

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

Application of Southern California Edison  
Company (U 338E) for Approval of its Energy  
Savings Assistance and California Alternate  
Rates for Energy Programs and Budgets for  
Program Years 2015-2017.

And Related Matters.

Application 14-11-007  
(Filed November 18, 2014)

Application 14-11-009  
Application 14-11-010  
Application 14-11-011

**ANNUAL REPORT ACTIVITY OF SOUTHERN CALIFORNIA GAS COMPANY  
(U 904 G) ON LOW INCOME ASSISTANCE PROGRAMS FOR 2016**

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May 1, 2017

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This report presents the results and expenditures for Southern California Gas Company's (SoCalGas) California Alternate Rates for Energy (CARE) program and Energy Savings Assistance Program (ESA) for Program Year (PY) 2016. The purpose of this report is to consolidate activity for the CARE and ESA Programs, and provide the California Public Utilities Commission's (CPUC) Energy Division (ED) with all the necessary information to analyze SoCalGas' low-income programs.

Respectfully submitted,

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**Energy Savings Assistance (ESA) Program  
And  
California Alternate Rates for Energy (CARE)  
Program**

**Annual Report**

2016 Results

May 1, 2017

# ENERGY SAVINGS ASSISTANCE PROGRAM & CARE ANNUAL REPORT

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## **ENERGY SAVINGS ASSISTANCE PROGRAM ANNUAL REPORT**

### **1. ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY**

This report provides information on SoCalGas' ESA Program<sup>1</sup> accomplishments and expenditures for PY2016, the second year of the bridge funding extending the 2012-2014 program cycle originally authorized in the CPUC Decision (D) D.12-08-044. SoCalGas' ESA Program offers low-income customers weatherization services, energy efficient appliances, and energy education at no cost to qualified natural gas customers within its service territory.

In PY2016, SoCalGas ESA program treated 69,811 homes, installing measures providing energy savings of 1,152,700 first-year therms. SoCalGas' homes treated fell below the adopted goals of 136,836 homes as the ESA Program continued to seek out the hardest to reach willing and eligible customers remaining toward the 2020 Programmatic Initiative.

Commission authority for the PY2016 was provided in the form of two six-month bridge decisions using the same budget parameters adopted for PY2014 in D.14-08-030. D.16-11-022 was approved in November 2016 and while its sweeping changes were ordered effective immediately, substantial implementation was not possible until calendar year 2017 and therefore, PY2016 as detailed in this Annual Report was authorized, conducted, and approached in accordance with

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<sup>1</sup> The ESA Program was formerly known as the Low-Income Energy Efficiency (LIEE) Program.

the earlier decisions referenced above.

### 1.1 **Alignment of Energy Savings Assistance Program with Strategic Plan Goals and Strategy**

In D.07-12-051, the CPUC updated its policy objectives for the ESA

Program stating:

“[T]he key policy objective for the LIEE Programs, like that of our non-LIEE Energy Efficiency Programs, is to provide cost-effective energy savings that serve as an energy resource and to promote environmental benefits. Concurrently we retain our commitment to ensuring the LIEE Programs add to the participant’s quality of life, which implicates, equity, energy affordability, bill savings and safety and comfort for those customers who participate in LIEE Programs<sup>2</sup>.”

To achieve these objectives, the CPUC adopted a programmatic ESA Program initiative (programmatic initiative) “to provide all eligible LIEE customers the opportunity to participate in LIEE programs and to offer those who wish to participate all cost effective energy efficiency measures in their residences by 2020<sup>3</sup>.”

The California Long-Term Energy Efficiency Strategic Plan (Strategic Plan) lays out two goals: 1) By 2020, all eligible customers will be given the opportunity to participate in the ESA Program, and 2) The ESA Program will be an energy resource by delivering increasingly cost-effective and longer-term savings.

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<sup>2</sup> D.07-12-051 at p. 25.

<sup>3</sup> Id.

In D.12-08-044, the CPUC reinforced its key policy objective of making the ESA Program a reliable energy resource by adopting goals to treat one third of SoCalGas' willing and eligible households during program years 2012-2014. Treated goals remained the same throughout this bridge period.<sup>4</sup> During PY2016, D.16-04-040 was approved on April 21, 2016, which then suspended the Go-Back Rule and the Three Measure Minimum Rule (3MM). This allowed for ESA Program contractors to enroll eligible customers who had been previously serviced to re-enroll if they were within the designated rules suspended area. SoCalGas continues to work towards meeting the CPUC directed ESA Program goals and objectives, with the summary results for PY2016 provided in Section 1.2 below.

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<sup>4</sup> SoCalGas also notes that certain elements of this annual report have been altered from prior versions to reflect information associated with the 2012-2014 program cycle. Such matters were determined in consultation with the Commission's ED and the other IOUs as part of the charges of the mid-cycle working group established in D.12-08-044.



1.1.1 Please identify the IOU strategies employed in meeting **Goal 1: Improve Customer Outreach**

Implementation Plan and Timeline		
Strategies	Long Term 2016 - 2020 <sup>5</sup>	IOU strategy employed this program year
1.1: Strengthen program outreach using segmentation analysis and social marketing tools.	<ul style="list-style-type: none"> <li>Continue to access and evaluate customer-behavior and energy savings; improved upon outreach to eligible communities.</li> </ul>	<ul style="list-style-type: none"> <li>In PY2014-2016, SoCalGas continued to employ the Whole Neighborhood Approach (WNA) initiative to identify and reach targeted low-income customer segments by working with ESA program contractors. WNA canvassing lists were requested by ESA Program contractors and delivered as a means of targeting high probability customers in self-certification PRIZM codes. This information is of high value to ESA Program contractors and is used to streamline the ESA Program enrollment process.</li> <li>In PY2016, SoCalGas continued to employ its strong marketing campaigns which included direct mailers, bill inserts, emails and social media posts. In addition, energy usage information, demographics and targeted geographic locations (zip codes) were utilized to contact various customer segments to provide targeted ESA Program education.</li> <li>For the CARE Program, SoCalGas continues to utilize source codes to identify and track newly enrolled CARE customer lists and CARE rate transfer customer lists to deploy monthly email campaigns. Customers on these two lists have a higher probability of being eligible for the ESA Program.</li> <li>In PY2016, as part of an overall Mass Media campaign, SoCalGas deployed an all digital</li> </ul>

<sup>5</sup> California Energy Efficiency Strategic Plan, January 2011 Update. Section 2 – Page 25 and Section 2 – Page 27.

Implementation Plan and Timeline		
Strategies	Long Term 2016 - 2020 <sup>5</sup>	IOU strategy employed this program year
		<p>(social media and digital web ads) bridge campaign which ran from June 27<sup>th</sup> to December 4<sup>th</sup> for the ESA Program, CARE, and Medical Baseline (MBL). The goal of the media campaign was to increase awareness and drive enrollment participation of Customer Assistance Programs. The digital campaign focused on Los Angeles County and targeted customers based on results from tracking user behaviors (re-targeting). Additionally, SoCalGas also ran a stand-alone campaign for the CARE Program in the Los Angeles and Orange Counties which ran from January 18<sup>th</sup> to February 15<sup>th</sup>. For the ESA Program, SoCalGas deployed media campaigns in the Los Angeles and San Bernardino counties from February 15<sup>th</sup> to March 31<sup>st</sup>. The campaigns included traditional tactics with bilingual (English and Spanish) residential communications targeted toward income qualified customers within Los Angeles County. The tactics also included out-of-home, radio, and both digital and online/mobile banners. (Please note that these were pilots due to a transition in advertising agency in PY2016).</p> <ul style="list-style-type: none"> <li>• In PY2016, SoCalGas partnered with behavioral economists from the University of Oxford and the University of Chicago to explore and assess behaviors impacting customer participation in the ESA Program and CARE. Experiments were conducted to measure customer behaviors and participation rates between different communication messages. One of the five variations of a letter was distributed to a sample of 70,000 customers. The main findings of this effort included: 1) the customer receiving letters resulted in program enrollment and 2) the content of the</li> </ul>

Implementation Plan and Timeline		
Strategies	Long Term 2016 - 2020 <sup>5</sup>	IOU strategy employed this program year
		letters did not have a significant impact on participation.
<b>1.2:</b> Develop a recognizable and trustworthy Brand/Tagline for the programs.	<ul style="list-style-type: none"> <li>Evaluate progress/refine strategy</li> </ul>	<ul style="list-style-type: none"> <li>During PY2016, the following strategies have resulted in successful progress in developing and perpetuating a recognizable and trustworthy brand for Customer Assistance Programs.</li> <li>All ESA Program marketing and advertising campaigns (collateral, giveaways, direct mail, email, social media, etc.) displayed the ESA Program logo brand.</li> <li>SoCalGas' continued to make polo shirts, t-shirts, and vehicle magnets with the ESA Program brand insignia which were available to the ESA Program contractors upon request.</li> <li>SoCalGas continued to engage in co-branding efforts on joint Investor Own Utilities' (IOU) printed material. In PY2016, SoCalGas co-branded the Energy Education Insert with the other IOUs.</li> </ul>
<b>1.3:</b> Improve program delivery.	<ul style="list-style-type: none"> <li>Use information from segmentation analysis to achieve efficiencies in program delivery.</li> <li>Leverage with Local, State, and Federal agencies as well as other organizations to increase seamless coordination,</li> </ul>	<ul style="list-style-type: none"> <li>SoCalGas worked with their External Affairs department to secure information on city and county websites and to display materials in local government offices to promote the ESA Program. As an example, in PY2016, the cities of Oxnard, Desert Hot Springs, Indio, Santa Ana provided a link on their city website regarding SoCalGas' Customer Assistance Programs.</li> <li>SoCalGas also continued to work with Local Government Partnerships, including the Council of Governments to disseminate information to its membership base and to present Low Income Programs information at their meetings. For example, in PY2016, Low Income programs were presented at a</li> </ul>

Implementation Plan and Timeline		
Strategies	Long Term 2016 - 2020 <sup>5</sup>	IOU strategy employed this program year
	efficiency and enrollment.	<p>multifamily (MF) stakeholder meeting hosted by the city of Huntington Beach. In a separate effort, the city of Redlands promoted ESA Program and the Middle Income Direct Install (MIDI) in its local recreation guide.</p> <ul style="list-style-type: none"> <li>Community Based Organizations (CBOs) working with SoCalGas in PY2016 continued to utilize their intake processes to promote the ESA Program and CARE along with the other community services they provide. For example, in PY2016, SoCalGas worked with the organization Second Harvest Food Bank Orange County. This organization works with over 200 community partners to provide meals to over 2,700 children each day during after school programs, as well as provide information on SoCalGas' Customer Assistance Programs. SoCalGas also provided both lunch and dinner to seniors through their Meal on Wheels program. Second Harvest Food Bank also provides SoCalGas collateral to Low Income customers at mobile school pantries, resource events, and community food events throughout all the communities they serve.</li> <li>See 1.1 on PRIZM segmentation and WNA.</li> </ul>
<b>1.4:</b> Promote the growth of a trained Energy Savings Assistance Program workforce.	<ul style="list-style-type: none"> <li>Implement ESA Program workforce education and training.</li> <li>Coordinate workforce and service providers with broader market</li> </ul>	<ul style="list-style-type: none"> <li>Similar to PY2015, SoCalGas continued to provide the ESA Program workforce education and training to its Contractor network by offering trainings and refreshers both in a formal classroom setting at SoCalGas' Energy Resource Center (ERC) and at contractor's offices.</li> <li>In-Home Energy Education enhancements included the development of an Appliance Guide for Program Representatives assessing homes for feasible measures.</li> </ul>

Implementation Plan and Timeline		
Strategies	Long Term 2016 - 2020 <sup>5</sup>	IOU strategy employed this program year
		<p>The Appliance Guide helps Program Representatives correctly identify the type of gas appliances in the home, including the different types of Forced Air Units used to heat customer homes.</p> <ul style="list-style-type: none"> <li>• SoCalGas implemented the distribution of a shower timer to provide to program participants receiving In-Home Energy Education. The shower timer helps educate customers regarding the ongoing drought in the state of California and also extends to educating customers about water conservation.</li> <li>• SoCalGas and Southern California Edison (SCE) jointly developed an ESA Program Mobile Site to support paperless enrollments. SoCalGas selected five contractors to pilot the site and received training in December of 2016. Full deployment of the mobile site is scheduled for PY2017.</li> </ul>

**1.1.2 Please identify the IOU strategies employed in meeting Goal 2:  
Energy Savings Assistance Program is an Energy Resource**

Implementation Plan and Timeline		
Strategies	Long Term 2016 - 2020	IOU strategy employed this program year
<b>2.1:</b> Increase collaboration and leveraging of other low-income programs and services.	<ul style="list-style-type: none"> <li>• Continue to expand partnerships with stakeholders and seek new opportunities for data sharing.</li> </ul>	<ul style="list-style-type: none"> <li>• In PY2016, in leveraging of other Low Income programs, SoCalGas perpetuated its ongoing partnership with the South Coast Air Quality Management District (SCAQMD) to improve indoor air quality via the ESA Program. This pilot term was completed in February 2016. Measures taken under this program included identifying homes at risk for exposure to high levels of localized</li> </ul>

Implementation Plan and Timeline		
Strategies	Long Term 2016 - 2020	IOU strategy employed this program year
		<p>criteria pollutants and Diesel Particulate Matter emissions, conducting home assessments, and weatherizing homes along freeway corridors. Intermodal facilities will improve indoor air quality for residents and minimize exposure to pollutants. The pilot focused on the Boyle Heights section of the city of Los Angeles and the entire city of San Bernardino.</p> <ul style="list-style-type: none"> <li>• In PY2016, SoCalGas employed a reciprocal promotional methodology between the ESA Program and CARE. Data is shared across programs to identify opportunities for enrollments (i.e. CARE participants not on the ESA Program and ESA Program participants not on CARE). This successful approach is anticipated to continue to be used in the future for SoCalGas.</li> <li>• In PY2016, SoCalGas' the ESA Program and CARE has continued the working relationship with the Asian Resource Center, a CBO and member agency under the Community Help and Awareness with Natural Gas and Electricity Services (CHANGES) Program, by attending their events and promoting Low Income Programs in-language.</li> <li>• In an effort to promote the ESA Program, SoCalGas assisted its contractors with outreach whenever possible by providing WNA lists, collateral, and technical support. In PY2016, SoCalGas invited ESA Program contractors to SoCalGas sponsored events where they had an opportunity to share a booth and were able to create leads for customer enrollments. Additionally, SoCalGas allowed contractors to promote</li> </ul>

Implementation Plan and Timeline		
Strategies	Long Term 2016 - 2020	IOU strategy employed this program year
		the ESA Program at its branch payment offices (BPOs).
<p><b>2.2:</b> Coordinate and communicate between Energy Savings Assistance Program, energy efficiency and DSM programs to achieve service offerings that are seamless for the customer.</p>	<ul style="list-style-type: none"> <li>Continually reevaluate and update programs to take advantage of new technologies.</li> </ul>	<ul style="list-style-type: none"> <li>SoCalGas has leveraged sponsorships of community events between the Customer Assistance Programs and other departments, by taking the opportunity to present the ESA Program and CARE information at community outreach events. SoCalGas continued to participate in community forums with other utilities where the Advanced Meter, ESA Program, and CARE material were presented to educate attendees on these programs.</li> <li>SoCalGas has also leveraged with water agencies and local municipalities to maximize comprehensive energy and water savings through the ESA Program for the benefit of joint customers. These collaborative efforts include the following organizations: Anaheim Public Utilities, Eastern Municipal Water District, Fontana Water Company, Liberty Utilities, Los Angeles Department of Water &amp; Power (LADWP), Metropolitan Water District, Pasadena Water &amp; Power, Riverside Public Utilities, and San Gabriel Valley Water Company.</li> <li>In PY2016, SoCalGas continued to work on streamlining internal processes and leveraging new and innovative resources with regards to research and data including metrics and marketing. Examples of these efforts include partnerships with Energy Efficiency (EE) Program's, Integrated Demand Side Management (IDSM) for data and the Single Point of Contact (SPOC) model to reach and educate large housing portfolio owners and managers of low-</li> </ul>



Implementation Plan and Timeline		
Strategies	Long Term 2016 - 2020	IOU strategy employed this program year
		<p>income and general EE programs. The SPOC is a SoCalGas employee who is able to offer all eligible programs to the portfolio owners of low-income programs and non-low-income programs.</p> <ul style="list-style-type: none"> <li>• SoCalGas partnered with contractors to provide on-site education and opportunities to sign up for Low Income programs at SoCalGas' BPOs. This effort resulted in increased outreach awareness of the ESA Program and CARE in PY2016.</li> <li>• In PY2016, SoCalGas leveraged Home Energy Reports (HERs) to reach 71,750 low-income customers to 1) educate them on their gas usage, 2) inform them of energy saving tips, and 3) when applicable, encourage enrollment in the ESA Program.</li> </ul>
<b>2.3:</b> Provide low-income customers with measures that result in the most savings in the Energy Savings Assistance Program.	<ul style="list-style-type: none"> <li>• Assess opportunities to incorporate new energy efficiency measures into the ESA Program, e.g., plug-load reduction, new Heating, Ventilation and Air Conditioning (HVAC) technology.</li> </ul>	<ul style="list-style-type: none"> <li>• SoCalGas continued to provide all feasible measures to customers' homes. In PY2016, SoCalGas identified for installation, when feasible, high energy saving measures including the High Efficiency (HE) Washer, Standing Pilot Retrofit Kit, Attic Insulation, and Furnace Clean and Tune. In addition, SoCalGas introduced a programmatic element to cap Water Heater drain valve leaks.</li> </ul>
<b>2.4:</b> Increase delivery of efficiency programs by identifying segmented concentrations of customers.	<ul style="list-style-type: none"> <li>• Evaluate approach determine whether additional segments are needed.</li> </ul>	<ul style="list-style-type: none"> <li>• See Section 1.1 above regarding the use of PRIZM codes to reach geographically concentrated eligible customer segments. PRIZM code profiles are available for customer accounts and are indicators of likely program eligibility and categorical eligibility.</li> </ul>



## 1.2 Energy Assistance Savings Program Overview

SoCalGas' ESA Program serves all eligible low-income customers, willing to participate in the program, by providing all feasible ESA Program measures<sup>6</sup> as determined through outreach and assessment and the installation process. In PY2016, the ESA Program treated a total of 69,811 homes<sup>7</sup>, including 52,107 served for the first time since 2002 as SoCalGas continued to make progress toward achieving the goal of providing services to every willing and eligible customer by 2020. In PY2016, the treated total was 51% of the annual homes treated goal of 136,836 as adopted in D.12-08-44, issued on August 30, 2012. Also in PY2016, a total of 69,371 homes were weatherized.<sup>8</sup>

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<sup>6</sup> See D.08-11-031, at Ordering Paragraph (OP) 15.

<sup>7</sup> Per D.02-12-019, the CPUC defines a "treated" home as an income-qualified home that has received any measure or service under the ESA Program, including energy education, compact fluorescent lamps, weatherization and appliances. Under the ESA Program, a treated home must receive all feasible measures for which it qualifies.

<sup>8</sup> Per D.02-12-019, the CPUC defines a "weatherized" home as a subset of treated homes, and are defined as income-qualified homes that have received any weatherized measures (e.g., weather-stripping and caulking) under the ESA Program.

Additionally, in PY2016, D.16-04-040 was approved and the CPUC directed SoCalGas to intensify its ESA Program efforts in response to the Aliso Canyon Natural Gas Leak Emergency. Specifically, the SoCalGas ESA Program was allowed to suspend the “go-back” and “three measure minimum” (3MM) rules within a designated area.<sup>9</sup> The geographical region designated for suspension of the go-back and 3MM rules consisted of Ventura County, Orange County, and the Los Angeles Basin.

Issued in April of 2016, D.16-04-040, required “intensification” of the program, including specific rules adjustments and prioritization, in response to the gas leak at Aliso Canyon. SoCalGas worked to implement the substantial changes ordered in that decision, which resulted in 18,243 incremental treated units and incremental energy savings of 205,142 therms.

SoCalGas responded to D.16-04-040 aggressively by adopting new guidelines that prioritized contractor activity to achieve near-term and overall savings goals, as well as incremental SoCalGas initiated marketing and outreach efforts. Tactics used to promote intensification included canvassing lists that were coordinated with direct mail campaigns, leveraging with SCE on direct mail deployments, direct mail targeting high

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<sup>9</sup> See D.16-04-040, at OP 3.

energy users, email campaigns, bill inserts, bill messaging on customer bills, and issuance of press releases on SoCalGas' ESA Program intensification efforts.

Intensification efforts in PY2016 in response to D.16-04-040 resulted in 18,243 incremental treated units enrolled through rules suspensions and contributing 205,142 therms to the energy savings totals. Nevertheless, the ESA Program as a whole fell short of its annual treated goal, and both treated units and therms were lower than in PY2015.

As part of its comprehensive services to eligible ESA Program participants, SoCalGas provided: In-Home energy education to 50,354 customers, envelope and air sealing measure to 53,540 homes; attic insulation improvements to 3,844 homes; 68,842 Domestic Hot Water measures; 22,694 furnace clean and tune measures; 33 forced air unit standing pilot change outs, and duct sealing weatherization measure to 1,094 homes. In addition, SoCalGas provided and/or serviced 12,119 appliances including 924 water heaters, 5,080 furnaces, and 6,115 HE clothes washers. A total of 12,656 customers were classified as "ineligible" or "unwilling"<sup>10</sup> to participate in PY2016 which represents approximately

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<sup>10</sup> Ineligible & Unwilling is defined as leads that do not result in a customer enrollment based on one of the following reasons: customer refused; home does not meet minimum measure requirement; customer is moving; over income; owner refused for renter occupied single family; unable to provide homeownership documentation; or home weatherized under another program.

18% of the number of homes treated in PY2016. The average per home lifecycle bill savings for the PY2016 ESA Program was \$143.

ESA Program expenditures and therm savings for PY2016 are reflected in the following summary table below.

**1.2.1 Provide a summary of the Energy Savings Assistance Program elements as approved in Decision 08-11-031:**

<b>Program Summary</b>			
	<b>Authorized / Planning Assumptions*</b>	<b>Actual</b>	<b>%</b>
Budget**	\$132,417,191	\$58,777,190	44%
Homes Treated	136,836	69,811	51%
Therms Saved	N/A	1,152,700	N/A%

\* Pursuant to D.15-12-024 and D16-06-018, budgets have been updated to reflect a Jan 2016 - Dec 2016 full year budget, which was based of the Phase II Decision authorized 2014 budget amounts per D. 14-08-030.

\*\* Reflects authorized levels; does not reflect fund shift transactions.

SoCalGas continues to prioritize providing a positive customer experience as a core objective for the ESA Program in PY2016. To help evaluate and manage customer satisfaction and program delivery, SoCalGas surveys customers quarterly as to understand customer satisfaction with the ESA Program as a whole; as well as to specific program including enrollment, installation, and inspection visits. Customized evaluations are used to help ESA Program contractors understand customer viewpoints and to develop insight on ways to enhance and improve service delivery.

In PY2016, 50% of customers rated their overall quality of service as “excellent.” In addition, 61% rated their sign-up experience as “excellent,” 54% rated their quality of installation experience as “excellent,” and 58% rated their quality of inspection as “excellent.” SoCalGas maintains its commitment to work closely with its contractor network to drive program improvement and to pursue improvements to these customer service results.

### 1.3 Whole Neighborhood Approach Evaluation

#### 1.3.1 **Provide a summary of the geographic segmentation strategy employed, (i.e. tools and analysis used to segment “neighborhoods,” how neighborhoods are segmented and how this information is communicated to the contractor/CBO).**

SoCalGas continued to use of Zip-7 codes (the five-digit postal zip code plus the first two digits of the four-digit zip code extension) methodology to target neighborhood enrollments in PY2016. This methodology provides a greater level of detail on a neighborhood than traditional five-digit zip codes. SoCalGas uses 200% of the federal poverty level (FPL) as a factor to calculate the “estimated eligible” population in each Zip-7 area. SoCalGas extracts Zip-7 codes, identified smaller areas to target, and then uses this data to create more refined canvass lists for contractors. Zip-7 codes also represent the highest level of detail included in the demographic

information provided to SoCalGas by Athens Research.<sup>11</sup> In addition, in PY2016, SoCalGas continued to provide contractors with canvass lists utilizing PRIZM codes (as noted above, a data source that allows contractors to better determine the likelihood of a particular household's potential eligibility for participation in the ESA Program based on market characteristics). A set of instructions was also included with every canvass list provided to contractors. Contractors also received regular information updates at the ESA Program contractor meetings.

In PY2016, employing the WNA methodology, SoCalGas reached 7,572 customers. This method employs a geographic segmentation strategy that compared customer account numbers that contained in Zip-7 and other canvass lists against SoCalGas' Home Energy Assistance Tracking (HEAT) System, a database used for program tracking and reporting. This process determined if a particular household had previously been served by the ESA Program; households not yet served appear on canvass lists. Other useful information, such as a customers' CARE status, also appeared for the contractors' information. Additionally, WNA lists were used to provide contractors customer lists in the ESA

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<sup>11</sup> Athens Research is a contractor that develops large and small area estimates of demographic eligibility on behalf of all the IOUs.

Program Intensification areas, including eligible go-back, totaling to 3,022 customers in the following three counties: Los Angeles, Ventura, and Orange Counties.

**1.3.2 Provide a summary of the customer segmentation strategies employed (i.e. tools and analysis used to identify customers based on energy usage, energy burden and energy insecurity) and how these customer segments are targeted in the Whole Neighborhood Approach to program outreach.**

SoCalGas continues to evaluate its strategy for targeting customers based on energy usage, energy burden,<sup>12</sup> and energy insecurity.<sup>13</sup>

SoCalGas continued to employ the WNA methodology in PY2016 and reached high energy burdened customers without neglecting low-income customers with other energy needs. SoCalGas conducted WNA efforts to target low-income areas using PRIZM code demographic information on households, which can be analyzed according to geographic social groups<sup>14</sup> and sorted on a scale from highest incomes to lowest incomes. The PRIZM code tool allows SoCalGas to analyze energy burden, assuming that the lowest incomes have the highest energy burden. An additional methodology employed by SoCalGas for customer segmentation includes analyzing Advanced Meter usage data. During PY2016, SoCalGas used Advanced Meter data to conduct test and learn campaigns to encourage and promote energy conservation across

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<sup>12</sup> Energy burden is the ratio of customer energy bills to income.

<sup>13</sup> Energy insecurity is related to late payments, and/or threatened service shut-off.

<sup>14</sup> Urban, Suburban, Second City, Town and County.

low income customers in the SoCalGas service territory. Findings and recommendations from this initiative will be applied to develop future segmentation strategies for Low Income customer's energy usage and program participation habits.

**1.3.3 Describe how the current program delivery strategy differs from previous years, specifically relating to Identification, Outreach, Enrollment, Assessment, energy Audit/Measure Installation, and inspections.**

The overall SoCalGas program delivery strategies employed in PY2016 remained consistent with previous years. As described above, SoCalGas targets ESA Program customers using tools such as PRIZM codes and WNA, recently enrolled CARE contacts, and customers participating in other Low-Income resource programs such as MBL, Gas Assistance Fund (GAF), and Low Income Home Energy Assistance. SoCalGas also uses demographics and segmentation to identify ESA Program customers to provide in-language and in-culture marketing and outreach.

In PY2016, SoCalGas purchased media advertising to reach many ethnic communities and utilized ethnic-owned media as a means to effectively reach those customers, spending approximately \$515,000 on ethnic media, with all of the \$515,000 of the paid ethnic media going to ethnic-owned media because all vendors were ethnic-owned. Along with the paid mass media and ethnic media advertising, SoCalGas participated in community events that



attracted the attendance of low-income customers and also celebrated diversity in the community. In PY2016, SoCalGas participated in over 50 community events with some at no-cost to SoCalGas that provided program awareness on the ESA and CARE Programs. In addition, SoCalGas event specialists, the Regional Public Affairs department, and other CBOS attended events on SoCalGas' behalf in PY2016.

SoCalGas continued to build partnerships with organizations that helped serve low-income customers in ethnically and culturally diverse communities. Such partnerships included Arc Foundation, Breathe LA, CalFresh, 211 LA, 211 OC, Fiesta Educativa, Westside Center for Independent Living, Campesina radio station, and other non-profit organizations that understand local ethnic communities. By utilizing their connections and expertise in understanding their local ethnic communities, these partnerships assisted SoCalGas in promoting the ESA Program and CARE. A new initiative in PY2016, SoCalGas initiated discussions with Cal State Northridge's Volunteer Income Tax Assistance (VITA) program to secure a partnership in PY2017 to promote the CARE program with the low-income and elderly population receiving tax preparation assistance from the university.

#### **1.4 Energy Savings Assistance Program Customer Enrollment Evaluation**

**1.4.1 Distinguish between customers treated as “go backs” and brand new customers so that the CPUC has a clear idea of how many new customers the IOUs are adding to the Energy Savings Assistance Program.**

Prior to D. 16-04-040, the term “go-back”<sup>15</sup> was used in the IOU’s annual reports to describe newly treated homes that had been previously serviced before 2002 under existing go back rule.

SoCalGas treated 4,155 such customers in PY2016. The suspension of the go-back rule in D.16-04-040<sup>16</sup> allowed homes treated after 2002 to be serviced again (for homes within the designated geographic area discussed above). Since that time, the term “go back” has frequently referred to the newly-eligible homes being treated for an additional time since 2002, which are thus not eligible to be counted toward the 2020 goal, SoCalGas treated 17,704 such customers in PY2016. Homes not previously treated since 2002, in the same category with first time customers, do count toward the 2020 goal, even if they were treated prior to 2002. In PY2016, SoCalGas enrolled a total of 69,811 customers, 17,704 (25%) of which are post-2002 “go backs” not counted toward the 2020 goal, with the difference (52,107 units) represents SoCalGas’

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<sup>15</sup> Under the Statewide Low-Income Energy Efficiency 2013 Policy and Procedures Manual (P&P Manual), certain restrictions apply to homes that have been previously treated under the Energy Savings Assistance Program. Under Section 2.7 of the P&P Manual, the IOUs are allowed to go back and treat any dwelling served prior to 2002, but they will first seek out new dwellings that have yet to be treated.

<sup>16</sup>D.16-04-040, OP 3.

PY2016 progress toward the 2020 goal.

**1.4.2 Please summarize new efforts to streamline customer enrollment strategies, including efforts to incorporate categorical eligibility and self-certification.**

In PY2016, SoCalGas continued to use Categorical Eligibility (CE)<sup>17</sup> and self-certification<sup>18</sup> as tools to streamline customer enrollments to the ESA Program. Both of these categories of eligibility decrease the required income documentation. With CE, customers who can provide documents validating participation in one of the state or federal programs, do not need to provide additional income documentation in order to enroll in the ESA and/or CARE Program.

**Categorical Eligibility:**

SoCalGas' Public Affairs Department and Media Relations Departments continued to inform the public of the ESA Program and its enrollment process and requirements. The Media Relations department issues an annual press release on the updated income guidelines and accepted CE programs. SoCalGas continues to provide the list of CE programs on its company website (found at [www.socalgas.com](http://www.socalgas.com)) and in its ESA Program brochures, which are

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<sup>17</sup> Categorical programs include: Medicaid/Medi-Cal, Women, Infants, and Children Program (WIC), and the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program, Tribal Temporary Assistance to Needy Families (TANF), Bureau of Indian Affairs General Assistance (BIA GA), National School Lunch.

<sup>18</sup> In D.05-10-044 the CPUC allowed SDG&E and SoCalGas to use 2000 census tract data to identify neighborhoods where they could suspend income documentation requirements enroll customers in the Energy Savings Assistance Program through self-certification, if those customers lived in areas where 80% of the households were at or below 200% of the FPL. In D.06-08-025, D.06-12-038, and D. 08-11-031, the CPUC allowed continuation of the self-certification process described above.

printed in multiple languages. In PY2016, SoCalGas partnered with the Los Angeles County Department of Public Social Services to host a training for over 150 CalFresh Eligibility Supervisors and provide them with information on the CARE Program, so when they are signing up customers for CalFresh, they have another opportunity to provide them savings by sharing information on SoCalGas' Customer Assistance Programs.

**Self-certification:**

SoCalGas conducted outreach and assessment refresher classes to help increase awareness of all customer and home eligibility requirements for the ESA Program. These courses addressed topics related to the various methods to income qualify households such as self-certification, CE, CARE Post Enrollment Verification (PEV), or full documentation.

During PY2016, SoCalGas also enrolled 7,572<sup>19</sup> customers through the WNA. The WNA generated canvassing lead lists that are provided to ESA Program outreach contractors include the Zip-7 codes and the CARE PEV status. Zip-7 codes and CARE status helped streamline customer enrollments by highlighting households

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<sup>19</sup> This number is based on contractor inputs of enrollment "lead source" into the HEAT system. The WNA total treated number is based on a HEAT query that identifies all customers provided on WNA canvass lists that enrolled in PY2016.

that meet the self-certification criteria as adopted in D.05-10-044.

In addition to WNA lead lists, contractors also used PRIZM codes to streamline their enrollment process through non-WNA efforts.

**1.4.3 If the IOU has failed to meet its annual goal of number of households served, please provide an explanation of why the goal was not met. Explain the programmatic modifications that will be implemented in order to accomplish future annual goals of number of households served.**

A combination of factors hampered SoCalGas' ability to achieve its goal of 136,836 treated units in PY2016. With nearly 1.1 million homes treated since 2002, SoCalGas' outreach contractors found it more difficult to identify willing, eligible customers remaining to be enrolled. While the issuance of D.16-04-040 expanded the eligible population within a designated geographic area, contractors stationed outside the designated area were unable to take advantage of this change and furthermore the implementation of, and adjustment to, the rules change and ultimate ramp-up of contractors took time and in some respects continued beyond the end of the year, despite SoCalGas' and its contractors' best efforts to move expeditiously. Another factor is the authorization of the program year through two six-month bridge decisions, resulting in six-month contract amendments being issued to each contractor, introducing additional uncertainty which may have impacted contractors' investment and hiring decisions.

Going forward, the elimination of the Go-Back and 3MM Rules as ordered in D. 16-11-022 is expected to help drive increased treated unit production. Other changes provided in the new decision will also contribute. For instance, enrollments will be streamlined due to the approval of SoCalGas' proposal to accept an affidavit certifying tenants' income qualification in lieu of more time-consuming collection of individual tenant documents. In addition, approval of SoCalGas' proposed new measures, the Thermostatic Tub Spout and HE Furnace, will help to make the program more attractive to some potential customers.

SoCalGas continues to develop its Marketing and Outreach approach in to optimize results under the new rules, including coordinating with the Statewide Marketing & Outreach (M&O) plan, and conducting a joint low-income IOU M&O public workshop, implementing new M&O directives as ordered in D.16-11-022.

## **1.5 Disability Enrollment Efforts**

### **1.5.1 Provide a summary of efforts to which the IOU is meeting the 15% penetration goal.**

The penetration rate for Disability enrollment efforts in PY2016 dropped to 13.83% from PY2015. In PY2016, SoCalGas shifted its focus toward targeting increased enrollments within other underserved areas such as the Inland Empire and coastal communities. In addition, SoCalGas employed a liaison assigned

to work with and expand SoCalGas' reach within the disabled community, leveraged existing relationships to expand organizations in which to target, worked with organizations serving the disabled community, provided educational materials, and facilitated information sessions. Some of SoCalGas' highlights for disability outreach in PY2016 included:

- Collaborated with Fiesta Educativa to promote programs and enrollment at multiple events;
- Participated in the Abilities Expo by delivering explanations and clarification to disabled customers and distributing educational materials about Customer Assistance Programs;
- Hosted a Media Roundtable event open to media outlets specifically targeting the disabled community; and
- Participated in the first annual disability pride date parade by hosting a booth and distributing Customer Assistance Programs brochures.

In PY2017, SoCalGas will continue to enhance its reach by employing various practices and approaches to be in touch with the disabled community.

**1.5.2 Describe how the Energy Savings Assistance Program customer segmentation for ME&O and program delivery takes into account the needs of persons with disabilities.**

Braille booklets and large print brochures with ESA Program information were produced for vision-impaired customers and provided to customers during community outreach events.

SoCalGas continues to improve its website to increase accessibility and the online experience to allow vision impaired customers who use screen readers and similar assistive technologies to navigate



and read its content. SoCalGas' My Account online bill pay system has already received the AA Seal of Approval from the Center for Accessible Technology for achieving AA accessibility standards in the "Account" section of the website. This section of the website contains information and explanatory videos on SoCalGas' Customer Assistance Programs.

**1.5.3 Identify the various resources the IOUs utilize to target the disabled community and the enrollments as a result**

<b>Disability Enrollments</b>			
<b>Source</b>	<b>Total Enrollment</b>	<b>Disability Enrollment</b>	<b>% of Disability Enrollment</b>
Other	17	2	11.76%
Campaign	1,014	146	14.40%
Capitation	157	11	7.01%
CARE Referral	442	26	5.88%
Customer Assistance Representatives Referral	530	63	11.89%
Direct Mail	580	95	16.38%
Energy Efficiency Referral	1,207	214	17.73%
Gas Bill Insert	236	49	20.76%
HEAT Canvassing List	1,796	163	9.08%
InfoLine 211	19	3	15.79%
Joint Utility Data sharing	1,118	179	16.01%
Joint Utility ESA Program, SCE	372	93	25.00%
LI-HEAP	76	26	34.21%
Media/Leveraging Dept./Event	70	11	15.71%
Muni	11		0.00%
Neighbor/Friend/Relative Referral	1,878	376	20.02%
Newspaper/Radio/Television	45	7	15.56%
Other Utility or Municipality Referral	2,634	604	22.93%
Outreacher - Canvassing	46,068	5,539	12.02%
Received services at another location	89	11	12.36%
REN Referral	26	6	23.08%
SCG – Gas Assistance Fund/Medical Baseline	68	9	13.24%
SCG - Internet	371	61	16.44%
SCG Referral	1,539	374	24.30%
SoCalGas Email	132	20	15.15%
Telemarketing - Telephone	5,478	1,007	18.38%
Univision - Telethon	14	4	28.57%
WNA approach	3,817	554	14.51%
WNA Census Self Cert	7	1	14.29%
<b>Total</b>	<b>69,811</b>	<b>9,654</b>	<b>13.83%</b>
<b>Target Enrollment</b>			<b>15.00%</b>

**1.5.4 If participation from the disabled community is below the 15% goal, provide an explanation why:**

Although the penetration rate for disabled enrollments fell below the 15% goal in PY2016, many efforts were pursued to enhance and expand outreach in the community. For example, SoCalGas partnered with several organizations such as Fiesta Educativa, Westside Center for Independent Living, and Southern California Rehabilitation Services that are trusted sources and provide special resources for these communities. SoCalGas' partnership included sponsoring key events, presenting at workshops, and providing program materials at local offices as well as staff providing materials during one-on-one visits with community members and at local community events.

Additionally, partnerships with CBOs serving customers with disabilities provide program interest. However, disability enrollments are tracked by contractors who may not be aware of a customer's disability at the time of enrollment, particularly if the customer does not self-disclose their disability at the time of enrollment. Contractors could be engaged at more disability outreach events to generate and track related ESA Program leads from events serving customers with disabilities. In PY2016, SoCalGas shifted its focus to the Inland Empire, Ventura, and Santa Barbara to reach special needs customers and continued

working on establishing relationships with organizations in these areas.

## **1.6 Leveraging Success Evaluation, Including LIHEAP**

### **1.6.1 Describe the efforts taken to reach out and coordinate the Energy Savings Assistance Program with other related low income program offered outside the IOU that serve low income customers.**

For SoCalGas' ESA Program dollar savings, energy savings/benefits, and enrollment tracking and reporting associated with leveraging efforts, refer to ESA Program Table 14.

The participating agencies that provided SoCalGas' ESA Program dollar savings, energy savings/benefits, and measure leveraging agreements that included co-funding of HE Clothes Washers in PY2016 are:

- Eastern Municipal Water District<sup>20</sup>
- Fontana Water Company<sup>21</sup>
- Liberty Utilities, formerly Park Water Company<sup>22</sup>

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<sup>20</sup> Cities in the EMWD service territory include Hemet, Menifee, Moreno Valley, Murrieta, Perris, San Jacinto, and Temecula.

<sup>21</sup> Fontana Water Company serves the communities of Fontana, Rialto, Rancho Cucamonga, Ontario, and unincorporated areas of San Bernardino County.

<sup>22</sup> Liberty Utilities, formerly Park Water Company serves the Compton/Willowbrook, Lynwood, and Bellflower/Norwalk water systems.

- Metropolitan Water District<sup>23</sup>
- San Gabriel Valley Water Company<sup>24</sup>

As a result, co-funding from all water agencies totaled \$384,495 in PY2016.

In addition to water leveraging opportunities, SoCalGas worked with municipal electric providers through the ESA Program.

SoCalGas administers programs for the following municipal electric providers:

- Anaheim Public Utilities
- LADWP
- Pasadena Water and Power
- Riverside Public Utilities

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<sup>23</sup> Metropolitan Water District is a regional wholesaler that delivers water to 26 member public agencies: 14 cities, 11 municipal water districts, one county water authority – which in turn provides water to more than 19 million people in Los Angeles, Orange, Riverside, San Bernardino, and San Diego and Ventura counties.

<sup>24</sup> San Gabriel Valley Water Company serves the communities of: Arcadia, Baldwin Park, El Monte, Industry, Irwindale, La Puente, Montebello, Monterey Park, Pico Rivera, Rosemead, San Gabriel, Santa Fe Springs, South El Monte, West Covina, Whittier and unincorporated portions of Los Angeles County, in the communities of Bassett, Hacienda Heights, Los Nietos and South San Gabriel.

<b>Municipal Utility</b>	<b>Number of Units Served</b>
Anaheim Public Utilities	870
Pasadena Water & Power	53
Riverside Public Utilities	104
Los Angeles Department of Water & Power	3,740
Total	4,767

Some of the electric measures installed via the collaborative effort included LED bulbs, CFL bulbs, Smart Power Strips, Torchiere Lamps, A/C Tune-ups, Refrigerator Assessments, Duct Testing & Sealing, and Room A/C Replacement. Qualifying measures varied per electric provider and availability of funding.

**1.6.2 In addition to tracking and reporting whether each leveraging effort meets the above criteria in order to measure the level of success, please describe the Other Benefits resulting from this particular partnership not captured under the 3 criteria described above.**

For SoCalGas' ESA Program dollar savings, energy savings/benefits, and enrollment tracking and reporting associated with leveraging efforts, refer to ESA Program Table 14.

In PY2016, SoCalGas collaborated with SCE and Irvine Ranch Water District to create a Water-Energy Nexus program that would augment SCE and SoCalGas programs by adding water saving devices, develop combined marketing materials, focus efforts on high potential customers plus those in Disadvantaged Communities, and add an educational component on the Water-

Energy Nexus in California. Success with this endeavor will provide a model for future direct-install partnerships between SCE and SoCalGas, with other water retailers for their mutual customers. The combined marketing efforts of the three utilities and the enhanced customer targeting element, is the differentiating factor from the other marketing endeavors. Another benefit of this program to eligible customers is they will experience less disruption because the installation of the new devices is the same installer for both water and energy savings. A targeted outreach approach will yield the greatest water and energy savings by locating the oldest dwelling units without prior participation in water or energy efficiency programs.

Additionally, leveraging with water utilities and districts provides over 10,000 gallons per washer per year savings. HE Clothes Washers costs may otherwise limit low-income customers from realizing the water and energy savings and the leveraging of ESA Programs to other water utilities that do not have direct install programs for HE Clothes Washers, provides an opportunity to reach low-income customers that would otherwise not be able to fund the difference between the appliance cost and available water utility rebate offers. This demonstrates SoCalGas support for statewide conservation efforts to address the water drought issues.

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

SoCalGas and the California Department of Community Services and Development (CSD) has continued to employ a leveraging framework as a means to increase participation from Low Income Home Energy Assistance Program (LIHEAP) agencies that are also SoCalGas ESA Program providers and to record installations of measures common to both ESA and LIHEAP to meet the 3MM requirement. The LIHEAP framework resulted in 76 leveraged enrollments in PY2016, compared with 184 in PY2015.

**1.7 Integration Success Evaluation**

**1.7.1 Describe the new efforts in program year to integrate and coordinate the Energy Savings Assistance Program with the CARE Program.**

As in the previous year's SoCalGas continue to employ data sharing, integrated voice recognition (IVR), customer call center, emails and others as noted below to connect the Low Income Programs.

**Data Sharing:**

The ESA Program shares data with the CARE Program. New ESA Program customers are automatically enrolled for the CARE discount and are exempted from PEV if their income eligibility has been verified by the ESA Program. The ESA program also uses



lists of all eligible CARE customers who have not received ESA program services to target marketing campaigns for the ESA Program. During PY2016, SoCalGas' ESA Program Outreach began a direct mail campaign targeting all new customers who were automatically enrolled onto the CARE Program. This campaign targeted the segment of low-income customers who recently moved into a new residence and may be eligible for ESA Program measures.

**Integrated Voice Recognition (IVR):**

Multi-lingual ESA Program and CARE messages are made available on SoCalGas' main call center IVR system. If a customer is establishing a new gas-service account, they will hear an automated message that includes information on Customer Assistance Programs including: CARE, the ESA Program, and MBL. This message is also reinforced by live customer representatives when customers call-in to discuss bill payment arrangements.

**Branch Payment Offices:**

ESA Program and CARE information is displayed and is available at SoCalGas' 44 branch payment offices. When income guidelines are updated each year, all branch offices receive new brochures,

which are regularly replenished. Branch Payment Office Clerks are trained to promote both the ESA Program and CARE.

**Customer Contact Center:**

Customer Service Representatives (CSRs) provide information regarding Customer Assistance Programs to facilitate enrollment of eligible customers. Customers are informed about CARE at every call to initiate gas service or when making payment arrangements. When a customer inquires about the ESA Program, a direct 800 telephone number is also provided. In addition, SoCalGas offered information on integrated programs for residential customers by mailing a conservation package during customer contact center bill inquiries; the package included information on the ESA Program, CARE, MBL, EE rebates, energy-saving tips to help customers manage their gas bills, and was paired with information regarding California Department of CSD Programs.

**Email Campaigns:**

SoCalGas deployed email campaigns in which both the ESA Program and CARE were promoted to new SoCalGas customers. New CARE customers with email addresses were encouraged to apply for the ESA Program via these email campaigns that feature

ESA Program services, and included links to drive customers to the online ESA Program request (lead) form.

**Credit and Collections:**

During collection days, SoCalGas Field Representatives deliver pending disconnection notices in person to senior citizens and disabled customers. Because collections involve customers who are struggling to pay their bills due to financial issues, customer assistance information is provided by the field collectors who educate customers about the ESA Program and CARE.

**Winter Media Campaign:**

The ESA Program and CARE were promoted as part of the yearly winter media campaign to bring awareness to customers who are eligible to enroll and have not participated in these programs.

**Outreach by Field Employees:**

Field service employees distributed Customer Assistance Programs flyers to customers when entering the customer's premises. This distribution occurs throughout the year. In PY2016, SoCalGas employees that entered customer homes left nearly 500,000 flyers.

**1.7.2 Describe the new efforts in program year to integrate and coordinate the Energy Savings Assistance Program with the Energy Efficiency Residential Program.**

In PY2016, SoCalGas continued to employ the SPOC model. As noted in section 1.6.1, the partnership with LADWP allowed SoCalGas to serve 3,740 MF units with coordinated SoCalGas ESA Program and LADWP electric measures. Additionally, the SPOC Account Executive (AE) team has successfully engaged cross-portfolio work with numerous affordable portfolios. The SPOC AE team is currently actively engaged with 8 property portfolios, representing over 450 total properties with over 30,000 total affordable units.

The SoCalGas approach to working with large MF customers revealed four best practices for collaborating with large multifamily customers which include 1) aligning retrofits with facility management requirements to identify viable projects; 2) providing a SPOC to customers; 3) integrating utility programs by streamlining program application processes; and 4) developing a roadmap for attaining additional savings over time.

**SPOC for customer-centric service**

- Assign a knowledgeable single contact to streamline communication with customers and connect customers to utility partners for deeper, faster retrofits.

### **Viable projects**

- Target large complexes to maximize per-unit savings and align opportunities with facility management schedules and institutional requirements.

### **Roadmap to efficiency**

- Build relationships over time starting with free services that lead to integrated shared cost efficiency projects.

### **Integration of two utilities**

- Jointly offer efficiency programs to streamline processes and include higher-priority dual-saving (energy and water) technologies.

The ESA Program strived to provide greater integration and coordination efforts with EE programs; SoCalGas has distinct program offerings, especially as it relates to MF programs; thus, to appeal to MF building owners and streamline customer touchpoints, SoCalGas enhanced the use of the SPOC. The SPOC is able to optimize activities, as a coordinator, the oversight of projects includes multiple resource programs being combined.

The SPOC approach brings together the offerings of SoCalGas as well as its overlapping electric utility partners, including: the ESA Program, the MIDI program, MF Direct Install Program, Energy Upgrade California for MF and other EE programs as appropriate.

A SPOC will make program referrals based on customer needs and qualifications. For example, when customers own low-income

housing and are interested in our programs then the SPOC will make a referral to ESA Program contractors.

The experience provided by the SPOC allowed building owners to engage and participate in programs that they may not necessarily be aware of and tailored offerings to meet the customer's needs. For example, larger MF properties were provided commercial grade audits to determine the maximum potential upgrades and related energy savings/benefits.

For SoCalGas, the implementation of the SPOC has proven to provide well managed coordination of funding sources for energy efficiency upgrades. The SoCalGas ESA Program contractors currently assess for the feasibility of measures in tenant units only. The SPOC approach takes a broader whole building perspective to assist building owners in identifying funding sources to supplement the ESA Program in-unit upgrades.

An example of the success of the SPOC can be illustrated in the joint partnership between SoCalGas and LADWP. In PY2016, the SPOC worked the major property owners, in particular, the Housing Authority of the City of Los Angeles (HACLA), to identify program offerings that would best maximize the energy savings (water,

natural gas and electric) for the customer. No-cost ESA Program products include: showerheads, kitchen aerators, bathroom aerators, and pipe wrap for the hot water distribution system. The Low Income programs such as the ESA Program along with LADWP electric measures are being offered to qualifying customers.

HACLA, a public housing agency that manages the largest affordable housing stock in Los Angeles, oversees publicly owned and managed facilities. Additionally, their Asset Management team oversees a portfolio with over 90 properties as well as third-party management teams that supervise day-to-day activities at each site. As a public agency, HACLA was interested in complying with a city-wide initiative to reduce water use in the city of Los Angeles. Using a proactive, relationship-based approach, SoCalGas collaborated with LADWP to meet HACLA water reduction goals while also generating gas and electric savings. To achieve these goals, the joint-utility effort strategically examined efficiency opportunities in common areas and resident spaces to identify facilities and residents who could benefit the most from energy efficiency upgrades.

In summary, SoCalGas collaborated with MF customers, both private and public, to identify energy savings that meet unique customer needs. Collaborative efforts with very large MF customers, provided a model for how utilities can work with various multifamily ownership structures to generate deep energy savings. A joint-utility effort between SoCalGas and LADWP occurred and streamlined program participation and combined gas, electric, and water efficiency financial incentives and services. The SoCalGas SPOC helped determine which combination of programs and measures would provide the most value and meet unique customers' needs.

**1.7.3 Describe the new efforts in program year to integrate and coordinate the Energy Savings Assistance Program with the Energy Efficiency Government Partnerships Program.**

SoCalGas' ESA Program participated with SCE and the city of Redlands via coordination with Local Government Partnership Programs. This effort provided valuable information regarding the ESA Program and the MIDI Program on the back cover of the Recreation Guide for the city of Redlands. This guide was distributed to elementary school children, recreation centers, senior centers and other city facilities. EE Starter Kit applications were also included in the recreation guide with approximately 15,000 guides distributed in the joint effort.



Additionally, SoCalGas and SCE sent out joint ESA Program and MIDI program letters to the residences of the city of Murrieta. This was coordinated with Local Government Partnerships along with the help and cooperation of the City Manager of Murrieta.

**1.7.4 Describe the new efforts in program year to integrate and coordinate the Energy Savings Assistance Program with any additional Energy Efficiency programs.**

As part of the IDSM directive and ESA Program MF strategy, SoCalGas' ESA Program expanded its outreach to MF building owners and managers to gain connections within the non-profit affordable housing marketplace. Please refer to section 1.7.2 for additional highlights.

**1.7.5 Describe the new efforts in program year to integrate and coordinate the Energy Savings Assistance Program with the Demand Response Programs.**

As directed in D.16-11-022, SoCalGas initiated its first Demand Response initiative in the later part of PY2016 and will provide details in PY2017.

**1.7.6 Describe the new efforts in program year to integrate and coordinate the Energy Savings Assistance Program with the California Solar Initiative Programs.**

The California Solar Initiative (CSI), Solar thermal pilot program concluded in PY2014. In PY2016, SoCalGas ESA Program coordinated marketing efforts with CSI such as the Eastside Sol event in Los Angeles. The community event celebrated art, music, and healthy environment for families and residents to learn about and participate in clean energy demonstrations and pilot projects.

## 1.8 Workforce Education & Training

### 1.8.1 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 to promote the growth of a trained workforce through its Contractor Network throughout PY2016 and enhanced the ESA Program workforce education and training by continuously improving the delivery of its trainings of program services and offerings. SoCalGas utilized CBOs and private contractors to provide program services, including Enrollment and Assessment (E&A), HVAC, weatherization, and inspection services.

In PY2016, SoCalGas employed feedback response from its contractors and students to continue improving its E&A training. As a result of this feedback response system, SoCalGas worked on developing an Appliance Guide for Program Representatives performing E&A services for the ESA Program. The Appliance Guide contains images and descriptions of common household gas appliances found in customer homes. It also identifies the appliances that require the Program Representative to perform a combustion ventilation and air calculation in order to determine if infiltration measures are feasible. The Appliance Guide also assists the Program Representatives in the correct documentation of the type of furnace used to heat the home. This information will better

assist contractors to prepare installation crews before they arrive to the customer's home to perform Natural Gas Appliance Testing (NGAT) when infiltration measures are installed.

As part of the ongoing effort to promote and develop its contractor workforce, SoCalGas partnered again with SCE to offer their respective contractor networks access to a Computer Based Training System. Access to the system is free of charge to contractors and their workforce, offering users a variety of trainings such as Microsoft Access, Excel, Word, and PowerPoint, with the purpose of developing their computer skills. Trainings are self-paced and accessible through any computer with internet access. As contractors are provided the ability to grow in the program and develop their back office with useful skills, it enables the back office personnel to develop themselves with a skill set meant to support the contractor's growth.

In PY2016, SoCalGas sustained its effort in mitigating ongoing drought issues in the state of California, as both SoCalGas and SCE continue to provide their customers with a cold water savings tips insert that is included in the Customer Energy Education and Resource Guide. In addition, SoCalGas procured and distributed to its contractor network, shower timers that are provided at the time

of enrollment when the customer received In-Home Energy Education. The shower timers are branded with the ESA Program logo and are intended to remind customers the importance of saving water and energy by promoting shorter showers. These new tools and materials aims to incentivize customers to participate, save energy, and cultivate conservation practices at a deeper level within the low-income community.

**1.8.2 Please list the different types of training conducted and the various recruitment efforts employed to train and hired from the low income energy efficiency workforce.**

In PY2016, SoCalGas provided an array of training including initial E&A, In-Home Energy Education, NGAT, various refresher training, and HEAT database training. These are all designed to provide thorough and technical training to its ESA Program workforce. While all training courses convey the importance of the utility-specific requirements and expectations for customer interactions to participants, each course supported the development of expert ESA Program knowledge at all levels and stages, from front line to back office, and from newly hired to a tenured personnel.

SoCalGas requires contractors to ensure that their employees are trained in the jobs that they perform. ESA Program services, including assessment, enrollment, and installation of measures, are all provided by third party contractors. Thus, the students attending these training classes are hired by the ESA Program contractor

network. Some outreach specialists are subcontractors to the ESA Program contractors and may not be direct employees. However, all potential outreach specialists must successfully pass the required SoCalGas training and background check.

After successful completion of the Skill Level Test, the potential Outreach Specialist attends a mandatory 4-day class which reviews the requirements for E&A. The 4-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, along with attending a 1-day Energy Education Workshop. The Energy Education Workshop covers topics such as ways to help customers decrease energy consumption through changes in practices, cold and hot water conservation practices, and impacts of individual energy efficiency measures offered through the ESA Program. In addition to having completed and passed all of the required trainings and tests, an individual must have an active Home Improvement Sales Registration with the California State Licensing Board, for an Outreach Specialist to be eligible to receive a SoCalGas badge. The total number of newly badged outreach specialists for SoCalGas in PY2016 was 408. The classes are held at SoCalGas' ERC facility located in Downey, California.

<b>Type of training or recruitment conducted</b>	<b>Students<sup>1</sup> attended</b>	<b>Students<sup>2</sup> eligible</b>
Skill Level Test <sup>3</sup>	281	204
Enrollment & Assessment Class <sup>4</sup>	273	219
<sup>1</sup> SoCalGas does not hire employees to provide outreach and assessment or weatherization services. The students that attend classes are recruited by SoCalGas ESA Program contractors. <sup>2</sup> Students eligible refers to those who passed the necessary exams and/or are badged and thus, eligible to perform the job function related to the training. <sup>3</sup> Individuals are required to pass the skill level test to be eligible to take the Enrollment & Assessment Class. <sup>4</sup> Employees eligible refer to those individuals who received an ESA Program badge upon successful completion of the Enrollment & Assessment Class.		

SoCalGas field operations training includes initial training for new participants in weatherization, inspections, HVAC and NGAT. Additionally, SoCalGas 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 contractor representatives are hired employees of the ESA Program contractors and are expected to arrive with the skill sets required to complete installation services. Installers were also given an aptitude test that they must pass in order to receive an identification badge to work under the SoCalGas ESA Program. This is in addition to a review of customer service standards and expectations. The table below summarizes field training efforts for PY2016.

<b>Class Type</b>	<b>Number of Students</b>	<b>Number of Classes</b>
Weatherization and HVAC Initial	141	21
Weatherization Refresher	170	14
NGAT	65	7

In an effort to improve program delivery, SoCalGas provides its E&A Contractors' back office support and processing staff training through Enrollment Workshops offered throughout the year.

SoCalGas hosts the workshops at its ERC facility. These sessions addressed important program updates, provided an overview of new program requirements, and served as a general refresher course for all participants. SoCalGas believes that these workshops improved the participants' understanding of the enrollment process and customer enrollment requirements. In addition to the E&A training, SoCalGas provides its entire contractor network HEAT System training. This training covers the data entry, processing and invoicing of customer enrollments in the program's database system and is offered to both new personnel and tenured employees to provide consistency and reduce data entry errors in the system.

#### **1.9 Legislative Lighting Requirements Status**

SoCalGas is a gas-only utility, thus Section 1.9 is not applicable to the SoCalGas ESA Program.

#### **1.10 Studies**

**1.10.1 For each Study, provide 1) a summary describing the activities undertaken in the study since its inception; 2) the study progress, problems encountered, ideas on solutions; and 3) the activities anticipated in the next quarter and the next year.**

Four statewide studies were proposed for the 2015-2017 ESA Program cycle. These included: 1) Low-Income Needs Assessment (LINA)<sup>25</sup> study; 2) Impact evaluation of the 2015 ESA Program; 3) Phase II ESA Program Energy Education study; and 4) Non-Energy Benefits and Equity Criteria Evaluation. A decision in D.16-11-022 et al. proceeding authorized three of the four proposed studies in November 2016, the Energy Education study was not authorized. However, following direction of the ED, the IOU's proceeded to bid out two time sensitive studies in PY2016: the LINA study and the Impact Evaluation study. The LINA Study is mandated to be updated every three years per AB 327 and Public Utilities Code (PUC) Sec. 382(d) with a new LINA study to be completed in December of 2016. The LINA Study is discussed in Section 1.10.2 below.

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<sup>25</sup>The Joint Utilities include Pacific Gas and Electric (PG&E), SCE, SoCalGas, and San Diego Gas and Electric Company (SDG&E).



A Request for Proposals to perform the ESA Program Impact Evaluation was released in November 2015 and a consultant was chosen in February 2016. D.16-11-022 authorized the budget for this study and is in progress for PY2017.

**TABLE 1.10.1 PROVIDES AN OVERVIEW OF THE PROPOSED 2015-2017 ESA PROGRAM STUDIES. TABLE 1.10.1: 2015-2017 PROPOSED ESA PROGRAM STUDIES**

Proposed Program Studies	Lead Consultant	Managing Utility	Project Initiation	Public Meetings	Final Report Due
Low Income Needs Assessment Study	Evergreen Economics	SCE	11/23/2015	1/28/2016	12/2016
ESA Program PY2015-2017 Impact Evaluation	KEMA	SCG	2017	TBD	TBD
Non-Energy Benefits and Equity Criteria Evaluation	TBD	SDG&E	TBD	TBD	TBD

**1.10.2 If applicable, submit Final Study Report describing: 1) Overview of study; 2) Budget spent vs. authorized budget; 3) Final results of study; and 4) Recommendations.**

#### **Joint Utility LINA Study**

The LINA Study is mandated to occur every 3 years, pursuant to AB 327 requirements. The previous LINA Study was completed in December 2013. In compliance with the directives of the D.14-08-030's Guidance Document, SoCalGas proposed a new Joint IOU LINA Study in its 2015-2017 ESA Program Application.

The overall 2016 LINA Study objective was to provide information on the needs of low-income customers eligible for the ESA and CARE Programs. The 2016 LINA Study was the third in a series of

LINA required by the Commission. The key topic areas examined in the 2016 LINA Study were: energy burden and insecurity, beneficial energy efficiency (and other) measures, unique customer needs, and income documentation.

The LINA study was directed and overseen by members of the participating IOUs and ED. SCE served as study team coordination lead and contract manager, with ED serving as the overall lead and study director of the project.

A public meeting to discuss the research plan was held on January 28, 2016, and a subsequent public meeting to discuss the draft report findings was held on November 14, 2016. The final report was completed by Evergreen Economics in December 2016 and is available on <http://calmac.org>.

**The key LINA Study findings and recommendations include:**

**Energy Burden**

- California IOUs' low-income customers faced energy bills that, on average, amounted to 5.6 percent of their self-reported income. The median energy burden was 3.9 percent, while the range was 0 to 41 percent. National comparisons show that California's energy burdens are among the lowest in the country.
- LINA study recommends that the IOUs and the CPUC continue supporting the development and use of multiple metrics in order to both better serve the unique needs of low-income households

and make the most efficient use of program resources. Future needs assessments should continue to examine households above and below the income threshold for income-based program eligibility.

### **Unique Customer Needs**

- Households that include a member who is a senior and/or disabled person tend to reflect similar energy related interests and needs. These households have high awareness of both the CARE and ESA Programs and seem to be well served by existing marketing approaches, although they tend to use electronic communication less than most other low-income households. These households also reported needing more heating and cooling to stay comfortable.
- Low-income tenants in MF buildings have higher energy burdens largely due to their lower incomes. Their energy usage is lower than that of low-income households in single-family homes, pointing to potentially fewer energy savings opportunities.
- LINA study recommends that the IOUs explore the opportunities and costs associated with expanding in-language program services or otherwise overcoming language barriers during ESA scheduling and in-home visits.

### **Beneficial Measures**

- Low-income households perceive a need for envelope measures in most areas of the state; households in the Central Valley and much of Southern California also expressed a desire for air conditioning measures.
- Customers report an interest in usage alerts to help them manage day-to-day energy choices as they manage monthly costs.
- Customized energy education continues to be of interest to customers. High burden energy focus group attendees and MF tenants were interested in receiving customized information on their usage and opportunities for energy savings practices customized to their household from their utility.

- LINA study recommends that the IOUs explore the benefits and costs associated with engaging with low-income customers (particularly high burden customers) on an ongoing basis to deliver customized energy education and usage alerts.

### **Income Documentation**

- Providing income documentation is not likely a major stumbling block to CARE enrollment or ESA Program/FERA program participation. In fact, the existing program participation rules associated with CARE and ESA Program tend to be more flexible and accommodating than many means-tested programs.
- LINA study recommends that the IOUs maintain their current income verification processes, as they have not been found to be a substantial barrier to participation.

Following the directives of ED, the LINA Study was conducted and paid for from PY2016 Bridge funding according to the authorized budget in the amount shown in Table 1.10.2.

The authorized Study Budgets are included in Table 1.10.2.

**TABLE 1.10.2: 2015-2017 AUTHORIZED ESA PROGRAM STUDIES: EXPENDITURES**

<b>Study</b>	<b>Lead Consultant</b>	<b>Managing Utility</b>	<b>Authorized Budget<sup>1</sup></b>	<b>SCG Budget</b>	<b>% Expended</b>
LINA Study	Evergreen Economics	SCE	\$500,000	\$125,000	0
ESA Program PY2011 Impact Evaluation <sup>2</sup>	KEMA	SCG	\$550,000	\$137,500	NA
Non-Energy Benefits and Equity Criteria Evaluation <sup>2</sup>	TBD	SDG&E	\$150,000	\$37,500	NA

<sup>1</sup> This amount represents the total authorized Joint Utility study budget authorized in D.16-11-022. The authorized Joint Utility budget split is: PG&E--30%, SCE--30%, SoCalGas--25%, and SDG&E--15%.

<sup>2</sup> There was no work done on the Impact or NEB Studies in PY2016.

## **1.11 Pilots**

**1.11.1 For each Pilot, provide 1) a summary describing the activities undertaken in the study since its inception; 2) the study progress, problems encountered, ideas on solutions; 3) the activities anticipated in the next quarter and the next year; and 4) Status of Pilot Evaluation Plan (PEP).**

SoCalGas did not undertake any Pilots in PY2016.

**1.11.2 If applicable, submit Final Pilot Report describing: 1) Overview of pilot; 2) Description of Pilot Evaluation Plan (PEP); 3) Budget spent vs. authorized budget; 4) Final results of pilot (including effectiveness of the program, increased customer enrollments or enhanced program energy savings); and 5) Recommendations.**

This section is not applicable to SoCalGas.

## 1.12 “Add Back” Measures

### 1.12.1 If the "add-backs" compromise the IOUs' ability to meet the 2020 Plan goal that 100% of eligible and willing customers will have received all cost effective Energy Savings Assistance Program measures, how does the IOU propose to address the shortfall in other parts of the Energy Savings Assistance Program?

The inclusion of “add backs” in PY2016 treated homes did not impact SoCalGas’ ability to reach customers or to install measures. With carry-forward funding available throughout the year, “add backs” did not pose any budgetary challenges. For the 2017-2020 cycle, D.16-11-022 provided the opportunity to adjust budgets to accommodate ordered changes to the measure portfolio, including the retention of the duct sealing weatherization measure; thus “add backs” will not impact SoCalGas’ ability to treat homes or install measures going forward.

## 2. CARE EXECUTIVE SUMMARY

The SoCalGas CARE Program, formerly known as the Low Income Ratepayer Assistance Program (or LIRA) was established through a legislative mandate and was implemented by the Commission in D. 89-07-062 and D. 89-09-044. The Commission expanded the program to qualified non-profit group living facilities such as women's shelters and homeless shelters in 1992. The program was further expanded to qualified agricultural employee housing facilities in D.95.10-047. In PY2005, D.05-04-052 expanded the program to include authorized

agricultural housing facilities managed by the Office of Migrant Services and other non-profit migrant farm worker housing centers.

Since PY2005, income eligibility for CARE was set by the Commission at 200% of the Federal Poverty Guidelines (FPG)<sup>26</sup>. In PY2010, the legislature enacted SB 695 which changed section 731.9 of the PUC to state that eligibility for the CARE Program should be no greater than 200% of the FPG. In PY2006, the Commission authorized the utilities to implement: 1) CE which allowed customers to qualify for CARE based on their participation in certain state or federal public assistance programs; 2) four-year recertification for low-income customers with a fixed income; 3) a process to enroll certain prospective CARE qualified households by telephone; 4) a process to all customers to recertify their CARE eligibility through the IVR system; and 5) internet-based CARE enrollment and recertification.

In D.08-11-031, the Commission expanded the list of CE programs to align with the program-based eligibility programs adopted for the Commission's California Lifeline Program and established an enrollment goal for CARE at 90% of the estimated eligible population.

There were two bridge periods in PY2016, D.15-12-024 approved bridge funding from January 1, 2016 until June 30, 2016 for the IOUs to continue the ESA and

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<sup>26</sup> See D.05-10-044

CARE Program until the Commission adopted a final decision on the IOU's CARE and ESA Program budget applications for 2015-2017. Subsequently, on April 22, 2016, the IOUs filed motions to request an extension of bridge funding from July 1, 2016 through December 31, 2016 for the same funding level authorized for each IOU in D.15-12-024 and to assure continuous and uninterrupted delivery of the IOU's Low Income programs. As a result, D.16-06-018 extended the bridge funding on June 9, 2016, from July 1, 2016 through December 31, 2016. At the end of PY2016, the IOUs received a final decision from the Commission on November 10, 2016. In D.16-11-022, the Commission approved the applications of the IOUs by extending the authorization of the low-income programs from 2017-2020. The oversight of the CARE Program and the authorization and policies adopted in D.16-11-022 continues the CARE Program's current and successful course of providing necessary assistance to reduce energy bills of eligible customers.

This report provides information on SoCalGas' CARE Program accomplishments and expenditures for PY2016. At year-end of PY2016 the CARE Program had enrolled over 269,681 new customers and ended PY2016 with a penetration rate of 82%. SoCalGas continues to work towards meeting the CPUC directed CARE Program goals and objectives. Results for PY2016 are provided in the sections below.

## **2.1 Participant Information**

### **2.1.1 Provide the total number of residential CARE customers, including sub-metered tenants, by month, by energy source,**



for the reporting period and explain any variances of 5% or more in the number of participants

<b>CARE Residential Program Customers by Month</b>		
<b>Month/Year</b>	<b>Customers</b>	<b>% Change</b>
<b>Jan-16</b>	1,545,123	-0.76%
<b>Feb-16</b>	1,554,011	0.58%
<b>Mar-16</b>	1,560,233	0.40%
<b>Apr-16</b>	1,549,272	-0.70%
<b>May-16</b>	1,559,908	0.69%
<b>Jun-16</b>	1,567,093	0.46%
<b>Jul-16</b>	1,571,892	0.31%
<b>Aug-16</b>	1,569,802	-0.13%
<b>Sep-16</b>	1,570,620	0.05%
<b>Oct-16</b>	1,572,326	0.11%
<b>Nov-16</b>	1,570,321	-0.13%
<b>Dec-16</b>	1,570,566	0.02%

**2.1.2 Describe the methodology, sources of data, and key computations used to estimate the utility's CARE penetration rates by energy source.**

SoCalGas and the other IOUs used the joint utility methodology adopted by the CPUC in D.01-03-028 for developing monthly penetration estimates in PY2016. This method entails annual estimation of eligibility for CARE, ESA, and other income-by-household size parameters at the small area (block group, census tract, ZIP+2, etc.) for each IOU territory and for the state as a whole.

The requirements for 2016 eligibility, corresponding to the current estimation, again used the January Health and Human Services

(HHS) Poverty Guidelines [Federal Register /Vol. 81, No. 15 /Monday, January 25, 2016 /Notices; p.4036], “bundling” one- and two-person households at the HHS-defined 200% FPG limit as required by AB 327.

Sources for the estimation include the current HHS guidelines, current year small area vendor marginal distributions on household characteristics, Census 2010 SF3 data, Census American Community Survey 2010-2014 Public Use Microdata Sample (PUMS) data, utility meter and master meter household counts, Department of Finance Consumer Price Index series, and various Geographic Information System sources. An important change has been implemented since 2011, which involves adjusting small area (block group) income distributions to match the latest American Community Survey distributions at the Public Use Microdata Area.

Estimates from the block group level are aggregated to county/utility and whole utility level, among other aggregations. Annually, SoCalGas applies county/utility level eligibility fractions to a new set of “technical eligibility counts” (for CARE these are metered and sub-metered occupied housing units) obtaining an estimate of income/demographic eligibility in household count form.

SoCalGas counts the number of households (by small area, by county, and overall) that are enrolled in CARE on a monthly basis. The CARE household total, including individually metered and sub-metered occupied housing units, is divided by the total income/demographic eligibility.

A refinement in 2007 made use of Census Advance Query, PUMS, and SF3 tabulations to develop estimates specific to “payer types”: i.e., individually metered, sub-metered, and non-sub-metered master meters.

In 2009, the method was augmented to better incorporate the impact of labor force changes (unemployment and other forms of job separation, as well as positive changes that are expected to occur in California, subsequent to the recession). The method adjusted block group marginal distributions on household income based on sub-state modeling that incorporated Current Population Survey, Integrated Public Use Microdata Survey data, American Community Survey Data, and California Employment Development Department county and Metropolitan Statistical Area level labor force series. This adjustment to block group income marginal is then incorporated into the otherwise “standard” estimation

approach to produce small area estimates reflecting small area income changes due to labor market forces.

In 2012, Athens developed an improved method for estimation of payer status-specific eligibility. This method took into consideration the American Community Survey microdata relationships between guideline status (above/below 200 percent of FPG), tenure, and fuel payment relationships. These cross-classifications are fitted to small area (block group) marginal to produce payer-type specific distributions, which can be aggregated to various other geographical levels.

**2.1.2.1 Describe how the estimates of current demographic CARE-eligibility rates, by energy source for the pre-June 1st periods, were derived.**

The joint utility methodology, as described above, was used throughout PY2016.

**2.1.2.2 Describe how the estimates of current CARE-eligible meters were derived. Explain how total residential meters were adjusted to reflect CARE-eligible meters (i.e., master meters that are not sub-metered or other residential meter configurations that do not provide residential service)**

To derive the estimates of current CARE-eligible meters, SoCalGas counts all residential individually metered and residential sub-metered units as the number of eligible residential meters for the CARE Program in the SoCalGas territory. CARE eligibility rates by small and large areas are developed so that they apply to individual

residential meters and sub-metered dwelling units only. Non sub-metered master meters and other meters that do not provide residential service are not included in the “technical eligibility” meter counts.

**2.1.2.3      Discuss how the estimates of current CARE-eligible households were developed**

See response above to Section 2.1.2. Each quarter (January, April, July and October), SoCalGas applies the county and utility eligibility rates to its current set of CARE-eligible meters that includes both individually and sub-metered housing units. Once the factors are applied, estimates for CARE eligible-households by county were developed. Note that the methodology is based on estimating small area (block group) level household size by income and householder-age tabulations for the current year and connecting these estimates with small area counts of households that are individually metered or sub metered. Block group/utility-specific estimates are then disaggregated/aggregated to various geographic levels within a given utility area: zip+2, zip, tract, county, territory, etc.

**2.1.2.4      Describe how current CARE customers were counted.**

Currently CARE customers were counted by totaling the number of individually metered residential customers plus the number of sub-

metered tenants receiving service through residential master-metered accounts receiving CARE discount at the time.

**2.1.2.5 Discuss how the elements above were used to derive the utility's CARE participation rates by energy source.**

The formula for calculating CARE-participation is:

$$\frac{\text{Number of CARE Customers}}{\text{Number of Estimated CARE-Eligible Households}}$$

**2.1.3 Provide the estimates of current demographic CARE-eligibility rates by energy source at year-end.**

SoCalGas is a single energy-source utility (natural gas). At year-end of PY2016, of SoCalGas' 1,911,495 CARE-eligible meters, 34.59% or 5,526,170 households were estimated to be eligible for the CARE discount.

**2.1.4 Provide the estimates of current CARE-eligible sub-metered tenants of master-meter customers by energy source at year-end.**

At the year-end of PY2016, SoCalGas had 141,811 sub-metered tenants in 1,770 master-meter facilities. Assuming, by the methodology described above, 55.14% of its sub-metered residential customers are eligible for CARE, SoCalGas estimates 78,195 of its sub-metered tenants are CARE eligible.

**2.1.5 Provide the current CARE sub-metered tenant counts by energy source at year-end.**

As of year-end of PY2016, SoCalGas had 38,292 sub-metered tenants participating in the CARE Program.

**2.1.6 Provide the current CARE sub-metered penetration rates by energy source at year-end.**

SoCalGas estimates 48.97% of its CARE eligible sub-metered tenants were enrolled in the CARE Program as of the end of PY2016.

**2.1.7 Discuss any problems encountered during the reporting period administering the CARE program for sub-metered tenants and/or master-meter customers.**

In PY2016, SoCalGas did not encounter any problems in administering the CARE Program for sub-metered and/or master-metered customers.

## 2.2 CARE Program Summary

### 2.2.1 Please provide CARE program summary costs

<b>CARE Budget Categories</b>	<b>Authorized Budget<sup>1</sup></b>	<b>Actual Expenses</b>	<b>% of Budget Spent</b>
Outreach	\$3,750,223	\$3,650,304	<b>97%</b>
Proc., Certification and Verification	\$4,488,248	\$1,099,134	<b>25%</b>
Post Enrollment Verification	\$3,744,000	\$176,403	<b>5%</b>
Information Tech./Programming	\$2,937,450	\$415,122	<b>14%</b>
CHANGES <sup>3</sup>	\$325,000	\$199,292	<b>61%</b>
Measurement and Evaluation	\$18,659	\$4,889	<b>26%</b>
Regulatory Compliance	\$242,507	\$357,993	<b>148%</b>
General Administration <sup>2</sup>	\$943,426	\$730,135	<b>77%</b>
CPUC ED Staff	\$60,000	\$29,503	<b>49%</b>
Cooling Centers	N/A	N/A	<b>N/A</b>
<b>Total Expenses</b>	<b>\$16,509,513</b>	<b>\$6,662,776</b>	<b>40%</b>
<b>Subsidies and Benefits</b>	<b>\$131,142,177</b>	<b>\$107,303,947</b>	<b>82%</b>
<b>Total Program Costs and Discounts</b>	<b>\$147,651,690</b>	<b>\$113,966,722</b>	<b>77%</b>

<sup>1</sup> Pursuant to D.15-12-024 and D16.06.018, budgets have been updated to reflect a Jan 2016 - Dec 2016 full year budget, which was based of the Phase II Decision authorized 2014 budget amounts per D. 14-08-030.

<sup>2</sup> In Sept 2016, the Regulatory Compliance category budget has been increased by \$135,000 from \$242,507 to \$377,507. This increase is to fund necessary labor expense consistent with 2015 levels. The shift is funded from the General Admin category, decreased from \$943,246 to \$808,426.

<sup>3</sup> Pursuant to D.15-12-047 CHANGES budgets have been updated to reflect an increased amount over and above amounts stated in D.14-08-030.

### 2.2.2 Please provide the CARE program penetration rate to date.

<b>CARE Penetration Year-end 2016</b>			
<b>Participants Enrolled</b>	<b>Eligible Participants</b>	<b>Penetration rate</b>	<b>Target Met?</b>
1,570,566	1,911,495	82%	No



**2.2.3 Report the number of customer complaints received (formal or informal, however and wherever received) about their CARE recertification efforts, and the nature of the complaints.**

<b>Month</b>	<b>Complaints Received</b>	<b>Nature of Complaint</b>	<b>Cases Resolved</b>
January	4	<p>First, a customer stated that she received the following email: “You were enrolled in the California Alternate Rates for Energy (CARE) 20 percent discount program. Unfortunately, you are no longer receiving the discount because your application is not current.” Customer was concerned because she knew she was currently on CARE. It was discovered that the email message above was inadvertently sent to this customer. Instead, she should have received the following email: “You are enrolled in the California Alternate Rates for Energy (CARE) 20 percent discount program. Our records indicate that it’s time to recertify for the program.” The customer understood the error and was pleased to recertify her eligibility over the phone.</p> <p>Second, a customer called regarding a man who came to her home, claiming to be from SoCalGas, and wanting to recertify her for the CARE Program. Customer did not feel comfortable providing any information to the representative, fearing he was an imposter. Customer obtained the representative’s name, and a phone number. In a follow-up call to the representative, it was discovered that he works for Maravilla and was at the customer’s home to approve the customer for the ESA Program. The visit was not CARE-related. The customer was relieved and appreciated the follow-up.</p>	Yes

		<p>Third, a customer was removed from CARE for not responding to a recertification request. Customer stated that when he called, he was told he no longer qualified for the CARE discount because his account is in the name of a trust. He requested an explanation since he was previously on CARE for several years. Customer was informed that he would be re-billed on CARE from 11/2/15. The customer was satisfied with the outcome.</p> <p>Lastly, an 83-year-old customer was removed from CARE on 1/13/16 when her recertification application was not received by SoCalGas. The customer stated that she speaks Mandarin only, but received her recertification request in English. She claimed to have called several times to request an application in Chinese, but never received one. She finally asked someone to assist her in completing the English form and then mailed it back in December 2015. Customer stated that her income did not change and has always been a CARE participant. She requested that her discount be reinstated as of 1/13/2016. The customer was reinstated on CARE as of 1/13/16. Customer was satisfied with the outcome.</p>	
February	2	<p>"Customer claims sent CARE recertification form within the time frame requested by the CARE department. Even though CARE operations explained the CARE Program has terminated the customer December 2015, and the differences were charged back, the customer did not accept the explanation and requested a call-back." The CARE lead called the customer and provided a more detailed explanation regarding the situation. The customer understood and was satisfied.</p>	Yes

		Second, "Customer called to request a recertification form in English. Customer claimed she only received the form in Spanish." A recertification form in English was mailed to the customer on 2/8/16. The customer was satisfied.	
April	3	<p>First, "Customer claims she has been receiving a phone call from SoCalGas every morning for the last two weeks. She said it happened between 7:00 A.M. to 8:00 A.M. She noted that she is pregnant and has a hard time sleeping and the calls are waking her up very early. Upon review of the account, SoCalGas may be calling her about the CARE recertification application mailed on 4/1/16. The customer requested to stop the calls." The CARE representative apologized to the customer for the computer glitch and recertified the customer over the phone. The customer appreciated the follow-up and was satisfied with the end result.</p> <p>Second, "Customer is very unhappy that he received mixed messages from the CARE program to renew when he's already approved." An apology and explanation was provided to the customer. The approval from data sharing was received at the same time that a recertification letter was mailed to the customer. The customer was satisfied with the outcome.</p> <p>Third, "Customer got a call from us stating that she needs to send back her recert application that we sent her to remain enrolled on the CARE Program. The customer never got a new form to fill out. Please leave a message if no answer and she will return the call." The CARE representative called the customer to verify the customer's mailing address and to clarify any miscommunication. However, it was not</p>	Yes

		determined why the customer did not receive his application. The customer recertified his eligibility over the phone and was satisfied with the outcome.	
May	1	“Customer received a call from SoCalGas stating that she needed to send back her recertification application to remain on the CARE Program. The customer claims she never received a new form to complete.” Later, the customer realized she did not receive a call from SoCalGas, but from SCE. Since the customer’s last recertification approval was on July 2014, customer was recertified over the phone. The customer was pleased.	Yes

## 2.3 CARE Program Costs

### 2.3.1 Discount Cost

#### 2.3.1.1 State the average monthly CARE discount received, in dollars, per CARE customer by energy source.

The average monthly discount received per SoCalGas’ CARE customer in PY2016 was \$5.60<sup>27</sup> per month.<sup>28</sup>

#### 2.3.1.2 State the annual subsidy (discount) for all CARE customers by energy source.

SoCalGas’ CARE customers and expanded CARE customers (i.e. farm and migrant workers, and those living in non-profit group living facilities or agricultural housing) received \$104,996,065 in natural

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<sup>27</sup>The average monthly rate discount was computed by dividing the CARE rate discount recorded to the CARE balancing account in 2016 by the monthly residential CARE customers: the total of the 12 months was then divided by 12 for the average monthly CARE discount per customer.

<sup>28</sup> This number does not reflect the CARE customers who received a discount on their Service Establishment Charge (SEC).

gas rate discounts and \$2,307,882 in SEC discounts in PY2016. The PY2016 annual subsidy for all SoCalGas CARE customers was \$107,303,947.

### 2.3.2 **Administrative Cost**

#### 2.3.2.1 **Show the CARE Residential Program's administrative cost by category.**

See section 2.2 or CARE Table 1 in the attachments.

#### 2.3.2.2 **Explain what is included in each administrative cost category**

**Outreach:** This category includes costs for the printing and mailing of CARE applications and correspondence, the printing and mailing of SB 920 annual notification,<sup>29</sup> postage, bill inserts, brochures, flyers, advertising, direct mailing campaigns, telephone campaigns, web campaigns, third party outreach, community event sponsorships and support, distribution of collateral materials, outreach staff labor, and other outreach and enrollment efforts. Capitation payments and any agency-related outreach support efforts are also included in this category. Capitation payments are compensation fees paid to CBOs that assist SoCalGas in enrolling hard-to-reach CARE-eligible customers in the program.

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<sup>29</sup>SB920 requires that homeowners and residents of a master-metered park shall receive notification in their utility billing statement of the assistance available to them under the CARE Program. This notification must be received on or before February 1st of each year.

**Processing and Certification:** This category includes costs for the CARE Processing Group labor and document scanning costs. The function of the CARE group includes: 1) opening and sorting CARE application forms; 2) processing CARE applications; 3) initiating and responding to customers' inquiries regarding CARE applications and/or the program; 4) tracking CARE enrollment and operating statistics in support of operations, management, and regulatory reporting, and 5) SoCalGas' CARE forms scanning operation costs.

**Post Enrollment Verification:** CARE eligibility verifications are tracked separately. This category includes staff labor costs for processing the verification applications and supplemental documentation, handling verification-related calls, and training.

**Information Technology (IT) Programming:** This category includes IT labor costs to maintain the SoCalGas CARE application billing system, CARE IVR applications, CARE on-line applications, CARE documents, CARE database, system reports, data exchanges with other utilities, charges to conduct system enhancements to comply with Commission mandates, and improvements in operational efficiency.

**CHANGES:** This category includes costs related to the CHANGES Permanent program.

**Measurement and Evaluation:** This category includes costs for the annual CARE eligibility rate updates.

**Regulatory Compliance:** These costs include labor and non-labor costs for the preparation and filing of various regulatory filings including: program applications, Advice Letter filings, comments and tariff revisions, preparation of monthly/annual reports, studies, attendance at working group meetings, public input meetings, and other Commission hearings or meetings.

**General Administration:** This category includes costs for program management labor, office supplies, market research, and general business expenses.

**Commission Energy Division Staff Funding:** This category includes costs incurred by ED staff in support of the Commission's authorized low-income programs.

**2.3.3 Provide the year-end December 31 balance for the CARE balancing account.**

At year end of PY2016, the CARE balancing account was over-collected by \$48,036,751.

**2.3.4 Describe which cost categories are recorded to the CARE balancing account and which are included in base rates.**

The recorded costs in the CARE balancing account include the SEC discounts, all rate discounts, surcharge revenues, amortization, interest, and administrative costs (as described in Section 2.3.2.2). The costs recorded in the CARE balancing account are not included in base rates.

**2.3.5 Provide a table showing, by customer class, the CARE surcharge paid, the average bill paid, the percentage of CARE surcharge paid relative to the average bill, the total CARE surcharge collected, and the percentage of total CARE revenues paid.**

See CARE Table 10 in the attachments.

**2.4 Outreach**

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

**Utility Outreach**

SoCalGas uses CARE Outreach to maintain program awareness with mainstream customers while expanding awareness to hard-to-reach customers. In PY2016, SoCalGas continued to use both traditional communication and grassroots tactics to extend awareness and participation in the CARE Program. Traditional tactics include mass media advertising purchases, direct mail, automated messaging, bill inserts, door-to-door canvassers, and participation in community outreach events. In addition to these



traditional tactics, in PY2016, SoCalGas continued to work with CBOs. These CBOs serve specialized markets and help SoCalGas enhance awareness of the CARE discount to communities.

**Ethnic Media:** Ethnic media plays a critical part in communicating with hard-to-reach customers. SoCalGas has an ongoing advertising contract with Radio Campesina (KMYX, Bakersfield & KUFW, Visalia) to increase awareness of Customer Assistance Programs, especially among farmworkers with limited English proficiency (LEP). The radio schedule consists of short, 30 second Spanish language ads that run several times a day. In addition to the radio spots, SoCalGas' relationship includes periodic, on-air interviews. These interviews are in Spanish, and a SoCalGas representative is able to discuss Low Income Programs in greater detail.

During the summer of PY2016, SoCalGas sponsored weekly lunches for farmworkers known as "cuadrillas". During these "cuadrillas," SoCalGas representatives meet with farmworkers during their lunch breaks to talk about programs available and Radio Campesina broadcasts live at the fields. Radio Campesina also hosted several "classrooms" of the month throughout the year. Local schools participate in the program where classrooms are

chosen to receive prizes from the station. SoCalGas is invited to attend the classroom and distribute branded SoCalGas “Low-Income Programs” giveaways and bilingual collateral to inform the children in the classrooms. These events promote awareness of SoCalGas to children in school, who can be primary cultural navigators in mono-lingual Spanish speaking homes.

SoCalGas also had ongoing monthly advertisements in a Spanish-language newspaper in Riverside (*La Prensa Hispana*). This half page color ad provided year-round information on SoCalGas’ CARE Program to Spanish-language customers in the Inland Empire region of the SoCalGas service territory. Ethnic in-language advertising is not a stand-alone concept, but it is integrated into all mass media campaigns. SoCalGas develops, and is also considered an extension of ethnic outreach. In addition, SoCalGas’ relationship with CBOs and FBOs help reach ethnic audiences. Social media has also played an impactful role in helping SoCalGas reach ethnic customers. Please see below “mass media”.

**Mass Media:** As part of an overall Mass Media campaign, SoCalGas deployed an all digital (social media and digital web ads) bridge campaign which ran from June 27<sup>th</sup> to December 4<sup>th</sup> for the ESA Program, CARE, and MBL. The digital campaign focused on LA County and targeted customers based on results from tracking

user behaviors, known as re-targeting. Additionally, SoCalGas ran stand-alone campaigns for CARE in Los Angeles and Orange counties, which ran from January 18<sup>th</sup> to February 15<sup>th</sup>, and for the ESA Program in Los Angeles and San Bernardino counties which ran from February 15<sup>th</sup> to March 31<sup>st</sup>. It is important to note that these were pilots due to a transition in advertising agency. The campaigns included traditional, bilingual (English and Spanish) tactics targeted toward income qualified customers within Los Angeles county. Tactics for these stand-alone campaigns included: out-of-home, radio and digital and online/mobile banners. The goal of these efforts was to increase awareness and drive enrollment participation in Customer Assistance Programs. The campaign coincided with the publication of the new eligibility guidelines and targeted low-income communities with the lowest penetration rates within the service territory. The theme of the campaign focused on female heads of the household and was based on internal research. The digital advertising media suppliers designated were Facebook, Adroll and the Batanga network offering both English and Spanish targeting and re-marketing services. These channels delivered a high volume of digital traffic and an increase in click-through rates than from PY2015.

An earned media strategy was adopted by SoCalGas in previous years and it continues to be employed. SoCalGas hosted five in language Media Roundtables in PY2016. The roundtables were featured in English, Spanish, Vietnamese and Chinese language. SoCalGas invited the in-language media in from four different areas of SoCalGas service territory to a local restaurant and in-language SoCalGas employees discussed Customer Assistance Programs available to customers. Following the discussion, media representatives were invited to ask questions. The event ended with SoCalGas employees having lunch side-by-side with the media representatives. This effort was extremely successful, resulting in the establishment of an on-going relationship. These events resulted in 23 media hits equivalent to close to 14 million impressions (13,869,919 impressions) across TV and Print mediums including Univision and Telemundo Los Angeles, Hoy Spanish Language Newspaper in Los Angeles, and World Journal Chinese language newspaper as examples.

**Direct Mail:** Direct mail continues to be a versatile and effective method for enrolling CARE customers, which SoCalGas continues to employ. Generally, direct mail campaigns target customers with a probability of being eligible for Low Income programs who meet the following criteria: CARE customers who have fallen off of the

program and need to re-enroll, CARE customers who are nearing the end of the program term and need to recertify, new customers eligible for CARE, existing SoCalGas customers who are not on CARE and CARE customers who have recently changed residence. As mentioned above, tools such as PRIZM codes are utilized to help identify these customers.

During PY2016, letters were also distributed to customers identified as needing to recertify for the CARE Program. These letters contained the heading “*YOU CAN AVOID LOSING MONEY BY REAPPLYING FOR CARE TODAY.*” This message conveyed within the letters was a sense of loss intended to motivate customers to take advantage of the opportunity to recover benefits of the program by re-enrolling. The letters also displayed the dollar amount the customers could be saving by electing to continue participation in the program. For the customer’s convenience, income guidelines and the application was also included in the mailing.

In PY2016, SoCalGas continued to conduct annual SB 920 targeted mailing (see Section 2.3.2.2. above) in its service territory to master-metered facilities with sub-metered customers in PY2016. SoCalGas continues to maintain compliance with AB 2104

by mailing out the monthly 'Add & Delete' report to notify owners/managers of sub-metered facilities about tenants who have been added to CARE or removed from the program. Lastly, SoCalGas maintains compliance with AB 2857 by approving eligible sub-metered tenants who live in facilities that are not 100% sub-metered.

**Bill Message:** During PY2016, quarterly CARE bill messages were printed in both English and Spanish on non-participating customers' bills. Additionally, when applicable, CARE bill messages were sent out 45 days after the PEV letters were mailed to remind customers that SoCalGas had not received their verification application and proof of income. Further, if there is no response from the customer after 120 days, SoCalGas sent those customers a bill message informing them that they had been removed from the program.

**Bill Inserts:** Bill inserts continue to be a low-cost method to create program awareness and encourage enrollment. The insert/applications are bilingual in English and Spanish, and contain basic information. In June of 2016, SoCalGas sent out a bill insert to approximately 2.7 million residential customers that were not on the CARE Program. The bill insert announced the annual eligibility guidelines. In September of 2016, SoCalGas also sent out a bill

insert to approximately 230,000 commercial customers. The latter bill insert described the CARE rate for commercial facilities, such as non-profit group living and migrant farmworker housing.

**Cross Program Promotion:** Communication and outreach opportunities were sought out to cross-promote the CARE Program with other Customer Assistance Programs and EE programs to maximize customer value and reduce costs. Mass media and joint advertising campaigns incorporating both SoCalGas' ESA Program and CARE are conducted on a rolling basis. The ability to apply for CARE through SoCalGas' ESA Program applications made it easier for customers to obtain services and other SoCalGas assistance program information simultaneously. Customer information obtained from SoCalGas' ESA Program and GAF, along with LIHEAP, is used for CARE enrollment, recertification, and verification purposes. Certain collateral materials used by SoCalGas' Outreach department and field operations personnel have been specifically designed to provide customers with information on all available low-income and special needs customer programs and services. Field Operations is instructed to leave a bilingual flyer in English and Spanish every time a customer's home is entered for services. SoCalGas employees that entered customer homes left approximately 500,000 flyers during PY2016.

**SoCalGas.Com Website:** The SoCalGas website

(www.socalgas.com) is a 24/7 communication and enrollment channel for the CARE Program. Monthly e-mail blasts consisting of targeted electronic newsletters and emails promoting the CARE Program, direct the customer to the www.socalgas.com website. Customers can enroll in the CARE Program online using English and Spanish applications. In addition, customers who are already on the CARE Program and who receive a reminder via email or letter to recertify their eligibility, are directed to the website where they may recertify online. SoCalGas offers a total of 5 online applications in the following language: English, Spanish, Chinese, Korean, and Vietnamese. SoCalGas also offers downloadable CARE applications in 13 languages: English, Spanish, Chinese, Korean, Vietnamese, Armenian, Arabic, Hmong, Farsi, Khmer, Russian, Tagalog, Thai.

**Customer Contact Center (CCC):** Customers are informed by the IVR system about the CARE Program when they call to request new service or payment arrangements. Customers can request a CARE application from a CSR, the IVR, or from SoCalGas' website.



**Bilingual Employees:** The CCC, CARE Customer Support Center, and most company business offices continued to be staffed with bilingual (English and Spanish) representatives. Vietnamese, Korean, Mandarin, and Cantonese telephone lines are staffed from 8:00 am to 5:00 pm, Monday through Friday, at the CCC. Deaf and hearing impaired customers may also contact the CCC through its TTY/TDD equipment 24 hours a day, seven days a week. Additionally, SoCalGas' call center is equipped to provide services in 240 languages through the *Language Line Service*, a third-party interpreter service which is available 24 hours a day, seven days a week. For hearing impaired customers, a toll-free number is also provided.

**Branch Payment Offices (BPO):** English and Spanish CARE applications and program information brochures are available in all BPOs, and the CARE Program is promoted during every transaction. Furthermore, English and Spanish CARE posters that are complete with program guidelines and helpful information are on display in each BPO. These posters are revised as program information and income guidelines change.

**Community Events:** During PY2016, SoCalGas personnel participated in general and low-income specific community events.

The goal of each event was to generate awareness of and increase participation in Customer Assistance Programs. SoCalGas has been striving to use events and event sponsorships to extend messaging with our communities and as opportunities to work with other organizations so that residents and customers get good value out of attending. Key events in PY2016 included Asian and Pacific Islander with Disabilities Council Conference, Tet Festival, Abilities Expo, CicLAvia (San Fernando/Pacoima and Southeast Cities), city of Santa Ana's Cinco De Mayo Festival, Sixth Avenue Elementary Leukemia and Lymphoma Society Collaborative, and the Golden 50+ Expo in Pasadena.

**Third-Party Outreach:** In order to improve its efforts to communicate with hard-to-reach customers, SoCalGas has contracted with vendors to perform door-to-door outreach.

**Community-Based Organizations (CBOs):**

In PY2016, SoCalGas continued its grassroots outreach efforts.

The primary driver has been to establish relationships with FBOs and CBOs in order to enroll hard-to-reach customers. Below are key partners from PY2016<sup>30</sup>.

- **211 LA County:** Customer Assistance Programs and service information continue to be added to the growing California 211 information and referral network. 211 LA County provides social and support services to assist those in need which are mainly low-income residents. SoCalGas works very closely with 211 LA County, so that the CARE Program is a key component of the operator's assessment of the caller's needs. During PY2016, SoCalGas continued working with these organizations, but also added several key partners to expand awareness.
- **Food Share:** In order to strengthen outreach with customers eligible for CalFresh, SoCalGas continued to work closely with FOOD Share, the regional foodbank for Ventura County. FOOD Share conducts ongoing grassroots CalFresh program outreach and includes the CARE Program awareness as part of its ongoing efforts.
- **Los Angeles Opportunity Industrialization Center:** SoCalGas also sponsored computer education events that are conducted by the Los Angeles Opportunity Industrialization Center. These computer intensive sessions provide computers and computer education for low-income residents in the city of Los Angeles at designated branches of the Los Angeles Public Library. CARE Program information is provided to all who attend.
- **St. Vincent Meals on Wheels:** Additionally, SoCalGas worked with St. Vincent Meals on Wheels to provide CARE information

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<sup>30</sup> List of organizations in PY2016 include: 211 LA County, Abrazar, APIDC, Arc Foundation, Asian American Resource Center, Bienvenidos Community Health Center, Boys and Girls Club OC/Santa Ana, Breathe LA, California Council of the Blind, Casa 0101, Catholic Charities OC, Self Help for the Elderly, California State University Northridge, Disability Rights Advocates, Fiestiva Educativa, FIND, FOOD Share, Foundation of the Junior Blind, Grandma's House of Hope, Inner City Law Center, LA OIC, LA Prensa Hispana, LIFT, Little Saigon TV Network, LLS, LMG, MAOF, Mariachi Foundation, MICOP, North Valley Caring Services, OC 211, OCAPICA, Campensina Radio Network, RHF Bunker Hill Corporation, Disability Rights Advocates, Santa Barbara Food Bank and Senior Services, Second Harvest, Senior Serve, Service Center for Independent Life, Southern California Rehabilitation Services, Spanish Town Heritage Foundation, St Vincent's Meal, Unity Shoppe, UVSA, Via Care, Westside Center for Independent Living, Worksite Wellness.

to seniors who are homebound. Once a month, the organization includes CARE applications and/or general information with the daily meals.

- **Santa Barbara County Food Bank:** In order to expand awareness of Customer Assistance Programs in the underserved areas of Santa Barbara County, SoCalGas initiated its relationship with the Santa Barbara County Food Bank. The Santa Barbara County Food Bank conducts ongoing CalFresh outreach in the county. Because participation in CalFresh allows customer enrollment in the ESA Program and CARE through CE, SoCalGas began working with the Santa Barbara County Food Bank (This relationship is similar to the relationship is similar to the relationship with FOOD Share in Ventura County, described above.)
- **Unity Shoppe:** SoCalGas began working with Unity Shoppe, a CBO in Santa Barbara County. The organization serves low-income families, children, seniors, and persons with disabilities. Since each person served, undergoes an assessment process by the organization, it is an opportunity to increase awareness of SoCalGas' Customer Assistance Programs.

**Capitation Contractors:** SoCalGas worked with 40 different CBOs and outreach agencies to enroll eligible non-participating customers in the CARE Program during PY2016. These "CARE Capitation Contractors" are located throughout the SoCalGas service area and employ various types of outreach strategies, such as local community event participation, walk-in enrollment, and program material distribution to enroll customers.

#### 2.4.2 **Discuss the most effective outreach method, including a discussion of how success is measured**

SoCalGas employed the following marketing and outreach tactics during PY2016: customer contact centers, direct mail, web based, third party outreach, bill inserts, and customer awareness efforts.

Below is more detail on SoCalGas' largest sources of marketing based CARE enrollments.

**Customer Contact Center Paper Applications:** The largest source of enrollments for SoCalGas came from paper applications that customers requested and then subsequently returned. In PY2016, more than 171,000 enrollments were attributed to this source.

**Direct Mail:** During PY2016, SoCalGas sent out approximately 2,238,767 direct mail pieces. SoCalGas also received 81,560 direct mail applications and 58,207 customers were enrolled in the CARE Program.

SoCalGas' efforts to target and reach relatively large numbers of eligible customers not currently enrolled in the CARE Program are often accomplished through the direct mailing of CARE applications, in which all of the letters and applications are in English and Spanish. These customers are selected based on an adjustable eligibility profile that shows them to live in high gap or high eligibility and low penetration areas. SoCalGas tracks direct mail by including a specific source code on the returned application that allows CARE Operations to track the enrollment source.

**Web Based Outreach:** In PY2016, SoCalGas received 75,554 applications through the internet and 42,789 were subsequently approved. All media communications directed customers to sign up for CARE through the website [www.socalgas.com](http://www.socalgas.com). Web based outreach consists of program promotion through e-newsletters, web links, e-mail blast campaigns, social media networks, and direct internet access. In addition, the CARE Program page continues to be one of the most visited pages and one of the most “searched” keywords on the SoCalGas website, as digital and social media channels have become basic components of mass media awareness campaigns.

Technology continues to play a large role in awareness and outreach. Social media sites such as Facebook and Twitter generate “click-throughs” and both web enrollment and email prompted web enrollment are already significant contributors to participation. SoCalGas plans to maintain and fine-tune the effectiveness of traditional channels, and continue to pursue and stay on pace with advances in technological approaches.

**Third Party Door-to-Door Outreach:** During PY2016, approximately 36,000 customers were enrolled by third party door-

to-door outreach. Developed to perform outreach to SoCalGas' hardest-to-reach low-income customers, this proactive door-to-door enrollment tactic continues to be a key component of SoCalGas' marketing strategy. These outreach contractors produce high volume enrollments from a hands-on customer approach.

**Bill Inserts:** SoCalGas sent out over 2.7 million CARE self-mailer bill inserts during

PY2016 with approximately 4,400 bill inserts and self-mailer applications returned in PY2016, which resulted in approximately 2,800 customers enrolled into the CARE Program.

As discussed in section 2.4.1, SoCalGas sent out one residential bill insert in June of 2016. In September of 2016, SoCalGas also sent out a bill insert to 250,000 commercial customers. Bill inserts continue to be a cost effective, but declining channel for enrollments.

**Customer Awareness:** Mass media and grassroots partnerships maintain and enhance the awareness of the CARE Program for SoCalGas. Many forms of outreach and advertising may go into the decision a customer makes when requesting a CARE application from SoCalGas, which reinforces SoCalGas' use of

awareness channels, such as mass media and outreach with CBOs. Even with direct mail, the reinforcement provided by other awareness channels may play an important role. Thus, SoCalGas tracks individual channels where possible, but also views various methods as inter-connected and mutually reinforcing. Below are examples of awareness channels that SoCalGas employed in PY2016.

- **Capitation Program:** As described in Section 2.4.1, SoCalGas worked with different CBOs and outreach agencies to enroll eligible nonparticipating customers in the CARE Program during PY2016. CARE capitation contractors are located throughout the SoCalGas service area and employ various types of outreach strategies to enroll customers, such as local community event participation, walk-in enrollment, and program material distribution.
- **Community-Based Organizations(CBO)/Faith-Based Organizations(FBO):** SoCalGas has been increasing its collaboration with CBOs and FBOs. These organizations are crucial parts of our relationships to enhance awareness and trust among all customers, especially with hard-to-reach customers. The organizations that SoCalGas works with have a deep and ongoing relationship with their communities. For example, some CBOs include Radio Campesina among farmworkers, Saint Barnabas Senior Services, St. Vincent Meals on Wheels among seniors, FOOD Share among CalFresh recipients in Ventura County, and the Westside Center for Independent Living for persons with disabilities who are trying to live independently in homes or apartments.

#### **2.4.3 Discuss barriers to participation encountered during the reporting period and steps taken to mitigate them.**

Direct mail is an effective form of enrollment and will continue to be utilized, the challenge remains in fine-tuning its targeting its approach as well as the concern with literacy for those who are targeted. SoCalGas has noted this and has addressed ways to



send out simplified communication materials. Literacy challenges and general hardship may contribute to customers who fail to respond to a request to recertify their eligibility. Timely recertification is another ongoing challenge for SoCalGas. During PY2016, SoCalGas addressed this problem by sending reminder letters to customers and accompanying those letters with follow-up emails. SoCalGas has continued this campaign throughout PY2016, while also continuing to test the effectiveness of several different “messages.” Letters continue to be modified as needed, favoring the incorporation of infographics in comparison to text heavy letters, in efforts to address the literacy issue.

As mitigation strategy of literacy remains to be an issue, SoCalGas will continue to coordinate direct mail campaigns with door-to-door canvassing. The direct mail piece provides context for the canvassers, and the canvassers can bridge the cognitive gap for customers with literacy challenges.

SoCalGas is also working increasingly with its partners in the community to use existing computers as opportunities to guide customers in the enrollment process. Online sign ups played a key role in several outreach events, and this approach is expected to continue and increase in the future.

**2.4.4 Discuss how CARE customer data and other relevant program information is shared by the utility with other utilities sharing its service territory.**

As in the past practice, customers who do not participate in SoCalGas' CARE Program, but are enrolled in other utilities' (e.g., an electricity provider) CARE Program, are automatically eligible for SoCalGas' CARE Program. To ensure that eligible customers in overlapping territories receive all discounts for which they are eligible, SoCalGas exchanges its CARE customer data with SCE and SDG&E. SoCalGas customers enrolled through data-sharing are mailed a letter notifying them of the enrollment, and are provided the opportunity to opt-out of SoCalGas' program if they choose.

SoCalGas continued to electronically exchange new CARE customer enrollment data on a weekly basis with SCE, a process established in PY2001. In PY2016, SoCalGas enrolled 67,281 SCE CARE customers into the CARE Program. Customers not enrolled were either already participating in SoCalGas' CARE Program or were not SoCalGas customers.

During PY2016, SoCalGas conducted two data exchanges with SDG&E in February and November. The exchanges resulted in 650 SDG&E CARE participants being added to SoCalGas' CARE Program.

### **Joint Utility Program Manager's Meeting:**

In PY2016, SoCalGas, SCE, PG&E, SDG&E, South West Gas and Sacramento Municipal Utility District continued to meet periodically to discuss CARE outreach efforts and program operation issues, resolutions, and enhancements. The IOUs met on June 20, 2016 at SoCalGas' Company Tower in Los Angeles and December 12, 2016 at SCE's Rosemead location.

#### **2.4.5 Discuss how CARE customer data and other relevant program information is shared within the utility, for example, between its Energy Savings Assistance Program and other appropriate low-income programs.**

Leveraging with other assistance programs is one of the most cost effective ways for SoCalGas to increase customer participation in the CARE Program. Therefore, customer information obtained from SoCalGas' ESA Program and GAF Programs, along with LIHEAP, is used for CARE enrollment, recertification, and verification purposes.

In PY2016, SoCalGas continued cross-referencing customers who receive ESA Program benefits. Customers who are receiving benefits from the ESA Program are automatically enrolled for the CARE discount and exempt from PEV if their eligibility has been verified by the ESA Program. In PY2016, SoCalGas enrolled 15,731 ESA Program customers in CARE.

SoCalGas' GAF Program provides a one-time bill assistance amount of up to \$100 on a qualified customer's winter natural gas bill. The annual, one-time bill payment assistance is available to eligible customers on a first-come, first-served basis. The GAF program typically begins in February and continues through the end of May each year, or until funds are depleted.

Because the GAF Program has the same income eligibility guidelines as CARE, SoCalGas' GAF customer data and CARE customer data are interfaced. Customers participating in the GAF Program, but not in the CARE Program, are automatically enrolled in CARE. Additionally, because GAF customers provide proof of income when applying, customers approved for GAF are not subject to CARE's PEV process. Finally, CARE customers who are scheduled for recertification and who are approved for GAF assistance are not asked to recertify their CARE eligibility again until the next two-year recertification cycle has lapsed. This process helps reduce barriers to participation and assists in retaining qualified customers.

Through leveraging efforts with SoCalGas' GAF Program, SoCalGas enrolled 1,445 new participants in its CARE program during PY2016.

In PY2016, the GAF program provided approximately \$424,206 in customer assistance. Funds for the program came from donations from customers, employees and shareholders.

<b>PY2016</b>	<b>Shareholder Funded Distribution</b>	<b>Ratepayer Funded distribution</b>	<b>Total YTD</b>
Beginning Balance	\$3,609.44	\$0 <sup>1</sup>	\$3,609.44
Customer & Shareholder Contributions	\$469,473.84	\$0	\$469,473.84
Total Funds Available	\$473,083.28	\$0	\$473,083.28
Administrative Fees <sup>1</sup>	\$40,373.89	\$0	\$40,373.89
GAF Payments	\$424,206.83	\$0	\$424,206.83
Remaining Balance	\$8,492.56	\$0	\$8,492.56
Customers Assisted			4,736
Average Assistance			\$89.57

<sup>1</sup> There were no Ratepayer Funds used in PY2016.

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

CARE Outreach collaborates with the ESA Program at events.

Outreach representatives are able to discuss multiple ways to save on energy bills such as the CARE discount, and weatherization, and/or repairs for residences. In addition, SoCalGas often coordinates with SCE at events. Even though there are separate booths, the two utilities are positioned close to each other and the

customer is able to focus on “utility bill” assistance. Outreach workers are able to assist in directing customers to each booth. The outreach events at the Westside Center for Independent Living were an example of this approach.

Additionally, CARE Outreach also collaborates extensively with CalFresh program outreach. For efforts taken to reach and coordinate the CARE Program to eligible customers, outreach occurs at events such as at FBO workshops (e.g., Catholic Charities in Orange County) and with food banks (e.g., FOOD Share in Ventura County).

In PY2016, SoCalGas was instrumental in collaborating with the National Project of Affordable Broadband providers. This initiative worked towards narrowing the digital divide for the low-income population by providing affordable rates for in-home internet service. SoCalGas and internet provider outreach teams decided that they would educate and disburse one another’s information at outreach events. As a result, customers learned about not only affordable broadband, but also about the ESA Program and CARE.

**2.4.7 Describe the process for cross-referral of low-income customers between the utility and CSD. Describe how the utility’s CARE customer discount information is provided to CSD for inclusion in its federal funds leveraging application. (Note: These agreements are limited to sharing 1-800 phone numbers with customers and providing CARE benefit**

**information for the federal fiscal year, October 1 of the current year through September 30 of the subsequent year. There are no tracking mechanisms in place to determine how many customers contact the other programs or actually become enrolled in other program(s) as a result of these agreements).**

In May 2000, CSD and SoCalGas entered into an agreement that solidified the coordination of resources and program benefits between CSD's LIHEAP and SoCalGas' CARE and GAF Programs. In June 2000, SoCalGas added the toll-free telephone numbers for LIHEAP (and the ESA Program) on the CARE applications. At the same time, SoCalGas began providing CSD's toll free number to customers who call SoCalGas to request information on low-income assistance programs.

For PY2016, SoCalGas did not receive low-income customer information or requests for the CARE discount information from CSD. However, SoCalGas received LIHEAP payment information from CSD, which was used to apply LIHEAP payment assistance to a low-income customer's bill. For LIHEAP recipients, SoCalGas has an automated process in place that automatically PEV approves an account once a LIHEAP payment is posted to the account. Similarly, regarding GAF, once a GAF pledge is placed on an account, the customer is automatically PEV approved for CARE.

**2.4.8 Discuss any recommendations to improve cost-effectiveness, processing of applications, or program delivery. Discuss methods investigated or implemented by the utility or third**

**parties under contract to the utility to improve outreach and enrollment services to non-participating households in the prior year. Provide cost-effectiveness assessments, if available (By CARE).**

SoCalGas continued the operation of the CARE Program using cost-effective and efficient channels. In PY2016, SoCalGas approved 42,789 customer applications from its website, which maintained program cost-effectiveness and efficiency. SoCalGas will continue to promote and support CARE enrollment and recertification through the SoCalGas website.

SoCalGas processed nearly 385,000 mailed applications (system generated, direct mail, bill inserts) in PY2016 via their content management systems, with 2 percent of those requiring manual data entry. SoCalGas continues to electronically manage all customer-returned documents for ease of processing and retrieval on its network. This improves program delivery when customers call with CARE inquiries and issues. The CARE processing staff can easily retrieve customer applications and manage accordingly.

SoCalGas has continued to utilize its best practices to maximize excellent customer service, ease of enrollment, CARE approval, and retention of CARE customers. These include outbound dial reminder calls, leveraging with internal and external low-income



programs, approval of CARE on accounts pending turn-on, and mailing of a 2<sup>nd</sup> recertification application.

Outbound Dial Calls: Implemented in September of 2014, and continued through PY2016, outbound dial calls have been made to landline telephones to customers who are mailed a PEV or Recertification request. The automated message alerts the customer that it is time to verify eligibility for CARE, or to renew enrollment, and to be aware that a request will arrive within a few days. Specific to PEV, the message states that proof of income or proof of participation in an assistance program is required and specific to recertification, the message informs the customer that it is time to renew. Both messages describe the consequences of not returning the completed application, which is being removed from the CARE Program and that there would be termination of the 20 percent discount. If the call is answered, the customer can select to hear the message in either English or Spanish. If the message is left on the customer's answering machine, the information is delivered in both English and Spanish.

Leveraging: SoCalGas utilizes LIHEAP, ESA Program, and GAF participant information to enroll, recertify, and verify CARE

eligibility. SoCalGas also utilizes SDG&E and SCE CARE participant information to enroll customers.

CARE Approval on Pending Turn-on Accounts: In September of 2016, an enhancement to SoCalGas' Computer Information System (CIS) was implemented which allows for pending CARE statuses (e.g. approved, incomplete, denied) on accounts that are pending turn-on. Prior to the enhancement, only active bill accounts could be approved for CARE.

The enhancement has expedited the processing of CARE applications, reduced labor intensive work, and has provided improved customer service by allowing customers to receive the CARE discount as of their initial bill.

Of added benefit to CIS, has been increased enrollment through SoCalGas' weekly data exchange with SCE, as the pending approved status is now applied to accounts that are pending turn-on. Prior to the enhancement, the data exchange took place only on active accounts. The accounts pending turn-on, were unknown, and therefore, not captured as viable or future enrollments.

Mail 2<sup>nd</sup> Recertification Application: Implemented in September of 2014 and continued thereafter, a second recertification application is mailed to customers who fail to respond within 45 days to the initial request. This has proven to be beneficial in retaining CARE customers.

Post Enrollment Verification: Non-responsive customers are terminated from the CARE Program. Customers who wish to become re-enrolled must submit proof of income or proof of participation in a specific assistance program when their termination date is less than twenty-four months from the current date. When twenty-four months from PEV termination have lapsed, customers can get back on the program by simply completing a self-cert application.

In its PY2015-2017 Application, SoCalGas proposed automatic mailing of a 2<sup>nd</sup> PEV application to customers who have not responded within 45 days to their first verification request. Although originally slated for implementation in PY2015, the 2<sup>nd</sup> notice was put on hold awaiting for CPUC's final Decision.

D.16-11-022 was issued on November of 2016, plans were resumed, and the mailing of a 2<sup>nd</sup> PEV application will be implemented in February of 2017.

## **2.5 Processing CARE Applications**

### **2.5.1 Describe the utility's process for recertifying sub-metered tenants of master-meter customers.**

Recertification of sub-metered tenants of master-metered customers is the same process as that of regular residential customers. Recertification is required every two years, or every four years for customers on a fixed-income. The annual earnings of customers on a fixed-income do not fluctuate significantly from year to year, and requiring them to recertify every two years was an unnecessary burden. In PY2008, as authorized by the CPUC in D.06-12-038,<sup>31</sup> SoCalGas implemented a four-year recertification period for customers receiving Social Security, pension, Supplemental Security Income, Social Security Disability, State Supplemental Program, and/or Medi-Cal benefits.

Recertification applications are mailed directly to the sub-metered tenants when they are due to recertify. Each application is pre-populated with the tenant's name, facility identification number, unit number, and space or apartment number. Pre-population of

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<sup>31</sup> See D.06-12-038.

applications was designed for tenants' simplified CARE renewal, ease of processing completed applications, and to aid in reducing attrition of CARE customers.

Several options for completing the recertification process are listed on the recertification application: Call the toll-free Automated Voice Messaging number, apply directly on the website at [www.socalgas.com](http://www.socalgas.com), mail back in the postage paid envelope, or directly fax to the CARE Program staff. Recertification requires the tenant to provide the number of household occupants, total annual household income, or participation in a public assistance program. Applications received via U.S. mail are opened, scanned, and validated for processing efficiency. Tenants are allowed 90 days to respond to the recertification request, however, for tenants who have not responded to the recertification request within 45 days of the initial mailing, a second recertification is sent. Non-responsive tenants are terminated from CARE. If the recertification is received and approved after the 90-day time-frame, the tenant is re-enrolled in CARE.

Annually, each sub-metered facility is mailed a complete listing of its CARE tenants. Additionally, the monthly *Add & Delete* report is mailed to each sub-metered facility notifying the facility of any

tenants who were recently added to CARE or terminated from the program. This ensures proper recordkeeping and appropriate billing of the 20% discount for each CARE tenant.

**2.5.2 Describe any contracts the utility has with third parties to conduct certification, recertification and/or verification on the utility's behalf. Describe how these third-party efforts compare to the utility's efforts in comparable customer segments, such as hard-to-reach or under-served. Include comparisons of effectiveness and cost-effectiveness of comparable customer segments, if available.**

SoCalGas does not contract with third parties to conduct certification, recertification and/or verification on its behalf.

SoCalGas processes and approves all CARE enrollment applications, recertification forms, and verification requests internally. Additionally, SoCalGas utilizes LIHEAP, ESA Program, and GAF participant information to enroll, recertify, and verify CARE eligibility. SoCalGas also utilizes SDG&E and SCE CARE participant information to enroll customers.

In PY2016, SoCalGas contracted with 40 CBOs and 3 third party outreach contractors to help eligible non-participating customers sign up for the CARE Program. The non-profit CARE Capitation CBOs employed a "one-stop-shop" approach by helping their clients complete a CARE application, while also assisting the customers in enrolling in other programs they might be eligible for.

SoCalGas' third party CARE Outreach contractors employed a variety of outreach strategies, such as door-to-door solicitation, local community event participation, and program material distribution to help customers apply for CARE. Many of the customers targeted by the third party CARE contractors do not respond to traditional forms of outreach, nor visit CBO facilities, and are much more receptive to door-to-door canvassing efforts. In PY2016, SoCalGas assigned specific counties to each of the three third party outreach contractors so they could focus on those assigned SoCalGas territories and provide better customer service.

During PY2016, the number of customers enrolled in CARE by SoCalGas' CARE Capitation CBOs went down to 4 customers, and 36,327 new enrollments were derived from CARE's third party canvassers efforts.

## **2.6 Program Management**

### **2.6.1 Discuss issues and/or events that significantly affected program management in the reporting period and how these were addressed.**

SoCalGas' CARE Program did not experience any serious issues or events that significantly affected program management during PY2016.

## **2.7 CHANGES Program**

### **2.7.1 Establishment of CHANGES Program**

In D.15-12-047<sup>32</sup>, the Commission approved the establishment of CHANGES as an ongoing statewide program, effective January 1, 2016 based on the success of the CHANGES pilot during its four-year trial, which demonstrated to the CPUC the need for and usefulness of the program. The ongoing CHANGES program will provide outreach, education, and bill issue assistance on natural gas and services to LEP consumers in the language of their choice through a statewide network of CBOs. CHANGES will be managed and reported by the CPUC's CSID, with technical assistance and input from the ED.

CHANGES is funded from CARE Program contributions by customers of the IOUs and provides services in those areas, not to exceed \$1.75 million a year. Until a long term CPUC funding source can be established, the CHANGES Program will continue to be funded as a reimbursement from the CARE Program through the end of the current 2017-2020 program cycle and may be renewed by the Commission, as needed into the next CARE Program cycle, consistent with PUC Code Section 739.4, which allows expenditure of CARE funds to protect low-income and senior households from unwarranted disconnection of necessary electric and gas services.

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<sup>32</sup> D.15-12-047 (CHANGES Decision)



In PY2016, meetings were scheduled by CSID, in collaboration with ED, and held at a monthly basis with all IOUs. Moving forward to 2017, meetings will be held on a quarterly basis to discuss changes in the IOU's program services, new consumer materials, marketing leveraging opportunities, and updates on statewide CHANGES program activities.

PG&E, SDG&E, SCE and SoCalGas received monthly data in PY2016 and included it in monthly reports due on the 21<sup>st</sup> of each month. SoCalGas included CHANGES bill issue assistance and education workshop materials and attendance statistics in their monthly CARE reports (Low Income Programs Monthly tables 10 and 11).

### **3. CARE EXPANSION PROGRAM**

#### **3.1 Participant Information**

##### **3.1.1 Provide the total number of residential and/or commercial facilities by month, by energy source for the reporting period.**

See CARE Table 12 in the attachments.

##### **3.1.1.1 State the total number of residents (excluding caregivers) for residential facilities, and for commercial facilities, by energy source, at year-end.**

There were 17,367 residents in the non-residential CARE Expansion Program facilities. There were 426 primary facilities with

634 associated satellite facilities participating in the CARE Expansion Program at PY2016 year-end.

### 3.2 Usage Information

#### 3.2.1 **Provide the average monthly usage by energy source per residential facility and per commercial facility.**

See CARE Table 12 in the attachments.

### 3.3 Program Costs

#### 3.3.1 **Administrative Cost (Show the CARE Expansion Program's administrative cost by category).**

For PY2016, SoCalGas incurred \$2,969 in outreach expenses for the CARE Expansion Program bill insert. By staying within the overall envelope weight, this bill insert did not incur incremental postage costs. Compared to the residential bill inserts (approximately 3 million per insertion), the 239,000 bill inserts applications that are sent out in this campaign are comparatively modest. Because of the low volume, SoCalGas did not track administrative labor costs for new CARE Expansion applications received during PY2016.

##### 3.3.1.1 **Discount Information.**

##### 3.3.1.2 **State the average annual CARE discount received per residential facility by energy source.**

The average annual discount received per participating CARE residential facility in PY2016 was \$69.26.<sup>33</sup>

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<sup>33</sup> Average annual discount is dependent on the sales and transport gas revenue as well as the number of CARE customers by climate zone.

**3.3.1.3 State the average annual CARE discount received per commercial facility by energy source.**

The average annual discount received per participating CARE Expansion Program facility in PY2016 was \$386.55.<sup>34</sup>

**3.4 Outreach**

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

Annually, SoCalGas sends a bill insert to commercial customers informing them of the Non-Profit Group Living Rate. In addition, SoCalGas worked with Public Affairs personnel in rural counties to promote program awareness for low-income farm workers. To enhance outreach in rural counties, SoCalGas continues to work with Radio Campesina in Visalia and Bakersfield to reach farm workers. During PY2016, Radio Campesina provided an opportunity for SoCalGas to participate in events, such as *Cuadrilla De La Semana*, which are weekly visits to farmworkers in their workplaces. Lunch, musical entertainment, and information from SoCalGas regarding the CARE Program are part of the lunch breaks. In PY2016, SoCalGas also advertised the CARE Program with 30 second, Spanish language radio spots and participated in Spanish-language interview shows.

**3.4.2 Discuss each of the following: the expansion program outreach**

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<sup>34</sup> Average annual discount is dependent on the sales and transport gas revenue as well as the number of CARE customers by climate zone.

SoCalGas used a variety of channels to increase awareness of the CARE Program in PY2016. Among those channels included agricultural workers and those living in commercial facilities. During September of 2016, SoCalGas mailed approximately 239,000 bill inserts to commercial facilities (non-profit group living facilities and migrant worker housing). In past years, SoCalGas has leveraged the relationships of its Public Affairs personnel in developing grassroots relationships with organizations such as Radio Campesina and Mixteco that work closely with agricultural and migrant workers in order to continue to educate members about SoCalGas' Customer Assistance Programs.

**3.4.2.1      Discuss the most effective outreach method, including a discussion of how success is measured.**

In PY2016, SoCalGas reported strong eligibility with "rural eligible" customers in Kern (86%), Kings (87%), Fresno (91%), San Bernardino (90%), and Tulare (97%) counties. As discussed previously, SoCalGas' presence in rural communities is ongoing, continually disseminated, and reinforced by trusted community organizations. These relationships will continue into the future. Certain tactics, such as door-to-door canvassing are limited-to-non-existent in many rural communities, as these communities are not as densely populated. Direct mail resulted in significant enrollments in targeted counties. Because hard-to reach customers tend to experience challenges with language and/or comfort with

institutions, SoCalGas has partnered with language focused CBOs such as Radio Campesina. In addition, in PY2016, the CCC continued to be an effective outreach method for SoCalGas' CARE Expansion Program's non-residential facilities. In this model, customers that call in to make payment arrangements, have their service established, or request service activation talk with the CSRs who present the CARE Program to them and respond to questions. Also, social service networks continue to be another valuable communication medium to promote CARE Program information to CARE expansion customers.

**3.4.2.2      Discuss how the CARE facility data and relevant program information is shared by the utility with other utilities sharing service territory.**

There was no facility data sharing during PY2016

**3.4.2.3      Discuss barriers to participation encountered in the prior year and steps taken to mitigate these, if feasible, or not, if infeasible.**

SoCalGas is not aware of barriers to participation in PY2016. A knowledgeable, full-time SoCalGas employee, dedicated solely to the Expansion Program, processes applications as they are received. Incomplete applications are followed-up with a phone call or correspondence to the customer, resulting in CARE approval of qualified accounts.

**3.4.3      Discuss any recommendations to improve the cost-effectiveness, processing of applications, or program delivery. Discuss methods investigated or implemented by the utility or third parties on the utility's behalf to improve outreach and**

**enrollment services to non-participating facilities in the prior year. Provide cost-effectiveness assessments, if available.**

SoCalGas considers the current processing of CARE Expansion Program applications to be cost-effective. The application is both customer friendly and easy to understand. Applications are processed in a timely manner as soon as they are received. The majority of applicants include the necessary qualifying documentation and no further follow-up is needed.

Occasionally, a follow-up phone call is necessary. SoCalGas recertifies the accounts that are due to recertify every two years. Correspondence containing a recertification application, postage-paid envelope, and an instruction letter is mailed to the facilities. Among other directions, the letter states that the facility must include a short statement specifying how the CARE Program savings were used for the benefit of the residents at the facility. The facilities are familiar with this routine and submit what is asked of them.

Additionally, the CCC and Billing Department notify the CARE Department of new Expansion Program accounts, for both non-profit and agricultural group living facilities. A CARE application is proactively mailed to these accounts.

### **3.5 Program Management**

#### **3.5.1 Discuss issues and/or events that significantly affected program management in the reporting period and how these were addressed.**

SoCalGas' CARE Program did not experience any issues or events that significantly affected program management during PY2016.

#### 4. **FUND SHIFTING**

##### 4.1.1 **Report Energy Savings Assistance Program fund shifting activity that falls within rules laid out in Section 20.1 of D. 08-11-031**

See ESA Table 12.

##### 4.1.2 **Report CARE fund shifting activity that falls within rules laid out in Section 20.1 of D. 08-11-031**

See CARE Table 1.

##### 4.1.3 **Was there any Energy Savings Assistance Programs or CARE fund shifting activity that occurred that falls OUTSIDE the rules laid out in Section 20.1 of D. 08-11-031?**

All fund shifting activity performed in PY2016 is in compliance with fund shifting rules as laid out in D.12-08-044 and D.16-11-022.



## COMMONLY USED ACRONYMS

3MM	Three Measure Minimum Rule
CARE	California Alternate Rates for Energy
CBO	Community Based Organizations
CE	Categorical Eligibility
CHANGES	Community Help and Awareness with Natural Gas and Electricity Services Pilot Program
CSR	Customer Service Representative
CPUC	California Public Utilities Commission
CCC	Customer Contact Center
CSD	California Department of Community Services and Development
CSID	Consumer Service and Information Division
D.	Decision
DSM	Demand Side Management
E&A	Enrollment & Assessment
ED	Energy Division
ESA	Energy Savings Assistance Program
FBO	Faith Based Organizations
EE	Energy Efficiency
FPL	Federal Poverty Level
FPG	Federal Poverty Guidelines
GAF	Gas Assistance Fund
HEAT	Home Energy Assistance Tracking
HE	High efficiency
IT	Information Technology
IVR	Integrated Voice Recognition
IOU	Investor Owned Utilities
LADWP	Los Angeles Department of Water and Power
LEP	Limited English proficient
LIHEAP	Low Income Home Energy Assistance Program
LINA	Low Income Needs Assessment Study
MBL	Medical Baseline
MF	Multi-family
MIDI	Middle Income Direct Install
NGAT	Natural Gas Appliance Testing
OP	Ordering Paragraph
PEV	Post Enrollment Verification
PG&E	Pacific Gas and Electric
SEC	Service Establishment Charge
SoCalGas	Southern California Gas Company
SCE	Southern California Edison Company
SB	Senate Bill
SD&GE	San Diego Gas and Electric Company
SPOC	Single Point of Contact
WNA	Whole Neighborhood Approach

5. **APPENDIX:**

5.1 **Energy Savings Assistance Program Tables**

Energy Savings Assistance Program- Table 1- Overall Program Expenses

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

Energy Savings Assistance Program- Table 3- Cost Effectiveness

Energy Savings Assistance Program- Table 4- Penetration

Energy Savings Assistance Program- Table 5- Direct Purchases & Installation Contractors

Energy Savings Assistance Program- Table 6- Installation Cost of Program Installation Contractors

Energy Savings Assistance Program- Table 7- Expenditures by Cost Elements

Energy Savings Assistance Program- Table 8- Detail by Housing Type and Source

Energy Savings Assistance Program- Table 9- Life Cycle Bill Savings by Measure

Energy Savings Assistance Program- Table 10- Energy Rate Used for Bill Savings Calculations

Energy Savings Assistance Program- Table 11- Bill Savings Calculations by Program Year

Energy Savings Assistance Program- Table 12- Fund Shifting

Energy Savings Assistance Program- Table 13- Categorical Enrollment

Energy Savings Assistance Program- Table 14- Leveraging

Energy Savings Assistance Program- Table 15- Lighting

Energy Savings Assistance Program- Table 16- "Add back" measures

## 5.2 **CARE Tables**

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 per Month Fund Shifting

CARE- Table 9- Average Monthly Usage & Bill

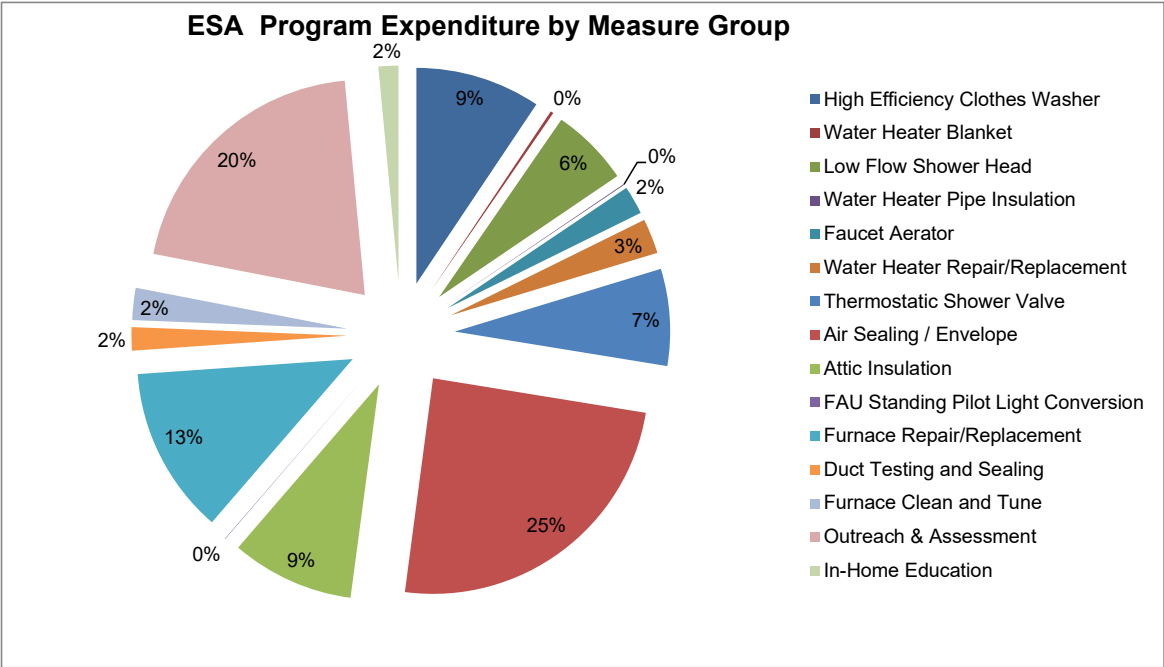
CARE- Table 10- CARE Surcharge & Revenue

CARE- Table 11- CARE Capitation Applications

CARE- Table 12- CARE Expansion Program

CARE- Table 13- CARE Fund Shifting

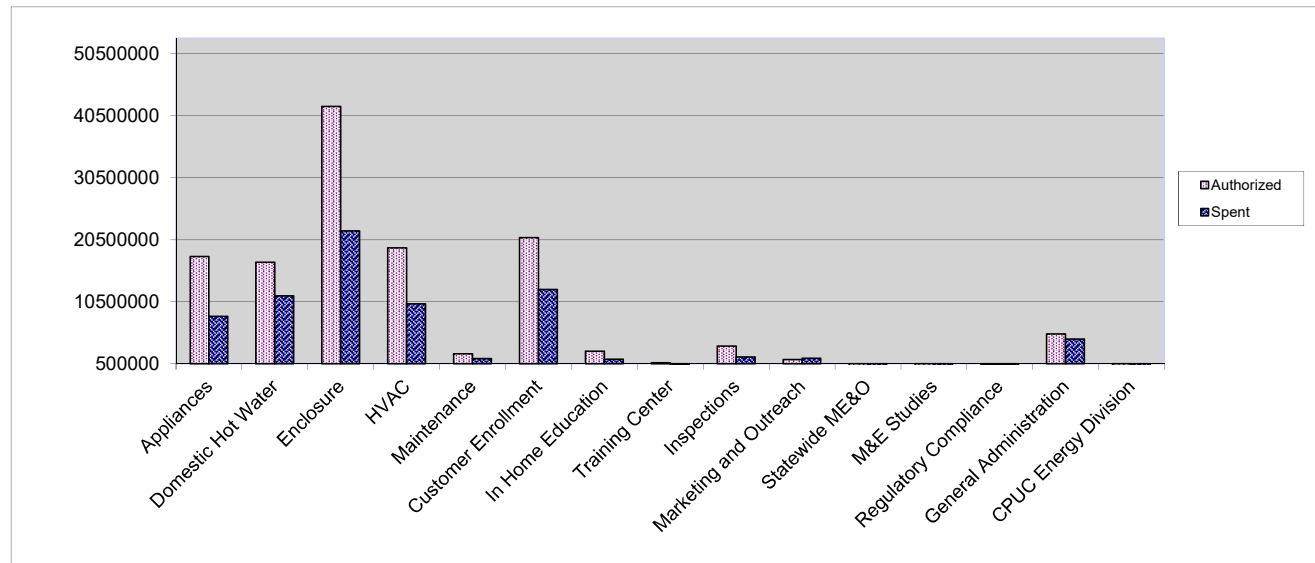
	A	B	C	D
1	<b>Energy Savings Assistance Program and CARE Program</b> <b>SOUTHERN CALIFORNIA GAS COMPANY</b> <b>PY 2016 Summary Highlights</b>			
2				
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5	<b>ESA Program</b>			
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7	<b>2016 Energy Savings Assistance Program Summary</b>			
8	<b>2016</b>	<b>Authorized / Planning Assumptions</b>	<b>Actual</b>	<b>%</b>
9	Budget <sup>1</sup>	\$132,417,191	\$58,777,190	44%
10	Homes Treated	136,836	69,811	51%
11	kWh Saved	N/A	N/A	N/A
12	kW Demand Reduced	N/A	N/A	N/A
13	Therms Saved	N/A	1,152,700	N/A%
14	<sup>1</sup> Pursuant to D.15-12-024 and D16.06.018, budgets have been updated to reflect a Jan 2016 - Dec 2016 full year budget, which was based of the Phase II Decision authorized 2014 budget amounts per D. 14-08-030.			
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18	<b>CARE Program</b>			
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20	<b>2016 CARE Summary</b>			
21	<b>2016</b>	<b>Authorized Budget</b>	<b>Actual</b>	<b>%</b>
22	Budget (Administrative Expenses) <sup>1</sup>	\$16,509,513	\$6,662,775	40%
23	Subsidies	\$126,787,458	\$105,012,172	83%
24	Service Establishment Charge	\$4,354,719	\$2,291,775	53%
25	<b>Total Program Costs and Discounts</b>	<b>\$147,651,690</b>	<b>\$113,966,722</b>	<b>77%</b>
26	<b>2016 CARE New Enrollments</b>	<b>Automatically Enrolled via Data Sharing, ESA Participation, etc</b>	<b>Self Certified as Categorically Eligible</b>	<b>Self Certified as Income Eligible</b>
27	Method	85,005	129,640	55,032
28	<b>2016 CARE Penetration</b>	<b>Estimated Eligible Participants</b>	<b>Participants</b>	<b>Penetration Rate</b>
29	<b>Total Enrolled<sup>2</sup></b>	<b>1,911,495</b>	<b>1,570,566</b>	<b>82%</b>
30	<sup>1</sup> Pursuant to D.15-12-024 and D16.06.018, budgets have been updated to reflect a Jan 2016 - Dec 2016 full year budget, which was based of the Phase II Decision authorized 2014 budget amounts per D. 14-08-030.			
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32	<sup>2</sup> December 2016 results from the SoCalGas Monthly Report.			
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1	<b>PY 2016 Energy Savings Assistance Program Annual Report</b> <b>ESA Program Table 1</b> <b>ESA Program Overall Program Expenses</b> <b>SOUTHERN CALIFORNIA GAS COMPANY</b>									
2		<b>2016 Authorized Bridge Year Budget <sup>1</sup></b>			<b>2016 Annual Expenses</b>			<b>% of Budget Spent YTD</b>		
3	<b>ESA 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>
4	<b>Energy Efficiency</b>									
5	Appliances <sup>2</sup>		\$ 17,785,151	\$ 17,785,151		\$ 4,228,488	\$ 4,228,488		24%	24%
6	Domestic Hot Water		\$ 16,843,374	\$ 16,843,374		\$ 9,242,241	\$ 9,242,241		55%	55%
7	Enclosure		\$ 41,983,756	\$ 41,983,756		\$ 17,242,605	\$ 17,242,605		41%	41%
8	HVAC		\$ 19,210,885	\$ 19,210,885		\$ 7,320,246	\$ 7,320,246		38%	38%
9	Maintenance		\$ 2,128,846	\$ 2,128,846		\$ 1,235,987	\$ 1,235,987		58%	58%
10	Lighting		\$ -	\$ -		\$ -	\$ -			
11	Miscellaneous		\$ -	\$ -		\$ -	\$ -			
12	Customer Enrollment		\$ 20,834,354	\$ 20,834,354		\$ 10,902,871	\$ 10,902,871		52%	52%
13	In Home Education		\$ 2,531,192	\$ 2,531,192		\$ 1,059,480	\$ 1,059,480		42%	42%
14	Pilot			\$ -		\$ -	\$ -			
15	<b>Energy Efficiency TOTAL</b>		\$ 121,317,558	\$ 121,317,558		\$ 51,231,917	\$ 51,231,917		42%	42%
16										
17	Training Center		\$ 681,105	\$ 681,105		\$ 306,749	\$ 306,749		45%	45%
18	Inspections		\$ 3,361,051	\$ 3,361,051		\$ 1,118,244	\$ 1,118,244		33%	33%
19	Marketing and Outreach		\$ 1,198,436	\$ 1,198,436		\$ 1,151,254	\$ 1,151,254		96%	96%
20	Statewide Marketing Education and Outreach		\$ 100,000	\$ 100,000		\$ 4,889	\$ 4,889		5%	5%
21	Measurement and Evaluation Studies		\$ 91,667	\$ 91,667		\$ -	\$ -		0%	0%
22	Regulatory Compliance		\$ 295,333	\$ 295,333		\$ 293,595	\$ 293,595		99%	99%
23	General Administration		\$ 5,286,041	\$ 5,286,041		\$ 4,657,898	\$ 4,657,898		88%	88%
24	CPUC Energy Division		\$ 86,000	\$ 86,000		\$ 12,644	\$ 12,644		15%	15%
25										
26	<b>TOTAL PROGRAM COSTS</b>		\$ 132,417,191	\$ 132,417,191		\$ 58,777,190	\$ 58,777,190		44%	44%
27	<b>Funded Outside of ESA Program Budget</b>									
28	Indirect Costs					\$ 2,245,711	\$ 2,245,711			
29	NGAT Costs					\$ 1,488,500	\$ 1,488,500			
30										

<sup>1</sup> Pursuant to D.15-12-024 and D16-0-018, budgets have been updated to reflect a Jan 2016 - Dec 2016 full year budget, which was based of the Phase II Decision authorized 2014 budget amounts per D. 14-08-030.

**Bar Chart 1 - Total Spent vs. Authorized by Category**



<b>PY2016 Energy Savings Assistance Program Annual Report</b> <b>ESA Program Table 2</b> <b>ESA Program Expenses and Energy Savings by Measures Installed</b> <b>SOUTHERN CALIFORNIA GAS COMPANY</b>							
Measures	Units	PY Completed & Expensed Installations					
		Quantity Installed	kWh (Annual)	kW (Annual)	Therms <sup>1</sup> (Annual)	Expenses <sup>2</sup> (\$)	% of Expenditure
<b>Appliances</b>							
High Efficiency Clothes Washer	Each	6,115			188,831	4,797,844	9.38%
Refrigerators	Each						
Microwaves	Each						
<b>Domestic Hot Water</b>							
Water Heater Blanket	Home	2,063			5,071	115,792	0.23%
Low Flow Shower Head	Home	66,133			95,048	3,018,546	5.90%
Water Heater Pipe Insulation	Home	1,560			2,822	37,050	0.07%
Faucet Aerator	Home	63,436			208,130	1,087,367	2.13%
Water Heater Repair/Replacement	Each	924			3,200	1,330,756	2.60%
Thermostatic Shower Valve	Each	82,953			193,058	3,709,968	7.25%
<b>Enclosure</b>							
Air Sealing / Envelope	Home	53,540			175,572	12,544,268	24.53%
Attic Insulation	Home	3,844			102,629	4,715,176	9.22%
<b>HVAC</b>							
FAU Standing Pilot Light Conversion	Each	33			1,386	12,335	0.02%
Furnace Repair/Replacement	Each	5,080			0	6,424,724	12.56%
Room A/C Replacement	Each						
Central A/C Replacement	Each						
Heat Pump Replacement	Each						
Evaporative Coolers (Replacement)	Each						
Evaporative Coolers (Installation)	Each						
Duct Testing and Sealing	Home	1,094			16,782	892,091	1.74%
<b>Maintenance</b>							
Furnace Clean and Tune	Home	22,694			160,169	1,235,987	2.42%
Central A/C Tune-up	Home						
Evaporative Cooler Maintenance	Home						
<b>Lighting</b>							
Compact Fluorescent Lights (CFLs)	Each						
Interior Hard wired CFL fixtures	Each						
Exterior Hard wired CFL fixtures	Each						
Torchiere	Each						
Occupancy Sensor	Each						
LED Night Lights	Each						
<b>Miscellaneous</b>							
Pool Pumps	Each						
Smart Power Strips	Each						
<b>Pilots</b>							
<b>Customer Enrollment</b>							
Outreach & Assessment	Home	69,811				10,462,923	20.46%
In-Home Education	Home	50,354				754,613	1.48%
<b>Total Savings</b>					1,152,700	51,139,438	100.00%
Homes Weatherized	Home	69,371					
Homes Treated							
- Single Family Homes Treated	Home	44,484					
- Multi-family Homes Treated	Home	20,796					
- Mobile Homes Treated	Home	4,531					
<b>- Total Number of Homes Treated</b>	Home	69,811					
<b># Eligible Homes to be Treated in 2016</b>	Home	136,836					
<b>% of Homes Treated</b>	%	51%					
- Total Master-Metered Homes Treated	Home	9,235					

<sup>1</sup> All savings are calculated based on the following sources: Evergreen Economics. "Impact Evaluation of the 2013 CA Low Income Energy Efficiency Program, Final Report."

<sup>2</sup> The Total Savings/Expenditures amount does not include credits, expenses, or required adjustments that are reflected in ESA Program Table 1.

	H	I	J	K	L
1	<b>PY 2016 Energy Savings Assistance Program Annual Report</b> <b>ESA Program Table 3</b> <b>ESA Program Cost-Effectiveness</b> <b>SOUTHERN CALIFORNIA GAS COMPANY</b>				
2		PY - Recorded <sup>1</sup>			
3		Ratio of Benefits Over Costs		Net Benefits; \$ Millions	
4	Program Year	ESACET	Resource TRC	ESACET	Resource TRC
5	2016	0.94	0.50	\$ (3,463,383)	\$ (15,151,430)
6					
7					
8					
9					
10					
11					
12					
13					
14					
15	<sup>1</sup> The ESACET includes non-energy benefits (NEBs) along with energy savings in the numerator. The ESACET was calculated using the Low Income Public Purpose Test (LIPPT) workbook as modified for the PY 2016 LIEE measure cost effectiveness testing (the NEBs model). The ESACET was calculated in two stages: first, the NEBs for this ratio were calculated using the NEBs model; second, the avoided cost benefits were calculated using the E3 calculator for energy efficiency cost effectiveness testing. The Resource Total Resource Cost Test (Resource TRC) was calculated using the E3 calculator. The Resource TRC does not include NEBs. The Resource TRC does not include some measures (furnace repair and replace, water heater repair and replace and duct sealing).				

	A	B	C	D	E	F	G
1	<b>PY 2016 Energy Savings Assistance Program Annual Report</b> <b>ESA Program Table 4</b> <b>Detail by Housing Type and Source</b> <b>SOUTHERN CALIFORNIA GAS COMPANY</b>						
2			<b>2016 Energy Savings</b>				
3	<b>Customer</b>	<b>Housing Type</b>	<b># Homes Treated</b>	<b>(mWh)</b>	<b>MW</b>	<b>(Mth*)</b>	<b>2016 Expenses<sup>1</sup></b>
4	<b>Gas and Electric Customers</b>						
5	<b>Owners - Total</b>						
6		Single Family					
7		Multi Family					
8		Mobile Homes					
9	<b>Renters - Total</b>						
10		Single Family					
11		Multi Family					
12		Mobile Homes					
13	<b>Electric Customers (only)</b>						
14	<b>Owners - Total</b>						
15		Single Family					
16		Multi Family					
17		Mobile Homes					
18	<b>Renters - Total</b>						
19		Single Family					
20		Multi Family					
21		Mobile Homes					
22	<b>Gas Customers (only)</b>						
23	<b>Owners - Total</b>		<b>32,970</b>			<b>705,382</b>	<b>\$ 26,748,736</b>
24		Single Family	28,330			639,223	\$24,419,871.41
25		Multi Family	577			5,247	\$275,222.19
26		Mobile Homes	4,063			60,912	\$2,053,642.70
27	<b>Renters - Total</b>		<b>36,841</b>			<b>447,318</b>	<b>\$13,173,166</b>
28		Single Family	16,154			324,369	\$8,430,099.97
29		Multi Family	20,219			114,797	\$4,554,018.66
30		Mobile Homes	468			8,152	\$189,047.35
31							
32	<b>Totals:</b>		<b>69,811</b>			<b>1,152,700</b>	<b>\$ 39,921,902</b>
33							
34	* Thousands of Therms						
35	<sup>1</sup> The Total Savings/Expenditures amount includes only measure cost associated with treated units, and does not include credits, expenses, or required adjustments that are reflected in ESA Program Table 1.						
36							
37	<b>Penetration History</b>						
38	<b>Year</b>	<b>Homes Treated<sup>1</sup></b>	<b>Ineligible &amp; Unwilling<sup>2</sup></b>	<b>Estimated Eligible in Current Year<sup>3</sup></b>	<b>Current Year Penetration Rate for Homes Treated</b>		
39	<b>2002</b>	49,464					
40	<b>2003</b>	57,179					
41	<b>2004</b>	54,677					
42	<b>2005</b>	40,523					
43	<b>2006</b>	36,870					
44	<b>2007</b>	44,048					
45	<b>2008</b>	58,773					
46	<b>2009</b>	83,493	3,562				
47	<b>2010</b>	120,358	22,589				
48	<b>2011</b>	161,020	23,765				
49	<b>2012</b>	96,893	20,383	136,836		70.81%	
50	<b>2013</b>	106,948	12,310	136,836		78.16%	
51	<b>2014</b>	92,967	10,029	136,836		67.94%	
52	<b>2015</b>	80,316	8,819	136,836		58.70%	
53	<b>2016</b>	69,811	12,656	136,836		51.02%	
54	<b>2017</b>						
55	<b>2018</b>						
56	<b>2019</b>						
57	<b>2020</b>						
58	<b>Total Homes Treated since 2002</b>	<b>1,153,340</b>	<b>114,113</b>				
59							
60	<sup>1</sup> Total 2016 Homes Treated of 69,811 includes 17,704 "Go Back" units enrolled per D.16-04-04.						
61	<sup>2</sup> Ineligible & Unwilling - Leads which do not result in a customer enrollment based on one of the following reasons: customer refused; home does not						
62	<sup>3</sup> Based on Attachment F of D.12-08-044.						
63							
64							
65	<b>Year</b>	<b>Utility in Shared Service Territory</b>	<b>in Shared Service</b>	<b>households treated by both</b>			
66	<b>2016</b>	SDG&E	18,391	252			
67	<b>2016</b>	PG&E	98,421	2,236			
68	<b>2016</b>	SCE	1,247,466	22,454			



A		B	C	D	E	F	G
1	<b>PY 2016 Energy Savings Assistance Program Annual Report</b> <b>ESA Program Table 5</b> <b>ESA Program Direct Purchases &amp; Installation Contractors</b> <b>SOUTHERN CALIFORNIA GAS COMPANY</b>						
2	Contractor	County <sup>1</sup>	Contractor Type (Check one or more if applicable)				2016 Annual Expenditures <sup>2</sup>
3			Private	CBO	WMDVBE	LIHEAP	
4	ADVANCED CONTRACTING SERVICES INC	Ke	x	-	-	-	\$ 199,399
5	AMERICAN ECO SERVICES INC	SD, Sba, SLO	x	-	x	-	\$ 1,062,202
6	AMERICAN INSULATION INC	R, I	x	-	x	-	\$ 1,247,397
7	APPLIANCE RECYCLING CENTERS OF AMERICA	LA	x	-	-	-	\$ 4,797,844
9	ASSERT INC	LA, Ke	-	x	-	-	\$ 394,184
10	ASSOCIATED CONSTRUCTION SERVICES	LA, OC, Sbe, R	x	-	x	-	\$ 970,994
11	AVALON CARVER COMMUNITY CENTER INC	LA	-	x	-	-	\$ 64,118
14	CAMPESINOS UNIDOS INC	R, I	-	x	x	x	\$ 317,033
15	COMMUNITY ACTION COMMISSION (SANTA BARBARA COUNTY)	Sba	-	x	-	x	\$ 34,032
16	COMMUNITY ACTION OF VENTURA COUNTY	V, LA	-	x	-	x	\$ 27,782
17	COMMUNITY ACTION PARTNERSHIP (OF SAN BERNADINO COUNTY)	Sbe	x	-	x	x	\$ 529
18	COMMUNITY ACTION PARTNERSHIP OF (SAN LUIS OBISPO)	SLO,	-	x	x	x	\$ 263,980
20	COMMUNITY ACTION PARTNERSHIP OF O C	OC	-	x	x	x	\$ 98,546
23	EAGLE SYSTEMS INTERNATIONAL INC	LA, R, T, Ki	x	-	-	-	\$ 2,771,745
24	EAST LOS ANGELES COMMUNITY UNION	LA, R, OC, Sbe	-	x	x	-	\$ 7,316,983
25	EAST SAN GABRIEL VALLEY CONSORTIUM	LA	-	x	-	-	\$ 3,099
26	ECO IMPRINTS INC	SF	x	-	-	-	\$ 20,778
27	ECONO WEST INC	LA, Ke	x	-	x	-	\$ 416,432
28	ENERGY SERVICES & TECHNOLOGIES INC	LA, OC, R, Sbe	x	-	x	-	\$ 3,335
29	ENVIRONMENTAL ASSESSMENT SERVICES	I, LA, OC, R, Sbe	x	-	x	-	\$ 429,509
30	FCI MANAGEMENT CONSULTANTS	LA, OC, SD	x	-	x	-	\$ 147,179
31	GARCIA & SON'S HOME IMPROVEMENT INC	Ke, LA, T, Ki, F	x	-	x	-	\$ 213,289
34	HIGHLANDS ENERGY SERVICES INC	T, Ki, F	x	-	x	-	\$ 780,467
35	JOHN HARRISON CONTRACTING INC	R, Sbe	x	-	x	-	\$ 82,041
36	LONG BEACH COMMUNITY	LA	-	x	x	x	\$ 831
37	MARAVILLA FOUNDATION	LA, OC, Sbe, R, K	-	x	x	x	\$ 10,052,134
40	PACIFIC ASIAN CONSORTIUM IN	ALL, LA, OC, V, Sbe, R, SFERN	-	x	x	x	\$ 342,036
42	PROTEUS INC	T, LA, OC, V, Sbe, R, I, SC, SFERN, Ki, Ke, Sba, SLO, F	-	x	-	-	\$ 2,671,903
43	QUALITY CONSERVATION SERVICES INC	LA, OC, Sbe, R, SC, SF, CC, S	x	-	-	-	\$ 1,849,864
44	RELIABLE ENERGY MANAGEMENT INC	LA, OC, V, Sbe, R, SFERN, T, Ki, Ke, Sba, SLO, F	x	-	x	-	\$ 4,459,001
45	RICHARD HEATH & ASSOCIATES INC	ALL, LA, OC, V, Sbe, R, I, Ke, Sba, SLO	x	-	x	-	\$ 596,944
46	SIERRA WEATHERIZATION COMPANY INC	LA, V, OC, SC, AL, Scr	x	-	-	-	\$ 3,128,529
47	SILICON VALLEY FOUNDATION	SC, OC, LA	x	-	x	-	\$ 1,376,599
48	SOCO AIR CONDITIONING CO	LA, OC, R, Sbe	x	-	-	-	\$ 223,051
50	SPECIALTY AC HEAT INC	SBN, LA, RIVR, SFERN, OC	x	-	x	-	\$ 459,339
51	STAPLES & ASSOC	T, Ki, F, Ke	x	-	-	-	\$ 259,898
54	TONY'S HEATING & A/C SERVICE INC.	LA, OC, SFERN	x	-	x	x	\$ 418,915
55	TRI-STATE HOME IMPROVEMENTS INC	R	x	-	x	-	\$ 102,572
56	TRUTEAM OF CALIFORNIA INC	LA, R, Sbe, I, Ke, Ki, Tu, OC, V, T, F, SFERN	x	-	-	x	\$ 3,777,231
57	VETERANS IN COMMUNITY SERVICES INC	LA	-	x	x	-	\$ 698,961
58	WATTS LABOR COMMUNITY ACTION COMM	LA	-	x	x	-	\$ 196,955
59	WESTERN INSULATION LP	LA, R, Sbe, I, Ke, Ki, Tu	x	-	-	x	\$ 4,590
61	<b>Total Contractor Expenditures</b>						<b>\$ 52,282,247.97</b>
62							
63							
64							
65	<b>1 Key</b>						
66	Alameda	AL					
67	Los Angeles	LA					
68	Orange County	OC					
69	Ventura	V					
70	San Bernadino	Sbe					
71	Riverside	R					
72	Imperial	I					
73	Tulare	T					
74	Kings	Ki					
75	Kern	Ke					
76	Santa Barbara	Sba					
77	San Luis Obispo	SLO					
78	Fresno	F					
79	San Diego	SD					
80	San Fernando	SFERN					
81	Santa Clara	SC					
82	San Francisco	SF					
83	Santa Cruz	Scr					
84	Contra Costa	CC					
85	Solano	S					
86							
87	<sup>2</sup> The expenditures do not include a credit of (\$220,065.00) for the high						

		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
1		PY 2016 Energy Savings Assistance Program Annual Report ESA Program Table 6 ESA Program Installation Cost of Program Installation Contractors SOUTHERN CALIFORNIA GAS COMPANY																			
2		Unit of Measure	CBO/WMDVBE							Non-CBO/WMDVBE							2016 Program Total				
3			Installations		Dwellings		Costs			Installations		Dwellings		Costs			Units Installed	Households	Costs <sup>1</sup>	Cost/ Unit	Cost/ Household
4			Units	%	Units	%	\$	%		Units	%	Units	%	\$	%						
5	Dwellings	Each	59,976	86%	59,976	86%	\$36,398,018	69%		9,835	14%	9,835	14%	\$14,741,420	31%		69,811	69,811	\$51,139,437.86	\$732.54	\$732.54
6	Appliances																				
7	High Efficiency Clothes Washer	Each	0	0%	0	0%	0	0%		6,115	100%	6,115	100%	4,797,844	100%		6,115	6,115	4,797,844	\$784.60	\$784.60
8	Refrigerators	Each																			
9	Microwaves	Each																			
10	Domestic Hot Water																				
11	Water Heater Blanket	Home	1,414	69%	1,414	69%	79,352	69%		649	31%	649	31%	36,440	31%		2,063	2,063	115,792	\$56.13	\$56.13
12	Low Flow Shower Head	Home	74,900	79%	52,513	79%	2,359,696	78%		20,494	21%	13,620	21%	658,850	22%		95,394	66,133	3,018,546	\$31.64	\$45.64
13	Water Heater Pipe Insulation	Home	1,491	91%	1,470	94%	34,744	94%		152	9%	90	6%	2,306	6%		1,643	1,560	37,050	\$22.55	\$23.75
14	Faucet Aerator	Home	102,904	80%	50,915	80%	869,984	80%		25,116	20%	12,522	20%	217,383	20%		128,020	63,437	1,087,367	\$8.49	\$17.14
15	Water Heater Repair/Replacement	Each	743	80%	743	80%	1,075,685	81%		181	20%	181	20%	255,071	19%		924	924	1,330,756	\$1,440.21	\$1,440.21
16	Thermostatic Shower Valve	Each	65,496	79%	46,474	80%	2,927,975	79%		17,457	21%	11,895	20%	781,993	21%		82,953	58,369	3,709,968	\$44.72	\$63.56
17	Enclosure																				
18	Air Sealing / Envelope	Home	636,498	82%	42,580	80%	9,830,024	78%		140,728	18%	10,960	20%	2,714,243	22%		777,226	53,540	12,544,268	\$16.14	\$234.30
19	Attic Insulation	Home	2,902,863	71%	2,753	72%	3,351,300	71%		1,192,721	29%	1,091	28%	1,363,875	29%		4,095,584	3,844	4,715,176	\$1.15	\$1,226.63
20	HVAC																				
21	FAU Standing Pilot Light Conversion	Each	26	79%	26	79%	9,999	81%		7	21%	7	21%	2,335	19%		33	33	12,335	\$373.78	\$373.78
22	Furnace Repair/Replacement	Each	4,355	86%	4,173	85%	5,317,640	83%		725	14%	715	15%	1,107,083	17%		5,080	4,888	6,424,724	\$1,264.71	\$1,314.39
23	Room A/C Replacement	Each																			
24	Central A/C Replacement	Each																			
25	Heat Pump Replacement	Each																			
26	Evaporative Coolers (Replacement)	Each																			
27	Evaporative Coolers (Installation)	Each																			
28	Duct Testing and Sealing	Home	835	75%	817	75%	725,076	81%		284	25%	277	25%	167,015	19%		1,119	1,094	892,091	\$797.22	\$815.44
29	Maintenance																				
30	Furnace Clean and Tune	Home	19,928	84%	19,098	84%	1,030,833	83%		3,877	16%	3,596	16%	205,154	17%		23,805	22,694	1,235,987	\$51.92	\$54.46
31	Central A/C Tune-up	Home																			
32	Evaporative Cooler Maintenance	Home																			
33	Lighting																				
34	Compact Fluorescent Lights (CFLs)	Each																			
35	Interior Hard wired CFL fixtures	Each																			
36	Exterior Hard wired CFL fixtures	Each																			
37	Torchiere	Each																			
38	Occupancy Sensor	Each																			
39	LED Night Lights	Each																			
40	Miscellaneous																				
41	Pool Pumps	Each																			
42	Smart Power Strips	Each																			
43	Pilots																				
44		Each																			
45		Each																			
46	Customer Enrollment																				
47	Outreach & Assessment	Home	59,976	86%	59,976	86%	8,174,939	78%		9,835	14%	9,835	14%	2,287,984	22%		69,811	69,811	10,462,923	\$149.87	\$149.87
48	In-Home Education	Home	40,747	81%	40,747	81%	610,770	81%		9,607	19%	9,607	19%	143,843	19%		50,354	50,354	754,613	\$14.99	\$14.99
49																					
50	1 The Total Savings/Expenditures amount does not include credits, expenses, or required adjustments that are reflected in ESA Program Table 1.																				

	A	B	C	D	E
1	<b>PY 2016 Energy Savings Assistance Program Annual Report</b> <b>ESA Program Table 7</b> <b>Expenditures Recorded by Cost Element</b> <b>SOUTHERN CALIFORNIA GAS COMPANY</b>				
2					
3	<b>ESA Program:</b>	<b>Labor<sup>1</sup></b>	<b>Non-Labor<sup>2</sup></b>	<b>Contractor<sup>3</sup></b>	<b>Total</b>
4	<b>Energy Efficiency</b>				
5	Appliances	\$ -	\$ -	\$ 4,228,488	\$ 4,228,488
6	Domestic Hot Water	\$ -	\$ (549)	\$ 9,242,790	\$ 9,242,241
7	Enclosure	\$ -	\$ -	\$ 17,242,605	\$ 17,242,605
8	HVAC	\$ -	\$ (4,592)	\$ 7,324,838	\$ 7,320,246
9	Maintenance	\$ -	\$ -	\$ 1,235,987	\$ 1,235,987
10	Lighting	\$ -	\$ -	\$ -	\$ -
11	Miscellaneous	\$ -	\$ -	\$ -	\$ -
12	Customer Enrollment	\$ 417,119	\$ 26,073	\$ 10,459,679	\$ 10,902,871
13	In Home Education	\$ -	\$ 283,542	\$ 775,938	\$ 1,059,480
14	Pilot	\$ -	\$ -	\$ -	
15	<b>Energy Efficiency TOTAL</b>	\$ 417,119	\$ 304,474	\$ 50,510,325	\$ 51,231,917
16					
17	Training Center	\$ 286,939	\$ 19,810	\$ -	\$ 306,749
18	Inspections	\$ -	\$ -	\$ 1,118,244	\$ 1,118,244
19	Marketing and Outreach	\$ 2,229	\$ 1,149,024	\$ -	\$ 1,151,254
20	Statewide Marketing Education and Outreach	\$ -	\$ 4,889	\$ -	\$ 4,889
21	Measurement and Evaluation Studies	\$ -	\$ -	\$ -	\$ -
22	Regulatory Compliance	\$ 289,493	\$ 4,102	\$ -	\$ 293,595
23	General Administration	\$ 3,781,259	\$ 876,640	\$ -	\$ 4,657,898
24	CPUC Energy Division	\$ -	\$ 12,644	\$ -	\$ 12,644
25					
26	<b>TOTAL PROGRAM COSTS</b>	\$ 4,777,038	\$ 2,371,583	\$ 51,628,569	\$ 58,777,190
27					
28	<sup>1</sup> Labor: Utility staff labor including indirects (vacation and sick leave, payroll taxes, and affiliate labor indirects).				
29	<sup>2</sup> Non-Labor: All Other non-labor cost excluding contractor cost defined below.				
30	<sup>3</sup> Contractor: Expenses associated with contractor installations, Weatherization, Inspections, Outreach and Assessment, and In Home Energy Education services.				

	A	B	C	D	E	F	G	H	I
1	<b>PY 2016 Energy Savings Assistance Program Annual Report</b> <b>ESA Program Table 8</b> <b>ESA Program Homes Unwilling / Unable to Participate</b> <b>SOUTHERN CALIFORNIA GAS COMPANY</b>								
2	Reason Provided								
3	County	Customer/ Landlord Declined Program Measures or is Non-Responsive	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Insufficient feasible Measures	Ineligible Dwelling - Prior Program Participation	Household Income Exceeds Allowable Limits	Unable to Provide Required Documentation	Other
4	Fresno	3	0	0	0	1	7	0	1
5	Imperial	1,235	0	0	53	0	271	9	58
6	Kern	28	0	0	0	0	5	0	2
7	Kings	24	0	0	1	0	4	0	0
8	Los Angeles	2,500	24	0	199	34	640	308	139
9	Orange	793	1	0	70	30	153	78	31
10	Riverside	2,318	1	0	31	4	526	181	175
11	San Bernardino	1,721	1	0	12	2	211	84	81
12	San Luis Obispo	15	0	0	4	0	10	0	4
13	Santa Barbara	7	0	0	1	2	4	0	1
14	Tulare	151	0	0	4	1	3	0	5
15	Ventura	289	0	0	4	76	16	3	6
16	<b>Total</b>	<b>9,084</b>	<b>27</b>	<b>0</b>	<b>379</b>	<b>150</b>	<b>1,850</b>	<b>663</b>	<b>503</b>



	A	B	C
1	<b>PY 2016 Energy Savings Assistance Program Annual Report</b> <b>ESA Program Table 10</b> <b>Energy Rate Used for Bill Savings Calculations</b> <b>SOUTHERN CALIFORNIA GAS COMPANY</b>		
2	Year	\$/kWh	\$/Therm
3	2016		0.83
4	2017		0.85
5	2018		0.88
6	2019		0.90
7	2020		0.93
8	2021		0.96
9	2022		0.99
10	2023		1.02
11	2024		1.05
12	2025		1.08
13	2026		1.11
14	2027		1.14
15	2028		1.18
16	2029		1.21
17	2030		1.25
18	2031		1.29
19	2032		1.33
20	2033		1.36
21	2034		1.41
22	2035		1.45
23	2036		1.49
24	2037		1.54
25	2038		1.58
26	2039		1.63
27	2040		1.68

	A	B	C	D	E
1	<b>PY 2016 Energy Savings Assistance Program Annual Report</b> <b>ESA Program Table 11</b> <b>Bill Savings Calculations by Program Year</b> <b>SOUTHERN CALIFORNIA GAS COMPANY</b>				
2	Program Year	Program Costs	Program Lifecycle Bill Savings	Program Bill Savings/ Cost Ratio	Per Home Average Lifecycle Bill Savings
3	2012	\$ 82,252,135	\$ 10,706,569	0.13	\$ 110
4	2013	\$ 97,554,614	\$ 14,434,223	0.15	\$ 135
5	2014	\$ 93,781,355	\$ 13,802,052	0.15	\$ 147
6	2015	\$ 74,817,588	\$ 9,458,585	0.13	\$ 118
7	2016	\$ 58,777,190	\$ 10,005,458	0.17	\$ 143





	A	B
1	<b>PY 2016 Energy Savings Assistance Program Annual Report</b> <b>ESA Program Table 13</b> <b>Categorical and Other Enrollment</b> <b>SOUTHERN CALIFORNIA GAS COMPANY</b>	
2		
3		
4		
5		
6	<b>Type of Enrollment</b>	<b>Number of customers treated<sup>1</sup></b>
7	Women, Infants, and Children Program (WIC)	5,948
8	Supplemental Security Income (SSI)	3,276
9	CalFresh/Supplemental Nutrition Assistance Program - Food Stamps	1,885
10	CalWORKs/Temporary Assistance for Needy Families (TANF)	256
11	Tribal TANF	8
12	Medicaid/Medi-Cal for Families	13,479
13	Healthy Families A&B	216
14	National School Lunch Program (NSLP) - Free Lunch	1,165
15	Low-income Home Energy Assistance Program (LIHEAP)	233
16	Bureau of Indian Affairs General Assistance	2
17	Head Start Income Eligible - (Tribal Only)	1
18	<b>Total Number of Customers Enrolled</b>	<b>26,469</b>
19	<sup>1</sup> Number of customers treated reflects categorical programs selected by customer. Please note in some case customer select more than one eligible program for a single account.	



	A	B	C	D	E	F
1	<b>PY 2016 Energy Savings Assistance Program Annual Report</b> <b>ESA Program Table 15</b> <b>Lighting</b> <b>SOUTHERN CALIFORNIA GAS COMPANY</b>					
2						
3						
4						
5	<b>ESA Program CFL Tracking Table</b>					
6	<i>Instructions: Please identify the CFL bulbs used within your ESA program and fill in the remaining columns for each</i>					
7	<b>Bulb Name / Identification</b>	<b>Bulb Description (wattage, lumens)</b>	<b>Bulb Cost (material)</b>	<b>Admin Cost (overhead, contractor fee, marketing, etc.)</b>	<b>Total Bulb Cost (material + admin)</b>	<b>AB 1109 Compliant?<sup>1</sup></b>
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						
25						
26						
27						
27	<b>Year</b>	<b>Number of Homes Treated in ESA Program</b>	<b>Number of Homes Provided CFLs</b>	<b>Avg. # of CFL bulbs given per home</b>	<b>Est. total energy savings from installed CFLs<sup>2</sup></b>	
28						
29						
30						
31						
32						
33	<sup>1</sup> Compliant in regards to: 1) Do bulbs meet or exceed CEC energy efficiency standatds for general purpose lighting? Do all models comply with Europe's RoHS standards on toxicity? <sup>2</sup> Energy savings used are from the Load Impact Evaluation of the 2009 Energy Savings Assistance Program.					
34						
35						
36						

Not Applicable to SCG

	A	B	C	D	E	F	G
1	<b>PY 2016 Energy Savings Assistance Program Annual Report</b> <b>ESA Program Table 16</b> <b>"Add Back" Measures</b> <b>SOUTHERN CALIFORNIA GAS COMPANY</b>						
2							
3							
4							
5			<b>Ratio of Benefits Over Costs</b>				
6	<b>Measure</b>	<b>Climate Zone</b>	<b>ESACET</b>	<b>Total Resource Cost Test</b>	<b>Quantity Installed</b>	<b>Budget Impact of "add Back"</b>	<b>Energy Savings Impact</b>
7	Air sealing / envelope, MF	4	3.98	0.88	15	\$1,682	\$1,132
8	Air sealing / envelope, MF	5	3.93	0.86	59	\$7,055	\$4,635
9	Air sealing / envelope, MF	6	0.20	0.02	624	\$71,012	\$1,254
10	Air sealing / envelope, MF	7	N/A	N/A	N/A	N/A	N/A
11	Air sealing / envelope, MF	8	0.33	0.04	4011	\$699,510	\$20,890
12	Air sealing / envelope, MF	9	0.38	0.05	7805	\$1,269,353	\$44,133
13	Air sealing / envelope, MF	10	2.87	0.50	562	\$68,112	\$26,175
14	Air sealing / envelope, MF	13	3.31	0.63	150	\$28,894	\$13,906
15	Air sealing / envelope, MF	14	4.90	1.39	248	\$27,055	\$28,840
16	Air sealing / envelope, MF	15	0.17	0.02	144	\$21,713	\$321
17	Air sealing / envelope, MF	16	2.61	0.43	272	\$30,382	\$10,119
18	Air sealing / envelope, MH	4	3.04	0.55	33	\$6,144	\$2,580
19	Air sealing / envelope, MH	5	3.42	0.67	189	\$27,356	\$13,963
20	Air sealing / envelope, MH	6	3.80	0.80	301	\$43,173	\$26,650
21	Air sealing / envelope, MH	7	N/A	N/A	N/A	N/A	N/A
22	Air sealing / envelope, MH	8	0.37	0.04	622	\$88,195	\$2,962
23	Air sealing / envelope, MH	9	0.96	0.12	593	\$88,119	\$8,250
24	Air sealing / envelope, MH	10	3.74	0.78	827	\$126,777	\$75,805
25	Air sealing / envelope, MH	13	2.85	0.50	184	\$40,004	\$15,196
26	Air sealing / envelope, MH	14	3.91	0.85	144	\$23,036	\$14,978
27	Air sealing / envelope, MH	15	0.00	0.00	405	\$59,581	\$0
28	Air sealing / envelope, MH	16	4.36	1.06	92	\$11,761	\$9,535
29	Air sealing / envelope, SF	4	2.43	0.39	323	\$83,434	\$24,993
30	Air sealing / envelope, SF	5	2.21	0.34	1022	\$297,170	\$77,939
31	Air sealing / envelope, SF	6	0.17	0.02	1788	\$475,814	\$7,317
32	Air sealing / envelope, SF	7	N/A	N/A	N/A	N/A	N/A
33	Air sealing / envelope, SF	8	0.21	0.02	9615	\$2,609,638	\$48,645
34	Air sealing / envelope, SF	9	0.29	0.03	9393	\$2,593,253	\$67,090
35	Air sealing / envelope, SF	10	1.59	0.22	6976	\$1,606,157	\$273,525
36	Air sealing / envelope, SF	13	1.97	0.29	2570	\$968,838	\$217,216
37	Air sealing / envelope, SF	14	2.92	0.51	2234	\$606,744	\$239,346
38	Air sealing / envelope, SF	15	0.00	0.00	1612	\$363,696	\$0
39	Air sealing / envelope, SF	16	1.38	0.19	727	\$200,610	\$28,884
40	Attic insulation, MF	4	N/A	N/A	N/A	N/A	N/A
41	Attic insulation, MF	5	N/A	N/A	N/A	N/A	N/A
42	Attic insulation, MF	6	N/A	N/A	N/A	N/A	N/A
43	Attic insulation, MF	7	N/A	N/A	N/A	N/A	N/A
44	Attic insulation, MF	8	0.86	0.63	88	\$60,975	\$28,114
45	Attic insulation, MF	9	0.90	0.68	29	\$18,630	\$9,308
46	Attic insulation, MF	10	0.72	0.47	1	\$793	\$276
47	Attic insulation, MF	13	0.92	0.70	1	\$487	\$252
48	Attic insulation, MF	14	N/A	N/A	N/A	N/A	N/A
49	Attic insulation, MF	15	N/A	N/A	N/A	N/A	N/A
50	Attic insulation, MF	16	0.21	0.10	7	\$4,730	\$350
51	Attic insulation, SF	4	0.26	0.13	16	\$20,112	\$1,926
52	Attic insulation, SF	5	0.50	0.28	97	\$125,098	\$25,861
53	Attic insulation, SF	6	0.61	0.37	286	\$340,604	\$92,548
54	Attic insulation, SF	7	N/A	N/A	N/A	N/A	N/A
55	Attic insulation, SF	8	0.64	0.40	1198	\$1,316,423	\$383,964
56	Attic insulation, SF	9	0.60	0.36	860	\$1,020,597	\$272,583
57	Attic insulation, SF	10	0.51	0.29	530	\$737,226	\$157,617
58	Attic insulation, SF	13	0.42	0.23	456	\$708,343	\$118,652
59	Attic insulation, SF	14	0.46	0.26	105	\$139,232	\$26,180
60	Attic insulation, SF	15	0.60	0.36	78	\$110,387	\$29,390
61	Attic insulation, SF	16	0.53	0.31	87	\$112,621	\$25,714
62	Duct sealing and testing, MF	all	0.00	0.00	5	\$5,111	\$0
63	Duct sealing and testing, MH	all	0.42	0.21	1	\$370	\$58
64	Duct sealing and testing, SF	all	0.51	0.28	1088	\$872,458	\$179,144

	A	B	C	D	E	F	G
5			Ratio of Benefits Over Costs				
6	Measure	Climate Zone	ESACET	Total Resource Cost Test	Quantity Installed	Budget Impact of "add Back"	Energy Savings Impact
65	Heating system, MF	5	N/A	N/A	N/A	N/A	N/A
66	Heating system, MF	6	0.00	0.00	13	\$13,805	0.00
67	Heating system, MF	7	N/A	N/A	N/A	N/A	N/A
68	Heating system, MF	8	0.00	0.00	12	\$19,479	0.00
69	Heating system, MF	9	0.00	0.00	12	\$16,610	0.00
70	Heating system, MF	10	0.00	0.00	3	\$3,133	0.00
71	Heating system, MF	13	N/A	N/A	N/A	N/A	N/A
72	Heating system, MF	14	0.00	0.00	1	\$2,484	0.00
73	Heating system, MF	15	N/A	N/A	N/A	N/A	N/A
74	Heating system, MF	16	0.00	0.00	2	\$2,915	0.00
75	Heating system, MH	4	0.00	0.00	2	\$2,368	0.00
76	Heating system, MH	5	0.00	0.00	20	\$12,145	0.00
77	Heating system, MH	6	0.00	0.00	37	\$53,426	0.00
78	Heating system, MH	7	N/A	N/A	N/A	N/A	N/A
79	Heating system, MH	8	0.00	0.00	75	\$103,138	0.00
80	Heating system, MH	9	0.00	0.00	56	\$79,475	0.00
81	Heating system, MH	10	0.00	0.00	143	\$195,335	0.00
82	Heating system, MH	13	0.00	0.00	6	\$8,004	0.00
83	Heating system, MH	14	0.00	0.00	28	\$48,553	0.00
84	Heating system, MH	15	0.00	0.00	47	\$63,293	0.00
85	Heating system, MH	16	0.00	0.00	14	\$22,493	0.00
86	Heating system, SF	4	0.00	0.00	27	\$34,757	0.00
87	Heating system, SF	5	0.00	0.00	116	\$147,499	0.00
88	Heating system, SF	6	0.00	0.00	296	\$437,561	0.00
89	Heating system, SF	7	N/A	N/A	N/A	N/A	N/A
90	Heating system, SF	8	0.00	0.00	1384	\$1,780,540	0.00
91	Heating system, SF	9	0.00	0.00	1429	\$1,678,053	0.00
92	Heating system, SF	10	0.00	0.00	823	\$1,000,892	0.00
93	Heating system, SF	13	0.00	0.00	117	\$142,081	0.00
94	Heating system, SF	14	0.00	0.00	282	\$400,039	0.00
95	Heating system, SF	15	0.00	0.00	53	\$54,870	0.00
96	Heating system, SF	16	0.00	0.00	82	\$101,494	0.00
97	Water Heater Blanket, MF	all	0.21	0.10	112	\$6,307	\$320
98	MF	all	0.86	0.60	71	\$1,446	\$502
99	Faucet Aerator, MF	all	1.89	2.98	37474	\$344,852	\$516,813
100	DHW repair/replace, SF	all	0.05	0.02	15	\$34,392	\$0
101	DHW repair/replace, MF	all	0.06	0.02	99	\$145,689	\$2,593
102	DHW repair/replace, MH	all	1.64	2.11	810	\$1,147,212	\$21,213
103							
104	Note: The latest Impact Evaluation provided duct seal and testing savings by housing type only.						

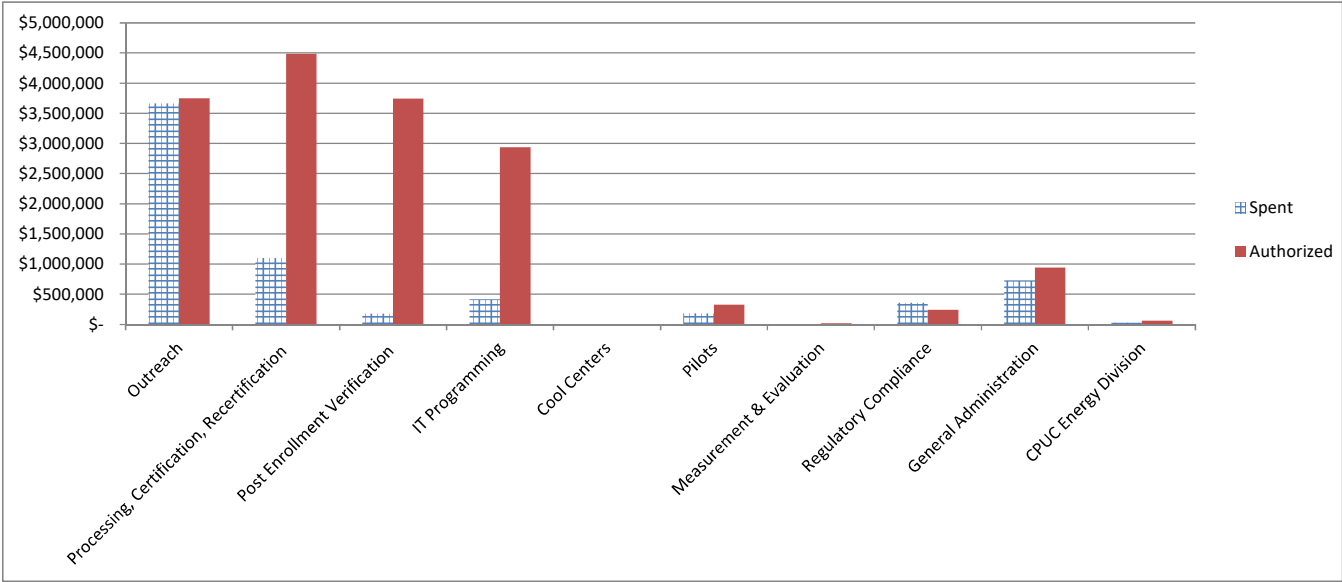
	A	B	C	D	E	F	G	H
1	<b>PY 2016 CARE Annual Report</b>							
2	<b>CARE Table 1</b>							
3	<b>Overall Program Expenses</b>							
4	<b>SOUTHERN CALIFORNIA GAS COMPANY</b>							
5	Category	Overall		Total	Authorized Budget <sup>1</sup>	% of Budget Spent	Total Shifted	Shifted to / from?
6		Electric	Gas					
7	Outreach	\$ -	\$ 3,664,084	\$ 3,664,084	\$ 3,750,223	98%		
8	Processing, Certification, Recertification	\$ -	\$ 1,099,134	\$ 1,099,134	\$ 4,488,248	24%		
9	Post Enrollment Verification	\$ -	\$ 176,403	\$ 176,403	\$ 3,744,000	5%		
10	IT Programming	\$ -	\$ 415,122	\$ 415,122	\$ 2,937,450	14%		
11	Cooling Centers	\$ -	\$ -	\$ -	\$ -	N/A		
12	CHANGES <sup>2</sup>	\$ -	\$ 185,512	\$ 185,512	\$ 325,000	57%		
13	Measurement & Evaluation	\$ -	\$ 4,889	\$ 4,889	\$ 18,659	26%		
14	Regulatory Compliance <sup>3</sup>	\$ -	\$ 357,993	\$ 357,993	\$ 242,507	148%	\$ 135,000	Fundshifted \$135,000 from Gen Admin to Reg Compliance.
15	General Administration <sup>3</sup>	\$ -	\$ 730,135	\$ 730,135	\$ 943,426	77%	\$ (135,000)	Fundshifted \$135,000 from Gen Admin to Reg Compliance.
16	CPUC Energy Division	\$ -	\$ 29,503	\$ 29,503	\$ 60,000	49%		
17								
18	<b>TOTAL Program Costs</b>	<b>\$ -</b>	<b>\$ 6,662,775</b>	<b>\$ 6,662,776</b>	<b>\$ 16,509,513</b>	<b>40%</b>		
19								
20	CARE Rate Discount	\$ -	\$ 107,303,947	\$ 107,303,947	\$131,142,177	82%		
21								
22	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	<b>\$ -</b>	<b>\$ 113,966,722</b>	<b>\$ 113,966,722</b>	<b>\$147,651,690</b>	<b>77%</b>		

<sup>1</sup> Pursuant to D.15-12-024 and D16.06.018, budgets have been updated to reflect a Jan 2016 - Dec 2016 full year budget, which was based of the Phase II Decision authorized 2014 budget amounts per D. 14-08-030.

<sup>2</sup> Pursuant to D.15-12-047 CHANGES budgets have been updated to reflect an increased amount over and above amounts stated in D.14-08-030.

<sup>3</sup> In Sept 2016, the Regulatory Compliance category budget has been increased by \$135,000 from \$242,507 to \$377,507. This increase is to fund necessary labor expense consistent with 2015 levels. The shift is funded from the General Admin category, decreased from \$943,246 to \$808,426.

**Bar Chart 1 - Total Spent vs. Authorized by Category**



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
1	PY 2016 CARE Annual Report																								
2	CARE Table 2																								
3	Enrollment, Recertification, Attrition, & Penetration																								
4	SOUTHERN CALIFORNIA GAS COMPANY																								
5		New Enrollment								Recertification					Attrition					Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)	
6		Automatic Enrollment				Self-Certification (Income or Categorical)				Capitation	Total New Enrollment (E+I+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response to Recert	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)				Net Adjusted (K-T)
7		Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)																
8	January	6,758	1,714	128	8,600	1,632	5,526	726	7,884	0	16,484	10,336	10,457	18,476	39,269	11,744	3,845	205	12,473	28,267	55,753	-11,783	1,545,123	1,905,617	81.08%
9	February	4,475	1,787	165	6,427	2,776	7,238	1,019	11,033	0	17,460	18,060	10,348	25,172	53,580	3,416	1,326	435	3,395	8,572	71,040	8,888	1,554,011	1,905,617	81.55%
10	March	3,963	2,323	185	6,471	2,798	12,671	561	16,030	1	22,502	11,784	16,734	19,123	47,641	1,932	1,180	494	12,674	16,280	70,143	6,222	1,560,233	1,905,617	81.11%
11	April	4,026	1,893	237	6,156	2,108	15,304	479	17,891	0	24,047	9,124	16,167	18,620	43,911	23,506	825	362	10,315	35,008	67,958	-10,961	1,549,272	1,907,250	81.23%
12	May	4,653	1,366	316	6,335	1,934	20,924	364	23,222	0	29,557	11,235	16,570	16,704	44,509	8,779	1,501	449	8,192	18,921	74,066	10,636	1,559,908	1,907,250	81.79%
13	June	5,682	1,662	201	7,545	1,814	18,933	323	21,070	1	28,616	17,574	19,594	21,285	58,453	9,261	1,030	523	10,617	21,431	87,069	7,185	1,567,093	1,907,250	82.17%
14	July	5,504	1,770	275	7,549	1,830	16,605	324	18,759	0	26,308	9,051	15,676	19,485	44,212	8,809	1,486	626	10,588	21,509	70,520	4,799	1,571,892	1,907,892	82.39%
15	August	6,134	1,857	355	8,346	1,804	11,213	313	13,330	0	21,676	14,189	13,993	20,576	48,758	10,214	1,224	403	11,925	23,766	70,434	-2,090	1,569,802	1,907,892	82.28%
16	September	5,712	1,851	191	7,754	1,798	11,855	290	13,943	2	21,699	13,555	11,266	16,319	41,140	8,253	1,700	435	10,493	20,881	62,839	818	1,570,620	1,907,892	82.32%
17	October	4,970	1,562	148	6,680	1,481	14,092	275	15,848	0	22,528	14,610	14,457	22,430	51,497	8,005	1,730	505	10,582	20,822	74,025	1,706	1,572,326	1,911,495	82.26%
18	November	5,475	1,388	110	6,973	1,667	11,116	283	13,066	0	20,039	11,526	12,270	15,706	39,502	9,976	1,735	533	9,800	22,044	59,541	-2,005	1,570,321	1,911,495	82.15%
19	December	4,377	1,691	101	6,169	1,563	10,766	267	12,596	0	18,765	12,108	13,338	14,352	39,798	9,297	1,224	433	7,566	18,520	58,563	245	1,570,566	1,911,495	82.16%
20	YTD Total	61,729	20,864	2,412	85,005	23,205	156,243	5,224	184,672	4	269,681	153,152	170,870	228,248	552,270	113,192	18,806	5,403	118,620	256,021	821,951	13,660	1,570,566	1,911,495	82.16%
21																									
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	Enrollment numbers in Table 2 are defined as customers receiving the CARE discount in the month. Customers are approved for or removed from CARE in the month they apply but will receive the discount in the following month; the approval will be counted the following month.																								

	A	B	C	D	E	F	G	H	I
1	PY 2016 CARE Annual Report								
2	CARE Table 3A								
3	Post-Enrollment Verification Results (Model) 2016								
4	SOUTHERN CALIFORNIA GAS COMPANY								
5	2016	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify	CARE Households De-Enrolled (Due to no response)	CARE Households De-Enrolled (Verified as Ineligible) <sup>1</sup>	Total Households De-Enrolled <sup>2</sup>	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-Enrolled
6	January	1,545,123	2,790	0.18%	1,694	139	1,833	65.70%	0.12%
7	February	1,554,011	1,931	0.12%	280	90	370	19.16%	0.02%
8	March	1,560,233	3,219	0.21%	1,727	139	1,866	57.97%	0.12%
9	April	1,549,272	2,729	0.18%	1,523	110	1,633	59.84%	0.11%
10	May	1,559,908	2,691	0.17%	1,525	113	1,638	60.87%	0.11%
11	June	1,567,093	4,089	0.26%	2,520	276	2,796	68.38%	0.18%
12	July	1,571,892	3,515	0.22%	2,073	161	2,234	63.56%	0.14%
13	August	1,569,802	2,605	0.17%	1,390	130	1,520	58.35%	0.10%
14	September	1,570,620	2,322	0.15%	1,270	126	1,396	60.12%	0.09%
15	October	1,572,326	2,268	0.14%	1,299	116	1,415	62.39%	0.09%
16	November	1,570,321	2,223	0.14%	1,342	81	1,423	64.01%	0.09%
17	December	1,570,566	2,466	0.16%	1,320	99	1,419	57.54%	0.09%
18	YTD Total	1,570,566	32,848	2.09%	17,963	1,580	19,543	59.50%	1.24%
19									
20	<sup>1</sup> Includes customers verified as over income or who requested to be de-enrolled.								
21	<sup>2</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
22									
23									
24	CARE Table 3B - Post-Enrollment Verification Results (High Usage)								
25	2016								
26	Not Applicable to SoCalGas								
27	2016	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify	CARE Households De-Enrolled (Due to no response)	CARE Households De-Enrolled (Verified as Ineligible) <sup>1</sup>	Total Households De-Enrolled <sup>2</sup>	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-Enrolled
28	January								
29	February								
30	March								
31	April								
32	May								
33	June								
34	July								
35	August								
36	September								
37	October								
38	November								
39	December								
40	YTD Total	0	0	0.00%	0	0	0	0.00%	0.00%
41									
42	<sup>1</sup> Includes customers verified as over income or who requested to be de-enrolled.								
43	<sup>2</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								



	A	B	C	D	E	F	G
1	PY 2016 CARE Annual Report						
2	CARE Table 4						
3	CARE Self-Certification and Self-Recertification Applications						
4	SOUTHERN CALIFORNIA GAS COMPANY						
5		Provided <sup>1</sup>	Received	Approved <sup>2</sup>	Denied <sup>3</sup>	Pending/ Never Completed <sup>4</sup>	Duplicates <sup>5</sup>
6	Total	5,248,576	453,544	324,025	24,552	26,314	78,653
7	Percentage		100.00%	71.44%	5.41%	5.80%	17.34%
8							
9	<sup>1</sup> An estimated number that includes customers whom were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events.						
10	<sup>2</sup> Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated applications.						
11	<sup>3</sup> Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
12	<sup>4</sup> Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
13	<sup>5</sup> Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications.						

	A	B	C	D	E	F	G	H	I	J
1	<b>PY 2016 CARE Annual Report</b> <b>CARE Table 5</b> <b>CARE Enrollment by County</b> <b>SOUTHERN CALIFORNIA GAS COMPANY</b>									
2										
3										
4										
5	County	Estimated Eligible			Total Participants			Penetration Rate		
6		Urban	Rural <sup>1</sup>	Total	Urban	Rural	Total	Urban	Rural	Total
7	Fresno	11,885	21	11,906	10,865	18	10,883	91.42%	85.71%	91.41%
8	Imperial	0	18,121	18,121	1	15,300	15,301	N/A	84.43%	84.44%
9	Kern	13,241	29,754	42,995	10,223	26,853	37,076	77.21%	90.25%	86.23%
10	Kings	19	15,729	15,748	18	13,714	13,732	94.74%	87.19%	87.20%
11	Los Angeles	995,649	2,782	998,431	837,693	1,006	838,699	84.14%	36.16%	84.00%
12	Orange	213,707	7	213,714	148,708	17	148,725	69.58%	242.86%	69.59%
13	Riverside	111,647	134,389	246,036	89,163	112,917	202,080	79.86%	84.02%	82.13%
14	San Bernardino	175,388	1,070	176,458	157,907	858	158,765	90.03%	80.19%	89.97%
15	San Luis Obispo	9,309	17,291	26,600	3,654	11,023	14,677	39.25%	63.75%	55.18%
16	Santa Barbara	39,467	1,301	40,768	26,127	517	26,644	66.20%	39.74%	65.36%
17	Tulare	11,831	48,165	59,996	11,349	46,858	58,207	95.93%	97.29%	97.02%
18	Ventura	58,533	2,189	60,722	44,414	1,363	45,777	75.88%	62.27%	75.39%
19	<b>Total</b>	<b>1,640,676</b>	<b>270,819</b>	<b>1,911,495</b>	<b>1,340,122</b>	<b>230,444</b>	<b>1,570,566</b>	<b>81.68%</b>	<b>85.09%</b>	<b>82.16%</b>
20										
21	<sup>1</sup> Rural includes zip codes classified as such according to the Goldsmith modification that was developed to identify small towns and rural areas within large metropolitan counties.									
22	Note: Data reflects Year End Enrollment numbers.									

	A	B	C	D	E	F	G	H
1	<b>PY 2016 CARE Annual Report</b> <b>CARE Table 6</b> <b>CARE Recertification Results</b> <b>SOUTHERN CALIFORNIA GAS COMPANY</b>							
2								
3								
4								
5	<b>2016</b>	<b>Total CARE Population</b>	<b>Participants Requested to Recertify</b>	<b>% of Population Total</b>	<b>Participants Recertified</b>	<b>Participants Dropped</b>	<b>Recertification Rate % (E/C)</b>	<b>% of Total Population Dropped (F/B)</b>
6	January	1,545,123	21,145	1.37%	13,252	9,193	62.67%	0.59%
7	February	1,554,011	26,795	1.72%	19,553	11,066	72.97%	0.71%
8	March	1,560,233	23,427	1.50%	17,260	10,005	73.68%	0.64%
9	April	1,549,272	27,724	1.79%	18,608	11,578	67.12%	0.75%
10	May	1,559,908	22,375	1.43%	13,229	10,063	59.12%	0.65%
11	June	1,567,093	22,294	1.42%	13,413	9,463	60.16%	0.60%
12	July	1,571,892	26,938	1.71%	17,252	10,417	64.04%	0.66%
13	August	1,569,802	30,360	1.93%	19,140	11,989	63.04%	0.76%
14	September	1,570,620	26,241	1.67%	16,318	10,429	62.19%	0.66%
15	October	1,572,326	29,463	1.87%	17,359	12,598	58.92%	0.80%
16	November	1,570,321	24,408	1.55%	14,787	10,014	60.58%	0.64%
17	December	1,570,566	22,503	1.43%	14,048	7,592	62.43%	0.48%
18	YTD Total	1,570,566	303,673	19.34%	194,219	124,407	63.96%	7.92%

	A	B	C	D	E	F	G	H
1	PY 2016 CARE Annual Report							
2	CARE Table 7							
3	CARE Capitation Contractors							
4	SOUTHERN CALIFORNIA GAS COMPANY							
5	Contractor Name <sup>1</sup>	Contractor Type (Check one or more if applicable)				Enrollments		
6		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
7	Community Action Partnership of Orange County		X	X	X	0	0	0
8	ELA Communications Energy ED Program		X			0	0	0
9	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0	0
10	Proteus, Inc.		X			0	0	0
11	Community Pantry of Hemet		X			0	0	0
12	Community Action Partnership of San Bernardino		X		X	0	0	0
13	LA Works		X			0	0	0
14	Children’s Hospital of Orange County		X			0	0	0
15	The Companion Line		X			0	0	0
16	Across Amer Foundation		X			0	0	0
17	All Peoples Christian Center		X			0	0	0
18	LA County 211		X			0	0	0
19	YMCA Montebello-Commerce		X			0	0	0
20	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0	0
21	Coachella Valley Housing Coalition		X			0	0	0
22	HABBM		X			0	0	0
23	Second Harvest Food Bank of Orange County		X			0	0	0
24	Southeast Community Development Corp.		X			0	0	0
25	Latino Resource Organization		X			0	0	0
26	Independent Living Center of Southern California		X			0	0	0
27	Community Action Partnership - Kern County		X			0	0	0
28	El Concilio del Condado de Ventura		X			0	0	0
29	Ventura Cnty Comm Human		X			0	0	0
30	Blessed Sacrament Church		X			0	0	0
31	Starbright Management Services		X			0	0	0
32	Hermandad Mexicana		X			0	0	0
33	CSET		X			0	0	0
34	Crest Forest Family and Community Service		X			0	0	0
35	CUI – Campesinos Unidos, Inc.		X	X	X	0	0	0
36	Veterans in Community Service		X	X	X	0	0	0
37	Chinatown Service Center		X			0	0	0
38	Koreatown Youth and Community Center		X			0	0	0
39	MEND		X			0	0	0
40	Armenian Relief Society		X			0	0	0
41	Catholic Charities of LA – Brownson House		X			0	0	0
42	BroadSpectrum		X			0	0	0
43	OSCCC, Inc. (Orange County Community Center)		X			0	0	0
44	Green Light Shipping	X				0	0	0
45	APAC Service Center		X			0	4	4
46	Visalia Emergency Aid Council		X			0	0	0
47	<b>Total Enrollments and Expenditures</b>					<b>0</b>	<b>4</b>	<b>4</b>
48								
49	<sup>1</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.							

	A	B	C	D	E	F	G	H
1	PY 2016 CARE Annual Report							
2	CARE Table 8							
3	CARE Participants per Month							
4	SOUTHERN CALIFORNIA GAS COMPANY							
5	2016	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration Rate	% Change <sup>1, 2</sup>
6	January	N/A	1,545,123	N/A	1,545,123	1,905,617	81.08%	-0.80%
7	February	N/A	1,554,011	N/A	1,554,011	1,905,617	81.55%	0.60%
8	March	N/A	1,560,233	N/A	1,560,233	1,905,617	81.88%	0.40%
9	April	N/A	1,549,272	N/A	1,549,272	1,907,250	81.23%	-0.70%
10	May	N/A	1,559,908	N/A	1,559,908	1,907,250	81.79%	0.70%
11	June	N/A	1,567,093	N/A	1,567,093	1,907,250	82.17%	0.50%
12	July	N/A	1,571,892	N/A	1,571,892	1,907,982	82.39%	0.30%
13	August	N/A	1,569,802	N/A	1,569,802	1,907,982	82.28%	-0.10%
14	September	N/A	1,570,620	N/A	1,570,620	1,907,982	82.32%	0.10%
15	October	N/A	1,572,326	N/A	1,572,326	1,911,495	82.26%	0.10%
16	November	N/A	1,570,321	N/A	1,570,321	1,911,495	82.15%	-0.10%
17	December	N/A	1,570,566	N/A	1,570,566	1,911,495	82.16%	0.02%
18								
19	<sup>1</sup> Explain any monthly variance of 5% or more in the number of participants.							
20	<sup>2</sup> The SoCalGas population did not vary by a level of 5% or more in any month during 2016.							

	A	B	C	D
1	<b>PY 2016 CARE Annual Report</b> <b>CARE Table 9</b> <b>CARE Average Monthly Usage &amp; Bill</b> <b>SOUTHERN CALIFORNIA GAS COMPANY</b>			
2				
3				
4				
5	<b>Average Monthly Gas / Electric Usage</b>			
6	<b>Residential Non-CARE vs. CARE Customers</b>			
7	<b>Customer</b>	<b>Gas Therms</b>	<b>Gas Therms</b>	<b>Total</b>
8		<b>Tier 1</b>	<b>Tier 2</b>	
9	Non-CARE	24.63	10.00	34.63
10	CARE	20.82	5.51	26.33
11	<b>Customer</b>	<b>Electric KWh</b>	<b>Electric KWh</b>	<b>Total</b>
12		<b>Tier 1</b>	<b>Tier 2</b>	
13	Non-CARE	N/A	N/A	N/A
14	CARE	N/A	N/A	N/A
15				
16				
17	<b>Average Monthly Gas / Electric Bill</b>			
18	<b>Residential Non-CARE vs. CARE Customers<sup>1</sup></b>			
19	<b>(Dollars per Customer)</b>			
20	<b>Customer</b>	<b>Gas</b>	<b>Electric</b>	
21	Non-CARE	\$37.15	N/A	
22	CARE	\$28.99	N/A	
23				
24	<sup>1</sup> Excludes master-meter usage.			

<sup>1</sup> Excludes master-meter usage.

	A	B	C	D	E	F
1	PY 2016 CARE Annual Report CARE Table 10 CARE Surcharge & Revenue SOUTHERN CALIFORNIA GAS COMPANY					
2						
3						
4						
5	Electric					
6	CARE Surcharge and Revenue Collected by Customer Class					
7	Customer Class	Average Monthly		CARE Surcharge as Percent of Bill	Total CARE Surcharge Revenue Collected	Percentage of CARE Surcharge Revenue Collected
8		CARE Surcharge	Monthly Bill			
9						
10	Residential	N/A	N/A	N/A	N/A	N/A
11	Commercial	N/A	N/A	N/A	N/A	N/A
12	Agricultural	N/A	N/A	N/A	N/A	N/A
13	Large/Indust	N/A	N/A	N/A	N/A	N/A
14						
15						
16						
17	Gas					
18	CARE Surcharge and Revenue Collected by Customer Class					
19	Customer Class	Average Monthly		CARE Surcharge as Percent of Bill	Total CARE Surcharge Revenue Collected	Percentage of CARE Surcharge Revenue Collected
20		CARE Surcharge	Monthly Bill			
21						
22	Residential	\$0.81	\$37.15	2.18%	\$38,681,371	40.81%
23	Commercial	\$10.67	\$254.97	4.18%	\$23,901,774	25.22%
24	NG Vehicle	\$604.08	\$10,729.54	5.63%	\$3,226,993	3.40%
25	Industrial	\$143.27	\$844.70	16.96%	\$28,971,873	30.57%
26	Note: Industrial includes both G-NT(D) and G-NT(T) and is net of volumes qualifying for G-COG.					

	A	B	C	D	E	F
1	<b>PY 2016 CARE Annual Report</b> <b>CARE Table 11</b> <b>CARE Capitation Applications</b> <b>SOUTHERN CALIFORNIA GAS COMPANY</b>					
2						
3						
4						
5	<b>Entity</b>	<b>Total Received</b>	<b>Approved</b>	<b>Denied</b>	<b>Pending/ Never Completed</b>	<b>Duplicate</b>
6	Orange County CDC	0	0	0	0	0
7	ELA Communications	0	0	0	0	0
8	PACE-PacAsianConEmploy	0	0	0	0	0
9	Proteus	0	0	0	0	0
10	Cmty Pantry of Hemet	0	0	0	0	0
11	Cmty Svcs SBDO County	0	0	0	0	0
12	Childrens Hospital of OC	0	0	0	0	0
13	New Beginning Outrch Inc	0	0	0	0	0
14	Sr Citizen Emergency Fund	0	0	0	0	0
15	HABBM	0	0	0	0	0
16	2nd Harvest Food Bank OC	0	0	0	0	0
17	Latino Resrce Organizatn	0	0	0	0	0
18	Indepnt Living Center So Cal.	0	0	0	0	0
19	SoEast Comm Dev Corp	0	0	0	0	0
20	Blessed Sacrament Church	0	0	0	0	0
21	Hermanadad Mexicana	0	0	0	0	0
22	Crest Forest Family Cmty	0	0	0	0	0
23	Campesinos Unidos, Inc.	0	0	0	0	0
24	Chinatown Svce Center	0	0	0	0	0
25	Meet Ea Need W / Dignity	0	0	0	0	0
26	Armenian Relief Society	0	0	0	0	0
27	Cath Char Bronson House	0	0	0	0	0
28	CSET	0	0	0	0	0
29	Orange County Comm Ctr (OCCC)	0	0	0	0	0
30	Green Light Shipping	0	0	0	0	0
31	Koreatown Youth and Comm Ctr	0	0	0	0	0
32	Apac Service Center	19	4	0	0	15
33	Visalia Emergency Aid Council	0	0	0	0	0
34	The Companion Line	0	0	0	0	0
35	Across Amer Foun	0	0	0	0	0
36	All Peoples Christian	0	0	0	0	0
37	LA Works	0	0	0	0	0
38	LA County 211	0	0	0	0	0
39	Coachella Valley Housing Coalition	0	0	0	0	0
40	<b>TOTAL</b>	<b>19</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>15</b>



	A	B	C	D	E	F	G
1	PY 2016 CARE Annual Report						
2	CARE Table 12						
3	CARE Expansion Program						
4	SOUTHERN CALIFORNIA GAS COMPANY						
5	Participating Facilities by Month						
6	2016	Gas			Electric		
7		CARE Residential Facilities	CARE Commercial Facilities	Total Gas	CARE Residential Facilities	CARE Commercial Facilities	Total Electric
8	January	6	1,100	1,106	N/A	N/A	N/A
9	February	6	1,055	1,061	N/A	N/A	N/A
10	March	6	1,024	1,030	N/A	N/A	N/A
11	April	6	1,058	1,064	N/A	N/A	N/A
12	May	6	1,082	1,088	N/A	N/A	N/A
13	June	6	1,102	1,108	N/A	N/A	N/A
14	July	6	1,102	1,108	N/A	N/A	N/A
15	August	6	1,101	1,107	N/A	N/A	N/A
16	September	6	1,102	1,108	N/A	N/A	N/A
17	October	6	1,109	1,115	N/A	N/A	N/A
18	November	6	1,094	1,100	N/A	N/A	N/A
19	December	6	1,087	1,093	N/A	N/A	N/A
20							
21							
22	Average Monthly Gas / Electric Usage <sup>1</sup>						
23	Customer	Gas	Electric				
24		Therms	KWh				
25	Residential Facilities	26.33	N/A				
26	Commercial Facilities	193.96	N/A				
27							
28							
29	CARE Expansion Self-Certification and Self-Recertification Applications						
30		Received	Approved	Denied	Pending/Never Completed	Duplicates	
31	Total	1,066	1,051	8	7	0	
32	Percentage		98.5%	0.8%	0.7%	0.00%	
33							
34	<sup>1</sup> Excludes master meter usage.						



	A	B
1	<b>PY 2016 CARE Annual Report</b> <b>CARE Table 14</b> <b>Categorical Enrollment</b> <b>SOUTHERN CALIFORNIA GAS COMPANY</b>	
2		
3		
4		
5	<b>Type of Enrollment</b>	<b>Number of Customers Enrolled <sup>1</sup></b>
6	Women, Infants, and Children Program (WIC)	34,933
7	Supplemental Security Income (SSI)	16,988
8	CalFresh/Supplemental Nutrition Assistance Program - Food Stamps	49,165
9	CalWORKs/Temporary Assistance for Needy Families (TANF)	13,602
10	Tribal TANF	N/A
11	Medicaid/Medi-Cal	106,253
12	Healthy Families A&B	19,847
13	National School Lunch Program (NSLP) - Free Lunch	35,475
14	Low-income Home Energy Assistance Program (LIHEAP)	8,495
15	Bureau of Indian Affairs General Assistance	3,210
16	Head Start Income Eligible - (Tribal Only)	1,001
17	<sup>1</sup> Number of customers enrolled reflects categorical programs selected by customer. Please note in some case customer select more than one eligible program for a single account.	
18		