

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

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

And Related Matters.

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

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

**ANNUAL REPORT ACTIVITY OF SOUTHERN CALIFORNIA GAS COMPANY
(U 904 G) ON LOW INCOME ASSISTANCE PROGRAMS FOR 2019**

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This report presents the results and expenditures for Southern California Gas Company's (SoCalGas) California Alternate Rates for Energy (CARE) Program and Energy Savings Assistance (ESA) Program for Program Year (PY) 2019. The purpose of this report is to consolidate activity for the CARE and ESA Programs, and provide the California Public Utilities Commission's (Commission or CPUC) Energy Division (ED) with all the necessary information to analyze SoCalGas' low-income programs.

Respectfully Submitted
on behalf of Southern California Gas Company,

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May 1, 2020



Energy Savings Assistance Program

And

California Alternate Rates for Energy

Program

Annual Report

2019 Results

May 1, 2020

ENERGY SAVINGS ASSISTANCE PROGRAM AND CARE ANNUAL REPORT

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ENERGY SAVINGS ASSISTANCE PROGRAM ANNUAL REPORT

1. ESA PROGRAM EXECUTIVE SUMMARY

This report presents the achievements and expenditures for Southern California Gas Company's (SoCalGas) Energy Savings Assistance (ESA) Program for Program Year (PY) 2019. The ESA Program offers low-income customers weatherization services, energy efficient appliances, and energy education at no cost to qualified natural gas customers within SoCalGas' service territory. The program is designed to help customers save energy, thus reducing their gas bill, while at the same time contributing to their health, comfort, and safety.

In 2018, SoCalGas filed Advice Letter (AL) 5256 (Clear Plan) which established a systematic process to reach out, individually, to every remaining eligible untreated customer by the end of 2020. With less than two years remaining to offer program services to all willing and eligible customers under the 2020 Programmatic Initiative, SoCalGas implemented new program adjustments designed to intensify focus on treating first-time customers. These included adjustments to the overall marketing and outreach approach, adjustments to contractor procedures and incentive structure, and an increase in the capacity of SoCalGas' contractor network.

Efforts to maximize first-time treatments, deliver Simple Measures at the time of enrollment, and complete Clear Plan Lists, (which provide leads directing contractors to potential first-time customers) contributed to increasing the number of first-time treatments to 65,157 in 2019 from 40,998 in 2018. This 37% increase accounts for

24,159 more first-time treatments compared to the previous year. Retreated or “go backs” decreased from 58,459 in 2018 to 56,880 in 2019. In total, 122,037 units were treated under the ESA Program in 2019 which was an increase from 99,457 total treatments in 2018, and the highest number of homes treated since 2011. Furthermore, the percentage of first-time treatments (to total treatments) rose to 53% in 2019 from 41% in 2018. These improvements were driven by specific programmatic adjustments undertaken by SoCalGas, summarized below and described in further detail in this report. In 2019, program enhancements were also made to ensure unwilling customer encounters are documented when they occur, to improve the accuracy of tracking unwilling customers; this improved tracking underscored the fact that the pool of willing first-time treatment homes continues to become more scarce as the ESA Program approaches the final year to achieve its 2020 program goal.

In 2019, SoCalGas continued to implement initiatives directed in Decision (D.) 16-11-022, D.17-12-009 and the dispositions from SoCalGas ALs.¹ These included:

- Simple Measures were added to contractor outreach procedures to allow faucet aerators, low-flow showerheads, and thermostatic shower valves to be installed at the time of enrollment by all contractors who perform both Enrollment & Assessment (E&A) and Weatherization services.
- Clear Plan Lists were continually distributed to contractors which provide eligible first-time treated customers lists to the SoCalGas contractor network in order to assist in the prioritization of obtaining first-time treatments.
- The Enrollment Measures without Property Owner Authorization (POA) procedure was implemented in 2019. This alleviated the requirement for POA when installing all Simple Measures, water heater pipe insulation, and water

¹Advice letter 5256 approved May 18, 2018, Advice Letter 5311 approved July 18, Advice Letter 5325 approved December 19, 2018

heater blankets.

- Owner Certified – Deed Restricted enrollments allowed the Multifamily POA & Affidavit to be used to “self-certify” customers without the need for income verification.
- Participation in the Multifamily Working Group (MFWG) and implementation of Multifamily Common Area Measure (MF CAM) projects including the completion of the Angeles Plaza and Mountainside Hot Water Boiler Replacement Pilot Projects in Los Angeles and Rancho Cucamonga respectively.
- Continued installation of High Efficiency (HE) Forced Air Unit (FAU) furnace measure treatments leveraging the Replacement on Burnout procedure.
- Following statewide Request for Proposals (RFP) held in 2017, continued to award contracts for Toilet Tank Efficiency Kit to be provided, along with other give-away collateral, to income-qualified households as part of the In-Home Energy Education program component provided at the time of enrollment.
- Continued to utilize the joint Investor Owned Utility (IOU) Multifamily POA and Affidavit which enabled contractors to obtain owner authorization for in-unit measures, common area measures, owner certification of tenant eligibility, type of deed restricted building eligibility and the other types of energy efficiency programs the property may qualify for participation.
- On April 2, 2019, SoCalGas and CSD executed a Low Income Weatherization Program (LIWP) cost reimbursement agreement for installation of qualifying ESA measures to eligible customers.
- On November 4, 2019, SoCalGas filed its Low Income Application for the 2021 – 2026 Program Cycle.

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

In D.07-12-051, the California Public Utilities Commission (CPUC or Commission)

updated its policy objectives for the ESA Program stating:

“[T]he key policy objective for the LIEE Programs, like that of our non-LIEE Energy Efficiency Programs, is to provide cost-effective energy savings that serve as an energy resource and to promote environmental benefits. Concurrently we retain our commitment to ensuring the LIEE Programs add to the

participant's quality of life, which implicates, equity, energy affordability, bill savings and safety and comfort for those customers who participate in LIEE Programs.”²

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

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

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

| Implementation Plan and Timeline | | |
|---|--|--|
| Strategies | Long Term 2017 - 2020 ⁴ | IOU strategy employed this program year |
| 1.1: Strengthen program outreach using segmentation analysis and social marketing tools. | Continue to access and evaluate customer-behavior and energy savings; improve upon outreach to eligible communities. | In PY2019, SoCalGas: <ul style="list-style-type: none"> • Conducted focus groups • Supported the AL 5256 (Clear Plan) segmentation strategy Details of these efforts are described in section 1.3.2. |
| 1.2: Develop a recognizable and trustworthy | <ul style="list-style-type: none"> • Evaluate progress/refine strategy | During PY2019, the following strategies have resulted in successful progress in developing and perpetuating a recognizable and |

² D.07-12-051 at p. 25.

³ *ibid.*

⁴ California Energy Efficiency Strategic Plan, January 2011 Update. Section 2 – Page 25 and Section 2 – Page 27.

| Implementation Plan and Timeline | | |
|---------------------------------------|--|--|
| Strategies | Long Term 2017 - 2020 ⁴ | IOU strategy employed this program year |
| Brand/Tagline for the programs. | | <p>trustworthy brand for Customer Assistance Programs (CAP):</p> <ul style="list-style-type: none"> • SoCalGas launched an ESA Program advertising campaign to increase program awareness and improve customer trust. • All ESA Program marketing and outreach materials (e.g., collateral, giveaways, direct mail, email, and social media) continue to display the ESA Program logo. SoCalGas continued to make polo shirts, t-shirts, and vehicle magnets with the ESA Program brand insignia available to the ESA Program contractors for use in their outreach efforts. <p>Details of these efforts are described in section 1.3.1.</p> |
| 1.3: Improve program delivery. | <ul style="list-style-type: none"> • Ongoing: Use information from segmentation analysis to achieve efficiencies in program delivery. • Ongoing: Leverage with local, state, and federal agencies as well as other organizations to increase seamless coordination, efficiency and enrollment. | <ul style="list-style-type: none"> • In support of the Clear Plan, SoCalGas targeted customers by ZIP code that have not previously participated in the ESA Program and have been identified as potentially eligible. Details of this segmentation strategy are discussed in Section 1.3.2. • SoCalGas continued to work with its External Affairs department to secure and/or update information on city and county websites and to display materials in local government offices to promote the ESA Program. Additionally, SoCalGas' External Affairs department proactively provides marketing messaging to its |

| Implementation Plan and Timeline | | |
|----------------------------------|---------------------------------------|--|
| Strategies | Long Term 2017 - 2020 ⁴ | IOU strategy employed this program year |
| | | <p>regional areas in local broadcasts and through the use of social media (Twitter/Facebook/Instagram) to promote SoCalGas' CAP materials to their local government contacts.</p> <p>SoCalGas has continued to work with Local Government Partnerships, including Council of Governments to disseminate information to its membership base and to present SoCalGas' CAP information at their meetings. In 2019, a pilot program with Local Government Partnerships in the San Gabriel Valley provided 28 cities with information kiosk displays to be placed in key high traffic city areas including Senior and Community Centers. Cities that received information kiosk displays include: Alhambra, Arcadia, Baldwin Park, Bradbury, Chino, City of Industry, Claremont, Covina, Diamond Bar, Duarte, El Monte, Irwindale, La Canada, La Crescenta, La Habra, Monrovia, Montebello, Monterey Park, Pomona, Rosemead, San Dimas, San Gabriel, San Marino, South El Monte, South Pasadena, Temple City, Upland, and West Covina. Details are presented in Section 1.7.3.</p> <ul style="list-style-type: none"> Community Based Organizations (CBOs) working with SoCalGas continued to utilize their intake |

| Implementation Plan and Timeline | | |
|----------------------------------|---------------------------------------|---|
| Strategies | Long Term 2017 - 2020 ⁴ | IOU strategy employed this program year |
| | | <p>processes to promote the ESA Program and CARE along with the other community services they provide. In PY2019, SoCalGas continued working with Mixteco Indigena Community Organizing Project (MICOP). This CBO serves Ventura County which has approximately 20,000 indigenous speakers (residents who speak neither English nor Spanish, but who speak various indigenous languages, such as Zapoteco or Mixteco). In order to provide outreach to these residents and customers - primarily farmworkers and persons with limited English proficiency (LEP) - SoCalGas has collaborated with MICOP to extend awareness of the CARE Program through each intake and event to highlight SoCalGas' CAP materials. In PY2019, SoCalGas continued building on relationships in the tribal community that were developed in PY2018 and because of that growing relationship, SoCalGas had a presence at 19 tribal events throughout the service territory including attending the American Indian Chamber Expo, and became an active member of the Inter-Tribal Educational Collaborative (ITEC) by attending monthly meetings and the 5th Annual College Exploration Day that took place in February 2019 at UC Irvine. This one day gathering brings</p> |

| Implementation Plan and Timeline | | |
|--|--|---|
| Strategies | Long Term 2017 - 2020 ⁴ | IOU strategy employed this program year |
| | | together Native American elementary, middle, high school, transfer and returning adult students and families to increase awareness of opportunities available through higher education. |
| 1.4: Promote the growth of a trained Energy Savings Assistance Program workforce. | <ul style="list-style-type: none"> • Implement ESA Program workforce education and training • Coordinate ESA Program workforce and service providers with broader market | SoCalGas continued to implement education and training for ESA Program contractor personnel in all areas related to the delivery of Program services. These areas include enrollment and assessment for Program Representatives, as well as office personnel, weatherization installation and Heating, Ventilation, Air Conditioning (HVAC) installation. In total SoCalGas staff trained over 1,400 contractor staff in PY2019. These and other training efforts are discussed in Section 1.8. |

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

| Implementation Plan and Timeline | | |
|--|--|--|
| Strategies | Long Term 2017 - 2020 | IOU strategy employed this program year |
| 2.1: Increase collaboration and leveraging of other low-income programs and services. | <ul style="list-style-type: none"> • Continue to expand partnerships with stakeholders and seek new opportunities for data sharing. | <ul style="list-style-type: none"> • In PY2019, SoCalGas has continued to employ a reciprocal promotional methodology between the ESA Program and CARE. Data is shared across programs to identify opportunities for enrollments (i.e., CARE participants not participating in the ESA Program and ESA Program participants |

| Implementation Plan and Timeline | | |
|----------------------------------|--------------------------|--|
| Strategies | Long Term 2017 - 2020 | IOU strategy employed this program year |
| | | <p>not participating in the CARE Program). This successful approach is anticipated to continue to be used in the future for SoCalGas and described in section 1.7.1</p> <ul style="list-style-type: none"> • In PY2019, SoCalGas continued their working relationship with the Catholic Charities of Orange County (CCOC) that helps eligible clients apply for CalFresh/Food Stamp benefits through application assistance workshops offered monthly in Santa Ana, Orange, and San Juan Capistrano. The workshops educate attendees on the CalFresh application process as well as the ESA Program and CARE. Both the ESA Program brochures and CARE applications are distributed regularly. • SoCalGas also continued its relationship with Los Angeles County Department of Public Social Services (DPSS) CalFresh Team. A training was hosted at SoCalGas' Energy Resource Center (ERC) in Downey for CalFresh eligibility case workers to kick off CalFresh month and to provide information on SoCalGas' CAP materials. This partnership has led to a relationship with the County, with the outreach team manager included as an active member of |

| Implementation Plan and Timeline | | |
|---|--|--|
| Strategies | Long Term 2017 - 2020 | IOU strategy employed this program year |
| | | the partner team for CalFresh events. |
| 2.2: Coordinate and communicate between Energy Savings Assistance Program, energy efficiency and DSM programs to achieve service offerings that are seamless for the customer. | <ul style="list-style-type: none"> Continually reevaluate and update programs to take advantage of new technologies. | <ul style="list-style-type: none"> SoCalGas continued to seek opportunities to effectively coordinate the ESA Program with other programs. Sections 1.7.2 through 1.7.6 provide details of these efforts. |
| 2.3: Provide low-income customers with measures that result in the most savings in the Energy Savings Assistance Program. | <ul style="list-style-type: none"> Continue to evaluate opportunities to incorporate new energy efficiency measures into the ESA Program, e.g., plug-load reduction, new Heating, Ventilation and Air Conditioning (HVAC) technology. | <ul style="list-style-type: none"> SoCalGas continued to explore measures that offer new and increased opportunities to save energy. In 2019, SoCalGas implemented a pilot to evaluate the contribution of smart thermostats to SoCalGas' measure mix; these efforts are discussed in further detail in section 1.3.4. |
| 2.4: Increase delivery of efficiency programs by identifying segmented concentrations of customers. | <ul style="list-style-type: none"> Continue to evaluate approach to determine whether additional segments are needed. | <ul style="list-style-type: none"> As part of the Clear Plan, SoCalGas' marketing tactics targeted customers likely to be eligible for the ESA Program by ZIP code and contractor assignments. Details of the customer targeting strategy is discussed in Section 1.3.1. SoCalGas' outreach tactics focused on reaching underserved segments which include, but not limited to rural, hard-to-reach and Tribal communities. Details of this approach are discussed in section 1.3. |

1.2 Energy Savings Assistance Program Overview

SoCalGas' ESA Program serves all eligible low-income customers willing to participate in the program by providing all feasible ESA Program measures⁵ as determined through the outreach and assessment and installation processes. In PY2019, the ESA Program treated a total of 122,037 homes,⁶ including 65,157 served for the first time since 2002 as SoCalGas continued to make progress toward achieving the goal of providing services to every willing and eligible customer by 2020. In PY2019, the treated total was 67% of the annual homes treated goal of 182,265 as adopted in the disposition letter approving AL 5325, issued on December 19, 2018. Also, in PY2019, a total of 122,037 homes were weatherized.⁷

As part of its comprehensive services to eligible ESA Program participants, SoCalGas provided In-Home Energy Education to 87,150 customers; envelope and air sealing measure to 70,494 homes; attic insulation improvements to 5,999 homes; low-flow showerheads or faucet aerators to 116,534 homes; 30,484 furnace clean and tune measures; and duct sealing weatherization measures to

⁵ See D.08-11-031, at Ordering Paragraph (OP) 15.

⁶ Per D.16-11-022, the CPUC defines a "treated" home as an income-qualified home that has received all the required measures or services available from all utilities under the ESA Program as determined by the needs assessment or audit at the household. Under the ESA Program, a treated home must receive all feasible measures for which it qualifies.

⁷ Per D.02-12-019, the CPUC defines a "weatherized" home as a subset of treated homes, and are defined as income-qualified homes that have received any weatherized measures (e.g., weather-stripping and caulking) under the ESA Program.

Footnote continued on next page

15,199 homes. In addition, SoCalGas provided and/or serviced 27,548 appliances including 15,487 water heaters, 8,100 furnaces and 3,961 HE clothes washers. A total of 79,786 customers were classified as “ineligible” or “unwilling”⁸ to participate in PY2019 which represents approximately 65% of the number of homes treated in PY2019. The average per home lifecycle bill savings for the PY2019 ESA Program was \$43.18.

ESA Program expenditures and therm savings for PY2019 are reflected in the following summary table.

1.2.1 Provide a summary of the Energy Savings Assistance Program elements as approved in D.14-08-030, D.16-11-022 and D.17-12-009:

| 2019 Program Summary | | | |
|-----------------------------|---|---------------|----------|
| | Authorized Budget/ Planning Assumptions* | Actual | % |
| Budget** | \$223,151,718 | \$111,539,060 | 50% |
| Homes Treated | 182,265 | 122,037 | 67% |
| Therms Saved | 6,530,000 | 905,558 | 14% |

* Annual budget, homes treated goals and therms saved targets approved in Disposition of Advice Letter 5325.

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

SoCalGas continued to prioritize providing a positive customer experience as a core objective for the ESA Program in PY2019. To help evaluate and manage customer satisfaction and program delivery, SoCalGas surveys customers quarterly so as to understand customer satisfaction with the ESA Program as a

⁸ Ineligible & Unwilling is defined as leads that do not result in a customer enrollment based on one of the following reasons: customer refused; home does not meet minimum measure requirement; customer is moving; over income; owner refused for renter occupied single family; unable to provide homeownership documentation; or home weatherized under another program.

whole as well as to specific programs including enrollment, installation, and inspection visits. Customized evaluations are used to help ESA Program contractors understand customer viewpoints and to develop insight on ways to enhance and improve service delivery.

In PY2019, 46% of customers rated their overall quality of service as “excellent.” In addition, 59% rated their sign-up experience as “excellent,” 55% rated their quality of installation experience as “excellent,” and 66% rated their quality of inspection as “excellent.” SoCalGas maintains its commitment to working closely with its contractor network to drive program improvement and to pursue improvements to these customer service results.

1.3 Marketing, Education and Outreach

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

SoCalGas implemented the Clear Plan and launched a targeted multi-channel advertising campaign as part of its geographic segmentation strategy. The Clear Plan targeted customers that have not previously participated in the ESA Program and that have been identified as potentially eligible using three factors: PRIZM code, enrollment in the CARE Program and Claritas data, which is a leading consumer data company. Customers are targeted by ZIP code to align with contractor assignments. Prior to a contractor contacting customers, SoCalGas sends

customers an email, direct mail and text message with their assigned contractor's contact information encouraging them to call to set up an appointment. Sending a comprehensive mix of communication materials prior to the initial contact by the contractor provides context and builds trust for the customer, thus increasing the chances of enrollment. In 2019, SoCalGas began personalizing the ESA Program emails adding the customer's name and assigned contractor information. As a result, there was an increase in open rate, click-through-rate (CTR) and click-through open rate compared to 2018. CTR had the highest jump at 5.5%, an increase of 20% from the prior year. SoCalGas also started sending text messages in December to potentially eligible customers asking them to respond with a keyword if they were interested in the ESA Program. Text messages resulted in 572 replies and an average 4.7% response rate which is comparable to the email CTR of 5.5%. Once customers are sent all three communications pieces, SoCalGas sends the list of eligible customers, per ZIP code, to the assigned contractor. The assigned contractor then either calls the customer or visits the customer at their home to determine interest.

The targeted multi-channel advertising campaign launched in October and ran until December 2019. The campaign objective was to increase program awareness among eligible customers and reduce barriers to participation. The message emphasized the upgrades available through the

program and featured the headline “Your Home Deserves Upgrades. You Deserve Savings”. The media approach incorporated a mix of broad channels (TV and radio) and targeted strategies (digital) and reached eligible customers in ZIP codes that were underpenetrated by the program. The campaign generated 41.7 million impressions, 1.5 million video completes and 226,516 site pageviews. The campaign performed well with 0.77% CTR, 62% video completion rate (VCR), \$0.90 cost per click (CPC) and \$1.27 cost per landing page arrival (CPLPA).

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

SoCalGas conducted focus groups and continued to outreach to underserved customer segments as part of its customer segmentation strategy. The objectives of the focus groups were to better understand program barriers, identify and evaluate points of customer confusion and find opportunities to improve messaging to customers. Key findings revealed using simpler language to explain the program, tailoring the message to different customer segments and building program credibility to address trust issues would improve program awareness and drive enrollment. Based on these findings SoCalGas started personalizing its communications pieces with customer name, ZIP code, city and assigned contractor info. In PY2019, SoCalGas focused on the Clear Plan approach instead of the Whole Neighborhood Approach (WNA) as part of its efforts

to prioritize first time treatments. SoCalGas also continued its targeted outreach tactics to reach underserved customer segments in its service territory.

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

In 2019, SoCalGas put in place several initiatives that differed from previous years program delivery strategies aimed at growing treatments of eligible customers for its ESA Program with an emphasis on reaching households who had never participated in the program (first-time treatment customers). These initiatives included new and improved techniques and programmatic adjustments in the following areas: Contractor Network, Clear Plan, Marketing and Outreach (M&O), E&A, and Operations.

Contractor Network:

To promote new procedures and reemphasize objectives to meet the first-time treatment goal by the end of 2020, additional ESA Program providers who are currently working with other IOU's whose service territories overlap that of SoCalGas were engaged, bringing on additional or incremental contractors and implementing internal procedures designed to highlight program awareness and outreach.

- SoCalGas offered sole-source contracts to current ESA Program providers of other IOU's whose territories overlapped that of

SoCalGas such as Pacific Gas & Electric (PG&E) and Southern California Edison (SCE). Proposed contract terms targeted for first-time treated customers in support of the 2020 goal were initially provided to a total of four contractors who were currently serving the PG&E and SCE ESA Program to provide services in not only the overlapping service territories, but also the non-overlapping service territories to increase reach and capacity. Ultimately, three contractors (two with PG&E contracts and one with SCE contract) signed on with SoCalGas to provide service and support for its ESA Program. The three contractors were successfully onboarded and were in position to begin enrolling customers during the fourth quarter of 2019.

In an effort to further add capacity and growth to first-time treated customers within the SoCalGas service territory, in September of 2019, SoCalGas introduced and implemented a Request for Qualification and Quote (RFQQ) to add incremental support to its existing contractor network. Through various services including Proposal Evaluation & Proposal Management Application (PEPMA) a California statewide IOU and Energy Efficiency Solicitation website, SoCalGas reached out to an email list of over 2,000 potential contractors for this effort. 14 qualified suppliers were selected to complete in-person interviews to discuss capabilities, capacity and confirmation of necessary certifications. Three contractors were ultimately offered SoCalGas contracts to assist in meeting 2020 objectives.

Clear Plan:

In 2019, SoCalGas continued implementation of its Clear Plan initiative as described in AL 5256, which established a systematic process to reach out,

individually, to every remaining eligible untreated customer by the end of 2020. In doing so, SoCalGas contacted customers through multiple channels (printed materials, email, phone calls, text, door hangers and in-person visits) until an enrollment or refusal was recorded. If a customer was deemed unresponsive after multiple attempts, SoCalGas classified that customer as unwilling to participate in the program.

As part of its practice to identify which customers best to target, SoCalGas used multiple sources of demographic data to aid in determining potential eligibility for the ESA Program. As the number of sources that indicate eligibility increase, confidence also increases, but the total number of customers identified decreases. SoCalGas adjusted the number and selection of indicators to best fit the needs of its outreach efforts. Using this process, SoCalGas developed Clear Plan Lists, lists of customers likely eligible yet not treated by the ESA Program in geographically continuous areas (typically entire ZIP codes). After being identified, SoCalGas targeted direct mail letters, emails and eventually text messaging campaigns to every customer on the list so as to increase program recognition prior to contractors placing phone calls and/or canvassing these same customers with the end goal of enrolling customers, recording a program refusal or deeming non-responsive customers as unwilling. Throughout 2019, SoCalGas generated nearly 60 of these Clear Plan Lists, totaling nearly 110,000 potential first-time customers, using

this coordinated marketing and in-person approach to identify as many willing customers as possible.

Marketing and Outreach:

- **Local Government Partnerships (LGP) Quarterly Newsletter to Stakeholders**
 - SoCalGas began leveraging the Local Government Partnerships group to communicate ESA Program information to its community leaders and stakeholders, so they may provide the information to their community members. ESA Program information along with a web link was provided in each of the newsletter write-ups provided. SoCalGas provided a total of two newsletter blurbs in PY2019 and will continue in PY2020.
- **Leveraging with the Customer Service Field (CSF)**
 - SoCalGas coordinated and planned with the Customer Service Field bases to conduct training presentations in PY2019. At each CSF visit, a presentation was given with details of the ESA Program such as benefits, qualification requirements and how to sign up. Talking points and tips on how to identify potential customers while the CSF is in customers' homes was provided. The CSF bases selected were based on geographic areas underpenetrated by the ESA Program. SoCalGas also developed ESA Program posters that were displayed at the bases. The posters show quick helpful program information and resources, such as website and phone number, to keep the program top-of-mind for the CSFs when they speak with customers. To better identify potential customers while in the field, SoCalGas developed "ESA Willing" and "Non-willing" codes that the CSFs use to note after a service appointment.
- **Engaging the Customer Contact Center Representatives**
 - SoCalGas conducted "Lunch & Learns" at Redlands and San Dimas call center locations to provide updated ESA Program information and talking points to the Call Center Customer Service Representatives (CSR). A list of commonly asked questions was provided to CSRs to reference should a customer ask. More than 60 CSRs

attended the “Lunch & Learn” sessions. SoCalGas also began developing bulletin posts to keep the ESA Program information top of mind. The bulletin posts were seen by CSRs daily at the beginning of their shift. By providing in-depth program information and keeping the talking points top-of-mind, CSRs can better identify potentially eligible ESA Program customers while on the phone and provide them with the program information. SoCalGas showed five bulletin posts in PY2019 and will continue in PY2020.

- **In-Person Assistance at Branch Payment Offices**

- During 2019, SoCalGas coordinated with ESA Program contractors to plan and schedule dates to set up tables with program information for “Lobby Days” at branch payment offices with high customer traffic and low ESA Program penetration. Since the target segment is more likely to pay their utility bill in-person, SoCalGas wants to offer in-person assistance to answer questions or help to enroll eligible customers. Further, having a real person to answer questions at a branch payment office helps build trust and create legitimacy for the program. SoCalGas will begin implementing “Lobby Days” in PY2020.

- **ESA Multi-Channel Advertising Campaign**

- SoCalGas launched a targeted multi-channel campaign in PY2019. Details and metrics of the campaign are discussed in Section 1.3.1.

- **Email Optimization**

- SoCalGas began personalizing email communications to potential eligible customers and testing different subject lines. The personalized emails included the customer’s name, assigned contractor and their contractor’s phone number. In PY2019, there was an increase across all email metrics compared to PY2018 as discussed in Section 1.3.1.
- SoCalGas also sent approximately 800,000 emails to all CARE non-ESA Program customers to gauge interest in the ESA Program. The email captured customers who were not interested and therefore deemed unwilling.

- **Texting Potentially Eligible Customers**
 - In PY2019, SoCalGas began texting potentially eligible customers with information of the ESA Program and their contractor’s contact information. Details on this tactic are discussed in Section 1.3.1.
- **ESA Webpage Alignment**
 - SoCalGas simplified the description of the program, how to qualify, and more clearly identified the benefits on the ESA Program webpage. The program images on the webpage were also updated to reflect the same images used in the advertising campaign and collateral. Integrated images as well as messaging helps improve Program recall among customers and build program awareness.
- **Employee Awareness Efforts**
 - SoCalGas solicited support from its employees to promote the ESA Program. A “Lunch & Learn” session was hosted at SoCalGas headquarters with more than 80 employees attending to learn more about the program and find out how they could help spread the word. SoCalGas also published an article on its intranet site for employees to read about the benefits of the program. SoCalGas will continue to share program updates through employee read articles in PY2020.

Enrollment & Assessment:

The overall SoCalGas ESA Program Enrollment & Assessment (E&A) delivery strategies employed in PY2019 remained consistent with previous years. Initially, contractors providing E&A services receive training covering utility-specific items related to policies, eligibility documentation requirements and overall customer service standards, as well as leveraging opportunities among other low-income programs. The approaches were adjusted in 2019 to support contractor ramp up efforts to meet Clear Plan and 2020 goals by implementing changes designed to streamline the

training process, reduce program representative wait time between receiving training and actively enrolling, and increasing the number of candidates trained on a monthly basis to accommodate contractor growth and expansion. Some of these changes included removing the Skills Aptitude Test requirement, reducing the number of the initial E&A training to three days from five; allowing contractors to provide their program overview training to canvassers and telemarketers; implementing temporary badges for program representatives waiting for an Home Improvement Sales Representative (HISR); and increasing the number of E&A classes offered up to three classes a month. These and other workforce training improvements are discussed in greater detail in Section 1.8 Workforce Education and Training.

- **New E&A Strategies**

- In addition to these changes in the delivery of E&A training, SoCalGas implemented several new strategies designed to simplify and streamline the enrollment and assessment process for contractors. One of these strategies was contractor-wide implementation of a new enrollment method for in-unit measures in deed restricted properties. The enrollment type “Owner Verified” was developed to enroll customers using the joint IOU POA & Affidavit allowing owners to certify tenant’s eligibility for the ESA Program, thereby removing the burden of providing eligibility documentation from the tenant. Other new strategies designed to streamline enrollments was the contractor-wide use of electronic signatures on program forms, specifically the joint IOU POA form in instances where owners live out of the state or country. SoCalGas also performed an extensive review of program eligibility documentation requirements to simplify the enrollment process. This included reducing the number of documents required and expanding the maximum age document criteria for certain documents such as tax documents. SoCalGas also reviewed its assessment requirements and

removed redundant tasks from Program Representatives that ultimately were the installer's responsibilities. One such task was performing the calculation for ventilation and air (CVA) in the home for infiltration measures. With the removal of the modified three measure minimum, it is no longer necessary for Program Representatives to ensure CVA is adequate at the time of enrollment, thereby reducing the enrollment time and streamlining the process.

- **Contractor Legitimacy**

- In PY2019 SoCalGas implemented the use of business cards with the ESA Program logo and "authorized contractor" language designed to legitimize program contractors when approaching customers at home and at community events.

- **Language Barriers**

- Another new strategy SoCalGas implemented in PY2019 designed to address language barriers at all stages of program implementation was a language translation line dedicated for use by ESA Program contractors. Through this translation service, program representatives have access to over 80 different languages and live translators. The service also has the capability of live video translation for customers to overcome barriers associated with customer trust. An additional change SoCalGas implemented in the delivery of program information and energy education designed to remove barriers was the translation of the Statewide Energy Education Guide into seven additional languages and Braille. In addition to having the Statewide Energy Efficiency (EE) Guide newly available in these languages, the EE Guide was also made available on the SoCalGas ESA Program webpage. Having the Statewide EE Guide online also ensures customers requiring larger print can benefit from the information provided to customer participants during program enrollment.

- **Training RFQQ Contractors**

- As part of SoCalGas efforts to onboard new contractors expeditiously, the program representative E&A training and the contractor office personnel E&A training were conducted at the new contractors' office locations. This enabled the instruction of the material to address issues and concerns customized and applicable to new contractors.

All contractors were trained and capable of enrolling customers by the end of PY2019. This and other workforce training improvements are discussed in greater detail in Section 1.8.

Operations:

Supporting efforts to boost first-time treatments in 2019, SoCalGas implemented new contractor procedures, adjusted contractor compensation to support the new procedures, and made improvements to its systems to improve efficiency, as follows:

- Contractors were directed to prioritize first-time enrollments and to limit go-backs only to those scenarios in which the customer reached out to the program or go-backs were needed to fully service a multifamily building. In support of this prioritization, and in acknowledgement of the higher level of effort needed to identify and enroll first-time customers, SoCalGas incrementally raised enrollment and weatherization fees. First-time penetration was considered as a critical metric when evaluating contractor performance. In addition, database system enhancements were implemented to more effectively identify first-time customers and to process the resulting fees. First-time treated units increased 59% compared with the prior year, as a result of these adjustments.
- Contractors were encouraged to install measures at the time of enrollment. Historically and in general, the first ESA Program representative to visit a home enrolls the customer, provides energy education, and performs an assessment of measure feasibility. A second visit is then scheduled with a weatherization installer to begin delivering actual measures. In some cases, the customer does not respond to attempts to schedule a second visit or does not answer the door at that time of the second appointment, resulting in an enrollment, but no measures installed. Encouraging contractor outreach personnel to install measures, known as Simple Measure, during the first visit allows the home to be counted as a treated unit, even if the customer ultimately does not follow through with the second visit. In addition, SoCalGas believes that receiving some measures on the first visit may give customers a feeling that the program is “real” and may make them more likely to follow through. The procedure is limited by the fact that many program

representatives performing the first visit, despite being skilled at customer outreach, may not be mechanically inclined and may not be comfortable handling potential installation scenarios that may occur. SoCalGas' approach has been to give contractors flexibility to install only the measures their Program Representatives are comfortable with, in the scenarios they are comfortable with. For example, faucet aerators or showerheads may be installed by some outreachers only if they can be easily installed by hand without the use of any tools. In 2019, SoCalGas implemented incremental fees to encourage delivery of measures at the time of enrollment, in acknowledgement of the higher level of effort needed by contractors to prepare and equip their Program Representatives to do so. In addition, database system enhancements were implemented to more efficiently process and track measures installed at the time of enrollment and to smooth the handoff from the Program Representatives to the weatherization installer in cases where these individuals are dispatched from different contractor agencies. Installation of measures at the time of enrollment increased to 68% by fourth quarter, compared with less than 1% in first quarter 2019, as a result of this initiative.

- SoCalGas implemented procedures to allow contractors to install certain, less-invasive measures, prior to obtaining POA. In general, these are the same measures that many contractors are able to install at the time of enrollment, due to their simplicity of installation. In order to support this initiative, SoCalGas implemented systems enhancements to allow for more flexible handling of the POA. Contractors combined this flexibility with the ability to install measures at the time of enrollment to make significant inroads in the multifamily segment in 2019. Multifamily homes made up 32% of treated enrollments in 2019, compared with 25% in 2018. In the 4th quarter of 2019 alone, multifamily homes made up 48% of treated enrollments, of which 80% were performed with measures installed at the time of enrollment, prior to receiving a POA.
- SoCalGas implemented a Clear Plan List approach to outreach in 2019, under which neighborhoods were systematically targeted for coordinated direct mail, e-mail, and contractor canvassing efforts. To support these efforts from an operations perspective, SoCalGas introduced an incremental fee structure in recognition of the contractor resources needed to systematically knock on doors for an assigned list of addresses, to attempt to reach these customers by phone, and to document these processes in detail for SoCalGas' records. In addition, SoCalGas implemented new systems capabilities to allow for more efficient handling of Clear Plan Lists, including the assignment of lists to contractors in the form of leads, and processing of contractor results to allow for documentation of

initiative progress and identification of unwilling customers, as well as treatment of willing customers. In 2019, SoCalGas assigned nearly 110,000 leads to contractors through these coordinated Clear Plan Lists with over 80,000 of them assigned shortly after the previously mentioned enhancements were implemented. SoCalGas will expand upon this approach for efforts throughout 2020.

In support of its 2021-2026 budget application filed November 2019, SoCalGas performed a detailed assessment of its central ESA Program database system, Home Energy Assistance Tracking (HEAT). The assessment incorporated input from SoCalGas contractors based on system user workshops held in early 2019, as well as internal user teams. In addition to informing SoCalGas' budget application, this process also yielded "quick wins," defined as minor system enhancements or adjustments that, once identified and implemented, provided worthwhile improvements to processing efficiency. Quick wins were implemented on SoCalGas' systems in 2019 in the areas of streamlining and removing redundant steps from workflow data entry processes, more efficiently processing contractor lead requests implementing SoCalGas adopted go-back policy, delivering training materials and key system information, when needed, directly to the user through the system, and general improvement of system speed and responsiveness.

1.3.4 Track Costs of AB 793 related Energy Management Technologies programs (identify all of the programs or initiatives that will be able to benefit from the availability of the end-use and electric usage profiles, and to coordinate with the relevant proceedings so that the relevant costs can be considered in those proceedings’ cost-effectiveness decision-making), including costs for Energy Education.

On December 19, 2018, the CPUC approved the implementation of the smart thermostat as a standard measure of the ESA Program for SoCalGas through the end of 2020. A pilot was completed in 2019 to measure the appeal of the smart thermostat as the lead feature of marketing material to produce incremental enrollments in the ESA Program. The smart thermostat content was tested with emails and direct mail. The emails featuring a smart thermostat resulted in a click-through-open-rate of 16.7%, which was higher than the control email that did not highlight the smart thermostat. PY2019 spend for the pilot was \$155,622.

1.4 Energy Savings Assistance Program Customer Enrollment Evaluation

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

D.16-11-022 permanently eliminated the Go-Back Rule throughout SoCalGas’ service territory. Previously, homes already treated once since 2001 could not be treated a second time. In PY2019, SoCalGas treated 65,157 customers for the first time since 2001, thus increasing SoCalGas’ progress toward the 2020 goal to 1,277,154 since 2001. In addition, SoCalGas treated 56,880 homes previously treated, bringing total 2019 treatments to 122,037.

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

In PY2019, SoCalGas continued to use Categorical Eligibility (CE)⁹ and self-certification¹⁰ as tools to streamline customer enrollments to the ESA Program. Both of these categories of eligibility decrease the required income documentation. With CE, customers who can provide documents validating participation in one of the designated state or federal assistance programs do not need to provide additional income documentation in order to enroll in the ESA Program and/or CARE. With self-certification, customers who live in designated low-income PRIZM codes need to only provide a stated annual income and sign a statement certifying their income meets the program's income eligibility guidelines. In addition to these two enrollment methods, SoCalGas streamlined eligibility documentation requirements to ease program enrollment.

Categorical Eligibility: SoCalGas continues to provide the list of CE programs on its company website and in its ESA Program brochures which are printed in multiple languages (English, Spanish, Chinese,

⁹ Categorical programs include: Medicaid/Medi-Cal, Women, Infants, and Children Program (WIC), and the Low-Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program, Tribal Temporary Assistance to Needy Families (TANF), Bureau of Indian Affairs General Assistance (BIA GA), National School Lunch.

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

Korean, and Vietnamese). These tools are aimed at bringing customer awareness to the minimal documentation requirement for enrolling in the ESA Program when a customer is currently participating in a CE program. SoCalGas also reviews changes to CE program administration processes to update ESA Program CE documentation requirements with the intent of streamlining the enrollment process. For example, from November 2019 to June 2020 the Women, Infants & Children (WIC) program began a process of transitioning from a voucher-based system to an EBT Card. SoCalGas reviewed this change to the WIC program and in December of 2019 provided contractors with updated documentation requirements to prove current WIC participation when a customer has transitioned from vouchers to an EBT card. Providing contractors clear direction as early as possible minimizes questions and the potential delay of a customer enrollment.

Self-certification: SoCalGas implements various methods to income qualify households via self-certification such as PRIZM code, CARE Post Enrollment Verification (PEV), and leveraging other IOUs for enrollment or full documentation. In 2019 SoCalGas implemented a new type of self-certification enrollment method for renters in deed restricted properties. The enrollment type “Owner Verified” was developed to enroll customers using the joint IOU POA & Affidavit allowing owners to certify tenant’s

eligibility for the program thereby removing the burden of providing eligibility documentation from the tenant.

Other Enrollment Methods: Other new strategies designed to streamline enrollments was the contractor-wide use of electronic signatures on program forms, specifically the joint IOU POA form in instances where owners live out of the state or country. SoCalGas also performed an extensive review of program eligibility documentation requirements to simplify the enrollment process. This included reducing the number of documents required and expanding the maximum age document criteria for certain documents such as tax documents. SoCalGas also reviewed its assessment requirements and removed redundant tasks from Program Representatives that ultimately were the installer responsibilities. One such task was performing the CVA in the home for infiltration measures. With the removal of the modified three measure minimum, it is no longer necessary for Program Representatives to ensure CVA is adequate at the time of enrollment, thereby reducing the enrollment time and streamlining the process.

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

SoCalGas' treated total of 122,037 in PY2019 was its highest yearly total since 2011. This total exceeded the goal of 121,275 established in D.16-11-022, but was short of the adjusted goal of 182,265 adopted in the Non-Standard Disposition of AL 5325 issued December 19, 2018.

Furthermore, SoCalGas treated 65,157 "first-time" homes in PY2019. This was a significant increase from the 2018 level of 40,998, but was short of the 153,659 target for first-time treatments set in the Disposition of AL 5325. SoCalGas exceeded its "go-back" unit target, delivering 56,880 go-backs compared with a target of 28,606.

The relatively high number of unwilling customers reported by SoCalGas in 2019 reflects not only improved efforts to ensure customer encounters are documented when they occur, but also the fact that the pool of willing first-time treatment homes continues to become more scarce as the ESA Program approaches the final year of the 2020 goal. The increase in first-time treatments that SoCalGas delivered in 2019, while significant, came as the result of very aggressive policies and contractor efforts to target this shrinking population. Reaching even higher levels in 2020 will require even more focus on the target segment, further reduction in go-back activities that might otherwise divert resources from first-time homes, and

more focused reliance on systematic targeting of customers according to Clear Plan Lists, recognizing that free canvassing is no longer an effective tactic considering the challenges the program faces. SoCalGas continues to work to position its program to address these challenges.

In 2020, SoCalGas will continue to position its program for success. Clear Plan outreach efforts, having been tested and developed over the course of 2019, will be SoCalGas' central approach throughout 2020. Additional contractors identified through a solicitation in 2019, and onboarded in late 2019 and early 2020, are expected to deliver a significant contribution in 2020. Common Area Measure delivery will continue to be developed and integrated into SoCalGas' multifamily offerings. Other tactics found to be effective in penetrating multifamily homes, including delivering Simple Measures at the time of enrollment, prior to obtaining owner authorization, will continue to be used and further streamlined. Smart thermostats, which have been found to enhance program appeal to customers, will be fully integrated into the program throughout 2020, providing an additional boost.

Also in 2020, SoCalGas will engage a specialized canvassing contractor to help execute the Clear Plan approach to reach all willing and eligible first-time customers. The canvasser is expected to knock on as many as 600,000 doors during the year, thus augmenting the outreach approach that

also includes phone, direct mail, and email. When the canvasser identifies a customer willing to enroll in the ESA Program, the customer will be connected with an ESA Program contractor to enroll and ultimately weatherize the customer's home. SoCalGas is also exploring the use of third-party technology to orchestrate a targeted, automated, and multi-channel marketing campaign to first-time eligible customers in support of the 2020 first-time treatment goals. The pilot project is targeted at approximately 800,000 customers to drive awareness and solicit interest in participating in the ESA Program. The outreach will be delivered via email and text/SMS. The outreach will also allow for recording other off-line customer communication attempts such as direct mail, phone calls, and in-person visits. This will allow for tracking/dispositioning of customer responses for enrollment or later outreach via offline channels as well as customer refusals.

Through these approaches, SoCalGas expects to be able to identify and treat all remaining willing customers in its service territory during program year 2020.

1.5 Disability Enrollment Efforts

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

The penetration rate for disability enrollment efforts in PY2019 dropped to 9.15% from 12.5% in PY2018. As in previous years, SoCalGas

continued its focus toward targeting increased enrollments within other underserved areas such as the Inland Empire, central valley, and coastal communities in PY2019. In addition, SoCalGas employed a liaison assigned to work with and expand SoCalGas' reach within the disabled community, leverage existing relationships to expand organizations in which to target, work with organizations serving the disabled community, provide educational materials, and facilitate information sessions and trainings for case workers and staff of organizations working with the disabled communities. Some of SoCalGas' highlights for disability outreach in PY2019 included working with key organizations and sponsoring key events listed below:

- Organizations that SoCalGas collaborated with to promote CAP materials and build awareness to help increase enrollments as local, trusted resources for the disabled community include:
 - Fiesta Educativa
 - South California Resource Services for Independent Living (SCRS-IL)
 - Blindness Support Services
- SoCalGas hosted a resource table with CAP collateral and promotional giveaways tailored to the disability community at the following events:
 - Annual Disability Pride Parade (East Los Angeles)
 - Abilities Expo (Los Angeles)
 - Kaiser Permanente Disability Awareness
 - Annual East LA Wheel Chair Wash Event
 - UCLA Disability Awareness Week
 - San Bernardino Autism Conference
 - San Gabriel Valley Independent Living Center Mission and Goals Event

- Fiestas Familiares Christmas Celebration in East LA
- Voting for ALL People
- United Domestic Workers Health Fair at the Santa Ana Zoo
- Spinal Cord Injury Games

In PY2020, SoCalGas will continue to enhance its reach by employing various practices and approaches to be in touch with the disabled community.

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

Large print brochures with ESA Program information were produced and provided to vision-impaired customers during community outreach events throughout the year. SoCalGas continues to improve its website, which already holds the AA Seal of Approval from the Center for Accessible Technology for achieving AA accessibility standards, to increase accessibility and the online experience to allow vision-impaired customers who use screen readers and similar assistive technologies to navigate and read its content. In 2019, SoCalGas' My Account online bill pay system also received the AA Seal of Approval from the Center for Accessible Technology for achieving AA accessibility standards in the "Account" section of the website.

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

| Disability Enrollments | | | |
|---|-------------------------|------------------------------|-----------------------------------|
| Source | Total Enrollment | Disability Enrollment | % of Disability Enrollment |
| Campaign | 2,241 | 177 | 7.90% |
| Capitation | 103 | 9 | 8.74% |
| CARE Referral | 6,315 | 335 | 5.30% |
| Customer Assistance Representatives Referral | 137 | 8 | 5.84% |
| CPUC 2020 Clear Plan | 3,885 | 191 | 4.92% |
| Direct Mail | 562 | 86 | 15.30% |
| Energy Efficiency Referral | 831 | 132 | 15.88% |
| ESA Mobile | 942 | 151 | 16.03% |
| Gas Bill Insert | 399 | 48 | 12.03% |
| HEAT Canvassing List | 4,111 | 285 | 6.93% |
| InfoLine 211 | 77 | 4 | 5.19% |
| Joint Utility Data Sharing | 201 | 39 | 19/40% |
| Joint Utility ESA Program, SCE | 41 | 8 | 7.32% |
| LIHEAP | 74 | 12 | 16.22% |
| Master Agreement | 27 | 0 | 0.00% |
| Media/Leveraging Dept./Event | 59 | 7 | 11.86% |
| Muni | 41 | 3 | 7.32% |
| Neighbor/Friend/Relative Referral | 2,173 | 295 | 13.58% |
| Newspaper/Radio/Television | 71 | 13 | 18.31% |
| Other Utility or Municipality Referral | 3,211 | 372 | 11.59% |
| Outreacher – Canvassing | 86,568 | 7,232 | 8.35% |
| Received Services at Another Location | 83 | 10 | 12.05% |
| REN Referral | 21 | 1 | 4.76% |
| SoCalGas – Gas Assistance Fund/Medical Baseline | 5 | 0 | 0.00% |
| SoCalGas – Internet | 606 | 111 | 18.32% |
| SoCalGas Referral | 2,172 | 522 | 24.03% |
| SoCalGas Email | 882 | 141 | 15.99% |
| Telemarketing – Telephone | 3,815 | 616 | 16.15% |
| Univision – Telethon | 19 | 4 | 21.05% |
| WNA Approach | 2,363 | 349 | 14.77% |
| WNA Census Self Certification | 2 | 0 | 0.00% |
| Total | 122,037 | 11,161 | 9.15% |
| Target Enrollment | | | 15.00% |

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

Although the penetration rate for disabled enrollments fell below the 15% goal in PY2019, many efforts were pursued to enhance and expand outreach to the disability community. For example, SoCalGas continued to partner with several key organizations such as Fiesta Educativa, Disability Community Resource Center West LA (DCRC - formerly Westside Center for Independent Living), Long Beach Veteran's Administration Blind Veterans Association,¹¹ Rancho Los Amigos, MEND San Fernando, Triumph Foundation Santa Clarita, Pushrim Downey Spinal Cord Network, TASK Orange County, and Southern California Rehabilitation Services - all trusted sources that provide special resources for these communities. SoCalGas' partnership included sponsoring key events, presenting at workshops, training organization staff and case workers and distributing program materials at local offices as well as providing materials during one-on-one visits with community members and at local community events.

Additionally, disability enrollments are tracked by contractors who may not be aware of a customer's disability at the time of enrollment, particularly if the customer does not self-disclose their disability during the enrollment process. However, in PY2019 SoCalGas continued to

¹¹ Although Long Beach is not part of SoCalGas' territory, partnership with this organization is important as it services a large portion of the San Gabriel Valley and other nearby SoCalGas communities.

increase collaborative partnerships that worked towards enrolling individuals with disabilities that may qualify for the ESA Program, CARE, or Medical Baseline Allowance (MBL). As in previous years, SoCalGas has continued to focus its efforts on organizations and events that are in areas that are underpenetrated in the programs in order to reach special needs customers. Going forward, contractors will continue to be engaged at more disability outreach events to generate and track related ESA Program leads from events serving customers with disabilities.

1.6 Leveraging Success Including LIHEAP

D.08-11-031 defined leveraging as “an IOU’s effort to coordinate its ESA Program with programs outside the IOU serving low-income customers. These include programs offered by the public, private, non-profit or for-profit, local, state, and federal government sectors that result in energy efficiency measure installations in low-income households.” In PY2019, SoCalGas continued to leverage resources to support low-income customers. Success is measured by tracking the following criteria:

- **Dollars saved:** Leveraging efforts are measurable and quantifiable in terms of dollars saved by the IOU. Shared/contributed/donated resources, elimination of redundant processes, shared/contributed marketing materials, discounts or reductions in the cost of installation, replacement and repair of measures, among others are just some examples of cost savings to the IOU.
- **Energy savings/benefits:** Leveraging efforts are measurable and quantifiable in terms of home energy benefits/savings to the eligible households.
- **Enrollment increases:** Leveraging efforts are measurable and quantifiable in terms of program enrollment increases and/or customers served.

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

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

SoCalGas identifies participating agencies into two categories: Water Agencies / Providers and Municipal Electric Providers. Water agencies focus on water measures such as HE clothes washers, faucet aerators, low flow shower headers, thermostatic shower valves, tub spouts and low flow toilets. All participating agencies contribute to SoCalGas' ESA Program dollar savings and energy savings/benefits through co-funding of HE clothes washers. The other water measures are leveraged based on the needs and resources of the water agency. In PY2019 the following agencies participated in leveraging water measures:

- Anaheim Public Utilities¹²
- California American Water¹³
- Eastern Municipal Water District¹⁴

¹² Anaheim Public Utilities ("APU") – delivers water to the city of Anaheim's 345,000 residents and more than 15,000 businesses

¹³ California American Water serves customers throughout California, the partnership with SoCalGas focuses on customers residing in Los Angeles and Ventura Counties.

¹⁴ Cities in the Eastern Municipal Water District service territory include Hemet, Menifee, Moreno Valley, Murrieta, Perris, San Jacinto, and Temecula.

Footnote continued on next page

- Elsinore Valley Municipal Water District¹⁵
- Fontana Water Company¹⁶
- Liberty Utilities¹⁷
- Metropolitan Water District¹⁸
- Moulton Niguel Water District¹⁹
- San Gabriel Valley Water Company²⁰
- Western Municipal Water District²¹

As a result, co-funding from all water agencies totaled \$151,252 in PY2019.

The other category for leveraging opportunities focuses on municipal electric providers through the ESA Program. SoCalGas administers programs for municipal electric providers by collaborating with ESA Program contractors to install electric measures such as LED bulbs, Smart

¹⁵ Elsinore Valley Municipal Water District serves the cities of Lake Elsinore, Wildomar, Murrieta and Menifee.

¹⁶ Fontana Water Company serves the communities of Fontana, Rialto, Rancho Cucamonga, Ontario, and unincorporated areas of San Bernardino County.

¹⁷ Liberty Utilities, formerly Park Water Company serves the Compton/Willowbrook, Lynwood, and Bellflower/Norwalk water systems.

¹⁸ Metropolitan Water District is a regional wholesaler that delivers water to 26 member public agencies: 14 cities, 11 municipal water districts, one county water authority – which in turn provides water to more than 19 million people in Los Angeles, Orange, Riverside, San Bernardino, and San Diego and Ventura counties.

¹⁹ Moulton Niguel Water District services more than 170,000 customers in Laguna Niguel, Aliso Viejo, Mission Viejo, Laguna Hills, Dana Point, and San Juan Capistrano

²⁰ San Gabriel Valley Water Company serves the communities of: Arcadia, Baldwin Park, El Monte, Industry, Irwindale, La Puente, Montebello, Monterey Park, Pico Rivera, Rosemead, San Gabriel, Santa Fe Springs, South El Monte, West Covina, Whittier and unincorporated portions of Los Angeles County, in the communities of Bassett, Hacienda Heights, Los Nietos and South San Gabriel.

²¹ Western Municipal Water District serves Box Springs, Eagle Valley, Lake Elsinore, Lee Lake, Temecula, and portions of Riverside and Corona.

Footnote continued on next page

Power Strips, LED Torchiere Lamps, A/C Tune-ups, Refrigerator Assessments, Duct Testing & Sealing, and Room A/C Replacement. Qualifying measures varied per electric provider and availability of funding. The municipal electric providers that partnered with SoCalGas in PY2019 include:

- Anaheim Public Utilities²²
- Los Angeles Department of Water & Power²³
- Pasadena Water and Power²⁴
- Riverside Public Utilities²⁵

| Municipal Utility | Number of Units Served |
|---|-------------------------------|
| Anaheim Public Utilities | 1,765 |
| Los Angeles Department of Water & Power | 3,948 |
| Pasadena Water & Power | 124 |
| Riverside Public Utilities | 1,806 |
| Total | 7,643 |

²² Anaheim Public Utilities – delivers electricity to the city of Anaheim’s 345,000 residents and more than 15,000 businesses

²³ Los Angeles Department of Water & Power (“LADWP”) – is the largest municipal utility in the United States, serving over four million residents. LADWP provides both electricity and water to residents and businesses in Los Angeles and surrounding communities. LADWP can currently deliver a maximum of 7,880 megawatts of power and 160 billion US gallons (606 million cubic meters) of water yearly.

²⁴ Pasadena Water & Power (“PWP”) – provides electricity to more than 65,000 customers within the city Pasadena. PWP also deliver water to almost 38,000 households and businesses in Pasadena and adjacent communities in the San Gabriel Valley

²⁵ Riverside Public Utilities – serves more than 109,616 metered electric customers and over 68,640 metered water customers (serving a population of more than 300,000) in and around the City of Riverside.

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

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

In PY2019, SoCalGas' collaborative efforts with Anaheim Public Utilities, Los Angeles Department of Water & Power (LADWP), Pasadena Water & Power and Riverside Public Utilities created leveraging opportunities that provided comprehensive energy savings to the joint customers of the respective municipal electric provider. The added benefits of working together included the addition of water saving devices, leveraging combined marketing materials and focused efforts on high potential customers including those in disadvantaged communities. The acceptance of customers to participate in programs that provide water, electric and natural gas measures contribute to higher participation rates and greater customer satisfaction. The joint efforts reduce the touch points per customer which traditionally cause disruption for customers, and the combined efforts minimize administrative burden and cost inefficiencies.

Additionally, leveraging with water utilities and districts provides up to 8,000 gallons per washer per year savings. HE clothes washer costs may otherwise limit low-income customers from realizing the water and energy

savings, and the leveraging of the ESA Program with other water utilities that do not have direct install programs for HE clothes washers provides an opportunity to reach low-income customers that would otherwise not be able to fund the difference between the appliance cost and available water utility rebate offers. This demonstrates SoCalGas' support for statewide conservation efforts.

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

In April 2019, SoCalGas entered into an agreement with Department of Community Services and Development (CSD) allowing for leveraging of ESA Program funds with CSD's Low Income Weatherization Program for multifamily properties (MF LIWP). This followed many months of discussions with CSD and the other IOUs concerning how to ensure ESA Program dollars were leveraged only for approved measures on ESA-qualified homes in compliance with D.16-11-022. SoCalGas continues to work with CSD to identify properties that would be candidates for leveraging.

SoCalGas also continued its data sharing relationship with CSD.

SoCalGas fulfilled one CSD data request in September 2019.

1.6.4 Describe the coordination efforts with water agencies or companies (wholesalers or retailers).

SoCalGas' leveraging opportunities maximize joint energy collaboration for comprehensive natural gas, electric and water savings. SoCalGas' ESA Program has coordinated co-funding opportunities and program support with numerous water agencies. These efforts promote collaboration and allow for comprehensive savings to be captured and reported.

- In 2019, SoCalGas added five additional water agencies to the collaborate efforts. These agencies were Anaheim Public Utilities, California American Water, Elsinore Valley Municipal Water District, Moulton Niguel Water District, Western Municipal Water District. These agencies signed agreements totaling \$244,000 to assist joint customers with water measures to improve their health, safety and comfort.

1.7 Integration Success

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

As in previous years, SoCalGas continued to employ data sharing, Integrated Voice Recognition (IVR), customer call center, and others as noted below to connect the Low-Income Programs.

Data Sharing: The ESA Program shares data with the CARE Program.

New ESA Program customers are automatically enrolled for the CARE discount and are exempted from PEV if their income eligibility has been verified by the ESA Program.

Integrated Voice Recognition (IVR): Multi-lingual messages regarding the ESA and CARE programs are made available on SoCalGas' main call center IVR system. When a customer calls SoCalGas for any reason, they will hear an automated message regarding CAP materials including: CARE, the ESA Program, and MBL. This message is also reinforced by live CSRs when customers call to establish service or make bill payment arrangements. CSRs initiate conversation about the CARE program and take applications over the phone during these specific calls. Additionally, a separate IVR phone number is printed on self-certification and recertification CARE applications. Through the IVR, customers can follow the prompts in either English or Spanish and respond verbally or through push-button on their phone, to enroll in CARE or recertify their eligibility.

Branch Payment Offices: ESA Program and CARE information is displayed and available at SoCalGas Branch Payment Offices. When income guidelines are updated each year, all branch offices receive new brochures, which are regularly replenished. Branch Payment Office clerks are trained to promote both the ESA Program and CARE.

Customer Contact Center (CCC): Since February 2018, SoCalGas CSRs have been offering CARE and enrolling customers during turn-on and payment extension calls. Information regarding other CAPs is

provided to facilitate enrollment of eligible customers in ESA and MBL.

When a customer expresses interest in the ESA Program, a direct 800 telephone number is provided. MBL applications are mailed upon request. In addition, SoCalGas offers information on integrated programs for residential customers by mailing a conservation package during customer contact center bill inquiries; the package includes information on the ESA Program, CARE, MBL, EE rebates, energy-saving tips to help customers manage their gas bills, and is paired with information regarding CSD programs.

Credit and Collections: A collections status on a customer's account usually indicates a customer who is struggling to pay their bills because of financial issues. Therefore, when SoCalGas field representatives deliver pending disconnection notices in person to senior citizens and disabled customers, they also provide CAP information and educate customers about the ESA Program and CARE.

Outreach by Field Employees: Field service employees distributed CAP brochures to customers during each service visit at the customer's home.

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

In PY2019, the integrated Single-Point-of-Contact (SPOC) model continued to be a focal point for the participation of low-income

customers and property owners. During PY2019, SoCalGas' SPOC team delivered over 5,200 ESA Program units, approx. 20% of total ESA MF units. As noted in section 1.6.1, in 2019, the partnership with LADWP has allowed the SoCalGas SPOC team to enroll and serve 3,948 low-income MF units through SoCalGas' ESA Program, where these units received both SoCalGas- and LADWP-funded measures. Additionally, the SPOC team has continued to engage cross-portfolio work with numerous large affordable housing portfolios. The SPOC team continues to engage in presenting cross-portfolio energy and water efficiency recommendations to housing portfolios, representing over 900 total properties with over 60,000 total affordable units. A few examples include:

- Over 40 California Solar Initiative projects enrolled.
- Almost 2,000 Nest smart thermostats installed in affordable housing units.
- Over 125 boiler controller systems at affordable housing sites.
- On-Demand Recirculation Pumps installed at over 25 affordable property locations.

In PY2019, the SoCalGas SPOC team assisted in delivering ESA CAM enrollments. Over 25 affordable sites were reviewed, 19 properties were moved forward with site audits conducted and common area measures identified (e.g., central water hot heater and central boilers). In 2019, three CAM projects were completed, including the largest subsidized community for low-income seniors in the US - a 5.5 acre site, completed in 1978 (2nd largest HUD property in US). This downtown Los Angeles

project is comprised of four 17-story high-rise towers, plus one 6-story administration building with 1,053 affordable units (98% occupancy rate), and approximately 1,400 total residents.

| Project | Location | Units | Equipment |
|---------|------------------|--------------|---|
| 1 | Downtown LA | 1,053 | Twelve (12) 1 million Btu Boilers, 1 Instantaneous Water Heater |
| 2 | Rancho Cucamonga | 384 | Twenty (29) Boilers |
| 3 | Corona | 160 | Thirteen (13) 75-gallon water heaters |
| | Total | 1,597 | |

SoCalGas continued to adhere to the following four best practices for collaborating with large multifamily customers in delivering deep, cross-portfolio energy/water savings: 1) aligning integrated project retrofits with facility management requirements to identify viable projects; 2) providing Residential Segment SPOC services to customers; 3) integrating utility programs by streamlining program application processes; and 4) developing a roadmap for attaining additional program enrollments and savings over time.

Viable projects: Target large complexes to maximize per-site savings and align opportunities with facility management schedules and institutional requirements.

SPOC for customer-centric service: Assign a knowledgeable residential segment SPOC to simplify enrollment process, remove red tape, streamline communication with customers and connect customers to utility partners for deeper, faster retrofits.

Integration of two utilities: Jointly offer efficiency/conservation programs with other IOUs or municipal utilities to streamline processes and incorporate higher-priority dual-saving (energy and water) technologies. Eliminate duplication of efforts and reduce cost of program delivery for partnered utilities.

Roadmap to efficiency: Build long-term relationships at ownership/executive-level over time starting with no cost/low cost services that lead to integrated shared-cost efficiency projects. Analyze owner portfolio, prioritize properties and identify appropriate program enrollments based on property size, age, equipment condition etc. Manage utility resources and contractors to facilitate smooth workflow that meet/exceeds owner's expectation. Drive efforts and resources towards a multi-program enrollment model.

The ESA Program strived to provide greater integration and coordination efforts with EE programs. SoCalGas has implemented distinct and well-established energy efficiency program offerings for many years, especially

as it relates to MF programs. Thus, to appeal to MF building owners and streamline customer touchpoints, SoCalGas enhanced the use of the Residential Segment SPOC. The SPOC was able to optimize activities and develop thoughtful, cross-portfolio recommendations. As the ad-hoc coordinator, the SPOC delivers key projects, which allows multiple resource programs to be combined.

The SPOC approach ushered in a holistic approach in delivering SoCalGas' ESA/EE Program and services, as well as connecting customers with the energy and water programs of its overlapping electric utility partners. The SoCalGas energy efficiency programs frequently marketed by the SPOC included: the ESA Program, Multifamily Direct Therm Program, Energy Upgrade California for Multifamily Properties, On-Demand Efficiency, California Solar Initiative and other EE programs, as appropriate. Program referrals were made based on customer needs and qualifications. For example, the SoCalGas SPOC would enroll owners of low-income housing in the ESA Program, but at the same time look for other energy efficiency programs that would provide additional services and incentives beyond the ESA Program for both inside the dwelling units and in the common areas. SoCalGas SPOC regularly drove enrollments into common area lighting programs offered by both SCE, LADWP and other electric utility partners.

The experience provided by the SPOC allowed building owners to engage and participate in programs that they might not have been aware of otherwise and each package of program services and offerings was tailored to meet the customer's unique needs. For example, larger MF properties were often provided with a commercial grade audit to identify the maximum potential upgrades and related energy savings/benefits.

Overall, during PY2019, SoCalGas continued to collaborate with customers, utility partners, contractors and program implementers to identify comprehensive energy and water efficiency solutions that meet unique customer needs. These collaborative efforts provided a model for how utilities could work with various multifamily ownership structures to generate deep and sustainable energy and water savings. A joint-utility effort between SoCalGas and LADWP helped streamline program participation to offer customers with combined gas, electric, and water efficiency incentives and services. The SoCalGas Residential Segment SPOC served as an important linkage in the process by ensuring that customers receive all available services and financial assistance the customers can qualify for, and that the customers receive these services and offerings in a seamless fashion.

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

SoCalGas has continued to work with local government partnerships, including the Council of Governments, to disseminate information to its membership base and to present SoCalGas' information at their meetings and partner at joint events. SoCalGas also provided ESA Program information and links, like the YouTube video from its advertising campaign, to be included in Local Government Partnership's monthly newsletter. The purpose of the newsletter entries was to educate its membership base so they could speak to the program details with community members. SoCalGas will continue these newsletter efforts in 2020.

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

As part of the SPOC model and ESA Program MF strategy, SoCalGas' ESA Program expanded its outreach to MF building owners and managers to gain connections within the non-profit affordable housing marketplace. Additionally, our SPOCs are now beginning to receive a steady stream of customer referrals for organizations who have been previously served. This effort began exploring how to better coordinate with "Deed Restricted" properties through the California Tax Credit Allocation Committee (TCAC). TCAC administers the federal and state Low-Income

Housing Tax Credit Programs. This coordination is key due to the fact that deed restricted CAM participation is required per the D.16-11-022.

In addition, the ESA Program continued to work closely with SoCalGas' EE team, using the SPOC model to refine communication and coordination strategy. The objective is to make sure that customers, particularly multifamily ones, receive comprehensive services and incentives regardless of the customers' income qualification by communicating low-income and energy efficiency program options.

1.7.5 Describe the new efforts in program year to integrate and coordinate the Energy Savings Assistance Program with the Demand Response Programs including successes in Air Conditioning Cycling or other Demand Response Programs.

This section is not applicable to SoCalGas

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

As part of the California Solar Initiative (CSI) Thermal Program, SoCalGas offers solar water heating rebates of up to \$4,366 (\$5,397 for low-income) to single-family homeowners, and up to \$800,000 to low-income and Disadvantaged Communities (DAC) multifamily and commercial businesses.

Since program inceptions to date:

- SoCalGas processed 2,636 single family applications for low-income customers, totaling \$14.12 M in incentives and equating to 336,000 in expected therms saved annually.
- SoCalGas processed 343 single family applications in DACs, totaling \$1.26 M in incentives and equating to 42,000 in expected therms saved annually.
- For SoCalGas multifamily low-income customers, 461 applications were processed, totaling \$16.84 M in incentives and equating to over 771,000 therms of expected annual energy savings.
- For SoCalGas multifamily DAC customers, 106 applications were processed, totaling \$3.88 M in incentives and equating to over 192,000 therms of expected annual energy savings.

1.7.7 Provide the number of referrals to the Single Family Affordable Solar Homes Program Administrator.

This section is not applicable to SoCalGas.

1.8 Workforce Education & Training

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

In PY2019, SoCalGas continued to promote the growth of a trained workforce and implemented changes to take a much more inclusive and direct approach than in previous years to expand the employee pool for contractors and promote contractor growth. One new policy SoCalGas implemented was the removal of its aptitude test that candidates were previously required to pass prior to attending E&A training. Instead,

SoCalGas is relying on its contractor pre-screen and hiring process to evaluate a candidate's capacity to perform enrollment services. SoCalGas also reviewed its initial assessment requirements and removed redundant tasks from Program Representatives that ultimately were the installer's responsibility. One such task was performing the CVA in the home for infiltration measures. With the removal of the modified three measure minimum, it is no longer necessary for Program Representatives to ensure CVA is adequate at the time of enrollment. This allowed for a larger pool of candidates to enroll and successfully pass the enrollment and assessment training. Removing these technical requirements also allowed the duration of the E&A training classes to be reduced from five days to three. Reducing the length of classes enabled SoCalGas to provide double the number of classes offered as in past years. In total 25 E&A classes were facilitated by SoCalGas with a total of 516 students. Another change in training that supported expanding the employee pool for contractors was implementing the ability for contractors to provide their own training to canvassers and telemarketers. The SoCalGas-developed curriculum was provided to contractors for their use when hiring canvassers who do not enter customer's homes or telemarketers who seek customer interest via a live person call. SoCalGas will continue to provide this training for its contractors when requested to ensure a contractor's comfort level and training expectations are met.

As part of the ongoing effort to promote and develop its contractor workforce, SoCalGas continued its partnership with SCE to jointly offer their respective contractor networks access to a Computer Based Training Learning (CBTL) System. The CBTL system offers e-learning education in which students learn by executing special training programs on a computer. The CBTL is especially effective for training people to use computer applications because the CBTL program can be integrated with the applications allowing students to practice using the applications as they learn. Students can browse catalog topics which include the entire Microsoft Office suite, Apple Learning, and other additional software programs. This type of training is convenient in that students may enroll and take the courses at their own pace and convenience. As part of SoCalGas' effort to expand the use of the CBTL system within its contractor network, in PY2019 the CBTL was made available to all contractor service types and all contractor personnel both in the office and in the field.

In PY2019 SoCalGas continued discussions with the IOUs to explore joint online training, specifically joint E&A and In-Home Energy Education. SoCalGas discussed with San Diego Gas & Electric (SDG&E) the possibility of leveraging resources to establish a joint platform for the delivery of online training and expects to implement this in PY2020.

SoCalGas continually looks for ways to improve the delivery of its training and as part of its E&A training, students are encouraged to complete a survey at the end of the three-day course. The ESA Program training staff reviews the surveys for suggestions from students and as a result have made adjustments to the in-person class training related to schedule, break times and amount and type of hands-on training provided during the ESA Mobile training module. SoCalGas will continue to work towards making its E&A training as effective as possible with the best use of class time.

SoCalGas utilizes CBOs and private contractors to provide program services, including E&A, HVAC, weatherization, and inspection services. SoCalGas understand that its contractors hire from the communities they serve and in PY2019 started documenting the home ZIP code the E&A Program Representative candidates attending E&A training. SoCalGas will be using this information to determine the number of candidates from disadvantage communities to continue to encourage contractors to hire from these communities within their service territories.

Additionally, SoCalGas had several discussions with Goodwill Industries to discuss a potential partnership in the area of workforce education and training. SoCalGas intends to leverage resources to develop a workforce readiness process within Goodwill that will provide trained candidates for

the ESA Program contractor network in the area of E&A services.

SoCalGas plans to further develop and implement this new initiative in PY2020.

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

In PY2019, SoCalGas continued to provide an array of training courses including initial E&A, In-Home Energy Education, Natural Gas Appliance Testing (NGAT), various refresher training, HEAT System, and ESA Program Mobile site training. These are all designed to provide thorough and technical training to its ESA Program workforce. While all training courses convey the importance of the utility-specific requirements and expectations for customer interactions with participants, each course also supported the development of expert ESA Program knowledge at all levels and stages, from front line to back office, and from newly hired to tenured personnel. SoCalGas requires contractors to confirm that their employees are trained in the jobs that they perform. ESA Program services, including assessment, enrollment, installation of measures, repair and replacement of appliances and inspections are all provided by third party contractors. Thus, the students attending these training classes are hired by the ESA Program contractor network.

Potential Program Representatives who will perform enrollment and home assessment as well as provide In-Home Energy Education must successfully pass the required SoCalGas training and the Department of Justice background check. The three-day SoCalGas training class covers utility-specific items related to policies, security processes, and overall customer service standards, as well as leveraging opportunities among other low-income programs, and the Energy Education module. A final exam must be passed, candidates must be issued an active HISR license from the California State Licensing Board before a Program Representative is eligible to receive a SoCalGas badge. Classes are held at the SoCalGas ERC facility located in Downey, California, contractor's offices and offsite locations as requested by contractors.

SoCalGas field operations training includes initial training for new participants in weatherization, inspections, HVAC and NGAT. Additionally, SoCalGas provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the program. These class sizes range from 5-35 technicians. The contractor representatives are hired employees of the ESA Program contractors and are expected to arrive with the skill sets required to complete installation services. Installers are also given an informal aptitude evaluation in order to receive an identification badge to

work under the SoCalGas ESA Program. This is in addition to a review of customer service standards and expectations.

In an effort to improve program delivery, SoCalGas provides its E&A contractors back office support and processing staff training through Enrollment and Invoicing Workshops offered throughout the year. SoCalGas hosts the workshops at its ERC facility, Monterey Park facility, or at contractor's offices. These sessions address important program updates, provide an overview of new program requirements, and serve as a general refresher course for all participants. SoCalGas believes that these workshops improved the participants' understanding of the enrollment process and customer enrollment requirements. In addition to the E&A training, SoCalGas provides its entire contractor network HEAT system training. This training covers data entry, processing and invoicing of customer enrollments in the program's database system and is offered to both new personnel and tenured employees to provide consistency and reduce data entry errors in the system.

In PY2019, SoCalGas also provided in-office and contractor training to address specific issues affecting contractors back office personnel. Providing one-on-one, personalized support to the back-office helped SoCalGas understand their challenges and allowed SoCalGas to work closely with them to provide solutions. In-office trainings helps better

assess contractor needs and tailor the trainings provided by SoCalGas to support the growth and development of the contractor workforce.

As part of its efforts to train and hire from the existing energy efficiency workforce, SoCalGas worked directly with contractors to expand single service contractors to provide new ESA Program services to customers. For example, a contractor previously only providing one or two program services were encouraged to explore the possibility of providing additional services thereby promoting not only contractor growth, but overall workforce development as well. As a result, a contractor previously only providing weatherization installation services began providing enrollment services as well. This newly added services helps to support SoCalGas' enrollment goals. In addition, two existing weatherization contractors also began providing HVAC services which requires a higher level of expertise by the installers. SoCalGas hopes to continue promoting the growth of its contractor workforce by providing new opportunities for development and employment within energy efficiency.

1.9 Legislative Lighting Requirements Status

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

1.10 Studies

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

Four statewide studies were proposed by the IOUs for the 2015-2017 ESA Program cycle following the procedures in the Guidance Document issued in D.14-08-030. These statewide, joint IOU studies were: 1) a low-income needs assessment (LINA) study; 2) an impact evaluation of the 2015 ESA Program (Impact Evaluation); 3) a non-energy benefits (NEB) and equity criteria evaluation; and 4) a Phase II ESA energy education study. D.16-11-022 authorized three of the proposed studies: the LINA study, the Impact Evaluation, and the NEB study. The Phase II ESA energy education study was not authorized. The three authorized studies are discussed below.

Table 1.10.1 provides an overview of the statewide ESA Program studies.

Table 1.10.1: D.16-11-022 and D.17-12-009 Approved ESA Studies

| Study | Lead Consultant | Contracting IOU | Project Initiation | Project Completion | Statewide Budget | SoCalGas Budget ²⁶ |
|---|------------------------|------------------------|---------------------------|---------------------------|-------------------------|--------------------------------------|
| 2019 Statewide LINA | Research Into Action | SCE | Feb 2018 | Dec 2019 | \$500,000 | \$125,000 |
| PY2015 Statewide ESA Impact Evaluation | DNV GL | SoCalGas | Jan 2017 | 2019 | \$550,000 | \$137,500 |
| Statewide NEBs Study | SERA | SDG&E | Aug 2018 | Aug 2019 | \$150,000 | \$37,500 |
| ESA Portion of the Statewide Energy Efficiency Potential Study | Navigant | N/A | Dec 2018 | Jul 2019 | \$300,000 | -- |
| Rapid Feedback Research & Analysis²⁷ | TBD | N/A | TBD | TBD | N/A | \$200,000 |
| Total | | | | | \$1,500,000 | \$500,000 |

Statewide Low Income Needs Assessment (LINA) Study

The LINA Study is mandated to be completed every three years per Assembly Bill (AB) 327 and PUC Sec. 382(d). For the LINA study completed in December 2019, workshops to inform research scope and the RFP process took place in 2017. A contract with Research Into Action (now Opinion Dynamics) was in place in the first quarter of 2018; study data collection commenced and continued throughout 2018 and into the first quarter of 2019. Analysis occurred through the third quarter of 2019, and a public workshop was hosted in November 2019, prior to the final report being issued in December 2019.²⁸

²⁶ This amount represents the total Joint Utility study budget, authorized in D.16-11-022. The authorized Joint Utility budget split for all studies is: PG&E--30%, SCE--30%, SCG--25%, and SDG&E--15%

²⁷ Rapid Feedback Research & Analysis is not a statewide study; each IOU has its own budget with which to propose research. During 2019, funding was partially utilized to inform the proposal of a Household Hardship Reduction Indicator, in support of the ESA Application Testimony for Program Cycle 2021-26.

²⁸ Opinion Dynamics. 2019 California Low Income Needs Assessment – Volumes 1-3. December 2019. See: <https://pda.energydataweb.com/#!/documents/2308/view>

The focus of the 2019 LINA study is to address specific topics and/or markets and areas not well understood or researched in prior LINA studies. The CUPC formulated the study's primary objectives, which resulted in the statewide findings and recommendations summarized below:

- 1) CARE post enrollment processes are successful at removing most ineligible participants but could improve in retaining eligible participants, particularly at the income verification stage;
- 2) CARE Marketing Education & Outreach (ME&O) is effective at achieving 90% penetration, including immigrants and non-English speakers, but could be improved to increase awareness and new enrollments;
- 3) ESA Program participants who received targeted measures perceived significant health/comfort/safety improvements and the IOUs should continue offering them;
- 4) Alt-fuel customers are defined as those who do not have natural gas service and reported using propane, kerosene/oil/diesel, and/or wood/pellets as their primary fuel for space heating, water heating, and/or cooking. Alt-fuels customers are uniquely burdened by the cost of alternative fuels, particularly propane users, and programs like the CARE and ESA Programs appear to help but only with electricity costs;
- 5) Low-income customers living in low service reliability areas reported few differences from other low-income customers.

Statewide ESA Energy Savings Impact Evaluation

In 2017, under the direction of the Energy Division (ED), the IOUs began a statewide impact evaluation of the 2015-2017 ESA PYs. The study was conducted by DNV-GL and completed in 2019. This evaluation used a billing analysis approach to assess ESA Program impacts for the 2015-2017 PYs and followed standard evaluation protocols while maintaining

the fundamental requirement of billing analysis: weather normalization and a comparison group to account for non-program related change over time. The evaluation was divided into two phases. Phase 1 used program data from 2014-2016. Phase 1 results established the modeling framework and provided results for use in the IOU's ESA Program mid-cycle program update AL filings submitted in the summer of 2018.

Phase 2 incorporated the first six months of 2017 program data into the model and refined the modeling approach. Energy savings determined as part of Phase 2 were applied in the ESA Program Application Testimony for Program Cycle 2021-2026. The Phase 2 evaluation produced results at the household level across the years evaluated but did not allocate savings at the measure level for some measures. The ex-ante savings estimates, based on prior 2011 impact evaluation results from the 2009-2011 cycle, were higher than the evaluated (ex-post) savings for all four IOUs.

SoCalGas' evaluated savings averages at seven therms per household (a 29% savings per household as a percentage of ex-ante estimates).

The reported energy savings consisted of positive energy savings, as well as negative energy savings from program treatments. The impact evaluation did not attribute causes for the specific negative values realized, and some of the measure results were not clear or logical: for example, attributing negative savings values for duct repair measures that do not draw load. However, other negative energy savings may result from ESA Program equipment repairs leading participating households to

use services that they were not using before, thus generating more energy usage. Negative savings resulting from equipment repairs may also promote and produce favorable health, comfort and safety benefits for program participants.

Key recommendations in this report were for the IOUs to refine program planning assumptions and improve program tracking data. The report recommended that ESA Program planners fully account for potential consumption-increase assumptions for measures installed for non-energy related benefits. For example, flagging fixes to heating units where the unit was not working or not used prior to the visit would segregate off installations that increased consumption and improve overall program savings projections. ESA Program administrators were encouraged to use standardized data fields such that information readily rolls up to program totals and matches the values reported to the CPUC and to better align program data, definitions and requirements with billing information. Because the evaluation methodology did not produce consistent savings at the measure level, the evaluation recommended that program administrators explore other statistical methods to understand program savings in the next evaluation. As a result of this, SoCalGas worked with the other IOUs to allocate savings at the measure level as required for program reporting and planning. SoCalGas plans to explore other protocol-compliant evaluation methods that may provide more consistent

results at the measure and household level to use for the next ESA Impact Evaluation.

Statewide ESA Non-Energy Benefits (NEB) and Equity Criteria Study

The scope of work for the NEB study was developed in consultation with the Cost Effectiveness Working Group authorized in D.16-11-022. An RFP was released in March 2018; the consultant team – Skumatz Economic Research Associates, Inc. (SERA) and Navigant – was selected to complete the NEB study. In August 2019, a public webinar was held to present and discuss results, and the final report was subsequently released.²⁹

The purpose of this statewide study was to 1) update the current NEB estimates used in ESA Program cost effectiveness tests; 2) recommend new NEBs appropriate for ESA Program and missing from the current framework; and 3) design an Excel based tool to calculate NEBs. The study provided modifications to the calculations of the existing ESA Program NEBs. These modifications include input values taken from secondary research (e.g., an estimated percentage of a reduced hardship or cost that the program is expected to provide) and, in some cases, modified calculation structure (e.g., the addition of new input values not previously

²⁹ SERA. Non-Energy Benefits and Non-Energy Impact (NEB/NEI) Study for the California ESA Program, Vols. 1 and 2, Final. August 2019. See: <https://pda.energydataweb.com/#!/documents/2295/view>

used). In doing this work, the study exposed the limitations of secondary research to provide updated values relevant to the ESA Program. In many cases, the most recent estimated values found were from studies over 10 years old. Furthermore, many of these studies involved programs in states with different climates (e.g., Wisconsin, Connecticut) or different measure mixes that diminished their relevancy for the ESA Program. The NEBs 2.0 Study added 24 new NEBs into an updated NEBs 2.0 model and eliminated six NEBs from the 2001 NEBs 1.0 model. The updated NEB 2.0 model discussed in the NEBs Study consists of 46 NEBs for incorporation into IOU calculations. The newly-created NEB concepts require additional research and verification to ensure accuracy, reliability, and confidence. After review, a total of 20 were accepted for inclusion in the NEB 2.0 model.

The study proposed a new method of allocating NEB results across program measures using a set of factors that relate to how the measures contribute to NEBs (e.g., energy savings, expenditures, etc.). The new approach improves upon the existing method of using energy savings as the allocation basis, as the latter does not control for measures where the average energy savings is not correlated with NEBs. The study highlighted the need for additional work to improve the reliability, validity, and relevance of the estimates and the usability of the model. In particular, additional research was recommended for all NEBs to

strengthen the calculations and to establish linkages to the ESA Program. Follow-up research to adapt the NEB 2.0 Study's model for use, utilizing the IOUs' "Rapid Feedback Research & Analysis" funding will be completed by December 2020. A California-specific NEBs study is proposed in the ESA Program Application Testimony for Program Cycle 2021-2026.

ESA Program Portion of the Statewide Energy Efficiency Potential Study

For the first time, low-income energy potential was included in the 2019 Energy Efficiency Potential & Goals (P&G) Study conducted by Navigant. The study commenced in December 2018, and the final report was completed in July 2019.³⁰

The P&G Study made a major update to the forecast methodology for the low-income sector by forecasting savings using a bottom-up approach.

While the Study has some insightful findings, there are a few key limitations to consider when applying the findings to the ESA Program:

- 1) The measure level data used in the study was adapted from the measure list for residential non-low-income, and the study authors assumed all measures installed would be high efficiency and result in energy savings. This limits the usability of the results for the ESA Program since the program is designed to also provide health/comfort/safety measures which, in some cases, result in added load.

³⁰ Navigant. 2019 Energy Efficiency P&G Study, Final Public Report. Prepared for CPUC. July 1, 2019. Adopted August 23, 2019. See: ftp://ftp.cpuc.ca.gov/gopher-data/energy_division/EnergyEfficiency/DAWG/2019%20PG%20Study%20Report_Final%20Public_PDF_A.pdf

- 2) The P&G model is not capable of forecasting increases in energy use. Therefore, ESA Program measures that result in negative savings, but are designed to improve participants' health/comfort/safety and/or other non-energy benefits, are omitted from the forecast.
- 3) The study did not account for the ESA Program having its own Commission-approved Policy & Procedures and Installation Standards manuals. By failing to consider the Commission's policies for low-income programs, the P&G Study does not reflect program limitations and could overestimate the true potential in the low-income customer segment.

D.16-11-022 and D.17-12-009 Evaluation Requirements

D.16-11-022 and D.17-12-009 identify the benefit of following guidelines established in the mainstream Energy Efficiency proceeding. Studies are required to solicit public input on research and deliverables via workshops or webinars and the CPUC's public documents area at energydataweb.org. Parties are encouraged to submit written comments on the work before and/or after the public meetings; these comments will be posted on the public document website. Notice of the public meetings will be sent to subscribers on the public document website and to the applicable service. Beyond the authorized studies, any additional studies or analyses commenced via the ESA Program Rapid Feedback and Analysis funding adhere to the project initiation and execution requirements outlined in Section 5 of *Energy Division & Program Administrator Energy Efficiency Evaluation, Measurement and Verification Plan Version 5270*.

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

Four studies were completed during the 2019 program year: 1) 2019 Statewide LINA; 2) PY 2015 Statewide ESA Impact Evaluation; 3) Statewide NEBs Study; 4) ESA Portion of the Statewide Energy Efficiency Potential Study. Please reference Section 1.10.1 above for study citations to access the final study reports.

1.11 Pilots

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

Programmable Controllable Thermostat with Time-Of-Use (PCT/TOU) Pilot

On May 18, 2018, ED issued a “Disposition Partially Approving SoCalGas Low-Income ESA Program Clear Plan and Budget, Pursuant to Resolution G-3532.” The disposition included approval of a budget of \$1,000,000 for a two-year smart thermostat pilot, in which SoCalGas would “move forward with piloting this measure consistent with what has been authorized for the three electric utilities in D.16-11-022, and subsequently in D.17-12-009.” SoCalGas was ordered to submit within 30 days a Tier 1 AL providing the pilot’s implementation and evaluation plan referring to Attachment 1, Appendix A of D.17-12-009, to design the pilot plan “within those parameters,” and to “focus this pilot on high energy

usage or high energy burden CARE households.” SoCalGas was further instructed to “refer to the three electric utilities’ Programmable Communicating Thermostat ALs as well as the ED’s dispositions of those ALs as guidance.”³¹

The referenced Appendix A required the three electric IOUs to “develop a pilot to deploy and evaluate the energy savings and demand savings of a ‘package’ of interventions in 100 high energy usage or high energy burden CARE customer households.” Elements of the “package” are to include enrollment in time variable rates and installation of a Programmable Communicating Thermostat (PCT) with predetermined settings designed to optimize use for customers on time variable rates, such as Time-of-Use (TOU) and Critical Peak Pricing (CPP).³² “The purpose of this pilot is to examine the potential effects on customer behavior and load impact of deploying mobile (smartphone) applications in the high usage CARE customer segment, as part of a package with PCT installations and TOU-CPP pricing.”³³

Although the vision of the pilot presented in Appendix A relates generally to measuring customer behavior relative to smart thermostats, the details

³¹ A.L. 5311 Attachment A, p. 6.

³² *ibid*

³³ D.17-12-009 Appendix A, p. 4

provided are specific to issues of importance to the Commission relative to electric utilities and are not applicable to SoCalGas. Time variable rates are not under consideration for gas customers, nor is there existing Commission policy around CARE “high users” for gas customers of a similar nature to the policy for electric customers. Nevertheless, SoCalGas believes the smart thermostat is a measure of significant benefit to natural gas customers to help manage energy use during peak periods. Therefore, SoCalGas proposed a pilot program geared toward gas customers where the objectives were more directly related to SoCalGas’ ESA Program, consistent with the plan presented in AL 5256-A (Clear Plan) to treat all willing and eligible customers by 2020.³⁴

SoCalGas’ ESA Program Smart Thermostat Pilot objective includes testing the value of the measure as part of SoCalGas’ wider ESA Program portfolio, and specifically to determine whether the presence of the smart thermostat measure in fact increases the appeal of the program and the likelihood of enrollment. This observation is to be performed in the context of SoCalGas’ Clear Plan, in which specific customers never enrolled in the ESA Program are being targeted for outreach, with careful tracking of the ultimate disposition of each. The Clear Plan process puts SoCalGas in position to record whether customers offered the smart thermostat are more likely to enroll in the program than those customers also identified as meeting all eligibility criteria but not offered a smart

³⁴ A.L. 5311 Attachment A. p. 6.

thermostat. Rather than diverting outreach resources from SoCalGas' Clear Plan effort in order to sign up customers for a separate installation of the smart thermostat, SoCalGas plans to deliver its smart thermostat pilot as part of its ongoing Clear Plan effort to offer ESA Program service to every willing and eligible customer, in concert with the delivery of all other ESA Program measures. As SoCalGas has previously reported, enrolling new, first time customers has become increasingly difficult and testing the appeal of the smart thermostat in generating incremental enrollments may prove beneficial in supporting SoCalGas' Clear Plan effort.³⁵

SoCalGas targeted approximately 50,000 total customers, over the two-year period of the pilot, as members of the marketing test and control groups. Consistent with Commission directives, SoCalGas targeted high energy usage CARE customers in harder to reach areas for this pilot. A random sample of customers who did not respond to the marketing efforts were sent a survey asking, among other things, why they did not respond to the offer. The enrollment rates from each group were assembled and customers eligible for the thermostat received one, along with all other feasible ESA Program measures.

³⁵ *ibid*

SoCalGas is currently allowing customers to use their devices throughout the winter heating period. Afterwards, there will be a survey sent to customers who received the devices, gathering feedback. A final report will then be assembled containing the results of the pilot.

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

This section is not applicable to SoCalGas.

1.12 “Add Back” Measures

For measures that fall below the cost effectiveness threshold under Decision 08-11-031, we require additional reporting to show the cost, energy savings impacts, and related metrics.

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

The inclusion of “add-backs” in PY2019 treated homes did not impact SoCalGas’ ability to reach customers or to install measures. Add-back measures were those that were not included in SoCalGas’ proposed budgets because they had fallen short of the adopted cost effectiveness threshold, but were “added back” as part of the budget decision. For the 2017-2020 cycle, D.16-11-022 provided the opportunity to adjust budgets to accommodate ordered changes to the measure portfolio, including the retention of the duct sealing weatherization measure. Budgets for all

current measures including add-backs were requested in SoCalGas' application and conforming ALs and approved in D.16-11-022 and Resolution G-3532; thus, add backs will not impact SoCalGas' ability to treat homes or install measures going forward.

1.13 Low Income Working Groups

The Cost Effectiveness and Mid-Cycle Working Groups disbanded in 2018 after completing their assigned tasks.³⁶ 2019 Multifamily Working Group activity is summarized below.

Multifamily Working Group (MFWG)

The MFWG was established to support the integration of common area measures for deed restricted MF properties into the ESA Program and other MF directives as specified in Decision 16-11-022. SoCalGas participated in the MFWG throughout 2019.

MFWG member organizations include: CPUC Energy Division, California Public Advocates Office, SCE, PG&E, SoCalGas, SDG&E, California Housing Partnership Corporation, Natural Resources Defense Council, National Consumer

³⁶ The Cost Effectiveness and Mid-Cycle Working Groups were originally authorized by D.12-08-044 and reconvened in D.16-11-022 to make recommendations for refinements to improve, wherever possible, the design, administration, delivery and ultimate success of the ESA and CARE Programs.

Footnote continued on next page

Law Center, Community Housing Opportunities Corporation, TELACU, and Proteus.

The MFWG detailed its 2019 activities in the MFWG 2019 Annual Report.³⁷

1.14 Annual Public ESA Program and CARE Meeting

D.12-08-044 ordered the IOUs to convene a minimum of one public meeting per year, within 60 days of their filing of the annual report, and other public meetings as deemed necessary by the IOUs, the ED, the ALJ, or the Commission.

Additionally, IOUs were directed to use these meetings as a forum to host the working groups.

In compliance with D.12-08-044, SoCalGas and the other IOUs held a webinar meeting on June 27, 2019. There the IOUs presented an overview of their 2018 ESA and CARE Programs results.

1.15 Multifamily Properties

1.15.1 The IOUs shall conduct and report an annual analysis of the square footage, energy consumption, ESA Program participation, and time since the last retrofit of non-deed restricted multifamily properties with a high percentage of low income tenants.

SoCalGas' 2018 Annual Report results informed a subsequent analysis to scrub the data from SoCalGas' Customer Information System (CIS) and apply the

³⁷ Available at <https://pda.energydataweb.com/#!/documents/2330/view>

poverty percentile from CalEnviroScreen 3.0 to the total of 73,638 bill accounts serving MF properties. The result yielded 18,318 properties that can be identified as potentially MF low-income non-deed restricted. This result includes all eligible and non-eligible properties for MF common area measures in the ESA Program. SoCalGas has not been able to obtain a property data list from a third-party to identify deed or non-deed restricted properties within its service territory. SoCalGas also has compared analysis method with Southern California Edison but found no common ground due to that lack of the original property data regarding property restriction. For this reason, SoCalGas is reporting only new consumption and ESA treated data from the list of 18,318 properties in this Annual Report.

Below are two summary tables showing the 2019 annual analysis of MF low-income non-deed restricted properties. This analysis requires a multi-step process to scrub the data including missing data, duplicate data, non-active/closed accounts, invalid/mismatched information, or unable to be matched due to nonstandard address designations and aligning CIS with Geographic Information Service (GIS). Only data that was able to be matched was utilized for this analysis. SoCalGas will continue to work with the MFWG to refine the analysis and leverage these results to identify eligible non-deed restricted properties, as necessary, including a possibility to hire a third-party consultant in 2020.

SoCalGas Multifamily Low Income Non-Deed Restricted Property Analysis

| Category | All MF Properties | | | | Central Facility | | Master Meter | |
|----------------------|----------------------|-------------|---------------------------|--------------------|---------------------------|-------------------------------------|---------------------------|-------------------------------------|
| | Number of Properties | Avg Sq. Ft. | 2019 Annual Therms ('000) | Therm per Property | 2019 Annual Therms ('000) | Energy Use Intensity (Therm/Sq. Ft) | 2019 Annual Therms ('000) | Energy Use Intensity (Therm/Sq. Ft) |
| Has Sq. Ft. Data | 15,457 | 19,955 | 52,099 | 3,371 | 27,345 | 0.14 | 24,754 | 0.22 |
| Sq. Ft. Data Missing | 2,861 | N/A | 11,575 | 4,046 | 4,487 | N/A | 7,088 | N/A |
| All properties | 18,318 | | 63,674 | 3,476 | 31,832 | | 31,842 | |

ESA Program Participation

| Year Last Treated | # Properties Treated through ESA |
|-------------------|----------------------------------|
| 2010 | 57 |
| 2011 | 89 |
| 2012 | 50 |
| 2013 | 78 |
| 2014 | 174 |
| 2015 | 132 |
| 2016 | 154 |
| 2017 | 287 |
| 2018 | 227 |
| 2019 | 487 |

The ESA Program Participation table above reflects the last retrofit time at the property. Therefore, properties treated over multiple years are counted only in the last year they were treated. For example, a property that was treated in 2015 and 2018 is counted once in 2018.

1.15.2 Describe coordination efforts with the California Advanced Services Fund's new Broadband Public Housing Account.

Potential coordination efforts with the California Advanced Services

Fund's Broadband Public Housing Account will be considered in 2020.

1.15.3 The IOUs conduct and report an annual normalized metered energy consumption analysis of the multifamily common area measure

In decision D.16-11-022, the Commission requires that “to align our ESA Program funded multifamily retrofits with the authorized SDG&E and SoCalGas’ high opportunity programs and projects efforts, we direct that the savings calculation approaches be aligned. For ESA Program multifamily projects funded from the ESA Program, we require the IOUs to report the normalized energy use and savings of the participating properties in their ESA Program annual reports.”³⁸

SoCalGas hired Recurve Analytics, Inc. to perform the normalized energy use analysis for the reporting purpose in this Annual Report. The measurement and verification was conducted for the analysis of whole building savings of the Santa Ana project. This complex is comprised of eight buildings, of which 6 buildings received the water heating measure in December 2018. SoCalGas used 12 months of pre- and post-project daily gas meter data for the six buildings, though one of these six lacked sufficient baseline data to draw meaningful conclusions from its performance. As a portfolio, these projects were expected to save approximately 20% of their baseline consumption or about 2,517 therms, as reported in SoCalGas’ 2018 Annual Report.

³⁸ D.16-11.022, page 210

Recurve follows the open-source CalTRACK methodology for calculating site-based avoided energy use in which a baseline counterfactual is projected to the reporting period to estimate savings following an energy efficiency measure (full documentation available at <http://docs.caltrack.org>). CalTRACK was developed through a consensus process of stakeholders and was cited by the CPUC as an example of open-source methods appropriate for filing Normalized Metered Energy Consumption claims.

CalTRACK methods follow guidance found in the Uniform Methods Project and ASHRAE Guideline 14 for calculating whole building energy savings. For natural gas savings, a baseline model is fit to the relationship between therm consumption and heating degree days over a 365 day period. The intercept and HDD coefficient from the model are applied to the daily weather data from the reporting period and subtracted from the daily measured consumption to generate a daily savings value. The calculations can also be normalized to a typical weather year by generating both a baseline and reporting period model and fitting to the weather data from CZ2010 weather files.

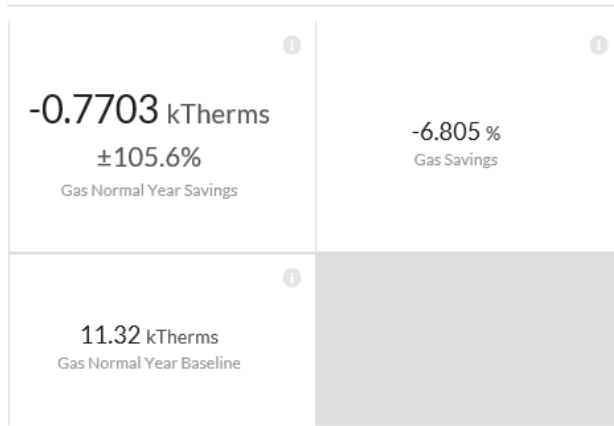
Recurve found that across this portfolio of buildings, energy consumption increased following the measure installations. On a building-by-building basis, savings ranged from an 11% reduction to a 36% increase.

Collectively, the portfolio averaged a 9.2% increase in consumption using the weather data of the reporting period, and a 6.8% increase in consumption using normal year weather data.

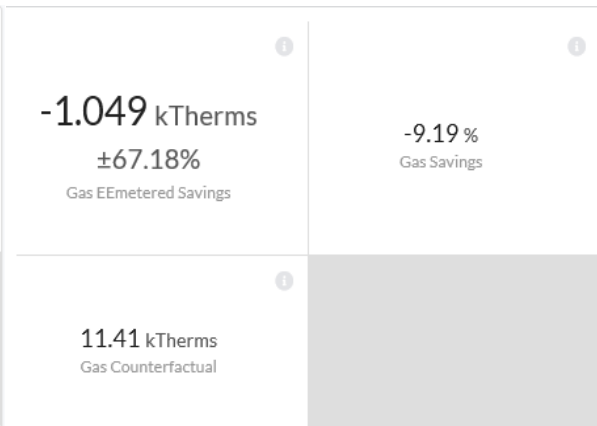
With the data available, SoCalGas expects that some of the increase in energy consumption at these sites was due to weather-related changes in energy consumption, rather than increases attributable to the replacement of water heaters. For example, the building with the largest increase in consumption shows clear evidence of weather-related increases in consumption (as shown in the figures below). Given the same outdoor temperature, the reporting period energy use was significantly higher, concluding that this increase in consumption was linked to the fact that as it got cold outside, this building increased its energy consumption much more in the reporting period than in the baseline period. SoCalGas did not perform a post-installation survey to obtain non-routine events that can be a factor in consumption increase. However, to SoCalGas' best knowledge, there were no known major non-routine events within the 12-month period of post-installation. Complete site level results can also be found at <http://socalgas.recurve.com>.

Below are tables of site-level results and graphs of reporting period of January 2018 to December 2019.

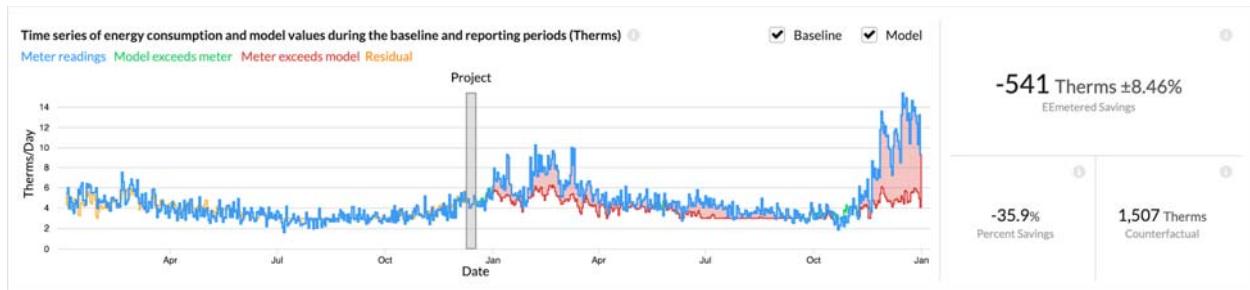
Portfolio Normal Year Savings³⁹



Portfolio EE metered Savings⁴⁰



Meter and Model Data



The **blue line** represents energy consumption as given by meter readings.

The **gray line or area** shows the project date and extent of the blackout period, if any. This period starts at the blackout start date and ends at the intervention active date.

The **yellow area** before the project represents the difference between baseline model estimates and the baseline values. This is called the model residual and gives insight into model bias or model error.

The total colored area after the project (**green area** minus **red area**) represents the EEmetered savings attributed to this meter.

³⁹ Savings are the difference between normal year reporting consumption and normal year baseline consumption.

⁴⁰ Metered savings are the difference between actual consumption and a counterfactual following the intervention active date of a project.

CALIFORNIA ALTERNATIVE RATES FOR ENERGY (CARE) PROGRAM ANNUAL REPORT

2. CARE EXECUTIVE SUMMARY

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

Since PY2005, income eligibility for CARE was set by the Commission at 200% of the Federal Poverty Guidelines (FPG).⁴¹ In PY2010, the legislature enacted Senate Bill (SB) 695 which changed PUC section 731.9 to state that eligibility for the CARE Program should be no greater than 200% of the FPG. In PY2006, the Commission authorized the utilities to implement: 1) Categorical Eligibility (CE) which allowed customers to qualify for CARE based on their participation in certain state or federal public assistance programs; 2) four-year recertification for low-income customers with a fixed income; 3) a process to enroll certain prospective CARE qualified households by telephone; 4) a process to allow all customers to recertify their CARE eligibility through the IVR system; and 5) internet-based CARE enrollment and recertification.

⁴¹ See D.05-10-044, Ordering Paragraph 1, at pg. 35.

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

Annual funding for 2017 - 2020 was authorized in D.16-11-022, and updated via Resolution G-3532 addressing SoCalGas' conforming ALs 5111-A and 5111-B.

This report provides information on SoCalGas' CARE Program accomplishments and expenditures for PY2019. At year-end of PY2019, the CARE Program had enrolled over 313,763 new customers and ended PY2019 exceeding its 90% target with a penetration rate of 95.5%. Other notable achievements and key activities of the CARE Program in 2019 include:

- Continuation of real-time enrollment through CSRs during turn-on and payment extension calls resulting in 125,653 new enrollments, the largest source of new enrollments for 2019;
- Continuation of CARE enrollment, recertification and Post Enrollment Verification (PEV) via SoCalGas website and My Account allowing customers real-time enrollment and access to their current CARE status;
- Continuation of the Mobile Home Park Utility Upgrade Program and seamless transfer of CARE and MBL benefits to the customers' new gas accounts;
- Continued best practices in CARE scanning operations for efficiency and accuracy of application processing;
- Implemented bi-annual data transfer of CARE customer information to CPUC Lifeline administrator per D.16-11-022; and
- On November 4, 2019, SoCalGas filed its Low Income Application for the 2021 – 2026 Program Cycle.

For PY2019, SoCalGas continued to update My Account and mobile device/apps. The My Account updates provide all non-CARE residential customers the ability to be informed of the CARE Program and offers a facilitated enrollment process if they choose to apply. Additionally, CARE customers continue to be informed of their CARE status, reminded/facilitated to recertify their CARE eligibility and reminded/facilitated to upload required proof of eligibility documentation if PEV is required.

For PY2019, SoCalGas continued the current marketing practice of targeting likely eligible customers based on internal analytics. ZIP codes and penetration rates are used to identify enrollment gaps and specifically target potential new customers, those who need to recertify and those who need to re-enroll. SoCalGas' customers are able to apply for CARE and recertify their CARE eligibility in five different languages. All forms are accessible and responsive to mobile devices.

SoCalGas continues to work towards meeting the CPUC directed CARE Program goals and objectives. Results for PY2019 are provided in the sections below.

2.1 Participant Information

2.1.1 Provide the total number of residential CARE customers, including sub-metered tenants, by month, by energy source, for the reporting period and explain any variances of 5% or more in the number of participants

| CARE Residential Program Gas Customers by Month | | |
|--|-----------|----------|
| Month/Year | Customers | % Change |
| January 2019 | 1,613,195 | -0.14% |
| February 2019 | 1,613,054 | -0.01% |
| March 2019 | 1,614,139 | 0.07% |
| April 2019 | 1,620,797 | 0.41% |
| May 2019 | 1,621,562 | 0.05% |
| June 2019 | 1,617,851 | -0.23% |
| July 2019 | 1,610,242 | -0.47% |
| August 2019 | 1,605,339 | -0.30% |
| September 2019 | 1,601,822 | -0.22% |
| October 2019 | 1,600,888 | -0.06% |
| November 2019 | 1,608,041 | 0.45% |
| December 2019 | 1,609,739 | 0.11% |

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

SoCalGas used the joint utility methodology adopted by the CPUC in

D.01-03-028 for developing monthly penetration estimates in 2019.⁴²

This methodology entails annual estimation of eligibility for CARE, ESA, FERA, and other income-by-household size parameters at the small area (block group, census tract, ZIP+2, etc.) for each IOU territory and for the state as a whole.

⁴² Athens Research performs the analysis using the joint utility methodology to provide the estimates for the California IOUs.

Sources for the 2019 eligibility estimates include the January 2019 Health and Human Services (HHS) Poverty Guidelines⁴³ (“bundling” one- and two-person households at the HHS-defined 200 percent FPG limit as required by AB 327), current year small area vendor marginal distributions on household characteristics, Census 2010 Summary File 3 (SF3) data, Census American Community Survey 2014-2018 Public Use Microdata Sample (PUMS) data, utility meter and master meter household counts, Department of Finance Consumer Price Index series, and various Geographic Information System sources.

The method takes into consideration American Community Survey microdata relationships between guideline status (above/below 200% of FPG), tenure, and fuel payment relationships. These cross classifications are fitted to small area (block group) marginals to produce payer type specific distributions, which can be aggregated to various other geographical levels.

The method also incorporates the impact of labor force changes (unemployment and other forms of job separation, as well as positive changes). The method adjusts block group marginal distributions on household income based on sub-state modeling that incorporates Current Population Survey, Integrated Public Use Microdata Survey Data,

⁴³ Federal Register / Vol. 84, No. 22 /Friday, February 1, 2019 /Notices; p.1167-1168.

American Community Survey Data, and California Employment Development Department (EDD) county and Metropolitan Statistical Area level labor force series. This adjustment to block group income marginal is then incorporated into the otherwise “standard” estimation approach to produce small area estimates reflecting small area income changes due to labor market forces.

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

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

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

The joint utility methodology, as described above, was used throughout PY2019.

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

CARE eligibility rates by small and large areas are developed so that they apply to individual residential meters and sub-metered dwelling units only. Non sub-metered master meters and other meters that do not provide residential service are not included in the “technical eligibility” meter counts.

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

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

2.1.2.4 Describe how current CARE customers were counted.

CARE customers were counted by totaling the number of individually metered residential customers plus the number of sub-metered tenants receiving service through residential master-metered accounts receiving CARE discount at the time.

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

The formula for calculating CARE-participation is:

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

The participation rate is the total number of participating CARE customers divided by the estimated eligible CARE population.

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

SoCalGas is a single energy source utility for natural gas. At year-end PY2019, of SoCalGas' 5,622,313 residential CARE-eligible meters, 29.97% or 1,685,526 households were estimated to be eligible for the CARE discount.

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

In December 2019, SoCalGas had 129,313 sub-metered tenants in 1,574 master-meter facilities. Assuming, by the methodology described above, 48.49% of its sub-metered residential customers are eligible for CARE, SoCalGas estimates 62,700 of its sub-metered tenants are CARE eligible.

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

In December 2019, SoCalGas had 31,653 sub-metered tenants participating in the CARE Program.

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

SoCalGas estimates 50.48% of its CARE eligible sub-metered tenants were enrolled in the CARE Program as of the end of PY2019 increased by over 2% from 2018.

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

In PY2019, SoCalGas did not encounter any major problems in administering the CARE Program for sub-metered and/or master-metered customers. However, implementation of real-time enrollment of regular residential customers via My Account eliminated the ability of sub-metered tenants to enroll via the web, as they do not have a SoCalGas

account number, necessary for My Account registration. Both My Account and socalgas.com web applications became real-time by means of the IVR CARE Web Service which does not support sub-metered tenants. This web-based logic uses Bill Account Number and ZIP code to locate customers' addresses. Although manageable, the change resulted in an increase in paper applications. To retain enrollment options for submetered customers, SoCalGas is currently working with its Information Technology (IT) department to resurrect the website for CARE enrollment specifically for sub-metered customers of mobile home parks and apartment complexes. The enhancement is scheduled for implementation during the 2nd quarter of 2020.

2.2 CARE Program Summary

2.2.1 Please provide CARE Program summary costs

| CARE Budget Categories | Authorized Budget¹ | Actual Expenses | % of Budget Spent |
|--|--------------------------------------|------------------------|--------------------------|
| Outreach | \$4,004,885 | \$3,101,859 | 77.45% |
| Proc., Certification and Verification | \$2,966,518 | \$1,402,932 | 47.29% |
| Post Enrollment Verification | \$154,833 | \$90,750 | 58.61% |
| Information Tech./Programming | \$1,037,796 | \$680,508 | 65.57% |
| CHANGES | \$437,502 | \$390,377 | 89.23% |
| Measurement and Evaluation | \$0 | \$0 | 0.00% |
| Regulatory Compliance | \$475,858 | \$378,224 | 79.48% |
| General Administration | \$953,729 | \$789,258 | 82.75% |
| CPUC ED Staff | \$60,000 | \$58,773 | 97.96% |
| Cooling Centers | N/A | N/A | N/A |
| Total Expenses | \$10,091,122 | \$6,892,681 | 68.3% |
| Subsidies and Benefits | \$133,675,499 | \$133,972,855 | 100.22% |
| Total Program Costs and Discounts | \$143,766,621 | \$140,865,536 | 97.98% |

¹ Reflects the authorized funding per year in D.16-11-022 and updated via Resolution G-3532 addressing conforming Advice Letters 5111-A and 5111-B.

2.2.2 Please provide the CARE Program penetration rate to date.

| CARE Penetration Year-end 2019 | | | |
|---------------------------------------|-----------------------|------------------|-------------|
| Participants Enrolled | Eligible Participants | Penetration rate | Target Met? |
| 1,609,738 | 1,685,526 | 95.5% | Yes |

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

| Month | Complaints Received | Nature of Complaint | Cases Resolved |
|-------|---------------------|---|----------------|
| Jan | 1 | Per CSR, "Customer states she has received a second request to recertify for the CARE discount. States Gas Co. has dropped the ball and is incapable of doing the job correctly. States she will not fill out a second form. She will not pay entire bill if we remove her CARE discount. States she will not call us back during CARE Dept. hours. States if we have questions for her, we can call her at the number above." Although the CSR used the word, "recertify", this was not a recertification complaint. Customer was informed that she was Post Enrollment Verified on 1/17/19. She was not terminated and did not lose the CARE discount; therefore, no rebilling was necessary. Customer was pleased. | Yes |
| July | 1 | Customer called to say he received numerous IVR calls regarding CARE recertification. IT investigated and found a glitch in the process, causing repetition of the outbound call. When a recertification application is mailed to a customer, an automated call notifies the customer to expect the application in the mail. Typically, one call per customer is made. Customer understood the issue and appreciated the follow-up. | Yes |

2.3 CARE Program Costs

2.3.1 Discount Cost

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

The average monthly discount received per SoCalGas' CARE customer in PY2019 was \$6.76⁴⁴ per month.⁴⁵

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

SoCalGas' CARE customers and CARE Expansion customers (i.e., farm and migrant workers and those living in non-profit group living facilities or agricultural housing) received \$130,811,185 in natural gas rate discounts and \$3,161,670 in Service Establishment Charge (SEC) discounts in PY2019. The PY2019 annual subsidy for all SoCalGas CARE customers was \$133,972,855.

2.3.1.3 Provide the Number and Percent of Green Tariff Shared Renewables (GTSR) and Enhanced Community Renewables customer base. Also provide the average total bill discount.

This section is not applicable to SoCalGas.

⁴⁴ The average monthly rate discount was computed by dividing the CARE rate discount recorded to the CARE balancing account in 2019 by the monthly residential CARE customers: the total of the 12 months was then divided by 12 for the average monthly CARE discount per customer.

⁴⁵ This number does not reflect the CARE customers who received a discount on their Service Establishment Charge (SEC).

2.3.2 Administrative Cost

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

See section 2.2 or CARE Table 1 in the attachments.

2.3.2.2 Explain what is included in each administrative cost category

Marketing & Outreach M&O: This category includes costs for the printing and mailing of CARE applications recertification requests, PEV requests, monthly sub-metered unit lists, and correspondence, the printing and mailing of SB 920 annual notification,⁴⁶ postage, bill inserts, brochures, flyers, advertising, text messaging, direct mailing campaigns, web campaigns, social media, third party outreach, door-to-door canvassing, community event sponsorships and support, distribution of collateral materials, outreach staff labor, and other outreach and enrollment efforts. Capitation payments and any agency-related outreach support efforts are also included in this category. Capitation payments are compensation fees paid to CBOs that assist SoCalGas in enrolling hard-to-reach CARE-eligible customers in the program.

⁴⁶ SB 920 requires that homeowners and residents of a master-metered park receive notification in their utility billing statement of the assistance available to them under the CARE Program. This notification must be received on or before February 1 of each year.

Processing, Certification and Re-certification: This category includes costs for CSR CARE enrollment, the CARE Processing Group labor, and document scanning costs. The function of the CARE Processing Group includes: 1) processing CARE applications; 2) initiating and responding to customers' inquiries regarding CARE applications and/or the program; 3) enrolling customers over the phone; and 4) determining CARE eligibility based on income or assistance programs documentation received.

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

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

CHANGES: This category includes costs related to the CHANGES permanent program billed by the CPUC.

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

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

General Administration: This category includes costs for program management labor, tracking CARE enrollment and operating statistics in support of operations, management, and regulatory reporting; office supplies, market research, and general business expenses.

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

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

At year end of PY2019, the CARE balancing account was under-collected by \$6,055,579.

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

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

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

See CARE Table 10 in the attachments.

2.4 Outreach

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

In PY2019, SoCalGas continued to use both targeted and grassroots marketing and outreach tactics to extend awareness and participation in the CARE Program. Targeted tactics include a multi-media advertising campaign, direct mail, email, text messages, bill inserts, door-to-door canvassers, and participation in community outreach events. In addition to these targeted tactics, in PY2019, SoCalGas worked with CBOs to help

with outreach of the CARE Program and promote awareness in order to increase enrollment with mainstream customers while continuing to expand awareness to hard-to-reach customers. These CBOs serve specialized markets and help SoCalGas enhance awareness of the CARE discount to communities. As an example, in PY2019, SoCalGas partnered with Food Share of Ventura County, an organization that provides food for over 75,000 people monthly. Food Share is a member of Feeding America, the nation's largest hunger-relief network of food banks, as well as the California Association of Food Banks. Every month, Food Share of Ventura County also distributes "Senior Kits" with SoCalGas' CAP materials at various locations throughout Ventura County. In 2020, SoCalGas plans to continue the partnership and pursue any additional opportunities.

Ethnic Media: Ethnic media plays a critical part in communicating with hard-to-reach customers. For example, SoCalGas has an ongoing advertising contract with Radio Campesina (KMYX, Bakersfield & KUFW, Visalia) to increase awareness of CAPs, especially among farmworkers and undocumented residents with LEP. These demographic customers can be less trusting of utilities or government sponsored programs due to the risk of exposure, and are less likely to accept programs or services. By partnering with Radio Campesina, SoCalGas is able to reach these customers through a trusted community partner and in

their language. The radio schedule consists of short, 30-second Spanish language ads that run several times a day.

In addition to the radio spots, SoCalGas' relationship includes participation in community events sponsored by the station such as farmworker lunch promotions, school programs, holiday giveaways, and several hosted "classrooms" of the month throughout the year. SoCalGas' branded "Low-Income Programs" giveaways and bilingual collateral are distributed to inform the community, children in the classrooms, and farmworkers in the fields. These events promote awareness of SoCalGas, specifically to children who can be the primary cultural navigators in mono-lingual Spanish speaking homes. SoCalGas also works with MICOP Radio Indigena 94.1 where local SoCalGas staff provides information on customers assistance programs, and how to obtain applications, where to receive information on assistance with completion of applications.

Multi- Media: SoCalGas launched a social media campaign beginning in March and ending in mid-April. The campaign focused on reaching customers on Facebook using English and Spanish language messaging to strengthen CARE Program awareness and increase online applications during the cold weather season. The CARE social media campaign delivered strong click-through-rates (CTR) of 0.61% and efficient cost per

landing page arrival (CPLPA) of \$2.66. Although the Spanish language spend was less than English, the Spanish audience showed higher engagement with our messaging. However, when comparing the audiences, the English audience was the most efficient, delivering a lower cost per thousand (CPM) and CPLPA. In addition, SoCalGas launched a multi-media campaign in August that ran through October. The campaign objectives were to maintain an above 90% penetration rate and increase the number of online enrollments. The target audiences were adults, ages 25 to 65 who are unemployed, experiencing adverse economic events or are enrolled in other public assistance programs. The messaging, in both English and Spanish, focused on the ease of enrolling online in a few simple steps. The strategic media approach focused on a mix of highly targeted channels and tactics that have the ability to proximity target in high opportunity ZIP codes. Channels include out-of-home and mobile-led digital such as audio, display, social media and search. The campaign delivered more than 54 million impressions, 800,000 video completions, 255,000 site pageviews, a 0.57% CTR and \$1.61 CPLPA.

Text Messages: SoCalGas executed a text messaging pilot in November 2019. Text messaging is a low-cost channel and SoCalGas wanted to measure its effectiveness. The CARE text messages provided eligible customers the link to the online CARE application and encouraged them to apply. The text messages were sent to new customers, existing

customers not on CARE and customers who needed to re-enroll. These three groups of customers also received email and direct mailers with CARE Program information. The text messaging pilot was successful, resulting in a 4% conversion rate which is comparable to email.

Direct Mail: Direct mail continues to be a versatile and effective method for enrolling CARE customers. Generally, direct mail campaigns target customers with a probability of being eligible for low-income programs who meet the following criteria: CARE customers who have fallen off of the program and need to re-enroll, CARE customers who are nearing the end of the program term and need to recertify, new customers eligible for CARE, existing SoCalGas customers who are not on CARE and CARE customers who have recently changed residence. Tools such as PRIZM codes are utilized to help identify these customers.

During PY2019, an average savings value while on the CARE Program for two years along with instructions to apply online continued to be communicated in the letters. These letters contained two banners: “Average savings on CARE \$145” and “New online application. Process your request instantly.” The average value message intended to help customers understand the savings potential differently, and the online application message intended to drive customers to apply online. On the letters to existing customers, a personalized comparison of what they

could have saved had they been enrolled in CARE was added. For the customer's convenience, income guidelines along with the application were also included in the mailing to new customers.

In PY2019, SoCalGas continued to conduct annual SB 920 targeted mailing to master-metered facilities with sub-metered tenants to remind them of their responsibility to notify their tenants about the CARE Program discount available to them. SoCalGas continues to maintain compliance with AB 2104 by mailing out the monthly *Add & Delete Report* to notify owners/managers of sub-metered facilities of any tenants who have been added to CARE or removed from the program. Lastly, SoCalGas maintains compliance with AB 2857 by approving eligible sub-metered tenants who live in facilities that are not 100% sub-metered.

Bill Message: During PY2019, CARE bill messages were printed in both English and Spanish on non-participating customers' bills and sent out in May and September. Additionally, when applicable, CARE bill messages were sent out 45 days after the PEV letters were mailed to remind customers that SoCalGas had not received their verification application and proof of income. Further, if there was no response from the customer after 120 days, SoCalGas sent those customers a bill message informing them that they had been removed from the program.

Quarterly CARE messages were also added to the outgoing envelopes used to mail customers' natural gas bill.

Bill Inserts: Bill inserts continue to be a low-cost method to create program awareness and encourage enrollment. The inserts/applications are bilingual in English and Spanish and contain basic program information. In January of 2019, SoCalGas sent approximately 70,000 bill inserts to residential customers who could potentially qualify for CARE. In October of 2019, SoCalGas sent out a bill insert to approximately 2 million residential customers. The bill insert announced the annual eligibility guidelines. To fulfill the AB 3 mandate, SoCalGas also sent approximately 3.2 million bill inserts to customers at risk of having their service shut off. The bill insert highlights the Customer Assistance Programs available to help manage their bill. In September of 2019, SoCalGas also sent out a bill insert to approximately 251,950 commercial customers. The latter bill insert described the CARE rate for commercial facilities such as non-profit group living and migrant farmworker housing.

Cross Program Promotion: Communication and outreach opportunities were sought out to cross-promote the CARE Program with other CAPs and EE programs to maximize customer value and reduce costs. The ability to apply for CARE through SoCalGas' ESA Program applications made it easier for customers to obtain services and other SoCalGas

assistance program information simultaneously. Customer information obtained from SoCalGas' ESA Program and Gas Assistance Fund (GAF), along with LIHEAP, is used for CARE enrollment, recertification, and verification purposes. Certain collateral materials used by SoCalGas' Outreach department and field operations personnel have been specifically designed to provide customers with information on all available low-income and special needs customer programs and services. Field Operations is instructed to leave CAP information material in English and Spanish every time a customer's home is entered for services.

SoCalGas.com Website: The SoCalGas website (www.socalgas.com) is a 24/7 communication and enrollment channel for the CARE Program. The website is promoted via monthly email blasts which direct the customer to the socalgas.com website to apply. Mailed paper applications also provide the option to apply online at socalgas.com. Customers can enroll in the CARE Program in real-time using English and Spanish online applications. In addition, customers who are already on CARE and receive a reminder via email or a letter to recertify their eligibility are directed to the website where they may recertify online. SoCalGas offers online applications in the following five languages: English, Spanish, Chinese, Korean, and Vietnamese. SoCalGas also offers downloadable CARE applications in large font size for those with visual disabilities as well as in the following 13 languages: English, Spanish, Chinese, Korean,

Vietnamese, Armenian, Arabic, Hmoob, Farsi, Khmer, Russian, Tagalog and Thai.

Customer Contact Center (CCC): While customers are on hold to speak to a CSR, the IVR system informs them about CARE and other assistance programs. Since February 2018, CSRs began offering immediate CARE enrollment to customers who call to start new gas service or make payment arrangements. In 2019, there were 144,347 new enrollments. For customers who prefer to receive an application in the mail, CSRs initiate that mailing. CSRs also provide information regarding CAPs to facilitate enrollment of eligible customers.

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

Branch Payment Offices (BPO): English and Spanish CARE

applications and program information brochures are available in all BPOs, and the CARE Program is promoted during every transaction.

Furthermore, English and Spanish CARE posters that are complete with program guidelines and helpful information are on display in each BPO.

These posters are revised as program information and income guidelines change.

Community Events: During PY2019, SoCalGas personnel participated in over 780 general and low-income specific community events. The goal of each event was to generate awareness of and increase participation in CAPs. SoCalGas has strived to use events and event sponsorships to extend messaging with its communities and as opportunities to work with other organizations so that residents and customers get maximum value from attending. Key events in PY2019 included:

| | |
|---|--|
| • Americana Mobile Home Park Resident Forum in Garden Grove | • Autismo Conference with Mexican Consulate of San Bernardino |
| • 3 rd Annual Veteran's Open House Job & Resource Fair | • Day of the Horse |
| • South Los Angeles Santee Education Complex Parent College & Resource Fair | • Upland Lemon Festival |
| • Los Angeles Sheriff Department Meeting in Temple City | • LA Sanitation District's 4 th Annual Earth Day LA |
| • Rancho Cucamonga Senior Center VIP Club | • Lancaster Poppy Festival |
| • City of Inglewood Martin Luther King Jr. Celebration | • Cal Fresh Kick of Event for LA County Department of Public Social Services Eligibility Workers |
| • Joslyn Senior Center Emergency Preparedness Event | • Pasadena City College Health Resource Fair |
| • Imperial Area Agency on Aging – 14 th Annual Senior Appreciation Day | • 2019 Homewalk |

| | |
|--|---|
| • Southern California Edison Black History Month Community Celebration | • Santa Paula Senior Resource Fair |
| • Inter-Tribal Education Collaborative (ITEC) College Exploration Day at UC Irvine | • Anaheim Strawberry Festival & Pow Wow |
| • Cal State University Northridge Veteran Resource Center Meeting | • Riverside Elder & Adult Abuse Symposium |
| • Kaiser Permanente Los Angeles Harbor City Resource Fair | • Universal Studios Employee Resource Fair Event |
| • Financial Aid & Student Resource Fair at El Camino College | • LA Veterans Resource Expo in Pomona |
| • World Agriculture Expo | • Lancaster National Night Out |
| • Lunar New Year Celebration in San Gabriel | • 18 th Annual Hawaiian Gardens Pow Wow |
| • LA County 211 Emergency Preparedness Be Aware & Prepare | • Thousand Oaks Back Pack Giveaway |
| • Golden Future 50+ Expo in Oxnard | • Congresswoman Sanchez 17 th Annual Senior Fair |
| • Univision Information Faire at East LA College | • Ciclavia Los Angeles and Hollywood |
| • Yucca Valley Safety Fair | • Moon Lantern Festival in Westminster |
| • Hilda Solis 2 nd Annual Health Fair | • Taste of Soul |
| • 49 th Annual Cal State University Long Beach Puvungna Pow Wow | • FACE Home Ownership Event in Pomona |
| • STEAM Fair at LA Convention Center | • Hispanic Heritage Month Celebration at the Canyon |
| • Native American Festival at Shoreline Village | • 26 th Annual Hart of the West Pow Wow in Newhall |
| • LA Outreach Event at Christ the King Church in Oxnard | • Senior Expo of Santa Barbara |
| • Cuadrilla de la Semana Farmworker Outreach | • Community Conversation on Aging in Ventura County |
| • LA Tech & Aging into the Future Expo Conference | • KYCC Annual Holiday Carnival |
| • Assemblymember Miguel Santaigo Tax Preparation Fair | • Las Mananitas Olvera Street |
| • One Mind One Heart One Spirit Pow Wow | • Delhi Center Holiday Celebration |
| • 40 th Annual Children's Fair, City of STEM | • Community Health Resource Fair Camino Nuevo High School. |
| • SoCalGas Sundays at Lancaster Jethawks Stadium | |

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

Community-Based Organizations (CBOs): In PY2019, SoCalGas

continued its grassroots outreach efforts. The primary driver has been to establish relationships with Faith-Based Organizations (FBOs) and CBOs in order to enroll hard-to-reach customers. Below are key partners from PY2019.⁴⁷

- **211 LA County:** Customer Assistance Programs and service information continue to be added to the growing California 211 information and referral network. 211 LA County provides social and support services to assist those in need which are mainly low-income residents. SoCalGas works very closely with 211 LA County so that the CARE Program is a key component of the operator's assessment of the caller's needs. During PY2019, SoCalGas continued working with these organizations, but also added several key partners to expand awareness.
- **Fiesta Educativa:** Fiesta Educativa is an organization that provides information and training to Latino families on how to obtain services for all persons with disabilities. In addition, training is provided to professionals who work with these families. Fiesta Educativa's efforts include an annual statewide conference providing more than 1,000 parents with information in English and Spanish on such topics as resources, patient and client rights, educational and vocational programs, and stress management for families, as well as the sponsorship of several regional conferences throughout the state. Fiesta Educativa has added SoCalGas CAPs to their topics discussed at their training programs, resource centers and conferences. Additional services include a home-based parent education and training program "Fiesta Familiar," and an advocacy and outreach project assisting

⁴⁷ List of organizations in PY2019 include: 211 LA County, Abrazar, APIDC, Arc Foundation, Asian American Resource Center, Bienvenidos Community Health Center, Boys and Girls Club OC/Santa Ana, Breathe LA, California Council of the Blind, Casa 0101, Catholic Charities OC, Self Help for the Elderly, California State University Northridge, Disability Rights Advocates, Fiestiva Educativa, FIND, FOOD Share, Foundation of the Junior Blind, Grandma's House of Hope, Inner City Law Center, LA OIC, LA Prensa Hispana, LIFT, Little Saigon TV Network, LLS, LMG, MAOF, Mariachi Foundation, MICOP, North Valley Caring Services, OC 211, OCAPICA, Campensina Radio Network, RHF Bunker Hill Corporation, Disability Rights Advocates, Santa Barbara Food Bank and Senior Services, Second Harvest, Senior Serve, Service Center for Independent Life, Southern California Rehabilitation Services, Spanish Town Heritage Foundation, St Vincent's Meal, Unity Shoppe, UVSA, Via Care, Westside Center for Independent Living, Worksite Wellness.

families and persons with disabilities to make the best use of the agencies and resources available to them in their communities.

- **FIND Food Bank:** SoCalGas began working with FIND Food Bank in late 2018. FIND is the only regional food bank serving eastern Riverside and southern San Bernardino Counties. They distribute over 12 million pounds of food assistance annually to an average 90,000 individuals each month across the two counties they serve. Food distributions are free and allow their clients to redirect their limited dollars towards rent payments to prevent homelessness, medical care to stay healthy and lower stress to help them perform better at school and work. All which help end cycles of poverty and hunger. This is all done through 22 FIND Mobile Market Distributions and a network of over 66 community-based partners whose programs include mobile markets, food pantries, community feeding centers (soup kitchens), after-school and summer care programs for children, senior centers, faith-based organizations, and homeless shelters/missions. As well as CalFresh Outreach and Case Management Program that helps connect people and families who are food-insecure to additional resources for their household. CalFresh provides resources for people and families in need so they can shop for more healthy, nutritious food for themselves and their families.
- **Food Share Ventura County:** SoCalGas began working with Food Share Ventura County in July 2019. The organization provides food for over 75,000 people monthly. Food Share is a member of Feeding America, the nation's largest hunger-relief network of food banks, as well as the California Association of Food Banks. Through SoCalGas' partnership, Food Share Ventura County distributed over 11,000 "Senior Kits" with SoCalGas CAP materials at various locations throughout Ventura County.
- **Unity Shoppe:** SoCalGas continues to work with Unity Shoppe, a CBO in Santa Barbara County. The organization serves low-income families, children, seniors, and persons with disabilities. Since each person served undergoes an assessment process by the organization, it is an opportunity to increase awareness of SoCalGas' CAPs.

Capitation Contractors:

In the past, SoCalGas worked with over 30 different CBOs and outreach agencies to enroll eligible non-participating customers in the CARE

Program. These “CARE Capitation Contractors” are located throughout the SoCalGas service area and employ various types of outreach strategies, such as local community event participation, walk-in enrollment, and program material distribution to enroll customers. In October 2019, CHANGES CBOs were approved to offer CARE Program to their clients, and it was determined they would no longer be considered Capitation Contractors for SoCalGas. These CBOs would be reimbursed directly from the Community Help and Awareness with Natural Gas and Electricity (CHANGES) Program. This affected 4 Capitation Contractors.

Lifeline:

In January 2019, SoCalGas and the other IOUs began the biannual data sharing of CARE participant data to the ED originally ordered in D.17-12-009, and the details of the data sharing plan described in Midcycle AL 5325.

2.4.1.1 Discuss outreach to CARE customers for the Home Energy Report, including percentage participation.

SoCalGas reached 283,349 CARE eligible residential customers through its paper and email Home Energy Reports (HERs) from November 2018 through October 2019. Four paper reports were delivered during the winter heating season and 12 email reports were deployed year-round. The goals were to encourage therm savings and motivate sign ups to the CARE Program. The average

rate of sign up was 2.98%; a total of 8,432 of those customers who received the reports signed up to the CARE Program and an estimated 1,600,402 therms were saved by those receiving the reports.

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

SoCalGas employed the following marketing and outreach tactics during PY2019: direct mail, bill inserts, email, text messaging, web based, multi-media campaign, CCC, third-party outreach, and customer outreach awareness efforts. Below is more detail on SoCalGas' largest sources of marketing and outreach-based CARE enrollments.

Direct Mail: In 2019, SoCalGas sent 184,417 direct mailers with paper applications to new customers. SoCalGas sent 119,161 direct mail letters without a paper application to customers who fell off the CARE Program encouraging them to reapply and 300,000 direct mail letters to existing customers not on CARE. For PY2019, 13,781 paper applications from direct mail letters were approved. SoCalGas online enrollments generated from direct mail cannot be tracked since they do not contain a source code.

SoCalGas' efforts to target and reach relatively large numbers of eligible customers not currently enrolled in the CARE Program are often accomplished through the direct mailing of CARE Program information

which are all printed in English and Spanish and direct the customer to visit the website for immediate enrollment. These customers are selected based on an adjustable eligibility profile that shows them as living in high gap or high eligibility and low penetration areas.

Web Based Outreach: In PY2019, SoCalGas approved 64,471 online applications. All media and some direct mail communications directed customers to sign up for CARE through the website www.socalgas.com/care for English and www.socalgas.com/careparami for Spanish. Web-based marketing consisted of program promotion through SoCalGas web, email campaigns, social media, digital campaigns, and MyAccount.

Technology continues to play a large role in awareness and outreach. Social media sites such as Facebook and Twitter generate “click-throughs” and along with email-prompted web enrollment continue to be significant contributors to participation. SoCalGas tested messaging through its social media channels and email subject lines to improve channel effectiveness and drive awareness of the program as well as online enrollments. SoCalGas acknowledged this trend and launched SoCalGas’ My Account applications and online web applications in the last quarter of 2017. In PY2019, there were 8,408 MyAccount transactions which include

self-certification, re-certification, PEV and customer opt-out, resulting in 7,195 approved transactions.

Third Party Door-to-Door Outreach: During PY2019 14,241 customers were enrolled by third party door-to-door outreach canvassers. Developed to perform outreach to SoCalGas' hardest-to-reach low-income customers, this proactive door-to-door enrollment tactic continues to be a key component of SoCalGas' marketing strategy. These outreach contractors produce high volume enrollments from a hands-on customer approach.

Bill Inserts: SoCalGas sent out over 2.7 million CARE self-mailer bill inserts during PY2019, which resulted in approximately 3,288 customers newly enrolled onto the CARE Program.

As discussed in section 2.4.1, SoCalGas sent out one residential bill insert in October of 2019 to all customers to notify them of the new income eligibility guidelines. This communication aimed to help customers that were close to meeting the guidelines last year but fell slightly short of the eligibility requirements. In addition, the insert helped increase awareness of the CARE Program among new and existing customers. In September of 2019, SoCalGas sent out a bill insert to 251,950 commercial customers. Going forward, residential bill inserts will only be mailed to residential customers not on CARE for optimal cost effectiveness.

Customer Awareness: Targeted multi-media campaigns and grassroots partnerships maintain and enhance the awareness of the CARE Program for SoCalGas. Many forms of outreach and advertising may go into the decision a customer makes when requesting a CARE application from SoCalGas, which reinforces SoCalGas' use of awareness channels, such as multi-media and outreach with CBOs. Even with direct mail, the reinforcement provided by other awareness channels plays an important role. Thus, SoCalGas tracks individual channels where possible, but also views various methods as inter-connected and mutually reinforcing. Below are examples of awareness channels that SoCalGas employed in PY2019.

- **Capitation Program:** As described in Section 2.4.1, SoCalGas worked with different CBOs and outreach agencies to enroll eligible nonparticipating customers in the CARE Program during PY2019. CARE capitation contractors are located throughout the SoCalGas service area and employ various types of outreach strategies to enroll customers, such as local community event participation, walk-in enrollment, and program material distribution.
- **Community-Based Organizations (CBO)/Faith-Based Organizations (FBO):** SoCalGas has been increasing its collaboration with CBOs and FBOs with hard-to-reach customer bases. These organizations are crucial parts of our relationship network to enhance awareness and trust among all customers, especially with hard-to-reach customers. The organizations that SoCalGas works with have a deep and ongoing relationship with their communities and are the trusted resource for their constituents. Often times customers come to these CBOs/FBOs for assistance with all matters relating to their home, family, and finances. For example, some CBOs that SoCalGas partners with help to do outreach in communities where trust issues may lie including Radio Campesina among farmworkers; Saint Barnabas Senior Services helping seniors in multiple languages throughout LA County; Mixteco Indigena Community Organizing

Project/Proyecto Mixteco Indigena (MICOP) serving the Mixtec and indigenous immigrant community in Ventura County; Catholic Charities of Orange County promoting programs among CalFresh applicants in Orange County; and Fiesta Educativa working with parents of children with disabilities throughout Southern California.

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

The 2019 LINA study found that the most common barriers for CARE non-participants are lack of program awareness, a perceived inconvenience of applying for CARE, and a lack of understanding of how to apply or whether their household is eligible for CARE. SoCalGas used this information along with information from a study about CARE-eligible households who did not respond to participation invitations to craft messaging and outreach materials. To address these barriers, SoCalGas' PY2019 multi-media campaign objective was to increase program awareness. The campaign messaging focused on explaining the simplicity of the online application and the immediate enrollment process. The messaging of easy and quick enrollment was also added to the CARE webpage and targeted direct marketing efforts, such as direct mail and email, for an integrated and consistent program message.

SoCalGas is continuing to work increasingly with its partners in the community to make computers accessible to the customers they serve.

The computers are used as an opportunity to guide customers through SoCalGas' programs and online enrollment process as opposed to taking

materials home – that can get lost due to hectic everyday life – pending the return by mail or other enrollment efforts. Online sign ups played a key role in several outreach events and this approach is expected to continue and increase in the future. Partnerships with organizations like Southeast Development Corporation who have mobile computer labs, and Saint Barnabas Senior Services who have a Senior Tech Lab help to have this onsite enrollment for the customers they serve. In 2020, SoCalGas is looking to partner with organizations that work in different segments that continue to be hard to reach such as foodbanks, community colleges, clinics, community centers, and/or consulates where customers are already there to seek information and can have access to learn about and enroll in SoCalGas’ Customer Assistance Programs. SoCalGas is also looking into investing in other outreach technologies such as mobile tablets that can be used at events to enroll customers on the spot.

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

As in past practice, customers who do not participate in SoCalGas’ CARE Program, but are enrolled in other utilities’ (e.g., an electricity provider) CARE Program, are automatically eligible for SoCalGas’ CARE Program. To make sure that eligible customers in overlapping territories receive all discounts for which they are eligible, SoCalGas exchanges its CARE customer data with SCE and SDG&E. SoCalGas customers enrolled through data-sharing are mailed a letter notifying them of their enrollment,

and are provided the opportunity to opt-out of SoCalGas' program if they choose.

SoCalGas continued to electronically exchange new CARE customer enrollment data on a weekly basis with SCE, a process established in PY2001. In PY2019, SoCalGas enrolled 23,713 SCE CARE customers into the CARE Program and updated last enrolled dates for 58,978 customers to retain them for another two years. Customers not enrolled were either already participating in SoCalGas' CARE Program or were not SoCalGas customers of record.

During PY2019, SoCalGas conducted a monthly data exchange with SDG&E. The exchanges resulted in 468 SDG&E CARE participants being added to SoCalGas' CARE Program.

On May 5, 2011, the CPUC adopted D.11-05-020, which required certain water and energy utilities with overlapping service territories to share low-income customer information in order to increase the participation rates of eligible customers in low-income assistance programs offered by each other. SoCalGas implemented a CARE customer data exchange of all CARE enrollments twice a year with all participating water companies in SoCalGas service territory every March 1 and September 1 since 2012. In

2019, SoCalGas added 10,468 CARE participants from the low-income rate assistance program at the participating water companies.

Joint Utility Program Managers Meeting:

In PY2019, SoCalGas, SCE, PG&E, SDG&E and Southwest Gas continued to meet periodically to discuss CARE outreach efforts and program operation issues, the Low Income Application, resolutions, and enhancements. The IOUs met on January 30 in Los Angeles hosted by SoCalGas, June 13 at SDG&E offices in San Diego, and September 30 at PG&E offices in San Francisco.

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

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

In PY2019, SoCalGas continued cross-referencing customers who receive ESA Program benefits. Customers who are receiving benefits from the ESA Program are automatically enrolled for the CARE discount and exempt from PEV if their eligibility has been verified by the ESA

Program. In PY2019, SoCalGas enrolled 4,001 ESA Program customers in CARE.

SoCalGas' GAF Program provides to qualified customers a one-time bill assistance payment for the amount of the current balance, not to exceed \$100. The annual, one-time bill payment assistance is available to eligible customers on a first-come, first-served basis. To assist customers in paying higher winter gas bills, the GAF Program typically begins in February and continues through the end of May each year, or until funds are depleted.

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

Through leveraging efforts with SoCalGas' GAF Program, SoCalGas enrolled 538 new participants in its CARE Program during PY2019.

In PY2019, the GAF Program provided approximately \$374,995 in customer assistance. Funds for the program came from donations from customers, employees and shareholders.

| GAF Program PY2019 | Shareholder Funded Distribution | Ratepayer Funded distribution¹ | Total YTD |
|--------------------------------------|--|--|------------------|
| Beginning Balance | \$1294 | \$0 | \$1294 |
| Customer & Shareholder Contributions | \$404,435 | \$0 | \$404,435 |
| Total Funds Available | \$391,477 | \$0 | \$391,477 |
| Administrative Fees | \$36,713 | \$0 | \$36,713 |
| GAF Payments | \$374,995 | \$0 | \$374,995 |
| Remaining Balance | \$16,482.74 | \$0 | \$16,482.74 |
| Customers Assisted | | | 4,185 |
| Average Assistance | | | \$89.60 |

¹ There were no Ratepayer Funds used in PY2019.

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

CARE Outreach collaborates with the ESA Program at community events. Outreach representatives are able to discuss multiple ways to save on energy bills such as the CARE discount, weatherization, and/or repairs for residences. In addition, SoCalGas often coordinates with SCE at these events. Although staffing separate booths, the two utilities are strategically located close to each other to easily allow customers to focus on "utility bill" assistance. Outreach workers are able to assist in directing customers to each booth. Outreach events that took place with these types

of efforts included the Norwalk Community Connect Snowfest, Liberty Utilities Connect & Conserve Downey, and Lakewood Community Connect Backpack Giveaway.

Additionally, CARE Outreach collaborates extensively with CalFresh program outreach. Efforts to reach and provide information on the CARE Program to eligible customers occur at events such as FBO workshops (e.g., Catholic Charities in Orange County) and with food banks (e.g., FIND Food bank which services Imperial and Riverside Counties, Second Harvest Foodbank serving Orange County, Foodbank of Santa Barbara and Food Share Ventura County).

2.4.6.1 Track Costs of AB 793 related Energy Management Technologies programs (identify all of the programs or initiatives that will be able to benefit from the availability of the end-use and electric usage profiles, and to coordinate with the relevant proceedings so that the relevant costs can be considered in those proceedings' cost-effectiveness decision-making).

SoCalGas' CARE Program continues to update its My Account functionality allowing real-time CARE enrollment, CARE application processing, status updates, and facilitation of secure CARE recertification and PEV. In addition, customers are able to view cost to date as well as historical usage information on My Account.

2.4.7 Describe the process for cross-referral of low-income customers between the utility and CSD. Describe how the utility's CARE customer discount information is provided to CSD for inclusion in its federal funds leveraging application. (Note: These agreements are limited to sharing 1-800 phone numbers with customers and providing CARE benefit information for the federal fiscal year, October 1 of the current year through September 30 of the subsequent year. There are no tracking mechanisms in place to determine how many customers contact the other programs or actually become enrolled in other program(s) as a result of these agreements).

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

For PY2019, SoCalGas did not receive low-income customer information or requests for the CARE discount information from CSD. However, SoCalGas continued to receive LIHEAP payment information from CSD, which was used to apply LIHEAP payment assistance to a low-income customer's bill. For LIHEAP recipients, SoCalGas has an automated process in place that automatically PEV approves an account once a LIHEAP payment is posted to the account. Similarly, regarding GAF, once a GAF pledge is placed on an account, the customer is automatically PEV approved for CARE.

Through leveraging efforts, 1,269 customers who received LIHEAP payments and 538 customers who received a GAF pledge were PEV approved for CARE.

2.4.8 Discuss any recommendations to improve cost-effectiveness, processing of applications, or program delivery. Discuss methods investigated or implemented by the utility or third parties under contract to the utility to improve outreach and enrollment services to non-participating households in the prior year. Provide cost-effectiveness assessments, if available

SoCalGas continued the operation of the CARE Program using cost-effective and efficient channels.

SoCalGas processed nearly 200,000 mailed applications (system generated, direct mail, bill inserts) in PY2019 via their content management systems. SoCalGas continues to electronically manage all customer-returned documents for ease of processing and retrieval on its network. This improves program delivery when customers call with CARE inquiries and issues. The CARE processing staff can easily retrieve customer applications and manage issues accordingly.

SoCalGas continues to utilize best practices to maximize excellent customer service to support ease of enrollment, CARE approval, recertification, and PEV. Methods designed to increase enrollment and aid in the retention of CARE customers included CSR enrollment, web enrollment, IVR enrollment, mail, fax or email an application, outbound

dial reminder calls, leveraging with internal and external low-income programs, approval of CARE on accounts pending turn-on, and mailing of a 2nd recertification and PEV application.

The outbound reminder call alerts the customer that it is time to verify eligibility for CARE, or to renew enrollment, and to be aware that a request will arrive via mail within a few days. The 2nd recertification or PEV application is mailed to customers who fail to respond within 45 days to the initial request.

Immediate CARE approval on new accounts allows for preliminary CARE statuses (e.g., approved, incomplete, and denied) on accounts that are pending turn-on. As for leveraging, SoCalGas utilizes LIHEAP, ESA Program, and GAF participant information to enroll, recertify, and verify CARE eligibility. SoCalGas also utilizes SDG&E and SCE CARE participant information to enroll customers. In PY2019, SoCalGas continued to focus on efficient enrollment channels including CSR, My Account, and SoCalGas CARE website enrollments.

Mail 2nd PEV Application: A second PEV application is mailed to customers who have not responded within 45 days to the initial request. Non-responsive customers are removed from the CARE Program. Customers who wish to become re-enrolled must submit proof of income

or proof of participation in a specific assistance program when their termination date is less than 24 months from the current date. When 24 months from PEV termination have lapsed, customers can become re-enrolled on the program by simply completing a self-certification application.

CSR CARE Enrollment: In 2019, SoCalGas continued to offer an invaluable, simplified method of immediate phone enrollment through CSRs. In its PY2015-2017 Application, SoCalGas requested CARE approval through CSRs during a phone call to turn-on or back-on service, or to make payment extensions/arrangements. D.16-11-022 was issued November of 2016 and in January 2017, SoCalGas' CARE and IT departments began the planning, design, and creation of a CARE template adjacent to both the turn-on and payment extension templates, and used specifically by the CCC. CSR enrollment was implemented February 23, 2018. In 2019, the CCC successfully enrolled 144,347 customers in CARE.

Mobile Home Park Utility Upgrade Program (MHP UUP): More than 230 mobile home parks have converted from master-metered and submetered to direct utility, impacting nearly 16,000 tenants, and creating new SoCalGas customers. For these customers who are on CARE and Medical Baseline, the two programs have been seamlessly transferred to

the tenants' new gas accounts for continued benefit of each program. As the MHP UUP account executives hold meetings at the respective parks to provide an overview of the MHP conversion, the account executives have continued to enroll additional tenants into CARE. An added benefit of the MHP UUP has been the conversion of master-metered accounts, where due to the meter configuration, the rate was not eligible for tenants to enroll in CARE. Once converted as SoCalGas customers, these tenants are now entitled to apply for the bill discount.

My Account: Since September of 2017, implemented per D.17-12-009, CARE Program enrollment, recertification and PEV web applications have been available within My Account in English and Spanish. CARE customers also have the option to opt-out of the program if they no longer qualify. Once customers log into My Account, their message center alerts them that they can apply to the CARE Program to see if they qualify, or that they are due for recertification or PEV, depending on their CARE status. Upon clicking the Apply Now link, the users are taken to a dedicated CARE Program page within My Account. The CARE page is also accessible from the My Account homepage's left column and Ways to Save dropdown menu. From the CARE page, the customer can see their current CARE status and may apply/recertify, submit verification or opt-out immediately. The enrollment, recertification and opt-out requests are processed in real-time and users receive confirmation instantly upon completing the application. In addition to confirmation messages within

the page, automated confirmation emails are also sent out. With the PEV application, customers can upload their required documents. Upon submission, users are notified within the page and via automated email that their application has been received and will be processed. PEV submissions are sent from the My Account database to the CARE Operations group for processing. Mobile versioning of the My Account CARE page was also made available.

This implementation has increased CARE enrollments, reduced manual processing of applications, and improved customer service by providing real-time status updates and application confirmation. Another benefit added is the opportunity to promote the ESA Program to CARE qualified customers who may also qualify for the ESA Program. Promotional images linked to the ESA Program page are included in the CARE enrollment approval confirmation message and emails.

In PY2019, SoCalGas processed a total of 102,949 applications received through My Account.

SoCalGas.com: In December of 2017, an enhancement to the SoCalGas CARE website was implemented in which online applications are processed in real-time, instead of during the previous overnight batch process. Additionally, all five languages' "Apply Now" links navigate to

a dedicated CARE page outside of My Account in the respective languages. From there, the customer can enter their account number and ZIP code or look up their account number using their social security number. The customer will then be taken to the same My Account CARE page without having to log into My Account, and be able to enroll, recertify or opt-out of CARE. In order to submit PEV, the customer needs to log into My Account. Mobile versioning of the SoCalGas CARE website was also made available.

In PY2019, SoCalGas processed a total of 31,970 web applications. This enhancement has improved customer service and sped up enrollments by providing instant application confirmation.

2.5 Processing CARE Applications

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

Recertification of sub-metered tenants of master-metered customers is the same process as that of regular residential customers which means that recertification is required every two years, or every four years for customers on a fixed-income. The annual earnings of customers on a fixed income do not fluctuate significantly from year to year, and requiring them to recertify every two years was an unnecessary burden. In

PY2008, as authorized by the CPUC in D.06-12-038,⁴⁸ SoCalGas implemented a four-year recertification period for customers receiving Social Security, pension, Supplemental Security Income, Social Security Disability, State Supplemental Program, and/or Medi-Cal benefits.

Recertification applications are mailed directly to the sub-metered tenants when they are due to recertify. Each application is pre-populated with the tenant's name, facility identification number, unit number, and space or apartment number. Pre-population of applications was designed for tenants' simplified CARE renewal, ease of processing completed applications, and to aid in reducing attrition of CARE customers.

Several options for completing the recertification process are listed on the recertification application: call the toll-free Automated Voice Messaging number, mail application in the postage paid envelope, or directly fax to the CARE Program staff. Recertification requires the tenant to provide the number of household occupants, total annual household income, or participation in a public assistance program.

Applications received via U.S. mail are opened, scanned, and validated for processing efficiency. Tenants are allowed 90 days to respond to the recertification request, however, for tenants who have not responded to the

⁴⁸ See D.06-12-038.

recertification request within 45 days of the initial mailing, a second reminder is sent. Non-responsive tenants are removed from CARE. If the recertification is received and approved after the 90-day timeframe, the tenant is re-enrolled in CARE.

The monthly *Add & Delete* report is mailed to each sub-metered facility notifying the facility of any tenants who were recently added to CARE or removed from the program. Additionally, each park receives a complete monthly listing of its CARE tenants so that the tenants are billed appropriately. The listing coincides with the mailing of the bill.

The automatic monthly mailing of tenants on CARE has almost eliminated the daily phone calls from mobile home parks requesting a listing of CARE tenants.

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

SoCalGas does not contract with third parties to conduct certification, recertification and/or verification on its behalf. SoCalGas processes and approves all CARE enrollment applications, recertification forms, and verification requests. Additionally, SoCalGas utilizes LIHEAP, ESA Program, and GAF participant information to enroll, recertify, and verify

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

In PY2019, SoCalGas worked with 38 CBOs and two third party outreach contractors to help eligible non-participating customers sign up for the CARE Program. The non-profit CARE Capitation CBOs employed a “one-stop-shop” approach by helping their clients complete a CARE application, while also assisting the customers in enrolling in other programs they might be eligible for.

SoCalGas’ third party CARE Outreach contractors employed a variety of outreach strategies, such as door-to-door solicitation, local community event participation, and program material distribution to help customers apply for CARE. Many of the customers targeted by the third-party CARE contractors do not respond to traditional forms of outreach, do not visit CBO facilities, and are much more receptive to door-to-door canvassing efforts. In PY2019, SoCalGas assigned specific counties to the third-party outreach contractors so they could focus on their assigned SoCalGas territories and provide better customer service.

During PY2019, the number of customers enrolled in CARE by SoCalGas’ CARE Capitation CBOs was 8 customers, and 14,134 new enrollments were derived from CARE’s third-party canvassers’ efforts.

2.6 Program Management

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

SoCalGas' CARE Program did not experience any serious issues or events that significantly affected program management during PY2019.

2.7 Pilots

In August 2019, SoCalGas began a pilot program to evaluate Special Supplemental Nutrition Programs for Women, Infants, and Children (WIC) offices in Los Angeles County as a possible location to provide information on SoCalGas' Customer Assistance Programs. Outreach staff worked with the local district director to provide information on SoCalGas' Customer Assistance Programs and seek assistance and approval to provide information to the clients they serve. Based on penetration analysis, 18 offices were determined to be in underpenetrated areas for both the CARE and ESA Program. Each office was given 150 ESA Program forms, and 150 CARE applications along with a display containing income guidelines and categorical information to be displayed in the resource areas. Talking points were also provided for a quick training of front desk staff. Since WIC is a categorical qualifier, this partnership was a natural fit. Below is a list of the 18 offices that participated in the preliminary phase:

| | | | |
|--|--|--|--|
| Culver City 4700 Inglewood Blvd. Culver City, CA 90230 | Los Angeles Region 4303 N Figueroa St. Los Angeles, CA 90065 | Los Angeles Region 3667 Crenshaw Blvd. Los Angeles, CA 90016 | Rosemead 8923 E Mission Dr. Rosemead, CA 91770 |
| Lawndale 15625 Hawthorne Blvd. Lawndale, CA 90260 | Los Angeles Region 1801 S La Cienega Blvd. Los Angeles, CA 90035 | Los Angeles Region 5940 Santa Monica Blvd. Los Angeles, CA 90038 | Cypress 4470 Lincoln Ave. Cypress, CA 90630 |

| | | | |
|--|---|--|---|
| San Pedro 312 N Gaffey St. San Pedro, CA 90731 | Los Angeles Region 4214 Beverly Blvd. Los Angeles, CA 90004 | City of Industry 15942 Amar Rd. City of Industry, CA 91744 | La Habra 131 S Harbor Blvd. La Habra, CA 90631 |
| Torrance 1640 W Carson St. Torrance, CA 90501 | Los Angeles Region 4100 W. Pico Blvd. Los Angeles, CA 90019 | La Puente 417 S Azusa Ave. La Puente, CA 91744 | La Mirada 14539 Telegraph Rd. La Mirada, CA 90638 |
| Placentia 618 W Chapman Ave. Placentia, CA 92870 | Santa Ana 1701 S Grand Ave. Santa Ana, CA 92705 | | |

From August through December, 18 physical applications were received by SoCalGas' operations that identified WIC as a categorical qualifier.

2.7.1 Establishment of CHANGES Program

There were no CHANGES pilots in 2019.

2.8 Studies

See section 1.10.

3. CARE EXPANSION PROGRAM

3.1 Participant Information

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

See CARE Table 12 in the attachments.

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

There were 31,133 residents in the non-residential CARE Expansion

Program facilities, comprised of 660 primary facilities with 676 associated

satellite facilities participating in the CARE Expansion Program at PY2019 year-end.

3.2 Usage Information

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

See CARE Table 12 in the attachments.

3.3 Program Costs

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

For PY2019, SoCalGas incurred \$194 in marketing expenses for the CARE Expansion Program bill insert to 251,950 commercial customers. Because of the small number of participants, SoCalGas did not track administrative labor costs for new CARE Expansion applications received during PY2019.

3.3.2 Discount Information.

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

The average annual discount received per participating CARE residential facility in PY2019 was \$83.47.⁴⁹

⁴⁹ Average annual discount is dependent on the sales and transport gas revenue as well as the number of CARE customers by climate zone.

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

The average annual discount received per participating CARE Expansion Program facility in PY2019 was \$433.87.⁵⁰

3.4 Outreach

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

Annually, SoCalGas sends a bill insert to commercial customers informing them of the Non-Profit Group Living Rate. In addition, SoCalGas worked with Public Affairs personnel in rural counties to promote program awareness for low-income farm workers. To enhance outreach in rural counties, SoCalGas continues to work with Radio Campesina in Visalia and Bakersfield to reach farm workers. During PY2019, Radio Campesina provided opportunities for SoCalGas to participate in events, such as *Cuadrilla De La Semana*, which are weekly visits to farmworkers in their workplaces. Food, musical entertainment, and information from SoCalGas regarding the CARE Program are part of these lunch break sessions. In PY2019, SoCalGas also advertised the CARE Program with 30-second, Spanish language radio spots and participated in community events and local school events. SoCalGas also partnered with the station for holiday giveaways to families in the surrounding areas that receive all items needed for a holiday meal.

⁵⁰ *ibid.*

3.4.2 Discuss each of the following: The Expansion Program outreach

SoCalGas used a variety of channels to increase awareness of the CARE Program in PY2019. Among those channels were agricultural workers and those living in commercial facilities. During September of 2019, SoCalGas mailed approximately 251,950 bill inserts to commercial facilities (non-profit group living facilities and migrant worker housing). In past years, SoCalGas also leveraged the relationships of its Public Affairs personnel in developing grassroots relationships with organizations such as Radio Campesina and Mixteco that work closely with agricultural and migrant workers in order to continue to educate members about SoCalGas' Customer Assistance Programs.

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

In PY2019, the CCC continued to be an effective outreach method for SoCalGas' CARE Expansion Program. In this model, customers who call to establish gas service, or make payment arrangements, speak with CSRs who present CARE Program information to them and respond to questions. Social service networks also continue to be another valuable communication medium to promote CARE Program information to CARE Expansion customers. CARE Expansion Program applications are available at socalgas.com/care in downloadable .pdf format.

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

There was no facility data sharing during PY2019.

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

SoCalGas is not aware of barriers to participation in PY2019. A knowledgeable, full-time SoCalGas employee, dedicated solely to the Expansion Program, processes applications as they are received. Incomplete applications are followed-up with a phone call or correspondence to the customer, resulting in CARE approval of qualified accounts.

In 2019, SoCalGas enhanced its ability to find possible new Expansion Program accounts. An automatic emailed report to the CARE processing team provides a list of Expansion Program accounts that have recently closed and another customer has established service at the facility. An application is mailed to the new accounts. This has proven effective in the enrollment of additional non-profit accounts.

3.4.3 Discuss any recommendations to improve the cost-effectiveness, processing of applications, or program delivery. Discuss methods investigated or implemented by the utility or third parties on the utility's behalf to improve outreach and enrollment services to non-participating facilities in the prior year. Provide cost-effectiveness assessments, if available.

Every two years, the facilities are required to recertify eligibility.

Correspondence containing a recertification application, postage-paid envelope, and an instruction letter is mailed to the facilities. Among other directions, the letter states that the facility must include a short statement specifying how the CARE Program savings were used for the benefit of the residents at the facility. The application is easy to understand, and the majority of applicants include the necessary qualifying documentation, with no further follow-up needed. The facilities are familiar with this routine and submit what is requested. Applications are processed in a timely manner when they are received.

Although SoCalGas considers the current processing of CARE Expansion Program applications to be cost-effective, SoCalGas believes that a four-year recertification period would be more prudent in terms of reduced processing time, cost-savings in reduced paper and postage, and increased customer satisfaction. Approval for this change was requested in SoCalGas's PY2021-2026 Application.

3.5 Program Management

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

SoCalGas' CARE Program did not experience any issues or events that significantly affected program management during PY2019.

4. FUND SHIFTING

4.1 Report Energy Savings Assistance Program fund shifting activity that falls within rules laid out in Section 20.1 of D. 08-11-031 as modified by D. 10-10-008, D. 16-11-02 and D. 17-12-009.

See ESA Table 12.

4.2 Report CARE fund shifting activity that falls within rules laid out in Section 20.1 of D. 08-11-031 as modified by D. 10-10-008, D. 16-11-022 and D. 17-12-009.

See CARE Table 1.

4.3 Was there any Energy Savings Assistance Programs or CARE fund shifting activity that occurred that falls OUTSIDE the rules laid out in Section 20.1 of D. 08-11-031 as modified by D. 10-10-008, D. 16-11-022 and D. 17-12-009.

Any shifting activity performed in PY2019 is in compliance with fund shifting rules as laid out in D.12-08-044, D.16-11-022 and D.17-12-009.

5. COMMONLY USED ACRONYMS

| | |
|---------|--|
| AB | Assembly Bill |
| AL | Advice Letter |
| BPO | Branch Payment Office |
| CAM | Common Area Measure |
| CAP | Customer Assistance Program |
| CARE | California Alternate Rates for Energy |
| CBO | Community Based Organization |
| CCC | Customer Contact Center |
| CE | Categorical Eligibility |
| CHANGES | Community Help and Awareness with Natural Gas and Electricity Services Pilot Program |
| CPUC | California Public Utilities Commission |
| CSD | California Department of Community Services and Development |
| CSF | Customer Service Field |
| CTR | Click-through Rate |
| CSR | Customer Service Representative |
| CVA | Calculation for Ventilation & Air |
| D. | Decision |
| DAC | Disadvantaged Community |
| DPSS | LA County Department of Public Social Services |
| E&A | Enrollment & Assessment |
| ED | Energy Division |
| ERC | Energy Resource Center |
| EE | Energy Efficiency |
| ESA | Energy Savings Assistance Program |
| FAU | Forced Air Unit |
| FBO | Faith Based Organization |
| FPG | Federal Poverty Guideline |
| GAF | Gas Assistance Fund |
| HE | High Efficiency |
| HEAT | Home Energy Assistance Tracking |
| HER | Home Energy Report |
| HHS | Health & Human Services |
| HISR | Home Improvement Salesperson Registration |

| | |
|----------|---|
| HVAC | Heating, Ventilation, Air Conditioning |
| IOU | Investor Owned Utility |
| IT | Information Technology |
| IVR | Integrated Voice Recognition |
| LADWP | Los Angeles Department of Water and Power |
| LEP | Limited English Proficient |
| LIHEAP | Low Income Home Energy Assistance Program |
| LINA | Low Income Needs Assessment |
| LIWP | Low Income Weatherization Program |
| MBL | Medical Baseline |
| MF | Multifamily |
| MFWG | Multifamily Working Group |
| M&O | Marketing & Outreach |
| NEB | Non-energy Benefit |
| NGAT | Natural Gas Appliance Testing |
| PEV | Post Enrollment Verification |
| PG&E | Pacific Gas and Electric Company |
| POA | Property Owner Authorization |
| PY | Program Year |
| RFP | Request for Proposals |
| RFQQ | Request for Qualifications and Quote |
| SB | Senate Bill |
| SCE | Southern California Edison Company |
| SD&GE | San Diego Gas & Electric Company |
| SEC | Service Establishment Charge |
| SoCalGas | Southern California Gas Company |
| SPOC | Single Point of Contact |
| WNA | Whole Neighborhood Approach |

6. APPENDIX A: COLLATERAL MATERIALS

6.1 ESA Program Tables

ESA Program- Table 1 - Overall Program Expenses

ESA Program – Table 1A – 2009-2016 Unspent Program Funds

ESA Program- Table 2 - Expenses & Energy Savings by Measures Installed
Summary

ESA Program – Table 2A – Expenses & Energy Savings by Measures Installed –
CSD Leveraging

ESA Program – Table 2B – Expenses & Energy Savings by Measures Installed -
Multifamily Common Area

ESA Program- Table 3 - Cost Effectiveness

ESA Program- Table 4 - Detail by Housing Type and Source

ESA Program- Table 5 - Direct Purchases & Installation Contractors

ESA Program- Table 6 - Installation Cost of Program Installation Contractors

ESA Program- Table 7 - Expenditures Recorded by Cost Elements

ESA Program- Table 8 - Homes Unwilling/Unable to Participate

ESA Program- Table 9 - Life Cycle Bill Savings by Measure

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

ESA Program- Table 11 - Bill Savings Calculations by Program Year

ESA Program- Table 12 - Fund Shifting

ESA Program- Table 13 - Categorical and Other Enrollment

ESA Program- Table 14 - Leveraging & Integration

ESA Program- Table 15 - Lighting

ESA Program- Table 16 - “Add back” Measures

ESA Program – Table 17 - Expenditures for Pilots and Studies

ESA Program – Table 18 - Miscellaneous (2nd Refrigerators, Education Only, A/C
Cycling, etc.)

6.2 CARE Tables

CARE Table 1 - Overall Program Expenses

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

CARE Table 3 - Verification

CARE Table 4 - Self Certification and Re-Certification

CARE Table 5 - Enrollment by County

CARE Table 6 - Recertification Results

CARE Table 7 - Capitation Contractors

CARE Table 8 - Participants as of Month End

CARE Table 9 - Average Monthly Usage & Bill

CARE Table 10 - Surcharge & Revenue

CARE Table 11 - Capitation Applications

CARE Table 12 - Expansion Program

CARE Table 13 - High Usage Verification Results

CARE Table 13A - Customer Usage and ESA Program Treatment

CARE Table 14 - Categorical Enrollment

**Energy Savings Assistance Program
And
California Alternate Rates for Energy Program
SOUTHERN CALIFORNIA GAS COMPANY
PY 2019 Summary Highlights**

ESA Program

| 2019 Energy Savings Assistance Program Summary | | | |
|--|-----------------------------------|---------------|------|
| 2019 | Authorized / Planning Assumptions | Actual | % |
| Budget ¹ | \$131,836,750 | \$100,476,415 | 76% |
| Funded from 2009-2016 Unspent Funds ² | \$76,263,219 | \$11,062,645 | 15% |
| Summary Homes Treated | 182,265 | 122,037 | 67% |
| Summary kWh Saved | N/A | N/A | N/A |
| Summary kW Demand Reduced | N/A | N/A | N/A |
| Summary Therms Saved | 6,530,000 | 905,558 | 14% |
| First Touches Homes Treated | 153,659 | 65,157 | 42% |
| - kWh Saved | N/A | N/A | N/A |
| - kW Demand Reduced | N/A | N/A | N/A |
| - Therms Saved | 5,485,200 | 574,626 | 10% |
| Go-Backs/Retreated Homes | 28,606 | 56,880 | 199% |
| - kWh Saved | N/A | N/A | N/A |
| - kW Demand Reduced | N/A | N/A | N/A |
| - Therms Saved | 1,044,800 | 330,932 | 32% |

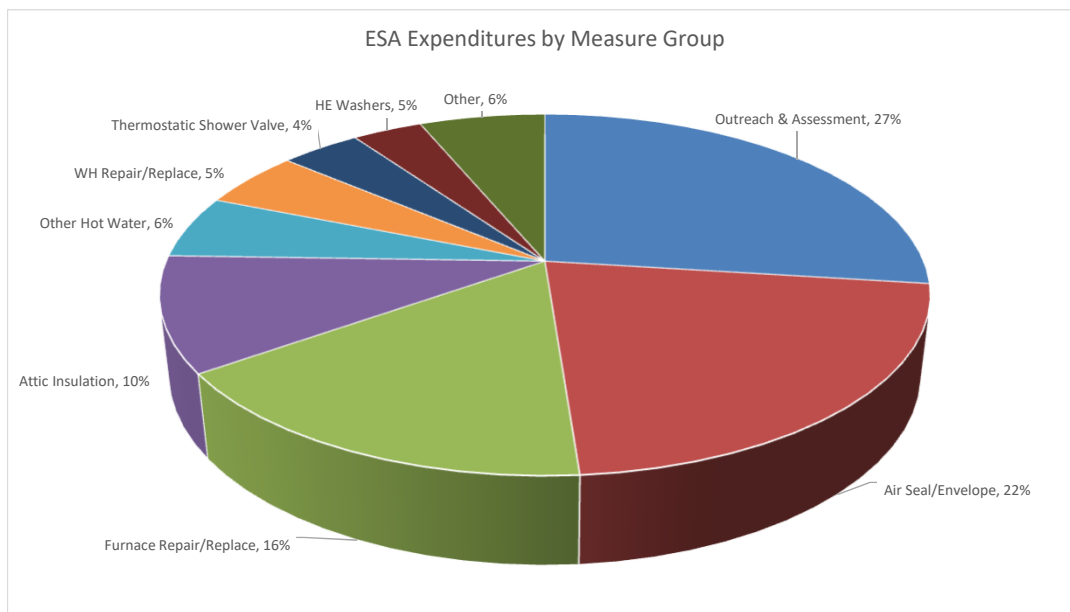
¹ Budget reflects the authorized funding in D.16-11-022. Additional funds allocated from prior-cycle unspent budgets as ordered in G-3532 dated December 14, 2017, Non-Standard Disposition of Clear Plan AL 5256, dated May 18, 2018, and Non-Standard Disposition of Mid-Cycle AL 5325, dated December 19, 2018.

² D.16-11-022 specifically directed funding for new initiatives to come from unspent 2009-2016 ESA Program funds. This table does not include \$15,051,749 of unspent funds from the 2017-2020 cycle.

CARE Program

| 2019 CARE Program Summary | | | |
|--|--|---|--|
| 2019 | Authorized Budget | Actual | % |
| Administrative Expenses | \$ 10,091,122 | \$ 6,892,681 | 68% |
| Subsidies | \$ 130,525,214 | \$ 130,811,185 | 100% |
| Service Establishment Charge | \$ 3,150,285 | \$ 3,161,670 | 100% |
| Total Program Costs and Discounts | \$ 143,766,621 | \$ 140,865,536 | 98% |
| 2019 CARE New Enrollments | Automatically Enrolled via Data Sharing, ESA Participation, etc | Self Certified as Categorically Eligible | Self Certified as Income Eligible |
| Method | 56,912 | 152,980 | 103,871 |
| 2019 CARE Penetration | Estimated Eligible Participants | Participants | Penetration Rate |
| Total Enrolled | 1,685,526 | 1,609,738 | 96% |

Note: Reflects the authorized funding per year in D.16-11-022 and updated via Resolution G-3532 addressing conforming Advice Letters 5111-A and 5111-B



PY 2019 Energy Savings Assistance Program Annual Report
ESA Program Table 1
ESA Program Overall Program Expenses
SOUTHERN CALIFORNIA GAS COMPANY

| | 2019 Authorized Budget ¹ | | | 2019 Annual Expenses | | | % of Budget Spent | | |
|---|-------------------------------------|-----------------------|-----------------------|----------------------|-----------------------|-----------------------|-------------------|------------|------------|
| ESA Program: | Electric | Gas | Total | Electric | Gas | Total | Electric | Gas | Total |
| Energy Efficiency | | | | | | | | | |
| Appliances | N/A | \$ 17,459,339 | \$ 17,459,339 | N/A | \$ 3,132,956 | \$ 3,132,956 | N/A | 18% | 18% |
| Domestic Hot Water | N/A | \$ 20,641,275 | \$ 20,641,275 | N/A | \$ 14,137,488 | \$ 14,137,488 | N/A | 68% | 68% |
| Enclosure | N/A | \$ 33,021,730 | \$ 33,021,730 | N/A | \$ 31,915,356 | \$ 31,915,356 | N/A | 97% | 97% |
| HVAC | N/A | \$ 23,958,138 | \$ 23,958,138 | N/A | \$ 17,802,111 | \$ 17,802,111 | N/A | 74% | 74% |
| Maintenance | N/A | \$ 1,976,488 | \$ 1,976,488 | N/A | \$ 1,729,316 | \$ 1,729,316 | N/A | 87% | 87% |
| Lighting | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0% | 0% |
| Miscellaneous | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0% | 0% |
| Customer Enrollment | N/A | \$ 18,886,236 | \$ 18,886,236 | N/A | \$ 18,886,236 | \$ 18,886,236 | N/A | 100% | 100% |
| In Home Education | N/A | \$ 3,873,993 | \$ 3,873,993 | N/A | \$ 2,178,553 | \$ 2,178,553 | N/A | 56% | 56% |
| Pilot | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0% | 0% |
| Energy Efficiency TOTAL | N/A | \$ 119,817,199 | \$ 119,817,199 | N/A | \$ 89,782,016 | \$ 89,782,016 | N/A | 75% | 75% |
| | | | | | | | | | |
| Training Center | N/A | \$ 926,480 | \$ 926,480 | N/A | \$ 730,450 | \$ 730,450 | N/A | 79% | 79% |
| Inspections | N/A | \$ 2,429,147 | \$ 2,429,147 | N/A | \$ 1,751,136 | \$ 1,751,136 | N/A | 72% | 72% |
| Marketing and Outreach | N/A | \$ 1,450,000 | \$ 1,450,000 | N/A | \$ 1,203,578 | \$ 1,203,578 | N/A | 83% | 83% |
| Statewide Marketing Education and Outreach | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0% | 0% |
| Measurement and Evaluation Studies ² | N/A | \$ 115,625 | \$ 115,625 | N/A | \$ 157,722 | \$ 157,722 | N/A | 136% | 136% |
| Regulatory Compliance | N/A | \$ 351,194 | \$ 351,194 | N/A | \$ 351,194 | \$ 351,194 | N/A | 100% | 100% |
| General Administration | N/A | \$ 6,661,106 | \$ 6,661,106 | N/A | \$ 6,412,766 | \$ 6,412,766 | N/A | 96% | 96% |
| CPUC Energy Division ³ | N/A | \$ 86,000 | \$ 86,000 | N/A | \$ 87,553 | \$ 87,553 | N/A | 102% | 102% |
| | | | | | | | | | |
| TOTAL PROGRAM COSTS ⁴ | N/A | \$ 131,836,750 | \$ 131,836,750 | N/A | \$ 100,476,415 | \$ 100,476,415 | N/A | 76% | 76% |
| Funded Outside of ESA Program Budget | | | | | | | | | |
| Indirect Costs | | | | | \$ 3,398,813 | \$ 3,398,813 | | | |
| NGAT Costs | | | | | \$ 2,105,520 | \$ 2,105,520 | | | |

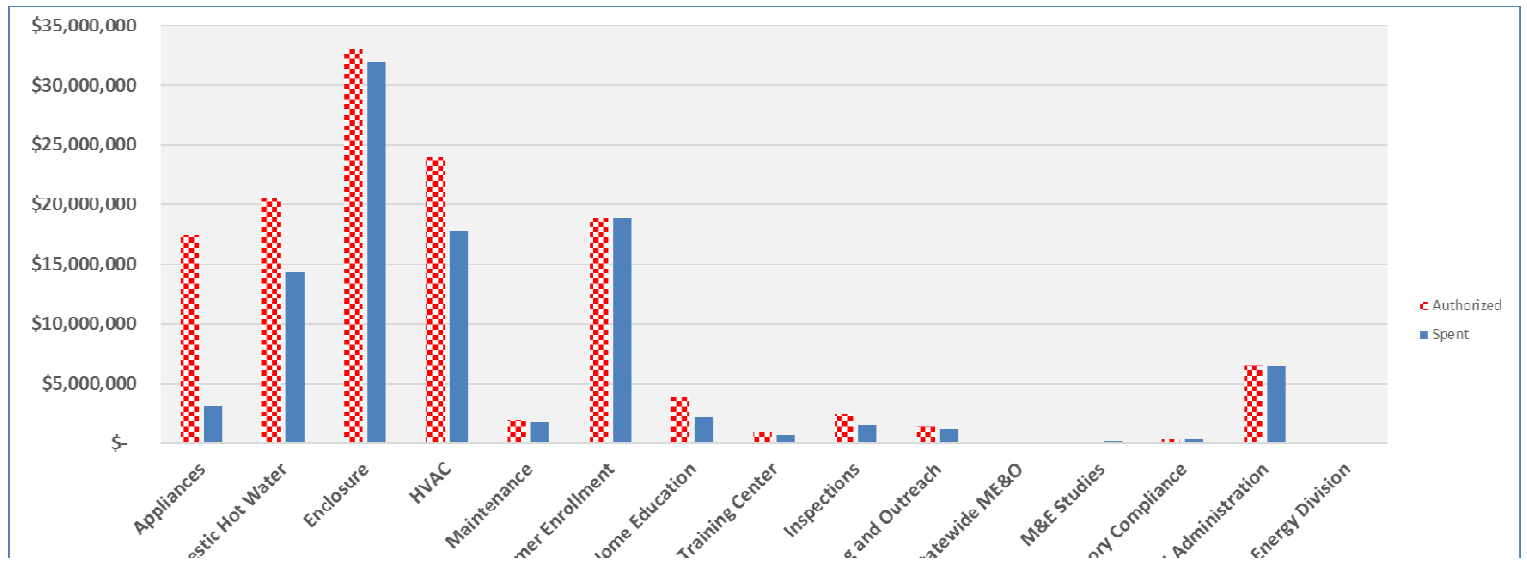
¹ Reflects the authorized funding in D.16-11-022. Additional funds allocated from prior-cycle unspent budgets as ordered in G-3532 dated December 14, 2017, Non-Standard Disposition of Clear Plan AL 5256, dated May 18, 2018, and Non-Standard Disposition of Mid-Cycle AL 5325, dated December 19, 2018 are not shown on this table but appear on Table 1A.

² Current year expenditures over annual budget due to planned timing of costs, however, total 2017-2020 cycle spend still within overall cycle budget.

³ Percentage of budget YTD over annual authorized budget due to delayed billed costs by CPUC in 2019 related to 2018 CPUC oversight activity.

⁴ Additional 2019 spend in the amount of \$11,062,645 not included here in Table 1 because it is being funded out of prior cycle unspent funds. (See Table 1A) Total 2019 spend is actually \$111,539,060 or (\$100,476,415 + \$11,062,645).

ESA Spent vs. Authorized by Category



**PY 2019 Energy Savings Assistance Program Annual Report
ESA Program Table 1A**

Expenses Funded from 2009-2016 Unspent Program Funds

CALIFORNIA GAS COMPANY

SOUTHERN

| | 2017-2020 Authorized Budget ¹ | | | 2019 Annual Expenses | | | % of Budget Spent | | |
|---|--|----------------------|----------------------|----------------------|----------------------|----------------------|-------------------|---------------|---------------|
| ESA Program: | Electric | Gas | Total | Electric | Gas | Total | Electric | Gas | Total |
| Energy Efficiency | | | | | | | | | |
| Appliances | N/A | \$ 3,067,539 | \$ 3,067,539 | N/A | \$ - | \$ - | N/A | 0.00% | 0.00% |
| Domestic Hot Water | N/A | \$ 11,364,660 | \$ 11,364,660 | N/A | \$ - | \$ - | N/A | 0.00% | 0.00% |
| Enclosure | N/A | \$ 18,477,490 | \$ 18,477,490 | N/A | \$ - | \$ - | N/A | 0.00% | 0.00% |
| HVAC | N/A | \$ 12,933,468 | \$ 12,933,468 | N/A | \$ - | \$ - | N/A | 0.00% | 0.00% |
| Maintenance | N/A | \$ 1,274,462 | \$ 1,274,462 | N/A | \$ - | \$ - | N/A | 0.00% | 0.00% |
| Customer Enrollment | N/A | \$ 17,239,517 | \$ 17,239,517 | N/A | \$ 9,431,863 | \$ 9,431,863 | N/A | 54.71% | 54.71% |
| In Home Education | N/A | \$ 4,564,388 | \$ 4,564,388 | N/A | \$ - | \$ - | N/A | 0.00% | 0.00% |
| Pilot | N/A | \$ 500,000 | \$ 500,000 | N/A | \$ 155,622 | \$ 155,622 | N/A | 31.12% | 31.12% |
| Training Center | N/A | \$ 25,634 | \$ 25,634 | N/A | \$ - | \$ - | N/A | 0.00% | 0.00% |
| Inspections | N/A | \$ 1,200,372 | \$ 1,200,372 | N/A | \$ - | \$ - | N/A | 0.00% | 0.00% |
| Marketing and Outreach | N/A | \$ 750,000 | \$ 750,000 | N/A | | \$ - | N/A | 0.00% | 0.00% |
| Mult-Family | N/A | \$ 4,500,000 | \$ 4,500,000 | N/A | \$ 1,419,267 | \$ 1,419,267 | N/A | 31.54% | 31.54% |
| Leveraging - CSD | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0.00% | 0.00% |
| Regulatory Compliance | N/A | \$ 65,688 | \$ 65,688 | N/A | \$ 55,893 | \$ 55,893 | N/A | 85.09% | 85.09% |
| General Administration | N/A | \$ 300,000 | \$ 300,000 | N/A | \$ - | \$ - | N/A | 0.00% | 0.00% |
| TOTAL UNSPENT PROGRAM COSTS ¹ | N/A | \$ 76,263,219 | \$ 76,263,219 | N/A | \$ 11,062,645 | \$ 11,062,645 | N/A | 14.51% | 14.51% |
| | | | | | | | | | |

¹ D.16-11-022 specifically directed funding for new initiatives to come from unspent 2009-2016 ESA Program funds and this table does not include unspent funds from the 2017-2020 cycle.

PY 2019 Energy Savings Assistance Program Annual Report

ESA Program Table 2

ESA Program Expenses and Energy Savings by Measures Installed

SOUTHERN CALIFORNIA GAS COMPANY

| | ESA Program (Summary)Total | | | | | | ESA Program (First Touch Homes Treated) | | | | | | ESA Program (Re-Treated Homes/Go Backs) | | | | | | ESA Program (Aliso Canyon - SCG & SCE) ⁸ | | | | | | | | | |
|---|----------------------------|--|---------------------------|--------------------------|------------------------------|---------------|---|--|--------------------|---------------------------|--------------------------|------------------------------|---|--|---------------------------|--------------------|---------------------------|--------------------------|---|--|---------------|------------------|--------------------|---------------------------|--------------------------|------------------------------|---------------|------------------|
| | Units | Year-To-Date Completed & Expensed Installation | | | | | Units | Year-To-Date Completed & Expensed Installation | | | | | Units | Year-To-Date Completed & Expensed Installation | | | | | Units | Year-To-Date Completed & Expensed Installation | | | | | | | | |
| Measures | | Quantity Installed | kWh ¹ (Annual) | kW ¹ (Annual) | Therms ¹ (Annual) | Expenses (\$) | | % of Expenditure | Quantity Installed | kWh ¹ (Annual) | kW ¹ (Annual) | Therms ¹ (Annual) | | Expenses (\$) | % of Expenditure | Quantity Installed | kWh ¹ (Annual) | kW ¹ (Annual) | | Therms ¹ (Annual) | Expenses (\$) | % of Expenditure | Quantity Installed | kWh ¹ (Annual) | kW ¹ (Annual) | Therms ¹ (Annual) | Expenses (\$) | % of Expenditure |
| Appliances | | (K+S) | (L+T) | (M+U) | (N+V) | (O+W) | | | | | | | | | | | | | | | | | | | | | | |
| High Efficiency Clothes Washer | Home | 3,961 | - | - | 78,636 | \$ 3,335,026 | 3.5% | Home | 1,731 | - | - | 34,371 | \$ 1,452,787 | 3.1% | Home | 2,230 | - | - | 44,264 | \$ 1,882,239 | 3.8% | Home | 1,383 | - | - | 27,637 | \$ 1,149,986 | 2.7% |
| Microwaves ² | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% |
| Refrigerators | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% |
| Freezers | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% |
| Domestic Hot Water | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other Hot Water ³ | Home | 116,534 | - | - | 368,131 | \$ 5,204,119 | 5.4% | Home | 61,799 | - | - | 195,223 | \$ 2,626,653 | 5.7% | Home | 54,735 | - | - | 172,908 | \$ 2,577,467 | 5.2% | Home | 62,792 | - | - | 198,360 | \$ 2,469,867 | 5.7% |
| Tank and Pipe Insulation ⁴ | Home | 3,468 | - | - | 22,022 | \$ 156,264 | 0.2% | Home | 1,904 | - | - | 12,090 | \$ 89,193 | 0.2% | Home | 1,564 | - | - | 9,931 | \$ 67,071 | 0.1% | Home | 1,232 | - | - | 7,823 | \$ 50,353 | 0.1% |
| Water Heater Repair/Replacement | Home | 15,487 | - | - | 37,014 | \$ 4,782,547 | 5.0% | Home | 6,651 | - | - | 15,896 | \$ 1,815,401 | 3.9% | Home | 8,836 | - | - | 21,118 | \$ 2,967,146 | 6.0% | Home | 5,027 | - | - | 12,015 | \$ 1,222,102 | 2.8% |
| Thermostatic Shower Valve | Each | 84,751 | - | - | 138,144 | \$ 3,771,335 | 3.9% | Each | 41,245 | - | - | 67,229 | \$ 1,835,538 | 4.0% | Each | 43,506 | - | - | 70,915 | \$ 1,935,797 | 3.9% | Each | 41,086 | - | - | 66,970 | \$ 1,828,677 | 4.2% |
| New - Combined Showerhead/TSV | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% |
| New - Heat Pump Water Heater | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% |
| Tub Diverter/ Tub Spout | Each | 2,998 | - | - | 16,849 | \$ 326,930 | 0.3% | Each | 1,549 | - | - | 8,705 | \$ 170,571 | 0.4% | Each | 1,449 | - | - | 8,143 | \$ 156,359 | 0.3% | Each | 803 | - | - | 4,513 | \$ 87,953 | 0.2% |
| Enclosure | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Air Sealing / Envelope ⁵ | Home | 70,494 | - | - | 32,873 | \$ 22,360,791 | 23.4% | Home | 31,914 | - | - | 14,875 | \$ 10,026,641 | 21.7% | Home | 38,580 | - | - | 17,998 | \$ 12,334,150 | 24.9% | Home | 31,546 | - | - | 29,589 | \$ 9,188,892 | 21.3% |
| Attic Insulation | Home | 5,999 | - | - | 177,855 | \$ 9,576,848 | 10.0% | Home | 3,047 | - | - | 86,962 | \$ 5,031,910 | 10.9% | Home | 2,952 | - | - | 90,893 | \$ 4,544,939 | 9.2% | Home | 3,150 | - | - | 78,922 | \$ 4,614,001 | 10.7% |
| HVAC | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Furnace Repair/Replacement | Home | 8,100 | - | - | (264,784) | \$ 15,442,464 | 16.1% | Home | 2,802 | | | -92,623 | \$ 5,625,186 | 12.2% | Home | 5,298 | - | - | -172,161 | \$ 9,817,279 | 19.8% | Home | 3,663 | - | - | -154,206 | \$ 7,274,847 | 16.9% |
| Room A/C Replacement | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% |
| Central A/C replacement | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% |
| Heat Pump Replacement | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% |
| Evaporative Cooler | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% |
| Duct Testing and Sealing | Home | 994 | - | - | 11,043 | \$ 755,227 | 0.8% | Home | 367 | - | - | 4,077 | \$ 284,331 | 0.6% | Home | 627 | - | - | 6,966 | \$ 470,896 | 1.0% | Home | 151 | - | - | 1,678 | \$ 96,005 | 0.2% |
| Energy Efficient Fan Control A/C Time Delay | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% |
| Prescriptive Duct Sealing | Home | 14,205 | - | - | 157,818 | \$ 1,460,582 | 1.5% | Home | 7,137 | - | - | 79,292 | \$ 745,148 | 1.6% | Home | 7,068 | - | - | 78,525 | \$ 715,434 | 1.4% | Home | 2,944 | - | - | 32,708 | \$ 299,196 | 0.7% |
| High Efficiency Forced Air Unit (HE FAU) | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% |
| New - Blower Motor Retrofit | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% |
| Maintenance | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Furnace Clean and Tune | Home | 30,484 | - | - | (37,495) | \$ 1,728,834 | 1.8% | Home | 14,807 | - | - | -18,213 | \$ 857,737 | 1.9% | Home | 15,677 | - | - | -19,283 | \$ 871,097 | 1.8% | Home | 11,288 | - | - | -13,884 | \$ 610,402 | 1.4% |
| Central A/C Tune up | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% |
| Lighting | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Lighting | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% |
| New - LED Diffuse A-Lamps | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% |
| New - LED Reflector Bulbs (PAR/BR) | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% |
| New - LED Torchieres | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% |
| New - LED Exterior Hardwired Fixtures | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% |
| New - LED Internal Hardwire | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% |
| Miscellaneous | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pool Pumps | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% |
| Smart Power Strips - Tier 1 | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% |
| New - Smart Power Strips - Tier 2 | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% |
| Pilots | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Smart Thermostat | Home | 911 | - | - | 1,835 | \$ 204,050 | 0.2% | Each | 533 | - | - | 1,121 | \$ 120,070 | 0.3% | Each | 378 | - | - | 714 | \$ 83,980 | 0.2% | Each | 133 | - | - | 200 | \$ 30,170 | 0.1% |
| Customer Enrollment | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outreach & Assessment | Home | 135,140 | | | | \$ 25,263,177 | 26.4% | Home | 72,364 | | | | \$ 14,804,974 | 32.0% | Home | 62,776 | | | | \$ 10,458,202 | 21.1% | Home | 71,745 | | | | \$ 13,408,660 | 31.1% |
| In-Home Education | Home | 87,150 | | | | \$ 1,312,695 | 1.4% | Home | 47,198 | | | | \$ 710,580 | 1.5% | Home | 39,952 | | | | \$ 602,115 | 1.2% | Home | 51,704 | | | | \$ 777,630 | 1.8% |
| Total Savings/Expenditures | | | - | - | 739,939 | \$ 95,680,887 | | | | - | - | 409,007 | \$ 46,196,717 | | | | - | - | 330,932 | \$ 49,484,170 | | | | - | - | 292,324 | \$ 43,108,740 | |
| Total Households Weatherized ⁶ | | 122,037 | | | | | | | 65,157 | | | | | | | 56,880 | | | | | | | 64,731 | | | | | |
| Households Treated | Total (K+S) | | | | | | | First Touches | | | | | | | Re-treated Homes/Go-Backs | | | | | | | Aliso Canyon | | | | | | |
| - Single Family Households Treated | Home | 76,668 | | | | | | Home | 35,854 | | | | | | Home | 40,814 | | | | | | Home | 34,868 | | | | | |
| - Multi-family Households Treated | Home | 39,043 | | | | | | Home | | | | | | | | | | | | | | | | | | | | |

¹ As of September 2019, all savings are calculated based on the following source:

DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.

² Microwave savings are from ECONorthWest Studies received in December of 2011

³ Other Hot Water measures include Faucet Aerators and Low Flow Showerheads

⁴ Tank and Pipe Insulation includes Water Heater Blankets and Water Heater Pipe Insulation

⁵ Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.

⁶ Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs

⁷ Based on Disposition of Advice Letter 5325.

⁸ Data for Aliso Canyon includes "First Touches and Re-Treatments".

PY 2019 Energy Savings Assistance Program Annual Report
ESA Program Table 2B
ESA Program Expenses and Energy Savings by Measures Installed
SOUTHERN CALIFORNIA GAS COMPANY

| ESA Program - Multifamily Common Area ¹ | | | | | | | |
|--|-------|--|---------------------------|--------------------------|------------------------------|---------------|------------------|
| ESA CAM Measures ^{2, 3} | Units | Year-To-Date Completed & Expensed Installation | | | | | |
| | | Quantity Installed | kWh ⁴ (Annual) | kW ⁴ (Annual) | Therms ⁴ (Annual) | Expenses (\$) | % of Expenditure |
| Appliances | | | | | | | |
| High Efficiency Clothes Washer | Home | - | - | - | - | \$ - | 0.0% |
| Microwaves ⁵ | Home | - | - | - | - | \$ - | 0.0% |
| | | - | - | - | - | \$ - | |
| Domestic Hot Water | | | | | | | |
| Other Hot Water | Home | - | - | - | - | \$ - | 0.0% |
| Tank and Pipe Insulation | Home | - | - | - | - | \$ - | 0.0% |
| Water Heater Repair/Replacement | Home | - | - | - | - | \$ - | 0.0% |
| | | - | - | - | - | \$ - | 0.0% |
| Thermostatic Shower Valves | Each | - | - | - | - | \$ - | 0.0% |
| New - Combined Showerhead/TSV | Each | - | - | - | - | \$ - | 0.0% |
| New - Heat Pump Water Heater | Each | - | - | - | - | \$ - | 0.0% |
| Tub Diverter/Spout | Each | - | - | - | - | \$ - | 0.0% |
| | | | | | | | |
| Water Heater Replace | Each | 14 | - | - | 6,979 | \$ 90,034 | 6.3% |
| Boiler Replace | Each | 41 | - | - | 158,640 | \$ 1,309,422 | 92.3% |
| | | - | - | - | - | \$ - | |
| Enclosure | | | | | | | |
| Air Sealing / Envelope ⁶ | Home | - | - | - | - | \$ - | 0.0% |
| Attic Insulation | Home | - | - | - | - | \$ - | 0.0% |
| | | | | | | | |
| HVAC | | | | | | | |
| Furnace Repair/Replacement | Home | - | - | - | - | \$ - | 0.0% |
| High Efficiency Forced Air Unit (HE FAU) | Home | - | - | - | - | \$ - | 0.0% |
| | | | | | | | |
| | | | | | | | |
| Maintenance | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| Lighting | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| Miscellaneous | | | | | | | |
| Smart Thermostat | Home | - | - | - | - | \$ - | 0.0% |
| | | | | | | | |
| | | | | | | | |
| Ancillary Services | | | | | | | |
| Commissioning ⁷ | Home | - | - | - | - | \$ - | 0.0% |
| Audit ⁸ | Home | - | - | - | - | \$ - | 0.0% |
| Administration ⁹ | Home | - | - | - | - | \$ 4,282 | 0.3% |
| Pilots | | | | | | | |
| | | | | | | | |
| Customer Enrollment | | | | | | | |
| Outreach & Assessment | Home | - | | | | \$ 15,530 | 1.1% |
| In-Home Education | Home | - | | | | \$ - | 0.0% |
| | | | | | | | |
| Total Savings/Expenditures | | | - | - | 165,619 | \$ 1,419,267 | |
| | | | | | | | |
| Multifamily Properties Treated | | Number | | | | | |
| Total number of Multifamily Properties Treated ¹⁰ | | 3 | | | | | |
| Subtotal of Master-metered Multifamily Properties Treated | | 3 | | | | | |
| Total Number of Multifamily Tenant Units w/in Properties Treated ¹¹ | | 1,525 | | | | | |

| ESA Program - Multifamily Common Area | Year to Date Expenses | | |
|---------------------------------------|-----------------------|---------------------|---------------------|
| | Electric | Gas | Total |
| Administration | \$ - | \$ 4,282 | \$ 4,282 |
| Direct Implementation (Non-Incentive) | \$ - | \$ 15,530 | \$ 15,530 |
| Direct Implementation | \$ - | \$ 1,399,456 | \$ 1,399,456 |
| | | | |
| TOTAL MF CAM COSTS | \$ - | \$ 1,419,267 | \$ 1,419,267 |

<<Includes measures costs

¹ Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022 where 65% of tenants are income eligible based on CPUC income requirements of at or below 200% of the Federal Poverty Guidelines.

² Measures are customized by each IOU, see 'Table 2B-1, Eligible Measures List'. Measures list may change based on available information on both costs and benefits and may vary across climate zones. Each IOU should fill out Table 2B as it pertains to their program. Table 2B-1 Column A should match Table 2B Column A for eligible (not canceled) measures.

³ Commissioning costs, as allowable per the Decision, are included in measures total cost unless otherwise noted.

⁴ All savings are calculated based on the following sources:
DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.

⁵ Microwave savings are from ECONorthWest Studies received in December of 2011.

⁶ Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.

⁷ Refers to optimizing the installation of the measure installed such as retrofitting pipes, etc.

⁸ Audit costs may be covered by other programs or projects may utilize previous audits. Not all participants will have an audit cost associated with their project.

⁹ Per D.17-12-009 at p.213, the CPUC imposes a cap of 10% of ESA Program funds for administrative activities and a ceiling of 20% for direct implementation non-incentive costs.

¹⁰ Multifamily properties are sites with at least five (5) or more dwelling units. The properties may have multiple buildings.

¹¹ Multifamily tenant units are the number of dwelling units located within properties treated. This number does not represent the same number of dwellings treated as captured in table 2A.

| | A | B | C | D | E |
|----|--|---------------|---------------------|------------------------|---------------------|
| 1 | PY 2019 Energy Savings Assistance Program Annual Report ESA Program Table 3 Program Cost Effectiveness SOUTHERN CALIFORNIA GAS COMPANY | | | | |
| 2 | Ratio of Benefits Over Costs | | | Net Benefits \$ | |
| 3 | ProgramYear | ESACET | Resource TRC | ESACET | Resource TRC |
| 4 | 2019 | 0.50 | 0.32 | \$ (52,776,864) | \$ (21,211,472) |
| 5 | Notes: - All program measures "resource and non-resource measures" are included in the ESACET. Only measures considered "resource measures" are included in the Resource TRC. - The ESACET includes energy and non-energy benefits and all program costs including measure, installation, and administrative costs. - The Resource TRC includes energy benefits and program measure and installation costs. - Adopts the 2019 ESA Impact Evaluation. The results from that study were used in this Annual Report. - Ordering Paragraph 43 of D.14-08-030 directs the application of the two new cost effectiveness tests, ESACET and Resource TRC. | | | | |
| 6 | | | | | |
| 7 | | | | | |
| 8 | | | | | |
| 9 | | | | | |
| 10 | | | | | |
| 11 | | | | | |

PY 2019 Energy Savings Assistance Program Annual Report
ESA Program Table 4
Detail by Housing Type and Source ¹
SOUTHERN CALIFORNIA GAS COMPANY

| | | 2019 Energy Savings ² | | | | |
|--|---------------|----------------------------------|-------|----|----------|---------------|
| Customer | Housing Type | # Homes Treated | (mWh) | MW | (mTherm) | 2019 Expenses |
| Gas and Electric Customers | | | | | | |
| Owners - Total | | - | - | - | - | - |
| | Single Family | | | | | |
| | Multi Family | | | | | |
| | Mobile Homes | | | | | |
| Renters - Total | | - | - | - | - | - |
| | Single Family | | | | | |
| | Multi Family | | | | | |
| | Mobile Homes | | | | | |
| Electric Customers (only) | | | | | | |
| Owners - Total | | - | - | - | - | - |
| | Single Family | | | | | |
| | Multi Family | | | | | |
| | Mobile Homes | | | | | |
| Renters - Total | | - | - | - | - | - |
| | Single Family | | | | | |
| | Multi Family | | | | | |
| | Mobile Homes | | | | | |
| Gas Customers (only) | | | | | | |
| Owners - Total | | 58,510 | - | - | 393,548 | \$67,164,039 |
| | Single Family | 52,087 | | | 369,004 | \$61,111,843 |
| | Multi Family | 871 | | | 4,699 | \$676,737 |
| | Mobile Homes | 5,552 | | | 19,845 | \$5,375,458 |
| Renters - Total | | 63,527 | - | - | 346,391 | \$28,516,849 |
| | Single Family | 24,581 | | | 194,785 | \$15,032,599 |
| | Multi Family | 38,172 | | | 147,167 | \$13,105,966 |
| | Mobile Homes | 774 | | | 4,439 | \$378,284 |
| Gas and Electric Total | | | | | | |
| Multi Family Common Area Bldgs - Total | | | | | 165,619 | \$1,419,267 |
| Totals: | | | | | | |
| | | 122,037 | - | - | 905,558 | \$ 97,100,154 |

¹ Summary data which includes ESA Program, CSD Leveraging, and MF efforts.

² As of September 2019, all savings are calculated based on the following source:

DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.

| Penetration History | | | | |
|---------------------------------------|----------------------------|-------------------------------------|---|---|
| Year | Homes Treated ³ | Ineligible & Unwilling ⁴ | Estimated Eligible in Current Year ⁵ | Current Year Penetration Rate for Homes Treated |
| 2002 | 49,464 | | | |
| 2003 | 57,179 | | | |
| 2004 | 54,677 | | | |
| 2005 | 40,523 | | | |
| 2006 | 36,870 | | | |
| 2007 | 44,048 | | | |
| 2008 | 58,773 | | | |
| 2009 | 83,493 | 3,562 | | |
| 2010 | 120,358 | 22,589 | | |
| 2011 | 161,020 | 23,765 | | |
| 2012 | 96,893 | 20,383 | 136,836 | 71% |
| 2013 | 106,948 | 12,310 | 136,836 | 78% |
| 2014 | 92,967 | 10,029 | 136,836 | 68% |
| 2015 | 80,316 | 8,819 | 136,836 | 59% |
| 2016 | 69,811 | 12,656 | 136,836 | 51% |
| 2017 | 93,790 | 10,017 | 110,000 | 85% |
| 2018 | 99,457 | 14,860 | 169,910 | 59% |
| 2019 | 122,037 | 79,786 | 182,265 | 67% |
| 2020 | | | | |
| Total Homes Treated since 2002 | 1,468,624 | 218,776 | | |

³ Homes treated since 2002 are reported to track progress toward meeting the 2020 Programmatic Initiative. Also it includes first touches, go-back/re-treatment, and CSD leveraging authorized in D.16-11-022 and D.17-12-009.

⁴ Ineligible & Unwilling defined in ESA Table 8.

⁵ Based on Attachment F of D.12-08-044, D.14-08-030, and Ordering Paragraph 79 of D.16-11-022.

| Year | Utility in Shared Service Territory | Eligible Households in Shared Service Territory | Eligible households treated by both utilities in shared service territory |
|------|-------------------------------------|---|---|
| 2019 | PG&E | 86,638 | 4,417 |
| 2019 | SCE | 1,076,613 | 48,905 |
| 2019 | SDG&E | 17,684 | 45 |

| | A | B | C | D | E | F | G |
|----|---|-------------------------------|--|-----|--------|--------|--|
| | PY 2019 Energy Savings Assistance Program Annual Report ESA Program Table 5 ESA Program Direct Purchases & Installation Contractors SOUTHERN CALIFORNIA GAS COMPANY | | | | | | |
| 1 | | | | | | | |
| 2 | | | Contractor Type (Check one or more if applicable) | | | | 2019 Annual Expenditures ² |
| 3 | Contractor | County ¹ | Private | CBO | WMDVBE | LIHEAP | |
| 4 | ADVANCED CONTRACTING SERVICES INC | Ke | x | - | - | - | \$ 241,583 |
| 5 | AMERICAN ECO SERVICES INC | SD, Sba, SLO | x | - | x | - | \$ 1,441,634 |
| 6 | AMERICAN INSULATION INC | R, I | x | - | x | - | \$ 1,756,034 |
| 7 | ARCA RECYCLING INC | LA | x | - | - | - | \$ 3,335,026 |
| 8 | ASSERT INC | LA | x | - | - | - | \$ 867,425 |
| 9 | ASSOCIATED CONSTRUCTION SERVICES | LA, OC, Sbe, R | x | - | x | - | \$ 2,034,905 |
| 10 | AVALON CARVER COMMUNITY CENTER INC | LA, Ke | - | x | - | - | \$ 356,914 |
| 11 | CAMPESINOS UNIDOS INC | LA, OC, Sbe, R | x | - | x | - | \$ 894,503 |
| 12 | COMMUNITY ACTION COMMISSION | LA | - | x | - | - | \$ 12,459 |
| 13 | COMMUNITY ACTION OF VENTURA COUNTY | V, LA | - | x | - | x | \$ 36,926 |
| 14 | COMMUNITY ACTION PARTNERSHIP OF | LA | x | - | - | - | \$ 115,625 |
| 15 | COMMUNITY ACTION PARTNERSHIP OF O C | R, I | - | x | x | x | \$ 102,525 |
| 16 | EAGLE SYSTEMS INTERNATIONAL INC | Sba | - | x | - | x | \$ 5,383,555 |
| 17 | EAST LOS ANGELES COMMUNITY UNION | V, LA | - | x | - | x | \$ 19,380,667 |
| 18 | ECONO WEST INC | Sbe | x | - | x | x | \$ 1,884,426 |
| 19 | ENVIRONMENTAL ASSESSMENT SERVICES | SLO, | - | x | x | x | \$ 1,892,964 |
| 20 | DOMINION REAL ESTATE CORPORATION | | | | | | \$ 85,009 |
| 21 | GARCIA & SONS HOME IMPROVEMENT INC | OC | - | x | x | x | \$ 493,492 |
| 22 | HIGHLANDS ENERGY SERVICES INC | R | - | x | - | x | \$ 1,621,608 |
| 23 | JOHN HARRISON CONTRACTING INC | LA | - | x | - | x | \$ 370,790 |
| 24 | LOTUS CONSTRUCTION & PROPERTY | LA, R, T, Ki | x | - | - | - | \$ 29,703 |
| 25 | MARAVILLA FOUNDATION | LA, R, OC, Sbe | - | x | x | - | \$ 13,415,926 |
| 26 | PACIFIC ASIAN CONSORTIUM IN | LA | - | x | - | - | \$ 418,157 |
| 27 | PACIFIC COAST ENERGY CONSERVATION | SF | x | - | - | - | \$ 44,763 |
| 28 | PROTEUS INC | LA, Ke | x | - | x | - | \$ 5,279,867 |
| 29 | QUALITY CONSERVATION SERVICES | LA, OC, R, Sbe | x | - | x | - | \$ 4,457,328 |
| 30 | RELIABLE ENERGY MANAGEMENT INC | I, LA, OC, R, Sbe | x | - | x | - | \$ 13,129,002 |
| 31 | RICHARD HEATH & ASSOCIATES INC | LA, OC, SD | x | - | x | - | \$ 1,173,057 |
| 32 | SIERRA WEATHERIZATION COMPANY INC | Ke, LA, T, Ki, F | x | - | x | - | \$ 6,566,349 |
| 33 | SILICON VALLEY FOUNDATION | Ke | x | - | x | - | \$ 3,886,938 |
| 34 | SOCO AIR CONDITIONING COMPANY | R, Sbe, I | - | - | x | - | \$ 260,896 |
| 35 | SPECIALTY AC HEAT INC | T, Ki, F | x | - | x | - | \$ 1,812,255 |
| 36 | STAPLES & ASSOCIATES | R, Sbe | x | - | x | - | \$ 424,406 |
| 37 | TONY'S HEATING & A/C SERVICE INC. | LA | - | x | x | x | \$ 896,502 |
| 38 | TRI-STATE HOME IMPROVEMENTS INC | LA, OC, Sbe, R, K | - | x | x | x | \$ 167,847 |
| 39 | TRUTEAM OF CALIFORNIA | LA, R, Sbe, I, Ke, Ki, Tu | x | - | - | x | \$ 4,648,474 |
| 40 | VETERANS IN COMMUNITY SERVICES INC | Ke | x | - | - | - | \$ 1,083,494 |
| 41 | WATTS LABOR COMMUNITY ACTION COMM | ALL, LA, OC, V, Sbe, R, SFERN | - | x | x | x | \$ 38,244 |
| 59 | | | | | | | |
| 62 | Total Contractor Expenditures | | | | | | \$ 100,041,276 |
| 63 | | | | | | | |
| 64 | | | | | | | |
| 65 | ¹ Key | Abbreviation | | | | | |
| 66 | Alameda | AL | | | | | |
| 67 | Los Angeles | LA | | | | | |
| 68 | Orange County | OC | | | | | |
| 69 | Ventura | V | | | | | |
| 70 | San Bernadino | Sbe | | | | | |
| 71 | Riverside | R | | | | | |
| 72 | Imperial | I | | | | | |
| 73 | Tulare | T | | | | | |
| 74 | Kings | Ki | | | | | |
| 75 | Kern | Ke | | | | | |
| 76 | Santa Barbara | Sba | | | | | |
| 77 | San Luis Obispo | SLO | | | | | |
| 78 | Fresno | F | | | | | |
| 79 | San Diego | SD | | | | | |
| 80 | San Fernando | SFERN | | | | | |
| 81 | Santa Clara | SC | | | | | |
| 82 | San Francisco | SF | | | | | |
| 83 | Santa Cruz | Scr | | | | | |
| 84 | Contra Costa | CC | | | | | |
| 85 | Solano | S | | | | | |
| 86 | | | | | | | |
| | ² The expenditures do not include a credit of (\$139,455) for the high efficiency clothes washer rebates from Municipal Water Companies, misc. revenues, adjustments of (\$159,088). | | | | | | |
| 87 | Calculated as follows: \$100,041.276 - \$139,455 - \$159,088 = \$99,742.733. (See ESAP Table - 7 Contract) | | | | | | |

| PY 2019 Energy Savings Assistance Program Annual Report ESA Program Table 6 ESA Program Installation Cost of Program Installation Contractors SOUTHERN CALIFORNIA GAS COMPANY | | | | | | | | | | | | | | | | | | |
|--|-----------------|---------------|-----|-----------|-----|---------------|-----|----------------|------|-----------|------|---------------|------|--------------------|------------|--------------------|------------|-----------------|
| | Unit of Measure | CBO/WMDVBE | | | | | | Non-CBO/WMDVBE | | | | | | 2019 Program Total | | | | |
| | | Installations | | Dwellings | | Costs | | Installations | | Dwellings | | Costs | | Units Installed | Households | Costs ¹ | Cost/ Unit | Cost/ Household |
| | | Units | % | Units | % | \$ | % | Units | % | Units | % | \$ | % | | | | | |
| Dwellings | Each | 98,282 | 81% | 98,282 | 81% | \$ 71,128,206 | 74% | 23,755 | 19% | 23,755 | 19% | \$ 24,552,682 | 26% | 122,037 | 122,037 | \$ 95,680,887 | \$ 784 | \$ 784 |
| Appliances | | | | | | | | | | | | | | | | | | |
| High Efficiency Clothes Washer | Home | - | 0% | - | 0% | \$ - | 0% | 3,961 | 100% | 3,961 | 100% | \$ 3,335,026 | 100% | 3,961 | 3,961 | \$ 3,335,026 | \$ 842 | \$ 842 |
| Microwaves | Home | - | 0% | - | 0% | \$ - | 0% | - | 0% | - | 0% | \$ - | 0% | - | - | \$ - | \$ - | \$ - |
| Refrigerators | Each | - | 0% | - | 0% | \$ - | 0% | - | 0% | - | 0% | \$ - | 0% | - | - | \$ - | \$ - | \$ - |
| Freezers | Each | - | 0% | - | 0% | \$ - | 0% | - | 0% | - | 0% | \$ - | 0% | - | - | \$ - | \$ - | \$ - |
| Domestic Hot Water | | | | | | | | | | | | | | | | | | |
| Other Hot Water | Home | 94,592 | 62% | 94,592 | 81% | \$ 3,990,952 | 77% | 59,127 | 38% | 21,942 | 19% | \$ 1,213,167 | 23% | 153,719 | 116,534 | \$ 5,204,119 | \$ 34 | \$ 45 |
| Tank and Pipe Insulation | Home | 2,583 | 66% | 2,348 | 68% | \$ 101,334 | 65% | 1,318 | 34% | 1,120 | 32% | \$ 54,930 | 35% | 3,901 | 3,468 | \$ 156,264 | \$ 40 | \$ 45 |
| Water Heater Repair/Replacement | Home | 13,688 | 87% | 13,478 | 87% | \$ 3,966,075 | 83% | 2,007 | 13% | 2,009 | 13% | \$ 816,472 | 17% | 15,695 | 15,487 | \$ 4,782,547 | \$ 305 | \$ 309 |
| Thermostatic Shower Valve | Each | 64,213 | 76% | 45,616 | 78% | \$ 2,857,614 | 76% | 20,538 | 24% | 13,144 | 22% | \$ 913,721 | 24% | 84,751 | 58,760 | \$ 3,771,335 | \$ 44 | \$ 64 |
| New - Combined Showerhead/TSV | Each | - | 0% | - | 0% | \$ - | 0% | - | 0% | - | 0% | \$ - | 0% | - | - | \$ - | \$ - | \$ - |
| New - Heat Pump Water Heater | Each | - | 0% | - | 0% | \$ - | 0% | - | 0% | - | 0% | \$ - | 0% | - | - | \$ - | \$ - | \$ - |
| Tub Diverter/Spout | Each | 1,767 | 59% | 1,401 | 60% | \$ 189,845 | 58% | 1,231 | 41% | 938 | 40% | \$ 137,085 | 42% | 2,998 | 2,339 | \$ 326,930 | \$ 109 | \$ 140 |
| Enclosure | | | | | | | | | | | | | | | | | | |
| Air Sealing / Envelope | Home | 52,689 | 75% | 52,689 | 75% | \$ 16,859,352 | 75% | 17,805 | 25% | 17,805 | 25% | \$ 5,501,439 | 25% | 70,494 | 70,494 | \$ 22,360,791 | \$ 317 | \$ 317 |
| Attic Insulation | Home | 3,147 | 52% | 3,147 | 52% | \$ 4,867,131 | 51% | 2,852 | 48% | 2,852 | 48% | \$ 4,709,718 | 49% | 5,999 | 5,999 | \$ 9,576,848 | \$ 1,596 | \$ 1,596 |
| HVAC | | | | | | | | | | | | | | | | | | |
| Furnace Repair/Replacement | Home | 7,200 | 86% | 7,001 | 86% | \$ 13,308,983 | 86% | 1,143 | 14% | 1,099 | 14% | \$ 2,133,481 | 14% | 8,343 | 8,100 | \$ 15,442,464 | \$ 1,851 | \$ 1,906 |
| Room A/C Replacement | Home | - | 0% | - | 0% | \$ - | 0% | - | 0% | - | 0% | \$ - | 0% | - | - | \$ - | \$ - | \$ - |
| Central A/C Replacement | Home | - | 0% | - | 0% | \$ - | 0% | - | 0% | - | 0% | \$ - | 0% | - | - | \$ - | \$ - | \$ - |
| Heat Pump Replacement | Home | - | 0% | - | 0% | \$ - | 0% | - | 0% | - | 0% | \$ - | 0% | - | - | \$ - | \$ - | \$ - |
| Evaporative Coolers | Home | - | 0% | - | 0% | \$ - | 0% | - | 0% | - | 0% | \$ - | 0% | - | - | \$ - | \$ - | \$ - |
| Duct Testing and Sealing | Home | 1,411 | 83% | 817 | 82% | \$ 624,791 | 83% | 284 | 17% | 177 | 18% | \$ 130,436 | 17% | 1,695 | 994 | \$ 755,227 | \$ 446 | \$ 760 |
| Energy Efficient Fan Control A/C Time Delay | Home | - | 0% | - | 0% | \$ - | 0% | - | 0% | - | 0% | \$ - | 0% | - | - | \$ - | \$ - | \$ - |
| Prescriptive Duct Sealing | Home | 10,551 | 72% | 10,398 | 73% | \$ 1,054,135 | 72% | 4,049 | 28% | 3,807 | 27% | \$ 406,447 | 28% | 14,600 | 14,205 | \$ 1,460,582 | \$ 100 | \$ 103 |
| High Efficiency Forced Air Unit (HE FAU) | Home | - | 0% | - | 0% | \$ - | 0% | - | 0% | - | 0% | \$ - | 0% | - | - | \$ - | \$ - | \$ - |
| New - Blower Motor Retrofit | Home | - | 0% | - | 0% | \$ - | 0% | - | 0% | - | 0% | \$ - | 0% | - | - | \$ - | \$ - | \$ - |
| Maintenance | | | | | | | | | | | | | | | | | | |
| Furnace Clean and Tune | Home | 23,997 | 75% | 23,156 | 76% | \$ 1,301,579 | 75% | 7,798 | 25% | 7,328 | 24% | \$ 427,255 | 25% | 31,795 | 30,484 | \$ 1,728,834 | \$ 54 | \$ 57 |
| Central A/C Tune-up (N/A) | Home | - | 0% | - | 0% | \$ - | 0% | - | 0% | - | 0% | \$ - | 0% | - | - | \$ - | \$ - | \$ - |
| Lighting | | | | | | | | | | | | | | | | | | |
| Lighting | Home | - | 0% | - | 0% | \$ - | 0% | - | 0% | - | 0% | \$ - | 0% | - | - | \$ - | \$ - | \$ - |
| | | | | | | | | | | | | | | | | | | |
| New - LED Diffuse A-Lamps | Each | - | 0% | - | 0% | \$ - | 0% | - | 0% | - | 0% | \$ - | 0% | - | - | \$ - | \$ - | \$ - |
| New - LED Reflector Bulbs (PAR/BR) | Each | - | 0% | - | 0% | \$ - | 0% | - | 0% | - | 0% | \$ - | 0% | - | - | \$ - | \$ - | \$ - |
| New - LED Torchieres | Each | - | 0% | - | 0% | \$ - | 0% | - | 0% | - | 0% | \$ - | 0% | - | - | \$ - | \$ - | \$ - |
| New - LED Exterior Hardwired Fixtures | Each | - | 0% | - | 0% | \$ - | 0% | - | 0% | - | 0% | \$ - | 0% | - | - | \$ - | \$ - | \$ - |
| New - LED Internal Hardwire | Each | - | 0% | - | 0% | \$ - | 0% | - | 0% | - | 0% | \$ - | 0% | - | - | \$ - | \$ - | \$ - |
| Miscellaneous | | | | | | | | | | | | | | | | | | |
| Pool Pumps | Home | - | 0% | - | 0% | \$ - | 0% | - | 0% | - | 0% | \$ - | 0% | - | - | \$ - | \$ - | \$ - |
| Smart Power Strips - Tier 1 | Home | - | 0% | - | 0% | \$ - | 0% | - | 0% | - | 0% | \$ - | 0% | - | - | \$ - | \$ - | \$ - |
| New - Smart Power Strips - Tier 2 | Each | - | 0% | - | 0% | \$ - | 0% | - | 0% | - | 0% | \$ - | 0% | - | - | \$ - | \$ - | \$ - |
| Ancillary Services | | | | | | | | | | | | | | | | | | |
| Commissioning | Home | - | 0% | - | 0% | \$ - | 0% | - | 0% | - | 0% | \$ - | 0% | - | - | \$ - | \$ - | \$ - |
| Audit | Home | - | 0% | - | 0% | \$ - | 0% | - | 0% | - | 0% | \$ - | 0% | - | - | \$ - | \$ - | \$ - |
| Administration | Home | - | 0% | - | 0% | \$ - | 0% | - | 0% | - | 0% | \$ - | 0% | - | - | \$ - | \$ - | \$ - |
| Pilots | | | | | | | | | | | | | | | | | | |
| Smart Thermostat | Each | 129 | 13% | 128 | 14% | \$ 30,960 | 15% | 852 | 87% | 783 | 86% | \$ 173,090 | 85% | 981 | 911 | \$ 204,050.00 | \$ 208 | \$ 224 |
| Outreach & Assessment | | | | | | | | | | | | | | | | | | |
| Customer Enrollment | Home | 112,440 | 83% | 112,440 | 83% | \$ 20,921,887 | 83% | 22,700 | 17% | 22,700 | 17% | \$ 4,341,290 | 17% | 135,140 | 135,140 | \$ 25,263,177 | \$ 187 | \$ 187 |
| In-Home Education | Home | 69,884 | 80% | 69,884 | 80% | \$ 1,053,570 | 80% | 17,266 | 20% | 17,266 | 20% | \$ 259,125 | 20% | 87,150 | 87,150 | \$ 1,312,695 | \$ 15 | \$ 15 |
| | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | |

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

| | A | B | C | D | E |
|----|---|---------------------------|-------------------------------|--------------------------------|-----------------------|
| 1 | PY 2019 Energy Savings Assistance Program Annual Report ESA Program Table 7 Expenditures Recorded by Cost Element ¹ SOUTHERN CALIFORNIA GAS COMPANY | | | | |
| 2 | ESA Program: | Labor ¹ | Non-Labor ² | Contractor ³ | Total |
| 3 | Energy Efficiency | | | | |
| 4 | Appliances | \$ - | \$ - | \$ 3,132,956 | \$ 3,132,956 |
| 5 | Domestic Hot Water ⁴ | \$ - | \$ (1,257) | \$ 14,138,745 | \$ 14,137,488 |
| 6 | Enclosure | \$ - | \$ - | \$ 31,915,356 | \$ 31,915,356 |
| 7 | HVAC ⁴ | \$ - | \$ (8,903) | \$ 17,811,014 | \$ 17,802,111 |
| 8 | Maintenance | \$ - | \$ 482 | \$ 1,728,834 | \$ 1,729,316 |
| 9 | Lighting | \$ - | \$ - | \$ - | \$ - |
| 10 | Miscellaneous | \$ - | \$ - | \$ - | \$ - |
| 11 | Customer Enrollment | \$ 154,157 | \$ 211,944 | \$ 27,951,998 | \$ 28,318,099 |
| 12 | In Home Education | \$ - | \$ 865,858 | \$ 1,312,695 | \$ 2,178,553 |
| 13 | Pilot | \$ - | \$ 155,622 | \$ - | \$ 155,622 |
| 14 | Energy Efficiency TOTAL | \$ 154,157 | \$ 1,223,747 | \$ 97,991,598 | \$ 99,369,501 |
| 15 | | | | | |
| 16 | Training Center | \$ 637,926 | \$ 92,525 | | \$ 730,450 |
| 17 | Inspections | \$ - | \$ - | \$ 1,751,136 | \$ 1,751,136 |
| 18 | Marketing and Outreach | \$ 19,982 | \$ 1,183,596 | \$ - | \$ 1,203,578 |
| 19 | Statewide Marketing Education and Outreach | \$ - | \$ - | \$ - | \$ - |
| 20 | Measurement and Evaluation Studies | \$ - | \$ 157,722 | \$ - | \$ 157,722 |
| 21 | Regulatory Compliance | \$ 372,182 | \$ 34,904 | \$ - | \$ 407,087 |
| 22 | General Administration | \$ 4,152,006 | \$ 2,260,759 | \$ - | \$ 6,412,766 |
| 23 | CPUC Energy Division | \$ - | \$ 87,553 | \$ - | \$ 87,553 |
| 24 | | | | | |
| 25 | TOTAL PROGRAM COSTS ⁵ | \$ 5,336,253 | \$ 5,040,807 | \$ 99,742,733 | \$ 110,119,793 |
| 26 | | | | | |
| 27 | ¹ Labor: Utility staff labor including labor indirects (vacation and sick leave, payroll taxes.) | | | | |
| 28 | ² Non-Labor: All other non-labor costs excluding contractor costs defined below. | | | | |
| 29 | ³ Contractor: Expenses associated with contractor installations, Weatherization, Inspections, Outreach and Assessment, and In Home Energy Education services. | | | | |
| 30 | ⁴ Includes cash discount credits in non-labor. | | | | |

| | A | B | C | D | E | F | G |
|----|--|------|-----------------------------|--|--|--------------------------------------|--|
| 1 | PY 2019 Energy Savings Assistance Program Annual Report ESA Program Table 9 Life Cycle Bill Savings by Measure ^{1,3} SOUTHERN CALIFORNIA GAS COMPANY | | | | | | |
| 2 | Measure Description | | 2019 Number Installed | Per Measure Electric Impact (kWh) | Per Measure Gas Impact (Therms) | Effective Useful Life (EUL) | 2019 Total Measure Life Cycle Bill Savings |
| 3 | Appliances | | | | | | |
| 4 | High Efficiency Clothes Washer | Home | 3,961 | | 78,636 | 11 | \$ 598,706 |
| 5 | Microwaves ² | Home | | | | | |
| 6 | Refrigerators | Each | | | | | |
| 7 | Freezers | Each | | | | | |
| 8 | Domestic Hot Water | | | | | | |
| 9 | Other Hot Water | Home | 116,534 | | 368,131 | 10 | \$ 2,597,701 |
| 10 | Tank and Pipe Insulation | Home | 3,468 | | 22,022 | 9 | \$ 142,604 |
| 11 | Water Heater Repair/Replacement | Home | 15,487 | | 37,014 | 11 | \$ 281,811 |
| 12 | Thermostatic Shower Valve | Each | 58,760 | | 138,144 | 10 | \$ 675,859 |
| 13 | New - Combined Showerhead/TSV | Each | | | | | |
| 14 | New - Heat Pump Water Heater | Each | | | | | |
| 15 | Tub Diverter/Spout | Each | 2,339 | | 16,849 | 10 | \$ 92,758 |
| 16 | New - MF CAM Central Water Heater | Home | 1,525 | | 165,619 | 20 | \$ 1,939,248 |
| 17 | Enclosure | | | | | | |
| 18 | Air Sealing / Envelope | Home | 70,494 | | 32,873 | 11 | \$ 250,256 |
| 19 | Attic Insulation | Home | 5,999 | | 177,855 | 20 | \$ 2,082,571 |
| 20 | HVAC | | | | | | |
| 21 | Furnace Repair/Replacement | Home | 8,100 | | (264,784) | 20 | \$ (3,100,459) |
| 22 | Room A/C Replacement | Home | | | | | |
| 23 | Central A/C Replacement | Home | | | | | |
| 24 | Heat Pump Replacement | Home | | | | | |
| 25 | Evaporative Coolers | Home | | | | | |
| 26 | Duct Testing and Sealing | Home | 994 | | 11,043 | 3 | \$ 26,869 |
| 27 | Energy Efficient Fan Control A/C Time Delay | Home | | | | | |
| 28 | Prescriptive Duct Sealing | Home | 14,205 | | 157,818 | 3 | \$ 383,984 |
| 29 | High Efficiency Forced Air Unit (HE FAU) | Home | | | | | |
| 30 | New - Blower Motor Retrofit | Home | | | | | |
| 31 | Maintenance | | | | | | |
| 32 | Furnace Clean and Tune | Home | 30,484 | | (37,495) | 20 | \$ (439,047) |
| 33 | Central A/C Tune-up | Home | | | | | |
| 34 | Lighting | | | | | | |
| 35 | Lighting | Home | | | | | |
| 36 | | | | | | | |
| 37 | New - LED Diffuse A-Lamps | Each | | | | | |
| 38 | New - LED Reflector Bulbs (PAR/BR) | Each | | | | | |
| 39 | New - LED Torchieres | Each | | | | | |
| 40 | New - LED Exterior Hardwired Fixtures | Each | | | | | |
| 41 | New - LED Internal Hardwire | Each | | | | | |
| 42 | Miscellaneous | | | | | | |
| 43 | Pool Pumps | Home | | | | | |
| 44 | Smart Power Strips - Tier 1 | Home | | | | | |
| 45 | New - Smart Power Strips - Tier 2 | Each | | | | | |
| 46 | Ancillary Services | | | | | | |
| 47 | Commissioning | Home | | | | | |
| 48 | Audit | Home | | | | | |
| 49 | Administration | Home | | | | | |
| 50 | Pilots | | | | | | |
| 51 | Smart Thermostat | Home | 911 | | 1,835 | 9 | \$ 11,880 |
| 52 | | | | | | | |
| 53 | Total | | 333,261 | | 905,558 | | \$ 5,544,743 |
| 54 | | | | | | | |
| 55 | Total Homes Served By the Program | | 122,037 | | | | |
| 56 | Life Cycle Bill Savings Per Home | - | | | | | \$ 45.43 |
| 57 | | | | | | | |
| 58 | ¹ Summary data which includes ESA Program, CSD Leveraging, and MF common area efforts. | | | | | | |
| 59 | ² For microwaves, the savings estimate comes from a separate analysis completed by Evergreen Economics. A reasonable estimate for the usage of the microwave, which would be shown as negative kWh, is not available at this time; however, we expect this to be addressed in the next impact evaluation. | | | | | | |
| 60 | ³ Ordering Paragraph 34 of D.14-08-030 adopts the 2013 ESA Impact Evaluation. The results from that study were used in this Annual Report. | | | | | | |
| 61 | | | | | | | |
| 62 | Note: The applicable MF common area measures will need to be reflected in the appropriate subsections above. | | | | | | |

| | A | B | C |
|----|---|---------------|-----------------------------|
| 1 | PY 2019 Energy Savings Assistance Program Annual Report ESA Program Table 10 Energy Rate Used for Bill Savings Calculations ¹ SOUTHERN CALIFORNIA GAS COMPANY | | |
| 2 | Year | \$/kWh | \$/Therm² |
| 3 | 2019 | N/A | 0.68 |
| 4 | 2020 | N/A | 0.70 |
| 5 | 2021 | N/A | 0.72 |
| 6 | 2022 | N/A | 0.74 |
| 7 | 2023 | N/A | 0.76 |
| 8 | 2024 | N/A | 0.78 |
| 9 | 2025 | N/A | 0.81 |
| 10 | 2026 | N/A | 0.83 |
| 11 | 2027 | N/A | 0.86 |
| 12 | 2028 | N/A | 0.88 |
| 13 | 2029 | N/A | 0.91 |
| 14 | 2030 | N/A | 0.94 |
| 15 | 2031 | N/A | 0.96 |
| 16 | 2032 | N/A | 0.99 |
| 17 | 2033 | N/A | 1.02 |
| 18 | 2034 | N/A | 1.05 |
| 19 | 2035 | N/A | 1.08 |
| 20 | 2036 | N/A | 1.12 |
| 21 | 2037 | N/A | 1.15 |
| 22 | 2038 | N/A | 1.19 |
| 23 | 2039 | N/A | 1.22 |
| 24 | 2040 | N/A | 1.26 |
| 25 | 2041 | N/A | 1.30 |
| 26 | 2042 | N/A | 1.33 |
| 27 | | | |
| 28 | ¹ Summary data which includes ESA Program, CSD Leveraging, and MF Common Area efforts. | | |
| 29 | ² Actual 2019 energy rate per therm paid by ESA Program participants. Energy rate beyond 2019 is escalated 3% annually. | | |
| 30 | | | |

| | | | | | |
|----|--|----------------------|---------------------------------------|---|--|
| | A | B | C | D | E |
| 1 | PY 2019 Energy Savings Assistance Program Annual Report ESA Program Table 11 Bill Savings Calculations by Program Year ¹ SOUTHERN CALIFORNIA GAS COMPANY | | | | |
| 2 | Program Year | Program Costs | Program Lifecycle Bill Savings | Program Bill Savings/ Cost Ratio | Per Home Average Lifecycle Bill Savings |
| 3 | 2013 | \$ 97,554,614 | \$ 14,434,223 | 0.15 | \$ 135.00 |
| 4 | 2014 | \$ 93,781,355 | \$ 13,802,052 | 0.15 | \$ 147.00 |
| 5 | 2015 | \$ 74,817,588 | \$ 9,458,585 | 0.13 | \$ 118.00 |
| 6 | 2016 | \$ 58,777,190 | \$ 10,005,458 | 0.17 | \$ 143.32 |
| 7 | 2017 | \$ 79,364,204 | \$ 10,752,700 | 0.14 | \$ 114.65 |
| 8 | 2018 | \$ 93,149,896 | \$ 10,559,891 | 0.11 | \$ 106.18 |
| 9 | 2019 | \$ 111,539,060 | \$ 5,544,743 | 0.05 | \$ 45.43 |
| 10 | | | | | |
| 11 | ¹ Summary data which includes ESA Program, CSD Leveraging, and MF Common Area efforts. | | | | |

PY 2019 Energy Savings Assistance Program Annual Report
ESA Program Table 12
Fund Shifting ¹
SOUTHERN CALIFORNIA GAS COMPANY

| | | Budget ¹ | | | Expenditures | | | (Shift) or Carried Forward (Budget - Expenditures = Variance) | | | FUND SHIFT AMOUNT | | | | | | | | | | | | | | | | |
|------|---|---------------------|----------------|------------------|--------------|----------------|--------------------|--|---------------|---------------|---|-------------|-------------|----------------------------|-------------|-------------|-------------------------|-------------|-------------|--------------------------------|-----------------------------|---|--|--|--|---|---|
| | | | | | | | | | | | Among Categories within Program Year 1-4 | | | Carry Forward from 2017 | | | Carry Back from 2020 | | | | | | | | | | |
| Date | Program Year 2019 | Electric | Gas | Total Authorized | Electric | Gas | Total Expenditures | Variance | | | (1) Shift of Current Year Authorized | | | (2) Shift of Carry Forward | | | (3) Shift of Carry Back | | | Total Shifted Gas/ Electric | % of Authorized Total | Fund Shifting Source 1. Current Year Authorized 2. Carried Forward 3. Carried Back | To/From Year | Fund Shift Description | Authorization | | |
| | | | | | | | | Electric | Gas | Total | Electric | Gas | Total | Electric | Gas | Total | Electric | Gas | Total | | | | | | | | |
| | ESA Program: | ex. \$x,xxx | ex. \$x,xxx | ex. \$x,xxx | ex. \$x,xxx | ex. \$x,xxx | ex. \$x,xxx | ex. \$x,xxx | ex. \$x,xxx | ex. \$x,xxx | ex. \$x,xxx | ex. \$x,xxx | ex. \$x,xxx | ex. \$x,xxx | ex. \$x,xxx | ex. \$x,xxx | ex. \$x,xxx | ex. \$x,xxx | ex. \$x,xxx | (\$x,xxx) | x% | | | | G-xxxx, D.xx-xx-xxxx | | |
| | Energy Efficiency | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Appliance | \$ - | \$ 17,459,339 | \$ 17,459,339 | \$ - | \$ 3,132,956 | \$ 3,132,956 | \$ - | \$ 14,326,383 | \$ 14,326,383 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | 0% | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | | |
| | Domestic Hot Water | \$ - | \$ 20,641,275 | \$ 20,641,275 | \$ - | \$ 14,137,488 | \$ 14,137,488 | \$ - | \$ 6,503,787 | \$ 6,503,787 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | 0% | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | | |
| | Enclosure | \$ - | \$ 33,021,730 | \$ 33,021,730 | \$ - | \$ 31,915,356 | \$ 31,915,356 | \$ - | \$ 1,106,374 | \$ 1,106,374 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | 0% | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | | |
| | HVAC | \$ - | \$ 23,958,138 | \$ 23,958,138 | \$ - | \$ 17,802,111 | \$ 17,802,111 | \$ - | \$ 6,156,027 | \$ 6,156,027 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | 0% | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | | |
| | Maintenance | \$ - | \$ 1,976,488 | \$ 1,976,488 | \$ - | \$ 1,729,316 | \$ 1,729,316 | \$ - | \$ 247,172 | \$ 247,172 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | 0% | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | | |
| | Lighting | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | 0% | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | | |
| | Miscellaneous | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | 0% | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | | |
| | Customer Enrollment | \$ - | \$ 18,886,236 | \$ 18,886,236 | \$ - | \$ 18,886,236 | \$ 18,886,236 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | 0% | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | | |
| | In Home Education | \$ - | \$ 3,873,993 | \$ 3,873,993 | \$ - | \$ 2,178,553 | \$ 2,178,553 | \$ - | \$ 1,695,440 | \$ 1,695,440 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | 0% | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | | |
| | Pilot | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | 0% | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | | |
| | Fund Shifting Offset | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | 0% | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | | |
| | Energy Efficiency TOTAL | \$ - | \$ 119,817,199 | \$ 119,817,199 | \$ - | \$ 89,782,016 | \$ 89,782,016 | \$ - | \$ 30,035,183 | \$ 30,035,183 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | 0% | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Training Center | \$ - | \$ 926,480 | \$ 926,480 | \$ - | \$ 730,450 | \$ 730,450 | \$ - | \$ 196,030 | \$ 196,030 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | 0% | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | | |
| | Inspections | \$ - | \$ 2,429,147 | \$ 2,429,147 | \$ - | \$ 1,751,136 | \$ 1,751,136 | \$ - | \$ 678,011 | \$ 678,011 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | 0% | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | | |
| | Marketing and Outreach | \$ - | \$ 1,450,000 | \$ 1,450,000 | \$ - | \$ 1,203,578 | \$ 1,203,578 | \$ - | \$ 246,422 | \$ 246,422 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | 0% | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | | |
| | Statewide ME&O | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | 0% | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | | |
| | M&E Studies ² | \$ - | \$ 115,625 | \$ 115,625 | \$ - | \$ 157,722 | \$ 157,722 | \$ - | \$ (42,098) | \$ (42,098) | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ 66,755 | \$ 66,755 | \$ 66,755 | \$ 66,755 | -0.05% | 1. 2. 3. | 2. Carried back from 2020 3. Carried back from 2020 M&E authorized budget. | 1. 2. 3. To 2019 From 2020 | 1. 2. 3. 2020 M&E authorized budget to fund 2019 spend. | 1. 2. Authorized by D.12-08-044, Section 6.2 Fund Shifting Rules. 3. | |
| | Regulatory Compliance | \$ - | \$ 351,194 | \$ 351,194 | \$ - | \$ 351,194 | \$ 351,194 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | 0% | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | | |
| | General Administration | \$ - | \$ 6,661,106 | \$ 6,661,106 | \$ - | \$ 6,412,766 | \$ 6,412,766 | \$ - | \$ 248,340 | \$ 248,340 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | 0% | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | 1. 2. 3. | | |
| | CPUC Energy Division ³ | \$ - | \$ 86,000 | \$ 86,000 | \$ - | \$ 87,553 | \$ 87,553 | \$ - | \$ (1,553) | \$ (1,553) | \$ - | \$ - | \$ - | \$ - | \$ - | \$ 1,553 | \$ 1,553 | \$ - | \$ - | \$ - | 1,553 | 0% | 1. 2. 3. | 3. Carried forward from 2017 M&E authorized budget. | 1. 2. 3. To 2019 From 2017 | 1. 2. 3. 2017 M&E authorized budget to fund 2019 spend. | 1. 2. Authorized by D.12-08-044, Section 6.2 Fund Shifting Rules. 3. |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | TOTAL PROGRAM COSTS | \$ - | \$ 131,836,750 | \$ 131,836,750 | \$ - | \$ 100,476,415 | \$ 100,476,415 | \$ - | \$ 31,360,335 | \$ 31,360,335 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ 1,553 | \$ 1,553 | \$ - | \$ 66,755 | \$ 66,755 | \$ 68,308 | 0% | | | | | |
| | TOTAL PROGRAM INCLUDING CARRY FORWARD / CARRY BACK | \$ - | \$ 131,905,058 | \$ 131,905,058 | \$ - | \$ 100,476,415 | \$ 100,476,415 | \$ - | \$ 31,428,643 | \$ 31,428,643 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | | | | | | | |

¹ Reflects the authorized funding in D.16-11-022. Additional funds allocated from prior-cycle unspent budgets as ordered in G-3532 dated December 14, 2017, Non-Standard Disposition of Clear Plan AL 5256,

dated May 18, 2018, and Non-Standard Disposition of Mid-Cycle AL 5325, dated December 19, 2018 are not shown on this table but appear on Table 1A.

² Previous carryback from 2018 to 2017 of \$77,345 and 2019 to 2018 of \$24,657 resulted in 2019 available budget of \$90,968, therefore, carryback from 2020 to 2019 in the amount of \$66,754 was needed to fund total 2019 spend of \$157,722. Measurement and Evaluation studies authorized 2017 - 2020 budget is \$500,000 per Resolution G-3532.

³ Carry-forward from 2017 to 2019 of \$1,553 resulted in 2019 available budget of \$87,553 to fund 2019 spend of \$87,553. CPUC authorized 2017 - 2020 budget is \$xxx,xxx per Resolution G-Note: Numbers reported in standard accounting format, with negative amounts displayed in parentheses (\$xxx).

| | A | B |
|----|---|--------------------------------|
| 1 | PY 2019 Energy Savings Assistance Program Annual Report ESA Program Table 13 Categorical and Other Enrollment ¹ SOUTHERN CALIFORNIA GAS COMPANY | |
| 2 | | |
| 3 | | |
| 4 | | |
| 5 | | |
| 6 | Type of Enrollment | Number of Homes Treated |
| 7 | Women, Infants, and Children Program (WIC) | 3,028 |
| 8 | Supplemental Security Income (SSI) | 1,512 |
| 9 | CalFresh/Supplemental Nutrition Assistance Program - Food Stamps | 964 |
| 10 | CalWORKs/Temporary Assistance for Needy Families (TANF) | 164 |
| 11 | Tribal TANF | 3 |
| 12 | Medicaid/Medi-Cal for Families | 18,511 |
| 13 | Healthy Families A&B | 1 |
| 14 | National School Lunch Program (NSLP) - Free Lunch | 613 |
| 15 | Low-income Home Energy Assistance Program (LIHEAP) | 97 |
| 16 | Bureau of Indian Affairs General Assistance | 1 |
| 17 | Head Start Income Eligible - (Tribal Only) | 0 |
| 18 | Total | 24,894 |
| 19 | ¹ Summary data which includes ESA Program and CSD Leveraging Note: Does not include MF common area efforts. | |
| 20 | | |
| 21 | | |

| PY 2019 Energy Savings Assistance Program Annual Report ESA Program Table 14 Leveraging & Integration ⁵ SOUTHERN CALIFORNIA GAS COMPANY | | | | | | | | | | | |
|---|--|--|-------------------------------|--------------|--------------------------------------|---------------------------------------|---|---|--------------------------|--------------------|-----------------|
| Coordination Type ¹ | Partner | Brief Description of Effort | Relationship Outside the IOU? | MOU Present? | Amount of Dollars Saved ² | Amount of Energy Savings ³ | Other Measureable Benefits ³ | Enrollments Resulting from Leveraging Effort ⁴ | Methodology ⁵ | Meets all Criteria | If not, Explain |
| Leveraging | Anaheim Public Utilities (APU) | SoCalGas has a signed leveraging contract with APU | Yes | Yes | \$ 1,830,784 | N/A | N/A | 1,765 | See note "A". | Yes | N/A |
| Leveraging | Department of Water & Power (LADWP) | SoCalGas has a signed leveraging contract with LADWP | Yes | Yes | \$ 715,496 | N/A | N/A | 3,948 | See note "A". | Yes | N/A |
| Leveraging | Pasadena Water and Power (PWP) | SoCalGas has a signed leveraging contract with PWP | Yes | Yes | \$ 124,706 | N/A | N/A | 124 | See note "A". | Yes | N/A |
| Leveraging | Riverside Public Utilities (RPU) | SoCalGas has a signed leveraging contract with RPU | Yes | Yes | \$ 861,292 | N/A | N/A | 1,806 | See note "A". | Yes | N/A |
| Leveraging | Eastern Municipal Water District (EWMD) | EMWD co-funded the ESA Program High Efficiency Clothes Washer Measure (HECW) for unit installed in overlapping territory. | Yes | Yes | \$ 11,830 | N/A | N/A | 182 | See note "A". | Yes | N/A |
| Leveraging | Liberty Utilities | funded the ESA Program High Efficiency Clothes Washer Measure (HECW) for unit installed in overlapping territory. | Yes | Yes | \$ 17,006 | N/A | N/A | 38 | See note "A". | Yes | N/A |
| Leveraging | Fontana Water Company | Fontana Water Company co-funded the ESA Program High Efficiency Clothes Washer Measure (HECW) for unit installed in overlapping territory. | Yes | Yes | \$ 16,500 | N/A | N/A | 143 | See note "A". | Yes | N/A |
| Leveraging | Metropolitan Water District | Metropolitan Water District co-funded the ESA Program High Efficiency Clothes Washer Measure (HECW) for unit installed in overlapping territory. | Yes | Yes | \$ 161,075 | N/A | N/A | 1,895 | See note "A". | Yes | N/A |
| Leveraging | San Gabriel Valley Water Company | Water Company co-funded the ESA Program High Efficiency Clothes Washer Measure (HECW) for unit installed in overlapping territory. | Yes | Yes | \$ 5,250 | N/A | N/A | 35 | See note "A". | Yes | N/A |
| Leveraging | California American Water | Water Company co-funded the ESA Program High Efficiency Clothes Washer Measure (HECW) for unit installed in overlapping territory. | Yes | Yes | \$ 1,299 | N/A | N/A | 2 | See note "A". | Yes | N/A |
| Leveraging | Elsinore Valley Municipal Water District | Water Company co-funded the ESA Program High Efficiency Clothes Washer Measure (HECW) for unit installed in overlapping territory. | Yes | Yes | \$ 6,185 | N/A | N/A | 22 | See note "A". | Yes | N/A |
| Leveraging | Moulton Niguel Water District | Water Company co-funded the ESA Program High Efficiency Clothes Washer Measure (HECW) for unit installed in overlapping territory. | Yes | Yes | \$ 1,617 | N/A | N/A | 2 | See note "A". | Yes | N/A |

¹ Leveraging, Interdepartmental integration, Program Coordination, Data Sharing, ME&O, etc.

² Leveraging and Integration efforts are measurable and quantifiable in terms of dollars saved / leveraged by the IOU (Shared/contributed/donated resources, shared marketing materials, shared information technology, shared programmatic infrastructure, among others are just some examples of cost and/or resource savings to the IOU).

³ Annual Energy savings/benefits for measures installation in 2019 are captured in the overall ESA savings totals. SoCalGas does not track and/or measure electric or water savings for the municipalities or water agencies.

⁴ Total Enrollments. Leveraging efforts are measurable and quantifiable in terms of program enrollment increases and/or customers served. Enrollments represent joint customer participation in both utility programs.

⁵ In footnotes, provide information on methodology used to calculate cost and/or resource savings. See Note "A".

⁶ Summary data which includes ESA Program and MF common area efforts.

Fields not applicable to specific efforts are marked "N/A"

| | |
|-----|--|
| "A" | Dollar savings based on invoiced amount for co-funded measures. Enrollments calculated by dividing (dollar savings) by (per measure cost). Result is additional customers that can be treated with High Efficiency Washer (rounded up). Therm savings calculated by multiplying (additional customers that can be treated with High Efficiency Washer) by (per measure therm savings). |
|-----|--|

| | A | B | C | D | E | F |
|----|---|---|--------------------------------------|---|--|---------------------------------------|
| 1 | PY 2019 Energy Savings Assistance Program Annual Report ESA Program Table 15 Lighting¹ SOUTHERN CALIFORNIA GAS COMPANY ESA Program CFL Tracking Table | | | | | |
| 2 | | | | | | |
| 3 | | | | | | |
| 4 | | | | | | |
| 5 | | | | | | |
| 6 | Instructions: Please identify the CFL bulbs used within your ESA program and fill in the remaining columns for each | | | | | |
| 7 | Bulb Name / Identification | Bulb Description (wattage, lumens) | Bulb Cost (material) | Admin Cost (overhead, contractor fee, marketing, etc.) | Total Bulb Cost (material + admin)² | AB 1109 Compliant?³ |
| 8 | | | | | | |
| 9 | | | | | | |
| 10 | | | | | | |
| 11 | | | | | | |
| 12 | | | | | | |
| 13 | | | | | | |
| 14 | | | | | | |
| 15 | | | | | | |
| 16 | | | | | | |
| 17 | Year | Number of Homes Treated in ESA Program | Number of Homes Provided CFLs | Avg. # of CFL bulbs given per home | Est. total energy savings from installed CFLs⁴ | |
| 18 | 2009 | | | | | |
| 19 | 2010 | | | | | |
| 20 | 2011 | | | | | |
| 21 | 2012 | | | | | |
| 22 | 2013 | | | | | |
| 23 | 2014 | | | | | |
| 24 | 2015 | | | | | |
| 25 | 2016 | | | | | |
| 26 | 2017 | | | | | |
| 27 | | | | | | |
| 28 | ¹ Summary data which includes ESA Program, CSD Leveraging, and MF efforts. | | | | | |
| 29 | ² Bulb cost and admin cost were combined effective 2013. | | | | | |
| 30 | ³ Compliant in regards to: 1) Do bulbs meet or exceed CEC energy efficiency standards for general purpose lighting? | | | | | |
| 31 | Do all models comply with Europe's RoHS standards on toxicity? | | | | | |
| 32 | ⁴ Ordering Paragraph 34 of D.14-08-030 adopts the 2013 ESA Impact Evaluation. The results from that study were used in this Annual Report. | | | | | |
| 33 | Note: This Table should be used for 2017 and not applicable with 2018 activity pursuant to D.16-11-022 directive. | | | | | |

| | A | B | C | D | E | F | G |
|-----|--|--------------|------------------------------|---------------|-----------------------------------|--|-------------------------------|
| 1 | PY 2019 Energy Savings Assistance Program Annual Report | | | | | | |
| 2 | ESA Program Table 16 | | | | | | |
| 3 | "Add Back" Measures | | | | | | |
| 4 | SOUTHERN CALIFORNIA GAS COMPANY | | | | | | |
| 5 | | | Ratio of Benefits Over Costs | | | | |
| 6 | Measure ^{1, 2} | Climate Zone | ESACET | Resource Test | Quantity Installed (Each or Home) | Budget Impact of "Add Back" ³ | Lifecycle Bill Savings Impact |
| 7 | HE Clothes Washer MF | All | 0.94 | 0.25 | 104 | | \$18,901 |
| 8 | HE Clothes Washer MH | All | 1.04 | 0.18 | 296 | | \$40,543 |
| 9 | HE Clothes Washer SF | All | 1.00 | 0.20 | 3,561 | | \$539,262 |
| 10 | Tank and Pipe Insulation All | All | 0.51 | 1.00 | 3,468 | | \$142,604 |
| 11 | Other Hot Water All | All | 0.66 | 0.56 | 116,534 | | \$2,597,701 |
| 12 | Thermostat Shower Valve All | All | 1.01 | 0.20 | 58,760 | | \$675,859 |
| 13 | Thermostatic Tub Spout All | All | 0.85 | 0.32 | 2,339 | | \$92,758 |
| 14 | Water Heater Repair/Replace All | All | 1.35 | 0.07 | 15,487 | | \$281,811 |
| 15 | Air Sealing MF | All | 1.40 | 0.00 | 11,353 | | \$0 |
| 16 | Air Sealing MH | All | 1.40 | 0.00 | 5,030 | | \$0 |
| 17 | Air Sealing SF | 4 | 1.40 | 0.00 | 68 | | \$0 |
| 18 | Air Sealing SF | 5 | 1.40 | 0.00 | 898 | | \$0 |
| 19 | Air Sealing SF | 6 | 0.28 | 0.00 | 1,629 | | \$0 |
| 20 | Air Sealing SF | 8 | 0.28 | 0.00 | 13,756 | | \$0 |
| 21 | Air Sealing SF | 9 | 0.27 | 0.12 | 7,978 | | \$250,256 |
| 22 | Air Sealing SF | 10 | 0.28 | 0.00 | 15,375 | | \$0 |
| 23 | Air Sealing SF | 13 | 0.28 | 0.00 | 8,016 | | \$0 |
| 24 | Air Sealing SF | 14 | 0.28 | 0.00 | 2,890 | | \$0 |
| 25 | Air Sealing SF | 15 | 0.28 | 0.00 | 2,085 | | \$0 |
| 26 | Air Sealing SF | 16 | 0.28 | 0.00 | 1,416 | | \$0 |
| 27 | Attic Insulation MF | 6 | 0.26 | 0.22 | 3 | | \$580 |
| 28 | Attic Insulation MF | 8 | 0.26 | 0.27 | 43 | | \$9,043 |
| 29 | Attic Insulation MF | 9 | 0.26 | 0.21 | 25 | | \$4,251 |
| 30 | Attic Insulation MF | 10 | 0.26 | 0.25 | 26 | | \$5,383 |
| 31 | Attic Insulation MF | 13 | 0.26 | 0.21 | 6 | | \$1,475 |
| 32 | Attic Insulation MF | 16 | 0.26 | 0.16 | 1 | | \$199 |
| 33 | Attic Insulation SF | 4 | 0.26 | 0.27 | 2 | | \$783 |
| 34 | Attic Insulation SF | 5 | 0.26 | 0.27 | 40 | | \$14,646 |
| 35 | Attic Insulation SF | 6 | 0.26 | 0.28 | 427 | | \$150,197 |
| 36 | Attic Insulation SF | 8 | 0.26 | 0.22 | 1,599 | | \$392,815 |
| 37 | Attic Insulation SF | 9 | 0.31 | 0.28 | 1,132 | | \$392,481 |
| 38 | Attic Insulation SF | 10 | 0.32 | 0.23 | 1,198 | | \$374,824 |
| 39 | Attic Insulation SF | 13 | 0.30 | 0.37 | 1,011 | | \$547,397 |
| 40 | Attic Insulation SF | 14 | 0.30 | 0.33 | 208 | | \$89,799 |
| 41 | Attic Insulation SF | 15 | 0.33 | 0.16 | 48 | | \$11,280 |
| 42 | Attic Insulation SF | 16 | 0.31 | 0.29 | 230 | | \$87,420 |
| 43 | Furnace Repair/Replace MF | 5 | (5.60) | (6.03) | 5 | | (\$1,402) |
| 44 | Furnace Repair/Replace MF | 6 | 0.31 | (0.12) | 10 | | (\$2,165) |
| 45 | Furnace Repair/Replace MF | 8 | 0.23 | (0.20) | 28 | | (\$6,590) |
| 46 | Furnace Repair/Replace MF | 9 | 0.32 | (0.11) | 17 | | (\$3,235) |
| 47 | Furnace Repair/Replace MF | 10 | (0.07) | (0.50) | 31 | | (\$7,180) |
| 48 | Furnace Repair/Replace MF | 13 | (4.01) | (4.44) | 14 | | (\$3,851) |
| 49 | Furnace Repair/Replace MF | 15 | (3.60) | (4.03) | 3 | | (\$562) |
| 50 | Furnace Repair/Replace MF | 16 | 0.32 | (0.12) | 3 | | (\$666) |
| 51 | Furnace Repair/Replace MH | 4 | (2.15) | (2.58) | 1 | | (\$384) |
| 52 | Furnace Repair/Replace MH | 5 | 0.23 | (0.20) | 8 | | (\$2,908) |
| 53 | Furnace Repair/Replace MH | 6 | 0.30 | (0.13) | 34 | | (\$11,311) |
| 54 | Furnace Repair/Replace MH | 8 | 0.24 | (0.19) | 116 | | (\$42,433) |
| 55 | Furnace Repair/Replace MH | 9 | 0.30 | (0.14) | 42 | | (\$15,314) |
| 56 | Furnace Repair/Replace MH | 10 | 0.30 | (0.13) | 357 | | (\$87,952) |
| 57 | Furnace Repair/Replace MH | 13 | 0.32 | (0.12) | 44 | | (\$13,231) |
| 58 | Furnace Repair/Replace MH | 14 | 0.33 | (0.10) | 51 | | (\$13,843) |
| 59 | Furnace Repair/Replace MH | 15 | 0.30 | (0.13) | 37 | | (\$8,769) |
| 60 | Furnace Repair/Replace MH | 16 | 0.29 | (0.14) | 9 | | (\$3,086) |
| 61 | Furnace Repair/Replace SF | 4 | (9.85) | (10.28) | 2 | | (\$955) |
| 62 | Furnace Repair/Replace SF | 5 | 0.15 | (0.28) | 195 | | (\$87,086) |
| 63 | Furnace Repair/Replace SF | 6 | 0.22 | (0.22) | 214 | | (\$96,048) |
| 64 | Furnace Repair/Replace SF | 8 | 0.10 | (0.33) | 2,296 | | (\$1,139,643) |
| 65 | Furnace Repair/Replace SF | 9 | (0.03) | (0.36) | 995 | | (\$536,287) |
| 66 | Furnace Repair/Replace SF | 10 | 0.13 | (0.19) | 2,279 | | (\$595,090) |
| 67 | Furnace Repair/Replace SF | 13 | 0.04 | (0.29) | 670 | | (\$218,648) |
| 68 | Furnace Repair/Replace SF | 14 | 0.17 | (0.15) | 350 | | (\$83,605) |
| 69 | Furnace Repair/Replace SF | 15 | (0.02) | (0.35) | 89 | | (\$25,501) |
| 70 | Furnace Repair/Replace SF | 16 | (0.02) | (0.34) | 200 | | (\$92,715) |
| 71 | FAU Standing Pilot RK All | All | 0.00 | 0.00 | 2 | | \$0 |
| 72 | Duct Testing and Sealing All | All | 0.27 | 0.05 | 994 | | \$26,869 |
| 73 | Prescriptive Duct Sealing All | All | 0.26 | 0.31 | 14,205 | | \$383,984 |
| 74 | Furnace clean and tune All | All | (0.04) | (0.32) | 30,484 | | (\$439,047) |
| 75 | Smart Thermostat MF | 8 | 0.28 | 0.03 | 15 | | \$107 |
| 76 | Smart Thermostat MF | 10 | 0.38 | 0.01 | 1 | | \$2 |
| 77 | Smart Thermostat MF | 14 | 0.37 | 0.05 | 1 | | \$10 |
| 78 | Smart Thermostat MF | 15 | 0.38 | 0.02 | 1 | | \$5 |
| 79 | Smart Thermostat MF | 16 | 0.35 | 0.08 | 1 | | \$12 |
| 80 | Smart Thermostat MH | 6 | 0.37 | 0.04 | 6 | | \$52 |
| 81 | Smart Thermostat MH | 8 | 0.37 | 0.03 | 38 | | \$273 |
| 82 | Smart Thermostat MH | 9 | 0.37 | 0.04 | 7 | | \$48 |
| 83 | Smart Thermostat MH | 10 | 0.38 | 0.02 | 89 | | \$375 |
| 84 | Smart Thermostat MH | 13 | 0.37 | 0.04 | 3 | | \$25 |
| 85 | Smart Thermostat MH | 14 | 0.37 | 0.05 | 14 | | \$123 |
| 86 | Smart Thermostat MH | 15 | 0.38 | 0.03 | 30 | | \$146 |
| 87 | Smart Thermostat MH | 16 | 0.35 | 0.10 | 1 | | \$15 |
| 88 | Smart Thermostat SF | 6 | 0.36 | 0.07 | 6 | | \$79 |
| 89 | Smart Thermostat SF | 8 | 0.36 | 0.05 | 40 | | \$443 |
| 90 | Smart Thermostat SF | 9 | 0.36 | 0.07 | 26 | | \$349 |
| 91 | Smart Thermostat SF | 10 | 0.35 | 0.07 | 439 | | \$6,762 |
| 92 | Smart Thermostat SF | 13 | 0.35 | 0.08 | 67 | | \$1,157 |
| 93 | Smart Thermostat SF | 14 | 0.35 | 0.10 | 31 | | \$610 |
| 94 | Smart Thermostat SF | 15 | 0.36 | 0.07 | 78 | | \$1,002 |
| 95 | Smart Thermostat SF | 16 | 0.35 | 0.09 | 17 | | \$286 |
| 96 | MF CAM MF | All | 0.28 | 1.58 | 1525 | | \$1,939,248 |
| 97 | | | | | | | |
| 98 | ¹ Based on Appendix J.1 and J.2 in D.12-08-044 and D.14-08-030. | | | | | | |
| 99 | ² Summary data which includes ESA Program, CSD Leveraging, and MF Common Area | | | | | | |
| | ³ Budgets for all current measures including "add-backs" were requested in SoCalGas' application and conforming Advice Letters and approved in D.16-11-022 and G-3532; thus "add backs" will not impact SoCalGas' ability to treat homes or install measures going forward. | | | | | | |
| 100 | | | | | | | |

PY 2019 Energy Savings Assistance Program Annual Report

ESA Program Table 17

Expenditures for Pilots and Studies

SOUTHERN CALIFORNIA GAS COMPANY

| | Authorized 2019 Funding | | | 2019 Expenses | | | % of Budget Expensed | | |
|---|-------------------------|------------------|------------------|---------------|------------------|------------------|----------------------|-------------|-------------|
| | Electric | Gas | Total | Electric | Gas | Total | Electric | Gas | Total |
| Pilots | | | | | | | | | |
| Pilots ¹ | \$ - | \$ 500,000 | \$ 500,000 | \$ - | \$ 155,622 | \$ 155,622 | 0% | 31% | 31% |
| | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | 0% | 0% | 0% |
| | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | 0% | 0% | 0% |
| Total Pilots | \$0 | \$500,000 | \$500,000 | \$0 | \$155,622 | \$155,622 | 0% | 31% | 31% |
| Studies | | | | | | | | | |
| | | | | | | | | | |
| Low Income Impact Evaluation ²⁻³ | \$ - | \$ 34,375 | \$ 34,375 | \$ - | \$ (20,101) | \$ (20,101) | 0% | -58% | -58% |
| Low Income Needs Assessment ²⁻⁴ | \$ - | \$ 31,250 | \$ 31,250 | \$ - | \$ 122,463 | \$ 122,463 | 0% | 392% | 392% |
| Cost-Effectiveness/NEBs ²⁻⁵ | \$ - | \$ - | \$ - | \$ - | \$ 28,453 | \$ 28,453 | 0% | 0% | 0% |
| Rapid Feedback Research / Analysis ⁶ | \$ - | \$ 50,000 | \$ 50,000 | \$ - | \$ 26,908 | \$ 26,908 | 0% | 54% | 54% |
| Total Studies | \$0 | \$115,625 | \$115,625 | \$0 | \$157,722 | \$157,722 | 0% | 136% | 136% |

¹ Reflects the authorized funding per Clear Plan pursuant to Resolution G-3532 .

² Statewide Low-Income EM&V study budgets are allocated at 25% to SoCalGas. This percentage is based on a cost allocation approved in D.17-12-009.

³ Underspent due to timing of billing credit related to other IOUs and invoice payment.

⁴ Overspent on Needs Assessment study mainly due to 2017-2020 estimated budget annual allocation.

⁵ Overspent on NEBs study mainly due to 2017-2020 estimated budget annual allocation vs. current year actual spend, but still remains within 4-year budget.

⁶ These funds are proposed to be used to conduct smaller-scale research projects and data analyses that may arise over the course of the program cycle and are planned thru 2020.

Note: Measurement and Evaluation studies authorized 2017 - 2020 budget is \$500,000, where 2019 spend is shown to be over for 2019 due to annual budget allocation and other, however 2017 - 2020 actual cycle spend is still under 2017 - 2020 budget.

PY 2019 Energy Savings Assistance Program Annual Report
ESA Program Table 18
SOUTHERN CALIFORNIA GAS COMPANY

| Measures | Units | Received Refrigerator | Not eligible for Refrigerator due to Less than Six Occupants |
|----------------------|-------|-----------------------|--|
| Second Refrigerators | Each | N/A | N/A |

| Measures | Units | Households that Only Received Education |
|-------------------|-------|---|
| In-Home Education | Home | 1,890 |

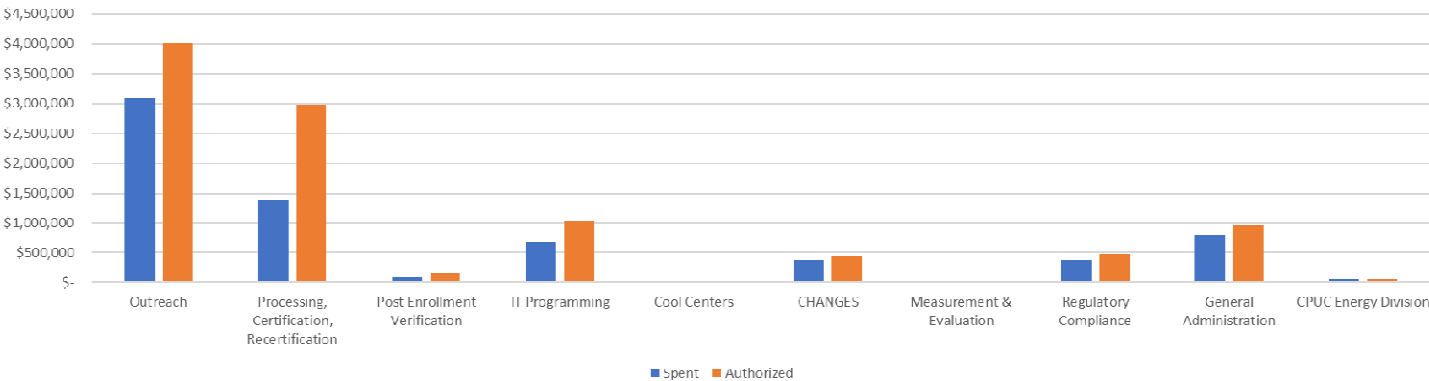
| Households for My Energy/My Account Platform | | |
|--|------------------|--------|
| Opt-Out | Already Enrolled | Opt-In |
| 45,600 | 62,113 | 483 |

| Households that Received ESA Program Measures and Elect to: |
|---|
| Opt-In to a New Program (DR or alternative tariff) |
| N/A |

| Households Received A/C Cycling Controls when A/C Installed | |
|---|-------------|
| | # Installed |
| A/C Cycling Controls | N/A |

| | A | B | C | D | E | F | G | H |
|----|--|----------------------|----------------|----------------|--------------------------------|-------------------|---------------|--|
| 1 | PY 2019 CARE Annual Report CARE Table 1 Overall Program Expenses SOUTHERN CALIFORNIA GAS COMPANY | | | | | | | |
| 2 | | | | | | | | |
| 3 | | | | | | | | |
| 4 | | | | | | | | |
| 5 | Category | Overall Expenditures | | Total | Authorized Budget ¹ | % of Budget Spent | Total Shifted | Shifted to/From/Other Comments? |
| 6 | | Electric | Gas | | | | | |
| 7 | Outreach | \$ - | \$ 3,101,859 | \$ 3,101,859 | \$ 4,004,885 | 77% | \$ (297,356) | Funds shifted to CARE rate discount and Service Establishment charge discount categories. |
| 8 | Processing, Certification, Recertification | \$ - | \$ 1,402,932 | \$ 1,402,932 | \$ 2,966,518 | 47% | | |
| 9 | Post Enrollment Verification | \$ - | \$ 90,750 | \$ 90,750 | \$ 154,833 | 59% | | |
| 10 | IT Programming | \$ - | \$ 680,508 | \$ 680,508 | \$ 1,037,796 | 66% | | |
| 11 | Cool Centers | \$ - | \$ - | \$ - | \$ - | 0% | | |
| 12 | CHANGES | \$ - | \$ 390,377 | \$ 390,377 | \$ 437,502 | 89% | | |
| 13 | Measurement & Evaluation | \$ - | \$ - | \$ - | \$ - | 0% | | |
| 14 | Regulatory Compliance | \$ - | \$ 378,224 | \$ 378,224 | \$ 475,858 | 79% | | |
| 15 | General Administration | \$ - | \$ 789,258 | \$ 789,258 | \$ 953,729 | 83% | | |
| 16 | CPUC Energy Division | \$ - | \$ 58,773 | \$ 58,773 | \$ 60,000 | 98% | | |
| 17 | | | | | | | | |
| 18 | TOTAL Program Costs | \$ - | \$ 6,892,681 | \$ 6,892,681 | \$ 10,091,122 | 68% | \$ (297,356) | |
| 19 | | | | | | | | |
| 20 | CARE Rate Discount | \$ - | \$ 130,811,185 | \$ 130,811,185 | \$ 130,525,214 | 100% | \$ 285,971 | Funds shifted from Outreach category to CARE rate discount category. |
| 21 | Service Establishment Charge Discount | \$ - | \$ 3,161,670 | \$ 3,161,670 | \$ 3,150,285 | 100% | \$ 11,385 | Funds shifted from Outreach category to CARE Service Establishment charge discount category. |
| 22 | | | | | | | | |
| 23 | TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS | \$ - | \$ 140,865,536 | \$ 140,865,536 | \$ 143,766,621 | 98% | \$ - | |
| 24 | | | | | | | | |
| 25 | ¹ Reflects the authorized funding per year in D.16-11-022 and updated via Resolution G-3532 addressing conforming Advice Letters 5111-A and 5111-B. | | | | | | | |
| 26 | | | | | | | | |
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**CARE Spent vs Auth Budget
By Category**



| | | | | | | | | | | | | | | | | | | | | | | | | | |
|----|--|----------------------------|----------------------------|-------------------------|--|--------|--------|---------|------------|----------------------------------|-----------------|-------------------------------|-----------|-------------------------------------|-----------------------------|---------------|---------------------------|-------|---------------------------------|----------------|--------------------------|-------------------------------|----------------------------|--------------------------------|-----------------------|
| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y |
| 1 | PY 2019 CARE Annual Report | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | CARE Table 2 | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Enrollment, Recertification, Attrition, & Penetration | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | SOUTHERN CALIFORNIA GAS COMPANY | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | | New Enrollment | | | | | | | | | Recertification | | | | Attrition (Drop Offs) | | | | | Enrollment | | Total CARE Participants | Estimated CARE Eligible | Penetration Rate % (W/X) | |
| 6 | | Automatic Enrollment | | | Self-Certification (Income or Categorical) | | | | | Total New Enrollment (E+J) | Scheduled | Non-Scheduled (Duplicates) | Automatic | Total Recertification (L+M+N) | No Response ⁴ | Failed PEV | Failed Recertification | Other | Total Attrition (P+Q+R+S) | Gross (K+O) | Net Adjusted (K-T) | | | | |
| 7 | | Inter-Utility ¹ | Intra-Utility ² | Leveraging ³ | Combined (B+C+D) | Online | Paper | Phone | Capitation | | | | | | | | | | | | | | | | Combined (F+G+H+I) |
| 8 | January | 1,818 | 1,953 | 69 | 3,840 | 5,973 | 5,159 | 3,754 | 0 | 14,886 | 18,726 | 15,393 | 12,286 | 14,923 | 42,602 | 13,111 | 3,125 | 436 | 4,386 | 21,058 | 61,328 | -2,332 | 1,613,195 | 1,680,463 | 96.00% |
| 9 | February | 1,489 | 1,695 | 0 | 3,184 | 7,828 | 8,160 | 10,248 | 0 | 26,236 | 29,420 | 8,886 | 9,830 | 12,280 | 30,996 | 14,198 | 2,683 | 469 | 12,211 | 29,561 | 60,416 | -141 | 1,613,054 | 1,680,463 | 95.99% |
| 10 | March | 1,597 | 1,954 | 214 | 3,765 | 7,631 | 8,510 | 11,901 | 0 | 28,042 | 31,807 | 10,950 | 11,780 | 21,438 | 44,168 | 10,861 | 2,229 | 359 | 17,273 | 30,722 | 75,975 | 1,085 | 1,614,139 | 1,680,463 | 96.05% |
| 11 | April | 1,429 | 1,764 | 221 | 3,414 | 6,748 | 6,979 | 11,476 | 3 | 25,206 | 28,620 | 9,990 | 11,081 | 20,069 | 41,140 | 8,740 | 1,966 | 333 | 10,923 | 21,962 | 69,760 | 6,658 | 1,620,797 | 1,683,842 | 96.26% |
| 12 | May | 1,409 | 1,799 | 156 | 3,364 | 5,032 | 6,175 | 10,433 | 0 | 21,640 | 25,004 | 15,955 | 11,395 | 18,471 | 45,821 | 8,372 | 2,297 | 387 | 13,183 | 24,239 | 70,825 | 765 | 1,621,562 | 1,683,842 | 96.30% |
| 13 | June | 1,445 | 1,793 | 137 | 3,375 | 3,930 | 5,223 | 10,624 | 5 | 19,782 | 23,157 | 11,412 | 12,543 | 17,627 | 41,582 | 10,562 | 2,704 | 471 | 13,131 | 26,868 | 64,739 | -3,711 | 1,617,851 | 1,683,842 | 96.08% |
| 14 | July | 2,085 | 1,803 | 134 | 4,022 | 4,414 | 4,050 | 11,085 | 0 | 19,549 | 23,571 | 13,488 | 11,305 | 15,807 | 40,600 | 12,168 | 2,674 | 370 | 15,968 | 31,180 | 64,171 | -7,609 | 1,610,242 | 1,683,537 | 95.65% |
| 15 | August | 2,298 | 1,731 | 89 | 4,118 | 4,528 | 4,228 | 11,175 | 0 | 19,931 | 24,049 | 12,737 | 12,174 | 20,587 | 45,498 | 10,751 | 2,442 | 359 | 15,400 | 28,952 | 69,547 | -4,903 | 1,605,339 | 1,683,537 | 95.36% |
| 16 | September | 2,719 | 1,912 | 69 | 4,700 | 4,557 | 3,896 | 11,643 | 0 | 20,096 | 24,796 | 10,866 | 11,218 | 18,819 | 40,903 | 10,593 | 2,357 | 306 | 15,057 | 28,313 | 65,699 | -3,517 | 1,601,822 | 1,683,537 | 95.15% |
| 17 | October | 3,893 | 2,016 | 72 | 5,981 | 4,393 | 3,725 | 11,601 | 0 | 19,719 | 25,700 | 8,901 | 15,623 | 21,200 | 45,724 | 10,841 | 2,391 | 281 | 13,121 | 26,634 | 71,424 | -934 | 1,600,888 | 1,685,526 | 94.98% |
| 18 | November | 11,327 | 1,765 | 58 | 13,150 | 4,447 | 4,560 | 10,825 | 0 | 19,832 | 32,982 | 7,345 | 8,526 | 13,967 | 29,838 | 9,966 | 2,292 | 270 | 13,301 | 25,829 | 62,820 | 7,153 | 1,608,041 | 1,685,526 | 95.40% |
| 19 | December | 2,060 | 1,889 | 50 | 3,999 | 4,990 | 6,054 | 10,888 | 0 | 21,932 | 25,931 | 3,096 | 11,662 | 18,406 | 33,164 | 11,225 | 2,530 | 221 | 10,258 | 24,234 | 59,095 | 1,697 | 1,609,738 | 1,685,526 | 95.50% |
| 20 | YTD Total | 33,569 | 22,074 | 1,269 | 56,912 | 64,471 | 66,719 | 125,653 | 8 | 256,851 | 313,763 | 129,019 | 139,423 | 213,594 | 482,036 | 131,388 | 29,690 | 4,262 | 154,212 | 319,552 | 795,799 | -5,789 | 1,609,738 | 1,685,526 | 95.50% |
| 21 | | | | | | | | | | | | | | | | | | | | | | | | | |
| 22 | ¹ Enrollments via data sharing between the IOUs. | | | | | | | | | | | | | | | | | | | | | | | | |
| 23 | ² Enrollments via data sharing between departments and/or programs within the utility. | | | | | | | | | | | | | | | | | | | | | | | | |
| 24 | ³ Enrollments via data sharing with programs outside the IOU that serve low-income customers. | | | | | | | | | | | | | | | | | | | | | | | | |
| 25 | ⁴ No response includes no response to both Recertification and Verification. | | | | | | | | | | | | | | | | | | | | | | | | |

| PY 2019 CARE Annual Report CARE Table 3A Post-Enrollment Verification Results (Model) 2019 SOUTHERN CALIFORNIA GAS COMPANY | | | | | | | | |
|---|--------------------------------|---|--|--|---|---|---|--|
| Month | Total CARE Households Enrolled | Households Requested to Verify ¹ | % of CARE Enrolled Requested to Verify Total | CARE Households De-enrolled (Due to no response) | CARE Households De-enrolled (Verified as Ineligible) ² | Total Households De-enrolled ³ | % De-enrolled through Post Enrollment Verification ⁴ | % of Total CARE Households De-enrolled |
| January | 1,613,195 | 4,921 | 0.31% | 2,661 | 284 | 2,945 | 59.85% | 0.18% |
| February | 1,613,054 | 4,718 | 0.29% | 2,579 | 291 | 2,870 | 60.83% | 0.18% |
| March | 1,614,139 | 5,341 | 0.33% | 2,857 | 299 | 3,156 | 59.09% | 0.20% |
| April | 1,620,797 | 5,166 | 0.32% | 2,908 | 305 | 3,213 | 62.20% | 0.20% |
| May | 1,621,562 | 4,530 | 0.28% | 2,591 | 247 | 2,838 | 62.65% | 0.18% |
| June | 1,617,851 | 4,425 | 0.27% | 2,662 | 270 | 2,932 | 66.26% | 0.18% |
| July | 1,610,242 | 4,470 | 0.28% | 2,651 | 263 | 2,914 | 65.19% | 0.18% |
| August | 1,605,339 | 4,514 | 0.28% | 2,759 | 247 | 3,006 | 66.59% | 0.19% |
| September | 1,601,822 | 4,042 | 0.25% | 2,492 | 179 | 2,671 | 66.08% | 0.17% |
| October | 1,600,888 | 4,596 | 0.29% | 2,933 | 192 | 3,125 | 67.99% | 0.20% |
| November | 1,608,041 | 3,780 | 0.24% | 2,394 | 174 | 2,568 | 67.94% | 0.16% |
| December | 1,609,738 | 4,019 | 0.25% | 1,048 | 215 | 1,263 | 31.43% | 0.08% |
| YTD Total | 1,609,738 | 54,522 | 3.39% | 30,535 | 2,966 | 33,501 | 61.44% | 2.08% |

¹ Includes all customers who failed SoCalGas' CARE eligibility probability model.

² Includes customers verified as over income or who requested to be de-enrolled.

³ Verification results are tied to the month initiated and the verification process allows customers 90 days (3 or 4 bill cycles) to respond to the verification request. Results may be pending due to the time permitted for a participant to respond.

⁴ Percentage of customers dropped compared to the total participants requested to provide verification in that month.

| CARE Table 3B Post-Enrollment Verification Results (Electric only High Usage) PY 2019 | | | | | | | | |
|--|--------------------------------|---|--|--|---|---|--|--|
| Month | Total CARE Households Enrolled | Households Requested to Verify ¹ | % of CARE Enrolled Requested to Verify Total | CARE Households De-enrolled (Due to no response) | CARE Households De-enrolled (Verified as Ineligible) ² | Total Households De-enrolled ³ | % De-enrolled through HUV Post Enrollment Verification | % of Total CARE Households De-enrolled |
| January | | | | | | | | |
| February | | | | | | | | |
| March | | | | | | | | |
| April | | | | | | | | |
| May | | | | | | | | |
| June | | | | | | | | |
| July | | | | | | | | |
| August | | | | | | | | |
| September | | | | | | | | |
| October | | | | | | | | |
| November | | | | | | | | |
| December | | | | | | | | |
| YTD Total | 0 | 0 | 0.00% | 0 | 0 | 0 | 0.00% | 0.00% |

¹ Includes all participants who were selected for high usage verification process.

² Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized.

³ Medium (400%) and high usage (600%) customers are dropped at 60 days (2 or 3 bill cycles) for non-response to HUV (high usage income verification request). Additionally, 600% + users that have not reduced usage within the 60 day window (2 or 3 bill cycles) are removed from the program. Results may be pending due to the time permitted for a participant to respond.

| | A | B | C | D | E | F | G |
|----|--|------------------------------|-----------------|------------------------------|----------------------------|---|--------------------------------|
| 1 | PY 2019 CARE Annual Report CARE Table 4 CARE Self-Certification and Self-Recertification Applications ¹ SOUTHERN CALIFORNIA GAS COMPANY | | | | | | |
| 2 | | | | | | | |
| 3 | | | | | | | |
| 4 | | | | | | | |
| 5 | | Provided ² | Received | Approved ³ | Denied ⁴ | Pending/Never Completed ⁵ | Duplicates ⁶ |
| 6 | Total (Y-T-D) | 5,597,154 | 534,756 | 422,030 | 72,075 | 21,698 | 18,953 |
| 7 | Percentage | | 100.00% | 78.92% | 13.48% | 4.06% | 3.54% |
| 8 | | | | | | | |
| 9 | ¹ Includes sub-metered customers. | | | | | | |
| 10 | ² An estimated number that includes customers whom were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events. | | | | | | |
| 11 | ³ Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated applications. | | | | | | |
| 12 | ⁴ Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence. | | | | | | |
| 13 | ⁵ Pending/Never Completed includes opt-outs, closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers. | | | | | | |
| 14 | ⁶ Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications. | | | | | | |

| | | | | | | | | | | |
|----|---|---------------------------|---------------------------|------------------|---------------------------|----------------|------------------|-------------------------|---------------|---------------|
| | A | B | C | D | E | F | G | H | I | J |
| 1 | PY 2019 CARE Annual Report CARE Table 5 CARE Enrollment by County SOUTHERN CALIFORNIA GAS COMPANY | | | | | | | | | |
| 2 | | | | | | | | | | |
| 3 | | | | | | | | | | |
| 4 | | | | | | | | | | |
| 5 | County | Estimated Eligible | | | Total Participants | | | Penetration Rate | | |
| 6 | | Urban | Rural ¹ | Total | Urban | Rural | Total | Urban | Rural | Total |
| 7 | Fresno | 11,221 | 15 | 11,236 | 10,998 | 19 | 11,017 | 98.01% | 124.97% | 98.05% |
| 8 | Imperial | 0 | 15,753 | 15,753 | 0 | 15,013 | 15,013 | N/A | 95.30% | 95.30% |
| 9 | Kern | 14,217 | 29,078 | 43,295 | 12,330 | 29,025 | 41,355 | 86.73% | 99.82% | 95.52% |
| 10 | Kings | 9 | 13,615 | 13,624 | 10 | 14,765 | 14,775 | 112.10% | 108.45% | 108.45% |
| 11 | Los Angeles | 852,242 | 2,525 | 854,767 | 826,889 | 1,178 | 828,067 | 97.03% | 46.66% | 96.88% |
| 12 | Orange | 195,267 | 10 | 195,277 | 157,462 | 17 | 157,479 | 80.64% | 168.35% | 80.64% |
| 13 | Riverside | 102,580 | 126,303 | 228,883 | 94,824 | 120,212 | 215,036 | 92.44% | 95.18% | 93.95% |
| 14 | San Bernardino | 151,593 | 1,010 | 152,603 | 174,631 | 863 | 175,494 | 115.20% | 85.46% | 115.00% |
| 15 | San Luis Obispo | 7,207 | 13,804 | 21,011 | 3,421 | 10,719 | 14,140 | 47.47% | 77.65% | 67.30% |
| 16 | Santa Barbara | 33,081 | 1,139 | 34,220 | 27,506 | 573 | 28,079 | 83.15% | 50.32% | 82.05% |
| 17 | Tulare | 11,113 | 46,465 | 57,578 | 11,917 | 48,378 | 60,295 | 107.23% | 104.12% | 104.72% |
| 18 | Ventura | 55,135 | 2,145 | 57,280 | 47,455 | 1,533 | 48,988 | 86.07% | 71.48% | 85.52% |
| 19 | Total | 1,433,665 | 251,861 | 1,685,526 | 1,367,443 | 242,295 | 1,609,738 | 95.38% | 96.20% | 95.50% |
| 20 | | | | | | | | | | |
| 21 | ¹ Rural includes zip codes classified as such according to the Goldsmith modification that was developed to identify small towns and rural areas within large metropolitan counties. | | | | | | | | | |

| | A | B | C | D | E | F | G | H |
|----|--|------------------|-----------|---------------|-----------|---------------------|------------------|--------------------------|
| 1 | PY 2019 CARE Annual Report CARE Table 8 CARE Participants as of Month-End SOUTHERN CALIFORNIA GAS COMPANY | | | | | | | |
| 2 | | | | | | | | |
| 3 | | | | | | | | |
| 4 | | | | | | | | |
| 5 | | Gas and Electric | Gas Only | Electric Only | Total | Eligible Households | Penetration Rate | % Change ^{1, 2} |
| 6 | January | N/A | 1,613,195 | N/A | 1,613,195 | 1,680,463 | 96.00% | 0.12% |
| 7 | February | N/A | 1,613,054 | N/A | 1,613,054 | 1,680,463 | 95.99% | -0.01% |
| 8 | March | N/A | 1,614,139 | N/A | 1,614,139 | 1,680,463 | 96.05% | 0.07% |
| 9 | April | N/A | 1,620,797 | N/A | 1,620,797 | 1,683,842 | 96.26% | 0.41% |
| 10 | May | N/A | 1,621,562 | N/A | 1,621,562 | 1,683,842 | 96.30% | 0.05% |
| 11 | June | N/A | 1,617,851 | N/A | 1,617,851 | 1,683,842 | 96.08% | -0.23% |
| 12 | July | N/A | 1,610,242 | N/A | 1,610,242 | 1,683,537 | 95.65% | -0.47% |
| 13 | August | N/A | 1,605,339 | N/A | 1,605,339 | 1,683,537 | 95.36% | -0.31% |
| 14 | September | N/A | 1,601,822 | N/A | 1,601,822 | 1,683,537 | 95.15% | -0.22% |
| 15 | October | N/A | 1,600,888 | N/A | 1,600,888 | 1,685,526 | 94.98% | -0.06% |
| 16 | November | N/A | 1,608,041 | N/A | 1,608,041 | 1,685,526 | 95.40% | 0.44% |
| 17 | December | N/A | 1,609,738 | N/A | 1,609,738 | 1,685,526 | 95.50% | 0.11% |
| 18 | | | | | | | | |
| 19 | ¹ Explain any monthly variance of 5% or more in the number of participants. | | | | | | | |
| 20 | ² The SoCalGas population did not vary by a level of 5% or more in any month during 2018. | | | | | | | |

| | | | | |
|----|--|---------------------|-------------------------|--------------|
| | A | B | C | D |
| 1 | PY 2019 CARE Annual Report CARE Table 9 CARE Average Monthly Usage & Bill SOUTHERN CALIFORNIA GAS COMPANY | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |
| 5 | Average Monthly Gas / Electric Usage Residential Non-CARE vs. CARE Customers | | | |
| 6 | | | | |
| 7 | Customer | Gas Therms | Gas Therms | Total |
| 8 | | Tier 1 | Tier 2 | |
| 9 | Non-CARE | 26.20 | 12.32 | 38.52 |
| 10 | CARE | 21.73 | 6.62 | 28.35 |
| 11 | Customer | Electric KWh | Electric KWh | Total |
| 12 | | Tier 1 | Tier 2 and Above | |
| 13 | Non-CARE | N/A | N/A | N/A |
| 14 | CARE | N/A | N/A | N/A |
| 15 | | | | |
| 16 | | | | |
| 17 | Average Monthly Gas / Electric Bill Residential Non-CARE vs. CARE Customers¹ (Dollars per Customer) | | | |
| 18 | | | | |
| 19 | | | | |
| 20 | Customer | Gas | Electric | |
| 21 | Non-CARE | \$46.80 | N/A | |
| 22 | CARE | \$34.77 | N/A | |
| 23 | | | | |
| 24 | ¹ Excludes master-meter usage. | | | |

| | | | | | | |
|----|---|-----------------------------------|---------------------|----------------------------|---------------------------------------|---|
| | A | B | C | D | E | F |
| 1 | PY 2019 CARE Annual Report | | | | | |
| 2 | CARE Table 10 | | | | | |
| 3 | CARE Surcharge & Revenue | | | | | |
| 4 | SOUTHERN CALIFORNIA GAS COMPANY | | | | | |
| 5 | Electric | | | | | |
| 6 | CARE Surcharge and Revenue Collected by Customer Class | | | | | |
| 7 | Class | CARE Surcharge | Monthly Bill | Bill | Collected | Revenue Collected |
| 8 | Residential | N/A | N/A | N/A | N/A | N/A |
| 9 | Commercial | N/A | N/A | N/A | N/A | N/A |
| 10 | Agricultural | N/A | N/A | N/A | N/A | N/A |
| 11 | Large/Indust | N/A | N/A | N/A | N/A | N/A |
| 12 | | | | | | |
| 13 | | | | | | |
| 14 | | | | | | |
| 15 | GAS | | | | | |
| 16 | CARE Surcharge and Revenue Collected by Customer Class | | | | | |
| 17 | Customer Class | Average Monthly | | CARE Surcharge Bill | Total CARE Surcharge Collected | Percentage of CARE Surcharge Revenue Collected |
| 18 | | CARE Surcharge¹ | Monthly Bill | | | |
| 19 | | | | | | |
| 20 | Residential | \$0.96 | \$46.80 | 2.05% | \$46,549,268 | 43.37% |
| 21 | Commercial | \$11.98 | \$301.06 | 3.98% | \$27,013,544 | 25.17% |
| 22 | Natural Gas Vehicle | \$709.89 | \$9,302.92 | 7.63% | \$3,909,351 | 3.64% |
| 23 | Industrial | \$156.07 | \$1,127.64 | 13.84% | \$29,852,418 | 27.82% |
| 24 | | | | | | |
| 25 | ¹ Excludes CARE customers. | | | | | |

| | A | B | C | D | E | F |
|----|--|---------------------------|------------------------------|---------------|-------------------------------------|------------------|
| 1 | PY 2019 CARE Annual Report | | | | | |
| 2 | CARE Table 11 | | | | | |
| 3 | CARE Capitation Applications ¹ | | | | | |
| 4 | SOUTHERN CALIFORNIA GAS COMPANY | | | | | |
| 5 | Entity | Total Received | Approved ² | Denied | Pending/ Never Completed | Duplicate |
| 6 | Orange County CDC | 0 | 0 | 0 | 0 | 0 |
| 7 | ELA Communications | 0 | 0 | 0 | 0 | 0 |
| 8 | PACE-PacAsianConEmploy | 0 | 0 | 0 | 0 | 0 |
| 9 | Proteus | 0 | 0 | 0 | 0 | 0 |
| 10 | Cmty Pantry of Hemet | 0 | 0 | 0 | 0 | 0 |
| 11 | Cmty Svcs SBDO County | 0 | 0 | 0 | 0 | 0 |
| 12 | Childrens Hospital of OC | 0 | 0 | 0 | 0 | 0 |
| 13 | New Beginning Outrch Inc | 0 | 0 | 0 | 0 | 0 |
| 14 | Sr Citizen Emergency Fund | 0 | 0 | 0 | 0 | 0 |
| 15 | HABBM | 0 | 0 | 0 | 0 | 0 |
| 16 | 2nd Harvest Food Bank OC | 0 | 0 | 0 | 0 | 0 |
| 17 | Latino Resrce Organizatn | 0 | 0 | 0 | 0 | 0 |
| 18 | Indepnt Living Center So Cal. | 0 | 0 | 0 | 0 | 0 |
| 19 | SoEast Comm Dev Corp | 0 | 0 | 0 | 0 | 0 |
| 20 | El Concilio - Ventura | 0 | 0 | 0 | 0 | 0 |
| 21 | Blessed Sacrament Church | 0 | 0 | 0 | 0 | 0 |
| 22 | Hermandad Mexicana | 0 | 0 | 0 | 0 | 0 |
| 23 | Crest Forest Family Cmty | 0 | 0 | 0 | 0 | 0 |
| 24 | Campesinos Unidos, Inc. | 0 | 0 | 0 | 0 | 0 |
| 25 | Chinatown Svce Center | 0 | 0 | 0 | 0 | 0 |
| 26 | Meet Ea Need W / Dignity | 0 | 0 | 0 | 0 | 0 |
| 27 | Armenian Relief Society | 0 | 0 | 0 | 0 | 0 |
| 28 | Cath Char Bronson House | 0 | 0 | 0 | 0 | 0 |
| 29 | CSET | 0 | 0 | 0 | 0 | 0 |
| 30 | Orange County Comm Ctr (OCCC) | 0 | 0 | 0 | 0 | 0 |
| 31 | Delhi Center | 3 | 3 | 0 | 0 | 0 |
| 32 | Koreatown Youth and Comm Ctr | 0 | 0 | 0 | 0 | 0 |
| 33 | Apac Service Center | 13 | 5 | 0 | 2 | 6 |
| 34 | Visalia Emergency Aid Council | 0 | 0 | 0 | 0 | 0 |
| 35 | The Companion Line | 0 | 0 | 0 | 0 | 0 |
| 36 | Across Amer Foun | 0 | 0 | 0 | 0 | 0 |
| 37 | All Peoples Christian | 0 | 0 | 0 | 0 | 0 |
| 38 | LA Works | 0 | 0 | 0 | 0 | 0 |
| 39 | LA County 211 | 0 | 0 | 0 | 0 | 0 |
| 40 | Coachella Valley Housing Coalition | 0 | 0 | 0 | 0 | 0 |
| 41 | Total | 16 | 8 | 0 | 2 | 6 |
| 42 | | | | | | |
| 43 | ¹ Includes sub-metered customers. | | | | | |
| 44 | ² Includes new enrollments and recertification applications approved. | | | | | |

| | | | | | | | |
|----|---|-----------------------------|----------------------------|-----------|-----------------------------|----------------------------|----------------|
| | A | B | C | D | E | F | G |
| 1 | PY 2019 CARE Annual Report | | | | | | |
| 2 | CARE Table 12 | | | | | | |
| 3 | CARE Expansion Program | | | | | | |
| 4 | SOUTHERN CALIFORNIA GAS COMPANY | | | | | | |
| 5 | Participating Facilities by Month | | | | | | |
| 6 | 2019 | Gas | | | Electric | | |
| 7 | | CARE Residential Facilities | CARE Commercial Facilities | Total Gas | CARE Residential Facilities | CARE Commercial Facilities | Total Electric |
| 8 | January | 110 | 1,173 | 1,283 | N/A | N/A | N/A |
| 9 | February | 110 | 1,188 | 1,298 | N/A | N/A | N/A |
| 10 | March | 110 | 1,190 | 1,300 | N/A | N/A | N/A |
| 11 | April | 110 | 1,176 | 1,286 | N/A | N/A | N/A |
| 12 | May | 110 | 1,184 | 1,294 | N/A | N/A | N/A |
| 13 | June | 110 | 1,182 | 1,292 | N/A | N/A | N/A |
| 14 | July | 110 | 1,174 | 1,284 | N/A | N/A | N/A |
| 15 | August | 110 | 1,174 | 1,284 | N/A | N/A | N/A |
| 16 | September | 110 | 1,171 | 1,281 | N/A | N/A | N/A |
| 17 | October | 110 | 1,172 | 1,282 | N/A | N/A | N/A |
| 18 | November | 110 | 1,174 | 1,284 | N/A | N/A | N/A |
| 19 | December | 110 | 1,173 | 1,283 | N/A | N/A | N/A |
| 20 | | | | | | | |
| 21 | | | | | | | |
| 22 | Average Monthly Gas / Electric Usage ¹ | | | | | | |
| 23 | Customer | Gas | Electric | | | | |
| 24 | | Therms | KWh | | | | |
| 25 | Residential Facilities | 28.35 | N/A | | | | |
| 26 | Commercial Facilities | 207.26 | N/A | | | | |
| 27 | | | | | | | |
| 28 | | | | | | | |
| 29 | CARE Expansion Self-Certification and Self-Recertification Applications | | | | | | |
| 30 | | Received | Approved | Denied | Pending/Never Completed | Duplicates | |
| 31 | Total | 1,297 | 1,283 | 0 | 13 | 1 | |
| 32 | Percentage | | 98.92% | 0.00% | 1.00% | 0.08% | |
| 33 | | | | | | | |
| 34 | ¹ Excludes master meter usage. | | | | | | |

| | | | | | | | | | | |
|----|---|-----------------------|--|-------------------------------------|---------------------------------|-------------------------|-----------|----------------------------|----------------|------------------|
| | A | B | C | D | E | F | G | H | I | J |
| 1 | PY 2019 CARE Annual Report | | | | | | | | | |
| 2 | CARE Table 13 | | | | | | | | | |
| 3 | CARE High Usage Verification Results ⁵ | | | | | | | | | |
| 4 | SOUTHERN CALIFORNIA GAS COMPANY | | | | | | | | | |
| 5 | Stage 1 - IRS Documentation and ESA Agreement | | | | Stage 2 - ESA Participation | | | Stage 3 - Usage Monitoring | | |
| 6 | Households Requested to Verify | Removed (No Response) | Removed (Verified Ineligible) ¹ | Income Verified and Referred to ESA | Failed and Removed ² | Ineligible ³ | Completed | Removed ⁴ | Appeals Denied | Appeals Approved |
| 7 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| 8 | | | | | | | | | | |
| 9 | ¹ Includes customers who were verified as over income, requested to be removed, or did not agree to participate in ESA Program. | | | | | | | | | |
| 10 | ² Includes customers who declined to participate in ESA Program, failed to respond to appointment requests, or missed multiple appointments or denied access to all rooms. | | | | | | | | | |
| 11 | ³ Includes customers who previously participated in ESA Program, did not meet the three-measure minimum, landlord refused, etc. These customers move directly to Stage 3. | | | | | | | | | |
| 12 | ⁴ Customers removed for exceeding 600% of baseline in any monthly billing cycle. | | | | | | | | | |
| 13 | ⁵ High usage is defined as a customer that exceeds 400% or 600% of baseline. | | | | | | | | | |

| PY 2019 CARE Annual Report CARE Table 13A CARE Customer Usage and ESA Program Treatment | | | | | | | | |
|---|--|---|--|---|---|---|--|--|
| # of CARE customers at or above 90th Percentile of Usage Not subject to High Usage PEV ¹ | Percent of those CARE customers Not served by ESA Program ² | # of Enrollments led to ESA Program measure Installations | # of Long-Term tenancy CARE customers who have Not applied for ESA Program | Energy Usage of Long-Term Tenancy CARE Customers who Accept ESA Program Treatment | | | | Energy Usage of CARE customers who do Not accept ESA Program treatment |
| | | | | Energy Usage before ESA Program treatment | Energy Usage within 3-months of ESA Program treatment | Energy Usage within 6-months of ESA Program treatment | Energy Usage within 12-months of ESA Program treatment | |
| N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |

¹ Those CARE customers who have been on CARE reate at the same meter for a least six years.

² Those CARE customers who have not participated in the ESA Program prior to receiving targeted marketing.

| | | |
|----|--|--|
| | A | B |
| 1 | PY 2019 CARE Annual Report CARE Table 14 Categorical Enrollment SOUTHERN CALIFORNIA GAS COMPANY | |
| 2 | | |
| 3 | | |
| 4 | | |
| 5 | Type of Enrollment | Number of Customer Enrollments ¹ |
| 6 | Bureau of Indian Affairs General Assistance | 85 |
| 7 | CalFresh/Supplemental Nutrition Assistance Program - Food Stamps | 57,299 |
| 8 | CalWORKs/Temporary Assistance for Needy Families (TANF) ² | 12,621 |
| 9 | Head Start Income Eligible - (Tribal Only) | 429 |
| 10 | Healthy Families A&B | 21,979 |
| 11 | Low-income Home Energy Assistance Program (LIHEAP) | 4,705 |
| 12 | Medicaid/Medi-Cal | 103,319 |
| 13 | National School Lunch Program (NSLP) - Free Lunch | 16,831 |
| 14 | Supplemental Security Income (SSI) | 18,020 |
| 15 | Tribal TANF ² | N/A |
| 16 | Women, Infants, and Children Program (WIC) | 23,614 |
| 17 | ¹ Number of customers enrolled reflects categorical programs selected by customer. Customers may select more than one eligible program for a single account. ² CalWORKS and Tribal TANF are combined categorical programs with no distinction between the two programs. | |
| 18 | | |
| 19 | | |