



## *Nonresidential Services and Programs*

### **INTRODUCTION**

Southern California Gas Company (SoCalGas) is providing you with its Annual Notice. This Notice is intended to provide you with summary information about the programs, services, and rates available to you as a large core or noncore customer.<sup>1</sup> Should you have any questions about your service options, your Account Representative is available to assist, or you can call 1-800-GAS-2000. SoCalGas values your privacy. For more information, you may view our Privacy Notice and Policy at <http://www.socalgas.com/privacy-notice.shtml>.

SoCalGas delivers natural gas to residential, nonresidential, and wholesale customers. All residential customers are classified as core customers and receive the highest priority of service. Residential services, rates, and programs are outside the intended scope of this Notice. For information on residential services, please refer to <http://cuthelp.socalgas.com/> or call the Customer Contact Center at 1-877-238-0092.

The information presented in this Notice is organized in sections as follows:

- I. SERVICE CLASSIFICATIONS AND ELIGIBILITY
- II. CORE CUSTOMER RATE SCHEDULES AND SERVICE OPTIONS
- III. NONCORE CUSTOMER RATE SCHEDULES AND SERVICE OPTIONS
- IV. NONCORE CUSTOMER GAS PROCUREMENT
- V. OTHER SERVICES AND PROGRAMS
- VI. METERING OPTIONS
- VII. TRANSFER RULES
- VIII. CUSTOMER RESPONSIBILITIES
- IX. SAFETY INFORMATION

Nonresidential customers include: commercial and industrial, electric generation (EG), enhanced oil recovery (EOR), refinery, and natural gas vehicle (NGV). Wholesale customers are generally other gas utilities. Nonresidential customers are classified as core or noncore. The priority of service, rates, and service options applicable to core and noncore classes vary considerably and are determined by the customer's industry type and gas end-use and rules and tariffs approved by the

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<sup>1</sup> SoCalGas is providing this Annual Notice pursuant to California Public Utilities Commission Decision 86-12-010. Please consult SoCalGas' tariff rules and rate schedules for the most up-to-date and complete information.



California Public Utilities Commission (CPUC). SoCalGas provides service in accordance with its approved tariffs and rules under the regulation of the CPUC. Those tariffs and regulations can change from time to time. For your reference, current authorized tariffs can be found on SoCalGas' website at <http://socalgas.com/regulatory/tariffs/tariffs-rates.shtml>, while the rules can be found at <https://socalgas.com/regulatory/tariffs/tariffs-rules.shtml>; specifically Rule 23 pertains to priority of service.

## **I. SERVICE CLASSIFICATIONS AND ELIGIBILITY**

**Core Customer Classes:** Gas service to nonresidential core customers is divided into three general classifications.

### **Small Core Commercial/Industrial/NGV**

Eligibility: Average consumption does not exceed 20,800 therms<sup>2</sup> per active month during any 12 contiguous months within the most recent 24-month period.

Level of service: Priority 1 service, the highest priority

### **Large Core Commercial/Industrial/NGV**

Eligibility: Average consumption that equals or exceeds 20,800 therms per active month during any 12 contiguous months within the most recent 24-month period and elect to remain core customers.

Level of service: Priority 2A service, the second highest priority

### **Core EG<sup>3</sup> /EOR<sup>4</sup>/Refinery<sup>5</sup>**

Eligibility: Actual (or projected with verifiable documentation) average consumption of less than 20,800 therms per active month during any 12 contiguous months within the most recent 24-month period or customers with total electric generator capacity less than or equal to 1 megawatt (1,000 kilowatts), regardless of usage. The limit of 1 megawatt is based on verifiable system rated generating capacity at net continuous power output. *EOR and refinery customers with usage in excess of these levels may not elect core service and must take noncore service.*

Level of service: Priority 1 service, the highest priority

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<sup>2</sup> Therm is a unit of measurement for billing purposes, nominally 100,000 Btu.

<sup>3</sup> EG is the use of natural gas to generate electricity, either directly or indirectly, including natural gas used for cogeneration or solar electric generation projects.

<sup>4</sup> EOR is the use of natural gas to pressure, cycle, or inject a substance into a well for the purpose of increasing oil production from that well, specifically including natural gas used for cogeneration to promote these operations.

<sup>5</sup> Refinery includes: (1) Establishments primarily engaged in producing gasoline, kerosene, distillate fuel oils, residual fuel oils, and lubricants, through fractionation or straight distillation of crude oil, redistillation of unfinished petroleum derivative, cracking, or other processes. Establishments of this industry also produce aliphatic and aromatic chemicals as byproducts, and (2) Establishments primarily engaged in hydrogen manufacturing for sale in compressed, liquid, and solid forms.

**Noncore Customer Class:** Gas service to noncore commercial/industrial customers is received at a lower priority of service compared to core customers. Noncore rates, however, are usually lower than core rates.

Eligibility: Actual (or projected with verifiable documentation) average usage equal to or exceeding 20,800 therms per active month during any 12 contiguous months within the most recent 24-month period. All EG, EOR, and refinery customers are eligible for noncore service, regardless of usage. NGV usage is not eligible for noncore rates.

## **II. CORE CUSTOMER RATE SCHEDULES AND SERVICE OPTIONS**

Core commercial/industrial customers are subject to a customer charge and a declining block rate structure. See Rate GN-10 and Rate GT-10 within Rate Schedule G-10. Core customers automatically receive bundled **Core Sales** service if the customer selects no other option. This is a bundled service where SoCalGas performs all necessary functions (procurement, scheduling, transportation, and balancing) to deliver gas to the customer's facility.

EG, EOR, and refinery customers whose average monthly usage meets the eligibility standards referenced above are eligible to elect core service under Rate GN-10 or Rate GT-10 within Rate Schedule G-10 for 100 percent of their EG, EOR, or refinery load. Customers electing core service for their EG, EOR, or refinery load must continue to meet the core usage criteria at all times, or they will be placed on an appropriate noncore service rate schedule. An exception to this rule is EG customers with total electric generator capacity less than or equal to 1 megawatt (1,000 kilowatts). EG customers with generating capacity up to 1 megawatt, regardless of usage, are eligible to elect core service. The limit of 1 megawatt is based on verifiable system rated generating capacity at net continuous power output.

As an alternative to receiving **Core Sales** service as described above, core customers, if eligible, may select from the following options:

**Core Aggregation Transportation (CAT):** A core customer may contract with a Core Transport Agent (CTA) to perform all necessary functions (procurement, scheduling, transportation, and balancing). The CTA is responsible for delivering the customer's gas supplies into the SoCalGas system. SoCalGas will accept gas delivered on the customer's behalf and transport it to the customer's facility. To enter the CAT program, customers are required to select a CTA. See Rate GT-10 within Rate Schedule G-10.



## *Nonresidential Services and Programs*

### *Page 4*

For a list of participating CTAs, visit our website at <https://www.socalgas.com/for-your-business/energy-market-services/gas-suppliers-for-noncore-customers>.

**Gas Cooling:** Core commercial and industrial customers with high-efficiency gas cooling absorption chillers may elect this rate. See Rate Schedule G-AC and Rule 19.

**Gas Engine Water Pumping:** Core customers that use natural gas engines for water pumping in agricultural, agricultural-related, or municipal water pumping applications may elect this rate. See Rate Schedule G-EN and Rules 1 and 19.

**Natural Gas Vehicles:** Customers that operate natural gas fueled motor vehicles will be served under a core rate which requires separate metering from other gas uses the customer may have<sup>6</sup>. *Usage for NGV is not eligible for noncore rates.* See Rate Schedule G-NGV and Rules 1 and 23.

### **III. NONCORE CUSTOMER RATE SCHEDULES AND SERVICE OPTIONS**

A noncore customer is assigned a rate classification based on the type of facility, end-use, and conditions under which the customer receives gas service. At the time of application for service, SoCalGas places the customer on the applicable rate schedule based upon information provided by the customer. All noncore customers are required to execute a gas service contract with SoCalGas.

**Noncore Service Level:** Noncore service priorities are described in Rule 23 and are based on the end-use customer with differentiations made between grid-dispatched electric generators, commercial/industrial, and petroleum refineries. In the event of a curtailment of natural gas service, grid-dispatched electric generators are curtailed first in coordination with the grid operator(s), up to a summer/winter limit of 40%/60%. Commercial/Industrial and Refinery customers are curtailed next, based on historical peak day demand, with refineries maintaining a minimum use. Next are the remaining refinery and then remaining grid-dispatched electric generators.

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<sup>6</sup> Individually metered residences are excluded from this requirement. Residential customers may choose to install a separate meter and take service under the G-NGV rate schedule or use the existing residential meter and take service under the applicable residential rate schedule.

**Distribution-Level Intrastate Transportation:** This service option provides noncore customers served by SoCalGas' distribution system with intrastate transportation service and requires the customer to make a one-month contractual commitment. See Rate Schedule GT-NC<sup>7</sup>. For customers served by SoCalGas' transmission system, see Transmission Level Service (TLS), below.

**Transmission-Level Service (TLS):** This service is applicable to noncore customers served directly by SoCalGas' transmission system or that would otherwise qualify for Transmission Level Service<sup>8</sup>. Rate Schedule GT-TLS offers two general rate options to most TLS customers: a) Class Average All-Volumetric Rate Option and b) Reservation Rate Option. The term for both options is a one-month contractual commitment.

Bypass customers, as defined in SoCalGas tariff Rule 1, served under GT-TLS must select the Reservation Rate Option to receive transportation service and must comply with more restrictive daily and cumulative additional gas balancing requirements and imbalance charges than non-Bypass customers. See Rate Schedule GT-TLS.

*From time to time, the utility may need to change the classification of the system serving particular customers from distribution to transmission, or vice-versa. When this occurs, the customer's eligibility for GT-NC or GT-TLS will also change accordingly.*

#### **IV. NONCORE CUSTOMER GAS PROCUREMENT**

In choosing intrastate transportation services, noncore customers must either manage their own gas procurement, scheduling, transportation, and balancing needs (directly or through the use of an "Agent Marketer") or arrange to have these needs fully managed by a "Contracted Marketer." In either case, SoCalGas will accept the gas delivered into its system on the customer's behalf and transport it to the customer's facility. If a customer contracts with a Contracted Marketer, the Contracted Marketer is responsible for all imbalance charges. See Rules 30 and 35.

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<sup>7</sup> The rates appearing on Rate Schedule GT-NC and on the customer bill will be reflected as GT-F.

<sup>8</sup> Transmission Level Service is service to (1) noncore customers (noncore commercial/industrial, electric generation, enhanced oil recovery, and international) as currently defined in the Utility's tariffs that are served directly by the Utility's transmission system as established by the Utility's capital accounting records, (2) noncore electric generation customers that are served directly by the Utility's high-pressure distribution system, are located within five miles of the nearest Utility transmission line, and whose average annual usage is equal to or greater than 50 million therms, (3) noncore customers who were previously classified by California Public Utilities Commission (CPUC) decision as transmission service level customers, (4) noncore customers served from a combination of the Utility's transmission and distribution systems on a single premise, (5) wholesale customers, and (6) customers who Bypass Utility service.



## *Nonresidential Services and Programs*

*Page 6*

**Optional Weekly or Bi-Weekly Special-Payment Arrangements:** SoCalGas may provide the option of weekly or bi-weekly special-payment arrangements specifically for incurred monthly imbalance charges, Operational Flow Order (high and low) charges, and Emergency Flow Order charges. See Rate Schedule G-IMB, Rule 9, and Rule 30.

**Transfer of Intrastate Curtailment Requirements:** Noncore customers may make arrangements to transfer curtailment requirements. See Rule 23.

**Transportation Balancing:** SoCalGas provides monthly balancing service to noncore customers or their Contracted Marketer. Customers or the Contracted Marketer must balance gas usage with gas transportation receipts into SoCalGas' system within a prescribed tolerance band, or the customer or Contracted Marketer will be subjected to imbalance charges<sup>9</sup>. Customers or their Contracted Marketers may trade gas when their monthly gas balance is outside of the monthly 8% tolerance limits in order to avoid Standby Procurement charges or the Buy-Back rate. See Rate Schedule G-IMB and Rule 30. Additionally, SoCalGas, under certain situations, can impose daily balancing requirements through the institution of an Operational Flow Order (either high or low). See Rule 30, Sections F and G, and Rule 41. Bypass customers must meet more stringent daily and cumulative balancing requirements described further in Rate Schedule GT-TLS.

## **V. OTHER SERVICES AND PROGRAMS**

**Access to the SoCalGas Pipeline System:** SoCalGas provides nondiscriminatory open access to its system to any party for the purpose of physically interconnecting with SoCalGas and effectuating the delivery of natural gas, subject to gas quality requirements and other terms and conditions. See Rules 30 and 39.

**Backbone Transportation Service Rights (BTS):** BTS enables customers and gas suppliers (including California gas producers) to hold firm and/or interruptible BTS rights at receipt points into the SDG&E/SoCalGas integrated gas transmission system and to transport gas to end-users, pooling contracts, SoCalGas' storage fields, and off-system. For more information, go to <https://www.socalgas.com/for-your-business/energy-market-services/backbone-transportation>. See Rate Schedule G-BTS.

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<sup>9</sup> If as a result of a billing error, metering error, or transportation adjustments, a customer (or customer's Agent Marketer or Contracted Marketer) makes a trade based on what turns out to be an incorrect amount of imbalance quantities based on notification by SoCalGas, SoCalGas will not be liable for any financial losses or damages incurred by the customer, nor will SoCalGas be financially liable to any of the customer's imbalance trading partners.





**Biogas Conditioning/Upgrading Services (BCS) Tariff:** BCS is an optional tariff service that allows SoCalGas to plan, design, procure, construct, own, operate, and maintain biogas conditioning and upgrading equipment on customer premises. This service enables biogas producers, such as wastewater treatment plants, landfills, dairies, and organic waste processors, to condition and upgrade their biogas for onsite uses, such as electric generation and vehicle fueling or to meet the safety and gas quality requirements necessary for pipeline injection. Conditioning and upgrading allows this renewable resource to be utilized where and when it is needed most. For more information, go to <https://www.socalgas.com/for-your-business/power-generation/biogas-conditioning-upgrading>. See Rate Schedule GO-BCUS.

**California Solar Initiative – Thermal (CSI-Thermal):** SoCalGas offers rebates for the installation of solar water heating units. Some restrictions apply, e.g., pool and spa heaters are excluded for single family applications. The CSI-Thermal handbook contains eligibility guidelines and can be viewed at <https://www.socalgas.com/solar>.

**Compression Services Tariff (CST):** CST is an optional tariff service that allows SoCalGas to plan, design, procure, construct, own, operate, and maintain compression equipment on customer premises to meet pressure requirements as requested by the customer and agreed to by SoCalGas. CST may be beneficial for customers interested in producing CNG for vehicle fueling, combined heat and power (CHP), and other applications requiring natural gas at pressures above service pressure. For more information, go to <https://www.socalgas.com/for-your-business/natural-gas-vehicles/compression-services-tariff>. See Rate Schedule GO-CMPR.

**Distributed Energy Resources Services (DERS):** DERS is an optional tariff service that allows SoCalGas to plan, design, procure, construct, own, operate, and maintain combined heat and power (CHP) equipment on or adjacent to customer premises to help satisfy onsite energy requirements. The DERS tariff may be beneficial for customers that are interested in using CHP for increased reliability and efficiency, as well as to reduce their energy costs and greenhouse gas footprint. This tariff offering will enable customers to install a CHP system without making large upfront capital investments or managing day to day operations and maintenance, while leveraging SoCalGas' energy expertise. For more information, go to <https://www.socalgas.com/for-your-business/power-generation/ders-tariff>. See Rate Schedule GO-DERS.

**Electronic Bulletin Board:** Customers may elect to sign up for SoCalGas' electronic information and gas management system, SoCalGas Envoy<sup>®</sup>. This system is designed specifically for transportation customers, their agents, and contracted marketers to manage their gas supplies and



imbalances on the SoCalGas system. With this software, a customer can submit its gas nominations, obtain allocated gas quantities, post its imbalance advertisements, submit its imbalance trades, obtain gas usage information for its facility, and view its storage inventory balances. Accessing the electronic bulletin board requires a software licensing agreement. See Rule 33.

**Gas Equipment Incentive Programs:** Through SoCalGas' Energy Efficiency (EE) program, SoCalGas may be able to assist a customer in reducing its operating costs by helping the customer invest in certain high efficiency gas technologies and/or process improvements that save natural gas. In order to participate in these programs, customers may be required to pre-qualify their project and execute an agreement prior to purchasing their equipment. Program requirements for EE may be verified at <https://www.socalgas.com/for-your-business/energy-savings/energy-saving-programs>, or check with your account representative before proceeding with your project.

**Hub Services:** Customers may subscribe to park and loan services. Gas parking is the temporary storage of gas on SoCalGas' system, and gas loaning is the temporary lending of gas from SoCalGas' system. See Rate Schedule G-PAL. More information about Hub services can be found at <https://www.socalgas.com/for-your-business/energy-market-services/natural-gas-storage>.

**Off-System Gas Transportation Services:** Off-system delivery service is the capability, on an interruptible basis, to deliver to interconnection points within Pacific Gas & Electric Company's (PG&E) system and with all interstate and international pipelines ("Upstream Pipelines"), but excluding California-produced gas supply lines. Such deliveries can be made from a BTS Contract, a city-gate pool agreement, or a SoCalGas unbundled storage account. For more information, go to <http://www.socalgas.com/regulatory/tariffs/tm2/pdf/G-OSD.pdf>.

**Self-Generation Incentive Program (SGIP):** SoCalGas offers rebates to qualified customers that want to install on-site electric generation and/or storage. The SGIP handbook contains eligibility guidelines and can be viewed at <https://www.socalgas.com/for-your-business/power-generation/self-generation-incentive>.

**State Regulatory Fee Exemption:** An electric generator that sells all or only a portion of its electricity production wholesale to an electric, gas, or steam public utility or the California Independent System Operator can apply for an exemption from all or a portion of its applicable charges under Rate Schedule G-SRF, Surcharge to Fund Public Utilities Commission Utilities Reimbursement Account. See Rate Schedule G-SRF.



**Unbundled Storage:** On March 2, 2016, SoCalGas suspended Unbundled storage sales until further notice due to the gas leak at its Aliso Canyon natural gas storage facility. The suspension of Unbundled storage sales will continue, until further notice, as a result of ongoing restrictions on the Aliso Canyon facility. More information about our storage services can be found at <https://www.socalgas.com/for-your-business/energy-market-services/natural-gas-storage>.

## **VI. METERING OPTIONS**

SoCalGas bills its customers based on rates and conditions of service approved by the CPUC. For nonresidential customers, the rate is applied and billed by facility<sup>10</sup> or on a customer's premises<sup>11</sup>. On a facility or premises where SoCalGas has installed more than one noncore meter for the customer's convenience, each meter is treated separately unless the meters at those single premises are required by regulation to be combined for billing purposes.<sup>12</sup>

***All EG customers receiving service at the EG transportation rate must be metered separately unless it can be demonstrated that such separate measurement is not economically feasible.***

Customers electing noncore service status must have electronic meter-reading equipment installed at their expense as a condition of noncore service. Customers served by more than one noncore meter located at a facility or premises that would like to have meter reads combined for billing purposes will typically need to physically modify the configuration of the existing houseline piping at the customer's own expense. In certain situations, however, SoCalGas may elect to combine the meter reads administratively at the customer's request. Requests that deviate from SoCalGas' authorized tariffs require approval by the CPUC.

Core EG customers are not required to separately meter EG gas usage; however, if EG equipment is already separately metered, such metering will be kept in place unless customers receive permission from SoCalGas to alter the metering configuration. Customers are generally responsible for all metering alteration costs.

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<sup>10</sup> Excludes service to EG and NGV customers. A facility is defined as the individual gas meter on the customer's single premises.

<sup>11</sup> A customer's premises is all property employed in a single enterprise on an integral parcel of land undivided, except in the case of industrial, agricultural, oil field, resort enterprises, or public or quasi-public institutions, by a dedicated street, highway, railway, or other public thoroughfare. See Rules 1, 14, 20, and 21 of SoCalGas' authorized tariffs.

<sup>12</sup> Noncore commercial/industrial meters (excluding EG meters) on the same premises must be combined for billing purposes.

Most homes and businesses within SoCalGas' service territory enjoy the benefits of having an Advanced Meter, which allows customers the ability to view daily and hourly gas usage and costs with the Ways to Save tool within My Account, set a savings goal, and analyze gas usage and costs over time, including setting up alerts. If you do not already have an Advanced Meter and would like to have one and avoid the monthly Advanced Meter Opt-Out Program charge of \$10/month (\$5/month for CARE customers)<sup>13</sup>, please call us at 1-800-427-2200 to make Advanced Meter installation arrangements. There is no additional cost for this installation service.

## **VII. TRANSFER RULES**

**Core to noncore transfer:** Customers that do not meet the gas usage eligibility-criteria for noncore service may qualify conditionally for noncore rate status by submitting a written request to SoCalGas with verifiable information documenting the expected load increase that would meet the minimum noncore consumption requirement on a permanent basis. The customer's written request must acknowledge that if actual usage following the granting of conditional-eligibility status is less than the required minimum, the customer shall be re-billed in accordance with the otherwise applicable rate schedule. SoCalGas reserves the right to accept or reject any such request. To obtain noncore service, the eligible customer must execute a noncore gas service contract and meet all the applicable conditions of service as specified in the noncore rate schedule.

Core customers are eligible to elect noncore service in whole or in part. Once classified as a qualified noncore customer, the customer will continue to receive noncore service, regardless of subsequent changes in gas usage, unless the customer subsequently elects service under the conditions of an authorized core rate schedule.

**Noncore-to-core transfer:** Noncore customers may transfer to core service upon the expiration of their noncore service commitment. Noncore customers electing to transfer to core transportation service or to bundled core service, which includes utility gas procurement, are required to sign a contract for a five-year commitment. Noncore customers on Rate Schedule GT-NC electing to transfer to bundled core service, such as Rate GN-10 within Rate Schedule G-10, shall be charged a "cross-over" procurement rate for the first year of the required five-year commitment.

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<sup>13</sup> Monthly charges for the Opt-Out Program are limited to the first three years of program enrollment. After three years, the opt-out charges will no longer appear on your gas bill; however, your participation in the Opt-Out Program will continue.

## **VIII. CUSTOMER RESPONSIBILITIES**

**Customer Equipment for Receiving and Utilizing Gas:** Customers are responsible for furnishing, installing, and keeping in good and safe condition all equipment, e.g., regulators, gas pipes, appliances, fixtures and apparatus, which may be required for receiving and utilizing gas from SoCalGas.

Customers' gas piping must meet all applicable federal codes and standards. Customers should be aware of the potential hazards resulting from corrosion leakage of buried gas pipes and are reminded to maintain their gas pipes by having them periodically inspected for corrosion and leaks and by having any unsafe conditions repaired immediately. Qualified professionals, such as plumbers and heating contractors, can assist in finding, inspecting, and repairing buried pipes. See Rule 26.

**Change in Operations Impacting Gas Usage:** Customers are responsible for notifying SoCalGas of any material change in gas usage. In the event there are changes in the conditions of a customer's operations resulting in permanent changes in gas usage, it is the customer's responsibility to apply for service under a different rate schedule for which the customer may qualify. A customer that changes rate schedules will not avoid any use-or-pay charges that would otherwise apply from the prior rate schedule under which the customer was served. Similarly, when there is a material change, either in the amount or character of the energy-related appliances or equipment installed at the customer facility, the customer must immediately notify SoCalGas, in writing, of the change.

**Change in Ownership:** Customers are responsible for notifying SoCalGas in writing of any changes in customer name, ownership, or business structure in a timely manner. A customer's name shall be recognized by the signature on the application, contract, or agreement for gas service. A customer may also be recognized by the payment of bills issued regularly in the customer's name.

## **IX. SAFETY INFORMATION**

**Call 8 1 1 Before You Dig:** Pipelines can be located anywhere, including under streets, sidewalks, and private property – **sometimes just inches below the surface.** Hitting one of these pipelines while digging, planting, or doing demolition work can cause serious injury, property damage, and loss of utility service. That is why it is important to know where they are before digging.

Whether you are planning to build a major development or just landscaping your yard, make sure to call the **Underground Service Alert** at 811 at least two working days before excavating. Underground Service Alert will coordinate with SoCalGas and other utility owners in the area to mark the locations of buried utility-owned lines - absolutely FREE. You can also request a ticket online through [call811.com](http://call811.com).



The Underground Service Alert is available **between 6 a.m. and 7 p.m., Monday through Friday** (excluding holidays).

**Natural Gas Odorant and Odorant Fade:** SoCalGas adheres to the Department of Transportation (DOT) and California Public Utilities Commission (CPUC) rules and regulations regarding the odorizing of natural gas. SoCalGas adds an odorant to give natural gas a distinctive odor so that leaks can be more readily detected. However, one should not rely on sense of smell alone to be alerted to a natural gas leak for several reasons. For example, some persons may not be able to detect the odor due to a diminished sense of smell or olfactory fatigue (temporary, normal inability to distinguish odor after a prolonged exposure to it). Some physical conditions, including common colds, sinus conditions, allergies, eating certain foods, and inattentiveness, as well as the use of tobacco, alcohol, drugs, and certain medications, may also lessen the ability to smell the odor. In addition, the odor may be masked or hidden by other odors that are present, such as cooking, damp, musty or chemical odors, and certain pipe and soil conditions may cause “odorant fade,” the loss of odorant in natural gas through physical and/or chemical processes such that its distinctive odor can no longer be detectable by smell. The processes that cause odor fade include adsorption, absorption, oxidation, or any combination thereof. If a gas leak occurs in underground piping, the surrounding soil or fresh concrete can adsorb or oxidize the odorant, and as a result, gas leaking from the underground pipe may no longer have an odor or be detectable by smell. **For any suspected gas emergency or questions regarding a gas odor or carbon monoxide, please call us immediately at 1-800-427-2200.**

**Purges and Other Planned Releases of Natural Gas:** Purging of gas lines, blow-downs, and other planned releases of natural gas should ONLY be performed by qualified gas professionals. Such gas release operations should only be performed in well-ventilated areas or by safely venting the contents of gas lines and equipment to the outside atmosphere away from people, animals, structures, and sources of ignition. All possible ignition sources should be identified and extinguished before and during such operations. Consider using gas detection equipment during all gas release operations to prevent gas from accumulating and creating a combustible or hazardous atmosphere. Do not release the contents of a gas line into a confined space. For more safety information, go to <https://www.socalgas.com/stay-safe>.