



**SOUTHERN CALIFORNIA GAS COMPANY (U-904-G)
FIFTEENTH ANNUAL PROGRESS REPORT ON THE
CALIFORNIA ALTERNATE RATES FOR ENERGY PROGRAM
JANUARY 2003 – DECEMBER 2003**

May 3, 2004

Table of Contents

CARE PROGRESS REPORT	1
RESIDENTIAL AND EXPANDED PROGRAMS.....	1
I. PARTICIPANT INFORMATION	1
II. USAGE AND BILL INFORMATION	5
III. PROGRAM COSTS	6
IV. OUTREACH	10
V. PROCESSING CARE APPLICATIONS	19
VI. PROGRAM MANAGEMENT	22
CARE EXPANSION PROGRAM.....	23
I. PARTICIPANT INFORMATION	23
II. USAGE INFORMATION	24
III. PROGRAM COSTS	24
IV. OUTREACH	25
V. PROCESSING CARE APPLICATIONS	27
VI. PROGRAM MANAGEMENT	28
ATTACHMENT A.....	29
ATTACHMENT B.....	36
ATTACHMENT C.....	70

CARE PROGRESS REPORT RESIDENTIAL AND EXPANDED PROGRAMS

January 1, 2003 through December 31, 2003

CARE RESIDENTIAL PROGRAM

Individual and Submetered Participants (Tenants of Qualifying Master-Metered Customers)

I. Participant Information

A. Provide the total number of residential CARE customers, including submetered tenants, by month, by energy source, for the reporting period.

See Table 1.

TABLE 1		
Residential CARE Program Gas Customers by Month		
PY2003	CARE Customers	Percentage Change
Jan	797,693	0.90%
Feb	799,731	0.26%
Mar	813,082	1.67%
Apr	837,504	3.00%
May	848,826	1.35%
Jun	862,942	1.66%
Jul	870,006	0.82%
Aug	908,807	4.46%
Sep	936,846	3.09%
Oct	947,017	1.09%
Nov	958,834	1.25%
Dec	957,602	-0.13%

As of December 2003, 957,602 residential customers were receiving CARE benefits. This represents a 21% increase from the 2002 year-end CARE participation of 790,592 customers.

1. Explain any monthly variance of 5% or more in the number of participants.

SoCalGas did not experience any month-to-month variations in CARE customer participation of more than five percent in 2003.

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

1. Describe how the estimates of current demographic CARE-eligibility rates, by energy source.

The 2003 eligibility rate estimates were based on the Commission-approved methodology in Decision No. (D.) 01-03-028. The energy utilities (including SoCalGas) jointly contracted with Athens Research to estimate the CARE-eligible customers in each utility's service area.

In D.02-07-033, the Commission ordered the Investor Owned Utilities (IOUs) to update the CARE eligibility customer estimates using the special tabulations of Census 2000 data. Given the special tabulation data was not available as expected, the Commission issued a subsequent ruling on December 27, 2002 and ordered the utilities to update the CARE eligibility estimates using 2000 Census data from Summary File 3 (SF3). Using the updated data increased the estimated CARE eligible population by 24% (from 1,097,616 to 1,362,060). Briefly, CARE eligibility at the zip code level was calculated using the SF3 tabulations of income categories by household size adjusted to match Applied Geographic System's (AGS') 2002 distributions of household size and incomes. Then, the counts of technically eligible meters by utility, by county, by commodity, were used to tailor eligibility to reflect the geographic areas actually served by the energy utilities.

2. Describe how the estimates of current CARE-eligible meters were derived. Explain how total residential meters were adjusted to reflect CARE-eligible meters (including submetered tenants) and CARE-ineligible meters (i.e., master meters that are not submetered or other residential meter configurations that do not provide residential service.)

The counts of all active residential meters and residential submetered units, minus residential meters with billing tariffs that do not qualify for CARE, were used to derive the number of CARE-eligible meters (i.e. households). By using tariff rates as the criteria for counting, non-eligible

master metered accounts were not included in the CARE eligible meter count.

3. Discuss how the estimates of current CARE-eligible households were developed.

Estimated CARE-eligible rates developed as described in the response to question B.1 above were applied to the count of current CARE-eligible meters developed as described in the response to B.2 above to the estimated number of CARE-eligible households.

4. Describe how current CARE customers were counted.

Monthly, SoCalGas counts the CARE customers by tallying the number of residential customers billed each month on the CARE rate.

Although the residential submetered customers are not billed individually by SoCalGas, SoCalGas maintains the information of all participating tenants in the submetered facility. The submetered CARE customer count is included in the total number reported monthly.

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

CARE-participating residential households were divided by the estimated number of CARE-eligible households to calculate a penetration rate.

C. Provide the total number of CARE residential customers, CARE-eligible households, and CARE participation rates, by energy source, by quarter.

See Table 2.

TABLE 2			
CARE Residential Penetration Rate Gas			
2003 Quarter Ending	CARE Residential Customers	CARE Eligible Customers	CARE Penetration Rate
March 31	813,082	1,374,901	59.1%
June 30	862,944	1,377,829	62.6%
September 30	936,846	1,378,744	67.9%
December 31	957,602	1,386,613	69.1%

As a result of SoCalGas' mass media campaigns, community events, direct mailings, CARE process improvements, and its community-based organization partnerships, SoCalGas increased its net CARE participation by 167,010 customers in 2003.

D. 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 2003, 27.74% of SoCalGas' 4,999,165 residential meters were estimated to be eligible for the CARE discount on their monthly gas bills.

E. Provide the estimates of current CARE-eligible submetered tenants of master-meter customers by energy source at year-end.

At year-end 2003, SoCalGas had 144,344 submetered tenants in 1,838 master-meter facilities. Assuming 27.74% of its residential customers are eligible for CARE, SoCalGas estimates that 40,041 of its submetered tenants are CARE-eligible.

F. Provide the current CARE submetered tenant counts by energy source at year-end.

SoCalGas had 29,289 CARE submetered customers at year-end 2003.

G. Provide the current CARE submetered tenant penetration rates by energy source at year-end.

SoCalGas estimates that 73% of its CARE-eligible submetered customers were enrolled in the CARE Residential Program at year-end 2003.

H. Discuss any problems encountered during the reporting period administering the CARE program for submetered tenants and/or master-meter customers.

SoCalGas did not encounter any significant problems in administering the CARE program for its submetered tenants or master meter customers in 2003.

Because of Senate Bill 920¹, SoCalGas annually mails the Managers of its submetered accounts notifying them of their responsibility to educate their

¹ The bill requires the management of a master-meter mobilehome park to give written notice by February 1 of each year to homeowners and residents in their utility billing statements about assistance to low-income persons for utility costs available under the California Alternate Rates for Energy (CARE) program. The notices would be required to include specified information regarding the CARE program.

tenants about the CARE program. The package includes explanatory materials about CARE benefits, program requirements, and other information. After the mailing, SoCalGas experiences an increase in the number of phone calls and CARE applications from submetered tenants.

SoCalGas sends annual re-certification applications directly to submetered tenants in June. Before this direct mailing to the individual tenants, landlords/managers of the master-metered facilities are sent a letter reminding them of the upcoming recertification of their tenants and providing them with additional information on how tenants, not currently on the program, can receive applications. 74% of submetered tenants responded to recertification requests and recertified their CARE eligibility in 2003.

Occasionally, SoCalGas receives calls from submetered tenants regarding non-receipt of the CARE discount on their bills. SoCalGas will then facilitate communications between the landlord/manager and submetered tenants. In the majority of cases, the tenant is in fact billed at the CARE rate. It has been our objective that landlords/managers understand their responsibilities and that eligible customers receive the CARE benefit.

Currently, we notify the landlord/manager when the tenants are enrolled in or dropped from the CARE program. Periodically, we received calls from the landlord/manager requesting a list of CARE tenants. To enhance the service, we are planning to send a complete list of CARE tenants to the landlord/manager monthly in 2004.

II. Usage and Bill Information

A. Provide a comparison of CARE and non-CARE residential usage by Baseline and Non-Baseline, excluding usage of residential master-meter customers, by energy source.

See Table 3.

TABLE 3			
Average Monthly Gas Usage Residential Non-CARE vs. CARE Customers			
Customer	Gas Therms Baseline	Gas Therms Non-Baseline	Total
Non-CARE	29.2	14.8	44.0
CARE	22.6	8.2	30.8

B. Provide a comparison of the average monthly bill for CARE and non-CARE residential customers, excluding bills of master-meter residential customers, by energy source.

See Table 4.

TABLE 4	
Average Monthly Gas Bill Residential Non-CARE vs. CARE Customers (Dollars per Customer)	
Customer	Gas
Non-CARE	\$39.34
CARE	\$22.66

III. Program Costs

A. Discount Cost

1. State the average monthly CARE discounts received, in dollars per CARE customer, by energy source.

The average monthly discount received per SoCalGas CARE customer in 2003 was \$5.54² per month. This does not include the CARE customers that received a discount on their Service Establishment Charge (SEC).

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

SoCalGas CARE customers received \$58,247,131 in natural gas rate discounts and \$2,654,240 in Service Establishment Charge discounts in 2003. The 2003 annual subsidy for all SoCalGas CARE customers exceeded \$60.9 million.

² The average monthly rate discount was computed by monthly dividing the CARE rate discount recorded to the CARE balancing account in 2003 by the monthly residential CARE customers; the total of the 12 months was then divided by 12 for the average.

B. Administrative Cost

1. Show the CARE Residential Program's administrative cost by category.

See Table 5.1 and 5.2.

TABLE 5.1	
CARE Residential Program CARE Costs and Reporting Classifications	
Category	Cost
Outreach	\$1,982,721
Processing, Certification and Verification	\$829,953
Billing System/Programming	\$278,247
Measurement and Evaluation	\$43,277
Regulatory Compliance	\$127,593
General Administration	\$312,976
CPUC Energy Division Staff Funding	\$75,235
Total Program Costs	\$3,650,002
Subsidies and Benefits – Rate Discounts, SEC discounts	\$60,901,371
Merger Credit	\$411,996
TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$64,963,369

Table 5.2 CARE SBX15	
CARE Costs and Reporting Classifications	
Category	Cost
Capitation Outreach	\$370,233
Outreach	\$0
Mass Media	\$105,760
Processing/Certification/Verification	\$121,990
Billing System/Programming	\$75,986
Regulatory Compliance	\$46,799
General Administration	\$26,633
TOTAL PROGRAM COSTS	\$747,401

The SBX1 5 funds were exhausted in September 2003.

Grand Total for Base and Rapid Deployment Programs \$65,710,770

2. Explain what is included in each administrative cost category.

Outreach: Costs included in outreach consisted of all CARE applications/documents; bill inserts; advertising; community event sponsorships and support, the labor and non-labor costs of printing and mailing of applications; distribution of collateral material; brochures; flyers; postage; submetered outreach; non-profit customer notification; Call Center labor; outreach staff labor; and other outreach and enrollment efforts.

Capitation Outreach: Costs included in Capitation Outreach consisted of the support and compensation fee to the third party, community based organizations assisting SoCalGas enroll hard-to-reach CARE-eligible customers in the program.

Mass Media: In 2003, SoCalGas launched several mass media campaigns targeting the non-English-speaking customers. The campaigns included advertisements in various Spanish, Chinese, Korean, and Vietnamese newspapers and radio stations.

Processing, Certification and Verification: Costs included in this category include labor costs of CARE Administration Group. The function of the CARE group includes: 1) opening and sorting the CARE application forms; 2) processing all CARE applications; 3) initiating and responding to customers' inquiries on the CARE applications/programs; 4) tracking the CARE enrollment and operating statistics in support of operations, management, and regulatory reporting; 5) and occasionally, participate in special projects such as process improvements.

Billing System/Programming: Costs included are IT staff costs to maintain the CARE billing system and its database, such as functionality on system reports, continue the data exchange with SCE, and undertake system enhancements to comply with CPUC mandates.

Measurement and Evaluation: Costs for measurement and evaluation include expenses for SoCalGas' share of the Evaluation of CARE Outreach and Administrative Practices.

Regulatory Compliance: These costs include staff labor for the preparation and filing of Program Applications, Advice Filings, Comments and Reply Comments, and Tariff Revisions; preparing reports

and studies; attending working group meetings, public input meetings and other CPUC hearings or meetings.

General Administration: General costs include office supplies, market research, program management labor, and general business expenses.

CPUC Energy Division Staff Funding: This category of expenses covers the program management and staff support provided by the Energy Division for low-income program implementation.

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

The CARE balancing account was under-collected by almost \$36.5 million at year-end 2003 primarily due to Board of Equalization reimbursement owed to SoCalGas. SoCalGas submits payments to the Board of Equalization on the last day of the month following the end of a quarter. Sometimes the Board of Equalization can take over 60 days to send the reimbursement. The payment is recorded in the month received. The 3rd quarter 2003 reimbursement was received and recorded in January 2004. The 4th quarter 2003 reimbursement was received and recorded in March 2004.

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

All rate discounts, SEC discounts, surcharge revenues, interest and amortization, and merger credits are recorded to the CARE balancing account. The administrative costs as described in B.1 Table 5.1 and B.2 above are also recorded to the CARE balancing account. The SBX1 5 expenses shown in B.1 Table 5.2 are not included in the CARE balancing account nor in the base rates but were reimbursed by legislated funding contracted for with the CPUC.

CARE program costs recorded in the CARE balancing account are not included in the base rates and are recovered via the tax surcharge public purpose program (PPP) rate.

E. 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 Table 6.

TABLE 6					
CARE Surcharge and Revenue Collected by Customer Class – Gas					
Customer Class	Average Monthly CARE Surcharge	Average Monthly Bill	CARE Surcharge		
			Percent of Bill	Revenue Collected	Percentage Revenue Collected
Residential	\$0.402	\$39.34	1.02%	\$19,781,401	45.74%
Core C & I	\$3.742	\$295.22	1.27%	\$9,396,281	21.73%
Non-Core C & I	\$1,407.690	\$6,828.77	20.61%	\$14,067,048	32.53%

IV. Outreach

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

For month-by-month details on SoCalGas' media efforts and community outreach, see Attachments A and B, "PY2003 SoCalGas CARE Outreach & Leveraging Initiatives" and "PY2003 SoCalGas CARE Media Outreach."

SoCalGas utilized a variety of methods to convey the CARE program information to their program-eligible customers. Methods have included targeted mailing, bill inserts, bill messages, newspaper and radio advertising, community events and paternities, the web site, cross-program promotions, and program offerings via call center, field services, and branch office staff. Whether initiating utility service, contacting either utility for a high bill investigation, or calling to make payment arrangements, customers are routinely asked whether they would be interested in a program application. If they express interest, they receive an application in the mail. SoCalGas also contracts with community based organizations or agencies to enroll CARE customers. Several outreach contractors have door-to-door canvassing as an outreach tactic, and has proven to be very successful in identifying CARE customers.

SoCalGas also leverages the internal and external assistance programs for CARE enrollment and verification. SoCalGas program automatically enrolled SCE CARE customers. The customer information from SoCalGas' Direct Assistance Program and Gas Assistance Fund Program, and LIHEAP are used for CARE enrollment, recertification, and verification. These activities are described in detail below.

1. Utility Outreach Activity

Customer Contact Personnel -

- *Customer Contact Call Center:* customers are offered the CARE program when they call to initiate service, request payment arrangements, or change the name on the account. CARE is part of the on-hold and Interactive Voice Response Messages on customer service lines.
- *Bilingual Employees:* Customer Contact Call Center, most company business offices, and CARE administration are staffed with bilingual CSRs (English/Spanish). In addition to Spanish-speaking CSRs, the Call Center is also staffed with CSRs who speak Vietnamese, Korean, and Chinese.
- *Utility Field Personnel:* SoCalGas' Customer Assistance program brochures, which include information about how to enroll in the CARE program, are hand delivered to residential customers at every turn-on (start-up of service), service order, high bill investigation, and bill collection.
- *Community/Employer Presentations:* SoCalGas employees inform and update local governments and interested organizations about SoCalGas' customer assistance programs including the CARE program.

Bill Insert: In 2003, SoCalGas sent three CARE bill inserts. The non-CARE residential customers received one in the month of February to notify them about the CARE program and a CARE application insert in the month of July. The September multi-lingual bill insert was conducted to solicit participation of non-English speaking customers.

SoCalGas had a marketing oriented bill insert instead of a typical regulatory notice bill insert in February 2003. 41% of surveyed customers recalled receiving the bill insert. 23% of surveyed customers who had signed up for CARE from March 6, 2003 to March 31, 2003 received information in bill inserts and recalled that having a fixed or low income were the most mentioned prompts for enrollment.

SoCalGas, for the first time, included a CARE application bill insert in July's billing cycle. It generated a great response. Over 65,000 CARE applications were filled out and returned.

Bill Message – SoCalGas printed quarterly CARE bill messages in English and Spanish.

Direct Mail: Before the income guideline change in June 2003, SCG conducted a direct mail CARE marketing campaign.

- In May 2003, SoCalGas initiated its first direct-mail piece incorporating a CARE application being mailed to 150,000 households in under-penetrated census tracts in the Northern and Inland Empire service areas. Combined with the material design and the strategically targeted mailing list, the direct mailing was extremely successful. The direct mailing had an outstanding response rate of 13.3% as compared to a typical 2% - 3%. Over 19,900 CARE applications were returned of which 15,600 customers were enrolled in CARE. It is estimated that 26% of eligible customers responded to this campaign.

Direct Mailing to Mobile Home Parks –

- The SB920 mailing to approximately 1,400 sub-metered customers in December 2002 prompted increased program participation. The CARE participants in the sub-metered facilities increased to 33,000 in May 2003 from 28,000 in January 2003.

Cross Program Promotion -

- SoCalGas' Direct Assistance Program (DAP) applications include CARE signature block so that applicants can apply for both programs simultaneously.
- SoCalGas' Gas Assistance Fund (GAF) customer data are used to recertify or verify CARE eligibility.
- CARE information is included in the DAP energy education workshop brochure.
- CARE information is included in the Energy Efficiency general program, Diverse Market Outreach Program (DMOP) brochures.
- CARE program is one of the recommendations in the Residential Home Energy Audit Program report.
- CARE information is included in DAP targeted direct mailings to non-CARE customers.

Mass Media: In 2003, SoCalGas conducted a number of print and radio media advertising campaigns to increase awareness about the CARE program. Such activities included, by way of example:

- In February, CARE radio spots in Spanish ran in the Inland Empire markets to increase CARE program awareness.

- In language, CARE radio-advertising campaigns (Chinese, Korean, Vietnamese, Spanish), which ran for four weeks in October.
- In conjunction with the in language radio advertising, an in language CARE print advertisement (Chinese, Korean and Vietnamese) was also distributed in the same period. A Spanish language CARE advertisement, which ran behind the “bus-back,” was used to inform customer about the CARE program.

Community Events -

- *Multi-Cultural:* During 2003, SoCalGas continued to place an increased emphasis on increasing CARE awareness and enrollment among its ethnic communities. SoCalGas participated in many community events and utilized ethnic media to promote the CARE program. For example, SoCalGas sponsored/supported Asian/Hispanic media campaigns and numerous community events targeted to its ethnic communities. SoCalGas participated in the Asian American Expo at the Pomona Fairplex, the Carnival Primavera Festival in Huntington Park, and the Church of Nativity Festival in El Monte, among others.
- *Targeted Outreach:* In 2003, SoCalGas expanded its outreach efforts in the community to more targeted events like health fairs, senior fairs, and city resource fairs. For example, SoCalGas participated in the Southern California Senior Expo at the Ontario Convention Center, the 5th Annual Los Angeles County Health Fair and Senior Festival, and the Accessible City Expo (The City of Los Angeles Department of Disability), among others.
- *CBOs:* As our efforts to enroll the “hard-to-reach” CARE customers continued in 2003, 44 faith-based and community service organizations signed contracts with SoCalGas and were paid a “per applicant” fee for each new qualified enrollment.
- *Monthly Activity:* SoCalGas’ utility and community outreach activity is shown on Attachment A and Attachment B, “PY2003 SoCalGas CARE Outreach and Leveraging Initiatives” and “PY2003 SoCalGas CARE Media Outreach.”

Local Government Community Events - SoCalGas Public Affair Region Managers inform and update local governments about SoCalGas’ customer assistance programs, including the CARE program.

Web and Informational Brochures -

- CARE program information and applications are available on the SoCalGas Web Site in English, Chinese, and Spanish.
- SoCalGas' customer assistance program brochures are available in five languages: English, Spanish, Korean, Vietnamese, and Chinese. The CARE applications were also available in large print in 2003.
- CARE program is also included in the SoCalGas Energy Efficiency program general brochure.

2. Third Party Outreach Activity

Community-Based Organizations Partnership - 44 community-based organizations work with SoCalGas in partnership to enroll eligible non-participating customers in the CARE program. Several of our community-based organizations conduct door-to-door canvassing to enroll customers in the CARE program. The types of organizations include faith-based, community action, emergency assistance, family services, youth centers, etc.

Leveraging with LIHEAP – SoCalGas and the California Department of Community Services and Development (CSD) have a Letter of Agreement that provides for cross-referral of customers of the LIHEAP and CARE programs to increase enrollments in both programs.

Leveraging with Local Govt. Programs - SoCalGas collaborates with city, county, and federal assistance agencies (e.g. Housing Authority, CSD/LIHEAP) throughout our service territory to promote the CARE program.

Leveraging with GAF³ - SoCalGas GAF provides an income-qualified customer with a one-time bill credit on a winter bill.⁴ SoCalGas solicits customer contributions for GAF in October and November, and Sempra Energy shareholders match those contributions, generally on a dollar for dollar basis, up to \$250,000. The program provided \$428,084 in financial assistance for SoCalGas customers.

SoCalGas does not administer the GAF Program. United Way administers it on behalf of SoCalGas. United Way collects the contributions and disburses the funds through its network of more than 120 community agencies. SoCalGas' support includes mailing GAF solicitation envelopes with its

³ GAF is a shareholder-customer funded program that provides bill payment assistance (grants) to income-qualified customers.

⁴ The bill payment assistance is up to \$100.

customer bills. In 2003, SoCalGas was able to assist 5,831 households. The average assistance per customer was \$73.42.

Since the eligibility guidelines for GAF are the same as for the CARE program, customers approved for GAF and are not subject to SoCalGas' post-enrollment random verification process. CARE customers who are scheduled for recertification and who are approved for GAF assistance are not asked to recertify their eligibility again until the next two year recertification cycle has lapsed. This process helps reduce barriers to participation and assists in retaining qualified customers on the program.

B. Discuss each of the following:

1. Most effective outreach method, including a discussion of how success is measured.

SoCalGas believes the Call Center is the most cost effective and efficient means to inform large numbers of customer about the CARE program and retain the CARE participants. About 2.2 millions customers are offered the CARE program when they call to: (1) establish service, (2) to move the account, (3) change the name on the account, or (4) has any contact with a service representative regarding payment arrangements. This approach affords direct contact with the customer and offers an opportunity for the company to solicit participation in the CARE program. During PY2003 SoCalGas mailed over 718,000 applications to customers that contacted the company. Out of the mailed applications, 82% (497,434) were returned and of those returned 80% (469,780) were approved for CARE.

In prior years, SoCalGas annually mailed an insert to all non-CARE customers providing information about the CARE program. For PY2003 SoCalGas mailed an application instead of an insert. There were 63,241 applications returned and 68% of those were approved for CARE. These statistics are included in the previous paragraph. The outreach cost for the self-mailer application was approximately \$2.29 per response and \$3.48 per enrollment.

For the first time, SoCalGas did a direct mailing of 150,000 applications to areas that were potentially low penetrated areas. Of the applications mailed, 13% (19,905) were returned and of those returned 69% (13710) were approved for CARE. These statistics are included in the first paragraph. The outreach cost for the directly mailed application was

approximately \$2.73 per response and \$4.01 per enrollment. While the 2003 direct mailing was successful, the cost effectiveness of the direct mailing is to decrease as the CARE penetration increases.

While Call Center, bill insert and direct mailing has been effective for reaching large number of customers, SoCalGas believes that it requires other methods to reach specific or hard-to-reach customers. For example, community-based-organizations and external assistance programs are probably more effective at explaining the CARE program to their clients. The CARE campaign in the Asian newspapers promotes CARE participation among the Asian communities.

2. How CARE customer data and other relevant program information is shared by the utility with other utilities sharing its service territory.

Data Exchange - SoCalGas continued to share new CARE customer enrollment data with SCE in 2003. With SCE occupying a large portion of the same service territory as SoCalGas, a weekly tape data exchange program was established in 2001. This procedure was enhanced in 2002 from the tape exchange to an FTP (file transfer protocol) process, which increased security of data and significantly reduced the time to process enrollments. In PY2003, SoCalGas placed 103,633 SCE-approved customers on the CARE program due to the data exchange.

Joint Utility Meetings - In 2003, SDG&E along with SCG, SCE, and PG&E implemented quarterly joint utility meeting to discuss current issues and outreach methods. The meetings serve as a forum for discussing outreach methods—successes and non-successes—as well as other program management experiences.

3. How CARE customer data and other relevant program information is shared within the utility, for example, between its LIEE and other appropriate low-income programs.

CARE Customer Information – Direct Assistance Program (DAP)⁵ third-party outreach workers canvass limited-income areas to find qualifying customers for participation in DAP.

⁵ DAP provides low-cost weatherization services to income-qualified customers in qualifying dwelling units.

During 2003, DAP third party outreach workers provided customers with energy education materials, including CARE enrollment information, and explained the CARE Program's eligibility requirements. Approximately 47,000 Energy Education packets were distributed to customers participating in DAP.

CARE information was also provided to over 20,000 customers at Energy Education workshops supported by DAP.

During 2003, the DAP participants wishing to enroll in CARE can complete the CARE declaration statement thereby enrolling in the CARE program. The customer does not need to complete a separate CARE application form and submit it to SoCalGas.

LIHEAP Mailing List – SoCalGas also utilized LIHEAP energy assistance payment lists to mail CARE applications to 1,408 LIHEAP recipients who were not participating in the CARE program. Of the recipients who received and returned the CARE application, 666 were approved for the CARE program. In addition, LIHEAP customers approved within the past year will not be subject to post-enrollment verification.

4. Attach a copy of the utility's agreement with CSD. 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.

In May 2000, the State of California Department of Community Services and Development (CSD) and SoCalGas entered into an agreement. See Letter Agreement and Contract, shown as Attachment C. This agreement and three year contract solidified the coordination of resources and program benefits between CSD's Low-Income Home Energy Assistance Program (LIHEAP) and SoCalGas' CARE and GAF programs. In June 2000, SoCalGas added the toll-free telephone numbers for the LIHEAP and DAP programs on the CARE applications. At the same time, SoCalGas began providing CSD's toll free number to customers calling SoCalGas to request information on low-income assistance programs.

In 2003, SoCalGas continued to cross-reference information on customers receiving LIHEAP grants during 2003 with its CARE database. This eliminated the need for these LIHEAP customers to complete and submit

CARE post-enrollment verification applications and allowed for automatic update of their accounts. SoCalGas also cross-referenced customers receiving LIHEAP services, but not enrolled in the CARE program, and sent those customers a preprinted CARE application with their name, account number, and address.

5. Discuss barriers to participation encountered during the reporting period and steps taken to mitigate them.

Reasons eligible customers may not be participating may be lack of knowledge of the program and inability to read about the program or too busy to apply. Other customers may be afraid to apply, some may need help to apply, some housing situation may be so unstable as to make it difficult to apply, and others may not wish to apply.

Language – To address the language barrier, SoCalGas CARE applications and Customer Assistance brochure are available in five different languages. SoCalGas collaborated with 44 community-based organizations. This direct contact with people who may qualify will help them overcome barriers and participation in the CARE program. SoCalGas implemented system-generated CARE documents in three Asian languages in the latter part of 2003.

C. 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.

In 2003, communication with our customers requiring assistance in English or other languages was included in mass media campaigns and one-on-one in community events.

Several system enhancements were investigated or implemented in 2003 to enhance reporting and operational efficiency.

- SoCalGas investigated the benefit of CARE rate transfer that will automatically transfer a customer's CARE rate when they move to a different address. The CARE rate transfer was given a high priority with implementation planned in the first quarter of 2004.

- To better serve the non-English speaking customers, SoCalGas translated its CARE applications and instructions into Chinese, Korean, and Vietnamese. Now customers can apply, recertify, verify, and be notified about the CARE program in their preferred languages. This was a major system and processing enhancement that will reduce CARE participation barriers and improve operation efficiency. SoCalGas is continually leading the CARE process automation among the utilities.

V. Processing CARE Applications

A. Processing Self-Certification and Self-Recertification Applications (Individual and Submetered Customers)

1. Provide the total number of third-party CARE applications received, approved, denied, pending/never completed, or duplicates in the reporting period.

See Table 7.

TABLE 7					
CARE Capitation Program					
January 1, 2003 through December 31, 200					
CARE Applications Submitted					
	Received	Approved	Denied	Pending/Never Complete	Duplicates
Total	73,471	54,595	238	6,430	12,208
Percent	N/A	74.3%	.3%	8.8%	16.6%

2. Provide the number of utility CARE self-certification and self-recertification applications provided, received, approved, denied, pending/never completed, or duplicates for the reporting period.

See Table 8.

TABLE 8						
CARE Self-Certification and Self-Recertification Applications						
	Provided	Received	Approved	Denied	Pending/ Never Complete	Duplicates
Total	756,198	588,831	469,780	16,283	67,907	34,861
Percent	N/A	82.0%	79.8%	2.8%	11.5%	5.9%

3. Provide a table showing the number of customers removed from CARE by month due to the recertification process. (Note: Customers may be removed due to a variety of reasons including non-response to a request to recertify, failure to complete the application process, ineligibility, or by customer request due to changed eligibility status.)

See Table 9.

TABLE 9			
Residential CARE Program Customers Removed by Month through Recertification and Post-Enrollment Verification			
2003	Recertification	Post- Enrollment Verification	Total
January	3,979	7,374	11,353
February	3,625	5,669	9,294
March	4,256	5,827	10,083
April	3,741	4,901	8,642
May	5,379	3,970	9,349
June	7,079	5,963	13,042
July	6,333	7,000	13,333
August	6,145	6,943	13,088
September	7,451	7,011	14,462
October	8,368	7,183	15,551
November	5,031	5,261	10,292
December	5,758	5,837	11,595
Total	67,145	72,939	140,084

4. Describe the utility's process for recertifying submetered tenants of master-meter customers.

As SoCalGas has automated its CARE Submetered Program, it can mail customized recertification application forms and instructions directly to submetered tenants.⁶ This is done annually in June.

SoCalGas does this to help reduce the administrative burden on owners/managers. Tenants are then able to directly correspond and respond to SoCalGas.

⁶ That is, the applications contain the name of the facility and the master meter account number on the application form and instructions, as well as the service address.

As a courtesy, SoCalGas notifies the landlord/managers of the mailing of the recertification applications to the tenants.

B. Processing Random Post-Enrollment Verification Applications

1. Provide the total number of applications mailed, received, approved, denied, pending/never completed, or duplicates, for the reporting period.

See Table 10.

TABLE 10						
CARE Random Post-Enrollment Verification Applications						
	Mailed	Received	Approved	Denied	Pending/ Never Complete	Duplicates
Total	157,474	107,398	84,343	2,249	20,626	N/A
Percent	N/A	68.2%	78.5%	2.3%	19.2%	N/A

2. Provide a table showing the number of customers removed from CARE by month due to the verification process. (Note: Customers may be removed due to a variety of reasons including non-response to a request to verify income, failure to complete the verification process, ineligibility, or by customer request due to changed eligibility status.)

See Table 9.

C. 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 performed all these functions internally, and did not contract with third parties for customer verification and recertification.

SoCalGas only contracts with community based organizations to identify potential eligible non-participating customers; these organizations do not perform actual recertification or verification activities but inform customers about the recertification and verification requirements.

VI. Program Management

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

SoCalGas did not have issues or events that significantly affected program management in 2003. An occasional customer comment was received concerning the door-to-door effort. SoCalGas increased the training requirements and quality control of the applications submitted by the door-to-door effort.

In PY2003, a CARE program evaluation was conducted for the four investor-owned utilities. The evaluation was to identify best outreach and administrative practices between the utilities and provide recommendations. The recommendations were not to be utility specific, but practices that all utilities could implement and benefit from. The report was completed in September of 2003 and SoCalGas immediately began reviewing the recommendations in order to implement recommendations that were not already being practiced.

SoCalGas found that most of the recommendations made on best practices provided in the report were enhancements that SoCalGas already had in place or had begun implementing in PY2003 prior to the report.

CARE EXPANSION PROGRAM

This section covers the non-profit homeless shelters and group living facilities, migrant and farm worker housing centers, qualified privately owned employee housing, and qualified non-profit housing for agricultural employees.

I. Participant Information

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

See Table 11.

TABLE 11			
CARE Expansion Program Participating Facilities by Month			
2003	Residential Facilities – Gas	Commercial Facilities – Gas	Total Gas Facilities
January	N/A	662	662
February	N/A	671	671
March	N/A	692	692
April	N/A	712	712
May	N/A	735	735
June	N/A	746	746
July	N/A	755	755
August	N/A	772	772
September	N/A	773	773
October	N/A	767	767
November	N/A	765	765
December	N/A	773	773

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

As of December 31, 2003, there were almost 6,041 residents in the non-residential CARE Expansion Program facilities. There were 179 primary facilities with 177 associated satellites participating in the CARE Expansion Program at year-end 2003.

II. Usage Information

A. Provide the average monthly usage by energy source per residential facility and per commercial facility.

See Table 12.

TABLE 12	
CARE Expansion Program Average Monthly Gas Usage	
Type of Facility	Gas Therms
Residential Facilities	Not Applicable
Commercial Facilities	262.1

In 2003, the average monthly gas usage at each facility was 262 therms.

III. Program Costs

A. Administrative Cost

1. Show the CARE Expansion Program's administrative cost by category.

Costs are not recorded separately from the regular CARE Program.

B. Discount Information

1. State the average annual CARE discount received per residential facility by energy source.

SoCalGas does not have residential accounts on the CARE Expansion Program.

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

The annual discount received per participating CARE Expansion Program facility in 2003 was \$382.87.

IV. Outreach

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

1. Utility Outreach

A CARE bill insert on the CARE Expansion Program was sent to all non-participating commercial customers in December 2003.

On September 30, 2003, SoCalGas conducted a seminar at the SoCalGas Energy Resource Center (ERC) to 27 non-profit organizations regarding low-income programs and services. The presentation included commercial and residential information on CARE. A special brochure was designed to have available for providing written information to non-profit organization. The brochure includes information on energy seminars, energy efficiency guides, money-saving equipment rebate programs, food service equipment testing and seminars, energy analysis, CARE, and Direct Assistance Program (DAP) with 800 numbers to call for further information. These brochures were provided to all participants of the seminar.

Non-residential group living facilities are informed about the CARE program by the Call Center at the time of service establishment.

2. Third Party Outreach

Non-profit group living facilities are often affiliated with social service networks that share information about programs like to CARE. These networks are effective in communicating the availability of customer assistance programs.

SoCalGas composed and mailed a letter to our non-profit group living facility customers on behalf of the City of Los Angeles' Department of Water and Power (LADWP) for authorization to share customer information with LADWP in our joint service territory, for the possible implementation of an income-qualified discount program.

B. Discuss each of the following:

1. Most effective outreach method, including a discussion of how success is measured.

SoCalGas believes the most effective outreach methods for the CARE Expansion Program's non-residential facilities is the current notification at the time of service establishment in conjunction with the networks as mentioned above. SoCalGas currently has no formal mechanism in place to measure the success of specific outreach methods.

2. How the CARE facility data and relevant program information is shared by the utility with other utilities sharing its service territory.

Currently there is no sharing of data with other utilities.

3. Barriers to participation encountered in the prior year and steps taken to mitigate these, if feasible, or not, if infeasible.

SoCalGas continues to seek and assist all eligible non-profit group living facilities for the CARE Expansion Program. There was an increase from 664 facilities in 2002 to 773 facilities in 2003.

Some of the barriers to program participation are difficulties in finding eligible non-participating facilities and assisting staff in completing the recertification process. SoCalGas finds that non-profit group living facility staff seems to have difficulty in complying with the requirement affirming that residents "quality of life" has been improved because of participating in the CARE program.

C. 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.

The CARE Expansion Program, by its nature, is costly and time intensive. Because there can be multiple facilities (a "mother ship and satellites") staff turnover and/or reliance on volunteers at faith-based organizations, CARE personnel must often develop an intimate knowledge of each facility/staff and their unique situation/circumstances. This may mean the facility staff is trained/re-trained on the program's requirements,

particularly given the annual recertification requirements. When a mailing is sent to the primary facility, a satellite may actually complete the application. A lot of time can be spent overseeing the process, particularly if a completed application is desired.

V. Processing CARE Applications

A. Processing Self-Certification and Self-Recertification Applications

1. Provide the total number of third-party CARE Expansion program applications received, approved, denied, pending/never completed, or duplicates.

During 2003, SoCalGas did not receive any third-party CARE Expansion program applications. The third-party outreach focus is on residential customer enrollment rather than group facility enrollment.

2. Provide the total number of utility CARE Expansion program applications received, approved, denied, pending/never completed, or duplicates for the reporting period.

See Table 13.

TABLE 13					
CARE Expansion Program Self Certification and Self Recertification					
Entity	Received	Approved	Denied	Pending/Never Complete	Duplicates
Total	276	274	2	0	0
Percent	N/A	97.4%	2.6%	0%	0%

B. 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.

During 2003, SoCalGas did not have specific contracts with outreach agencies to conduct certification, recertification, or verification on the utility's behalf. Contractors are aware of the Expansion program that was provided during the training for the residential program.

VI. Program Management

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

Aside from managing recertifications (discussed in IV. C. above), there were no additional issues or events in SoCalGas CARE Expansion Program in 2003.

ATTACHMENT A

PY2003 SoCalGas
CARE Outreach & Leveraging Initiatives

Southern California Gas Company
Fifteenth Annual CARE Progress Report
May 3, 2004

CARE Initiative	Summary	Timeline
CPS Services, Inc.	Provided 6,480 postage-paid self-mailer applications.	December 30, 2003
Catholic Charities – Orange County	Provided 500 postage-paid self-mailer applications.	December 23, 2003
HABBM	Provided 200 Customer Assistance Programs pamphlets	December 23, 2003
HABBM	Provided 500 postage-paid self-mailer applications.	December 11, 2003
CPS Services, Inc.	Provided 6,480 postage-paid self-mailer applications	December 10, 2003
HABBM – Hispanic Association of Bilingual/Bicultural Ministries, Inc.	Provided 300 postage-paid self-mailer applications	November 24, 2003
CPS Services, Inc.	Provided 6,300 postage-paid self-mailer applications	November 24, 2003
Glendale Youth Alliance	Provided 500 postage-paid self-mailer applications	November 12, 2003
Los Angeles Urban League Pasadena, - Foothill Branch	Provided 500 postage-paid self-mailer applications	November 12, 2003
HABBM – Hispanic Association of Bilingual/Bicultural Ministries, Inc.	Provided 400 postage-paid self-mailer applications and 50 Customer Assistance Programs pamphlets	November 7, 2003
El Proyecto del Barrio	Provided 1,000 postage-paid self-mailer applications	November 6, 2003
Catholic Charities – San Bernardino	Provided 1,000 postage-paid self-mailer applications	November 6, 2003
CPS Services, Inc.	Provided 4,320 postage-paid self-mailer applications	November 6, 2003

Southern California Gas Company
Fifteenth Annual CARE Progress Report
May 3, 2004

CARE Initiative	Summary	Timeline
Catholic Charities – San Bernardino	Promotion event to sign up customers for CARE	October 11, 2003
Catholic Charities – San Bernardino	Promotion event to sign up customers for CARE	October 12, 2003
Catholic Charities – San Bernardino	Promotion event to sign up customers for CARE	October 18, 2003
Crisis Ministry at Church of the Valley	Provided 400 postage-paid bill insert applications	October 3, 2003
Energy Conservation Consultants	Provided 4,200 postage-paid self-mailer applications	September 16, 2003
Catholic Charities – San Bernardino	Provided 2,100 postage-paid self mailer-applications and 500 giveaways (measuring spoons and lens cleaners) for 3 events on October 11, 12, and 18, 2003.	September 12, 2003
CPS Services, Inc.	Provided 1,000 postage-paid self-mailer applications	September 12, 2003
Visalia Emergency Aid Council	Provided 1,000 postage-paid self-mailer applications	September 12, 2003
Armenian Relief Society	Provided 2,100 postage-paid self-mailer applications	September 12, 2003
PAK Mail	Provided 700 postage-paid self-mailer applications	September 8, 2003
Orange County Community Center, Inc.	Provided 2100 postage-paid self-mailer applications in English and Spanish, 1050 postage-paid self-mailer applications in Chinese, and 1050 postage-paid self-mailer applications in Vietnamese.	August 28, 2003
Catholic Charities –Orange County	Provided 2,100 postage-paid self mailer-applications and 1015 giveaways (measuring spoons) for 2 events.	August 26, 2003

Southern California Gas Company
Fifteenth Annual CARE Progress Report
May 3, 2004

CARE Initiative	Summary	Timeline
Energy Conservation Consultants, Inc.	Provided 2,100 postage-paid self-mailer applications	August 26, 2003
Reliable Energy Management – Long Beach	Provided 500 postage-paid self-mailer applications	August 15, 2003
Veterans in Community Service	Provided 500 postage-paid self-mailer applications	August 8, 2003
Catholic Charities of San Bernardino	Provided 1000 postage-paid self-mailer applications	July 31, 2003
Project Understanding (Linda Simpson)	Provided 20 postage-paid self-mailer applications	July 28, 2003
Community Services Dept, San Bernardino	Provided 400 postage-paid self-mailer applications	July 25, 2003
Orange County Community Center	Provided 550 postage-paid self-mailer applications (400 English/Spanish, 50 each of Chinese, Vietnamese, and Korean)	July 24, 2003
Public Affairs – Inland Empire (Bob Cruz)	Provided 500 English and 500 Spanish Customer Assistance brochures for his various contacts within his service territory	June 24, 2003
Home Health Agencies	Provided 100 English CAP brochures	June 24, 2003
Branch Payment Offices	Provided 1,000 English and 900 Spanish Customer Assistance brochures	June 13-23, 2003
Pacific Region – Public Affairs (Susan Guerra)	Provided 1,000 Customer Assistance English/Spanish leave-behind brochures	June 5, 2003

Southern California Gas Company
Fifteenth Annual CARE Progress Report
May 3, 2004

CARE Initiative	Summary	Timeline
Santa Clarita Senior Center	Provided 300 CARE and Customer Assistance brochures	June 3, 2003
City of La Canada/Flintridge	Provided 30 CARE and Customer Assistance brochures	June 3, 2003
Tabernacle of Faith Baptist Church – Los Angeles	Provided 300 CARE applications, and 200 English/100 Spanish Customer Assistance brochures	June 2, 2003
SoCalGas DMOP	514 SoCalGas Energy Efficiency program kits were mailed to customers that include a Customer Assistance Brochure and CARE application.	May, 2003
Catholic Charities – Santa Barbara	Provided 50 postage-paid self-mailer applications	May 7, 2003
Community Action Partnership of Orange County	Provided 600 postage-paid self-mailer applications	April 23, 2003
ELA Communications	Provided 300 postage-paid self-mailer applications	March 27, 2003
Catholic Charities El Santo Nino	Provided 200 postage-paid self-mailer applications	March 27, 2003
Winegard Energy	Provided 8,400 postage-paid self-mailer applications	March 12, 2003
Reliable Energy	Provided 900 postage-paid self-mailer applications	March 11, 2003
Catholic Charities – San Bernardino	Provided 10,500 postage-paid self-mailer applications for distributing to 52 schools in San Bernardino	March 6, 2003
Blessed Sacrament Church of Social Services	Provided 300 postage-paid self-mailer applications	March 5, 2003

Southern California Gas Company
Fifteenth Annual CARE Progress Report
May 3, 2004

CARE Initiative	Summary	Timeline
Proteus Inc	Provided 700 postage-paid self-mailer applications	March 5, 2003
Goodwill Industries in Lincoln Heights	Provided 500 CARE and CAP brochures to distribute at their monthly meeting of employees and members. This meeting occurred on February 19th.	February, 2003
Master metered mobile home parks	Provided 50 English and 50 Spanish forms postage-paid self-mailer applications	February 19, 2003
Community Pantry of Hemet	Provided 100 postage-paid self-mailer applications	February 19, 2003
Winegard Energy	Provided 6,300 postage-paid self-mailer applications	February 12, 2003
Ventura Public Health Dept	Provided 50 postage-paid self-mailer applications	February 11, 2003
Ventura County Commission on Human Concerns	Provided 300 postage-paid self-mailer applications	February 11, 2003
Blessed Sacrament Church Office of Social Services	Provided 300 postage-paid self-mailer applications	February 7, 2003
Catholic Charities of Orange County	Provided 4,200 postage-paid self-mailer applications	January 28, 2003
Catholic Charities of Orange County	Provided 4,200 postage-paid self-mailer applications and giveaways for Tel festival and Muslim community event.	January 21, 2003
Philippine Arts & Culture Event	Provided 200 postage-paid self-mailer applications	January 16, 2003

Southern California Gas Company
 Fifteenth Annual CARE Progress Report
 May 3, 2004

CARE Initiative	Summary	Timeline
Community Action Partnership of Orange County	Provided 200 postage-paid self-mailer applications	January 15, 2003
Catholic Charities – Bronson House	Provided 1,000 postage-paid self-mailer applications	January 15, 2003
Catholic Charities of Orange County	Provided 1,000 postage-paid self-mailer applications	January 9, 2003
County of Los Angeles – Department of Health Services	Provided County of LA – Department of Health Services with 750 CARE applications and 1,800 SCG Customer Assistance program brochures.	January 3, 2003

ATTACHMENT B

PY2003 SoCalGas CARE Media Outreach

Media Initiative	Summary	Timeline
<i>Miracle at Hollenbeck Middle School (East Los Angeles)</i>	Regional Public Affairs Manager from the Pacific Region attended the Miracle at Hollenbeck Middle School holiday event. Customer Assistance information was distributed to low-income Hispanic families in East Los Angeles including 1,000 CARE applications, 500 English/Spanish CAP brochures, and 1,400 Customer Assistance writing pens.	December 20, 2003
<i>Jazzy Christmas Celebration (Inglewood Neighborhood Housing Services)</i>	Pacific Region Public Affairs provided the Jazzy Christmas Celebration with Customer Assistance information including 300 CARE applications, 200 English and 100 Spanish CAP brochures, and 300 SCG bags to be distributed. This was a collaborated event with Senator Jerome Horton and the Inglewood Neighborhood Housing Services department.	December 20, 2003
<i>Gas Assistance Fund Training</i>	Customer Assistance brochures and CARE applications were provided to United Way of Los Angeles to be included in the training packets given to agencies for the Gas Assistance Fund training sessions. Provided 200 CARE applications, and 200 English and 150 Spanish CAP brochures.	December 18, 2003
<i>CalWorks All State Summit – San Diego, CA</i>	Strategy & Outreach attended the yearly CalWorks Summit in San Diego. This summit gave SCG the opportunity to expose Customer Assistance programs to Health and Human Service agencies, housing authorities, ethnic social service agencies, etc. Many of those in attendance were representative of various agencies that deal with career development, outreach, etc. Distributed packets to 150 representatives from various agencies.	December 15 – 16, 2003
Media Initiative	Summary	Timeline

<i>Northern Region Public Affairs</i>	Northern Region Public Affairs continued to promote, and distributed 200 CARE applications within the communities served.	December 11, 2003
<i>Los Angeles Unified School District All Staff Meeting – Headstart</i>	A presentation was conducted by Customer Assistance Strategy & Outreach regarding all programs offered by The Gas Company at the Energy Resource Center. These employees have one-on-one contact with families that are low-income and hard-to-reach. Presented to 200 plus Headstart employees within LAUSD.	December 8, 2003
<i>Pacesetters, KTLA-TV Channel 5</i>	The Gas Company was one of two subjects featured on the Los Angeles based talk show entitled <i>Pacesetters</i> . <i>Pacesetters</i> airs on KTLA-TV, Channel 5, every Sunday morning at 6 a.m., for a half-hour. Patti Wagner, Director of Mass Markets represented The Gas Co. The show presents a forum to discuss community issues and concerns. The second segment of the show featured SCG and Patti where she discussed the customer assistance programs and how to improve energy-efficiency at home.	December 7, 2003
<i>Field Operations Bases – Fontana</i>	SCG Field Service Technicians continue to distribute Customer Assistance field brochures as they identify customers who may benefit from programs. Provided 2,200 leave-behind customer assistance brochures to bases mentioned.	December 1-31, 2003
<i>Branch Payment Offices – Santa Fe Springs, San Bernardino and Van Nuys Payment Offices</i>	SCG Branch Payment offices continue to distribute Customer Assistance brochures at customers' request. Provided 200 English, 300 Spanish, and 200 Customer Assistance Brochures.	December 1-31, 2003
Media Initiative	Summary	Timeline

<i>Energy Efficient Kits</i>	200 Energy Efficiency Kits were mailed to customers when they either request them via our website or by calling the Customer Contact Center. Each kit provides Customer Assistance brochures and CARE applications.	December 1-31, 2003
<i>Society of Saint Vincent de Paul</i>	Saint Vincent de Paul requested Customer Assistance information to distribute to the families that seek refuge with the Society of Saint Vincent de Paul. SCG provided them with 25 CARE applications.	November 20, 2003
<i>SCG Public Affairs</i>	Arranged by Public Affairs Manager, the office of State Assemblyman Jerome Horton requested information on Customer Assistance programs. The information was utilized for a mailing with information on programs and services offered by companies and organizations within the assembly member's jurisdiction. SCG provided them with 1,000 CARE applications, 1,440 Medical Baseline flyers, and 500 Spanish and 500 English CAP brochures.	November 19, 2003
<i>First Bernardt Church -</i>	First Bernardt Church requested information on Customer Assistance programs for the resource fair they conducted to their parishioners. SCG provided them with 200 CARE applications to distribute.	November 19, 2003
<i>Goodwill Industries of Southern California – Los Angeles</i>	Customer Assistance conducted a meeting at Goodwill Industries of East Los Angeles on the various programs SCG offers and distributed 350 English and Spanish CAP brochures and 350 CARE applications. This presentation was given to families and caretakers of special needs customers in English and Spanish.	November 19, 2003

Media Initiative	Summary	Timeline
<i>CACE</i>	Provided CACE of Santa Monica with Customer Assistance information including 150 English CAP brochures and Medical Baseline flyers that can be distributed to their cases.	November 14, 2003
<i>Tomorrow's Leaders Energy Training Workshop (Salesian Boys & Girls Club)</i>	Customer Assistance and Mass Markets conducted a workshop to 60 organizations through out Los Angeles County on Customer Assistance and Energy Efficiency programs. This workshop occurred out of our initiative with Community Relations and the United Way of Los Angeles Tomorrow's Leaders program. SCG distributed 120 CARE posters, 60 English CAP, 60 CARE applications, and 60 DMOP brochures. In addition, a follow-up will occur to get POPs with CARE and applications and DAP information out later.	November 14, 2003
<i>YNET</i>	Public Affairs Manager, Susan Guerra arranged for YNET to have Customer Assistance literature included in their holiday baskets and provided them with 1,000 CARE applications and 500 English and 500 Spanish CAP brochures.	November 10, 2003
<i>LA Neighborhood Housing Services New Homebuyer's Club</i>	Mass Markets distributed Energy Efficiency and Customer Assistance information and 18 Spanish DMOP brochures to hard-to-reach Spanish speaking attendees of the LA Neighborhood Housing Services New Homebuyer's Club.	November 8, 2003
<i>New Economics for Women Homebuyers Seminar</i>	Mass Markets presented Energy Efficiency information and Customer Assistance information and distributed 5 English DMOP brochures to Women in Los Angeles at the New Economics for Women Homebuyers Seminar.	November 8, 2003

Media Initiative	Summary	Timeline
<i>Furnace Safety for KMEX-TV Channel 34</i>	As a follow-up to the October push on furnace safety, a live shot with KMEX-TV Channel 34 (Spanish-language) was coordinated. At 5 a.m., Joe DeAnda, a Field Operations Supervisor in Northern Region, interviewed Mr. and Mrs. Miranda in Glendale (in-laws of Elia Aguilar, a meter reader) in Spanish. During the 2-hour newscast, they did 4 live shots, or "hits," discussing furnace safety, conservation, customer assistance programs, and earthquake safety. They also promoted SoCalGas' Spanish Web site and the Spanish-language Customer Service phone line.	November 7, 2003
<i>Brawley Cattle Call</i>	Customer Assistance attended the 2003 Brawley Cattle Call. Information regarding Customer Assistance and Energy Efficiency information was distributed in Spanish and English. They also distributed 1,300 English and Spanish CAP brochures, 1,000 CARE applications, and 1,000 DMOP brochures.	November 2, 2003
<i>Celebrating our Community – City of El Segundo</i>	An event referred to us by Regional Public Affairs Manager Susan Guerra, Customer Assistance manned a table where Customer Assistance and Energy Efficiency information was distributed in both English and Spanish including 200 English and Spanish CAP brochures, 200 CARE applications and 200 DMOP brochures. In attendance was also state Assemblyman Jerome Horton a tremendous support of The Gas Company's programs.	November 1, 2003

Media Initiative	Summary	Timeline
<i>Energy Efficiency Kits</i>	162 Energy Efficiency Kits were mailed to customers when they either request them via our website or by calling the Customer Contact Center. Each kit provides Customer Assistance brochure and CARE application.	November 1-30, 2003
<i>Branch Payment Offices – Corona, Fontana, Riverside and Visalia Payment Offices</i>	SCG Branch Payment offices continue to distribute Customer Assistance brochures at customer's request. They were provided 300 English, 300 Spanish, 200 Chinese, 200 Korean, and 200 Vietnamese Customer Assistance Brochures.	November 1-30, 2003
<i>Field Operations Bases – Azusa and San Bernardino Bases</i>	SCG Field Service Technicians continued to distribute Customer Assistance field brochures as they identify customers who may benefit from programs. They provided 4,700 leave-behind customer assistance brochures to bases mentioned.	November 1-30, 2003
<i>Who's Who Reception</i>	Orange Coast Regional Public Affairs attended the Who's Who Reception in Westminster and had the opportunity to distribute information on residential and commercial programs offered. Public Affairs distributed 75 English DMOP brochures.	October 29, 2003
<i>Los Angeles African American Women's PAC</i>	Susan Guerra Public Affairs Manager Pacific Region discussed DMOP and Customer Assistance programs to low-income and senior African Americans at a morning breakfast. Distributed 50 English DMOP and Customer Assistance brochures.	October 29, 2003
<i>Magic Johnson Adventure Center</i>	Provided the Magic Johnson Adventure Center 250 CARE applications, 250 Medical Baseline flyers, 200 English, and 50 Spanish CAP brochures for their annual community resource fair.	October 29, 2003

Media Initiative	Summary	Timeline
<i>Black Women's Network Annual Networking Breakfast</i>	Susan Guerra Public Affairs Manager Pacific Region attended the annual networking breakfast for Black Women's Network. Susan placed an ad in their program targeting low-income and senior African Americans. Ad reached 500-600 in attendance.	October 25, 2003
<i>Altadena Old Fashion Days</i>	Northern Region Public Affairs Manager Tony Tartaglia hosted a table alongside Edison at the Altadena Old Fashion Days. Customer Assistance assisted in signing customers up on CARE and distributed information on other assistance programs. Distributed 100 CARE applications and Customer Assistance brochures.	October 25, 2003
<i>The Accessible City Expo (City of LA Dept. of Disability)</i>	Community Relations sponsored The Accessible City Expo at the LA Convention Center. Customer Assistance staffed a booth distributing information on assistance programs; including 1,000 CARE applications, CAP brochures and Medical Baseline flyers.	October 23, 2003
<i>Community Coalition Gala Dinner & Awards</i>	Susan Guerra Public Affairs Manager in Pacific Region placed an ad in the program of the dinner and awards banquet. The ad consisted of information regarding DMOP and Customer Assistance programs.	October 23, 2003
<i>Operation Hope</i>	Provided the Wilshire Boulevard site with Customer Assistance information for their clientele. This is a partnership made by Community Relations. Provided representatives with 70 CARE applications, 250 Medical Baseline flyers, 100 English, 100 Spanish, 100 Chinese, 100 Vietnamese, and 100 Korean CAP brochures.	October 21, 2003

Media Initiative	Summary	Timeline
<i>Los Angeles Neighborhood Housing Services</i>	Susan Guerra Public Affairs Manager in Pacific Region arranged for Customer Assistance information to be included in giveaway bags for their yearly luncheon. Provided 400 CARE applications and 400 leave-behind CAP brochures.	October 21, 2003
<i>CARECEN - 5th Annual Feria Comunitaria y Carnaval</i>	Customer Assistance sponsored a booth at the 5 th Annual CARECEN Feria Comunitaria y Carnaval. This organization specifically targets the South American, Korean, and African American population of the Union Pico/Westlake area of Los Angeles. 500 CARE applications and English and Spanish CAP brochures were distributed; representatives were given the opportunity to briefly discuss programs on stage at the event.	October 18, 2003
<i>Maywood Arts and Crafts Fair</i>	Susan Guerra Public Affairs Manager in Pacific Region participated in the Maywood Arts & Crafts Fair targeting the youth and low-income Spanish speaking community. Distributed DMOP brochures and Customer Assistance information to about 300 attendees in both English and Spanish.	October 18, 2003
<i>Southern California Senior Expo</i>	Customer Assistance staffed a booth at the Southern California Senior Expo in the Ontario Convention Center. 3,000 CARE applications, CAP brochures, medical baseline flyers, and DMOP brochures were distributed.	October 17-18, 2003

Media Initiative	Summary	Timeline
<i>Mizell Senior Center 16th Annual Flu Shot Program and Senior Living Expo</i>	Inland Empire, Public Affairs Manager Pat Swarthout staffed a table at the Mizell Senior Center Expo in Palm Springs. Distributed 800 CARE applications, CAP brochures, & Medical Baseline flyers.	October 15-16, 2003
<i>African American Unity Center</i>	Susan Guerra Public Affairs Manager in Pacific Region arranged for the African American Unity Center to include Customer Assistance information in a mailing to their members. Provided 500 CARE applications, 500 Medical Baseline flyers, 350 English, and 150 Spanish CAP brochures.	October 14, 2003
<i>CARE Mass Media Campaign</i>	SoCalGas launched its 2003 CARE media campaign in the Asian and Hispanic markets this month on October 13 and will continue into November. The campaign will focus on the Chinese, Vietnamese, Korean, and Spanish-speaking households throughout the service territory. This will be accomplished by using several methods: 1) Radio - sixteen different Hispanic radio stations, fifteen Asian stations with live phone interviews; 2) Print - Asian newspaper half page ads in Chinese, Mandarin, and Korean with the 20% discount prominently displayed; and 3) Transit – Hispanic bus ‘backs’ were produced to run on bus routes in the greater Los Angeles area.	October 13 – November 30, 2003

Media Initiative	Summary	Timeline
<i>Speech and Language Development Golf Tournament</i>	Orange Coast Public Affairs attended the Speech and Language Development Golf Tournament in Buena Park, CA. 150 English DMOP brochures on programs and services offered to residential and commercial customers were distributed.	October 13, 2003
<i>La Verne Fire Department Open House</i>	Orange Coast Public Affairs attended the Fountain Valley Open House. Information was distributed regarding programs and services offered to residential customers.	October 13, 2003
<i>Fountain Valley Open House</i>	Orange Coast Public Affairs attended the opening of a new fire station in La Verne. Public Affairs distributed DMOP brochures to those in attendance of Open House.	October 11, 2003
<i>Operation Hope</i>	DMOP and Customer Assistance conducted a workshop with 10 Operation Hope Counselors of three Operation Hope sites. Information regarding Customer Assistance and Energy Efficiency programs and services was provided to all counselors to use in their casework with moderate to low-income communities.	October 10, 2003
<i>Vietnamese Community News</i>	Orange Coast Public Affairs and Marketing presented information on programs and services offered to residential and commercial customers of The Gas Company. Reached potentially 300,000 Vietnamese residents on programs and services.	October 10, 2003
<i>Greening of LA, Community Issues Forum</i>	Mass Markets distributed DMOP information and 200 English DMOP brochures to Hard to Reach, Moderate to Low-Income attendees of the Greening of LA, Community Issues Forum. Approximately 250 people attended the event.	October 9, 2003

Media Initiative	Summary	Timeline
<i>5th Annual Los Angeles County Health Fair and Senior Festival</i>	Customer Assistance staffed a booth at the Whittier Narrows park for the LA County Health Fair and Senior Festival. Customer Assistance distributed information on CARE, Medical Baseline, and other Customer Assistance programs. Distributed 1,100 CARE applications, CAP brochures, and Medical Baseline flyers.	October 9, 2003
<i>Tustin Mobile Home Village</i>	Orange Coast Public Affairs presented information on Energy Efficiency and Customer Assistance programs to residents of mobile home park. Distributed 20 English DMOP brochures, CARE applications, and CAP brochures.	October 9, 2003
<i>Fall Into Place – City of LA Career Resource Fair</i>	CARE attended the Fall Into Place City of LA Resource Fair. Information on CARE and other programs was distributed to individuals and agencies in attendance. Distributed approximately 175 CARE applications and CAP brochures.	October 7, 2003
<i>Church of Nativity Octoberfest – City of El Monte</i>	Customer Assistance staffed a table at a major community event given by the Church of Nativity in the City of El Monte. Customer Assistance distributed program information on Customer Assistance programs and Energy Efficiency information. Distributed 800 CARE applications, CAP brochures and 45 Ways to Save brochures in English and Spanish	October 4-5, 2003

Media Initiative	Summary	Timeline
<i>Pacoima Beautiful Family Day In The Park</i>	Northern Public Affairs – Cathy McGuire co-funded an event in Pacoima. Families were able to receive information on various services offered within the community. Customer Assistance staffed a table where customers were encouraged to sign-up for CARE and information about other Customer Assistance programs was distributed. Customer Assistance was a combination of English and Spanish and 500 CARE applications and Customer Assistance brochures were distributed.	October 4, 2003
<i>Westminster Energy Fair</i>	Orange Coast Public Affairs attended the Westminster Energy Fair. Information regarding DMOP, CARE, and Customer Assistance information was presented and distributed to residence in attendance. Distributed 200 English DMOP brochures, 200 CARE applications, and Customer Assistance brochures.	October 4, 2003
<i>California Latino Journal</i>	Outreach & Strategy conducted an interview with the CA Latino Journal on Customer Assistance programs and what outreach efforts are being used to inform customers on the programs. This journal reaches all Hispanic politicians within the state of California.	October 1-31, 2003
<i>California Journal for Filipino Journal</i>	Weekly ads were placed for all the month on September regarding all customer assistance programs that included CARE. The journal reaches roughly 24,000 readers within the Filipino communities of San Fernando Valley, Koreatown, Long Beach, Cerritos, Carson, and Downtown Los Angeles.	October 1-31, 2003

Media Initiative	Summary	Timeline
<i>Branch Payment Offices – Lompoc, Pomona, Santa Ana, Anaheim, Southgate, Porterville, and Watts.</i>	SoCalGas Branch Payment offices continue to distribute Customer Assistance brochures as customer request. Provided 700 English and 450 Spanish Customer Assistance Brochures.	October 1-31, 2003
<i>Energy Efficiency Kits</i>	75 Energy Efficiency Kits were mailed to customers when they either request them via our website or by calling the Customer Contact Center. Each kit provides Customer Assistance brochures and CARE applications.	October 1-31, 2003
<i>Non-Profit Seminar at ERC</i>	Mass Markets and Customer Assistance conducted an informational seminar to group-living/non-profit organizations within Gas Company territory. Commercial CARE and DAP were presented, as well as residential customer assistance programs. 20 organizations through out Los Angeles attended. 20 CARE and Commercial CARE applications and 20 English CAP brochures were distributed.	September 30, 2003
<i>Latino Book and Family Festival</i>	Mass Markets staffed a booth at the Latino Book and Family Festival in Los Angeles. 500 CARE applications, 500 English and 500 Spanish CAP brochures, and 300 English and 200 Spanish DMOP brochures were distributed to families.	September 27-28, 2003

Media Initiative	Summary	Timeline
<i>CA State Senator Martha Escutia's 11th Annual Southeast College Conference</i>	Referred by Pacific Region Public Affairs. Senator Martha Escutia's 11 th Annual Southeast College Conference agreed to distribute Gas Company programs and services information to attendees of the conference. 2,000 CARE applications, English CAP brochures, and 700 English and 500 Spanish DMOP brochures were distributed.	September 27, 2003
<i>2003 Southeast Job Fair – Franklin D. Roosevelt Park</i>	Referred by Pacific Region Public Affairs. This job fair was coordinated by State Assemblyman Marco Antonio Firebaugh office. Customer Assistance had the opportunity to staff a booth where information regarding Customer Assistance programs was distributed. In addition, attendees were referred to our website for current employment opportunities. Roughly, 200 CARE applications and English and Spanish CAP brochures were distributed.	September 27, 2003
<i>Orange County President's Council – 2003 BizCon</i>	Sponsored by Orange Coast Region Public Affairs. Customer Assistance staffed a booth at the Orange County President's Council 2003 BizCon. This is the first time that all the various Chambers of Commerce with Orange County gathered to encourage companies within the county to distribute information regarding their programs and services. 300 English CAP brochures and CARE applications were distributed. Also enabled us to make contacts with various organizations within the community.	September 25, 2003

Media Initiative	Summary	Timeline
<i>SHIELDS for Families, Inc.</i>	As part of our efforts for Tomorrow's Leaders/United Way of LA and Community Relations. SHIELDS for Families, a community-based organization in South Los Angeles, requested customer assistance information for families of their organization. Organization made an effort to sign families on CARE and inform them of other programs. 300 CARE applications, 150 English, and 150 Spanish CAP brochures were supplied.	September 22, 2003
<i>Harvest Moon Festival</i>	Pacific Region Public Affairs arranged for Customer Assistance information to be distributed at the Harvest Moon Festival in Pasadena. This was part of a sponsorship funded with their Asian contacts within the community. 1,000 Chinese, 250 Vietnamese and 250 Korean CAP brochures, and 1,000 Chinese, 250 Vietnamese and 250 Korean CARE applications were supplied.	September 21, 2003
<i>Center for Asians United for Self-Empowerment</i>	Mass Markets supplied information to the Center for Asians United for Self-Empowerment in Los Angeles where DMOP information was distributed. The brochure includes Customer Assistance information. 1,000 Korean DMOP brochures were distributed.	September 21, 2003
<i>West Hollywood Book Fair</i>	Pacific Region Public Affairs attended the West Hollywood Book Fair where information regarding Gas Company programs and services were distributed. 500 English DMOP and CAP brochures and 500 CARE applications were distributed.	September 21, 2003
Media Initiative	Summary	Timeline

<i>St. Marks Methodist Church</i>	Referred by Pacific Region Public Affairs. St. Marks Methodist Church agreed to distributed Gas Company programs and services information to attendees of their community health and resource fair. Church is located in the South Los Angeles. 300 CARE applications, 300 English CAP brochures, and 300 DMOP brochures were supplied.	September 20, 2003
<i>Corona Business Expo</i>	Mass Markets attended the Corona Business Expo where DMOP information was distributed that includes Customer Assistance information in English and Spanish.	September 20, 2003
<i>Latino Business Expo</i>	Northern Region Public Affairs sponsored the Latino Business Expo in Panorama City. Customer Assistance assisted in staffing a booth where customers who qualified were encouraged to sign up for CARE. 300 English CAP brochures, and 300 English and 200 Spanish DMOP brochures were distributed.	September 20, 2003
<i>Korean American Family Service Center</i>	Pacific Region Public Affairs supplied the Korean American Family Service Center with information regarding Gas Company programs and services. 200 Korean DMOP and CAP brochures and 200 Korean CARE applications were distributed.	September 19, 2003
<i>Legislative Staffers Event</i>	Orange Coast Region Public Affairs attended the legislative staffers' event where they presented energy efficiency information and customer assistance information to those in attendance. Distributed 35 English DMOP brochures, 35 CARE applications, and 35 English CAP brochures.	September 16, 2003

Media Initiative	Summary	Timeline
<i>Military Appreciation Day</i>	Inland Empire Public Affairs joined efforts with the chambers from Riverside, Norco, Moreno Valley, and Perris to appreciate Military service members. Distributed 500 Programs for Residential Military Customers.	September 13, 2003
<i>Black Business Expo</i>	Mass Markets attended the Black Business Expo in Los Angeles where DMOP information was distributed that includes Customer Assistance information. 1,000 English DMOP brochures were distributed.	September 10, 2003
<i>Tustin Mobile Home Village</i>	Orange Coast Region Public Affairs presented energy efficiency information at customer assistance information to the Tustin Mobile Home Village. Distributed 20 English DMOP brochures, 20 CARE applications, and 20 English CAP brochures.	September 9, 2003
<i>Riverside Expo</i>	Inland Empire Public Affairs attended the Riverside Expo where DMOP, the Military Brochure, and Medical Baseline information was distributed. 1,400 English and 400 Spanish DMOP brochures were distributed.	September 5-6, 2003
<i>Rise & Shine Redlands</i>	Inland Empire Public Affairs presented information regarding The Gas Company's programs and services to 100 attendees at the Redlands Chamber of Commerce monthly meeting. Brochures regarding all the information were made available to the University of Redland. The Chamber of Commerce office had the brochure stock replenished.	September 5, 2003

Media Initiative	Summary	Timeline
<i>California Journal for Filipino Journal</i>	Weekly Ads were placed for all the month of September regarding all customer assistance programs that included CARE. The journal reaches roughly 24,000 readers within the Filipino communities of San Fernando Valley, Koreatown, Long Beach, Cerritos, Carson, and Downtown Los Angeles.	September 1-30, 2003
<i>Branch Payment Offices – Santa Ana and Hollywood Offices</i>	SoCalGas Branch Payment offices continue to distribute Customer Assistance brochures at customer's request. Provided 200 Vietnamese and 100 English Customer Assistance Brochures.	September 1-30, 2003
<i>Energy Efficiency Kits</i>	350 Energy Efficiency Kits were mailed to customers when they either request them via our website or by calling the Customer Contact Center. Each kit provides Customer Assistance brochure and CARE applications.	September 1-30, 2003
<i>Seniors Today Newspaper</i>	This ad has a circulation of 25,000 in the Inland Empire area. The publisher will have the Newspaper circulating at the Southern California Senior Expo that we will have a booth. In addition to the ad, SCG will also receive editorial regarding our programs in the paper	October 8 – November 8, 2003
<i>Latin Consumer Expo – Panorama Mall – Panorama City</i>	Public Affairs sponsored this event. Spanish-speaking CARE representatives distributed information and signed up customers for the CARE Program.	September 20, 2003
<i>Advertisement in Latino Journal</i>	The Journal is distributed to Latin American politicians throughout California. Regional Public Affairs will run an ad briefly for one week.	September 15-21, 2003

Media Initiative	Summary	Timeline
<i>African Market Place – Downtown LA</i>	Mass Markets participated in the annual African Marketplace at the LA Sports Arena. Representatives from SCG staffed a booth where they distributed Energy Efficiency and Customer Assistance information, including 400 CARE applications and English CAP brochures.	August 23–23 & 30-31, 2003
<i>Southern California Native American POW WOW – Costa Mesa</i>	Mass Markets and Customer Assistance staffed a booth at the Southern California Native American POW WOW. As part of staffing the booth, Community Relations was a contributor of this major Native American event. Tribes from all over California attended to celebrate and receive information about resources within their communities. 1,000 English Customer Assistance brochures, 1,000 CARE applications, and 1,500 English DMOP brochures were distributed.	August 23-24, 2003
<i>Back to School Health & Family Festival – South Los Angeles</i>	As part of a sponsorship contribution by SCG Community Relations to Mothers In Action, Customer Assistance staffed a booth and distributed 2,100 English and 900 Spanish CAP brochures, 3,000 CARE applications, and English and Spanish DMOP brochures. Gas Company representatives also assisted customers with filling out CARE applications.	August 23, 2003
<i>Super Senior Saturday - City of Buena Park</i>	600 DMOP Brochures were distributed that include Customer Assistance information. Distributed 1,500 CARE applications, English CAP brochures, and English DMOP brochures.	August 23, 2003

Media Initiative	Summary	Timeline
<i>Jewish Festival – Coalition on Environmental on Jewish Life – Los Angeles</i>	Mass provided 600 DMOP brochures to the Jewish Festival at Pierce College in Los Angeles that included Customer Assistance information.	August 22, 2003
<i>Speaker of the Assembly Senior Appreciation Luncheon</i>	Regional Public Affairs attended the Speaker of the Assembly Senior Appreciation Luncheon. In attendance were Seniors of various ethnic backgrounds. Public Affairs discussed and distributed 500 CARE applications, CAP brochures, and Medical Baseline flyers.	August 15, 2003
<i>Planning Department – City of Glendora</i>	The planning department of the City of Glendora expressed promoting SCG' Customer Assistance programs to their constituents. As part of their partnership, the planning department will be promoting Customer Assistance Programs via various avenues within the city including the city newsletter, water bills, etc. Provided 1,700 English Customer Assistance Brochures.	August 13, 2003
<i>Housing Department – City of El Monte</i>	The housing department of El Monte is very interested in promoting SCG' Customer Assistance programs to their constituents. As part of this partnership, the housing department will be promoting Customer Assistance Programs via various avenues within the city. City newsletter, water bills, etc. Provided 1,700 English and 1,700 Spanish Customer Assistance Brochures	August 13, 2003

Media Initiative	Summary	Timeline
<i>Community Development Commission</i>	SCG Communications provided the Community Development Commission with Customer Assistance Materials that will be distributed at their annual resource event. Materials will be included in informational bags that will be given to all attendees. Provided 500 CARE applications and 500 English CAP brochures	August 12, 2003
<i>Hooper Avenue Elementary School - South Los Angeles</i>	This is part of the partnership via Tomorrow's Leaders and United Way of Greater Los Angeles. Provided school head-start program with 100 CARE applications and 100 CAP brochures that will be distributed to parents. In addition, program will be signing up parents on CARE when identified as eligible for program.	August 11, 2003
<i>Western States Black Research & Education Center</i>	Regional Public Affairs attended a monthly meeting at the Gene Autry Museum where information regarding Customer Assistance programs was distributed. Provided 200 CARE applications, English Customer Assistance brochures and Medical Baseline flyers.	August 2, 2003
<i>Field Operations Bases – Compton Base</i>	SCG Field Operations Representatives continue in their efforts to identify customers who potentially may qualify for Customer Assistance programs. Provided 2,200 Customer Assistance leave-behind brochures.	August 1-31, 2003
<i>Branch Payment Offices – El Monte, Glendale, Hollywood, and Van Nuys</i>	SCG Branch Payment offices continue to distribute Customer Assistance brochures at the customer's request. Provided 2,100 English and 400 Spanish Customer Assistance Brochures.	August 1-31, 2003

Media Initiative	Summary	Timeline
<i>Energy Efficiency Kits</i>	833 Energy Efficiency Kits were mailed to customers when they either request them via our website or by calling the Customer Contact Center. Each kit provides Customer Assistance brochure and CARE applications.	August 1-31, 2003
<i>Santa Ana Neighborhood Network Council Newsletter</i>	Orange Coast Public Affairs developed a flyer in English/Spanish promoting Customer Assistance Programs. The flyers were distributed in the Santa Ana Network Council Newsletter subscribers. Distributed 750 flyers to participants of the organization.	July 31, 2003
<i>MOMS (Maternal Outreach Management Systems)</i>	Orange Coast Public Affairs developed a flyer in English/Spanish promoting Customer Assistance Programs to primarily Latino low-income families who participate in MOMS a non-profit organization. Distributed 1,000 flyers to participants of the organization.	July 31, 2003
<i>JFTB – Joint Forces Training Base – Seal Beach</i>	Orange Coast Public Affairs arranged for 5,000 SoCalGas Military brochures to be distributed to all personnel through out the base. Brochures include information regarding all Customer Assistance programs.	July 31, 2003
<i>Asian Pacific Community Fund</i>	100 DMOP brochures were distributed at the Asian Pacific Community Fund	July 30, 2003
<i>Hollywood Branch Payment Office</i>	The Hollywood Branch Payment office was provided with 50 Customer Assistance brochures in English and Spanish to be provided to customers who pay their bills in the office.	July 29, 2003

Media Initiative	Summary	Timeline
<i>Summer Science Camp – La Mirada High School</i>	Orange Coast Public Affairs sponsored the open house and career fair on the final day of the camp. Approximately 250 CARE and Customer Assistance brochures were distributed.	July 26, 2003
<i>Help Public Service Foundation – Lawndale</i>	Help Public Service Foundation was provided with Customer Assistance information for a mailing to their members. 1,500 CARE applications, English and Spanish CAP brochures, and Medical Baseline flyers were provided. Pacific Region Public Affairs funded monthly mailing.	July 24, 2003
<i>Santa Ana Senior Center</i>	Orange Coast Public Affairs in collaboration with State Senator Dunn’s initiative to notify Seniors on savings opportunities distributed 75 CARE and Customer Assistance brochures.	July 23, 2003
<i>Fontana Base – Customer Service</i>	DMOP provided Customer Service Fontana Base with 1,800 DMOP brochures that include Customer Assistance information.	July 22, 2003
<i>Ramona Base – Customer Service</i>	Provided Customer Service Ramona Base with 2,200 leave-behind Customer Assistance brochures for field personnel.	July 22, 2003
<i>First Church of God – Health Fair</i>	Provided the First Church of God in Inglewood with 300 Spanish and English CAP and CARE brochures for their Health Fair to members of their congregation	July 22, 2003
<i>Anaheim Base – Customer Service</i>	Provided Customer Service Anaheim Base with 2,200 leave-behind Customer Assistance brochures for field personnel.	July 21, 2003

Media Initiative	Summary	Timeline
<i>Economic Alliance of the San Fernando Valley – Housing Conference</i>	Northern Public Affairs attended the Economic Alliance of San Fernando Valley Housing Conference and distributed 150 Customer Assistance brochures	July 16, 2003
<i>Westminster Senior Center</i>	Orange Coast Public Affairs in collaboration with State Senator Dunn’s initiative to notify Seniors on savings opportunities distributed 50 CARE and Customer Assistance brochures.	July 15, 2003
<i>Anaheim Brookhurst Senior Center</i>	Orange Coast Public Affairs in collaboration with State Senator Dunn’s initiative to notify Seniors on savings opportunities distributed 50 CARE and Customer Assistance brochures.	July 14, 2003
<i>Lancaster Branch Payment Office</i>	DMOP provided the Lancaster Branch Payment Office with 300 English and 200 Spanish DMOP brochures.	July 11, 2003
<i>Garden Grove Senior Center</i>	Orange Coast Public Affairs in collaboration with State Senator Dunn’s initiative to notify Seniors on savings opportunities distributed 50 CARE and Customer Assistance brochures.	July 11, 2003
<i>Anaheim Downtown Senior Center</i>	Orange Coast Public Affairs in collaboration with State Senator Dunn’s initiative to notify Seniors on savings opportunities distributed 50 CARE and Customer Assistance brochures.	July 10, 2003
<i>Buena Park Senior Center</i>	Orange Coast Public Affairs in collaboration with State Senator Dunn’s initiative to notify Seniors on savings opportunities distributed 50 CARE and Customer Assistance brochures.	July 9, 2003
<i>Independent Cities Association Conference</i>	Public Affairs Managers attended the Independent Cities Association where they distributed 200 Customer Assistance and DMOP brochures.	July 7, 2003

Media Initiative	Summary	Timeline
<i>Music on Main – Seal Beach</i>	Mass Markets distributed 200 DMOP brochures that include Customer Assistance information to the Music on Main an event sponsored by K-BIG 104.3.	July 7, 2003
<i>Energy Efficiency Kits</i>	787 Energy Efficiency Kits were mailed to customers when they either request them via out website or by calling the Customer Contact Center. Each kit provides Customer Assistance brochure and CARE applications.	July 1-31, 2003
<i>The New Leaders – Health and Wellness Fair</i>	Public Affairs Manager attended The New Leaders Health and Wellness Fair in his territory. Distributed 120 CARE applications and 75 Customer Assistance Brochures.	June 28, 2003
<i>KCCD Homeownership Fair</i>	Participants provided kits that were distributed at the Korean Church for Community Development home ownership fair. Distributed 1,000 Energy Efficiency Kits that included Customer Assistance brochures and CARE applications.	June 21, 2003
<i>Collections Summit</i>	SoCalGas presented Customer Assistance Programs to 120 plus Collectors through out the SoCalGas territory. Provided all collectors with a presentation regarding Customer Assistance Programs and sample of new brochure they are to handout on all Residential collection calls.	June 19, 2003
<i>LA County School District, GAIN Program</i>	Participants presented Energy Efficiency information to HTR-moderate income and distributed 50 Energy Efficiency Kits.	June 17, 2003
<i>Southern California Sustainable Cities Program</i>	Participants provided 300 Spanish DMOP brochures that will be distributed at new homeowner presentations.	June 16, 2003

Media Initiative	Summary	Timeline
<i>Fiesta Educativa</i>	SoCalGas tended a booth at a 2-day conference to Hispanic parents and caretakers of disabled children, distributing Customer Assistance Brochures and CARE applications to 500 attendees and assisted signing customers up on CARE.	June 13-14, 2003
<i>Catholic Charities Interfaith Project news conference</i>	SoCalGas Publish Affairs manager was a speaker in the Catholic Charities Interfaith Project afternoon news conference on June 12 in Santa Ana. Customer Assistance staff conducted a Spanish language interview with Univision KMEX-TV Channel 34 today at the event.	June 12, 2003
<i>Homeowners Association in Westminster</i>	A presentation was given to the Homeowners Association on DMOP and Customer Assistance Programs. It was considered an HTR-moderate audience; participants distributed 40 English DMOP and CAP brochures.	June 11, 2003
<i>Speaker of the Assembly Herb Wesson Clergy Appreciation</i>	Public Affairs manager attended Herb Wesson's clergy appreciation and discussed CARE and Customer Assistance programs with those in attendance. Staff distributed 25 CARE applications and 200 CAP brochures.	June 7, 2003
<i>Church of Latter Day Saints – Anaheim Hills</i>	Energy/Safety Expo to attendees of the Church of Latter Days Saints in Anaheim Hills. Distributed Customer Assistance brochures, CARE applications, DAP information, and 45 Ways to Save brochures to 150 attendees.	June 6, 2003
Media Initiative	Summary	Timeline

<i>Head Start All-Staff Meeting</i>	SoCalGas presented DMOP and Customer Assistance programs at Head Start All-Staff Meeting to 200 in attendance. This group works with families in HTR-moderate income areas in Los Angeles. Participants provided 200 English DMOP and 50 English CAP brochures.	June 6, 2003
<i>Apartments Owners Association Meeting</i>	SoCalGas presented DMOP information to 35 members at Inglewood Apartment Owners Association Meeting. In conjunction with DMOP Customer Assistance Programs were included in presentation. Provided 100 English DMOP brochures.	June 4, 2003
<i>CARE income guideline announcement.</i>	KCBS-CBS, KMEX-UNIVISON, and KRCA on Los Angeles area news had five stories on SoCalGas CARE income guideline announcement.	June 2, 2003
<i>Energy Efficiency Kits</i>	660 Energy Efficiency Kits mailed to customers when they either request them via our website or by calling the Customer Contact Center. Each kit provides Customer Assistance brochure and CARE applications.	June 1-30, 2003
<i>Mobile Home Park Resource Fair (Kingsberg)</i>	The local AAA in the area sponsored the event. SoCalGas provided Mobile Home Park Managers with 200 packets that included a Customer Assistance Brochure, CARE Application, DMOP Brochure, and a magnet.	May 23, 2003
<i>Costa Mesa Public Safety Emergency Services Expo</i>	Public Safety Expo was coordinated by the Costa Mesa Fire Department to inform citizens of Costa Mesa on the various services offered within their community. 1,000 people attended the event where CARE and Customer Assistance Brochures were distributed.	May 17, 2003
Media Initiative	Summary	Timeline

<i>Women and Business Expo</i>	SoCalGas established communication with 6,000 Hard-to-Reach and moderate-income women at the event.	May 17, 2003
<i>Reginald Gentry – Career Day</i>	100 DMOP Brochures were distributed at Career Day in South Los Angeles.	May 16, 2003
<i>Senior Outreach Event – Obregon Park (East Los Angeles)</i>	SoCalGas tended a booth at the 28th Annual Greater East Los Angeles Senior Citizens Festival. The distribution of 200 Customer Assistance Program brochures and CARE applications to the Hispanic seniors was accomplished.	May 15, 2003
<i>Asian & Pacific Islander Heritage Council Gala – Santa Ana</i>	The Gas Company spoke at this event about available programs and services. In addition, a table was set-up displaying valuable take-home literature regarding the information presented.	May 8, 2003
<i>Article in Black Voices News – Inland Empire</i>	Black News Voices, an African American newspaper in Inland Empire, featured a story regarding SoCalGas’ “Operation Home Sweet Home”. The article included information regarding CARE, DAP and Gas Assistance Fund.	May 8, 2003
<i>City of Maywood & Maywood Chamber of Commerce – Cinco De Mayo</i>	Over 4,000 Hispanic Low-income Seniors received benefit of outreach at this event where Customer Assistance Programs brochures and magnets were distributed.	May 2-4, 2003
<i>Korean Festival – Garden Grove</i>	Approximately 100,000 people attended this festival celebrating Korean heritage. The Gas Company tended a booth distributing literature regarding programs and services. Outreach to about 8,000 event participants was accomplished.	May 2-4, 2003

Media Initiative	Summary	Timeline
<i>Article in Astro News – Los Angeles Air Force Base Newspaper</i>	Los Angeles Air Force Base newspaper featured a story regarding SoCalGas’ “Operation Home Sweet Home”. The article included information regarding CARE, DAP and Gas Assistance Fund.	May 2, 2003
<i>South Bay Energy Rewards meeting for Apartment owners – Torrance</i>	To establish communication with hard-to-reach multi-family customers, SoCalGas’ Diverse Markets Outreach Program (DMOP) made a presentation to apartment owners at the Energy Rewards meeting in the South Bay areas. Approximately 30 DMOP brochures were distributed.	April 30, 2003
<i>SoCalGas – Credit and Collections</i>	Participants provided 100 Customer Assistance Programs brochures in English and Spanish	April 29, 2003
<i>Psi Zeta Chapter of LA</i>	SoCalGas Public Affairs Manager represented The Gas Company at this Annual event and distributed 100 Customer Assistance Programs brochures.	April 26, 2003
<i>California Congress on Seniors</i>	Sempra Energy Utilities and PG&E conducted a workshop regarding all the assistance programs offered by all utilities at the California Congress on Seniors. 100 CARE applications and 275 Customer Assistance brochures in various languages were distributed.	April 23, 2003
<i>California Association of Black Lawyers State Convention</i>	SoCalGas Public Affairs Manager represented The Gas Company at this Annual event. 175 Customer Assistance Program brochures were distributed.	April 21, 2003
<i>Earth Day at the LA Zoo</i>	Yearly event conducted at the LA Zoo on Earth Day. SoCalGas promoted its Energy Efficiency and Customer Assistance programs at the event. 4,000 DMOP brochures information were distributed.	April 16-17, 2003

Media Initiative	Summary	Timeline
<i>South Bay Energy Rewards meeting for Apartment owners – Redondo Beach</i>	DMOP presentation was made to apartment owners at the Energy Rewards meeting in their area. 30 DMOP brochures were distributed.	April 18, 2003
<i>Regional Public Affairs – Redlands</i>	400 CARE Applications, Medical Baseline flyers, and Customer Assistance brochures were provided to Redlands Public Affairs Manager for distribution of forms to various organizations within his service territory.	April 17, 2003
<i>Energy Coalition/6 Cities Energy Project</i>	DMOP brochures were passed out at a training session for the 6 Cities Energy Project. This is a third party hired to conduct outreach for DMOP.	April 16, 2003
<i>Soroptimist International of Inglewood/Hawthorne Annual Scholarship Luncheon & Fashion Show</i>	SoCalGas Public Affairs Manager represented The Gas Company at this Annual event. 100 Customer Assistance Program brochures were distributed.	April 12, 2003
<i>Arroyo Vista Family Health Center – Highland Park Clinic</i>	Adult Health Fair in Highland Park Area of Los Angeles. 100 Customer Assistance Brochures, CARE applications, and DMOP Brochures were distributed. Customers, who expressed interest in applying for CARE on the spot, were assisted in filling out the application.	April 12, 2003
<i>Arroyo Vista Family Health Center – Lincoln Heights Clinic</i>	Adult Health Fair in Lincoln Height Area of Los Angeles. 100 Customer Assistance Brochures, CARE applications, and DMOP Brochures were distributed. Customers, who expressed interest in applying for CARE on the spot, were assisted in filling out the application.	April 11, 2003

Media Initiative	Summary	Timeline
<i>Carnaval Primavera</i>	Two-day Spring Festival in Huntington Park. About 10,000 Spanish Customer Assistance brochures and CARE applications were distributed. Customers, who expressed interest in applying for CARE on the spot, were assisted in filling out the application.	April 5-6, 2003
<i>Western States Black Research & Educational Center</i>	SoCalGas Public Affairs Manager funded a direct mailing of WSBREC newsletter mailing. Included in the mailing were 300 Customer Assistance brochures.	April 1, 2003
<i>NAF El Centro – Family Day</i>	150 CARE application forms and Customer Assistance Brochures were provided for a military family day that will occur at NAF El Centro.	March 31, 2003
<i>Porterville LDS Church</i>	SoCalGas Public Affairs participated the Community Preparedness Forum at Porterville LDS Church. DAP, CARE, energy efficient programs information were provided in the forum.	March 15, 2003
<i>Western States Black Research & Education Center</i>	SoCalGas Public Affairs funded a Customer Assistance Programs mailing to 3,000 members of the Western States Black Research & Education Center.	March 14, 2003
<i>Health Fair at St. Justin Martyr Church, Anaheim</i>	SoCalGas CARE program participated a health fair at St. Justin Martyr Church in Anaheim. More than 30 profit and non-profit organizations such as Meals on Wheel, American Hart Associations, and Catholic Charities provided the information in the fair. More than 300 visitors attended the fair.	March 8, 2003

Media Initiative	Summary	Timeline
<i>Hispanic Radio Campaign</i>	SoCalGas had a two-week radio promotional campaign targeting Spanish-speaking residents in San Bernardino, Palm Spring, and Riverside areas on the CARE program.	February 3-17, 2003
<i>CARE Bill Inserts</i>	Bill inserts with the CARE, LIEE, and LIHEAP programs information were sent to all non-CARE residential customers in February. To improve the bill insert readership, this bill insert has attention-grabbing photo and headline - "CARE for a 20% discount on your gas bill".	February 1-28, 2003
<i>SoCalGas Customer Contacts</i>	Distributed 76,000 Customer Assistance brochures to all the bases in the SoCalGas territory for energy technicians and collections to distribute to customers.	February, 2003
<i>Riverside Black History Parade and Expo</i>	SoCalGas was a sponsor of the event. More than 20,000 visitors attended the parade and expo. About 1,000 people stop by SoCalGas booth. CARE, Customer Assistance brochures, and energy efficiency programs information was distributed at the event.	February 15, 2003
<i>PAN African American Film Festival</i>	SoCalGas was a sponsor of the event. CARE, Customer Assistance brochures, and energy efficiency programs information was distributed at the event.	February 15, 2003

Media Initiative	Summary	Timeline
<i>Pam Asian American Expo, Pomona Fairplex</i>	SoCalGas collaborated with the Orange County Community Center and participated in the Pam Asian American Expo at Pomona Fairplex to promote CARE program and other low-income programs. This event was a great success with more than 100,000 Asian American attending and more than 10,000 CARE applications, customer assistance, and energy efficiency program brochures were distributed.	January 25-26, 2003
<i>Joint mailing with SCE and Housing & Community Development Department – County of Orange</i>	SoCalGas partnered with SCE and Housing & Community Development – County of Orange and mailed approximately 8,500 rent assistance recipients the CARE information. The package also included a newsletter from the Orange County Housing Authority and a SoCalGas Customer Assistance brochure.	January, 2003

ATTACHMENT C

**Letter Agreement
Contract Agreement
CSD Leveraging Report**

Southern California Gas Company
Fifteenth Annual CARE Progress Report
May 3, 2004

May 10, 2000

Mr. Timothy Dayonot
Director
State of California
Department of Community Services
and Development
700 North 10th Street, Room 258
Sacramento, California 95814-0338

**RE: Letter Agreement Between the State of California Department of
Community Services and Development and Southern California Gas
Company for Leveraging and Reporting the California Alternate Rates
for Energy Program Discounts and the State of California Low-Income
Home Energy Assistance Program**

This Letter of Agreement is entered into by the State of California Department of Community Services and Development (CSD) and Southern California Gas Company (SoCalGas) for the purpose of ensuring integration and coordination of resources and benefits between CSD's Low-Income Home Energy Assistance Program (LIHEAP), and SoCalGas' California Alternate Rates for Energy (CARE) and Gas Assistance Fund (GAF) Programs. The existence of this Agreement places CSD within compliance of the Department of Health and Human Services' LIHEAP Leveraging Incentive Program requirements and enables California to claim the GAF payment/CARE discount (s) as leveraged resources. These programs all provide a form of energy assistance to low-income customers. It is mutually agreed that both parties will assist in the referral of their customers to the other energy assistance program through written and/or verbal referrals of the program. SoCalGas will include the toll-free telephone numbers for the LIHEAP and SoCalGas' Direct Assistance Program (DAP) on SoCalGas' CARE applications starting June 1, 2000 and on all GAF materials starting January 1, 2001.

The eligibility criteria and income guidelines are specific to each program. LIHEAP income guidelines are set at 60% of the State Median Income; GAF/CARE income guidelines are 150% of the Federal Income Poverty Guidelines.

The levels of assistance for each program vary according to the respective program. The amount of Federal funding; the number of persons in the household; the applicant's geographical location; and the household's income determine LIHEAP assistance levels. The GAF program offers one payment of an applicant's gas bill up to a maximum of \$100.00 per calendar year. The CARE program offers a 15% reduction off the applicant's monthly gas bill and a 60% discount on the Service Establishment Charge, if qualified for CARE within 90 days of starting new gas service.

The LIHEAP program is operated year round and provides one-time assistance, per household, per program year (January through December). Applicants must re-apply annually. The GAF program provides one-time assistance, per household, per 8-week period (February through March), per calendar year.

Applicants must re-apply annually. CARE provides a continuous 15% rate reduction throughout the year with the applicant re-certifying biennially.

These programs are integrated/coordinated through the written/verbal referral of applicants/customers to the opposite program. Program applications will have the name and toll free telephone numbers of the other programs printed on the applications.

A report on the number of households assisted and the total amount of assistance will be provided to the LIHEAP Program annually starting October 1, 2000.

SoCalGas shall make available to the CSD or its representative all appropriate documents, papers and records pertinent to the referral process and leveraged amounts for examination, copied or mechanical reproduction for a period of three years from the date the information is submitted to CSD. Specifically, SoCalGas will provide CSD with data necessary for completion of California's annual Leveraging Application. The data will be requested each October and will cover the preceding October through September timeframe. The information requested includes: 1) the total number of households currently receiving the reduced rate/energy payment; and 2) the total discount/payment received by all participating households.

Southern California Gas Company
Fifteenth Annual CARE Progress Report
May 3, 2004

AGREED TO:

Tim Dayonot, Director
State of California
Department of Community Services
Company and Development

Dated:_____

Donna Jones-Moore
Manager, Mass Markets
Southern California Gas

Dated:_____

Southern California Gas Company
Fifteenth Annual CARE Progress Report
May 3, 2004

STATE OF CALIFORNIA

STANDARD AGREEMENT

STD.2 (REV. 5-91)

RECEIVED
APPROVED BY THE
ATTORNEY GENERAL
NOV 03 2000

CONTRACT NUMBER 00-1104	AM. NO.
TAXPAYER'S FEDERAL EMPLOYER IDENTIFICATION NUMBER 95-1240705	

THIS AGREEMENT, made and entered into this 1st day of July, 2000, in the State of California, by and between State of California, through its duly elected or appointed, qualified and acting **CONTRACTS UNIT**

TITLE OF OFFICER ACTING FOR STATE

Chief Financial Officer

AGENCY

Dept. of Community Services and Development

CONTRACTOR'S NAME

Southern California Gas Company

, hereafter called the State, and

, hereafter called the Contractor.

WITNESSETH: That the Contractor for and in consideration of the covenants, conditions, agreements, and stipulations of the State hereinafter expressed, does hereby agree to furnish to the State services and materials as follows: (Set forth service to be rendered by Contractor, amount to be paid Contractor, time for performance or completion, and attach plans and specifications, if any.)

This Agreement is entered into for the purpose of making direct credit to the accounts of low-income energy customers of the Contractors that are identified by the Department of Community Services and Development (the Department or CSD) as payment recipients under the Department's Low-Income Home Energy Assistance Program (LIHEAP) which includes the Home Energy Assistance Program (HEAP) and Energy Crisis Intervention Program - Fast Track (ECIP-FT).

I. CONSIDERATION

The Contractor is receiving no direct financial consideration for participating in the direct payment system.

II. TERM

The term of This Agreement shall be July 1, 2000 through June 30, 2003.

RECEIVED
CSD

NOV 13 2000

ACCOUNTING

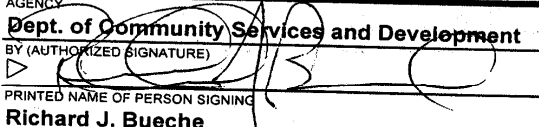
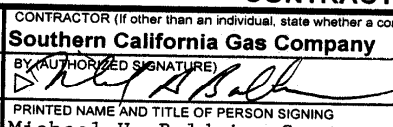
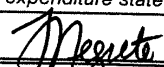
CONTINUED ON SHEETS, EACH BEARING NAME OF CONTRACTOR AND NUMBER.

The provisions on the reverse side hereof constitute a part of this agreement

IN WITNESS WHEREOF, this agreement has been executed by the parties hereto, upon the date first above written.

STATE OF CALIFORNIA

CONTRACTOR

AGENCY Dept. of Community Services and Development		CONTRACTOR (If other than an individual, state whether a corporation, partnership, etc.) Southern California Gas Company	
BY (AUTHORIZED SIGNATURE) 		BY (AUTHORIZED SIGNATURE) 	
PRINTED NAME OF PERSON SIGNING Richard J. Bueche		PRINTED NAME AND TITLE OF PERSON SIGNING Michael H. Baldwin, Customer Remittance Proc. Mgr.	
TITLE Chief Financial Officer		ADDRESS 1801 S. Atlantic Blvd. Monterey Park, CA 91754	
AMOUNT ENCUMBERED BY THIS DOCUMENT \$ 0.00	PROGRAM/CATEGORY (CODE AND TITLE)	FUND TITLE	
PRIOR AMOUNT ENCUMBERED FOR THIS CONTRACT \$ 0.00	(OPTIONAL USE)		
TOTAL AMOUNT ENCUMBERED TO DATE \$ 0.00	ITEM	CHAPTER	STATUTE
	FISCAL YEAR		
	OBJECT OF EXPENDITURE (CODE AND TITLE)		
I hereby certify upon my own personal knowledge that budgeted funds are available for the period and purpose of the expenditure stated above.		T.B.A. NO.	B.R. NO.
SIGNATURE OF ACCOUNTING OFFICER 		DATE 7/20/00	

I hereby certify that all conditions for exemption have been complied with, and this document is exempt from the Department of General Services' approval.



☐ CONTRACTOR ☐ STATE AGENCY ☐ DEPT. OF GEN. SER. ☒ CONTROLLER

Southern California Gas Company
Fifteenth Annual CARE Progress Report
May 3, 2004

-----Original Message-----

From: Moore, Margaret E.
Sent: Tuesday, November 04, 2003 2:27 PM
To: 'lkjer@csd.ca.gov'
Cc: Rudshagen, Carmen Z.
Subject: FW: SoCalGas Leveraging Dollars

Lisa, in response to your request, attached below is SoCalGas' CARE discounts and utility bill assistance funds to be incorporated in the California Home Energy Assistance Leveraging Report.

If you have any questions, please feel free to contact me.

Margee Moore
Regulatory Case Administrator
(858) 654-1748
(858) 654-1788 (fax)
email: mmoore@semprautilities.com

Southern California Gas Company
Fifteenth Annual CARE Progress Report
May 3, 2004

Leveraging Funds
SoCalGas CARE Participation Discounts

Month	Gas Discount	Electric Discount	Total Discount	Total Participants
Oct – 2002	\$3,990,507	\$	\$3,990,507	777,763
Nov – 2002	\$3,465,346	\$	\$3,465,346	785,678
Dec – 2002	\$7,133,614	\$	\$7,133,614	790,592
Jan – 2003	\$4,399,611	\$	\$4,399,611	797,693
Feb – 2003	\$6,530,106	\$	\$6,530,106	799,731
Mar – 2003	\$5,724,244	\$	\$5,724,244	813,082
Apr – 2003	\$5,139,340	\$	\$5,139,340	837,504
May – 2003	\$4,777,743	\$	\$4,777,743	848,826
Jun – 2003	\$4,027,823	\$	\$4,027,823	862,942
Jul – 2003	\$3,647,274	\$	\$3,647,274	870,006
Aug – 2003	\$3,556,886	\$	\$3,556,886	908,807
Sep 2003	\$3,850,965	\$	\$3,850,965	936,846
Grand Total	\$41,653,992	\$	\$41,653,992	*

*The September 2003 figure is reported as the total number of CARE participants therefore a grand total of participants are not needed.

Utility Bill Assistance
SoCalGas Gas Assistance Fund

Month	Bill Payment/ Credits	Total Participants
Oct – 2002	\$	
Nov – 2002	\$	
Dec – 2002	\$	
Jan – 2003	\$	
Feb – 2003	\$ 42,457.81	548
Mar – 2003	\$ 187,001.03	2,585
Apr – 2003	\$ 155,323.04	2,081
May – 2003	\$ 42,324.39	604
Jun – 2003	\$ 977.62	13
Jul – 2003	\$	
Aug – 2003	\$	
Sep 2003	\$	
Grand Total	\$ 428,083.89	5,831