



**SOUTHERN CALIFORNIA GAS COMPANY (U-904-G)
EIGHTEENTH ANNUAL PROGRESS REPORT ON THE
CALIFORNIA ALTERNATE RATES FOR ENERGY PROGRAM
JANUARY 2006 – DECEMBER 2006**

May 1, 2007

Table of Contents

EIGHTEENTH ANNUAL PROGRESS REPORT ON THE CALIFORNIA ALTERNATE RATES FOR ENERGY PROGRAM.....	I
CARE PROGRESS REPORT	2
RESIDENTIAL AND EXPANDED PROGRAMS	2
I. PARTICIPANT INFORMATION.....	2
II. USAGE AND BILL INFORMATION.....	6
III. PROGRAM COSTS.....	7
IV. OUTREACH.....	10
V. PROCESSING CARE APPLICATIONS.....	27
VI. PROGRAM MANAGEMENT	30
CARE EXPANSION PROGRAM.....	32
I. PARTICIPANT INFORMATION.....	32
II. USAGE INFORMATION	33
III. PROGRAM COSTS.....	33
IV. OUTREACH.....	34
V. PROCESSING CARE APPLICATIONS.....	36
VI. PROGRAM MANAGEMENT	37
ATTACHMENT A	38
ATTACHMENT B	45
ATTACHMENT C	71

CARE PROGRESS REPORT RESIDENTIAL AND EXPANDED PROGRAMS

January 1, 2006 through December 31, 2006

CARE RESIDENTIAL PROGRAM

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

I. Participant Information

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

See Table 1.

TABLE 1		
Residential CARE Program		
Gas Customers by Month		
PY2006	CARE Customers	Percentage Change
Jan	1,173,203	2.03%
Feb	1,194,432	1.81%
Mar	1,225,091	2.57%
Apr	1,247,675	1.84%
May	1,242,489	-0.42%
Jun	1,250,808	0.67%
Jul	1,252,721	0.15%
Aug	1,256,068	0.27%
Sep	1,256,849	0.06%
Oct	1,257,583	0.06%
Nov	1,267,608	0.80%
Dec	1,265,783	-0.14%

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

Southern California Gas Company (SoCalGas) did not experience any month-to-month variations in CARE customer participation of more than five percent in 2006.

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

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

CARE eligibility for program year (PY) 2006 was developed at 200% of Federal Poverty Level (FPL) using an implicitly adjusted 1999 distribution of household income obtained from Census 2000 SF3 income data and PY2006 estimates of household size. The methodology used was consistent with the Assigned Commissioner's Ruling (ACR) dated December 27, 2002 and the methodology recommended by the Reporting Requirements Manual (RRM) Working Group in its October 2, 2000 Report for Low-Income Assistance Programs and approved by the California Public Utilities Commission (Commission or CPUC) in Decision (D.) 01-03-028.

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 sub-metered tenants) and CARE-ineligible meters (i.e., master meters that are not sub-metered or other residential meter configurations that do not provide residential service.)

A count of all active residential meters and residential sub-metered units, minus residential accounts with billing tariffs that do not qualify for CARE, is used to derive the number of eligible residential meters (i.e., households). By using tariff rates as the criteria for counting, all 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 I.B.1 above were applied to the current count of CARE eligible meters, developed as described in the response to I.B.2 above, to the estimated number of CARE eligible households to estimate the number of CARE-eligible households in SoCalGas' service territory.

4. Describe how current CARE customers were counted.

Every month SoCalGas calculates the number of CARE customers based on the total number of residential customers billed monthly on the CARE rate.

Although the residential sub-metered customers are not billed individually by SoCalGas, SoCalGas maintains the information of all participating tenants in the sub-metered facility. The sub-metered CARE customer count is included in the total number reported monthly as part of SoCalGas' Monthly Reports on Low-Income Assistance Programs.

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

The formula for calculating CARE-participation rates is:

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

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			
PY2006 Quarter Ending	CARE Residential Customers	CARE Eligible Customers	CARE Penetration Rate
March 31	1,225,091	1,726,104	71.0%
June 30	1,250,808	1,729,846	72.3%
September 30	1,256,849	1,730,213	72.6%
December 31	1,265,783	1,739,139	72.8%

As a result of SoCalGas' direct mailings, bill inserts, community events, mass media, community-based organization (CBO) associations and CARE process improvements SoCalGas increased its net CARE participation by 115,924 customers in PY2006.

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 2006, 33.25% of SoCalGas' 5,230,352 residential meters were estimated to be eligible for the CARE discount on their monthly gas bills.

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

At year-end 2006, SoCalGas had 144,632 sub-metered tenants in 1,826 master-meter facilities. Assuming 33.25% of its residential customers are eligible for CARE, SoCalGas estimates that 48,090 of its sub-metered tenants are CARE eligible.

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

SoCalGas had 32,927 CARE sub-metered customers at year-end 2006.

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

SoCalGas estimates that 68.5% of its CARE eligible sub-metered customers were enrolled in the CARE Program at year-end 2006.

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

Due to facility configuration, very few non-profit group living facilities and agricultural employee housing facilities receive service under SoCalGas' Schedule No. GM, Multi-Family Service, which does not provide for the CARE discount. SoCalGas filed an Advice Letter on March 1, 2006 to add a new Schedule No. GML, Multi-Family Service, Income Qualified, to extend the CARE discount to master-metered customers who operate Non-Profit Group Living Facilities or Agricultural Employee Housing Facilities.

Annually, SoCalGas mails a letter to the owners/managers of the sub-metered facilities to remind them about Senate Bill (SB) 920¹, which requires the management of a master-meter mobilehome park to give residents written notice each year about assistance available to low-income persons under the California Alternate Rates for Energy (CARE) program. This mailing resulted in hundreds of applications from tenants who were already enrolled in the CARE program. SoCalGas plans to modify its annual notification to further clarify the purpose of the letter.

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	28.7	14.1	42.8
CARE	23.0	7.7	30.7

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.

¹ SB920 (California Civil Code Section 798.43.1 paragraph A) requires that the management of a master-meter mobile home park give written notice by February 1 of each year to homeowners and residents regarding assistance available under the CARE program.

TABLE 4	
Average Monthly Gas Bill	
Residential Non-CARE vs. CARE Customers	
(Dollars per Customer)	
Customer	Gas
Non-CARE	\$48.21
CARE	\$27.53

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 PY2006 was \$6.77² per month. This does not include the CARE customers who 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 \$100,411,690 in natural gas rate discounts and \$3,312,390 in Service Establishment Charge discounts in 2006. The 2006 annual subsidy for all SoCalGas CARE customers exceeded \$103.7 million.

B. Administrative Cost

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

See Table 5.

² The average monthly rate discount was computed by dividing the CARE rate discount recorded to the CARE balancing account in 2006 by the monthly residential CARE customers; the total of the 12 months was then divided by 12 for the average.

TABLE 5			
CARE Residential Program			
CARE Costs and Reporting Classifications			
Category	Cost		
	Residential	Expansion¹	Total
Outreach	\$2,090,289	\$0	\$2,090,289
Processing, Certification and Verification	\$911,629	\$0	\$911,629
Information Technology/Programming	\$173,468	\$0	\$173,468
Measurement and Evaluation	\$8,205	\$0	\$8,205
Regulatory Compliance	\$194,427	\$0	\$194,427
General Administration	\$439,635	\$0	\$439,635
CPUC Energy Division Staff Funding	\$59,725	\$0	\$59,725
Total Program Costs	\$3,877,378	\$0	\$3,877,378
Subsidies and Benefits – Rate Discounts, SEC discounts	\$103,724,080	\$0	\$103,724,080
TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$107,601,458	\$0	\$107,601,458

1. Due to the relatively small dollar amount, SoCalGas does not record the CARE Expansion Program's administration cost separately from the regular CARE program cost.

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

Outreach: Included in this category are printing and mailing of CARE applications/documents, printing and mailing of the SB920 annual notification, postage, bill inserts, brochures and flyers, advertising, direct mailing campaigns, community event sponsorships and support, distribution of collateral materials, outreach staff labor, and other outreach and enrollment efforts. Capitation payments and any agency-related outreach support efforts are also included in this category. Capitation payments are compensation fees paid to third party and community-based organizations that assist SoCalGas in enrolling hard-to-reach CARE-eligible customers in the program.

Processing, Certification and Verification: Costs include the CARE Administration Group labor and data entry costs. The function of the CARE group includes: 1) opening and sorting CARE application forms; 2) processing all CARE applications; 3) initiating and responding to customers' inquiries regarding CARE applications/program; 4) tracking CARE enrollment and operating statistics in support of operations,

management, and regulatory reporting; and 5) supporting outreach events to promote the CARE program.

Information Technology (IT)/Programming: Included in this category are IT staff costs to maintain the CARE billing system, CARE documents, CARE database, system reports, data exchange with other utilities, undertaking system enhancements to comply with CPUC mandates, and improving operation efficiency.

Measurement and Evaluation: This category includes costs for CARE participation eligibility updates.

Regulatory Compliance: These costs include labor and non-labor costs for the preparation and filing of various regulatory filings including: program applications, advice letter filings, comments and tariff revisions, preparation of reports and studies; attendance at working group meetings, and public input meetings and other CPUC hearings or meetings.

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

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

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

At year-end 2006 the CARE balancing account was over-collected by \$9.6 million.

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

All rate discounts, service establishment charge discounts, surcharge revenues, amortization and interest are recorded to the CARE balancing account. The administrative costs as described in Section III.B are also recorded to the CARE balancing account.

CARE program costs recorded in the CARE balancing account are not included in base rates but are recovered via the Public Purpose Program (PPP) surcharge.

SoCalGas is required to remit natural gas PPP revenues collected to the State Board of Equalization (BOE) on a quarterly basis in accordance with D.04-08-010. Once SoCalGas remits the funds to the BOE a claim form is submitted to the BOE in order to receive reimbursement of previous funds submitted. Once SoCalGas receives the funds from the BOE they are recorded to the appropriate PPP balancing accounts.

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	\$1.31	\$48.21	2.73%	\$61,987,124	42.86%
Core C & I	\$14.27	\$394.29	3.62%	\$36,126,457	24.98%
Non-Core C & I	\$5,656.95	\$9,134.39	61.93%	\$46,528,379	32.16%

IV. Outreach

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

In an effort to provide exceptional service to our low-income customers, SoCalGas focused on increasing CARE program participation and awareness through the use of mass media, targeted mailing and community outreach events. Special emphasis was placed on communicating the CARE program's new income guidelines that were adopted under the 2005-2006 Winter Initiative, D.05-10-044.

- **Mass Media:** SoCalGas used various forms of mass media including radio, television, print (newspapers and magazines), direct mail, bill inserts, door hangers, bill messages, internet communications and community events to inform customers of both the CARE program

benefits and associated eligibility guidelines. Media messages were communicated in English, Spanish, Chinese (Mandarin) and Vietnamese. Cross promotion with other customer assistance energy programs and events were used whenever possible to increase program awareness and reduce costs.

- **Targeted Mailing:** Building on the success of the 2005 CARE program year, SoCalGas expanded the use of targeted direct mail for program enrollment purposes in 2006 (741,000 pieces). SoCalGas continues to research ways to cost effectively improve their direct mail results, and tested some in-language (Spanish and Asian) communication pieces in 2006. In one direct mail campaign conducted in October, an automated outbound telephone message was sent through a third party vendor informing the direct mail recipient to “check their mailbox” for the SoCalGas CARE letter. Additional emphasis was focused on special-needs customers through the use of outreach materials, where communication was tailored to the recipient either through language, message or both. Continual concentration on high gap (income-eligibility) demographic profiling, coupled with historical trend and correlation analysis enables this methodology to continue to be an effective outreach medium for increasing CARE program enrollment.
- **Grassroots Outreach:** This technique was used by SoCalGas to raise overall public awareness of the CARE program and to identify low-income customers who traditionally have not responded to other traditional forms of program outreach. By leveraging SoCalGas’ relationships with local politicians, CBO and internal Public Affairs, events are held throughout the service territory to both enroll CARE customers and inform a targeted community of the multiple energy-related assistance programs available to them. Print, radio and television media are invited to these outreach events to further expand their effectiveness. Press releases describing the events are also developed and distributed to SoCalGas mass media contacts. In 2006 the CARE program benefited from two Low-Income Energy Efficiency (LIEE) “neighborhood weatherization events” held in the rural cities of Lamont and McFarland, where eligible customers were cross enrolled into both the LIEE and CARE programs when possible.

1. Utility Outreach Activity

Mass Media: In PY2006, SoCalGas consolidated its CARE program’s mass media budget and conducted a one-month long communication

campaign which ran from mid-February to mid-March. This strategy was designed to increase message awareness by leveraging the effect of the heightened bill sensitivity typically experienced by SoCalGas customers at this time of the year due to colder weather. The mass media plan was also timed to coincide with the February system-wide CARE application bill insert that was distributed to all SoCalGas residential customers not enrolled in the CARE program. These mass media activities included:

February – March: SoCalGas conducted radio advertising campaigns targeted to English, Spanish, and Asian speaking customers. The objective of these campaigns was to build overall customer awareness of the CARE program while encouraging eligible customers to enroll. The strategy involved targeting the general audience, income-eligible adult customers (renters & homeowners) and Hispanic customers, ages 18 and above. The geographic targets were cities within the following counties: Los Angeles, Oxnard/Ventura, and Riverside/San Bernardino. The media used for the general audience consisted of four weeks of 10 second metro traffic sponsorships. The media used for the Spanish speaking customers consisted of two weeks of a combination of 60 second and 15 second radio spots. The media used for the Asian customer segment consisted of four weeks of 30 second radio announcements delivered during traffic drive times. To target the African-American customers and seniors, SoCalGas conducted ad placements in community newspapers and magazines and senior publications, since community print reaches the lower income areas, where other media outlets like the internet are less likely subscribed to. Fifteen second television billboards with news announcements were also implemented in the Asian customer segments to send key CARE messages during popular programming.

Customer Contact Personnel:

- *Customer Contact Center:* Customers are informed by the Interactive Voice Response (IVR) system about the CARE program when they call to request new service or payment arrangements. Customers may request a CARE application from a Customer Service Representative (CSR), the IVR or from the company website.
- *Bilingual Employees:* The Customer Contact Center (CCC), CARE administration office and most company business offices are staffed with bilingual (English/Spanish) CSRs. Vietnamese, Korean, Mandarin and Cantonese phone lines are staffed from 8:00 am to 5:00 pm Monday through Friday in the CCC. Additionally, SoCalGas CCCs provide service in 150 languages through a third-party

translation service which is available to customers 24 hours a day, seven days a week.

- *Branch Payment Offices:* Both English/Spanish CARE applications and program information brochures are located in Branch Payment Offices (BPOs). Applications and brochures are provided to customers upon request. English/Spanish CARE posters (complete with program guidelines and helpful information) are on display in each BPO and revised as program information changes.
- *Community/Employee Presentations:* SoCalGas employees inform and update local government officials and interested organizations about SoCalGas' customer assistance programs including the CARE program.
 - In collaboration with Pacific Region Public Affairs, SoCalGas Diversity and Customer Assistance (CA) participated in the American Association of Blacks in Energy - Southern California Chapter 1, District 8 Energy Fair in the city of Los Angeles. In attendance were Councilman Bernard Parks and his staff, representatives from the Los Angeles Department of Water and Power, Southern California Edison (SCE), Metropolitan Water District, and the Los Angeles Police and Fire Departments.
 - Leveraging with its Inland Empire Public Affairs Department, SoCalGas worked with the City of Ontario's CARE program to promote LIEE through a neighborhood event. The event was attended by the Mayor of Ontario, members of the city council and local residents.
 - Inland Empire Public Affairs and CA worked with the City of Monrovia to co-sponsor the City of Monrovia's Street Fair. The purpose of the street fair was to sign up low-income residents for beautification and weatherization projects.
 - SoCalGas worked with Public Affairs to help staff and participate in the MS walks. The walks took place in various cities in SoCalGas' service territory.
- **Bill Insert:** In PY2006, SoCalGas sent out CARE program information in three separate bill inserts. The February and July bill inserts included a self-mailer postage-paid CARE application that qualified customers could complete and mail in to enroll in the CARE

program. The December expansion customer bill insert was an information only piece which directed recipients to contact the SoCalGas CARE department to receive an enrollment application. SoCalGas' CARE bill inserts continued to be an efficient and cost effective means of promoting program participation and awareness in PY2006, as 79,333 applications were received back resulting in 54,612 enrollments. The PY2006 CARE bill insert distributions were as follows:

- February – 3.9 million (system-wide CARE eligible non-enrolled customers)
- July – 3.9 million (system-wide CARE eligible non-enrolled customers with new program income guideline information)
- November – 332 thousand (targeted bill insert sent to all expansion customers in SoCalGas system)

Bill Message: CARE bill messages are printed quarterly in both English and Spanish on customers' bills, and in PY2006 took place in the months of February, May, July and October.

Direct Mail: Direct mail continues to be an effective method for enrolling CARE customers. SoCalGas conducted eight separate targeted direct mail CARE outreach campaigns in 2006, consisting of approximately 741,100 pieces directed at highly eligible customers. Each campaign was designed to target a unique geographic area and/or customer segment. Three major campaigns (200,000 – 250,000 direct mail pieces) were completed in the months of April, September and October. Four smaller campaigns consisting of 2,000 – 5,000 customers were done in the months of August, September October and December and one campaign of 24,100 was launched in July. Targeting criteria for the eight direct mail campaigns consisted of geographic areas (zip codes) demonstrating a statistical profile of high program eligibility and various niche demographic markets further segmented by age, ethnicity, past program participation and recent program attrition.

- Based on customer analysis, SoCalGas was able to identify 198 zip codes which contained a large number of potentially eligible customers who were not participating in the program. Out of the 741,100 applications mailed out by CARE direct mail in PY2006, response

continued to be strong, as 68,797 customers returned applications resulting in 47,092 enrollments. The SoCalGas response rate was 9.3% which far exceeded the industry standard of 2% - 3% for direct mail response.

Direct Mailing to Sub-metered Apartments and Mobile Home Parks:

SoCalGas continued to conduct its annual SB920 target mailing to approximately 1,826 master-meter customers with sub-meters in 2006. There are approximately 144,632 units represented by these customers, and PY2006 sub-metered CARE program participation was 32,927 at year end.

Cross Program Promotion: SoCalGas coordinates the communications for the CARE program as well as its other programs and services in a manner that provides clear, comprehensive and consistent messages to the customers. Communication and outreach opportunities are sought out to cross promote the CARE program with other customer assistance programs and general market (rebate/incentive) programs to maximize customer value and reduce costs. Mass media cross advertising campaigns incorporating both SoCalGas' CARE and LIEE customer assistance programs are conducted annually. The ability to apply for CARE through the LIEE application makes it easier for customers to obtain services and other SoCalGas program information simultaneously.

The following are examples of CARE cross program promotions:

- SoCalGas' LIEE agreement form includes a CARE program signature block allowing applicants to apply for both programs simultaneously if eligible. LIEE outreach workers are instructed to promote the CARE program during their customer consultations. LIEE call center representatives also have the ability to refer customers, who inquire or show interest in the CARE program to designated call center CSRs for information, literature or enrollment. CARE information is included in the LIEE energy education workshop presentations held at various CBOs, and included in the workshop brochures.
- SoCalGas Customer Assistance (CA) brochures contain program information on other programs and services available such as CARE, LIEE, Medical Baseline and the Gas Assistance Fund (GAF).
- CARE program information is discussed and distributed during outreach events involving SoCalGas' Diverse Market Business and Residential Rebate Program departments.

- SoCalGas' GAF customer information is used to cross enroll eligible customers into the CARE program.

Community Events: While participating in community events within the SoCalGas service territory to promote the CARE program, SoCalGas worked with numerous internal and external resources to leverage all aspects of community outreach activities.

In PY2006, SoCalGas participated in 50 events providing one-on-one service to 27,352 customers and conducted 10 presentations at various community locations.

- *Leveraging Resources:* SoCalGas reached 144,987 customers through the distribution of CA brochures and applications. Materials were distributed through the efforts of internal and external contacts (e.g. Public Affairs, Community Relations, Branch Payment Offices, Authorized Payment Locations, Community Organizations, other SoCalGas departments, etc).
- *Multi-Cultural:* In PY2006, SoCalGas continued to promote the CARE program throughout the SoCalGas territory. SoCalGas attended many community events and utilized ethnic media to promote the CARE program. For example, SoCalGas participated in the American Indian Pow Wow, Town Hall Meeting East Los Angeles, Soccer Fest, "Information Is Power" Community Fair, Fiesta Educativa, Feria del Libro, El Concilio Hispanic Citizenship Fair, Korean Homeowners Fair, 2006 Chinese New Year and Lantern Festival, United Negro College Fund, Brotherhood Crusade and the African American Marketplace.
- *Targeted Outreach:* For 2006, SoCalGas focused on attending events such as weatherization events, street fairs, senior events, health fairs and school resource fairs. For example, SoCalGas participated in the Dinuba Neighborhood Event, City of Monrovia Street Fair, Ontario Neighborhood Event, McFarland Neighborhood Event & Educational Assembly, MS Walk (Various communities), Junior Blind Foundation CSI Student Resource Fair, East San Gabriel Valley Special Olympics, Alzheimer Association Health and Ageing Expo, San Fernando Police and Fire Department Disaster Preparedness Expo, Consumer Awareness Safety Forum and many more.

- *Monthly Activity:* SoCalGas' monthly outreach activity is shown on Attachment A "PY2006 SoCalGas CARE Outreach & Leveraging Initiatives," and Attachment B, "PY2006 SoCalGas CARE Media Outreach."

Local Government Community Event: In reaching out to key legislators, political leaders, regulators and CBOs, SoCalGas continues to build and retain relationships. Throughout PY2006, SoCalGas' Public Affairs Regional Managers continued to inform and update local governments about the Utility's customer assistance programs, including the CARE program and worked diligently to promote events in underserved areas. In partnership with Public Affairs, Assemblywoman Nicole Parra was instrumental in helping make SoCalGas' Neighborhood Event in the City of McFarland successful. Over 500 people attended the event including third and fourth graders from Browning Road Elementary School. Further, SoCalGas' Public Affairs, through their extensive network of contacts, helped solicit invitations for SoCalGas to conduct presentations at various community gatherings. These venues allowed SoCalGas to discuss eligibility requirements and service offerings for the customer assistance programs. A focus at each venue was the CARE program and one-on-one enrollment assistance for customers interested in signing up for the CARE program.

In working with SoCalGas Public Affairs, existing alliances were strengthened between SoCalGas and organizations such as: Counties offering 2-1-1 services, the Junior Blind Foundation, the Braille Institute, Community Action Partnership of Orange County, San Bernardino County Transitional Assistance Department, Social Welfare offices and Community Senior Services in various counties and the San Bernardino Department of Aging.

Web and Informational Brochures: In PY2006, SoCalGas continued to promote the use of the Internet and the SoCalGas website to inform customers, key stakeholders, and CBOs/Agencies about available customer assistance programs and services. This was accomplished by including the website address (www.socalgas.com) in all program literature and most mass media communications. Website content is monitored to provide customers with up-to-date information. Program brochures have a special section promoting customer e-mail use for correspondence. CARE website information is available in English, Spanish and Chinese. Over 15,000 CARE applications were downloaded by SoCalGas customers from the CARE website, resulting in approximately 2,639 enrollments. In PY2006, SoCalGas sent out one

electronic newsletter during the winter season to over 500 CBOs and related agencies. This community based e-newsletter promoted the CARE program and contained interesting articles on topics like natural gas price updates, employment opportunities and the LIEE program. In addition to enhancements made to SoCalGas' internal website, customer assistance program and service information was again added to the growing 211 information and referral network. The 211 county-based agencies who were provided with SoCalGas customer assistance and general utility information in PY2006 included San Bernardino, Riverside, Orange, Santa Barbara, and Los Angeles, bringing the total now to six including Los Angeles City 311's program. This 211 / 311 information was made available to SoCalGas customers both on the internet sites of these agencies, as well as by telephonic conversations with their call center operators.

SoCalGas CA brochures and collateral materials are designed to provide customers with quick and easy to understand information on all available customer assistance programs and services. Brochures are available in five languages: English, Spanish, Korean, Chinese and Vietnamese. The brochures are also available in large print and even as a special military edition for our armed services customers. In PY2006, two new customer assistance brochures were developed to further enhance communication about CARE and other related special needs programs: the large font Disability brochure and the Braille brochure. Contact information for most programs included in SoCalGas' collateral materials is provided in both phone number and internet address form. CARE information is also included in the SoCalGas field distributed general information brochure titled the "Home Energy Guide."

2. Third Party Outreach Activity

SoCalGas strives to build and strengthen relationships with external agencies, contractors and governmental entities to promote CARE program awareness and enrollment. This is accomplished through alliances with non-profit and for profit organizations to achieve mutually beneficial objectives which benefit low-income assistance programs like CARE. In addition, SoCalGas selects key agencies within these alliances to conduct strategic outreach and promotional events with which to further increase the customer reach of the CARE program message.

The customer information attained from SoCalGas' LIEE and GAF programs, along with LIHEAP (Low-Income Home Energy Assistance Program) is used for CARE enrollment, recertification, and verification

purposes. SoCalGas, SCE and Pacific Gas & Electric's (PG&E) CARE program information has the capability to be used for auto enrollment purposes in each utility's CARE program, through the inter-utility agreement known as the "data exchange" program. These activities and organizations are described below in more detail.

Community-Based Organizations Association: In PY2006, SoCalGas had 32 CBOs and outreach agencies working under contracts to enroll eligible non-participating customers in the CARE program. These "CARE Capitation Contractors" employ various types of outreach tactics such as door-to-door solicitation, local community event participation, walk-in enrollment and program material distribution to enroll customers. Total gross customer CARE program enrollment from these contractors in PY2006 was 23,847.

Leveraging with Local Govt. Programs: SoCalGas uses the expertise and alliances of its Regional Public Affairs Managers to help promote the CARE program. By working with local, city, county, and federal officials and assistance agencies throughout the service area, these Company spokespeople enable SoCalGas to extend its program message to many hard-to-reach customers. Some of the PY2006 accomplishments are as follows:

- In May of 2006, the SoCalGas Northern Region Public Affairs Department conducted a neighborhood customer assistance event in the City of Dinuba for 250 participants. The event resulted in approximately 25 CARE enrollments and over 80 low-income homes receiving weatherization measures. Several media outlets, including the Fresno Bee, Dinuba Sentinel and Hispanic broadcast media covered the event, which was attended by Tulare County Supervisor Steven Worthley and Dinuba City Manager Ed Todd.
- SoCalGas' Northern Regional Public Affairs Department arranged for Corporate Communications and CA staffs to appear on Adelphia Cable's "Week in Review" to discuss the CARE and LIEE programs, along with energy efficiency. They were followed by State Assembly Member Lloyd Levine, who complimented SoCalGas' efforts in low-income customer assistance and energy efficiency. The program aired throughout California on the California Channel.
- In 2006 South Inland Public Affairs briefed Congressman Baca, Senator Dutton, and Assemblymen Emmerson's staff on the Company's CARE & LIEE customer assistance programs. Both State officials have many constituents that would potentially qualify for

these programs and who contact their offices regularly with questions pertaining to low-income and senior related assistance programs.

- On August 4th, South Inland Public Affairs presented to the Riverside Chamber's Military Affairs Committee (Navy, Air Force Commanders, Public Affairs reps, military retirees, business & community members) the Company's CARE 20% rate discount program. This information was directed towards income qualified military personnel. Public Affairs also announced that SoCalGas would be organizing their own "Team of Volunteers" for the September Military Family Appreciation Day Picnic which last year served over 6,000 uniformed personnel from all branches of the military.
- SoCalGas co-hosted a "District 8 Energy Fair" with Councilman Bernard Parks on June 3rd. Pacific Region Public Affairs both organized and participated in this event, which was the first of its kind. The energy fair was the result of a three way partnership between Los Angeles Councilman Bernard Parks, the American Association of Blacks in Energy and SoCalGas. The fair attracted approximately 325 residents from the local community and provided information on the CARE & LIEE customer assistance programs, energy efficiency programs, earthquake preparedness and employment opportunities.
- On March 11, 2006, Orange Coast Regional Public Affairs presented information at Educator Enrichment Day, providing hundreds of handouts on CARE and customer information to 700 teachers and teachers-in-training for their classrooms. The event, at Cal Poly Pomona, was part of a larger outreach effort to thousands of teachers throughout Southern California.

Leveraging with GAF³: SoCalGas' GAF program provides a one-time bill assistance amount of up to \$100 on a qualified customer's winter natural gas bill. For 2006, this amount was increased to \$150.

The one-time bill payment assistance is available to eligible customers on a first-come, first-served basis. The program typically begins the second week of February and continues through the end of March, or until funds are depleted. However, for PY2005/2006, in anticipation of a cold winter and high gas costs, the program began the first week of November 2005.

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

GAF is a program that, for more than two decades, has helped thousands of Southern Californians, including the elderly, disabled, or newly unemployed who are struggling to pay their gas bills. This program is funded by voluntary contributions from the Utility and its customers. United Way administers the program on behalf of SoCalGas, through its network of more than 100 community based agencies. SoCalGas solicits customer contributions for GAF in October and November, and SoCalGas shareholders match those contributions, generally on a dollar for dollar basis, up to \$250,000. For PY2005/2006, shareholder matching dollars were increased four-to-one up to \$800,000.

Last year, SoCalGas helped over 9,000 customers through a collection of individual contributions and shareholder matching funds, totaling more than \$950,000. Since the GAF program was established in 1982, more than \$10 million has been disbursed to families in need.

Given that eligibility guidelines for GAF are the same as those for the CARE program, customers approved for GAF are not subject to SoCalGas' CARE 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 in the program.

Monthly activity details are shown in Attachment A "PY2006 SoCalGas CARE Outreach & Leveraging Initiatives," and Attachment B, "PY2006 SoCalGas CARE Media Outreach."

LIHEAP: SoCalGas and the California Department of Community Services and Development (DCSD), have a Letter of Agreement that provides for the automatic enrollment of LIHEAP customers into the CARE program. Customer information is provided by LIHEAP administrators to SoCalGas through data exchange technology. A benefit of this process is that SoCalGas customers who receive LIHEAP payments are automatically approved for CARE. In 2006, SoCalGas did not receive any customer information for enrollment into the CARE program.

B. Discuss each of the following:

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

Bill Inserts: SoCalGas sent out approximately 7,845,201 CARE (self-mailer type) bill inserts in PY2006. Customers returned 79,333 of these bill-insert distributed applications, which resulted in 54,931 CARE enrollments. The low-cost, high distribution (all CARE eligible non-enrolled SoCalGas customers) and non-intrusive characteristics of this outreach method continue to make it a successful method of contacting customers. Feedback from recent customer satisfaction results received in PY2006 continues to indicate that the majority of SoCalGas CARE participants prefer to receive information on the CARE program in their gas bill.

Direct Mail: SoCalGas' efforts to target and reach relatively large numbers of highly eligible customers not currently enrolled in the CARE program are accomplished through the direct mailing of CARE applications. These customers have a demographic profile that shows them to live in a high gap (high eligibility & low penetration) area. With a return rate of 9.3% and an enrollment rate of nearly 6.4%, this outreach method continues to be a very effective component of the SoCalGas outreach strategy.

Additionally, SoCalGas has begun tracking both vision and hearing impaired customers with the goal of offering them additional services. Hearing or vision impaired customers that are added to the database are sent additional information on LIHEAP, GAF, Medical Baseline, LIEE, Third Party Notification and Services for Customers with Disabilities. SoCalGas is also using this database to assist in targeted mailings.

General Outreach "Events": The SoCalGas Customer Assistance Strategy and Outreach Department participated in many outreach events during the year in which the CARE program was promoted. In PY2006, the CARE message was communicated at 50 events and 10 presentations, ranging from large scale ethnic celebrations (i.e. Chinese New Year festival) to smaller community based gatherings at schools, churches and civic organizations. Some of these events included the Chinese New Year and Lantern Festival, 3rd Annual Veterans CARE Day, 4th Annual Celebrating Seniors, African American Marketplace, All Peoples Christian Center, Alta Med Senior Center, Alzheimer Association Health and

Ageing Expo, San Fernando Police and Fire Department Disaster Preparedness Expo, Santa and the United Negro College Fund. During these events customers were given brochures in different languages as well as applications for the CARE, LIEE and Medical Baseline programs. SoCalGas representatives were also available to answer any questions customers might have regarding the various programs and services available. As a result of SoCalGas' 2006 outreach efforts, 144,987 applications and customer assistance brochures were distributed resulting in 27,352 customers being reached with CARE program information.

Outreach "CARE Capitation": SoCalGas contracted with 32 local capitation agencies in the PY2006 CARE Capitation Program. These groups successfully reached out to hard-to-reach customers with door-to-door communication, community events and walk-in traffic. Throughout the year, CARE capitation contractors also received timely program and information updates, such as winter initiative messages regarding rising gas prices and collateral materials from SoCalGas that they could pass on to their contacts. In addition to outreach through the capitation agencies, SoCalGas continues to communicate CARE information to its customers through bill inserts and messages, newsletters, community events and IVR messages. Outreach efforts are conducted in English and Spanish. However, depending on the event, media information is available in English, Spanish, Chinese, Vietnamese and Korean.

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

CARE Customer Data Exchange

SoCalGas shares its CARE customer data with SCE and PG&E in the shared service territory. Customers who are enrolled in SCE's or PG&E's CARE program and not in SoCalGas' program are automatically eligible for enrollment in the SoCalGas CARE program. Customers are mailed a letter notifying them of the enrollment and providing them the opportunity to opt-out of the program if they choose.

In PY2006, SoCalGas enrolled 92,355 SCE CARE customers and 4,947 PG&E CARE customers in its CARE program.

Joint-Utility Program Managers Meeting

During PY2006, SoCalGas, SCE, PG&E, and San Diego Gas & Electric (SDG&E) held bi-monthly joint utility meetings to discuss outreach efforts and program issues. Some of the agenda items in the 2006 meetings included the 2005-2006 Winter Initiatives results, the 2007- 2008 CARE Program Application, the Needs Assessments Study and the current status of the saturated CARE population.

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.

SoCalGas' CARE program information is currently present on many different utility programs and brochures, such as the GAF, Medical Baseline Program, LIEE and various energy efficiency programs. SoCalGas' LIEE application includes a signature block for CARE that enables applicants to apply for both programs at the same time. When an LIEE customer signs the CARE portion of the LIEE agreement and meets the income requirement, they are automatically enrolled in the CARE program.

For 2006, SoCalGas continued cross-referencing customers receiving LIEE benefits. Customers who are found in the LIEE system are automatically eligible for the CARE discount. During PY2006, 4,797 LIEE participants were added to the CARE program.

4. Attach a copy of the utility's agreement with DCSD. Describe the process for cross-referral of low-income customers between the utility and DCSD. Describe how the utility's CARE customer discount information is provided to DCSD for inclusion in its federal funds leveraging application.

In May 2000, the DCSD and SoCalGas entered into an agreement. See Letter Agreement, shown as Attachment C. This agreement solidified the coordination of resources and program benefits between DCSD's LIHEAP and SoCalGas' CARE and GAF programs. In June 2000, SoCalGas added the toll-free telephone numbers for LIHEAP (and LIEE) on the CARE applications. At the same time, SoCalGas began providing DCSD's toll free number to customers who call SoCalGas to request information on low-income assistance programs.

Together with Automatic Enrollment, SoCalGas continued to cross-reference information on LIHEAP recipients in PY2006 with its CARE database. This eliminated the mailing of CARE post-enrollment verification (PEV) applications to LIHEAP customers and allowed for automatic PEV approval of their accounts. SoCalGas also cross-referenced customers receiving LIHEAP services, who were not enrolled in the CARE program, and sent those customers a preprinted CARE application with their name, account number, and address. These proactive efforts were made to enroll and maintain CARE participation.

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

There are many reasons why some customers are not currently participating in SoCalGas' CARE program. Some customers have a fear of releasing personal information. Other customers have an unwillingness to accept any subsidy because of pride. Other customers are unaware of the program. And some customers just do not wish to participate in the program because they do not see the discount as a large enough savings.

In PY2006, SoCalGas continued to work to overcome program participation barriers, e.g., by 1) providing CARE collateral information such as applications and general customer assistance program information in five languages, 2) using culturally targeted print, radio and television mass media, 3) creating alliances with CBOs and agencies to increase awareness and participation, 4) using of multi-type overlapping mass media campaigns and 5) participating in grass-root community events. SoCalGas customers could receive CARE applications in their bill, on the internet, from direct mail, referenced in a print advertisement, hand delivered to their house, picked-up at an outreach event, payment office or social agency or mailed to their house upon request. Customers can also use the SoCalGas Telecommunication Device for the Deaf (TDD) and Language Line (150 languages) services to receive information on the CARE program 24 hours a day, 7 days a week.

SoCalGas' eligibility rate transfer program enables previously participating CARE customers to receive the program discounts without re-applying when they move. SoCalGas continues to leverage other customer assistance programs such as LIHEAP, LIEE, GAF, and also SCE's, SDG&E's, and PG&E's CARE participants within the shared service territories, to increase CARE participation through the automatic enrollment process.

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.

SoCalGas' assistance programs, as well as many public assistance programs funded by State and/or Federal governments, have similar maximum income requirements. SoCalGas believes that cross-referencing SoCalGas customers with participants of other low-income programs to identify potential CARE eligible customers is the most effective and efficient method to increase CARE participation. In 2006, SoCalGas automatically qualified all LIEE customers for the CARE program with an option to opt-out of the CARE discount. In 2007, SoCalGas will further improve the process and expand the CARE qualified program to include the GAF program and LIHEAP. All cross-reference and CARE enrollments will be fully automated in 2007.

In addition to the LIHEAP, GAF, and LIEE programs, Medi-Cal, Food Stamps, Temporary Assistance for Need Families, Healthy Family, and WIC have income eligibility guidelines at or below 200% of the Federal Poverty Guideline (FPG) and would be eligible for the CARE program. SoCalGas believes that it would be simpler for a customer to self certify that the customer is enrolled in a public assistance program than for the customer to self certify that the customer meets CARE income requirements. On June 30, 2006, SoCalGas proposed to the Commission that the Commission permit customers who participate in these "other assistance programs" to qualify for the CARE program by indicating so on their application for the CARE discount.

SoCalGas was authorized to enroll customers by phone during the winter period. Between November 1, 2005 and April 30, 2006, CARE program staff contacted customers by telephone to assist them with enrollment in the CARE program. CARE staff successfully enrolled 2,700 customers by phone. During March and April of 2006, SoCalGas used an automated outbound dialing (OBD) system to contact potentially-eligible CARE customers, provide them information about the program, and invite them to enroll in the program by telephone. Using the OBD system, SoCalGas enrolled 4,067 of those customers contacted. Customers enrolled through direct staff contact or through the OBD system had an average probability of CARE eligibility of 90% based on the probability model developed by an independent consultant for SoCalGas' PEV screening. Based on these

results, SoCalGas requested Commission authorization to continue the OBD telephone enrollment for PY2007 and PY2008.

V. Processing CARE Applications

A. Processing Self-Certification and Self-Recertification Applications (Individual and Sub-metered 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, 2006 through December 31, 2006					
CARE Applications Submitted					
	Received	Approved	Denied ¹	Pending/Never Complete ²	Duplicates
Total	34,971	23,847	976	1,243	8,905
Percent	n/a	68.2%	2.8%	3.6%	25.5%

1. Denied includes applications which did not meet the income requirements, applications with invalid account, name, or under ineligible rate schedule.
2. Pending/Never Completed includes the application with missing information or inactive accounts.

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 ¹	Received	Approved ²	Denied	Pending/ Never Complete	Duplicates
Total	9,372,790	489,277	427,034	13,285	48,702	256
Percent	n/a	5.2%	87.3%	2.7%	10.0%	0.1%

1. SoCalGas is not able to provide the actual number of self-certification applications provided because the applications are distributed through a variety of ways. Total self-certification and self-recertification applications provided only included the annual CARE notification to all CARE non-participating customers, direct mailing of CARE applications to the targeted areas and recertification requests from SoCalGas.
2. The total approved applications included the duplicated self-cert applications approved as self-certification applications.
3. Pending/Never completed includes the application with missing information or inactive accounts.

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			
PY2006	Recertification	Post-Enrollment Verification	Total
January	17	53	70
February	8	47	55
March	22	36	58
April	25	26	51
May	36,655	3,731	40,386
June	347	231	578
July	368	145	513
August	7,073	15,234	22,307
September	11,508	3,421	14,929
October	12,981	4,186	17,167
November	9,251	3,823	13,074
December	9,250	3,738	12,988
Total	87,505	34,671	122,176

1. Recertification and PEV applications mailed to customers prior to November 1, 2006 were received in November and December. The number of customers removed from CARE is a result of customers' telephone requests for termination, self-denial on applications, or disqualifying income documents provided.
2. The low recertification and post-enrollment verification numbers for January through April are a result of the suspension of recertification and post-enrollment verification, per D.05-10-044.

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

Annually each June, SoCalGas mails recertification applications directly to all CARE tenants' addresses. Each application is pre-populated with the

name of the facility, the account number, the tenant's name, address and space number; this was designed for ease of recertifying one's eligibility, thereby reducing attrition.

As a courtesy, SoCalGas notifies owners/managers of the recertification period: however owner/manager intervention is not necessary.

The tenant simply provides the number of household occupants, annual income, signature, and date and mails the application back to SoCalGas in the postage paid envelope provided.

Tenants are allowed 120 days to respond to the recertification request. Those who respond and are qualified continue on the CARE program for another year.

At the end of the recertification period, each sub-metered facility is mailed a complete listing of its CARE 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			Pending/ Never Complete¹	Duplicates
		Total	Approved	Denied²		
Total	99,406	62,523	53,622	8,901	25,770	n/a
Percent³	n/a	70.8%	60.7%	10.1%	29.2%	n/a

1. Denied includes the applications that did not meet the program requirements and customers requesting termination.

2. Pending/Never Completed defined as no-response to PEV requests.

3. The percentages were calculated based on the PEV applications processed in 2006.

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 had no contracts with third parties to conduct certification, recertification and/or verification on the Utilities behalf. SoCalGas processed and approved all CARE enrollment, recertification and verification internally. Nonetheless, SoCalGas utilized LIHEAP, LIEE, and GAF participant information to certify, recertify, and verify CARE eligibility and contracted with third-party agencies to provide enrollment service. The contracted agencies were directed to explain the CARE program to their existing customers and help the eligible customers fill out the CARE application form. In return, the agencies were compensated with a capitation fee for each eligible customer enrolled in the CARE program.

Most of our third-party agencies are CBOs. One of the core services of these CBOs is to help their low-income clients obtain all possible public and privately funded assistances programs. SoCalGas believes the CBOs' one-on-one enrollment in the customer's language is important because it helps serve the hard-to-reach and under-served customer segments.

VI. Program Management

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

On October 27, 2005, the CPUC issued D.05-10-044 directing the utilities to implement various initiatives to help mitigate anticipated high natural gas prices during the winter period of November 1, 2005 through April 30, 2006. The CARE income guidelines were changed to include customers

with income between 175% and 200% of FPL. In addition to this change, no customers would be dropped from the program for failing to recertify their income eligibility.

SoCalGas was also authorized to enroll the customers by telephone during the winter period. Between November 1, 2005 and April 30, 2006, CARE program staff contacted customers by telephone to assist them with enrollment in the CARE program. CARE staff successfully enrolled 2,700 customers by phone. SoCalGas also used an automated OBD system to contact potentially-eligible CARE customers, provide them information about the program, and invite them to enroll in the program by telephone during March and April, 2006. Using the OBD system, SoCalGas enrolled 4,067 of those customer contacted.

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			
PY2006	Residential Facilities – Gas	Commercial Facilities – Gas	Total Gas Facilities
January	0	785	785
February	0	786	786
March	0	783	783
April	0	789	789
May	0	797	797
June	0	800	800
July	7	807	814
August	13	836	849
September	13	835	848
October	13	836	849
November	13	837	850
December	13	836	849

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, 2006, there were 18,019 residents in the non-residential CARE Expansion Program facilities. There were 412 primary facilities with 417 associated satellites participating in the CARE Expansion Program at year-end 2006.

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	30.72
Commercial Facilities	235.1

III. Program Costs

A. Administrative Cost

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

Due to the small dollar amount, SoCalGas does not track the CARE Expansion Program's administration cost separately from the regular CARE program. In PY2006, less than 20% of a Full Time Employee's (FTE) time was spent on new applications, annual recertification reviews and responding to customer inquiries. Other costs incurred specifically for the CARE Expansion Program in PY2006 include a bill insert on the non-profit group living facilities, the agricultural housing facilities and a mailing of annual recertification.

B. Discount Information

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

The annual discount received per participating CARE residential facility in 2006 was \$64.59.

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 2006 was \$437.59.

IV. Outreach

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

1. Utility Outreach

SoCalGas continued to utilize bill inserts and brochure distribution as an effective means to communicate CARE program information to CARE expansion customers. In 2006, a brand new CARE bill insert was developed for expansion customers and sent out in November to all non-profit group living facilities, migrant farm worker housing centers and agricultural employee housing facilities in the SoCalGas system. The CCC also provided CARE program information to non-residential group living facilities at the time of service establishment and upon request throughout the year.

2. Third Party Outreach

SoCalGas was unable to conduct any direct outreach activities targeting the CARE expansion program customers in 2006 due to resource limitations.

B. Discuss each of the following:

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

The CCC continues to be the single most effective outreach method for the SoCalGas CARE Expansion Program's non-residential facilities. When customers call in to have their service established, make payment arrangements or request service activation, CSRs are able to present the CARE program to them and explain any questions customers may have.

Social service networks are another valuable communication medium to promote CARE program information to CARE expansion customers. The use of one-on-one or in-person dialogue sessions makes these two outreach methods very effective.

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

There was no CARE facility data sharing in PY2006.

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

The CARE Expansion Program for non-profit group living facilities and qualified agricultural Employee Housing Facilities had historically been served under SoCalGas' Schedule No. GN-10L, Core Commercial and Industrial Service, Income-Qualified. Due to their facility configuration a few similar facilities receive service under Schedule No. GM, Multi-Family Service, which does not provide for the CARE discount. SoCalGas filed an Advice Letter on March 1, 2006 with the Commission to add a new Schedule No. GML, Multi-Family Service, Income Qualified, in order to extend the CARE discount to master-metered customers who operate Non-Profit Group Living Facilities or Agricultural Employee Housing Facilities.

A bill insert on the CARE Expansion Program was mailed to all accounts served under the GM schedule in 2006.

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.

SoCalGas believes the processing of Expanded CARE applications is cost effective. For future recertification, letters mailed to Expanded CARE accounts will include the percentage of annual cost savings for these facilities. SoCalGas believes that by displaying the dollar savings,

facilities will be more prone to readily recertify, eliminating the need for additional follow-up of non-responsive customers.

Regarding new Expanded CARE applications to be implemented in 2007, facilities may submit a properly-completed Semi-Annual Performance Report – U.S. Department of Housing and Urban Development (SAPR-HUD) form which will provide the necessary confirmation that the facility is providing the CARE-eligible services. These services include: Case Management, Crisis Intervention/Support Counseling, Family Support, Health Care/Services, Meals, Mental Health Services, and Substance Abuse. If a facility does not provide SAPR HUD forms but provides an alternative form that clarifies and describes the services provided, it will still be accepted.

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.

SoCalGas did not receive any third-party CARE Expansion program applications in PY2006.

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	828	642	4	13	1
Percent	n/a	77.5%	0.5%	1.6%	0.1%

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.

SoCalGas did not contract with third parties to conduct certification, recertification and/or verification for the expansion program.

VI. Program Management

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

On April 21, 2005, the Commission issued D.05-04-052, which changed the eligibility criteria for non-profit migrant farm worker housing centers. Under the new criteria, these facilities are categorically eligible for the Expanded CARE program.

Non-Profit Group Living Facilities and Qualified Agricultural Employee Housing Facilities have historically been served under SoCalGas' Schedule No. GN-10L, Core Commercial and Industrial Service, Income-Qualified. Concerning similar facilities that were not eligible for the core commercial and industrial service Schedule No. GN-10L due to their facility configuration, SoCalGas has extended the CARE discount to these facilities so that they can receive service and the CARE discount under Schedule No. GM. SoCalGas filed an Advice Letter on March 1, 2006 to seek Commission authorization to add a new Schedule No. GML, Multi-Family Service, Income Qualified, in order to extend the CARE discount to master-metered customers who operate Non-Profit Group Living Facilities or Agricultural Employee Housing Facilities.

During 2006, one migrant farm worker housing center contracted with the Office of Migrant Services served under SoCalGas' GM schedule and was approved for the CARE discounts.

ATTACHMENT A

PY2006 SoCalGas

CARE Outreach & Leveraging Initiatives

Southern California Gas Company
Eighteenth Annual CARE Progress Report
May 1, 2007

CARE Initiative	Summary	Timeline
<u>Winegard Energy</u>	Sent 1600 English/Spanish CARE Applications	December 4, 2006
<u>Energy Conservation Consultants</u>	Sent 2000 English/Spanish CARE Applications	November 21, 2006
<u>ELA Communications Energy ED Program</u>	Sent 400 English/Spanish CARE Applications	October 23, 2006
<u>CUI – Campesinos Unidos, Inc.</u>	Sent 400 English/Spanish CARE Applications	October 17, 2006
<u>HABBM</u>	Sent 1,000 English/Spanish CARE Applications and 5 CARE posters	October 17, 2006
<u>Energy Conservation Consultants</u>	Sent 3000 English/Spanish CARE Applications	October 2, 2006
<u>HABBM</u>	Sent 5 English/Spanish CARE posters	September 18, 2006
<u>HABBM</u>	Sent 500 English/Spanish CARE Applications	August 23, 2006
<u>Winegard Energy</u>	Sent 3600 English/Spanish CARE Applications	August 22, 2006
<u>Energy Conservation Consultants</u>	Sent 3000 English/Spanish CARE Applications	August 21, 2006
<u>Green Light Shipping</u>	Sent 1500 English/Spanish CARE Applications	July 21, 2006
<u>Energy Conservation Consultants</u>	Sent 3600 English/Spanish CARE Applications	July 21, 2006
<u>Community Action Partnership of Orange County</u>	Sent 600 English/Spanish CARE Applications	June 26, 2006
<u>Winegard Energy</u>	Sent 3600 English/Spanish CARE Applications	June 26, 2006
<u>ELA Communications Energy ED Program</u>	Sent 200 English/Spanish CARE Applications	June 26, 2006

Southern California Gas Company
Eighteenth Annual CARE Progress Report
May 1, 2007

CARE Initiative	Summary	Timeline
<u>Pacific Asian Consortium in Employment</u>	Sent 300 English/Spanish, 300 Korean, 300 Chinese, and 100 Vietnamese CARE Applications	June 26, 2006
<u>Proteus, Inc.</u>	Sent 300 English/Spanish CARE Applications	June 26, 2006
<u>Community Pantry of Hemet</u>	Sent 100 English/Spanish CARE Applications	June 26, 2006
<u>Community Action Partnership of San Bernardino</u>	Sent 600 English/Spanish CARE Applications	June 26, 2006
<u>Senior Citizens Emergency Fund I.V., Inc.</u>	Sent 100 English/Spanish CARE Applications	June 26, 2006
<u>HABBM</u>	Sent 600 English/Spanish CARE Applications	June 26, 2006
<u>CHOC</u>	Sent 100 English/Spanish CARE Applications	June 26, 2006
<u>Second Harvest Food Bank of Orange County</u>	Sent 200 English/Spanish CARE Applications	June 26, 2006
<u>Latino Resource Organization</u>	Sent 200 English/Spanish CARE Applications	June 26, 2006
<u>El Concilio del Condado de Ventura</u>	Sent 100 English/Spanish CARE Applications	June 26, 2006
<u>Mexican American Opportunity Foundation</u>	Sent 100 English/Spanish CARE Applications	June 26, 2006
<u>Blessed Sacrament Church</u>	Sent 100 English/Spanish CARE Applications	June 26, 2006
<u>Family Services Assoc. Mead Vly. Community Ctr.</u>	Sent 100 English/Spanish CARE Applications	June 26, 2006
<u>Crest Forest Family and Community Service</u>	Sent 100 English/Spanish CARE Applications	June 26, 2006
<u>CUI – Campesinos Unidos, Inc.</u>	Sent 100 English/Spanish CARE Applications	June 26, 2006

Southern California Gas Company
Eighteenth Annual CARE Progress Report
May 1, 2007

CARE Initiative	Summary	Timeline
<u>CHARO Community Development Corp.</u>	Sent 100 English/Spanish CARE Applications	June 26, 2006
<u>Glendale Youth Alliance</u>	Sent 100 English/Spanish CARE Applications	June 26, 2006
<u>El Provector del Barrio</u>	Sent 100 English/Spanish CARE Applications	June 26, 2006
<u>West Angeles Community Development Corporation</u>	Sent 100 English/Spanish CARE Applications	June 26, 2006
<u>Veterans in Community Service</u>	Sent 300 English/Spanish CARE Applications	June 26, 2006
<u>MEND</u>	Sent 100 English/Spanish CARE Applications	June 26, 2006
<u>Armenian Relief Society</u>	Sent 100 English/Spanish CARE Applications	June 26, 2006
<u>Catholic Charities of LA – Brownson House</u>	Sent 300 English/Spanish CARE Applications	June 26, 2006
<u>OCCC, Inc. (Orange County Community Center)</u>	Sent 100 English/Spanish CARE Applications	June 26, 2006
<u>Catholic Charities – Orange County</u>	Sent 100 English/Spanish CARE Applications	June 26, 2006
<u>Green Light Shipping</u>	Sent 100 English/Spanish CARE Applications	June 26, 2006
<u>Energy Conservation Consultants</u>	Sent 3600 English/Spanish CARE Applications	June 26, 2006
<u>APAC Service Center</u>	Sent 200 English/Spanish, 200 Vietnamese, and 1000 Chinese CARE Applications	June 26, 2006
<u>Visalia Emergency Aid Council</u>	Sent 100 English/Spanish CARE Applications	June 26, 2006
<u>Winegard Energy</u>	Sent 300 English/Spanish CARE Applications	June 16, 2006

Southern California Gas Company
Eighteenth Annual CARE Progress Report
May 1, 2007

CARE Initiative	Summary	Timeline
<u>Energy Conservation Consultants</u>	Sent 300 English/Spanish CARE Applications	June 16, 2006
<u>Veterans in Community Service</u>	Sent 200 English/Spanish CARE Applications	May 19, 2006
<u>Energy Conservation Consultants</u>	Sent 1,400 English/Spanish CARE Applications	May 11, 2006
<u>Catholic Charities of Orange County</u>	Sent 200 English/Spanish CARE Applications and 2 CARE posters	May 10, 2006
<u>HABBM</u>	Sent 500 English/Spanish CARE Applications	May 3, 2006
<u>Winegard Energy</u>	Sent 3,000 English/Spanish CARE Applications	April 28, 2006
<u>APL – Webster Pharmacy</u>	Sent 1,000 English/Spanish CARE Applications	April 14, 2006
<u>HABBM</u>	Sent 500 English/Spanish CARE Applications and 100 English and 100 Spanish Customer Assistance Programs Brochures	April 11, 2006
<u>Catholic Charities of L.A.</u>	Sent 300 English/Spanish CARE Applications	March 22, 2006
<u>Community Action Partnership of Orange County</u>	Sent 100 English/Spanish CARE Applications	March 10, 2006
<u>ELA Communications Energy ED Program</u>	Sent 50 English/Spanish CARE Applications	March 10, 2006
<u>Proteus, Inc.</u>	Sent 100 English/Spanish CARE Applications	March 10, 2006
<u>Community Action Partnership of San Bernardino</u>	Sent 100 English/Spanish CARE Applications	March 10, 2006
<u>Sr. Citizens Emergency Fund I.V., Inc.</u>	Sent 25 English/Spanish CARE Applications	March 10, 2006

Southern California Gas Company
Eighteenth Annual CARE Progress Report
May 1, 2007

CARE Initiative	Summary	Timeline
<u>HABBM</u>	Sent 25 English/Spanish CARE Applications	March 10, 2006
<u>El Concilio del Condado de Ventura</u>	Sent 50 English/Spanish CARE Applications	March 10, 2006
<u>Mexican American Opportunity Foundation</u>	Sent 25 English/Spanish CARE Applications	March 10, 2006
<u>Blessed Sacrament Church</u>	Sent 50 English/Spanish CARE Applications	March 10, 2006
<u>Family Services Assoc. Mead Vly. Community Ctr.</u>	Sent 25 English/Spanish CARE Applications	March 10, 2006
<u>Crest Forest Family and Community Service</u>	Sent 25 English/Spanish CARE Applications	March 10, 2006
<u>CUI – Campesinos Unidos, Inc.</u>	Sent 50 English/Spanish CARE Applications	March 10, 2006
<u>CHARO Community Development Corp.</u>	Sent 25 English/Spanish CARE Applications	March 10, 2006
<u>Glendale Youth Alliance</u>	Sent 25 English/Spanish CARE Applications	March 10, 2006
<u>El Provector del Barrio</u>	Sent 25 English/Spanish CARE Applications	March 10, 2006
<u>West Angeles Community Development Corporation</u>	Sent 100 English/Spanish CARE Applications	March 10, 2006
<u>Veterans in Community Service</u>	Sent 100 English/Spanish CARE Applications	March 10, 2006
<u>Reliable Energy Management Company</u>	Sent 50 English/Spanish CARE Applications	March 10, 2006
<u>MEND</u>	Sent 25 English/Spanish CARE Applications	March 10, 2006
<u>Armenian Relief Society</u>	Sent 25 English/Spanish CARE Applications	March 10, 2006

Southern California Gas Company
Eighteenth Annual CARE Progress Report
May 1, 2007

CARE Initiative	Summary	Timeline
<u>Catholic Charities of LA – Brownson House</u>	Sent 50 English/Spanish CARE Applications	March 10, 2006
<u>OCCC, Inc. (Orange County Community Ctr)</u>	Sent 25 English/Spanish CARE Applications	March 10, 2006
<u>Catholic Charities – Orange County</u>	Sent 25 English/Spanish CARE Applications	March 10, 2006
<u>Green Light Shipping</u>	Sent 50 English/Spanish CARE Applications	March 10, 2006
<u>Visalia Emergency Aid Council</u>	Sent 25 English/Spanish CARE Applications	March 10, 2006
<u>Community Pantry of Hemet</u>	Sent 30 English/Spanish CARE Applications, 30 bag clips, 50 eyeglass cleaners, 45 measuring spoons, 50 emery boards	March 7, 2006
<u>Pacific Asian Consortium in Employment</u>	Sent 200 English/Spanish CARE Applications	March 6, 2006
<u>APAC Service Center</u>	Sent 300 English/Spanish CARE Applications	March 6, 2006
<u>Energy Conservation Consultants</u>	Sent 4,500 English/Spanish CARE Applications	March 6, 2006
<u>Winegard Energy</u>	Sent 4,500 English/Spanish CARE Applications	February 24, 2006
<u>Energy Conservation Consultants</u>	Sent 3,000 English/Spanish CARE Applications	February 3, 2006
<u>CHOC</u>	Sent 200 English/Spanish CARE Applications	January 31, 2006
<u>Energy Conservation Consultants</u>	Sent 1,000 English/Spanish CARE Applications	January 18, 2006
<u>Winegard Energy</u>	Sent 3,000 English/Spanish CARE Applications	January 12, 2006
<u>Second Harvest Food Bank of Orange County</u>	Sent 400 English/Spanish CARE Applications	January 3, 2006

ATTACHMENT B

PY2006 SoCalGas CARE Media Outreach

Southern California Gas Company
Eighteenth Annual CARE Progress Report
May 1, 2007

Media and Outreach	Summary	Timeline
Branch Payment Office	Sent 250 English and 250 Spanish CAP brochures to Van Nuys Branch Office.	12/04/06
Public Affairs	Sent 50 English, 50 Spanish, 50 Vietnamese, 50 Chinese, and 50 Korean CAP brochures to Margaret Pashko, Orange County Public Affairs Manager.	12/06/06
Branch Payment Office	Sent 50 English CAP brochures to Palm Springs Branch Office.	12/13/06
Branch Payment Office	Sent 100 English and 50 Spanish CAP brochures to San Luis Obispo Branch Office.	12/14/06
Branch Payment Office	Sent 200 English CAP brochures to Crenshaw Branch Office.	12/14/06
Branch Payment Office	Sent 300 English and 300 Spanish CAP brochures to San Pedro Branch Office.	12/20/06
Branch Payment Office	Sent 200 English and 200 Spanish CAP brochures to Pomona Branch Office.	12/28/06
Banning Senior Center	Sent 50 English and 25 Spanish CAP brochures, 25 3 rd Party forms, and 50 CARE applications.	12/14/06
City of San Jacinto	Sent 50 English and 25 Spanish CAP brochures, 25 3 rd Party forms, and 50 CARE applications.	12/14/06
City of Beaumont Sr. Center	Sent 50 English and 25 Spanish CAP brochures, 25 3 rd Party forms, and 50 CARE applications.	12/14/06
Community Access Center	Sent 50 English and 25 Spanish CAP brochures, 25 3 rd Party forms, and 50 CARE applications.	12/14/06
Community Pantry	Sent 50 English and 25 Spanish CAP brochures, 25 3 rd Party forms, and 50 CARE applications.	12/14/06

Media and Outreach	Summary	Timeline
Family Service Agency	Sent 50 English and 25 Spanish CAP brochures, 25 3 rd Party forms, and 50 CARE applications.	12/14/06
Mountain View Family Development - Fontana	Sent 50 English and 25 Spanish CAP brochures, 25 3 rd Party forms, and 50 CARE applications.	12/14/06
Salvation Army - Cathedral City	Sent 50 English and 25 Spanish CAP brochures, 25 3 rd Party forms, and 50 CARE applications.	12/14/06
Salvation Army - Hemet	Sent 50 English and 25 Spanish CAP brochures, 25 3 rd Party forms, and 50 CARE applications.	12/14/06
Salvation Army - Yucca Valley	Sent 50 English and 25 Spanish CAP brochures, 25 3 rd Party forms, and 50 CARE applications	12/14/06
Operation Provider - Lake Arrowhead	Sent 50 English and 25 Spanish CAP brochures, 25 Medical Baseline applications, 25 3 rd Party forms, and 50 CARE applications.	12/14/06
Catholic Charities - Moreno Valley	Sent 50 English and 25 Spanish CAP brochures, 25 Medical Baseline applications, 25 3 rd Party forms, and 50 CARE applications.	12/14/06
Catholic Charities - Imperial	Sent 50 English and 25 Spanish CAP brochures, 25 Medical Baseline applications, 25 3 rd Party forms, and 50 CARE applications.	12/14/06
H.E.L.P. Inc. - Banning	Sent 50 English and 25 Spanish CAP brochures, 25 Medical Baseline applications, 25 3 rd Party forms, and 50 CARE applications.	12/14/06
Salvation Army - Corona	Sent 50 English and 25 Spanish CAP brochures, 25 Medical Baseline applications, 25 3 rd Party forms, and 50 CARE applications.	12/14/06

Southern California Gas Company
Eighteenth Annual CARE Progress Report
May 1, 2007

Media and Outreach	Summary	Timeline
Salvation Army - Ridgecrest	Sent 50 English and 25 Spanish CAP brochures, 25 Medical Baseline applications, 25 3 rd Party forms and, 50 CARE applications.	12/14/06
Salvation Army - Redlands	Sent 50 English and 25 Spanish CAP brochures, 25 Medical Baseline applications, 25 3 rd Party forms, and 50 CARE applications.	12/14/06
Lion heart Ministries - Colton	Sent 50 English and 25 Spanish CAP brochures, 25 Medical Baseline applications, 25 3 rd Party forms, and 50 CARE applications.	12/14/06
Casa Blanca Home of Neighborly Svc	Sent 50 English and 25 Spanish CAP brochures, 25 Medical Baseline applications, 25 3 rd Party forms, and 50 CARE applications.	12/14/06
Crest Forest Family Service	Sent 50 English and 25 Spanish CAP brochures, 25 Medical Baseline applications, 25 3 rd Party forms, and 50 CARE applications.	12/14/06
Lutheran Social Services - Van Nuys	Sent 50 English and 25 Spanish CAP brochures, 25 Medical Baseline applications, 25 3 rd Party forms, and 50 CARE applications.	12/14/06
Florence Firestone Center - LA	Sent 50 English and 25 Spanish CAP brochures, 25 Medical Baseline applications, 25 3 rd Party forms, and 50 CARE applications.	12/14/06
St Peter Claver Center – Los Angeles	Sent 50 English and 25 Spanish CAP brochures, 25 Medical Baseline applications, 25 3 rd Party forms, and 50 CARE applications.	12/14/06
Salvation Army - Whittier	Sent 50 English and 25 Spanish CAP brochures, 25 Medical Baseline applications, 25 3 rd Party forms, and 50 CARE applications.	12/14/06

Media and Outreach	Summary	Timeline
Salvation Army - Santa Monica	Sent 50 English and 25 Spanish CAP brochures, 25 Medical Baseline applications, 25 3 rd Party forms, and 50 CARE applications to	12/14/06
Burbank Temporary Aid Center	Sent 50 English and 25 Spanish CAP brochures, 25 Medical Baseline applications, 25 3 rd Party forms, and 50 CARE applications.	12/14/06
Didi Hirsch Center	Sent 50 English and 25 Spanish CAP brochures, 25 Medical Baseline applications, 25 3 rd Party forms, and 50 CARE applications.	12/14/06
Community Services & Employment Training - Visalia	Sent 15 English and 10 Spanish CAP brochures, 25 English and 15 Spanish Medical Baseline applications, 10 English and 10 Spanish Large Print 3 rd Party forms, 25 CARE applications, and 15 Spanish and 15 English Services for Customers with Disabilities brochures.	12/14/06
Kingsburg Comm. Assist. Program	Sent 15 English and 15 Spanish CAP brochures, 10 English Medical Baseline applications, 15 English and 15 Spanish Large Print 3 rd Party forms, 25 CARE applications, and 10 Spanish and 15 English Services for Customers with Disabilities brochures.	12/14/06
Street Light Ministries - Reedley	Sent 20 English CAP brochures, 15 English and 15 Spanish Medical Baseline applications, 15 English Large Print 3 rd Party, 25 CARE applications, and 15 Spanish and 15 English Services for Customers with Disabilities brochures.	12/14/06

Media and Outreach	Summary	Timeline
Catholic Charities - San Fernando	Sent 25 English and 25 Spanish CAP brochures, 25 English and 15 Spanish Medical Baseline applications, 15 English and 15 Spanish Large Print 3 rd Party forms, 25 CARE applications, and 15 Spanish and 15 English Services for Customers with Disabilities brochures.	12/14/06
Catholic Charities - Lennox	Sent 25 English and 25 Spanish CAP brochures, 25 English and 15 Spanish Medical Baseline applications, 15 English and 15 Spanish Large Print 3 rd Party forms, 25 CARE applications, 15 Spanish and 15 English Services for Customers with Disabilities brochures, and 25 LIEE brochures.	12/14/06
Catholic Charities St. Catherine's - LA	Sent 25 English and 25 Spanish CAP brochures, 25 English and 15 Spanish Medical Baseline applications, 15 English and 15 Spanish Large Print 3 rd Party forms, 25 CARE applications, 15 Spanish and 15 English Services for Customers with Disabilities brochures, and 25 LIEE brochures.	12/14/06
Catholic Charities St Mary's - LA	Sent 25 English and 25 Spanish CAP brochures, 25 English and 15 Spanish Medical Baseline applications, 15 English and 15 Spanish Large Print 3 rd Party forms, 25 CARE applications, 15 Spanish and 15 English Services for Customers with Disabilities brochures, and 25 LIEE brochures.	12/14/06

Media and Outreach	Summary	Timeline
Compton Welfare Rights	Sent 25 English and 25 Spanish CAP brochures, 25 English and 15 Spanish Medical Baseline applications, 15 English and 15 Spanish Large Print 3 rd Party forms, 25 CARE applications, 15 Spanish and 15 English Services for Customers with Disabilities brochures, and 25 LIEE brochures to	12/14/06
Centro Maravilla ERDSC - LA	Sent 25 English and 25 Spanish CAP brochures, 25 English and 15 Spanish Medical Baseline applications, 15 English and 15 Spanish Large Print 3 rd Party forms, 25 CARE applications, 15 Spanish and 15 English Services for Customers with Disabilities brochures, and 25 LIEE brochures.	12/14/06
Word of Life Ministries - Palmdale	Sent 25 English and 25 Spanish CAP brochures, 25 English and 15 Spanish Medical Baseline applications, 15 English and 15 Spanish Large Print 3 rd Party forms, 25 CARE applications, 15 Spanish and 15 English Services for Customers with Disabilities brochures, and 25 LIEE brochures.	12/14/06
Chinatown Service Center - LA	Sent 50 English and 50 Chinese CAP brochures, 25 Services for Customers with Disabilities, 50 English and 50 Chinese Medical Baseline applications, 15 English Large Print 3 rd Party forms, 100 CARE applications, and 50 LIEE brochures.	12/14/06

Media and Outreach	Summary	Timeline
LACA Community & Sr. Services - LA	Sent 25 English and 25 Spanish CAP brochures, 25 English and 15 Spanish Medical Baseline applications, 15 English and 15 Spanish Large Print 3 rd Party forms, 25 CARE applications, 15 Spanish and 15 English Services for Customers with Disabilities brochures, and 25 LIEE brochures.	12/14/06
Centro Maravilla Center -LA	Sent 25 English and 25 Spanish CAP brochures, 25 English and 15 Spanish Medical Baseline applications, 15 English and 15 Spanish Large Print 3 rd Party forms, 25 CARE applications, 15 Spanish and 15 English Services for Customers with Disabilities brochures, and 25 LIEE brochures.	12/14/06
Labor Community Services - LA	Sent 25 English and 25 Spanish CAP brochures, 25 English and 15 Spanish Medical Baseline applications, 15 English and 15 Spanish Large Print 3 rd Party forms, 25 CARE applications, 15 Spanish and 15 English Services for Customers with Disabilities brochures, and 25 LIEE brochures.	12/14/06
Armenian Relief Society - Montebello	Sent 50 English CAP brochures, 50 English Medical Baseline applications, 20 English Large Print 3 rd Party forms, 50 CARE applications, 25 English Services for Customers with Disabilities brochures, and 50 LIEE brochures	12/14/06

Media and Outreach	Summary	Timeline
County of LA ISD	Sent 25 English and 25 Spanish CAP brochures, 50 English and 25 Spanish Medical Baseline applications, 50 CARE applications, and 25 LIEE brochures.	12/14/06
Black Chamber of Commerce Moreno Valley	Sent 125 English CAP brochures and 125 LIEE brochures to Linda Wright of the Black Chamber of Commerce Moreno Valley.	12/28/06
Town Hall Meeting, East Los Angeles (Event)	Attended East Los Angeles Town Hall Meeting. The event was hosted by Senator Gloria Romero. 200 + residents and various local and state officials attended the event as well. Distributed 30 CAP brochures, 10 Medical Baseline applications, 10 3 rd Party Forms, and 15 CARE applications at table during event.	12/07/06
Branch Payment Office	Sent 100 English CAP and 100 Spanish CAP brochures to Anaheim Branch Office.	10/04/06
Branch Payment Office	Sent 150 English CAP brochures to Hemet Branch Office.	10/13/06
Public Affairs	Provided Public Affairs Manager Helen Romero Shaw 300 English and 200 Spanish CAP brochures, 300 CARE applications, 400 LIEE brochures, 100 Medical Baseline applications, and 200 pedometers.	10/21/06
Energy Efficiency Programs	Provided Ronnie Paoletto with 300 pedometers to be included in bags for Firefighters Golf Tournament.	10/22/06

Media and Outreach	Summary	Timeline
SoCalGas Field Bases	Sent 87,150 Customer Assistance Leave Behind brochures to various field bases for distribution during service visits	10/23/06
Field Operations	Sent 30 pedometers to Frank L Munoz Field Operations Supervisor II.	10/27/06
Branch Payment Office	Sent 200 Spanish CAP brochures to Riverside Branch Office.	10/31/06
City of Riverside	Sent 300 pen cards to Manny Leon, Assistant to the Mayor of Riverside.	10/30/06
American Association of Retired Persons (AARP) (Event)	Attended AARP event at the Anaheim Convention Center. This event targets seniors from all of California. Elected officials such as Mayor Villaraigosa of Los Angeles also attended the event. Distributed 4600 English CAP brochures, 4600 CARE applications, 4600 LIEE brochures, 2000 Medical Baseline applications, 1000 3 rd Party Notifications forms, 4600 pedometers, 4600 pen cards at booth.	10/26/06 10/27/06 10/28/06
McFarland Neighborhood Event and Educational Assembly (Event)	Worked with Northern Region Public Affairs and Assemblywoman Nicole Parra, to plan and host LIEE Neighborhood Weatherization Event and Educational Assembly, in the City of McFarland. 500 customers including 3rd & 4th grade students from Browning Rd Elementary School attended the event. Distributed 50 English and 250 Spanish CAP brochures, 300 CARE applications, and 300 LIEE brochures at booth during event. In addition, 25 customers were enrolled in CARE and 100 were signed up for the LIEE program.	10/04/06

Media and Outreach	Summary	Timeline
Maternal Outreach Management System (MOMS) (Presentation)	Presented customer assistance information at MOMS event in the city of Santa Ana. Distributed 40 English CAP brochures, 40 LIEE brochures, 40 CARE applications, 40 Medical Baseline applications and 40 pedometers	10/11/06
Information Is Power” Community Fair (Event)	Attended CARECEN’s 8 th Annual “Information Is Power” Community Fair at Lafayette Park in Los Angeles. Distributed 600 Spanish CAP brochures, 600 CARE applications and 600 LIEE brochures at booth during event.	10/14/06
Senior Living Expo (Event)	Attended Senior Living Expo in Arcadia with Public Affairs Manager Helen Romero Shaw. The event was attended by civic leaders and residents. About 250 people attended the event. Distributed 150 English CAP brochures, 100 LIEE brochures, 100 CARE applications, 30 Medical Baseline applications and 30 3 rd Party Reminder forms at table during event.	10/21/06
Branch Payment Office	Sent 100 English and 100 Spanish small CAP brochures to Pomona Branch Office.	09/06/06
Public Affairs	Sent 300 English CAP and 300 Spanish CAP brochures to Mandy Shaw, Public Affairs’ associate.	09/06/06
Public Affairs	Sent 100 English CAP and 50 Spanish CAP brochures, 100 LIEE brochures, 100 CARE applications, and 100 Medical Baseline applications to Public Affairs Manager, Tony Tartaglia.	09/10/06

Media and Outreach	Summary	Timeline
Public Affairs	Sent 100 English CAP and 50 Spanish CAP brochures, 50 Disability brochures, 50 Medical Baseline applications, and 100 CARE applications to Tony Tartaglia Public Affairs Mgr.	09/11/06
Public Affairs	Sent 100 English CAP and 100 Spanish CAP brochures, 100 CARE applications, and 100 pedometers to Roger Zeimer, Public Affairs Manager.	09/12/06
Public Affairs	Public Affairs Manager Sharon O'Rourke picked up 300 English CAP brochures.	09/15/06
Branch Payment Office	Sent 50 English small CAP and 100 Spanish small CAP brochures to Oxnard Branch Office	09/19/06
Energy Programs	Provided 4400 LIEE brochures, 2000 English CAP brochures, and 5000 pedometers to Ronnie Paoletto of Energy Programs for use in future events.	09/19/06
Public Affairs	Sent 1100 English CAP brochures to Public Affairs Manager Sharon O'Rourke.	09/19/06
Branch Officer	Provided 150 pedometers to Stella Pulliam, Authorized Payment Location (APL) Administrator.	09/20/06
Branch Office	Sent 300 English small CAP and 150 Spanish small CAP brochures to Baldwin Hills Branch Office.	09/25/06
Branch Office	Sent 150 English small CAP and 150 Spanish small CAP brochures to Ontario Branch Office.	09/26/06

Media and Outreach	Summary	Timeline
Branch Office	Sent 50 Spanish small CAP brochures to South Gate Branch Office.	09/28/06
Public Affairs	Sent 200 pedometers to Darlene Skinner, Public Affairs Admin.	09/28/06
House of Justice	Sent 100 English CAP and 100 Spanish CAP brochures, 200 LIEE brochures, and 200 CARE applications to Theresa Rodriguez of House of Justice in Los Angeles.	09/20/06
City of Grand Terrace	Sent 100 English CAP and 100 Spanish CAP brochures to Steve Berry, Assistant City Manager, City of Grand Terrace.	09/25/06
EOC San Luis Obispo	Sent 100 CARE applications to Carolyn Jara of the EOC in San Luis Obispo.	09/29/06
Los Angeles County Fair, Senior Expo Days (Event)	Distributed 2600 CARE applications, 2000 English CAP and 600 Spanish CAP brochures, and 2600 LIEE brochures at booth during event.	09/13/06 09/20/06 09/27/06
Route 66 Rendezvous	Attended Route 66 Rendezvous in San Bernardino. Over 500,000 people attended the event over a four-day period. Community leaders and elected officials expressed their appreciation of The Gas Company's presence and participation at the event. 2000 people visited the booth. 10 boxes of magnets, 15 boxes of English CAP brochures, 15 boxes of Spanish CAP brochures, 10 boxes of LIEE brochures, and 5 boxes of CARE applications were provided for distribution at booth.	09/14/06

Media and Outreach	Summary	Timeline
Healthy Living Fair 50+ (Event)	Attended Senior Education Days at the 2 nd Baptist Church of Monrovia. About 100 people attended the event and 50 people visited the SoCalGas booth. Distributed 50 English CAP brochures, 20 Medical Baseline applications, 50 LIEE brochures, and 50 CARE applications at booth.	09/09/06
Housing and Urban Development (Presentation)	Participated in joint SoCalGas Customer Assistance and SCE presentation at HUD offices in Santa Ana. Distributed 50 English CAP brochures, 50 Customers with Disabilities brochures, 50 LIEE brochures, and 50 CARE applications at event.	09/20/06
4th Annual Celebrating Seniors (Event)	Attended 4 th Annual Celebrating Seniors event in the city of San Bernardino. Distributed 2000 CARE applications, 2000 3rd party notification flyers, 2000 English CAP brochures, and 2000 LIEE brochures at event.	09/21/06
Biz Con 2006 (Event)	Attended Biz Con 2006 in the City of Garden Grove. The event participants include small businesses providing services to limited and moderate-income customers. Distributed 100 English CAP brochures at event.	09/27/06
City of Monrovia Street Fair (Neighborhood Event)	Co-sponsored City of Monrovia's street fair. The City plans to host two more of these street fairs to sign up at least 500 low-income residents for beautification projects. SoCalGas will be offering CARE/LIEE services to these customers. Distributed 225 CARE applications, 125 English CAP and 100 Spanish CAP brochures, and 225 LIEE brochures at booth during event.	09/30/06

Media and Outreach	Summary	Timeline
Branch Office	Sent 500 English and 250 Spanish CAP brochures and 500 CARE applications to Stella Pulliam, Authorized Payment Location (APL) Administrator.	08/01/06
Branch Payment Office	Sent 100 Spanish small CAP brochures to San Fernando Branch Office.	08/03/06
Branch Payment Office	Sent 150 English and 100 Spanish small CAP brochures to Santa Maria Branch Office.	08/07/06
Branch Payment Office	Sent 200 English and 200 Spanish small CAP brochures to Watts Branch Office.	08/16/06
Branch Payment Office	Sent 150 English and 100 Spanish small CAP brochures to Dinuba Branch Office.	08/25/06
City of Glendale	Sent 100 English and 100 Spanish CAP brochures, 200 LIEE brochures, 200 Medical Baseline, and 200 CARE applications to Noreen Benjaminsen at the City of Glendale.	08/30/06
Safety Preparedness Event	Sent 400 Safety brochures, 400 English CAP brochures, 400 CARE applications, and 200 Medical Baseline applications to Judy Hines for use at the Safety Preparedness Event in Corona at an over 55 Active Community homeowners association.	08/11/06
Family Service Community Center	Sent 100 English and 50 Spanish CAP brochures to Marion La Montia of the Family Service Community Center in Sun City.	08/25/06

Media and Outreach	Summary	Timeline
Brotherhood Crusade (Event)	Attended Brotherhood Crusade, Mothers In Action event in Los Angeles. Distributed 500 English CAP brochures and 500 CARE applications (50 CARE applications were completed on site) at table during event.	08/26/06
Soccer Fest (Event)	Attended Soccer Fest in Los Angeles at Mac Arthur Park. Approximately 1000 attended the event. Distributed 350 English CAP brochures, 350 CARE applications, and 350 LIEE brochures at booth during event.	08/19/06
African American Marketplace (Event)	Attended African American Marketplace in Los Angeles. 2500 people attended the event, and 350 visited our booth. Distributed 155 CARE applications during a two day period.	08/26/06 08/27/06
Ontario Neighborhood Event	Worked with the City of Ontario CARE program and Public Affairs manager Bob Cruz to promote LIEE program through a neighborhood event. Distributed 50 English and 100 Spanish CAP brochures, 150 CARE applications, and 30 Medical Baseline applications at booth during event. The Mayor of Ontario and members of the city council, along with over 150 residents of the community, attended the event. 26 homes were weatherized, and approximately 70 new leads were obtained by the LIEE contractor. With the help of SoCalGas media representative Peter Hidalgo and the city of Ontario, news channel 7 and Ontario's cable channel covered the event.	08/12/06
3rd Annual Veterans CARE Day (Event)	Attended the 3 rd Annual Veterans CARE day in Azusa, sponsored buy congress person Hilda Solis. 500 people attended the event. Distributed 350 English CAP brochures, 350 CARE applications, 350 LIEE brochures, and 100 Medical Baseline applications at booth during the event.	08/26/06

Southern California Gas Company
Eighteenth Annual CARE Progress Report
May 1, 2007

Media and Outreach	Summary	Timeline
Branch Payment Office	Sent 100 English Small CAP brochures to Banning Branch Office	07/05/06
Public Affairs	Sent 100 English and 100 Spanish CAP brochures, 200 CARE applications, 30 Medical Baseline sheets, 30 3rd Party applications and 50 pens to Lea Petersen, Public Affairs Manager.	07/11/06
Public Affairs	Sent 200 CARE applications and 200 pen cards to Bob Cruz, Public Affairs Manager.	07/11/06
Branch Payment Office	Sent 100 Spanish Small CAP brochures to Santa Ana Branch Office.	07/12/06
Branch Payment Office	Sent 100 English and 100 Spanish Small CAP brochures to Compton Branch Office.	07/13/06
Branch Payment Office	Sent 200 English and 100 Spanish Small CAP brochures to Santa Maria Branch Office	07/20/06
San Bernardino DPSS	Sent 1100 English CAP brochures to Caroline Vielle of DPSS San Bernardino.	07/26/06
Saint Anselm's Cross Cultural Center	Sent 500 Vietnamese, 100 English, 100 Spanish, 100 Korean, and 100 Chinese CAP brochures to Vicki Connelly of Saint Anselm's Cross Cultural Center in Garden Grove. Also included 200 Vietnamese and 100 English/Spanish, Korean, and Chinese CARE applications.	07/27/06

Media and Outreach	Summary	Timeline
Korean Homeowners Fair (Event)	Distributed 100 English and 50 Korean CAP brochures at booth during Korean Homeowners Fair in Los Angeles.	07/15/06
Los Angeles Homeowners Association (Event)	The Gas Company partnered with the League of California Homeowners home show at the L.A. Convention Center in the City of Los Angeles. The event was attended by homeowners, contractors and vendors. 500 English and 15 Spanish CAP brochures and 515 CARE applications were distributed at booth during the event.	7/22/06 7/23/06
American Indian Pow Wow (Event)	The Gas Company participated at the 38th Annual Pow Wow at the Autry National Center - Griffith Park in the City of Los Angeles. The event featured American Indian Culture (art, food, crafts & dances). The event attracted approximately 30,000 people. 570 English CAP brochures and 570 CARE applications were distributed at booth during the 3 day event.	07/28/06 to 07/30/06
Junior Blind Foundation CSI event, Student Resource Fair (Event)	Handed out 50 English CAP brochures, 50 CARE applications, 50 clips, 100 pens, and 50 flashlights at table during the Junior Blind Foundation CSI event, Student Resource fair in Los Angeles.	07/28/06
Fiesta Educativa (Event)	Distributed 50 English and 200 Spanish CAP brochures, 300 chip clips, and 250 CARE applications at booth during Fiesta Educativa Event at USC in Los Angeles.	07/28/06
Branch Payment Office	Sent 100 English Small CAP brochures to San Fernando Branch Office.	06/05/06
Branch Payment Office	Sent 150 English and 75 Spanish Small CAP brochures to San Bernardino Branch Office.	06/07/06

Southern California Gas Company
Eighteenth Annual CARE Progress Report
May 1, 2007

Media and Outreach	Summary	Timeline
Branch Payment Office	Sent 75 English Small CAP brochures to Alhambra Branch Office.	06/08/06
Branch Payment Office	Sent 150 English Small CAP brochures to Bellflower Branch Office.	06/23/06
Branch Payment Office	Sent 50 English Small CAP brochures to Pasadena Branch Office.	06/23/06
Branch Payment Office	Sent 200 English and 200 Spanish Small CAP brochures to Santa Fe Springs Branch Office.	06/26/06
Public Affairs	Sent 1200 CARE applications to Mandy Shaw North Region Public Affairs manager.	06/30/06
ELA Communication Corp.	Sent 500 English and 500 Spanish CAP brochures and 1000 Medical Baseline sheets to be used in workshops by ELA Communication Corporation.	06/16/06
Hermanidad Mexicana	Sent 50 English and 50 Spanish CAP brochures to Public Affairs Manager Andy Carrasco to be used by CBO Hermanidad Mexicana.	06/22/06
Assembly person Lloyd Levine's Office	Sent 50 English and 50 Spanish CAP brochures to Account Executive Rebecca Aleshire to deliver to Kathy Quintero of Assembly Person Lloyd Levin's office.	06/06/06
Feria del Libro (Event)	Worked with Energy Programs to distribute 2100 CARE, 1575 Spanish and 525 English CAPS at Feria del Libro event in downtown Los Angeles.	06/02/06

Media and Outreach	Summary	Timeline
District 8 Energy Fair (Event)	Attended event hosted by The American Association of Blacks In Energy - Southern California Chapter 1, District 8 Energy Fair in the city of Los Angeles. In attendance, Councilman Bernard Parks and his staff, representatives from LADWP, Southern California Edison, Metropolitan Water District, Los Angeles Police and Fire Departments. Distributed at booth 200 English and 100 Spanish CAP brochures and 300 CARE applications.	06/03/06
Low-Income Energy Efficiency Symposium in Los Angeles (Event/Symposium)	Attended Low-Income Energy Efficiency Symposium in Los Angeles. In attendance were representatives from various state and federal government energy agencies as well as municipal and investor owned utilities. Debbie Reed provided introductory remarks during the event and Yolanda Whiting moderated a session. Distributed at event - 130 packages containing 130 English, 130 Spanish, 130 Vietnamese, 130 Korean, and 130 Chinese CAP brochures to agency representatives.	06/08/06
Alta Med Senior Center (Event/Presentation)	Presented Customer Assistance information at Alta Med Senior Center in East Los Angeles. Distributed 30 Spanish CAP brochures and 30 CARE applications.	06/01/06
Junior Blind Foundation (Event/Presentation)	Presented information regarding Customer Assistance programs and distributed 100 English CAP brochures and 100 CARE applications at booth.	06/30/06
Branch Payment Office	Sent 200 English CAP Brochures to Central BPO.	04/06/06

Southern California Gas Company
Eighteenth Annual CARE Progress Report
May 1, 2007

Media and Outreach	Summary	Timeline
Branch Payment Office	Sent 100 English and 100 Spanish CAP Brochures to Lancaster BPO.	04/13/06
South Bay Energy Savings Center	Sent 600 English CAPs to Chauncy Tou, Customer Programs, of South Bay Energy Savings Center, an energy efficiency information house for the South Bay Energy Efficiency Partnership.	04/13/06
Branch Payment Office	Sent 50 English CAP Brochures to Santa Monica BPO.	04/14/06
Safety & Emergency Services	Provided 100 English CAP Brochures to Tawny Moreno for Emergency Services event.	04/17/06
Branch Payment Office	Sent 150 English and 150 Spanish CAP Brochures to Glendale BPO.	04/18/06
Branch Payment Office	Sent 200 English and 200 CAP Brochures to Inglewood BPO.	04/20/06
Branch Payment Office	Sent 100 CAP Brochures to Riverside BPO.	04/28/06
EOC of San Luis Obispo	Sent 100 CARE applications to LIEE contractor Caroline Jara of EOC of San Luis Obispo.	04/07/06
HABBM	Sent 100 English and 100 Spanish CAPs to CARE capitation agency HABBM in Pasadena, Margie Madrigal.	04/11/06

Southern California Gas Company
Eighteenth Annual CARE Progress Report
May 1, 2007

Media and Outreach	Summary	Timeline
EOC of San Luis Obispo	Sent 300 CARE applications to LIEE contractor Caroline Jara of EOC of San Luis Obispo.	04/12/06
El Monte Senior Center	Left 50 English and 100 Spanish CAPs and 100 CARE applications at El Monte Senior Center after event for later distribution.	04/19/06
Congresswoman Hilda Solis	Provided 50 English and 50 Spanish CAP brochures to Congresswoman Solis' staff for later distribution.	04/19/06
El Monte Senior Center (Presentation)	CASO provided information in Spanish to seniors at El Monte Senior Center presentation – Public Affairs Manager Helen Romero Shaw. In attendance US Representative Hilda Solis and Staff.	04/19/06
MS Walk Irvine(Event)	Handed out 100 English CAP brochures and 100 CARE applications at booth in Irvine.	04/07/06
MS Walk Santa Barbara (Event)	Handed out 75 English CAP brochures and 75 CARE applications at booth in Santa Barbara.	04/07/06
MS Walk Los Angeles (Event)	Handed out 200 English and 200 Spanish CAP brochures and 200 CARE applications at booth in Los Angeles.	04/8/06
MS Walk Lancaster (Event)	Handed out 75 English CAP brochures and 75 CARE applications at booth in Lancaster.	04/08/06
MS Walk Redlands (Event)	Handed out 100 English and 50 Spanish CAP brochures and 100 CARE applications at booth in Redlands.	04/08/06

Southern California Gas Company
Eighteenth Annual CARE Progress Report
May 1, 2007

Media and Outreach	Summary	Timeline
Temecula MS Walk (Event)	Handed out 150 English CAPS and 150 CARE applications at booth during event.	04/22/06
L.A. Zoo, Earth Day (Event)	Handed out 500 English CAPS, 500 CARE applications, and 500 Pen/Cards at booth during event.	04/18/06
Alzheimer Association Health and Ageing Expo (Event)	Handed out 300 English CAPS and 1500 CARE applications at booth during event.	04/21/06
San Fernando Police and Fire Department Disaster Preparedness Expo (Event)	Handed out 200 English and 200 Spanish CAP brochures and 400 CARE applications for the Disaster Preparedness Expo - Northern Region Public Affairs Manager Tony Tartaglia (2000 attended).	04/22/06
Ontario Senior Health Expo (Event)	Handed out 500 English and 500 Spanish CAPS, and 1000 CARE applications at booth.	04/29/06
Branch Payment Office	Sent 100 English and 100 Spanish small CAPs to Wilmington BPO.	03/15/06
Branch Payment Office	Sent 100 English and 100 Spanish small CAPs to Glendale BPO.	03/17/06
Public Affairs	Sent 1100 English and 1100 Spanish CAPS to Public Affairs Manager Bob Cruz to be used at events and presentations.	03/21/06
Public Affairs	Sent 100 English and 100 Spanish CAPs and 200 English/Spanish CARE applications to Alma Briseno for the San Fernando Police, Fire & Disaster Council "Disaster Preparedness Expo" - Tony Tartaglia, Public Affairs Manager.	03/22/06

Media and Outreach	Summary	Timeline
Safety and Emergency Services	Provided 200 English CAPs to Tawny Moreno of Emergency Services for event.	03/23/06
Queen Of The Valley Hospital	Provided 50 Spanish CAPs to Promotras, door to door outreach group, at a meeting with Public Affairs Manager Bob Cruz.	03/07/06
CHARO	Provided 6 English and 6 Spanish CAPs, 50 CARE applications, and 50 Medical Baseline Allowance sheets.	03/08/06
City of Ontario Redevelopment Agency	Sent 100 English and 100 Spanish CAPs and 100 CARE applications.	03/13/06
Salvation Army of Santa Monica	Sent 50 English, 50 Spanish, 50 Vietnamese, 50 Chinese, 50, 50 Korean CAPs, 50 Medical Baseline, 100 English/Spanish, 100 English/Korean, 100 English/Vietnamese, and 100 English/Chinese CARE applications	03/15/06
Marine Corp Housing Office 29 Palms	Sent 50 English CAPs.	03/18/06
Navy Housing Office Seal Beach	Sent 50 English CAPs.	03/18/06
Riverside Housing Agency	Provided 50 English and 50 Spanish CAPs to Riverside Housing Agency while attending Cesar Chaves "Fight in the Fields" Memorial Film.	03/22/06
Mexican American Foundation	Provided 50 English and 50 Spanish CAPs to Mexican American Opportunity Foundation while attending United Way Latino Housing Collaboration Meeting.	03/23/06

Southern California Gas Company
Eighteenth Annual CARE Progress Report
May 1, 2007

Media and Outreach	Summary	Timeline
CARE Capitation Agency Meeting	Provided 40 English, 40 Spanish, 40 Korean, 40 Chinese, and 40 Vietnamese CAPs and 40 Agency Frequently asked questions to agency representatives during CARE Capitation Meeting presentation.	03/03/06
James L Brulte Senior Center	Provided 100 English and 100 Spanish CAPs, and 200 CARE applications to Robert Visconti for the James L Brulte Senior Center Health and Safety Fair in Rancho Cucamonga.	03/04/06
El Monte Senior Center	Provided 50 English and 50 Spanish CAPs, and 100 CARE applications to Helen Shaw for presentation at El Monte Senior Center meeting.	03/17/06
All Peoples Christian Center	Provided 25 English and 175 Spanish CAPs, and 200 CARE applications to All Peoples Christian Center Community & Health Resource Book Fair.	3/25/06
Brea Community Center Advisory Council	Provided 37 English CAPs, 37 CARE applications, and 37 Pen Cards to Tina Javid for presentation at Brea Community Center Advisory Council meeting.	03/27/06
Branch Payment Office	Provided 100 English and 100 Spanish CAPs to South Gate BPO.	1/11/06
Public Affairs – Pacific Region	Provided 300 English and 300 Spanish large font brochures, and 1000 pens.	1/13/06
Energy Programs	Delivered 100 CARE applications and 200 English/Spanish customer assistance brochures for use at South Bay City Council of Governments facility in Torrance.	1/23/06

Southern California Gas Company
Eighteenth Annual CARE Progress Report
May 1, 2007

Media and Outreach	Summary	Timeline
Transitional Assistance Department of San Bernardino.	Delivered 1000 English and 1000 Spanish CAP brochures.	1/18/06
Brotherhood Crusade	Public Affairs and CASO met with leaders of the Brotherhood Crusade in S. Central LA to present CA programs and to discuss possible CARE capitation contract. Provided 50 English CAPs and 50 CARE applications.	1/27/06
LA City 3-1-1 Program Managers	CASO met and discussed addition of SoCalGas customer assistance low-income program information onto LA City 3-1-1 website. Sent 200 CARE applications and 100 English and 100 Spanish customer assistance brochures	1/20/06
2006 Chinese New Year and Lantern Festival	Festival was held at Whittier Narrows. 1500 English, 500 Spanish, 500 Chinese CAPs, and 2000 CARE applications were distributed.	1/21-1/22
El Concilio Hispanic Citizenship Fair	Event was held at the office of SoCalGas CARE Capitation contractor El Concilio in Oxnard. Approximately 200 local residents were in attendance. 150 CARE applications and 150 Spanish customer assistance brochures were distributed.	1/21/06

ATTACHMENT C

Letter Agreement CSD Leveraging Report

Southern California Gas Company
Eighteenth Annual CARE Progress Report
May 1, 2007

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' Low-Income Energy Efficiency (LIEE) 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
Eighteenth Annual CARE Progress Report
May 1, 2007

AGREED TO:

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

Donna Jones-Moore
Manager, Mass Markets
Southern California Gas

Dated: _____

Dated: _____

Southern California Gas Company
Eighteenth Annual CARE Progress Report
May 1, 2007

Leveraging Funds
SoCalGas CARE Participation Discounts

Month	Gas Discount	Total Discount	Total Participants
Oct - 2005	\$9,915,709	\$9,915,709	1,086,834
Nov - 2005	\$9,403,507	\$9,403,507	1,117,134
Dec - 2005	\$13,293,115	\$13,293,115	1,149,859
Jan - 2006	\$14,190,076	\$14,190,076	1,173,203
Feb - 2006	\$8,730,237	\$8,730,237	1,194,432
Mar - 2006	\$13,044,945	\$13,044,945	1,225,091
Apr - 2006	\$7,576,876	\$7,576,876	1,247,675
May - 2006	\$7,750,100	\$7,750,100	1,242,489
Jun - 2006	\$5,987,947	\$5,987,947	1,250,808
Jul - 2006	\$5,141,112	\$5,141,112	1,252,721
Aug - 2006	\$5,306,619	\$5,306,619	1,256,068
Sep 2006	\$6,313,358	\$6,313,358	1,256,849
Grand Total	\$106,653,601	\$106,653,601	*

Utility Bill Assistance
SoCalGas Gas Assistance Fund

Month	SoCalGas GAF Payment	Participants
Oct - 2005	\$1,063.31	5
Nov - 2005	\$99,675.92	1,082
Dec - 2005	\$175,180.10	1,828
Jan - 2006	\$138,002.52	1,336
Feb - 2006	\$129,821.95	1,208
Mar - 2006	\$261,440.06	2,344
Apr - 2006	\$140,788.26	1,352
May - 2006	\$4,447.43	49
Jun - 2006	\$2,835.81	17
Jul - 2006	\$258.81	1
Aug - 2006	\$848.18	5
Sep 2006	\$479.34	4
Grand Total	\$954,841.69	9,231