

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

Applications of Pacific Gas and Electric Company for Approval of the 2009-2011 Energy Savings Assistance Program and California Alternate Rates for Energy Programs and Budget (U39M)	Application 08-05-022 (Filed May 15, 2008)
Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2009 – 2011.	Application 08-05-024 (Filed May 15, 2008)
Application of Southern California Gas Company (U 904 G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2009 – 2011.	Application 08-05-025 (Filed May 15, 2008)
Application of Southern California Edison Company (U 338-E) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2009, 2010 and 2011.	Application 08-05-026 (Filed May 15, 2008)

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

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December 21, 2011

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

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

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

Respectfully Submitted

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

# LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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## ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

### 1. Energy Savings Assistance Program Executive Summary

#### 1.1. Energy Savings Assistance Program Overview

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

Program Summary through Month 11			
	Authorized / Planning Assumptions	Actual to Date	%
Budget	\$78,256,269	\$84,187,078	108%
Homes Treated	145,874	134,185	92%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	3,345,967	3,870,356	116%

During the month of November, SoCalGas and its Energy Savings Assistance Program contractor network continued to work diligently on managing the heightened workflow that the 2009-11 program cycle demands. As exhibited in the first ten months of 2011, SoCalGas and its Energy Savings Assistance Program contractors increased the number of homes treated, processed and paid in November 2011 by 43% as compared with the same 11 month period of 2010.

In November, SoCalGas processed and paid contractor invoices for 13,748 treated homes. SoCalGas also paid for the installation of weatherization measures in 12,199 homes. Energy Savings Assistance Program contractors serviced or replaced 1,548 appliances, which included 1,419 furnace repairs/replacements, and 129 water heater replacements.

Current efforts by SoCalGas and its Energy Savings Assistance Program contractor network have resulted in a total homes treated count that is 92% of the 2011 goal through November.

During November, SoCalGas reached the authorized funding levels for the Outreach and Assessment subcategory (See ESAP Table 1). SoCalGas will utilize unspent funds from 2009 and 2010 for the increased costs incurred for the Training Center category and the Weatherization and Outreach and Assessment subcategories. SoCalGas' ability to utilize unspent funds from previous program years is in compliance with the rules set forth in D.08-11-031 and as modified by D.10-10-008.<sup>1</sup>

On November 21, 2011, an Administrative Law Judge's Ruling (ALJ Ruling) granted SoCalGas' Motion to Shift Funds<sup>2</sup> which approved SoCalGas' request to shift: 1) \$16.959 million from its prior year's unspent funds to the 2011 weatherization subcategory; 2) \$8.880 million from its 2011 gas appliance subcategory to the 2011 weatherization subcategory; and, 3) \$612,422 from the High Efficiency Forced Air Furnace Pilot to the weatherization subcategory.

## **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 November, SoCalGas combined efforts to provide its Energy Savings Assistance Program contractor network with an additional 79 canvassing lists using the Whole Neighborhood Approach (WNA) strategy. SoCalGas continues to offer its contractors flexibility in the planning, timing and completion of their

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<sup>1</sup> Section 20 and O.P. 85, as modified by D. 10-10-008

<sup>2</sup> Motion of Southern California Gas Company (U904-G) to Shift Energy Savings Assistance Program Funds, filed October 24, 2011.

WNA efforts. This approach, in conjunction with SoCalGas oversight and guidance, allows contractors to customize their activities to meet the needs of each neighborhood as well as the needs of each customer. Contractors are asked to document all facets of each WNA effort; total number of completed homes, customers not willing to participate, successful canvassing and / or marketing efforts, and any other information that can help increase eligible customer enrollments. This detailed accounting serves to assist both the contractors and SoCalGas with future WNA activities. Additionally, smaller geographic focus of Zip+7 areas, coupled with tracking methods take into account the amount of time contractors spend working in an area and allow SoCalGas to better monitor the success of Energy Savings Assistance Program activities from a whole neighborhood perspective. The tracking methods include detailed instructions to contractors regarding data entry in the HEAT System<sup>3</sup>, both pre- and post-canvassing, to ensure specific information is captured. This information will be used to help SoCalGas distinguish WNA efforts from routine canvassing and also capture the disposition of WNA leads that do not result in an enrollment, (i.e., “unable to contact,” and “customer refused”).

The canvassing lists generated in November 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 16,906 customer addresses, of which 8,874 (52%) are potentially eligible based on Energy Savings Assistance Program income eligibility criteria. Additionally, based on SoCalGas data, 6,505 of the 16,906 (38%) addresses are in targeted self-certification PRIZM codes<sup>4</sup>.

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<sup>3</sup> The HEAT System is SoCalGas’ Energy Savings Assistance Program database used to track program activity and expenditures.

<sup>4</sup> Prizm codes are an area set of customer segmentation data widely used for marketing purposes in the United States. The data consist of demographic clusters that categorize every U.S. household into a segment. These segments were developed in part from the analysis of U.S. census data and categorize U.S. consumers into 14 distinct groups and 66 segments. The segments help marketers tailor content to consumers’ needs and look at a variety of factors, including income, likes, dislikes, lifestyles and purchase behaviors.

<b>Number of WNA Events per City</b>	<b>Contractor</b>
Lakewood – 7	<b>ACS Group</b>
Ontario – 5	<b>Reliable Energy Management Company</b>
Bakersfield – 15	<b>Staples and Associates</b>
Mission Hills – 1	<b>Synergy Companies</b>
Los Angeles – 41; Downey – 10	<b>The East Los Angeles Community Union</b>

Through November, SoCalGas and its Energy Savings Assistance Program contractors treated 4,740 homes through WNA activities.

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

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

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

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

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

During the month of November, SoCalGas launched a direct mail campaign targeting eligible CARE residential customers in the counties of Imperial, Los Angeles, Orange, Riverside and San Bernardino. The letter was developed to include information about the Energy Savings Assistance Program and directed customers to sign up for the program by visiting the SoCalGas website or calling a toll free telephone number. The campaign generated over 1,200 personalized letters in English and Spanish to existing CARE customers.

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

No Automated Voice Messaging Campaign (AVM) was conducted in the month of November.



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

In November, SoCalGas sent an electronic email to 1.7 million customers promoting the Energy Savings Assistance Program. 23,685 new customers with an email address were targeted to receive a welcome e-mail from SoCalGas. The email blast to these customers included information about SoCalGas' assistance programs and encouraged customers to apply for Energy Savings Assistance Program's no-cost home improvements. For customer convenience, a direct link to SoCalGas' on-line Energy Savings Assistance Program request (lead) form was imbedded in the e-mail. As of November 30, 1,786 customers completed on-line English Energy Savings Assistance Program request form.

### **Ethnic and Mass Media Campaign**

SoCalGas conducted two month long ethnic and mass media campaigns targeting potential eligible low income English, Spanish, African-American and Asian customers. The first campaign targeted general mass media, Spanish and African-American customer segments from November 7<sup>th</sup> through December 5<sup>th</sup>. A 30 second pre-roll video was placed in both English and Spanish promoting the ESAP program. The advertising agency negotiated a companion banner which promoted the Energy Savings Assistance Program and was present for the duration of the pre-roll and opted-in video content.

The second campaign targeted Asian customers. The ethnic media campaign targeted 104,640 Chinese, Korean, Vietnamese and Filipino customers via direct mail. Over 50,000 emails were delivered to Chinese, Vietnamese and Korean customers through the online channel. The campaign for the Filipino community consisted of partnering with "Seafood City", a popular supermarket that connects with the consumer and is seen as a trustworthy source for ethnically relevant information. Seven Seafood City supermarkets in Los Angeles County, each with an estimated 10,000 consumers or more per week, participated in the campaign.

Employees of these supermarkets distributed Energy Savings Assistance Program flyers to consumers or included a flyer in consumer's grocery bags.

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

**November 2, 2011 - Glaucoma & Cataract Seminar at the Braille Institute**

SoCalGas participated in the yearly Glaucoma and Cataract Seminar at the Braille Institute in Los Angeles. It was estimated that over 200 people attended the event and were able to walk to the room next door which offered an array of information for this special segment. Over 100 Energy Savings Assistance Program and CARE brochures were distributed to interested parties that visited SoCalGas' booth. Additionally, Braille booklets which contained information on The Energy Savings Assistance Program, CARE and Medical Baseline were available to customers at the seminar.

**November 22, 2011 – Job and Resource Fair, Arvin**

SoCalGas Regional Public Affairs represented SoCalGas at a job and resource fair in the city of Arvin. SoCalGas hosted a booth and provided information and addressed questions regarding SoCalGas' customer assistance programs. More than 100 residents from the city were present and about half of them stopped by the booth for CARE and Energy Savings Assistance Program information, as well as information pertaining to utility bill assistance. Although most people who visited were already enrolled in one of our SoCalGas' programs, they were able to take information on CARE and Energy Savings Assistance Program to family and friends.

**November 23, 2011 – Church of the Resurrection, Boyle Heights**

Assembly Speaker John Perez participated at a Turkey give away at the Church of the Resurrection in Boyle Heights. At the request of his office, SoCalGas distributed information on Customer Assistance programs, specifically CARE and

the Energy Savings Assistance Programs. Approximately 500 brochures were distributed.

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

**1.4.1** Please provide a status of the leveraging effort with CSD. What new steps or programs have been implemented? What was the result in terms of new enrollments?

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

SoCalGas continues its efforts to meet with various municipal utilities that provide electric and water services to customers in SoCalGas' service territory to identify opportunities to leverage one another's low-income energy efficiency programs in PY2011.

Imperial Irrigation District (IID) and SoCalGas continue to canvass joint territory for the Energy Savings Assistance Program leveraging agreement. To date, SoCalGas ESAP contractors have treated 5 customer homes with the program measures from both low income programs. SoCalGas and Burbank Water and Power (BWP) also continue to canvass joint territory and will report results accordingly.

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

continued throughout 2011. As a result of this agreement SoCalGas' Energy Savings Assistance Program has received rebates totaling more than \$116,000 for High Efficiency Clothes Washers installed in SoCalGas and EMWD joint service territory through November 2011.

**1.5. Workforce Education & Training**

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

SoCalGas continued its internal training programs which contribute to the goals of workforce development. SoCalGas provides two areas of training: 1) Enrollment and Assessment (E&A) and 2) Energy Savings Assistance Program Operations. The Year-to-Date results are shown in the following tables:

SoCalGas Skill-Level Test Results						
	July	August	September	October	November	YTD Total
Attended Testing	6	41	38	35	16	451
Passed Test	6	41	37	32	14	346
Pass Rate	100%	100%	97.4%	91.4%	87.5%	76.7%

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

SoCalGas Enrollment and Assessment Training						
	July	August	September	October	November	YTD Total
Attended Class	21	22	30	34	17	286
Passed Class	21	22	30	32	17	279
Badged	21	22	30	32	17	271
Census Attendees	2	3	3	0	0	23
Retention Rate	100%	100%	100%	94.1%	100%	94.76%

The 5-day class covers utility-specific items related to policies, security process and overall customer service standards as well as for leveraging opportunities amongst other low-income programs. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas identification badge. The year-to-date total for badged outreach specialists for SoCalGas is 271. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

SoCalGas continues to see the participation of previous U.S Census employees with its E&A contractors for Energy Savings Assistance Program outreach. As of November 2011, there are a total of 23 previous U.S. Census employees who successfully attended and passed SoCalGas' outreach and assessment training.

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

Class Type	August		September		October		November		YTD Total	
	No of Classes	No of Students	No of Classes	No of Students	No of Classes	No of Students	No of Classes	No of Students	No of Classes	No of Students
<b>Initial</b>	6	14	4	22	2	8	5	7	59	232
<b>Refreshers</b>	1	12	0	0	0	0	0	0	10	86
<b>NGAT 5-Day</b>	1	12	0	0	2	3	0	0	13	135
<b>Grand Total</b>	8	38	4	22	4	11	5	7	82	453

## 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	\$3,785,932	\$2,293,950	61%
Proc., Certification and Verification	\$1,248,928	\$1,153,307	92%
Information Tech./Programming (1)	\$522,554	\$474,907	91%
Pilots (2)	N/A	N/A	N/A
Measurement and Evaluation	\$17,192	\$0	0%
Regulatory Compliance	\$236,919	\$224,947	95%
General Administration	\$604,963	\$530,630	88%
CPUC Energy Division Staff	\$171,500	\$43,016	25%
Cooling Centers (3)	N/A	N/A	N/A
<b>Total Expenses</b>	<b>\$6,587,988</b>	<b>\$4,720,757</b>	<b>72%</b>
Subsidies and Benefits (4)	\$135,901,649	\$111,834,788	82%
<b>Total Program Costs and Discounts</b>	<b>\$142,489,637</b>	<b>\$116,555,545</b>	<b>82%</b>

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,708,535	1,847,296	<b>92.5%</b>

## **2.2 Outreach**

- 2.2.1** Discuss utility outreach activities and those undertaken by third parties on the utility's behalf. (For additional CARE Outreach see section 1.3.2.)

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

During the month of November SoCalGas ran two campaigns to call customers who were not on the CARE program, but who might be eligible. On the weekend of November 5, SoCalGas called 26,000 potential enrollees in the CARE program. By the end of that campaign 1,011 customers enrolled in the program. On the weekend of November 19, SoCalGas initiated a second campaign and called another 52,000 potential enrollees in the CARE program, and by the end of that campaign an additional 1,121 customers had enrolled. In addition, SoCalGas continued with its monthly campaign to call existing CARE customers who are on the program, but who are due to recertify their eligibility. Over 37,000 customers were called, and 3,949 recertified their eligibility. (When possible, SoCalGas also emails customers who need to recertify; this campaign is described in the next section.)

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

During November approximately 3,900 new customers enrolled in the CARE program and 1,228 existing customers re-certified their eligibility through the company website. SoCalGas references its website in virtually all communications. In addition, because more and more SoCalGas customers have provided the company with their email addresses, SoCalGas is increasing its email communications. Links to the company website are prominent in such emails. The Gas Company News -- email edition -- was emailed to 1.7 million residential customers in November. CARE and Customer Assistance were prominent topics. In addition, new customers, who provide us with their email

address, receive a welcome email; during November 23,685 welcome emails were sent. Finally, SoCalGas sent an email to 8,807 customers who were due to recertify their eligibility in the program (and who had previously supplied the company with their email addresses). This email -- and conventional mail communications to such customers -- provides a link to the company website where the customer can recertify online.

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

To reach customers who are “missed” by traditional outreach (bill inserts, phone campaigns, direct mail, and so on), SoCalGas’ employs a third-party contractor to canvass targeted neighborhoods to enroll customers in CARE. The canvassers are bilingual (English and Spanish.) During the month of November, SoCalGas received 2,801 applications from door-to-door canvassing. Ultimately, 2,150 applications were approved.

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 November, 211 LA County fielded 58 calls and appeared at 7 events, with a total attendee population of approximately 550.

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

SoCalGas has sent out three waves of direct mail over the last three months, totaling 100,000 pieces. In November approximately 40,000 pieces were mailed. During that month, SoCalGas processed 1,160 enrollments from the “Wave 1” and “Wave 2.” Enrollments from the November campaign (“Wave 3”) will be reflected in December and January enrollment figures. Year to date, there have been 27,392 new enrollments through direct mail campaigns.

### **CARE Bill Inserts**



There was no bill insert during the month of November. There was a bill insert in October and a bill insert in July (which highlighted the June update to eligibility guidelines). During November there were 2,712 new CARE enrollments from bill inserts. Year to date, there have been 11,049 new CARE enrollments from bill inserts.

### **Outreach by Field Employees**

Beginning with the pilot-lighting season (late October), field employees began distributing to customers a bilingual (English/Spanish) leave-behind pamphlet. The pamphlet describes Customer Assistance Programs, and, thus far, over 100,000 pamphlets have been left with customers. An additional 340,000 pamphlets have been ordered and are scheduled to be delivered to the operating bases in December.

### **CARE Mass Media Campaign**

From November 7 to December 4 SoCalGas ran an Internet-based mass media campaign to create awareness of Customer Assistance programs. SoCalGas communications worked with its agency to develop a campaign that placed CARE messages on the “30 second pre-roll” that precedes online viewing of news or entertainment pieces. In certain cases, the agency was able to negotiate a persistent banner that stayed open during the viewing of the video content. The agency was instructed to place messages on websites that would provide the best reach to low-income customers. Results from the campaign will be reported in the December report.

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

To ensure continued increases in CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer information with other utilities such as Southern California Edison, San Diego Gas & Electric, Pacific Gas and Electric, and the Los Angeles Department of Water and Power. During the month of November, 5,767 customers were enrolled in SoCalGas' CARE program as a result of inter-utility data sharing activities. Additionally, CARE shares data with internal programs such as SoCalGas' Energy Savings Assistance Program and the Gas Assistance Fund. Intra-utility efforts in November, generated 2,154 CARE enrollments.

Coordinating the CARE program with other related low-income programs not only results in higher program participation rates, it also helps increase Post Enrollment Verification ("PEV") activities when customer information is shared with programs such as the Low Income Home Energy Assistance Program (LIHEAP). Since LIHEAP requires upfront proof of income and is a qualifying Categorically Eligible program, once CARE receives LIHEAP customer data, those customers are considered automatically eligible and their "pre enrollment verification" is used by SoCalGas to meet CARE's PEV requirements. As a result of leveraging activities during November 2011, 146 LIHEAP customers were enrolled in SoCalGas' CARE program.

**2.3 CARE Recertification Complaints**

There were no recertification complaints during the month of November.

**3. Appendix Energy Savings Assistance Program Tables and CARE Tables**  
**Energy Savings Assistance Program - Table 1- Energy Savings Assistance Program Expenses**

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

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

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

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

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

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

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

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

**CARE**- Table 3- CARE Verification

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

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

**CARE**- Table 6- Recertification Results

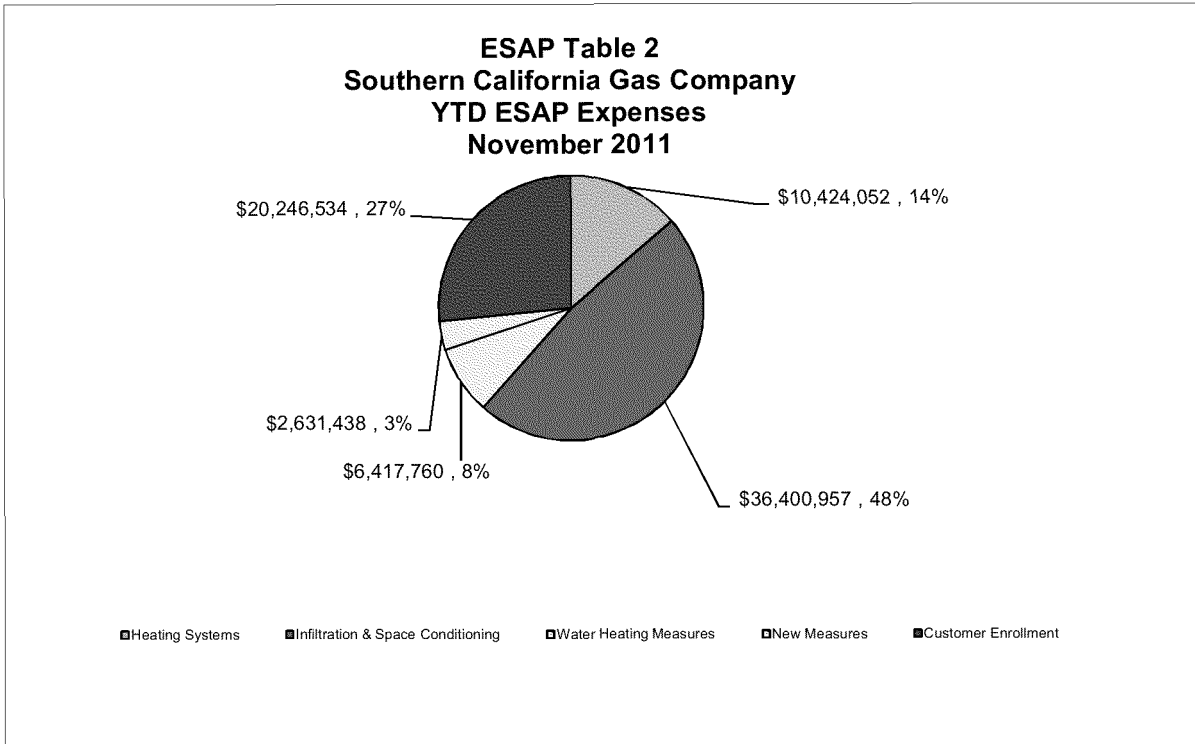
**CARE**- Table 7- Capitation Contractors

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>November 2011</b>												
4		<b>Authorized Budget<sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Year-To-Date Expenses</b>			<b>% of Budget Spent Year-To-Date</b>		
5	<b>Energy Savings</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	Energy Efficiency												
7	- Gas Appliances	\$ -	\$ 24,497,547	\$ 24,497,547	\$ -	\$ 1,591,200	\$ 1,591,200	\$ -	\$ 13,260,380	\$ 13,260,380	0%	54%	54%
8	- Electric Appliances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	- Weatherization <sup>3</sup>	\$ -	\$ 25,635,480	\$ 25,635,480	\$ -	\$ 4,933,539	\$ 4,933,539	\$ -	\$ 42,688,535	\$ 42,688,535	0%	167%	167%
10	- Outreach and Assessment	\$ -	\$ 17,211,246	\$ 17,211,246	\$ -	\$ 1,943,225	\$ 1,943,225	\$ -	\$ 18,531,910	\$ 18,531,910	0%	108%	108%
11	- In Home Energy Education	\$ -	\$ 2,188,110	\$ 2,188,110	\$ -	\$ 170,580	\$ 170,580	\$ -	\$ 1,714,470	\$ 1,714,470	0%	78%	78%
12	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ 28,127	\$ 28,127	\$ -	\$ -	\$ -	\$ -	\$ 57,932	\$ 57,932	0%	206%	206%
14	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	<b>Energy Efficiency TOTAL</b>	<b>\$ -</b>	<b>\$ 69,560,510</b>	<b>\$ 69,560,510</b>	<b>\$ -</b>	<b>\$ 8,638,544</b>	<b>\$ 8,638,544</b>	<b>\$ -</b>	<b>\$ 76,253,227</b>	<b>\$ 76,253,227</b>	<b>0%</b>	<b>110%</b>	<b>110%</b>
16													
17	Training Center	\$ -	\$ 320,587	\$ 320,587	\$ -	\$ 17,532	\$ 17,532	\$ -	\$ 360,391	\$ 360,391	0%	112%	112%
18	Inspections	\$ -	\$ 1,701,533	\$ 1,701,533	\$ -	\$ 97,933	\$ 97,933	\$ -	\$ 1,631,736	\$ 1,631,736	0%	96%	96%
19	Marketing	\$ -	\$ 1,050,293	\$ 1,050,293	\$ -	\$ 143,276	\$ 143,276	\$ -	\$ 710,894	\$ 710,894	0%	68%	68%
20	M&E Studies	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 30,704	\$ 30,704	0%	0%	0%
21	Regulatory Compliance	\$ -	\$ 272,837	\$ 272,837	\$ -	\$ 15,686	\$ 15,686	\$ -	\$ 189,466	\$ 189,466	0%	69%	69%
22	General Administration	\$ -	\$ 5,264,735	\$ 5,264,735	\$ -	\$ 358,170	\$ 358,170	\$ -	\$ 4,992,225	\$ 4,992,225	0%	95%	95%
23	CPUC Energy Division	\$ -	\$ 85,774	\$ 85,774	\$ -	\$ 2,436	\$ 2,436	\$ -	\$ 18,435	\$ 18,435	0%	21%	21%
24													
25	<b>TOTAL PROGRAM COSTS<sup>4</sup></b>	<b>\$ -</b>	<b>\$ 78,256,269</b>	<b>\$ 78,256,269</b>	<b>\$ -</b>	<b>\$ 9,273,577</b>	<b>\$ 9,273,577</b>	<b>\$ -</b>	<b>\$ 84,187,078</b>	<b>\$ 84,187,078</b>	<b>0%</b>	<b>108%</b>	<b>108%</b>
26	<b>Funded Outside of Energy Savings Assistance Program Budget</b>												
27	Indirect Costs <sup>2</sup>				\$ -	\$ 230,553	\$ 230,553		\$ 3,156,417	\$ 3,156,417			
28													
29	NGAT Costs				\$ 301,116	\$ 301,116		\$ 2,652,859	\$ 2,652,859				
30	<sup>1</sup> Base Budget reflects PY2009 Annual Base and does not include Carry-Over funds.												
31	<sup>2</sup> The Indirect Costs included in this category (Pension & Benefits, Workmans Comp, Public Liability & Property Damage, Fleet, Purchasing & Warehouse) are included in base margin												
32	and therefore are not included in the Energy Savings Assistance Program Total Program Costs.												
33	<sup>3</sup> SoCalGas reached the authorized funding levels for the Weatherization subcategory. Carry-over funds will be used to cover over expenditures in the Weatherization budget subcategory.												
34	<sup>4</sup> SoCalGas filed a Motion to request authorization to Shift Funds in October to address any over-expenditures.												
35	<sup>4</sup> SoCalGas has been directed by e-mail ruling dated 11-30-2011 to continue funding the ESA Program.												
36	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H
	<b>Energy Savings Assistance Program Table 2</b>							
	<b>Program Expenses and Energy Savings by Measures Installed</b>							
	<b>Southern California Gas Company</b>							
	<b>November 2011</b>							
1								
2				<b>Year-To-Date Completed &amp; Expensed Installations</b>				
3	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh (Annual)</b>	<b>kW (Annual)<sup>1</sup></b>	<b>Therms (Annual)</b>	<b>Expenses</b>	<b>% of Expenditure</b>
4	<b>Heating Systems</b>							
5	Furnaces	Each	14,787			38,336	\$10,424,052	14%
6	<b>Cooling Measures</b>							
7	A/C Replacement - Room	Each						
8	A/C Replacement - Central	Each						
9	A/C Tune-up - Central	Each						
10	A/C Services - Central	Each						
11	Heat Pump	Each						
12	Evaporative Coolers	Each						
13	Evaporative Cooler Maintenance	Each						
14	<b>Infiltration &amp; Space Conditioning</b>							
15	Envelope and Air Sealing Measures	Home	70,800			539,491	\$27,161,309	36%
16	Duct Sealing	Home	1,951			41,579	\$2,525,106	3%
17	Attic Insulation	Home	6,418			279,624	\$6,714,543	9%
18	<b>Water Heating Measures</b>							
19	Water Heater Conservation Measures	Home	105,773			2,876,880	\$5,153,984	7%
20	Water Heater Replacement - Gas	Each	1,247			15,065	\$1,263,776	2%
21	Water Heater Replacement - Electric	Each						
22	Tankless Water Heater - Gas	Each						
23	Tankless Water Heater - Electric	Each						
24	<b>Lighting Measures</b>							
25	CFLs	Each						
26	Interior Hard wired CFL fixtures	Each						
27	Exterior Hard wired CFL fixtures	Each						
28	Torchiere	Each						
29	<b>Refrigerators</b>							
30	Refrigerators -Primary	Each						
31	Refrigerators - Secondary	Each						
32	<b>Pool Pumps</b>							
33	Pool Pumps	Each						
34	<b>New Measures</b>							
35	Forced Air Unit Standing Pilot Change Out	Each	101			4,444	\$30,140	0%
36	Furnace Clean and Tune	Each	12,972			37,344	\$1,073,253	1%
37	High Efficiency Clothes Washer	Each	1,016			37,592	\$1,528,045	2%
38	Microwave	Each						
39	Thermostatic Shower Valve	Each						
40	LED Night Lights	Each						
41	Occupancy Sensor							
42	<b>Pilots</b>							
43	A/C Tune-up Central	Home						
44	Interior Hard wired CFL fixtures	Each						
45	Ceiling Fans	Each						
46	In-Home Display	Each						
47	Programmable Controllable Thermostat	Each						
48	Forced Air Unit	Each						
49	Microwave							
50	High Efficiency Clothes Washer							
51								
52	<b>Customer Enrollment</b>							
53	Outreach & Assessment	Home	134,185				\$18,532,064	24%
54	In-Home Education	Home	135,112				\$1,714,470	2%
55	Education Workshops	Participant						
56								
57								
58	<b>Total Savings/Expenditures</b>					<b>3,870,356</b>	<b>\$ 76,120,741</b>	<b>100%</b>
59								
60	Homes Weatherized	Home	109,925					
61								
62	<b>Homes Treated</b>							
63	- Single Family Homes Treated	Home	100,786					
64	- Multi-family Homes Treated	Home	23,948					
65	- Mobile Homes Treated	Home	9,451					
66	<b>- Total Number of Homes Treated</b>	<b>Home</b>	<b>134,185</b>					
67	<b># Eligible Homes to be Treated for PY<sup>2</sup></b>	<b>Home</b>	<b>145,874</b>					
68	<b>% OF Homes Treated</b>	<b>%</b>	<b>92%</b>					
69								
70	- Total Master-Metered Homes Treated	Home	13,935					
71	The Total Savings/Expenditures amount does not include a credit of \$116,362.50 from EMWD.							
72	<sup>1</sup> Energy savings is based on the 2005 Load Impact Evaluation.							
73	<sup>2</sup> Based on Attachment H of D. 08-11-031							
74								
75	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

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



	A	B
1	<b>Energy Savings Assistance Program Table 3 - Average Bill Savings per Treated Home Southern California Gas Company November 2011</b>	
2	<b>Year-to-date Installations - Expensed</b>	
3		
4	Annual kWh Savings	n/a
5	Annual Therm Savings	3,870,356
6	Lifecycle kWh Savings	n/a
7	Lifecycle Therm Savings	1,631,365
8	Current kWh Rate	\$ 0.11
9	Current Therm Rate	\$ 1.01
10	Number of Treated Homes	134,185
11	<b>Average 1st Year Bill Savings / Treated Home</b>	<b>\$ 29.91</b>
12	<b>Average Lifecycle Bill Savings / Treated Home</b>	<b>\$ 227.61</b>
13	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	<b>Energy Savings Assistance Program Table 4 - Energy Savings Assistance Program Homes Treated Southern California Gas Company November 2011</b>						
2	County	Eligible Customers			Homes Treated Year-To-Date		
3		Rural	Urban	Total	Rural	Urban	Total
4	Fresno	24	11,599	11,624	96	2,459	2,555
5	Imperial	18,907	1	18,908	239	1	240
6	Kern	30,123	13,419	43,542	4,403	790	5,193
7	Kings	13,789	12	13,801	2,192	0	2,192
8	Los Angeles	2,053	1,170,328	1,172,381	596	68,698	69,294
9	Orange	30	248,061	248,091	0	11,570	11,570
10	Riverside	127,637	107,852	235,489	1,715	9,236	10,951
11	San Bernardino	1,172	168,113	169,285	373	18,177	18,550
12	San Luis Obispo	18,776	10,691	29,467	953	0	953
13	Santa Barbara	1,303	42,480	43,783	631	506	1,137
14	Tulare	44,833	11,247	56,080	8,715	2,392	11,107
15	Ventura	2,178	62,128	64,307	70	373	443
16							
17	<b>Total</b>	<b>260,826</b>	<b>1,845,932</b>	<b>2,106,758</b>	<b>19,983</b>	<b>114,202</b>	<b>134,185</b>
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	<b>Energy Savings Assistance Program Table 5 - Program Customer Summary Southern California Gas Company November 2011</b>																
2		Gas & Electric				Gas Only				Electric Only				Total			
3		# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW
4	Month																
5	Jan-11	0	0	0	0	0	-	0	0	0	0	0	0	0	-	0	0
6	Feb-11	0	0	0	0	13,378	326,566	0	0	0	0	0	0	13,378	326,566	0	0
7	Mar-11	0	0	0	0	29,905	747,375	0	0	0	0	0	0	29,905	747,375	0	0
8	Apr-11	0	0	0	0	45,318	1,214,001	0	0	0	0	0	0	45,318	1,214,001	0	0
9	May-11	0	0	0	0	57,293	1,559,874	0	0	0	0	0	0	57,293	1,559,874	0	0
10	Jun-11	0	0	0	0	67,513	1,853,695	0	0	0	0	0	0	67,513	1,853,695	0	0
11	Jul-11	0	0	0	0	81,518	2,214,008	0	0	0	0	0	0	81,518	2,214,008	0	0
12	Aug-11	0	0	0	0	92,833	2,604,839	0	0	0	0	0	0	92,833	2,604,839	0	0
13	Sep-11	0	0	0	0	106,506	2,996,183	0	0	0	0	0	0	106,506	2,996,183	0	0
14	Oct-11	0	0	0	0	120,437	3,438,455	0	0	0	0	0	0	120,437	3,438,455	0	0
15	Nov-11	0	0	0	0	134,185	3,870,356	0	0	0	0	0	0	134,185	3,870,356	0	0
16	Dec-11																
17	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2L.																
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies</b>												
2	<b>Southern California Gas Company</b>												
3	<b>November 2011</b>												
4		<b>Authorized 3-Year Budget</b>			<b>Current Month Expenses</b>			<b>Expenses Since January 1, 2009</b>			<b>% of 3-Year Budget Spent</b>		
5		<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Pilots:</b>												
7	FAU Pilot	\$ -	\$ 725,000	\$ 725,000	\$ -	\$ -	\$ -	\$ -	\$ 112,534	\$ 112,534	0%	16%	16%
8	Wet Pilot	\$ -	\$ 63,275	\$ 63,275	\$ -		\$ -	\$ -	\$ 57,932	\$ 57,932	0%	92%	92%
9													
10	<b>Total Pilots</b>	<b>\$ -</b>	<b>\$ 788,275</b>	<b>\$ 788,275</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 170,466</b>	<b>\$ 170,466</b>	<b>0%</b>	<b>22%</b>	<b>22%</b>
11													
12	<b>Studies:</b>												
13	Non-Energy Benefits	\$ -	\$ 90,000	\$ 90,000		\$ -	\$ -	\$ -	\$ 37,156	\$ 37,156	0%	41%	41%
14	Process Evaluation	\$ -	\$ 62,500	\$ 62,500	\$ -		\$ -	\$ -	\$ 30,704	\$ 30,704	0%	49%	49%
15	Impact Evaluation <sup>1</sup>	\$ -	\$ 150,000	\$ 150,000	\$ -	\$ -	\$ -	\$ -	\$ 76,450	\$ 76,450	0%	51%	51%
16													
17													
18	<b>Total Studies</b>	<b>\$ -</b>	<b>\$ 302,500</b>	<b>\$ 302,500</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 144,310</b>	<b>\$ 144,310</b>	<b>0%</b>	<b>48%</b>	<b>48%</b>
19	<sup>1</sup> Budget funds are carried over from the 2007-2008 Energy Savings Assistance Program Funding Cycle												
20	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E
1	<b>Energy Savings Assistance Program Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>November 2011</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
7	91723-14 - Richard Heath Associates	130	69	18	4
8	91723-23 - Richard Heath Associates	270	144	87	6
9	91723-27 - Richard Heath Associates	311	111	37	4
10	91723-30 - Richard Heath Associates	279	139	9	4
11	91723-31 - Richard Heath Associates	273	142	13	1
12	91767-21 - Richard Heath Associates	211	63	54	0
13	91767-23 - Richard Heath Associates	458	155	122	1
14	91767-25 - Richard Heath Associates	485	215	182	3
15	91767-26 - Richard Heath Associates	359	211	188	1
16	91767-27 - Richard Heath Associates	198	70	46	0
17	91767-31 - Richard Heath Associates	234	58	35	0
18	91767-32 - Richard Heath Associates	263	127	71	0
19	91767-33 - Richard Heath Associates	351	158	134	5
20	91767-34 - Richard Heath Associates	258	115	81	2
21	91767-35 - Richard Heath Associates	521	262	103	0
22	91767-38 - Richard Heath Associates	100	35	7	0
23	91767-39 - Richard Heath Associates	236	69	24	1
24	91767-41 - Richard Heath Associates	313	127	91	1
25	91767-42 - Richard Heath Associates	332	139	118	0
26	91767-43 - Richard Heath Associates	223	82	88	0
27	91767-44 - Richard Heath Associates	215	82	54	0
28	93203-14 - Staples and Associates	131	105	74	1
29	93203-19 - Staples and Associates	138	105	59	0
30	93280-16 - Staples and Associates	147	87	31	3
31	93280-18 - Staples and Associates	141	86	79	1
32	93280-33 - Staples and Associates	119	59	69	2
33	91791-18 - The East Los Angeles Community Union	350	83	28	1
34	91791-25 - The East Los Angeles Community Union	267	63	17	0
35	91791-26 - The East Los Angeles Community Union	239	59	44	0
36	92335-12 - The East Los Angeles Community Union	103	57	26	3
37	92335-24 - The East Los Angeles Community Union	201	148	71	0
38	92335-27 - The East Los Angeles Community Union	17	8	2	0
39	92335-34 - The East Los Angeles Community Union	306	170	133	4
40	92335-41 - The East Los Angeles Community Union	469	266	167	0
41	92335-60 - The East Los Angeles Community Union	368	146	74	2
42	92335-62 - The East Los Angeles Community Union	384	211	137	2
43	92335-63 - The East Los Angeles Community Union	417	204	140	10
44	92586-34 - The East Los Angeles Community Union	428	79	26	0
45	92586-35 - The East Los Angeles Community Union	419	122	26	1
46	92586-44 - The East Los Angeles Community Union	195	36	11	1
47	92586-48 - The East Los Angeles Community Union	215	59	0	0
48	92586-65 - The East Los Angeles Community Union	76	22	6	0
49	93277-16 - Garcia & Sons	196	117	61	9
50	93501-12 - Garcia & Sons	8	5	1	3
51	93501-13 - Garcia & Sons	195	111	38	9
52	93505-18 - Garcia & Sons	139	62	31	2
53	90003-10 - Reliable Energy Management	346	232	69	23

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

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

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

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

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



	A	B	C	D	E
1	<b>Energy Savings Assistance Program Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>November 2011</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
238	92335-72 - The East Los Angeles Community Union	117	65	23	1
239	92335-73 - The East Los Angeles Community Union	97	54	32	5
240	92335-77 - The East Los Angeles Community Union	39	13	7	1
241	92335-78 - The East Los Angeles Community Union	310	203	146	4
242	92335-80 - The East Los Angeles Community Union	224	104	73	4
243	92335-81 - The East Los Angeles Community Union	274	139	101	1
244	92335-85 - The East Los Angeles Community Union	62	21	14	0
245	92335-86 - The East Los Angeles Community Union	83	55	23	0
246	92335-87 - The East Los Angeles Community Union	234	128	71	3
247	92335-88 - The East Los Angeles Community Union	106	68	43	1
248	92335-89 - The East Los Angeles Community Union	318	191	211	1
249	92335-90 - The East Los Angeles Community Union	131	86	40	5
250	92335-91 - The East Los Angeles Community Union	14	5	1	0
251	92335-92 - The East Los Angeles Community Union	75	40	20	2
252	92337-68 - The East Los Angeles Community Union	761	309	20	8
253	92337-70 - The East Los Angeles Community Union	142	54	14	2
254	92337-71 - The East Los Angeles Community Union	126	55	9	0
255	92337-72 - The East Los Angeles Community Union	217	101	31	0
256	92337-73 - The East Los Angeles Community Union	178	100	27	0
257	92337-74 - The East Los Angeles Community Union	217	97	29	0
258	92337-75 - The East Los Angeles Community Union	172	68	15	0
259	92337-90 - The East Los Angeles Community Union	455	89	37	0
260	92337-93 - The East Los Angeles Community Union	83	27	10	0
261	92553-12 - The East Los Angeles Community Union	92	26	19	1
262	92553-23 - The East Los Angeles Community Union	132	84	40	2
263	92553-29 - The East Los Angeles Community Union	222	95	78	0
264	92553-41 - The East Los Angeles Community Union	397	250	116	6
265	92553-42 - The East Los Angeles Community Union	325	194	153	2
266	92553-43 - The East Los Angeles Community Union	444	197	196	5
267	92553-44 - The East Los Angeles Community Union	402	130	147	1
268	92553-47 - The East Los Angeles Community Union	543	172	134	11
269	92553-48 - The East Los Angeles Community Union	442	161	123	2
270	92553-49 - The East Los Angeles Community Union	492	176	179	5
271	92553-68 - The East Los Angeles Community Union	407	117	86	8
272	92555-23 - The East Los Angeles Community Union	296	100	68	4
273	92555-24 - The East Los Angeles Community Union	442	158	138	4
274	92555-25 - The East Los Angeles Community Union	228	79	21	7
275	92555-35 - The East Los Angeles Community Union	164	54	0	0
276	92555-37 - The East Los Angeles Community Union	132	47	1	1
277	92555-38 - The East Los Angeles Community Union	207	0	2	0
278	92845-26 - The East Los Angeles Community Union	340	53	3	0
279	92845-27 - The East Los Angeles Community Union	284	51	6	0

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1 - CARE Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>November 2011</b>												
4		<b>Authorized Budget</b>			<b>Current Month Expenses</b>			<b>Year-To-Date Expenses</b>			<b>% of Budget Spent Year-To-Date</b>		
5	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	Outreach <sup>[1]</sup>	\$ -	\$3,785,932	\$3,785,932		\$210,336	\$210,336		\$2,293,950	\$2,293,950	0%	61%	61%
7	Automatic Enrollment	\$ -	\$0	\$0	\$ -	\$0	\$0	\$ -	\$0	\$0	0%	0%	0%
8	Processing/ Certification/Verification	\$ -	\$1,248,928	\$1,248,928	\$ -	\$84,954	\$84,954	\$ -	\$1,153,307	\$1,153,307	0%	92%	92%
9	Information Technology / Programming	\$ -	\$522,554	\$522,554	\$ -	\$48,146	\$48,146	\$ -	\$474,907	\$474,907	0%	91%	91%
10													
11	<b>Pilots</b>												
12	- Pilot SB 580	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	<b>Total Pilots</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16													
17	Measurement & Evaluation <sup>[2]</sup>	\$ -	\$17,192	\$17,192	\$ -	\$0	\$0	\$ -	\$ -	\$ -	0%	0%	0%
18	Regulatory Compliance	\$ -	\$236,919	\$236,919	\$ -	\$13,768	\$13,768	\$ -	\$224,947	\$224,947	0%	95%	95%
19	General Administration	\$ -	\$604,963	\$604,963	\$ -	\$47,896	\$47,896	\$ -	\$530,630	\$530,630	0%	88%	88%
20	CPUC Energy Division	\$ -	\$171,500	\$171,500		\$5,684	\$5,684	\$ -	\$43,016	\$43,016	0%	25%	25%
21													
22	<b>SUBTOTAL MANAGEMENT COSTS</b>	\$ -	\$ 6,587,988	\$ 6,587,988	\$ -	\$410,784	\$410,784	\$ -	\$4,720,757	\$4,720,757	0%	72%	72%
23													
24	CARE Rate Discount	\$ -	\$132,712,188	\$132,712,188	\$ -	\$10,054,502	\$10,054,502	\$ -	\$108,334,853	\$108,334,853	0%	82%	82%
25	Service Establishment Charge Discount	\$ -	\$3,189,461	\$3,189,461	\$ -	\$325,140	\$325,140	\$ -	\$3,499,935	\$3,499,935	0%	110%	110%
26													
27	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	\$ -	\$ 142,489,637	\$ 142,489,637	\$ -	\$10,790,426	\$10,790,426	\$ -	\$116,555,545	\$116,555,545	0%	82%	82%
28													
29	<b>Other CARE Rate Benefits</b>												
30	DWR Bond Charge Exemption												
31	CARE PPP Exemption				\$ -	\$1,463,042	\$1,463,042		\$17,231,872	\$17,231,872			
32	California Solar Initiative Exemption <sup>[3]</sup>												
33	kWh Surcharge Exemption												
34	<b>TOTAL - OTHER CARE RATE BENEFITS</b>				\$ -	\$1,463,042	\$1,463,042	\$ -	\$17,231,872	\$17,231,872			
35													
36	Indirect Costs					\$88,338	\$88,338	\$ -	\$1,130,186	\$1,130,186			
37	<sup>1</sup> Outreach includes costs associated with Capitation Fees, Other Outreach and Mass Media												
38	<sup>2</sup> Measurement and Evaluation consists of Needs Assessment costs												
39	<sup>3</sup> DWR Bond Charge, CARE PPP, California Solar Initiative and kWh Exemptions have been included to reflect discounts received by CARE customers not charged to the CARE balancing account.												
40	<sup>4</sup> The indirects included in this category (Pension & Benefits, Workmans Comp, Public Liability & Property Damage, Fleet, Purchasing & Warehouse) are included in the base rate and therefore are not included in the CARE Total Program Costs.												
41													

	A	B	C	D	E	F	G	H	I	J	K	L	M
42	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
1	<b>CARE Table 2 - Enrollment, Recertification, Attrition, &amp; Penetration</b>																		
2	<b>Southern California Gas Company</b>																		
3	<b>November 2011</b>																		
4	<b>Gross Enrollment</b>																		
5	<b>Enrollment</b>																		
6	<b>2011</b>																		
7		Automatic Enrollment																	
8		Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	One-e-App <sup>4</sup>	SB580	Combined (B+C+D+E+F)	Capitation	Other Sources <sup>5</sup>	Total (G+H+I)	Recertification <sup>6</sup>	Total Adjusted (J+K)	Attrition (Drop Offs) <sup>7</sup>	Net (L-M)	Net Adjusted (N-K)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (P/Q)	
9	January	6,068	1,679	75	0	0	7,822	24	15,055	22,901	45,730	68,631	16,928	51,703	5,973	1,720,017	1,842,984	93.3%	
10	February	7,086	196	94	0	0	7,376	33	18,393	25,802	40,802	66,604	38,145	28,459	-12,343	1,707,674	1,842,984	92.7%	
11	March	7,237	3,172	45	0	0	10,454	16	32,652	43,122	52,037	95,159	29,582	65,577	13,540	1,721,214	1,842,984	93.4%	
12	April	7,883	2,312	161	0	0	10,356	29	19,571	29,956	53,772	83,728	14,344	69,384	15,612	1,736,826	1,847,383	94.0%	
13	May	7,418	2,382	93	0	0	9,893	32	13,159	23,084	47,545	70,629	17,690	52,939	5,394	1,742,220	1,847,383	94.3%	
14	June	5,628	1,844	166	0	0	7,638	29	13,082	20,749	48,765	69,514	24,412	45,102	-3,663	1,738,557	1,847,383	94.1%	
15	July	8,672	2,676	178	0	0	11,526	41	8,632	20,199	51,237	71,436	43,582	27,854	-23,383	1,715,174	1,845,587	92.9%	
16	August	7,446	1,981	125	0	0	9,552	7	12,660	22,219	50,103	72,322	18,369	53,953	3,850	1,719,024	1,845,587	93.1%	
17	September	10,415	2,253	59	0	0	12,727	42	15,076	27,845	52,573	80,418	33,914	46,504	-6,069	1,712,955	1,845,587	92.8%	
18	October	7,673	2,040	225	0	0	9,938	51	11,304	21,293	40,964	62,257	16,157	46,100	5,136	1,718,091	1,847,296	93.0%	
19	November	5,767	2,154	146	0	0	8,067	17	14,180	22,264	46,082	68,346	31,820	36,526	-9,556	1,708,535	1,847,296	92.5%	
20	December																		
21	<b>Total for 2011</b>	<b>81,293</b>	<b>22,689</b>	<b>1,367</b>	<b>0</b>	<b>0</b>	<b>105,349</b>	<b>321</b>	<b>173,764</b>	<b>279,434</b>	<b>529,610</b>	<b>809,044</b>	<b>284,943</b>	<b>524,101</b>	<b>-5,509</b>				
22	<sup>1</sup> Enrollments via data sharing between the IOUs.																		
23	<sup>2</sup> Enrollments via data sharing between departments and/or programs within the utility.																		
24	<sup>3</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.																		
25	<sup>4</sup> One-E-App is a pilot program set up by The Center to Promote Healthcare Access (the Center) and PG&E. The pilot will occur within two PG&E counties and looks to implement a strategy of automatic enrollment for low-income customers into the CARE program based on the customers' applications or reapplications for related low-income health and social welfare services. (e.g. MediCAL, Healthy Families, CALKids, etc.) The goal is to develop another means by which low income families can be introduced into the CARE program and, depending on the success of the pilot, possibly expand this pilot to other counties within PG&E's territory as well as to the other IOUs.																		
26	<sup>5</sup> Not including Recertification.																		
27	<sup>6</sup> Recertifications completed regardless of month requested.																		
28	<sup>7</sup> The drop offs include self-declined applications, ineligible applications and closed CARE accounts.																		
29	<sup>8</sup> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																		

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 3 - Standard Random Verification Results</b>								
2	<b>Southern California Gas Company</b>								
3	<b>November 2011</b>								
4	<b>2011</b>	Total CARE Population	Participants Requested to Verify	% of Population Total	Participants Dropped (Due to no response)	Participants Dropped (Verified as Ineligible)	Total Dropped	% Dropped through Random Verification	% of Total Population Dropped
5	<b>January</b>	1,720,017	4,278	0.25%	2,198	163	2,361	55%	0.14%
6	<b>February</b>	1,707,674	4,419	0.26%	2,289	136	2,425	55%	0.14%
7	<b>March</b>	1,721,214	6,763	0.39%	3,270	231	3,501	52%	0.20%
8	<b>April</b>	1,736,826	6,041	0.35%	3,038	237	3,275	54%	0.19%
9	<b>May</b>	1,742,220	5,570	0.32%	2,818	170	2,988	54%	0.17%
10	<b>June</b>	1,738,557	5,551	0.32%	2,972	174	3,146	57%	0.18%
11	<b>July</b>	1,715,174	4,842	0.28%	2,465	153	2,618	54%	0.15%
12	<b>August</b>	1,719,024	5,328	0.31%	1,932	168	2,100	39%	0.12%
13	<b>September</b>	1,712,955	5,180	0.30%	2	202	204	4%	0.01%
14	<b>October</b>	1,718,091	5,105	0.30%	3	130	133	3%	0.01%
15	<b>November</b>	1,708,535	4,415	0.26%	1	6	7	0%	0.00%
16	<b>December</b>								
17	<b>Total for 2011</b>	<b>1,708,535</b>	<b>57,492</b>	<b>3.36%</b>	<b>20,988</b>	<b>1,770</b>	<b>22,758</b>	<b>40%</b>	<b>1.33%</b>
18	SoCalGas' random verification process allows customers 90 days to respond to the verification request. Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
19	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G
1	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications<sup>1</sup></b>						
2	<b>Southern California Gas Company</b>						
3	<b>November 2011</b>						
4		<b>Provided<sup>2</sup></b>	<b>Received</b>	<b>Approved<sup>3</sup></b>	<b>Denied<sup>4</sup></b>	<b>Pending/ Never Completed<sup>5</sup></b>	<b>Duplicates<sup>6</sup></b>
5	<b>YTD Total</b>	7,737,212	1,061,873	809,044	33,131	219,698	
6	<b>Percentage</b>		100.00%	76.19%	3.12%	20.69%	0.00%
7	<sup>1</sup> Includes sub-metered customers.						
8	<sup>2</sup> An estimated number that includes customers whom were provided with CARE self-certification and self-recertification applications via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events.						
9	<sup>3</sup> Approved includes customers who are approved through SoCalGas' CARE eligible probability model, data exchange, mail-in, via web or by phone, and through duplicated applications.						
10	<sup>4</sup> Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
11	<sup>5</sup> Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
12	<sup>6</sup> SoCalGas treats duplicated applications as recertification applications. Duplicates are customers who are already enrolled in CARE and mail in another CARE application.						
13	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J
1	<b>CARE Table 5 - Enrollment by County</b>									
2	<b>Southern California Gas Company</b>									
3	<b>November 2011</b>									
4	County	Estimated Eligible			Total Participants			Penetration Rate		
5		Urban <sup>1</sup>	Rural <sup>1</sup>	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	11,156	24	11,180	11,786	15	11,801	106%	63%	106%
7	Imperial	33	17,241	17,274	15	13,263	13,278	45%	77%	77%
8	Kern	12,669	29,058	41,727	10,855	27,872	38,727	86%	96%	93%
9	Kings	13	13,571	13,584	16	13,937	13,953	125%	103%	103%
10	Los Angeles	997,882	2,019	999,901	926,577	1,184	927,761	93%	59%	93%
11	Orange	203,559	30	203,589	170,283	20	170,303	84%	0%	84%
12	Riverside	102,399	121,060	223,459	93,566	115,272	208,838	91%	95%	93%
13	San Bernardino	154,929	1,109	156,038	165,623	862	166,485	107%	78%	107%
14	San Luis Obispo	9,445	17,935	27,379	5,202	13,778	18,980	55%	77%	69%
15	Santa Barbara	37,423	1,238	38,661	30,077	723	30,800	80%	58%	80%
16	Tulare	11,055	43,987	55,041	11,404	46,062	57,466	103%	105%	104%
17	Ventura	57,594	1,869	59,463	48,676	1,467	50,143	85%	78%	84%
18										
19	<b>Total</b>	<b>1,598,157</b>	<b>249,139</b>	<b>1,847,296</b>	<b>1,474,080</b>	<b>234,455</b>	<b>1,708,535</b>	<b>92%</b>	<b>94%</b>	<b>92.5%</b>
20	<sup>1</sup> Define Urban vs Rural									
21	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	<b>CARE Table 6 - Recertification Results</b>							
2	<b>Southern California Gas Company</b>							
3	<b>November 2011</b>							
4	<b>2011</b>	Total CARE Population	Participants Requested to Recertify <sup>1</sup>	% of Population Total	Participants Recertified <sup>2, 3</sup>	Participants Dropped <sup>3</sup>	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
5	<b>January</b>	1,720,017	18,700	1.09%	14,720	6,688	79%	0.39%
6	<b>February</b>	1,707,674	20,779	1.22%	17,216	6,984	83%	0.41%
7	<b>March</b>	1,721,214	31,482	1.83%	26,461	10,899	84%	0.63%
8	<b>April</b>	1,736,826	32,027	1.84%	25,612	12,284	80%	0.71%
9	<b>May</b>	1,742,220	29,200	1.68%	24,398	10,821	84%	0.62%
10	<b>June</b>	1,738,557	35,594	2.05%	27,524	14,184	77%	0.82%
11	<b>July</b>	1,715,174	26,601	1.55%	20,636	9,491	78%	0.55%
12	<b>August</b>	1,719,024	32,272	1.88%	22,331	9,691	69%	0.56%
13	<b>September</b>	1,712,955	23,455	1.37%	14,285	366	61%	0.02%
14	<b>October</b>	1,718,091	24,569	1.43%	12,529	430	51%	0.03%
15	<b>November</b>	1,708,535	30,028	1.76%	1,147	29	4%	0.00%
16	<b>December</b>							
17	<b>Total for 2011</b>	<b>1,708,535</b>	<b>304,707</b>	<b>17.83%</b>	<b>206,859</b>	<b>81,867</b>	<b>68%</b>	<b>4.79%</b>
18	<sup>1</sup> Participants requested to recertify.							
19	<sup>2</sup> Participants recertified number does not include the customers who are recertified through SoCalGas' CARE eligible probability model .							
20	<sup>3</sup> Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to							
21								
22	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							



	A	B	C	D	E	F	G	H
1	<b>CARE Table 7 - Capitation Contractors</b>							
2	<b>Southern California Gas Company</b>							
3	<b>November 2011</b>							
4		Contractor Type				Year-to-Date		
5	Contractor Name <sup>1</sup>	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
6	Community Action Partnership of Orange County		X	X	X	0	0	0
7	ELA Communications Energy ED Program		X			0	0	0
8	PACE – Pacific Asian Consortium in Employment		X	X	X	0	1	1
9	Proteus, Inc.		X			0	11	11
10	Community Pantry of Hemet		X			0	4	4
11	Community Action Partnership of San Bernardino		X		X	1	99	100
12	LA Works		X			0	0	0
13	Children’s Hospital of Orange County		X			0	0	0
14	The Companion Line		X			0	2	2
15	Across Amer Foundation		X			0	0	0
16	All Peoples Christian Center		X			0	0	0
17	LA County 211		X			0	34	34
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	2	2
23	Latino Resource Organization		X			0	0	0
24	Independent Living Center of Southern California		X			0	0	0
25	Community Action Partnership - Kern County		X			0	0	0
26	El Concilio del Condado de Ventura		X			0	1	1
27	Blessed Sacrament Church		X			0	0	0
28	Starbright Management Services		X			0	0	0
29	Hermandad Mexicana		X			0	0	0
30	CSET		X			0	17	17
31	Crest Forest Family and Community Service		X			0	0	0
32	CUI – Campesinos Unidos, Inc.		X	X	X	0	0	0
33	Veterans in Community Service		X	X	X	0	0	0
34	Chinatown Service Center		X			0	21	21
35	Koreatown Youth and Community Center		X			0	2	2
36	MEND		X			0	0	0
37	Armenian Relief Society		X			0	0	0
38	Catholic Charities of LA – Brownson House		X			0	0	0
39	BroadSpectrum		X			0	0	0
40	OCCC, Inc. (Orange County Community Center)		X			0	9	9
41	Green Light Shipping	X				0	0	0
42	APAC Service Center		X			0	116	116
43	Visalia Emergency Aid Council		X			0	0	0
44	<b>Total Enrollments</b>					<b>1</b>	<b>319</b>	<b>320</b>
45	<sup>1</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or							
46	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G	H
1	<b>CARE Table 8 - Participants as of Month-End</b>							
2	<b>Southern California Gas Company</b>							
3	<b>November 2011</b>							
4	<b>2011</b>	<b>Gas and Electric</b>	<b>Gas Only</b>	<b>Electric Only</b>	<b>Total</b>	<b>Eligible Households</b>	<b>Penetration</b>	<b>% Change<sup>1</sup></b>
5	<b>January</b>	n/a	1,720,017	n/a	1,720,017	1,842,984	93.3%	10.2%
6	<b>February</b>	n/a	1,707,674	n/a	1,707,674	1,842,984	92.7%	-0.7%
7	<b>March</b>	n/a	1,721,214	n/a	1,721,214	1,842,984	93.4%	0.8%
8	<b>April</b>	n/a	1,736,826	n/a	1,736,826	1,847,383	94.0%	0.9%
9	<b>May</b>	n/a	1,742,220	n/a	1,742,220	1,847,383	94.3%	0.3%
10	<b>June</b>	n/a	1,738,557	n/a	1,738,557	1,847,383	94.1%	-0.2%
11	<b>July</b>	n/a	1,715,174	n/a	1,715,174	1,845,587	92.9%	-1.3%
12	<b>August</b>	n/a	1,719,024	n/a	1,719,024	1,845,587	93.1%	0.2%
13	<b>September</b>	n/a	1,712,955	n/a	1,712,955	1,845,587	92.8%	-0.4%
14	<b>October</b>	n/a	1,718,091	n/a	1,718,091	1,847,296	93.0%	0.3%
15	<b>November</b>	n/a	1,708,535	n/a	1,708,535	1,847,296	92.5%	-0.6%
16	<b>December</b>							
17	<b>Total for 2011</b>							
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							