

PUBLIC UTILITIES COMMISSION

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March 3, 2010

Advice Letter 4067

Ronald van der Leeden, Director
Rates, Revenues and Tariffs
555 W. Fifth Street, GT14D6
Los Angeles, CA 90013-1011

Subject: Request Authorization to Establish a Capitation Fee for Outreach to Potential Low Income Energy Efficiency Program Customers with Limited English Proficiency, Elderly, or Disabled and who are Successfully Enrolled in the Program

Dear Mr. van der Leeden:

Advice Letter 4067 is effective February 25, 2010.

Sincerely,

A handwritten signature in blue ink that reads "Julie A. Fitch".

Julie A. Fitch, Director
Energy Division



Ronald van der Leeden
Director
Rates, Revenues and Tariffs

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January 26, 2010

Advice No. 4067
(U 904 G)

Public Utilities Commission of the State of California

Subject: Request Authorization to Establish a Capitation Fee for Outreach to Potential Low Income Energy Efficiency Program Customers with Limited English Proficiency, Elderly, or Disabled and Who Are Successfully Enrolled in the Program

Purpose

Southern California Gas Company (SoCalGas) requests California Public Utilities Commission (Commission) authorization to pay Community-based Organizations (CBOs) a capitation fee¹ for conducting outreach and generating referrals on behalf of their clients with Limited English Proficiency (LEP), who have a hearing or visual disability, and/or are elderly to SoCalGas' Low Income Energy Efficiency Program (LIEE). SoCalGas' request is based on its need to reach potential LIEE-qualified households that do not respond to traditional LIEE outreach efforts, such as direct mail, because they are linguistically isolated, or because they require specialized assistance due to a hearing or visual impairment.²

By utilizing CBOs that work with the local immigrant populations, the elderly, and the hearing and visually impaired, SoCalGas would be able to reach potential LIEE-eligible households that have low literacy, or who have limited English proficiency. SoCalGas requests this additional outreach opportunity to supplement traditional efforts and: 1) achieve the aggressive goals for treating LIEE-eligible households; 2) meet the Commission's programmatic initiative of treating *100% of LIEE-eligible and willing customers by 2020*³; and, 3) facilitate the achievement of the Commission's goal to increase disabled household enrollments to 15% of the new annual LIEE enrollments.⁴

¹ Decision (D.) 01-05-033 (at pages 44-45), defines the term "capitation fee" as a fee paid by the energy utilities to reimburse organizations the incremental costs they incur for enrolling eligible CARE participants.

² Linguistic isolation is defined as a household in which no member 14 years or older speaks English "very well."

³ D.07-12-051.

⁴ D.08-11-031, Ordering Paragraph 29.

SoCalGas provides the following information to support its request for authorization to pay a "capitation fee" to CBOs for their assistance in facilitating the enrollment of LEP, disabled, and senior customers into the LIEE program.⁵

Background

CARE (California Alternate Rates for Energy) Capitation

In D.01-05-033, the Commission recognized that organizations that provide low income clients with non-CARE services can also provide valuable outreach services for the CARE program by assisting clients in filling out CARE application forms. Because the funding these CBOs receive from federal and state agencies must be used for specific purposes, the CBOs cannot use federal and state funding to subsidize other activities for which the funds were not intended. The Commission acknowledged in D.01-05-33 that CBOs needed to be adequately compensated for the time they spend helping their clients fill out CARE applications in conjunction with their other activities. The Commission concluded that energy utilities should be given the latitude to contract with different entities at varying levels of capitation fees based on the utilities' assessment of the costs of adding CARE enrollments in the CARE program⁶ and authorized the energy utilities to negotiate capitation fees of up to \$12.00 per eligible enrollment in the CARE program.⁷

The existing CARE capitation fee is intended to fund the community agency's incremental costs for helping clients complete the CARE application form as it assists its clients with other services provided by the agency. D.01-05-033 also held that this fee "would only go to those organizations which are not otherwise required or reimbursed for such services (e.g., not to LIEE contractors)."⁸ The Commission determined that "organizations that provide low-income clients with non-CARE services can also provide valuable outreach services for the CARE program by assisting clients fill out the CARE application as an adjunct to the organization's other daily activities."⁹

Telecommunications Industry Efforts to Assist LEP Telephone Customers

In 2006, the Commission staff issued a report entitled *Challenges Facing Consumers with Limited English Skills in the Rapidly Changing Telecommunications Marketplace (Telecommunications Report)*.¹⁰ In relation to LEP and literacy, the *Telecommunications Report* found that:^{11, 12}

⁵ Attachment A of Disability Rights Advocates' Opening Comments on the draft decision in Application (A.) 08-050022, et. al. included its report on Effective Outreach to Persons with Disabilities, updated June 2007 which also provides information on the challenges of communicating with persons with disabilities.

⁶ D.01-05-033, Findings of Fact 22 and 23.

⁷ D.06-12-038 authorized utilities to increase the capitation fee to a maximum of \$15.00 per eligible CARE enrollment.

⁸ D.01-05-033 at 45.

⁹ D.01-05-033, at 44.

¹⁰ In D.06-03-013, the Commission directed Commission Staff to perform a study of the special needs and challenges faced by California telecommunications consumers with Limited English proficiency. The Commission contemplated that results from the report would serve as both a

- California ranks at the top, worldwide, with Californians speaking between 179 and 220 languages according to different popular sources and reports.
- Dialects, regionalisms, and other variations create unique challenges for the delivery of every kind of service in languages other than English.
- Migrant populations in California are unique in their consumer, educational, and other needs and characteristics and are a population that is highly difficult to measure and track.
- A linguistically isolated household in the U.S. Census refers to spoken English and not to literacy and is a strong predictor of the need for language assistance for adult members of the household.
- One-quarter of Asian and Latino households are linguistically isolated in comparison to 10 percent of all households in the state. While younger, school-aged populations are learning English, often their parents, guardians, and families do not learn English for a variety of reasons.
- There may be a correlation in some populations between linguistic isolation and low literacy even in the primary language (though detailed information on literacy levels is not available to document this). If this is the case, it may be appropriate to target linguistically isolated populations using oral outreach such as radio, television, and other means for reaching low literacy populations.

In January 2007, the Commission instituted Rulemaking 07-01-021 (Rulemaking) to consider ways to improve services to California telecommunication consumers who do not read or speak English fluently, and to focus on ways of consumer protection for telecommunications customers who have LEP. Three Commission decisions resulted from the Rulemaking. A Phase I decision, D.07-07-063, addressed the needs of telecommunications consumers who have LEP and adopted several rules to improve services to California's telecommunications consumers who do not speak English fluently. D.07-07-063 acknowledged that Commission received appropriations earmarked to fund CBOs to assist the Commission and directed Commission Staff to design a program that

"short-term" action document, with respect to potential new rules and education and enforcement programs, as well as a "longer-term" reference document.

¹¹ The *Telecommunications Report* included recommendations on several action items for establish rules to provide appropriate telecommunication consumer protection while allowing flexibility for the varied circumstances for telecommunication carriers (such as size, geographic and demographic characteristics of the population served, and services offered).

¹² Similar data regarding LEP customers served by California's energy utilities can be found in the Commission's Phase II Low Income *Needs Assessment Report (Needs Assessment)*, which was designed to assist the Commission determine whether the CARE and LIEE programs, administered by California's Investor-owned Utilities (IOUs), were meeting the needs of California's low income energy utility customers. The *Needs Assessment* identified the following barriers to low income customers' willingness to participate in the CARE and LIEE programs: 1) Lack of awareness and misunderstanding of the program eligibility criteria and benefits; 2) Language; 3) Fear (distrust among elderly, immigrant residency issues); 4) Welfare stigma and reluctance to accept aid; and, 5) Customers' misconceptions regarding the application and participation processes.

integrates CBOs in its outreach, education, and compliance resolution process **including a process to compensate CBOs for their efforts.**¹³

A Phase II decision, D.08-10-016, further developed in-language marketing rules by resolving issues concerning the tracking and reporting LEP consumer complaints and language preference; fraud notification to LEP consumers and fraud reporting to the Commission; and, market trials in non-English languages. D.08-10-016 acknowledged that its efforts to incorporate CBOs into the Commission's education, complaint resolution, and outreach efforts was well underway and stated that it was encouraged by the telephone carriers' continued commitment to supporting these efforts. D.08-10-016 also reported that it has issued a Request for Proposal to retain an entity to create, operate, and manage a program to manage a statewide network of CBOs to facilitate outreach and to further telecommunications education and complaint resolution to LEP consumers statewide.¹⁴ Findings of Fact 45 of D.08-10-016 also determined that "utilizing CBOs that serve LEP consumers, whose primary languages include, but are not limited to, Spanish, Chinese, Korean, Vietnamese, Tagalog, Thai, Hmong, Arabic, Farsi, Khmer, Armenian, and Russian, is a more effective way to reach LEP consumers than relying on carriers to educate LEP consumers."

LEP Among the Deaf Community

The Disability Rights Advocates Report on Effective Outreach to Persons with Disabilities states that American Sign Language is the primary language of persons who have been deaf since birth and English is their second language.¹⁵ Consequently, according to the report, illiteracy rates are higher for the deaf population. Also, many people who are born deaf have some difficulty reading English. Therefore, in order to successfully increase LIEE enrollment among the deaf community, SoCalGas will need to work with CBOs that serve the deaf and to compensate them for their efforts.

Conclusion

Based on the facts presented above, it is believed that there is sufficient evidence to support SoCalGas' request to compensate organizations who serve LEP low income, disabled, and elderly customers to educate their clients about the LIEE program and refer those clients who appear to be eligible to SoCalGas so that they can receive LIEE services. As discussed further below, SoCalGas' request does not circumvent Commission directives from D.08-12-031 program for conducting LIEE program outreach, such as the *Whole Neighborhood Approach*, and contains provisions for the agency

¹³ D.07-07-043, Ordering Paragraph 13.

¹⁴ The Telecommunications Education and Assistance Program (TEAM) was developed to address issues identified in the Commission's Rulemaking 07-01-021 to improve services to customers with limited English proficiency. Self-Help for the Elderly is the lead organization for a statewide coalition of Community-Based Organizations representing diverse populations in California. TEAM consists of 28 CBOs in California serving telecommunications consumers in 23 different languages.

¹⁵ Attachment A. of Disability Rights Advocates' Opening Comments on the Draft Decision in A.08-05-022, et. al, included its report on Effective Outreach to Persons with Disabilities, updated June 2007 which also provides information on the challenges of communicating with persons with disabilities.

referrals to identify those LEP and disabled clients who would qualify for the LIEE program through categorical enrollment. SoCalGas has provided a draft of the form that would be used by agencies to refer their LEP and disabled clients to its LIEE program in Attachment B.

Request

SoCalGas respectfully requests authorization to pay a “capitation fee” to outreach organizations/agencies whose clients have LEP or who are a visually or hearing impaired, or are elderly for their services in: 1) providing information about the LIEE program; 2) explaining the program’s requirements; 3) determining eligibility; and 4) referring them to the LIEE program by completing a “lead sheet.” As proposed, the community agency will explain the LIEE program to its clients to help overcome barriers to enrollment due to their LEP, fear, lack of awareness, welfare stigma, or confusion about the enrollment process. In addition, the community agency will predetermine their clients’ eligibility for LIEE either through categorical eligibility¹⁶ or through income documents provided to the agency used to determine their eligibility for other programs offered by the agency. Similar to the CARE capitation requirements, SoCalGas will only reimburse the agency for its incremental costs of performing this service that results in the enrollment of a qualified customer into the LIEE program. For illustrative purposes, SoCalGas has provided flow charts comparing the steps necessary to enroll customers in the CARE and LIEE programs in Attachment C.

Benefits

Various CBOs provide a variety of services to low income clients including, but not limited to, emergency food and clothing, shelter and housing, health services, family counseling, and financial counseling. As proposed, the various CBOs when working with their clients would also provide information about the LIEE program and the potential benefits that could be realized from participating in the program (i.e., increased knowledge about energy usage, replacement/repair of appliances and equipment and reduction in their monthly utility bill). Agency clients who have LEP, who are disabled, or are elderly may not have heard about the LIEE program until it is discussed with them by the agency. The agency can assist SoCalGas to overcome many of the barriers (such as language, trust, and fear) identified in the *Needs Assessment Report* and the *Telecommunications Report* to enrollment because they can assist the client to understand the program’s eligibility requirements and how the LIEE program can help them better manage their energy bills. Specifically, the agency would be able to prequalify customer eligibility based on the income requirements¹⁷ determined by the Commission, explain the LIEE program to their client, and assist them in completing a lead sheet.

¹⁶ To be categorically eligible for LIEE, customers must provide proof of enrollment in predetermined state or federally funded means-tested programs such as CalWorks, the Low Income Home Energy Assistance Program, Medi-Cal, Food Stamps, and the Women and Infant Children’s program.

¹⁷ Customers may be eligible to participate in the LIEE program under categorical eligibility if the Local, State, or Federal means-tested programs are at or below the income guidelines set forth by the Commission. In addition customers may be eligible to participate in the LIEE program through targeted self certification as authorized by the Commission.

The prime objective for the agency is to establish a familiarity with the LIEE program and increase the likelihood the customer will be receptive to a contractor visiting the customer's home to complete the enrollment and an assessment. The information obtained from the agency will be provided to the contractor participating in SoCalGas' LIEE program. The LIEE contractor will schedule an appointment with the income-eligible customer at their home to obtain the required enrollment documentation and to conduct an assessment of the measures that may be installed in the home. If the agency has predetermined that the customer can categorically qualify for LIEE, no additional documentation will be sought by the contractor when conducting the on-site assessment. The activities to be undertaken by the community agency versus the LIEE contractor at the customer's residence are separate and distinct and therefore do not represent a duplication of services by either entity.

Once the lead is received from the agency, SoCalGas will determine if the customer resides in a neighborhood to be served by the *Whole Neighborhood Approach* or through a leveraging effort with a Low Income Home Energy Assistance Program (LIHEAP) agency, energy efficiency program, or with local government programs and will include them to the specific effort for customers to be served through those avenues. SoCalGas will then arrange to have its LIEE contractor set up an appointment with the customers to assess their home for LIEE measures and to provide in-home energy education.

In some cases, the community agency may also be a capitation contractor under SoCalGas' CARE program. Under the CARE program, customers self-certify that they meet the CARE program's eligibility criteria and are not required to provide proof of income before they are enrolled in the program. Post-enrollment verification is conducted on a random sample of customers enrolled in CARE including those customers enrolled in the program through a Capitation agency. If the CARE Capitation agency determines that the customer qualifies for CARE, they can simultaneously explain all aspects of the LIEE program to their client and, to the extent that the customer expresses an interest in participating in the LIEE program, the agency can complete the lead sheet. SoCalGas will work with existing CARE Capitation agencies to determine if it will be necessary to revise the fee paid to the agency to cover the incremental costs of completing the LIEE lead sheet.¹⁸

In D.08-11-031, the Commission established a goal for the Investor Owned Utilities (IOUs) to increase their disabled enrollments for the 2009-2011 program cycles such that customers with disabilities should comprise approximately 15% of the new enrollments. This decision permits the IOUs to count as disabled persons those who voluntarily describe themselves as having a disability; persons who have an observed disability such as mobility, vision, or hearing disability; and persons who use a TTY/TDD or request accessible formats of written materials. One of the challenges faced by SoCalGas' LIEE contractors when conducting LIEE outreach is determining whether or not there is

¹⁸ SoCalGas currently utilizes its CARE database to conduct outreach to potentially LIEE-eligible households. Because a portion of the potentially eligible LIEE customers must provide proof of income to qualify, SoCalGas waives LIEE income documentation requirements for those CARE customers who have provided income documentation through its post-enrollment verification process.

someone in the home who has a disability because they are unable to ask the customer and must rely on the customer to voluntarily provide the information. However, D.08-11-031 directs the IOUs to leverage their LIEE program outreach with CBOs that served the disabled community.¹⁹ Because the Commission has already determined that it is appropriate to compensate CBOs for their efforts in helping customers enroll in CARE and for their assistance to telecommunications customers, it is appropriate to also compensate these agencies for their efforts to assist LIEE-eligible clients enroll in the LIEE program.

Statewide Marketing, Education, and Outreach

SoCalGas' proposal to compensate CBOs to help their LEP, disabled, and elderly clients to enroll in the LIEE program is an effort to overcome the barriers to enrollment identified in the *Telecommunication and Needs Assessment Reports* as discussed in detail above. It is intended to work in concert with the objectives of the Commission's Statewide Marketing, Education, and Outreach (ME&O) program which will combine low income and general energy efficiency messages using a single program name, tagline targeted to all eligible communities. SoCalGas' proposal will focus on reaching LEP, disabled, and elderly customers, who typically don't respond to mass marketing messages, and will not duplicate or compete with the Statewide ME&O efforts.

Budget

SoCalGas proposes to incorporate the cost of compensating CBOs within its existing LIEE budget and does not request an increase to its 2010 - 2011 authorized in D.08-11-031. Instead, SoCalGas plans to utilize \$200,000 from its \$17.1 million in carryover funds from 2008 for this enrollment effort and does not propose to reallocate from any other LIEE cost category.²⁰ The estimated budget is based on an estimated cost of \$10.00 per qualified LIEE enrollment, which is slightly higher than the average fee of \$7.50 paid to CARE capitation agencies for each qualified CARE enrollment. The estimated cost of \$10.00 per LIEE enrollment assumes that an incremental fee will be paid to SoCalGas' existing CARE capitation agencies that serve LEP, disabled, and elderly clientele for the additional resources the agencies utilize to explain the LIEE program to their clientele and complete the LIEE referral form.

¹⁹ D.08-11-031, Ordering Paragraphs 29, 30, and 31.

²⁰ In. Ordering Paragraph 77 of D.08-11-031, the Commission authorized SoCalGas to utilize \$13 million of its unspent funds from prior years to offset rate impacts from its increased budget for 2009. The Commission also directed SoCalGas to set aside \$150,000 (authorized in D.06-12-038) in unspent funds from prior years to fund SoCalGas' portion of the 2010 Load Impact Evaluation. Therefore, there is a balance of \$3.9 million in carryover funds that is available to supplement SoCalGas' 2009-2011 program activity.

Estimated Number of LIEE Enrollments Generated Through Existing CARE Capitation Agencies Serving LEP, Disabled, and Elderly Clientele

Existing Capitation Contractors	2010	2011
Number of Leads	7,500	7,500
Estimated (Maximum) ²¹ Incremental Cost	\$75,000	\$75,000

SoCalGas will also work to expand its network of Capitation Contractors, especially those that serve LEP, disabled, and senior clients.

Estimated Number of LIEE Enrollments Generated Through New CARE Capitation Agencies Serving LEP, Disabled, and Elderly Clientele

New Capitation Contractors	2010	2011
Number of Leads	2,500	2,500
Estimated Incremental Cost	\$25,000	\$25,000

SoCalGas' goal will be to generate 10,000 leads in 2010; and 10,000 leads during 2011.

Estimated Number of LIEE Enrollments Generated Through Existing and New CARE Capitation Agencies Serving LEP, Disabled, and Elderly Clientele

Total Costs	2010	2011
Number of Leads	10,000	10,000
Estimated (Maximum) Incremental Cost	\$100,000	\$100,000

Reporting

On a monthly basis, SoCalGas proposes to include the activity generated by the CBOs in the narrative portion of its LIEE Monthly Report.²² The monthly report activity will include the number of enrollments and the incremental cost paid to the outreach organizations for their efforts to the LIEE program.

²¹ Incremental cost for LIEE lead will vary depending on existing CARE capitation fee offered to capitation agency.

²² In compliance with D.06-12-038, the CARE and LIEE Monthly Report is submitted in accordance with the reporting requirements set forth by the Commission's Energy Division and are submitted by the 21st of each month.

Protest

Anyone may protest this Advice Letter to the Commission. The protest must state the grounds upon which it is based, including such items as financial and service impact, and should be submitted expeditiously. The protest must be made in writing and must be received within 20 days of the date this Advice Letter. There is no restriction on who may file a protest. The address for mailing or delivering a protest to the Commission is:

CPUC Energy Division
Attn: Tariff Unit
505 Van Ness Avenue
San Francisco, CA 94102

Copies of the protest should also be sent via e-mail to the attention of both Maria Salinas (mas@cpuc.ca.gov) and Honesto Gatchalian (jnj@cpuc.ca.gov) of the Energy Division. A copy of the protest should also be sent via both e-mail and facsimile to the address shown below on the same date it is mailed or delivered to the Commission.

Attn: Sid Newsom
Tariff Manager - GT14D6
555 West Fifth Street
Los Angeles, CA 90013-1011
Facsimile No. (213) 244-4957
E-mail: snewsom@SempraUtilities.com

Effective Date

SoCalGas believes this Advice Letter is subject to Energy Division disposition and should be classified as Tier 2 (effective upon staff's approval) pursuant to GO 96-B. Therefore, SoCalGas respectfully requests that this filing become effective on February 25, 2010, which is 30 calendar days after the date filed.

Notice

A copy of this advice letter is being sent to the parties listed on Attachment A, which includes parties in A.08-05-025.

Ronald van der Leeden
Director
Rates, Revenues and Tariffs

Attachments

CALIFORNIA PUBLIC UTILITIES COMMISSION

ADVICE LETTER FILING SUMMARY ENERGY UTILITY

MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)

Company name/CPUC Utility No. **SOUTHERN CALIFORNIA GAS COMPANY (U 904G)**

Utility type:

ELC GAS
 PLC HEAT WATER

Contact Person: Sid Newsom

Phone #: (213) 244-2846

E-mail: SNewsom@semprautilities.com

EXPLANATION OF UTILITY TYPE

ELC = Electric GAS = Gas
PLC = Pipeline HEAT = Heat WATER = Water

(Date Filed/ Received Stamp by CPUC)

Advice Letter (AL) #: 4067

Subject of AL: Request Authorization to Establish a Capitation Fee for Outreach to Potential Low Income Energy Efficiency Program Customers with Limited English Proficiency, Elderly, or Disabled and Who Are Successfully Enrolled in the Program

Keywords (choose from CPUC listing): Preliminary Statement, Core, Compliance, CARE, LIEE

AL filing type: Monthly Quarterly Annual One-Time Other _____

If AL filed in compliance with a Commission order, indicate relevant Decision/Resolution #:

D08-11-031

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL N/A

Summarize differences between the AL and the prior withdrawn or rejected AL¹: N/A

Does AL request confidential treatment? If so, provide explanation: No

Resolution Required? Yes No

Tier Designation: 1 2 3

Requested effective date: February 25, 2010

No. of tariff sheets: 0

Estimated system annual revenue effect (%): N/A

Estimated system average rate effect (%): N/A

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).

Tariff schedules affected: N/A

Service affected and changes proposed¹: N/A

Pending advice letters that revise the same tariff sheets: N/A

Protests and all other correspondence regarding this AL are due no later than 20 days after the date of this filing, unless otherwise authorized by the Commission, and shall be sent to:

CPUC, Energy Division

Attention: Tariff Unit

505 Van Ness Ave.,

San Francisco, CA 94102

mas@cpuc.ca.gov and jnj@cpuc.ca.gov

Southern California Gas Company

Attention: Sid Newsom

555 West 5th Street, GT14D6

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¹ Discuss in AL if more space is needed.

ATTACHMENT A

Advice No. 4067

(See Attached Service List)

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ATTACHMENT B

SoCalGas Advice No. 4067

SoCalGas Direct Assistance Program Referral Form



DIRECT ASSISTANCE PROGRAM REFERRAL

1. Did the customer qualify for CARE?

If yes, fill out the reverse side of the referral form.
If unknown or if the customer did not qualify for CARE, review the information below.

There Are Two Ways To Qualify

If the customer or another person in the household receives benefits from any of these programs:

- Medicaid/Medi-Cal
- Healthy Families A & B
- Women, Infants, and Children Program (WIC)
- Temporary Assistance for Needy Families (TANF) or Tribal TANF
- Food Stamps/SNAP
- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- National School Lunch's FREE Lunch Program (NSL)
- Bureau of Indian Affairs General Assistance (BIA GA)
- Head Start Income Eligible - Tribal Only

OR

Total income for all persons in your household meets the Program income guidelines.

2. Fill out a Direct Assistance Program referral form for the customer and turn in to your office.

3. Or fill out the form for your customer online at <https://dmz.socalgas.com/forms/dap.html>.



What Happens Next...

After the lead is reviewed by The Gas Company staff for eligibility and it is determined that the home **has not been previously serviced** the following steps will occur:

- An approved DAP contractor will contact the interested customer to schedule a visit. During this visit the Outreach Specialist will verify customer's income eligibility and assess the home for feasible measures.
- If this home is eligible for services, the installation contractor will contact the customer to schedule an appointment.
- Depending on the work completed The Gas Company may also schedule an inspection of the home.

(See reverse for referral form.)

SOUTHERN CALIFORNIA GAS COMPANY
DIRECT ASSISTANCE PROGRAM
1-800-331-7593
www.socalgas.com/assistance/dap/

If the customer is interested in participating in the Direct Assistance Program, please complete the form below. Please print clearly.

Si el cliente está interesado en participar en el programa Asistencia Directa (DAP), sírvase llenar el siguiente formulario. Por favor escriba claramente con letra de molde.

Customer's Name Nombre del Cliente

Home Address Domicilio

Apartment/Space # Apartamento/Espacio #

If mobile home park, provide park name Si es un parque de casas móviles, proporcione el nombre del parque

City Ciudad

Zip Code Código postal

Daytime Telephone Teléfono durante el día

Alternate Telephone Teléfono alterno

\$

Total Yearly Gross Household Income Ingreso bruto total anual en el hogar

Number of Persons in Household Número de personas en el hogar

The customer currently receives benefits from the following program(s):

El cliente actualmente recibe beneficios del (de los) siguiente(s) programa(s):

- | | | | |
|---|--|--------------------------------------|---|
| <input type="checkbox"/> WIC | <input type="checkbox"/> LIHEAP | <input type="checkbox"/> Food Stamps | <input type="checkbox"/> Medi-Cal |
| <input type="checkbox"/> Healthy Families A&B | <input type="checkbox"/> TANF | <input type="checkbox"/> SSI | <input type="checkbox"/> NSL Free Lunch Program |
| <input type="checkbox"/> Head Start Income Eligible (Tribal Only) | <input type="checkbox"/> Bureau of Indian Affairs General Assistance | | |

The Gas Company Account Number Número de cuenta de The Gas Company

E-mail Address Correo electrónico

Primary Language Lengua primaria English Español Other _____

By providing the information above and signing this form, you are agreeing that a representative from Southern California Gas Company's third party contractor has permission to review the information and contact you to schedule an in-home qualification visit. If your household qualifies, the third party contractor will schedule an appointment to install recommended program measures.

Al proveer la información anterior y firmar este formulario, conviene usted en que un representante de un tercero contratista de Southern California Gas Company, tiene permiso de revisar la información y comunicarse con usted para programar una visita domiciliaria con objeto de ver si reúne los requisitos. Si su hogar califica, un contratista hará una cita para instalar las medidas que se recomienden del programa.

Customer Signature Firma del cliente

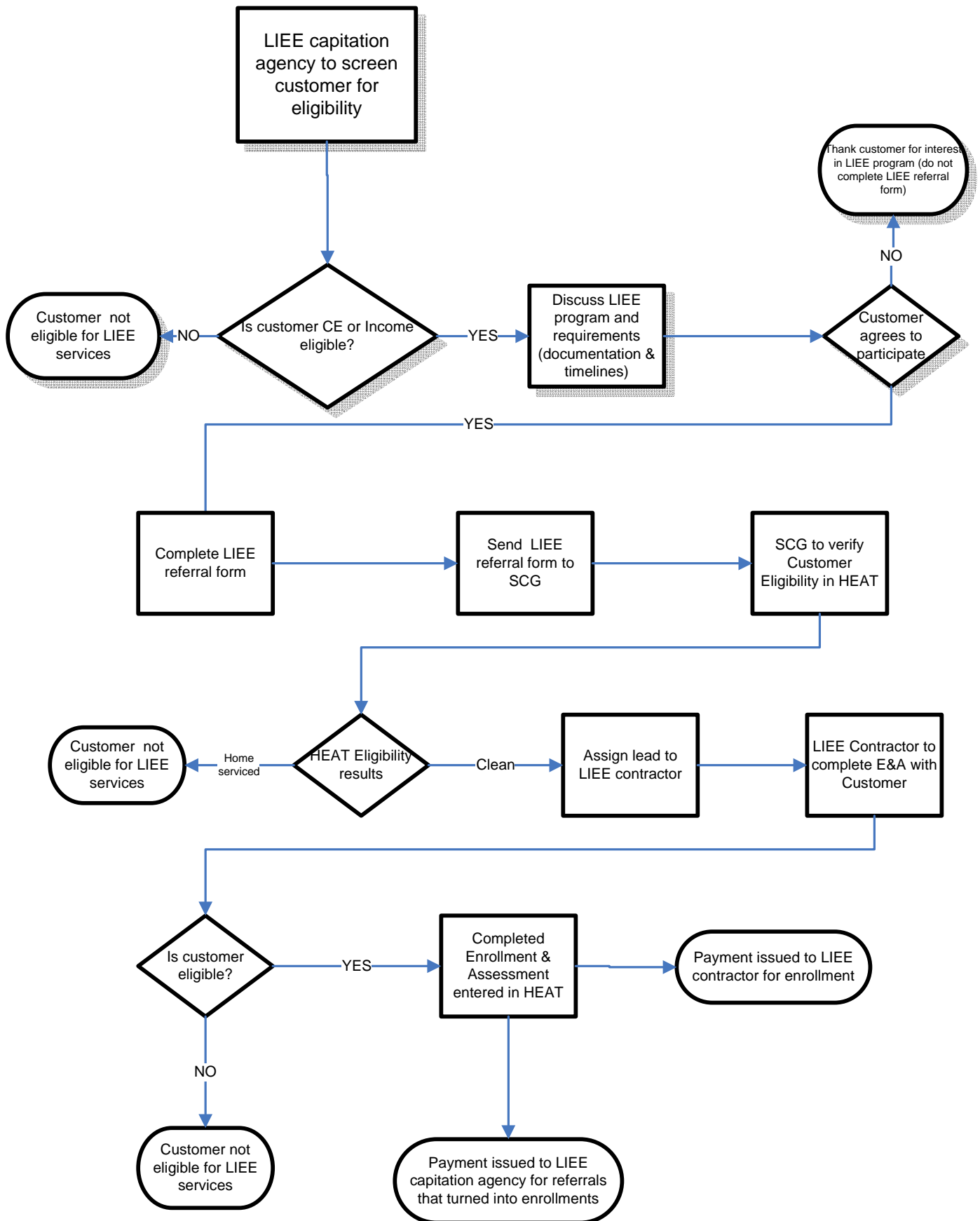
Date Fecha

ATTACHMENT C

SoCalGas Advice No. 4067

SoCalGas LIEE and CARE Capitation Fee Process Flowcharts

SCG LIEE Capitation Fee Process



SoCalGas CARE Capitation Fee Process

