



**SOUTHERN CALIFORNIA GAS COMPANY (U-904-G)
SIXTEENTH ANNUAL PROGRESS REPORT ON THE
CALIFORNIA ALTERNATE RATES FOR ENERGY PROGRAM
JANUARY 2004 – DECEMBER 2004**

May 2, 2005

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CARE PROGRESS REPORT RESIDENTIAL AND EXPANDED PROGRAMS

January 1, 2004 through December 31, 2004

CARE RESIDENTIAL PROGRAM

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

I. Participant Information

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

See Table 1.

TABLE 1		
Residential CARE Program Gas Customers by Month		
PY2004	CARE Customers	Percentage Change
Jan	958,581	0.1%
Feb	972,411	1.4%
Mar	990,800	1.9%
Apr	1,004,906	1.4%
May	1,013,235	0.8%
Jun	1,024,614	1.1%
Jul	1,025,291	0.1%
Aug	1,030,700	0.5%
Sep	1,040,907	1.0%
Oct	1,039,599	-0.1%
Nov	1,042,572	0.3%
Dec	1,049,754	0.7%

As of December 2004, 1,049,754 residential customers were receiving CARE benefits. This represents a 10% increase from the 2003 year-end CARE participation of 957,602 customers.

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

SoCalGas did not experience any month-to-month variations in CARE customer participation of more than five percent in 2004.

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

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

CARE eligibility was developed using an implicitly adjusted 1999 distribution of household income obtained from Census 2000 SF3 income data and PY2004 estimates of household size. The methodology used was consistent with the Assigned Commissioner's Ruling (ACR) dated December 27, 2002 and the methodology recommended by the Reporting Requirements Manual (RRM) Working Group in its October 2, 2000 Report for Low-Income Assistance Programs and approved by the Commission in D. 01-03-028.

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

A count of all active residential meters and residential submetered units, minus residential accounts with billing tariffs that do not qualify for CARE, was undertaken to derive the number of residential eligible meters (i.e., households). By using tariff rates as the criteria for counting, all non-eligible master metered accounts were not included in the CARE eligible meter count.

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

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

4. Describe how current CARE customers were counted.

SoCalGas determines monthly the number of CARE customers based on the total number of residential customers billed each month on the CARE rate.

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

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

The formula for calculating CARE-participation rates is:

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

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

See Table 2.

TABLE 2			
CARE Residential Penetration Rate Gas			
PY2004 Quarter Ending	CARE Residential Customers	CARE Eligible Customers	CARE Penetration Rate
March 31	990,800	1,351,656	73.3%
June 30	1,024,614	1,351,306	75.8%
September 30	1,040,907	1,353,381	76.9%
December 31	1,049,754	1,361,144	77.1%

As a result of SoCalGas' direct mailings, bill inserts, community events, mass media, community-based organization associations and its CARE process improvements, SoCalGas increased its net CARE participation by 92,152 customers in PY2004.

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

SoCalGas is a single energy-source utility (natural gas). At year-end 2004, 26.90% of SoCalGas' 5,059,682 residential meters were estimated to be eligible for the CARE discount on their monthly gas bills.

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

At year-end 2004, SoCalGas had 144,369 submetered tenants in 1,832 master-meter facilities. Assuming 26.90% of its residential customers are eligible for CARE, SoCalGas estimates that 38,835 of its submetered tenants are CARE eligible.

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

SoCalGas had 31,332 CARE submetered customers at year-end 2004.

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

SoCalGas estimates that 81% of its CARE eligible submetered customers were enrolled in the CARE Program at year-end 2004.

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

SoCalGas did not encounter any notable problems in administering the CARE program for submetered tenants or master-metered customers in PY2004.

SoCalGas attributes the ease of administering the program to the annual Senate Bill 920¹ notification sent to all submetered accounts reminding owners/managers of their responsibility to educate their tenants about the program. Following the mailing was an increase in applications and enrollment for submetered tenants. Upon approval, both the tenant and owner/manager were notified of the billing change.

The mailing of recertification applications directly to each CARE tenant's address and space number added to the simplicity of administering the program. The respective owners/managers were informed; however intervention on the part of the owner/manager was unnecessary. At the close of the recertification period, each submetered facility was mailed the names of its CARE tenants.

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

Occasionally, submetered tenants have called SoCalGas regarding non-receipt of the CARE discount on their bills. Through communications with owners/managers, quick resolution was achieved, to the satisfaction of all parties.

II. Usage and Bill Information

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

See Table 3.

TABLE 3			
Average Monthly Gas Usage Residential Non-CARE vs. CARE Customers			
Customer	Gas Therms Baseline	Gas Therms Non-Baseline	Total
Non-CARE	29.6	16.9	46.5
CARE	23.1	9.0	32.1

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

See Table 4.

TABLE 4	
Average Monthly Gas Bill Residential Non-CARE vs. CARE Customers (Dollars per Customer)	
Customer	Gas
Non-CARE	\$46.09
CARE	\$26.19

III. Program Costs

A. Discount Cost

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

The average monthly discount received per SoCalGas CARE customer in PY2004 was \$6.33² per month. This does not include the CARE customers that received a discount on their Service Establishment Charge (SEC).

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

SoCalGas CARE customers received \$77,067,655 in natural gas rate discounts and \$2,819,326 in Service Establishment Charge discounts in 2004. The 2004 annual subsidy for all SoCalGas CARE customers exceeded \$79.9 million.

B. Administrative Cost

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

See Table 5.

² The average monthly rate discount was computed by monthly dividing the CARE rate discount recorded to the CARE balancing account in 2004 by the monthly residential CARE customers: the total of the 12 months was then divided by 12 for the average.

TABLE 5	
CARE Residential Program CARE Costs and Reporting Classifications	
Category	Cost
Capitation Outreach	\$641,433
Outreach	\$1,761,459
Automatic Enrollment	\$27,090
Processing, Certification and Verification	\$882,871
Billing System/Programming	\$232,154
Measurement and Evaluation	\$332,949
Regulatory Compliance	\$153,799
General Administration	\$275,452
CPUC Energy Division Staff Funding	\$64,637
Total Program Costs	\$4,371,843
Subsidies and Benefits – Rate Discounts, SEC discounts	\$79,886,981
TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$84,258,824

SoCalGas CARE recorded expenditures did not include \$135,431 in indirect costs for payroll taxes. However, these costs are included in the CARE balancing account as a result of SoCalGas' Cost of Service proceeding per Commission Decision 04-12-015.

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

Capitation Outreach: Only capitation payments are included in this category. Capitation payments are compensation fees paid to third party and community-based organizations that assist SoCalGas in enrolling hard-to-reach CARE-eligible customers in the program.

Outreach: Costs included in the outreach category are printing and mailing of CARE applications/documents, printing and mailing of the SB920 annual notification, postage, bill inserts, brochures and flyers, advertising, direct mailing campaigns, community events sponsorship and support, distribution of collateral material, Call Center labor, outreach staff labor, and other outreach and enrollment efforts.

In 2004, SoCalGas launched several mass media campaigns, targeting both English and Non-English-speaking customers. The campaigns included advertisements in various Spanish, Chinese, and Vietnamese newspapers, radio stations, and English local publications.

Automatic Enrollment: Associated within this category is IT staff costs to implement the automatic enrollment of the Department of Community Services and Development (DCSD) Low-Income Home Energy Assistance Program (LIHEAP) clients onto SoCalGas' CARE program.

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

Billing System/Programming: Costs include IT staff costs to maintain the CARE billing system, CARE documents, CARE database, system reports, data exchange with other utilities, undertaking system enhancements to comply with CPUC mandates, and improving operation efficiency.

Measurement and Evaluation: Costs for measurement and evaluation include expenses for SoCalGas' share of the Needs Assessment Study, customer satisfaction surveys, focus groups and CARE participant eligibility updates.

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

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

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

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

At year-end 2004 the CARE balancing account was under-collected by \$6.2 million.

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

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

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

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

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

See Table 6.

TABLE 6					
CARE Surcharge and Revenue Collected by Customer Class – Gas					
Customer Class	Average Monthly CARE Surcharge	Average Monthly Bill	CARE Surcharge		
			Percent of Bill	Revenue Collected	Percentage Revenue Collected
Residential	\$0.859	\$46.09	1.86%	\$41,453,564	46.08%
Core C & I	\$8.102	\$354.39	2.29%	\$20,469,965	22.75%
Non-Core C & I	\$3,280.60	\$8,321.30	39.42%	\$28,039,303	31.17%

IV. Outreach

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

In serving our diverse special needs customers, increased CARE program awareness and participation was accomplished with the following three-fold customer communication strategies: customer communications, targeted marketing initiatives, and grassroots outreach activities.

- **Mass Media:** SoCalGas continues to leverage targeted mass media to communicate CARE program benefits clearly and maximize bill insert effectiveness;

SoCalGas successfully leveraged company communications activities and implemented a new customer-focused, integrated strategy. The focus was on presenting offerings from the customer perspective and highlighting the 20% energy bill discount benefit in all communication materials.

- **Targeted Marketing:** SoCalGas continues to focus on the underserved areas using creative marketing tactics including segment-specific and, in-language information in promoting the CARE program;

SoCalGas effectively implemented direct mailing by targeting high gap areas. Concentrating on highly targeted segments resulted in higher response rates.

- **Grassroots outreach:** For those very hard to reach special needs customers who do not respond to targeted marketing, SoCalGas continued to strengthen its relationships with community, governmental, and other agencies to encourage customers to participate in CARE and other customer assistance programs. SoCalGas also worked closely with other groups within the utility to take advantage of opportunities to reach out to very hard to reach customers.

1. Utility Outreach Activity

Mass Media: In PY2004, SoCalGas conducted targeted print and radio media advertising campaigns to increase awareness about the CARE program. Such activities included:

- SoCalGas conducted an advertising campaign in July and August of PY2004 to raise awareness of the CARE program among General Market and African-American households. The campaign targeted limited-income customers in 32 cities using 26 newspapers and a mail-delivered full-page ad to 600,000 households.
- SoCalGas launched an Asian Advertising CARE campaign in early August. In PY2004, SoCalGas focused the advertising efforts on the Chinese and Vietnamese segments, as demographic data reflects a higher rate of eligibility in these markets. The media selected were paid editorials in the most popular newspapers and 15-second, live DJ announcements. The campaign ran for 4 weeks.
- SoCalGas launched an advertising campaign in the month of October to build overall awareness of the CARE program in the Hispanic market. A two-pronged strategy was undertaken to increase the likelihood of application: a). Distributed bilingual application self-mailers through community independent supermarkets within targeted zip codes and b) Used a series of radio live read spots directing customers to the 1-800 number to request a CARE application.

Customer Contact Personnel:

- *Customer Contact Call Center:* Customers are offered the CARE program when they call to initiate service, request payment arrangements, or change the name on the account. CARE is also part of the on-hold and Interactive Voice Response Messages on customer service lines.
- *Bilingual Employees:* Customer Contact Call Center, most company business offices, and CARE administration are staffed with bilingual CSRs (English/Spanish). In addition to Spanish-speaking CSRs, the Call Center is also staffed with CSRs who speak Vietnamese, Korean, and Chinese.
- *Branch payment offices:* Both English/Spanish CARE program brochures are provided to customers upon request.
- *Community/Employee Presentations:* SoCalGas employees inform and update local government officials and interested organizations about SoCalGas' customer assistance programs including the CARE program.

- In collaboration with Orange Coast Public Affairs Customer Assistance, SoCalGas participated in the Rio Vista Mobile Home Park town hall meeting and presented information on Customer Assistance programs, both in English and Spanish in addition to other utility related information.
- Leveraging with Inland Empire Public Affairs, Customer Assistance presented the program information to the Department of Social Services in San Bernardino and Rancho Cucamonga to help promote these programs via brochures, posters, and other marketing avenues.
- Inland Empire Public Affairs and Customer Assistance met with various assistant superintendents of all San Bernardino County school districts and presented information on programs available to customers.
- Customer Assistance presented in the Orange County United Way COFO meeting which is comprised of over twenty-five organizations that assist children of low-income families. Program information was provided including CARE applications and office displays.

Bill Insert: In PY2004, SoCalGas sent three CARE bill inserts. The non-CARE residential customers received two information bill inserts in the month of February and September. The goal of the bill inserts was to notify qualified customers about the CARE program. CARE application inserts were included in non-CARE customers' gas bills in July. Continuing the success of the prior year's July CARE application insert, 39,000 applications were returned and 28,000 customers were enrolled in July, 2004.

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

Direct Mail: Direct mail proved to be effective in enrolling CARE customers. SoCalGas conducted a direct mail CARE marketing campaign in the month of April.

- Through customer analysis, SoCalGas was able to identify 49 zip codes with a large number of potentially eligible customers who were not participating in the program. 150,000 CARE applications were mailed to those areas at the end of April. 19% of customers responded to the mailing and over 21,000 new CARE customers were added to the program. The industry standard for direct mail response is within the range of 2% to 3%.

Direct Mailing to Submetered Apartments and Mobile Home Parks:

SoCalGas continues to conduct its annual SB920 mailing to approximately 1,400 sub-metered customers in the month of December. Sub-metered CARE participation was at 29,289 tenants prior to the mailing. After the mailing, awareness of the CARE program increased sub-metered enrollment to 34,196 CARE tenants.

Cross Program Promotion: SoCalGas coordinates all of its communications for various programs and services, including the CARE program, to ensure comprehensive and consistent information. In doing so, internal and external liaisons are kept updated and informed about CARE program activities and program requirements. Also, the capability to apply for CARE through the Direct Assistance Program (DAP) application makes it easier for customers to obtain services and other Customer Assistance program information simultaneously.

The following are examples of cross program promotion:

- SoCalGas brochures (CARE, DAP, and Medical Baseline) contain current program information;
- CARE program information was included in DAP 2004 targeted direct mailings to non-CARE customers;
- SoCalGas' DAP applications include CARE signature block so that applicants can apply for both programs simultaneously. Also, every customer receiving DAP services receives in-home energy education and a resource guide. The resource guide includes information regarding all of the available Customer Assistance programs including CARE. The outreach worker goes over the information as part of the energy education presentation. DAP also conducts energy education workshops at CBO sites where they mention the CARE program during each session. As an example, Community Action Partnership of Orange County (CAPOC) enrolls customers in every program the customer is eligible for (including state funded programs, CARE, meals on wheels, DAP, etc.) when the customer visits the site to attend a workshop;
- SoCalGas' Gas Assistance Fund (GAF) customer income data is used to recertify or verify CARE eligibility, and;
- The CARE program is also promoted to customers who participate in SoCalGas' Residential Home Energy Audit Program.

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

- In 2004, SoCalGas participated in 20 events and reached over 20,000 customers.
- SoCalGas attended the Pacific Region Public Affairs meeting to discuss new income guideline changes, review 2004's five main focus areas (seniors, military, churches, schools and Native Americans), and on-going associations with Los Angeles Neighborhood Housing Services (LA NHS) and Central American Resource Center of Los Angeles (CARECEN).
- SoCalGas also worked with Media Relations to coordinate a press release on the June 1st income guideline changes and CARE 1 millionth customer. .
- In Orange County, SoCalGas reached approximately 25,000 seniors through ad placement in the Seniors Today Newsletter, as well as another 5,000 – 8,000 at our booth at the Orange County Senior Expo at the Fairgrounds.

In 2004, SoCalGas placed emphasis on developing and conducting community outreach events to seniors, education-focused organizations and faith-based organizations.

- Customer Assistance continued working closely with military bases, distributing the new income guideline brochures to military housing offices and participated in NAS Lemoore Air Show in the month of March.
- Participated in the Southern California Indian Council Orange County Pow Wow in August, one of the largest in the state, reaching approximately 15,000 attendees.
- *Multi-Cultural:* In PY2004, SoCalGas continued to promote the CARE program within its diverse communities. SoCalGas participated in many community events and utilized ethnic media to promote the CARE program. For example, SoCalGas sponsored/supported Asian/Hispanic media campaigns and numerous community events targeted to its ethnic communities. SoCalGas participated in the LA Korean Festival, the Black Business Expo in Los Angeles, and Latino Book and Family Festival among others.
- *Targeted Outreach:* During the year, SoCalGas consistently increased its outreach presence in more community targeted events such as health fairs, senior fairs, and school resource fairs. For example, SoCalGas participated in the Southern California Senior Expo at the Ontario Convention Center and the Orange County Convention

Center, Pomona Unified School District Resource Day Fair, Celebrating Seniors in San Bernardino, among others.

- *Monthly Activity:* SoCalGas' utility and community outreach activity is shown on Attachment A and Attachment B, "PY2004 SoCalGas CARE Outreach and Leveraging Initiatives" and "PY2004 SoCalGas CARE Media Outreach".

Local Government Community Event: In reaching out to key legislators, political leaders, regulators and community based organizations, SoCalGas continues to build and retain relationships. SoCalGas' Public Affairs Region Managers inform and update local governments about SoCalGas' customer assistance programs, including the CARE program.

In working with SoCalGas Public Affairs, numerous affiliations were established with the City of L.A. (Multi-Benefit Outreach Initiative), Community Action Partnership of Orange County, Second Harvest Food Bank of Orange County, San Bernardino County Transitional Assistance Department, Social Welfare offices, SB Board of Education, Community Senior Services, Pomona Inland Valley Council of Churches, Citrus Valley Medical Center and San Bernardino Department of Aging. CARE enrollment increased in 2004 due to the combined efforts of many diverse tactics.

Web and Informational Brochures: SoCalGas continues to expand the use of the Internet to inform as well as communicate with customers, key stakeholders, and CBOs/agencies. This is accomplished by first ensuring integration and customer friendliness in all customer assistance program-related web sites, and then offering additional value or tools. This includes the delivery of e-newsletters to agencies.

- CARE program information and applications in English, Chinese, and Spanish are available on the SoCalGas Web Site.
- SoCalGas issued an e-newsletter covering all aspects of customer assistance programs with special highlights of the CARE program. For PY2004, two issues were released in March and December to approximately 500 agencies. Of the agencies that received the newsletter, 12% opened the newsletter. This statistic is consistent with the 7% to 14% industry standard for these types of e-newsletters.
- SoCalGas' customer assistance programs brochures are available in five languages: English, Spanish, Korean, Vietnamese, and Chinese. The CARE brochures were also available in large print in PY2004.

- CARE program information is also included in the SoCalGas Energy Efficiency program general brochure.

SoCalGas' Customer Assistance home page received approximately 1% of the total visits received by the SoCalGas website. Additionally, over 4,000 CARE applications were downloaded by SoCalGas customers.

2. Third Party Outreach Activity

SoCalGas maintains its external and internal partners for CARE enrollment. SoCalGas continues to strengthen associations with community-based organizations/agencies to enroll CARE customers. In addition, SoCalGas selects key agencies to promote and implement the CARE programs and related events.

The customer information from SoCalGas' Direct Assistance Program, GAF Program, and Low-Income Home Energy Assistance Program is used for CARE enrollment, recertification, and verification. SoCalGas' CARE program information automatically enrolled CARE customers through the utilities' data exchange. These activities are described below in more detail.

Community-Based Organizations Association: 38 community-based organizations contracted with SoCalGas to enroll eligible non-participating customers in the CARE program. Contractors employ various types of outreach tactics such as door-to-door solicitation, local community event participation and brochure distribution.

Leveraging with Local Govt. Programs: SoCalGas collaborates with city, county, and federal assistance agencies throughout our service territory to promote the CARE program.

- SoCalGas was proud to be awarded a proclamation from San Bernardino Board of Supervisors for outstanding work in helping Inland Empire low-income customers.
- SoCalGas was awarded a Certificate of Appreciation from San Bernardino Dept. of Aging & Adult Services for participation in "Celebrating Seniors 2004".
- SoCalGas was awarded a "You Make a Difference" certificate in recognition of community support presented by the Junior Blind Foundation.

Leveraging with GAF³: SoCalGas' GAF program provides a one-time bill assistance amount of up to \$100 on a qualified customer's winter bill.

The one-time bill payment assistance is available to eligible customers on a first-come, first-serve basis beginning each year the second week of February and continuing through the end of March, or until funds are depleted each year.

The GAF is a program that for more than two decades has helped thousands of Southern Californians – the elderly, disabled, or newly unemployed – who are struggling to pay their energy bills. This program is funded by voluntary contributions from the utility and its customers. United Way administers the program on behalf of SoCalGas. United Way administers the program through its network of more than 120 community agencies. SoCalGas solicits customer contributions for GAF in October and November, and SoCalGas shareholders match those contributions, generally on a dollar for dollar basis, up to \$250,000.

Last year, SoCalGas helped nearly 5,000 customers through a collection of individual contributions and shareholder matching funds totaling \$376,000. Since the GAF was established in 1982, more than \$10 million has been disbursed to families in need.

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

For month-by-month details on SoCalGas' media efforts and community outreach, see Attachments A and B, "PY2004 SoCalGas CARE Outreach & Leveraging Initiatives" and "PY2004 SoCalGas CARE Media Outreach".

Leveraging with LIHEAP: SoCalGas and the California Department of Community Services and Development (CSD) have a Letter of Agreement that provides for cross-referral of customers of the LIHEAP and CARE programs to increase enrollments in both programs. Customers that receive LIHEAP payments are automatically re-certified for CARE.

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

B. Discuss each of the following:

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

During the course of PY2004, SoCalGas utilized various mechanisms to increase CARE enrollment. The Call Center, followed by direct mail, and bill insert efforts reached and enrolled the largest numbers of customers in the CARE program.

By far, the Call Center remains the most cost effective and efficient resource for increasing CARE program awareness as well as increasing the number of CARE participants. About 2.2 millions customers are offered the CARE program when they call to: (1) establish service, (2) move an existing account, (3) change the name on the account, or (4) make contact with a service representative regarding payment arrangements. In PY2004, SoCalGas mailed roughly 700,000 applications to customers who contacted the company. This resulted in the receipt of 454,000 applications in the CARE department. Of the returned applications, 83% (379,000) were approved for the CARE program.

In PY2004, SoCalGas published two e-newsletters to CBOs/agencies about the CARE program and other Customer Assistance programs. The e-newsletter also provided useful information such as rebates, energy efficiency, and safety issues which the CBOs/agencies can share with their client base. To improve upon e-newsletter content, understand agency customer profile and agency needs, a web survey was conducted. Agency web survey results will be available March of 2005.

For the second year in a row, bill insert applications and direct mail applications proved to be successful in enrolling CARE customers. In July of PY2004, bill insert applications were mailed to potential customers. The receipt of 39,000 applications and the enrollment of 28,000 new CARE customers were accomplished. The outreach cost for the self-mailer application was approximately \$3.47 per response and \$4.93 per enrollment.

SoCalGas conducted another direct mail CARE marketing campaign in the month of April. Through the gap analysis, 49 zip codes were identified as having high eligibility due to their low penetration rates. 150,000 CARE applications were mailed to those areas at the end of April.

19% of customers responded to the mailing and over 21,000 new CARE customers were added to the program. The outreach cost for the directly mailed applications was approximately \$2.73 per response and \$4.01 per enrollment.

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

CARE Customer Data Exchange

SoCalGas continued to electronically exchange new CARE customer enrollment data with Southern California Edison (SCE), on a weekly basis, a process established in 2001. In PY2004, SoCalGas received over 362,000 customer records from SCE and enrolled 89,432 customers in SoCalGas' CARE program.

SoCalGas and San Diego Gas & Electric (SDG&E) began sharing information on CARE customers within the shared service territory of Orange County. This data exchange resulted in 740 SDG&E CARE customers being added to the SoCalGas CARE program in October 2004.

In November 2004, SoCalGas signed an information exchange and nondisclosure agreement with Pacific Gas & Electric (PG&E) to exchange CARE customer data in the shared service counties. The first data file exchange with PG&E was completed in December. SoCalGas received information on more than 65,000 PG&E CARE customers, of which 5,590 were not enrolled in SoCalGas' CARE program. As a result, SoCalGas was able to enroll the 5,590 customers into the CARE program.

Joint-Utility Program Managers Meeting

The quarterly Joint-Utility Program Managers Meeting continued in 2004. The CARE program managers met quarterly to discuss issues and ideas to increase CARE enrollment, improve operation efficiency, and implement the CARE program in compliance with mandates. Automatic Enrollment, AB868 implication, new CARE tactics, data exchange, CARE attrition issues, pros and cons associated with CBO outreach and CARE Annual Reports were some agenda topics discussed during year 2004.

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

SoCalGas' DAP application includes a CARE signature block so that applicants can apply for both programs simultaneously. DAP customers who signed the CARE portion of the DAP agreement, who met the income criteria requirements but were not yet on the CARE rate, were automatically enrolled in the program. During PY2004, 3,996 DAP customers met the requirements and were enrolled in the CARE program. Moreover, these customers were exempt from post enrollment verification.

Since the income requirement for the DAP program is similar to the CARE program, all CARE applications contain a brief description of the DAP program, and a contact number for the LIHEAP program.

Also, SoCalGas' CARE program utilizes SoCalGas' GAF customer data to enroll, recertify, and verify CARE eligibility as described above.

CARE Customer Information: DAP⁴ third-party outreach workers canvassed limited-income areas to find qualified customers for participation in DAP.

During PY2004, DAP third party outreach workers provided customers with energy education materials, including CARE enrollment information, and explained the CARE Program's eligibility requirements. Outreach workers provided 47,079 Energy Education packets to customers participating in DAP.

CARE information was also provided to 20,035 customers at Energy Education workshops supported by DAP.

During 2004, the DAP participants wishing to enroll in CARE could complete the CARE declaration statement to enroll in the CARE program. The customer did not need to complete and submit a separate CARE application to SoCalGas.

4. Attach a copy of the utility's agreement with DCSD. Describe the process for cross-referral of low-income customers between the utility and DCSD. Describe

⁴ DAP provides no-cost weatherization services to income-qualified customers in qualifying dwelling units.

how the utility's CARE customer discount information is provided to DCSD for inclusion in its federal funds leveraging application.

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

In harmony with Automatic Enrollment, SoCalGas continued to cross-reference information on LIHEAP recipients in PY2004 with its CARE database. This eliminated the mailing of CARE post-enrollment verification (PEV) applications to LIHEAP customers and allowed for automatic PEV approval of their accounts. SoCalGas also cross-referenced customers receiving LIHEAP services, who were not enrolled in the CARE program, and sent those customers a preprinted CARE application with their name, account number, and address. These proactive efforts were made to enroll and maintain CARE participation.

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

SoCalGas CARE eligible customers have different backgrounds, which can create many challenges such as language barriers and a lack of awareness of the CARE program. Many CARE customers may be too busy to re-apply when requested. Other customers may not trust the utility due to cultural differences.

In PY2004, SoCalGas worked to mitigate the trust and language barriers identified above. SoCalGas provided CARE program translated materials and made bilingual staff/interpreters available. CARE applications and Customer Assistance brochures were available in five different languages. SoCalGas collaborated with 44 community-based organizations. This direct contact with people who may qualify will help them overcome barriers and participation in the CARE program. Door to door by female outreach workers is one of the unique services utilized by some of the CARE capitation agencies. In September of 2003, SoCalGas implemented system-generated CARE documents in three Asian languages.

To ease the burden of application process, SoCalGas implemented CARE eligibility rate transfer in 2004. CARE customers continued to receive the CARE discount without re-applying when they moved. In addition to CPUC's direction to automatically enroll LIHEAP participants, SoCalGas proactively analyzed DAP participants, GAF participants, SCE, SDG&E, and PG&E CARE participants information in the shared services territories to automatically enroll eligible customers into SoCaGas' CARE program

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

SoCalGas implemented the CARE rate transfer automation in February 2004. The purpose of the rate transfer system is to assist CARE customers who close an existing account 30 days before or 30 days after a new service establishment by having SoCalGas' Customer Information System (CIS) automatically transfer the customers CARE rate to their new account. This helps reduce CARE attrition by ensuring that a qualifying customer remains on the CARE rate, even if they move. The CARE rate transfer not only reduces program participation barriers but also reduces operation costs. Over 43,000 CARE customers continuously received the CARE discount at their new address without the need to reapply for the CARE program in 2004.

Another improvement to the SoCalGas enrollment services in PY2004 was to utilize duplicate CARE applications as recertification applications. An enhancement was made to SoCalGas' CIS during the second quarter of PY2004. The system change increased the intelligence of the enrollment process in CIS by enabling the system to systemically notice and handle special application situations. The system now can automatically recertify CARE customers when a second application is received, providing a benefit to the customers by extending the time customers remain on the rate before being required to recertify.

V. Processing CARE Applications

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

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

See Table 7.

TABLE 7					
CARE Capitation Program					
January 1, 2004 through December 31, 2004					
CARE Applications Submitted					
	Received	Approved	Denied¹	Pending/Never Complete²	Duplicates
Total	69,202	51,329	4,215	1,238	12,420
Percent	100%	74.2%	6.1%	1.8%	17.9%

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

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

See Table 8.

TABLE 8						
CARE Self-Certification and Self-Recertification Applications						
	Provided¹	Received	Approved²	Denied	Pending/ Never Complete	Duplicates
Total	4,843,080	595,504	508,346	23,883	42,887	20,388
Percent	n/a	12.3%	85.4%	4.0%	7.2%	3.4%

1. It is impossible to have an actual count of self-certification applications provided given the applications are distributed through a variety of ways. Total self-certification and self-recertification applications provided only included the annual CARE notification to all CARE non-participating customers, direct mailing of CARE applications to the targeted areas and recertification requests from SoCalGas.
2. The total approved applications included the duplicated self-cert applications approved as self-certification applications.

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

See Table 9.

TABLE 9			
Residential CARE Program Customers Removed by Month through Recertification and Post-Enrollment Verification			
PY2004	Recertification	Post- Enrollment Verification	Total
January	5,563	6,769	12,332
February	5,789	5,678	11,467
March	6,572	6,912	13,484
April	5,680	4,266	9,946
May	4,492	5,743	10,235
June	12,420	7,938	20,358
July	8,780	8,001	16,781
August	7,828	8,570	16,398
September	7,269	8,015	15,284
October	12,239	7,437	19,676
November	6,661	8,569	15,230
December	7,818	8,308	16,126
Total	91,111	86,206	177,317

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

Through SoCalGas' automated process, customized recertification application forms and instructions are mailed directly to submetered tenants annually each June. The applications are pre-populated with the name of the facility, the master meter account number, tenant name, address and space number. SoCalGas does this to help reduce the administrative burden on owners/managers and reduce attrition. Tenants are then able to directly correspond with and respond to SoCalGas.

As a courtesy, SoCalGas notifies owners/managers of the recertification mailing to the tenants, however owner/manager intervention is not required.

Tenants are given 120 days to respond to the recertification request. Once SoCalGas receives and approves applications, tenants are recertified for another year.

At the close of recertification, each submetered facility is mailed a complete listing of its CARE tenants.

B. Processing Random Post-Enrollment Verification Applications

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

See Table 10.

TABLE 10						
CARE Random Post-Enrollment Verification Applications						
	Mailed¹	Received			Pending/ Never Complete^{1,2}	Duplicates
		Total	Approved	Denied³		
Total	170,147	124,978	96,468	28,510	57,696	n/a
Percent⁴	n/a	68.4%	52.8%	15.6%	31.6%	n/a
1. Sum of "Approved", "Denied", and "Pending/Never Completed" is greater than total "Mailed" due to some PEV applications received and processed in 2004 were requested in 2003. 2. Pending/Never Completed defined as no-response to PEV requests. 3. Denied includes the applications that did not meet the program requirements and customers requesting termination. 4. The percentages were calculated based on the PEV application processed in 2004.						

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

See Table 9.

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

SoCalGas had no contracts with third parties to conduct certification, recertification and/or verification on SoCalGas' behalf during PY2004. The CARE Processing group within the company performed all enrollment processes.

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

Currently SoCalGas has capitation contracts with 38 community-based organizations to enroll eligible non-participating customers in the CARE program. The contractors use various types of outreach tactics such as door-to-door solicitation, local community event participation and brochure distribution to identify potentially eligible customers.

VI. Program Management

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

- **Special Winter Message:** The winter season typically brings increased heating needs and therefore higher gas bills which generate more customer inquiries regarding their bill amount and the CARE discount. The higher natural gas commodity price situations in November and December 2004 worsened the situation and doubled the customer inquiries received in the CARE Processing group. Natural gas commodity prices for the November through December timeframe were about 35% higher than last winter. SoCalGas created special winter communications to send our current CARE customers. The higher gas price also caused some sub-metered tenants to question their gas bills from their park owners/managers. To help park tenants and park owners/managers better understand the reasons for higher gas bills and the value of the CARE discount, SoCalGas mailed SB920 notifications along with winter messages to all sub-metered customer

in November 2004. A bill insert on how the CARE discount can help lower gas bills, and the importance of responding to recertification when requested, were included in the mailing to all customers who requested self-certification applications and were requested for recertification or eligibility verifications.

- **Automatic Enrollment:** In, May 2004 the Commission issued a ruling requiring utilities to implement its program to automatically enroll LIHEAP participants in CARE. Customers who had received LIHEAP benefits were potentially eligible to be automatically enrolled in the CARE Program. The ACR further ordered utilities to mail an opt-out letter to “potential customers” immediately upon receipt of the list of LIHEAP participants. The Automatic Enrollment implementation was given a top priority. All impacted groups - CARE program, IT, Regulatory Accounts, Regulatory, and Communication - worked together to implement the order. SoCalGas received the first data file from the DCSD on May 26, 2004. Opt-out letters were sent from CIS on June 15, 2004. Key automatic enrollment statistics reports were also in place.

During PY2004, SoCalGas received several calls from customers who claimed they did not sign a CARE application, nor qualify for the program, but had been approved through an application from a Capitation agency. SoCalGas investigated the matter and determined that a sole worker at a particular agency was implicated in inappropriately enrolling customers. The capitation agency took immediate action to resolve the issue.

Customers who were enrolled in CARE through a Capitation agency often did not respond to a request for verification. SoCalGas is planning to investigate ways to better retain CARE customers who are enrolled in the program through a capitation agency.

CARE EXPANSION PROGRAM

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

VII. Participant Information

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

See Table 11.

TABLE 11			
CARE Expansion Program Participating Facilities by Month			
PY2004	Residential Facilities – Gas	Commercial Facilities – Gas	Total Gas Facilities
January	N/A	767	767
February	N/A	766	766
March	N/A	766	766
April	N/A	753	753
May	N/A	558	558
June	N/A	565	565
July	N/A	566	566
August	N/A	574	574
September	N/A	584	584
October	N/A	614	614
November	N/A	633	633
December	N/A	636	636

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

As of December 31, 2004, there were almost 4,585 residents in the non-residential CARE Expansion Program facilities. There were 419 primary facilities with 188 associated satellites participating in the CARE Expansion Program at year-end 2004.

VIII. Usage Information

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

See Table 12.

TABLE 12	
CARE Expansion Program Average Monthly Gas Usage	
Type of Facility	Gas Therms
Residential Facilities	Not Applicable
Commercial Facilities	246.5

IX. Program Costs

A. Administrative Cost

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

Due to the relatively small dollar amount, SoCalGas does not record the CARE Expansion Program's administration cost separately from the regular CARE program cost. Approximately, 20% of a Full Time Employee's (FTE) time is needed to process self-certification and re-certification applications and respond to customer inquiries. For the non-labor costs, a bill insert on the Non-Profit Group Living Facility CARE program was included in all commercial customers' gas bills during the month of December for a CARE share of \$1,300; printing and mailing of annual recertification incurred another \$108.

B. Discount Information

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

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

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

The annual discount received per participating CARE Expansion Program facility in 2004 was \$432.43.

X. Outreach

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

1. Utility Outreach

Similarly, in PY2004 SoCalGas continued to utilize the bill insert, brochure distribution, and the call center to provide CARE program information to the CARE Expansion program customers.

Last year, an additional CARE bill insert was sent to all non-participating commercial customers in the month of December.

The SoCalGas Energy Resource Center distributed a special brochure to non-profit organizations. The brochure is a resource guide for energy efficiency information for businesses which also includes CARE and DAP program information.

The Call Center provides CARE program information to non-residential group living facilities at the time of service establishment.

2. Third Party Outreach

In an on-going attempt to leverage opportunities and strengthen associations within the communities, SoCalGas has increased interaction between both its internal and external sources. Utilizing internal contacts provided by Community Relations and Public Affairs opened doors to reach non-profit group living facilities to promote the CARE program. For example, this close association enabled us to educate the social service organizations (which are often affiliated to non-profit group living facilities) by attending many board and council meetings to promote the CARE program within the community. These events include the Board of Directors meeting of Adult Protective Services.

Additionally, SoCalGas worked with the City of Los Angeles ACCESS program. The ACCESS campaign is formed through an association with other government agencies, non-profits, businesses and community

advocates interested in strengthening L.A. City's capacity to serve the needs of all residents. The website (www.healthycity.org/Master) offers assistance programs to needy families through various government departments and companies. The benefits are categorized as follows: work, school, health and home. The SoCalGas CARE program is under the "HOME" icon and provides the CARE program description and requirements as well as an application form in PDF format.

B. Discuss each of the following:

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

Among the combined efforts of bill insert, brochure distribution, and the Call Center to inform the CARE Expanded non-residential customers, the Call Center is deemed to be the most effective outreach method. The Call Center provides CARE program information during service establishment period.

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

There was no CARE facility data sharing in PY2004.

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

To recertify their eligibility for the program, customers were required to send a letter explaining how the dollar savings were spent at their facility. In the 2003 recertification period, customers expressed difficulty in meeting this requirement. To assist customers, SoCalGas provided a list of examples of how other facilities spent their dollar savings. This expedited the recertification of facilities and eliminated the need for follow-up correspondence or phone calls.

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

facilities in the prior year. Provide cost-effectiveness assessments, if available.

SoCalGas believes the processing of Expanded CARE applications to be cost-effective provided the facility has included all necessary documentation and no further correspondence is required.

XI. Processing CARE Applications

A. Processing Self-Certification and Self-Recertification Applications

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

SoCalGas received one application from a third-party source that was completed by a CARE Expansion facility. Since the facility completed a residential application, the appropriate application was mailed to the facility. The application was received back from the customer along with required documentation, and the facility was enrolled on the CARE rate.

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

See Table 13.

TABLE 13					
CARE Expansion Program Self Certification and Self Recertification					
Entity	Received	Approved	Denied	Pending/Never Complete	Duplicates
Total	333	317	4	8	4
Percent	100%	95.2%	1.2%	2.4%	1.2%

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

Include comparisons of effectiveness and cost-effectiveness of comparable customer segments, if available.

SoCalGas had no third parties conducting certification, recertification and/or verification for Expanded Program customers on SoCalGas' behalf during PY2004. The CARE Processing group within the company performed all enrollment processes.

XII. Program Management

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

In 2004, Assembly Bill 868 (AB868) was passed by the California legislature. AB868 changed eligibility requirements for the Expanded CARE program for Migrant Farm Centers to categorically enroll facilities operating through the State Office of Migrant Services. New guidelines would eliminate the previous requirements of 100% eligibility in order for a facility to be enrolled.

The Commission requested utilities assess the impact of AB868 on their program and to make recommendations as to how to implement the legislation. At year-end 2004, resolution of implementation issues are awaiting a decision by the Commission.

ATTACHMENT A

PY2004 SoCalGas
CARE Outreach & Leveraging Initiatives

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CARE Initiative	Summary	Timeline
Energy Conservation Consultants	Provided 250 postage-paid self-mailer applications	December
Visalia Emergency Aid Council	Provided 500 postage paid self mailer applications	October 19, 2004
HABBM – Hispanic Association of Bilingual /Bicultural Ministries, Inc.	Provided 600 postage-paid self mailer applications	October 14, 2004
Winegard Energy	Provided 3,000 postage-paid self mailer applications	September 30, 2004
CPS, Inc.	Provided 10,000 postage-paid self mailer applications	September 13, 2004
HABBM – Hispanic Association of Bilingual /Bicultural Ministries, Inc.	Provided 600 postage-paid self mailer applications	August 26, 2004
Energy Conservation Consultants	Provided 3,000 postage-paid self-mailer applications	July 30, 2004
HABBM – Hispanic Association of Bilingual/Bicultural Ministries, Inc.	Provided 600 postage-paid self-mailer applications.	July 27, 2004
Winegard Energy	Provided 3,000 postage-paid self mailer applications	July 27, 2004
Salvation Army – Atascadero	Provided 20 postage-paid self-mailer applications.	July 20, 2004
HABBM – Hispanic Association of Bilingual/Bicultural Ministries, Inc.	Provided 500 postage-paid self-mailer applications.	July 1, 2004
Winegard Energy	Provided 3,000 postage-paid self mailer applications	June 30, 2004
Energy Conservation Consultants	Provided 1,500 postage-paid self mailer applications	June 30, 2004
Glendale Youth Alliance	Provided 500 postage-paid self mailer applications	June 29, 2004
CARE Initiative	Summary	Timeline
Catholic Charities – El Monte	Provided 200 pens for giveaways	May 11, 2004
Veterans in Community Service	Provided 1,000 postage-paid self-mailer applications	May 10, 2004
Energy Conservation Consultants	Provided 2,160 postage-paid self-mailer applications.	May 4, 2004
CPS, Inc.	Provided 12,600 postage-paid self-mailer applications.	March 24, 2004
CPS, Inc.	Provided 8,400 postage-paid self-mailer applications.	March 3, 2004
HABBM – Hispanic Association of Bilingual/Bicultural Ministries, Inc.	Provided 500 postage-paid self-mailer applications.	February 24, 2004
Energy Conservation Consultants	Provided 4,200 postage-paid self-mailer applications.	February 18, 2004
CPS, Inc.	Provided 10,800 postage-paid self-mailer applications.	February 10, 2004
Community Services and Employment Training	Provided 1000 postage-paid self-mailer applications	February 5, 2004
Reliable Energy Management	Provided 1,000 postage-paid self-mailer applications.	February 2, 2004
PAK Mail Centers of America	Provided 2,100 postage-paid self-mailer applications.	January 28, 2004
CPS, Inc.	Provided 10,800 postage-paid self-mailer applications.	January 20, 2004

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CARE Initiative	Summary	Timeline
Ventura County Commission on Human Concerns	Provided 500 postage-paid self-mailer applications.	January 16, 2004
Veterans in Community Services	Provided 200 postage-paid self-mailer applications.	January 13, 2004
HABBM – Hispanic Association of Bilingual/Bicultural Ministries, Inc.	Provided 800 postage-paid self-mailer applications.	January 12, 2004
CARE Initiative	Summary	Timeline
Glendale Youth Alliance	Provided 200 postage-paid self-mailer applications.	January 7, 2004
HABBM – Hispanic Association of Bilingual/Bicultural Ministries, Inc.	Provided 500 postage-paid self-mailer applications.	January 7, 2004

ATTACHMENT B

**PY2004 SoCalGas
CARE Media Outreach**

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Media Initiative	Summary	Timeline
Community Action Partnership of Orange County (CAPOC)	<p>CAPOC will include SoCalGas winter message flyers in 22,000 food bags during the month of December. CAPOC is an existing DAP and CARE capitation contractor so eligible customers receiving food bags are offered both programs and receive assistance with CARE sign up if needed.</p> <p>Winter message flyers were designed to notify customers of upcoming colder than average winter temperatures, offer simple conservation tips, and provide info on DAP, CARE, Medical Baseline, GAF and SoCalGas' level pay plan.</p>	<p>December 1-31, 2004</p>
Salvation Army – Los Angeles Branch	<p>Salvation Army will include SoCalGas winter message flyers and CARE applications in 2000 food bags to be distributed the second week in December.</p>	<p>December 4, 2004</p>
Black Family Initiative – Rita Walters Youth and Family Center. Sponsored by City of Los Angeles- CDD ACCESS.	<p>The Black Family Initiative is an information and referral workshop sponsored by City of Los Angeles – CDD to increase awareness of under-utilized programs and subsidies for low-income households. Provided 900 CARE applications for the 12/11 event.</p>	<p>December 11, 2004</p>

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Media Initiative	Summary	Timeline
Second Harvest Food Bank of Orange County	Second Harvest is a food distribution organization devoted to seniors. Second Harvest will include SoCalGas winter message flyers in 2,500 food bags beginning in December.	December 18-31, 2004
Latino Book & Family Festival – San Bernardino	1000 CARE, 1000 High Gas Rate Flyers, 500 English Customers Assistance Program (CAP) brochures, 500 Spanish Customer Assistance Brochures were distributed in the event. Total Customers reached: 1000	December 11-12, 2004
CSAC Annual Conference	Supplied 300 English Senior brochures and 300 key chains to be distributed at the CSAC Annual Conference to be held in San Diego 11/16 and 11/17.	November 16-17, 2004
SoCalGas Customer Contact Center	Supplied 200 Korean, 200 Chinese and 200 Vietnamese CAP brochures to Customer Contac	November 12, 2004
LA County Board of Education	Conducted a CA presentation for members of the LA County Board of Education at the SoCalGas ERC in Downey. Distributed 200 CARE applications, 200 Senior Brochures and 200 key chains.	November 8, 2004
Branch Payment Offices – Hollywood, Compton, Baldwin Hills, Anaheim, Covina.	SoCalGas Branch Payment offices continue to distribute Customer Assistance brochures as customers request. Provided 850 English, 850 Spanish, and Vietnamese Customer Assistance Brochures.	October 1-31, 2004

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Media Initiative	Summary	Timeline
Orange County Food Band	6,000 CARE applications and literature requested to be distributed to customers at the OC Food Bank.	On-going
Xtreme Halloween	Event to be held at the Valencia Community Center in Fullerton. Geared towards limited income children and their parents. 400 CARE applications, 400 DAP postcards, 400 medical baseline flyers distributed	October 30, 2004
Downey Unified School District	Presented Customer assistance information to members of the Downey Unified School District's True Lasting Connections group. Provided 500 English Senior Brochures and 500 key chains.	October 29, 2004
Inland Valley Council of Churches	Provided sponsorship for the Council's "Walk for the Hungry."	October 24, 2004
6th Annual Feria Community Fair & Carnival	Event theme, Information is Power. In 2003, more than 2500 persons attended and more than 60 government and public/private companies and services were represented. 500 CARE applications, 500 DAP postcards, 500 medical baseline flyers distributed.	October 23, 2004

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Media Initiative	Summary	Timeline
SoCalGas Credit Union	Tired Iron Classic Car & Motorcycle Show III. 150 bags with Customer Assistance brochure and key chain provided.	October 23, 2004
Mile of Smiles Walk and Sprint – Encino.	Event sponsored by ONEgeneration to support their Daycare, Senior Enrichment Center, Nutrition Programs, etc. 500 “45 Ways to Save” brochures distributed.	October 23, 2004
City of Redlands	Meeting between SoCalGas’ Customer Assistance department and city of Redlands “Aimed to Healthy Start” program. 800 CARE applications, 800 DAP postcards, 400 English Senior brochures and 400 Spanish brochures were provided.	October 18, 2004
Temple City High School Fair	Temple City Chamber of Commerce in association with Temple City School District hosted an all day festival. 40 CARE applications, 40 DAP postcards, and 40 medical baseline flyers were distributed.	October 16, 2004
LA Dept of Health and Services	A representative from LADHS visited the SoCalGas booth at an event and asked for 100 Korean CARE applications to be distributed at their LA facility.	October 14, 2004

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Media Initiative	Summary	Timeline
Redlands Community Home & Garden Fair	Fair offered by City of Redlands, Provided 100 CAP brochures.	October 9, 2004
FBO - All People Christian Center	CARE applications to be displayed at the Center. 200 CARE applications were distributed.	October 8, 2004
6th Annual Health Fair and Senior Festival	One day Senior Fair held at the Santa Monica Civic Auditorium. 600 CARE applications, 600 DAP postcards, 600 medical baseline flyers distributed.	October 7, 2004
KLAX – FM La Raza	3,000 CA literatures delivered to Sabor De Mexico Festival coordinator to be distributed at the KLAX booth.	October 1, 2004
SCDC/Southeast College Conference	Conference held in Bell Gardens – Senator Martha Escutia’s office asked for Customer Assistance literature. 2000 bags with CARE applications and DAP cards were delivered to event.	October 1, 2004
2nd Annual SoCal Senior Expo	Two day Senior Fair held at the Ontario Convention Center. 1000 CARE applications 1000 DAP postcards, 1000 medical baseline flyers distributed.	October 1-2, 2004
Branch Office – Santa Maria	Ongoing process of supplying branch offices with Customer Assistance literature. 50 English and 100 Spanish Customer Assistance brochures provided.	September 1, 2004

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Branch Office – Santa Fe Springs	Ongoing process of supplying branch offices with Customer Assistance literature - 300 English Customer Assistance brochures.	September 20, 2004
Branch Office – Van Nuys	Ongoing process of supplying branch offices with Customer Assistance literature - 300 English/Spanish Customer Assistance brochures.	September 23, 2004
Public Affairs	Ongoing process of supplying Public Affairs personnel with Customer Assistance literature. 100 Customer Assistance brochures, 100 leave behinds, 100 Senior brochures.	September 23, 2004
Recycle LA	Pilot Program offering free recycling program materials for multifamily residential complexes in LA. Tote bags will be given to all customers and Recycle LA agreed to include Customer Assistance information, 20,000 brochures.	September 24, 2004
LA County Fair – Event	Provided Customer Assistance materials to Mass Markets staff - 6400 DAP postcards, 1600 CARE applications, 1800 Customer Assistance English brochures, and 900 Spanish Customer Assistance brochures	September 8-30, 2004
BizCon Conference, Garden Grove - Event	Collaborative effort between prominent chambers and business organizations of the Orange County Presidents Council. Public Affairs sponsored. 200 Customer Assistance brochures, DAP postcards, CARE applications, 45 Ways to Save brochures, key chains and pens were given to attendees.	September 9, 2004

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Media Initiative	Summary	Timeline
Latino Book & Family Festival, Los Angeles - Event	Over 700 booths. Festival vendors offer the following: Books, Career, Education and Technology info, Culture and Travel info, Health and Children's story telling. Mass Markets sponsored. 40k attendees overall at this event.	September 11-12, 2004
2nd Annual Celebrating Seniors (County of San Bernardino) - Event	Event offers education and healthy aging information as well as many other topics of value to Seniors. Cost of Event - \$200. Distributed at event: 1000 Customer Assistance English brochures, 500 Spanish, 1000 DAP postcards, 500 medical baseline flyers, and 900 CARE applications.	September 16, 2004
Independent Living Center of So Cal – Burbank - Event	Community Resource Fair offering customers with disabilities a multitude of information. Cost of Event - \$500. Distributed 50 DAP postcards, CARE applications, and medical baseline applications.	September 17, 2004
Route 66 Rendezvous – San Bernardino - Event	Huge Car Show. Cost of event \$3000. Over four day event, distributed 400 Customer Assistance English brochures, 400 DAP postcards, and 400 CARE applications.	September 16-19, 2004
Corona Business Expo - Event	110 exhibits hosted by businesses, philanthropic, and government agencies. Public Affairs sponsored. 1,100 Customer Assistance brochures were distributed.	September 21, 2004

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Media Initiative	Summary	Timeline
Harvest Moon Festival - Event	Asian Festival. Mass Markets sponsored. 200 Korean Customer Assistance brochures and CARE applications, 200 Vietnamese Customer Assistance brochures and CARE applications, and 200 Chinese Customer Assistance brochures and CARE applications distributed jointly.	September 25, 2004
Branch Payment Offices – Riverside, Ontario, San Luis Obispo, and Huntington Park	SoCalGas Branch Payment offices continue to distribute Customer Assistance brochures as customers request. Provided 5250 English and 450 Spanish Customer Assistance Brochures.	August 1-31, 2004
Burbank Department of Water and Power	Burbank Department of Water and Power requested information on Customer Assistance Programs. Information will be posted in the lobby where customers pay their bills. Provided them with 100 CARE applications, and 100 English and 100 Spanish Customer Assistance brochures.	August 12, 2004
47th Assembly District Annual Senior Appreciation Event - Event	Provided the 47th Assembly District with Senior Customer Assistance information for their event. Information included Senior Customer Assistance brochures and CARE applications. Provided them with 400 CARE applications, and 400 English and 400 Spanish Senior Customer Assistance brochures.	August 13, 2004

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Media Initiative	Summary	Timeline
Super Senior Saturday – City of Buena Park - Event	Customer Assistance participated in the annual Super Senior Saturday event in the City of Buena Park. This event gives Customer Assistance the opportunity to promote all our assistance programs. Distributed 400 English and 100 Spanish Senior Customer Assistance brochures, 500 English/Spanish CARE applications, 300 Medical Baseline flyers, and 300 DAP interest cards.	August 21, 2004
Southern California Native American POW WOW - Event	Customer Assistance participated in the Southern California Native American POW WOW in Costa Mesa, California. This gave The Gas Company, along with SDG&E, the opportunity to discuss programs and services provided to Native American Indians. Distributed 2,200 Customer Assistance brochures, CARE applications, and DAP interest cards.	August 26-29, 2004
Mother's In Action 6th Annual Back to School Health & Family Festival - Event	Customer Assistance participated in the Mother's In Action Back to School Health & Family Festival. The event took place at Jesse Brewer Park in South Los Angeles. Customer Assistance distributed information on Customer Assistance and Energy Efficiency. Distributed 300 English and 100 Spanish CAP brochures, 400 CARE applications, and 400 DAP interest cards.	August 28, 2004
United Way of Greater Los Angeles Tomorrow's Leaders Program	Customer Assistance provided Tomorrow's Leaders Program participants with information on CARE and DAP. These are after school organizations that participate in the Tomorrow's Leaders program. Provided 53 organizations with CARE/DAP POPs, 2,650 CARE applications, and 2,650 inserts with information on DAP.	August 31, 2004

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Media Initiative	Summary	Timeline
City of Los Angeles – Department on Aging	Customer Assistance provided the City of Los Angeles – Department on Aging CARE Managers with information on Customer Assistance programs. This information will be displayed at their sites and also used on in-home CARE visits. Provided them with 16 CARE/DAP POPs, 800 CARE applications, 800 inserts on DAP, 800 English, and 800 Spanish Senior CAP brochures.	August 1-31, 2004
Branch Payment Offices – Dinuba, Bellflower, South Gate, and Glendale	SoCalGas Branch Payment offices continue to distribute Customer Assistance brochures as customers request. Provided 300 English and 350 Spanish Customer Assistance Brochures.	July 1-31, 2004
Garden Grove Chamber of Commerce	Orange Coast Public Affairs arranged for Garden Grove Chamber of Commerce to have an ad featured on CARE. Distributed to 600 members of the chamber.	July 1-31, 2004
Foundation For The Junior Blind	Customer Assistance the independent living program at the Foundation For The Junior Blind. Customer Assistance had the opportunity to distribute information on Customer Assistance programs. Distributed 150 English Senior CAP brochures and 150 English/Spanish CARE applications.	July 2, 2004
Chino Valley Unified School District	Orange Coast Public Affairs referred us to the Chino Valley Unified School District parent resource center. The center requested information on Customer Assistance programs. The district plans on distributing the information to needy parents via their parent resource center. Supplied them with 100 English/Spanish CARE applications, and 50 Spanish and 50 English CAP brochures	July 7, 2004

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Media Initiative	Summary	Timeline
Ventura County Energy Resource Alliance	As part of an association Mass Markets has with the Ventura County Energy Resource Alliance, Customer Assistance program information was also supplied to them. The information will be distributed to constituents of Ventura County as a part of informing them on ways to save energy and money. Supplied them with 100 English/Spanish CARE applications, and 100 English, 50 Spanish, 10 Chinese, 10 Korean, and 10 Vietnamese CAP brochures.	July 7, 2004
Orange County Community Housing Corporation	As part of Customer Assistance's association with Orange County Community Housing Corporation, OCCHC agreed to distribute Customer Assistance information to all their housing facilities. They also agreed to survey their housing facilities, to survey how many people signed up for the programs. Supplied them with 200 English/Spanish, 50 Vietnamese and 50 Korean CARE applications. Also, supplied them with 150 English, 150 Spanish, 50 Korean, and 50 Vietnamese CAP brochures. In addition, 150 medical baseline flyers, 150 DAP response cards, and 200 Customer Assistance magnets were supplied.	July 13, 2004
South Bay Energy Resource Alliance	As part of an association Mass Markets has with the South Bay Energy Resource Alliance, Customer Assistance program information was also supplied to them. The information will be distributed to constituents of the South Bay area as a part of informing them on ways to save energy and money. Supplied them with 100 English/Spanish CARE brochures, and 100 English, 50 Spanish, 50 Chinese, 50 Vietnamese, and 50 Korean CAP brochures.	July 15, 2004

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Media Initiative	Summary	Timeline
Jewish Family Services and Bet Tzedek Legal Services	Pacific Region Public Affairs met with Bet Tzedek Legal Services and Jewish Family Services to discuss programs and services offered by The Gas Company. Public Affairs discussed Customer Assistance programs and agreed to schedule a presentation at a later date. Supplied them with 50 English CAP brochures.	July 20, 2004
Foundation For The Junior Blind	Customer Assistance the independent living program at the Foundation For The Junior Blind. Customer Assistance had the opportunity to distribute information on Customer Assistance programs. Distributed 200 English Senior CAP brochures and 200 English/Spanish CARE applications.	July 30, 2004
Summer Science Camp Open House--City of Orange	Orange Coast Public Affairs participated in the City of Orange Summer Science Camp and Open House. Students and parents had the opportunity to receive information on programs and services offered by The Gas Company. Distributed 10 English/Spanish CARE applications.	July 31, 2004
Orange County Housing Corporation	Customer Assistance met with Orange County Housing Corporation to discuss a possible association with the corporation. The meeting consisted of discussing various ways to potentially distribute information to their cases. All cases they work with fall into low-income housing. Customer Assistance supplied them with CARE applications and customer assistance brochures, and also discussed training their volunteer staff of programs and including CARE applications in the cases' rent bills.	June 30, 2004
Hope Through Housing Foundation – Victorville	SoCalGas provided the Victorville Hope Through Housing Foundation facility with Customer Assistance information for their health and resource fair including 100 English/Spanish CARE applications 100 English CAP brochures, 50 Spanish CAP brochures, and 100 Medical Baseline Flyers.	June 29, 2004

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Media Initiative	Summary	Timeline
KCCD Home Ownership Fair	Mass Markets participated in a Korean Homeownership Fair in Los Angeles. Attendees of the fair were allowed to receive information on programs offered by The Gas Company. SoCalGas distributed 400 Korean CAP brochures.	June 29, 2004
California Dream Foundation...to end poverty Conference	Customer Assistance attended the California Dream Foundation...to end poverty Conference by State Senator Richard Alarcon at USC. Customer Assistance had the opportunity to distribute information on Energy Efficiency and Customer Assistance programs to those in attendance, including 15 CARE applications, 15 English CAP brochures and 15 DAP response cards.	June 18, 2004
San Bernardino County Office of Education	Customer Assistance and Inland Empire Public Affairs attended the monthly meeting of assistant Superintendents with the San Bernardino County Office of Education. Public Affairs and Customer Assistance had the opportunity to discuss Customer Assistance programs with the assistant superintendents, and how an association could be started amongst some of the school districts. They presented information and distributed brochures on programs.	June 17, 2004
County of Los Angeles – Department on Aging	Customer Assistance and Regional Public Affairs met with the Program Manager from the County of Los Angeles – Department of Aging and discussed the potential for an association amongst the County of Los Angeles and The Gas Company. They attended their monthly staff meeting in August to train their CARE case managers.	June 15, 2004

Media Initiative	Summary	Timeline
Los Angeles Festival of Fitness: Seniors and Families	Customer Assistance participated in the City of Los Angeles' Department on Aging Festival of Fitness: Seniors and Families. The event allows Seniors and their families the opportunity to receive information on various resources available to seniors through out the City of Los Angeles. Customer Assistance distributed information on Customer Assistance programs including 400 English and 200 Spanish Senior CAP brochures, 600 CARE applications, 600 DAP response cards, and 600 Medical Baseline flyers.	June 12, 2004
Orange County Home Ownership Fair	Customer Assistance participated in the annual Orange County Home Ownership Fair in Santa Ana. This fair gives the community of Santa Ana the opportunity to learn about home buying resources available. In addition, the community can also learn about other resources available. Customer Assistance distributed information on Energy Efficiency and Customer Assistance programs. Distributed 300 English and 200 Spanish CAP brochures, 500 CARE applications and 500 DAP response cards.	June 12, 2004
Hope Through Housing Foundation	Customer Assistance Strategy & Outreach presented programs to Hope Through Housing Foundation, a non-profit organization, that offers housing to low-income families. S & O had the opportunity to discuss customer assistance programs with the Resource and Community Coordinator. They distributed 10 POPs with 500 CARE applications and 500 English and Spanish CAP brochures. The next step will be to present to the property managers.	June 8, 2004

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Media Initiative	Summary	Timeline
Burbank Behind The Scenes Community Block Party	Customer Assistance participated in Assemblyman Frommer's community event in the City of Burbank. Customer Assistance distributed information on Customer Assistance brochures, including 100 Senior CAP brochures, 200 CARE applications and 200 DAP response cards	June 5, 2004
Crenshaw Economic Summit	Pacific Region Public Affairs participated in the Crenshaw Economic Summit held at the West Angeles Church of God in Christ. Groups targeted were seniors and multi-ethnic. Public Affairs distributed information on all Customer Assistance Programs and 250 CAP brochures.	June 5, 2004
Maternal Outreach Management Systems	Maternal Outreach center provides services to single struggling mothers in Orange County. Orange Coast Public Affairs provided the center with information on Customer Assistance programs, a CARE/DAP POP, and 50 CARE applications.	June 4, 2004
Orange County's United Way – COFO Meeting	Customer Assistance Strategy & Outreach presented programs to partnering organizations and reviewed all programs like CARE, DAP and Medical Baseline to about 25 organizations in attendance. S & O distributed 15 CARE/DAP POPs, including approximately 750 CARE applications.	June 3, 2004
Boy Scout Council of Orange	Orange Coast Public Affairs visited the Boy Scout Council of Orange to discuss programs and services offered by The Gas Company and provided them with 50 English CAP brochures.	June 1, 2004
Operation Hope	In our continuing association with Operation Hope, the Hope Centers distributed 183 brochures on Customer Assistance programs in their financial workshops and have posted information throughout their centers.	June 1-31, 2004

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Branch Payment Offices – Central, Porterville, Visalia, Pomona, Alhambra, Van Nuys, and Hollywood	SoCalGas Branch Payment offices continue to distribute Customer Assistance brochures at customer’s request, and provided 700 English, 450 Spanish, and 100 Chinese Customer Assistance Brochures.	June 1-30, 2004
Los Angeles County Commission on Aging - Older Americans Recognition Day	Strategy & Outreach placed a Customer Assistance ad in the Older Americans Recognition Day souvenir journal. The ad promoted CARE, DAP and Medical Baseline, and reached 700 in attendance on day of event. The ad was also distributed through the county’s distribution of 135 senior agencies.	May 26, 2004
Emergency Preparedness Network, Torch Middle School - City of Industry	Orange Coast Public Affairs participated in the Emergency Preparedness Network at Torch Middle School in the City of Industry. Public Affairs provided the school with customer assistance information for the school kids to take home to their parents, and distributed 1,000 English/Spanish CARE applications.	May 24, 2004
City of Inglewood Event	Customer Assistance provided the City of Inglewood with CAP information for a monthly luncheon their Zeta Phi Beta chapter conducts. The luncheon consists of key community leaders. Information will be included in informational packets provided at luncheon. Customer Assistance provided them with 1,000 English/Spanish CARE applications and 900 English CAP brochures.	May 24, 2004

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Media Initiative	Summary	Timeline
Chino Valley Fire Authority Open House - Chino Hills Station	Orange Coast Public Affairs participated in the Chino Valley Fire Authority Open House. Public Affairs discussed programs and services offered by The Gas Company that included discussing customer assistance programs and distributed 200 English CAP brochures and 50 English/Spanish CARE applications.	May 22, 2004
Los Angeles Neighborhood Housing Services – Symposium and Community Fair	Customer Assistance with Public Affairs participated in the first annual LA NHS Symposium and Community Fair. The Gas Company participated by speaking on several panels in regards to programs and services offered, participated in the Community Resource Fair, and distributed information to around 30 attendees about DAP, CARE and Medical Baseline.	May 21-22, 2004
Los Angeles Department of Water & Power – Solar Boat Race	LADWP was provided with Customer Assistance information to be passed out at their annual Solar Boast Race in Hemet. The event attracts families of children from LAUSD. Information was distributed in packets put together by LADWP in regards to resources available within the community. Customer Assistance provided 300 English CAP brochures.	May 20, 2004
Boeing Employee Health Fair	Orange Coast Public Affairs participated in the Boeing Employee Health Fair. Information discussed at the fair was all programs offered by The Gas Company, and 100 English CAP brochures and 50 English Senior CAP brochures were distributed.	May 20, 2004
VROP/Cal Works	Inland Empire Public Affairs participated in the CalWorks Conference in El Centro. Public Affairs discussed customer assistance programs with outreach participants of organization's within the community. Distributed 400 CAP brochures.	May 19, 2004

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Media Initiative	Summary	Timeline
City of Costa Mesa Safety Fair	Orange Coast Public Affairs participated in the City of Costa Mesa Safety Fair. Public Affairs had the opportunity to discuss information on Customer Assistance and Energy Efficiency and distributed 100 CAP brochures and 50 CARE applications.	May 16, 2004
Greater East Los Angeles Senior Conference Festival	Customer Assistance participated in the annual GELASCO festival in East Los Angeles at Obregon Park. Representatives distributed information on Customer Assistance to Seniors in the community. Customer Assistance distributed 400 Spanish and 100 English Senior CAP brochures, 400 English/Spanish CARE applications and 300 Medical Baseline flyers.	May 13, 2004
Boeing Employee Health Fair	Orange Coast Public Affairs participated in the Boeing Employee Health Fair. All programs offered by The Gas Company were discussed at the fair, and 100 English CAP brochures and 50 English Senior CAP brochures were distributed.	May 12, 2004
Town Hall meeting, Rio Vista Mobile Home Park--City of Pico Rivera	Orange Coast Public Affairs and Customer Assistance participated a town hall meeting at the Rio Vista Mobile Home Park in the City of Pico Rivera. The topics that were discussed in Spanish and English were Customer Assistance programs and gas transmission work. CARE applications and Customer Assistance brochures in English and Spanish were distributed to 35 attendees.	May 11, 2004
Apostolic Faith Home Assembly – Community Unity Day	Customer Assistance participated in the Apostolic Faith Home Assembly – Community Unity Day. Representatives discussed programs and services offered by The Gas Company to members of the community in South Los Angeles and distributed 250 English and 250 Spanish CAP brochures, 200 English/Spanish CARE applications and 100 Medical Baseline flyers.	May 8, 2004

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Media Initiative	Summary	Timeline
Pomona Unified School District – Community Resource Fair	Customer Assistance attended the first annual Pomona Unified School District Community Resource Fair. Parents and children of the Pomona Unified School District attended the Community Resource Fair to gather information on the various resources available in their community. Customer Assistance distributed 250 English and 250 Spanish CAP brochures, 200 English/Spanish CARE applications, and 100 Medical Baseline flyers.	May 8, 2004
Inland Empire Business Journal Women & Business Expo 2004	Inland Empire Public Affairs participated in the Inland Empire Business Journal, Women & Business Expo at the Ontario Convention Center. Public Affairs had the opportunity to discuss programs and services offered by The Gas Company and distributed 300 Customer Assistance brochures.	May 7, 2004
Branch Payment Offices – El Centro, Oxnard, Santa Barbara, Inglewood, South Gate, and Anaheim	SoCalGas Branch Payment offices continue to distribute Customer Assistance brochures as customer request; provided 1,000 English and 900 Spanish Customer Assistance Brochures.	May 1-31, 2004
Beverly Hills Earth Day	Public Affairs distributed information on Customer Assistance programs at the Beverly Hills Earth Day. Distributed 100 Senior CAP brochures in English	April 25, 2004
Earth Day at the Los Angeles Zoo	Mass Markets participated in the annual Earth Day at the Los Angeles Zoo. Representatives distributed information regarding energy efficiency programs, as well as Customer Assistance programs including 1,000 English and 700 Spanish CAP brochures, and 400 English/Spanish CARE applications.	April 24-25, 2004

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Media Initiative	Summary	Timeline
Lemon Festival – Upland	Public Affairs in Inland Empire participated in the Upland Lemon Festival and distributed 250 English and Spanish CAP brochures, 200 DAP postcards, 300 English/Spanish CARE applications, and 200 Medical Baseline flyers.	April 24, 2004
Venice Disaster Preparedness Expo	Public Affairs distributed information on Customer Assistance programs at the Venice Disaster Preparedness Expo including 300 Senior CAP brochures in English	April 24, 2004
Norwalk Safety Fair	Public Affairs of Orange Coast participated in the Norwalk Safety Fair by overseeing a table display. Many in attendance were Spanish-speaking. Public Affairs distributed 60 English and 40 Spanish CAP brochures, and 70 English/Spanish CARE applications.	April 4, 2004
Community Services Workshop – Pasadena	Customer Assistance participated in the Community Services Workshop tradeshow. Customer Assistance discussed programs with various community base organizations in attendance and distributed 100 English CAP brochures and Medical Baseline flyers.	April 20-21, 2004
Carnaval Primavera Festival	Customer Assistance participated in the annual Carnaval Primavera in Huntington Park. Representatives who manned the booth spoke with attendees of the event one-on-one regarding our programs and services. They distributed 4,800 CAP brochures, 4,400 of those were in Spanish, and also distributed 2,100 English/Spanish CARE applications.	April 17-18, 2004

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Orange County Senior Expo	Customer Assistance participated in the Orange County Senior Expo that took place at the Orange County Fairgrounds. Representatives from Customer Assistance had the chance to distribute our new Senior brochures. They distributed 2,100 English Senior CAP brochures and 2,100 CARE applications.	April 16-17, 2004
Banner Health Fair – West Covina	Public Affairs of Inland Empire participated in the Banner Health Fair in West Covina and distributed around 500 English/Spanish CARE applications.	April 17, 2004
Earth Day at the Santa Monica Promenade	Mass Markets participated in Earth Day at the Santa Monica Pier. Information regarding all Customer Assistance programs was distributed to those in attendance. Distributed 300 English and 200 Spanish CAP brochures and 300 English/Spanish CARE applications.	April 17, 2004
Paint Your Heart Out Santa Ana	Established an association with Paint Your Heart Santa Ana via Orange Coast Public Affairs. Public Affairs, Customer Assistance and PYHOSA agreed that PYHOSA would pass on information on Customer Assistance programs to the people they are signing up on their program. The Gas Company would work to qualify people on CARE and DAP before the date of housing painting. Supplied PYHOSA with 200 English/Spanish CARE applications, 100 Medical Baseline flyers, 150 DAP interest cards, 100 English and 100 Spanish Senior CAP brochures.	April 14, 2004

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Transitional Assistance Department – San Bernardino	Public Affairs of Inland Empire and Customer Assistance met with the Transitional Assistance Department of San Bernardino to discuss an association and resulted in The Gas Company supplying them with 7,200 English and Spanish Senior CAP brochures.	April 13, 2004
City of Los Angeles (Department of Aging)	Public Affairs in Inland Empire and Customer Assistance met with the San Bernardino County Department of Aging to discuss an association. Resulted in The Gas Company supplying them with 9,000 English and Spanish Senior CAP brochures, 4,200 English/Spanish CARE applications, 30 CARE/DAP counter tops, and 1,500 additional CARE applications for CARE/DAP counter tops.	April 13, 2004
CARECEN	Strategy and Outreach conducted a workshop to 7 of their outreach workers. The workshop reviewed all programs and services offered by The Gas Company and Customer Assistance. Supplied them with 400 English/Spanish CARE applications, 3 DAP/CARE counter POPs, and 400 Spanish CAP brochures.	April 13, 2004

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Media Initiative	Summary	Timeline
City of Los Angeles (Department of Aging)	Customer Assistance and City Public Affairs met with Department of Aging, City of Los Angeles to discuss an association with The Gas Company and The Department of Aging. Resulted in a possible pilot of The Gas Company's Senior Watch that will be reinstated, training the department's CARE manager's from their 16 sites and participating in a June Senior event.	April 12, 2004
Garden Grove Safety Fair	Public Affairs of Orange Coast participated in the Garden Grove Safety Fair by overseeing a table and distributed 10 English/Spanish CARE applications and 10 English Customer Assistance brochures.	April 4, 2004
Auxiliary of Charles Drew Medical Society	Public Affairs of Pacific Region spoke with 18 members of the Charles Drew Medical Society and distributed Senior Customer Assistance brochures and Medical Baseline flyers.	April 3, 2004
Operation Hope (Maywood Hope Center)	Operation Hope, an association made through community relations, has been distributing CAP brochures and CARE applications through their homebuyer's seminars. Distributed 35 CAP brochures and CARE applications.	April 2-30, 2004

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Media Initiative	Summary	Timeline
Operation Hope (Watts Hope Center)	Operation Hope, an association made through community relations, has been distributing CAP brochures and CARE applications through their homebuyer's, small business and credit seminars and distributed 115 CAP brochures and CARE applications.	April 2-30, 2004
Operation Hope	Customer Assistance attended Operation Hopes monthly staff meeting to review Customer Assistance programs with the representatives from their various sites. Representatives agreed to distribute CARE applications and CAP brochures to those in attendance of the various seminars they conduct and Gas Co. provided them with 1,000 English, 500 Spanish, 200 Chinese, and 200 Korean CAP brochures. Also, provided them with 600 English/Spanish, 200 Korean and 200 Chinese CARE applications.	April 2, 2004
Senior News Today	Customer Assistance placed a four-color back page ad on Customer Assistance programs in the Senior News Today newspaper. There is an approximate distribution of 30,000.	April 1-17, 2004
Field Operations Bases - Fontana Base	SoCalGas Field Service Technicians continue to distribute Customer Assistance field brochures as they identify customers who may benefit from programs. Provided them with 2,200 field customer assistance brochures.	April 1-30, 2004

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Media Initiative	Summary	Timeline
Branch Payment Offices – Holly, Baldwin Hills, Visalia, San Fernando, Wilmington, Baldwin Hills, Van Nuys, and Covina	SoCalGas Branch Payment offices continue to distribute Customer Assistance brochures at customers' request and provided them 850 English and 850 Spanish Customer Assistance Brochures.	April 1-30, 2004
Orange County's United Way	Public Affairs and Strategy & Outreach met with the Director of Community Relations at Orange County's United Way. In the meeting Customer Assistance programs were discussed, along with the agenda of performing a workshop to all organizations affiliated with OCUW's "Keeping Kids on Track" program. Also discussed was incorporating program information in the financial literacy workshops included in their Somos Familias program with a pending date of June 3rd for workshop to approximately 75 OCUW affiliated organizations.	March 22, 2004
NAS Lemoore Air Show Event	Strategy & Outreach assisted Northern Region Public Affairs with manning a booth at the NAS Lemoore Air Show. CARE capitation contractor, Visalia Emergency Aid Council also manned booth. Information on Customer Assistance programs and CARE, including 1,200 English and 1,300 Spanish CAP brochures, 1,200 CARE applications and 100 military brochures were distributed.	March 19-20, 2004

Media Initiative	Summary	Timeline
Celebrating Educational Opportunities for Hispanic Students Conference Event	Strategy & Outreach attended the Celebrating Educational Opportunities for Hispanic Students Conference in San Diego. Attendees of this conference were superintendents and School Board Members of California, Arizona, Texas, and New Mexico. Strategy and Outreach was able to distribute information on Customer Assistance programs and make contacts with key school board members and superintendents. Interacted with 300 attendees of the conference and distributed approximately 150-200 packets that included CAP brochures and CARE applications.	March 19-20, 2004
La Verne's Community Senior Services	Strategy & Outreach along with Public Affairs in Inland Empire discussed key opportunities for senior outreach by leveraging their association. This includes referrals in Senior Helpline, Customer Assistance link to their website, presentations to the Senior Site Council from various centers, luncheon sponsorships, and program promotions to fifteen cities through their monthly and quarterly newsletters. On-going association was agreed upon to promote all Customer Assistance programs.	March 18, 2004

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Media Initiative	Summary	Timeline
Los Angeles Unified School District – Arlington Heights Elementary School Event	SoCalGas provided Customer Assistance information, including 250 English Customers Assistance brochures and 250 CARE applications for the Arlington Heights Elementary School Parents Resource Fair. An estimated 250 low-income families attended this resource fair in Southern Los Angeles to attain information on the various programs and services provided within the community	March 17, 2004
Maternal Outreach Management System Event	Public Affairs in the Orange Coast region provided 500 English/Spanish flyers (ad), which promote all Customer Assistance programs; this non-profit is distributing to their families (primarily low-income Hispanics).	March 17, 2004
San Bernardino's Department of Aging	Strategy & Outreach along with Public Affairs in Inland Empire proposed an association for co-sponsorship of the Senior Olympics and Senior Health Fair, promotion of our programs at their offices and neighboring cities, and participation in quarterly and monthly meetings. They agreed to assist with staffing, volunteers, events and luncheon meeting requirements. On-going association was agreed upon to promote all Customer Assistance programs.	March 16, 2004

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Media Initiative	Summary	Timeline
City of Banning (First Annual Housing Fair) Event	Representatives from Customer Assistance Strategy & Outreach manned a table at the First Annual Housing Fair in Banning. Representatives had the opportunity to have one-to-one discussion with members of the community on Customer Assistance programs. Also, a workshop was given to review the qualifications of programs and answer any other questions regarding the programs. Distributed 200 English CAP brochures, 100 Spanish CAP brochures and 300 CARE applications.	March 13, 2004
Kawanis of Chino, Chino Community Center Event	Public Affairs presented information on Customer Assistance programs and CARE program and distributed 40 CARE applications.	March 11, 2004
The Press-Enterprise	The Press-Enterprise in San Bernardino and Riverside Counties featured a story on conducting DAP weatherization in a customer's home. Also, mentioned in the story was information on CARE's 20% rate discount. Story reached approximately 169,049 in both counties.	March 10, 2004
Western Region Asian Pacific Agency Event	Pacific Region Public Affairs spoke to the Western Region Asian Pacific Agency on Customer Assistance programs and provided the agency with 500 English, 250 Chinese, 100 Vietnamese, 100 Korean, and 100 Spanish Customer Assistance Programs.	March 8, 2004

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Media Initiative	Summary	Timeline
San Bernardino's Transitional Assistance Department	Strategy & Outreach along with Public Affairs in Inland Empire met with San Bernardino's Transitional Assistance Department. In the meeting they agreed to provide key statistics to help promote Medical Baseline to seniors, American Indians and schools by utilizing their database of 100,000 medical recipients. This information will enable a comparison of our gap eligibility findings to their documentation. Strategy & Outreach plan to provide twenty facilities in San Bernardino County with Customer Assistance posters, application forms and brochures, including Yucca, Redlands, Barstow, Hesperia, Fontana, Needles, Ontario, Victorville, Colton, Rancho, Cucamonga, Adelanto and Twenty-Nine Palms. 20 Facilities mentioned will be sent CARE posters and applications and brochures on other Customer Assistance brochures.	March 8, 2004
Los Angeles Marathon (Finishline Festival) – Event	The Gas Company sponsored this year's LA Marathon Finishline Festival. Representatives were on site to assist runners and spectators at the finish line. Also, representatives distributed information and 300 CAP brochures on programs and services offered by The Gas Company.	March 7, 2004
Educator Enrichment Day, La Mirada High School – Event	Public Affairs in Orange Coast region attended the event and manned an information table for schoolteachers from So Cal, especially Southeast Los Angeles County with an emphasis to teachers that this could be shared with students in low-income areas. Distributed 50 CARE applications.	March 6, 2004

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Media Initiative	Summary	Timeline
Branch Payment Offices – Covina and San Bernardino	SoCalGas Branch Payment offices continue to distribute Customer Assistance brochures at customers' request. Provided 600 English 500 Spanish Customer Assistance Brochures.	March 1-31, 2004
Firestorms 2003 Presentation	Orange Coast Public Affairs attended the Firestorm 2003 Presentation, where information on customer assistance programs was distributed, particularly CARE information, and 20 CARE applications were distributed.	February 26, 2004
Barnsdale Neighborhood Association Meeting (East Hollywood)	Pacific Region Public Affairs presented Customer Assistance programs to members of the Barnsdale Neighborhood Association Meeting. Majority of those in attendance were senior citizens interested in learning more about the programs. Distributed 20 English CAP brochures.	February 19, 2004
Asian Business Coalition Mixer	Orange Coast Region Public Affairs Managers attended the Asian Business Coalition Mixer at the Energy Resource Center in Downey. SoCalGas Energy Programs gave a presentation, which reviewed the CARE program, to both Orange County and Los Angeles Asian Business Association chapters. Provided information on Customer Assistance brochures, energy efficiency information, and distributed 100 English Customer Assistance brochures.	February 18, 2004

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Media Initiative	Summary	Timeline
Orange County's United Way Agencies In Action Meeting	Public Affairs in Orange Coast and SoCalGas Strategy & Outreach attended the bi-monthly meeting with agencies affiliated with Orange County's United Way. Agencies in attendance included Senior Meals and Services, Inc., Boys and Girls Club of Tustin, and other agencies. SoCalGas was given the opportunity to discuss customer assistance programs to the various agencies in attendance, and distributed 30 Customer Assistance brochures.	February 5, 2004
Foothill Presbyterian Hospital Senior Fair	SoCalGas manned a table at the Foothill Presbyterian Hospital Senior Fair in Glendora, and distributed 300 English and 100 Spanish Senior Customer Assistance brochures and 400 CARE applications.	February 5, 2004
SoCalGas Customer Correspondence	SoCalGas provided Customer Correspondence with Customer Assistance brochures to distribute as customers request them via the customer contact center. Provided 1,000 English and 1,700 Spanish Customer Assistance Brochures.	February 4, 2004
Lincoln Juarez Center	Orange Coast Public Affairs visited the Lincoln Juarez Center in Santa Ana to discuss Customer Assistance programs and services. And distributed 100 English and 100 Spanish CAP brochures, and 50 CARE applications.	February 2, 2004

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Media Initiative	Summary	Timeline
Branch Payment Offices – Hollywood, Bellflower, Riverside, Huntington Park, Watts, Monrovia, Lancaster, Santa Maria, San Dimas, San Pedro, and Pasadena	SoCalGas Branch Payment offices continue to distribute Customer Assistance brochures at customers' request. Provided English, 900 Spanish, 100 Chinese, 100 Vietnamese, and 100 Korean Customer Assistance Brochures.	February 1-28, 2004
CARE Program Bill Insert	During the month of January, all qualified non-CARE customers received a bill insert and a bill message that provided information about the CARE program in English and Spanish.	January 2004
Arcadia Chamber Business Expo	Inland Empire Public Affairs participated in the Arcadia Chamber Business Expo. Information regarding customer assistance programs and roughly 500 Customer Assistance brochures were distributed to those in attendance.	January 31, 2004
Asian Lantern Festival – Monterrey Park	SoCalGas participated in the annual Asian Lantern Festival in Monterrey Park, which reached approximately 80,000 Asian American customers through out Southern California. Distributed approximately 4,400 Asian language CARE and Customer Assistance brochures in Chinese, Vietnamese and Korean.	January 31 – February 1, 2004

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Media Initiative	Summary	Timeline
Rancho Fullerton Mobile Home Park	Orange Coast Public Affairs conducted a presentation to residents of the Rancho Fullerton Mobile Home Park and discussed information on energy efficiency and customer assistance programs. They distributed 80 CARE applications in English	January 28, 2004
Customer Service Contact Center	SoCalGas provided Redlands Customer Service Contact Center with 3,400 English and 3,400 Spanish customer assistance brochures. Brochures will be mailed to customers who request information on Customer Assistance programs.	January 21, 2004
Asian American Expo – Pomona Fairplex	SoCalGas participated in the annual Asian American Expo at the Pomona Fairplex, which reaches approximately 100,000 Asian American customers through out Southern California. Distributed 10,000 Asian language CARE and Customer Assistance brochures in Chinese, Vietnamese and Korean.	January 17-18, 2004
Branch Payment Offices – Lancaster, Porterville, Oxnard, Baldwin Hills, and Compton	SoCalGas Branch Payment offices continue to distribute Customer Assistance brochures at customer's request, and provided 600 English and 500 Spanish Customer Assistance Brochures.	January 1-31, 2004

ATTACHMENT C

Letter Agreement CSD Leveraging Report

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May 10, 2000

Mr. Timothy Dayonot

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

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

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

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

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

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

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

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

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

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

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AGREED TO:

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

Donna Jones-Moore
Manager, Mass Markets
Southern California Gas

Dated: _____

Dated: _____

Southern California Gas
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Leveraging Funds
SoCalGas CARE Participation Discounts

Month	Gas Discount	Electric Discount	Total Discount	Total Participants
Oct – 2003	\$4,364,806	\$	\$4,364,806	947,017
Nov – 2003	\$5,937,263	\$	\$5,937,263	958,834
Dec – 2003	\$8,945,309	\$	\$8,945,309	957,602
Jan – 2004	\$9,067,095	\$	\$9,067,095	958,581
Feb – 2004	\$9,316,503	\$	\$9,316,503	972,411
Mar – 2004	\$4,365,814	\$	\$4,365,814	990,800
Apr – 2004	\$5,210,887	\$	\$5,210,887	1,004,906
May – 2004	\$5,951,658	\$	\$5,951,658	1,013,235
Jun – 2004	\$5,405,840	\$	\$5,405,840	1,024,614
Jul – 2004	\$4,684,903	\$	\$4,684,903	1,025,291
Aug – 2004	\$4,353,093	\$	\$4,353,093	1,030,700
Sep 2004	\$3,935,267	\$	\$3,935,267	1,040,907
Grand Total	\$71,538,436	\$	\$71,538,436	*

*The September 2004 figure is reported as the total number of CARE participants therefore a grand total of participants are not needed.

Utility Bill Assistance
SoCalGas Gas Assistance Fund

Month	SoCal GAF Payment	Participants	Grant Funds*	Participants
Oct – 2003				
Nov – 2003				
Dec – 2003				
Jan – 2004				
Feb – 2004	\$42,457.81	548		
Mar – 2004	\$187,001.03	2,585	\$164,476.38	2,052
Apr – 2004	\$155,323.04	2,081	\$156,641.37	1,960
May – 2004	\$42,324.39	604	\$84,893.12	1,094
Jun – 2004	\$977.62	13		
Jul – 2004				
Aug – 2004				
Sep 2004				
Grand Total	\$428,083.89	5,060	\$406,893.12	5,105

*In addition to assistance provided through SoCalGas' GAF program, United Way of Greater Los Angeles received \$406,893.12 in a special grant for income-qualified utility customers, distributed thru the United Way Utility Assistance Program to help SoCalGas' customers.