



**SS-25 INCIDENT
ALISO CANYON GAS LEAK
ODOROUS EMISSIONS
MITIGATION PLAN AND
TEMPORARY RELOCATION
PLAN**

December 15, 2015

Plan Acceptance

Signed: _____ Date: _____
Southern California Gas Company

Signed: _____ Date: _____
Governor's Office of Emergency Services (Fire)

Signed: _____ Date: _____
Los Angeles County Office of Emergency Management

Signed: _____ Date: _____
Los Angeles County Department of Public Health

Signed: _____ Date: _____
Los Angeles County Fire Department

Signed: _____ Date: _____
City of Los Angeles Emergency Management Department

Signed: _____ Date: _____
Los Angeles City Fire Department

Executive Summary

On October 23, 2015 the Southern California Gas Company (“SoCalGas”) discovered a leak at one of its natural gas storage wells at its Aliso Canyon storage field. The leak site and surrounding communities are not in immediate danger as natural gas typically moves in an upward path and the location of the leak is more than a mile away and 1200 feet in elevation above the nearest home or public space.

SoCalGas' top priority is to safely and expeditiously stop the leak, reduce the amount of natural gas emitting into the environment, and support the impacted customers during this unfortunate situation. The company will continue to work closely and communicate regularly with all of the relevant authorities as the company works to seal the leak as quickly and as safely as possible.

In the interim, SoCalGas is providing Porter Ranch residents with the option to install air purification and filtration systems as a way to provide relief from the odor while allowing them to remain at home. SoCalGas is also providing temporary relocation assistance to local residents who have been experiencing short-term symptoms resulting from exposure to mercaptan, the odorant used in the natural gas.

SoCalGas appreciates the community's ongoing patience as the company works as quickly and safely as possible to resolve this situation.

Aliso Canyon Gas Leak Background

On October 23, 2015 SoCalGas crews discovered a leak at one of its natural gas storage wells at its Aliso Canyon storage field. The leak site and surrounding community are not in immediate danger, especially since natural gas typically moves in an upward path. This leak location is more than a mile away and 1200 feet in elevation above the nearest home or public space.

Once SoCalGas discovered the leak, SoCalGas took immediate action, secured the area and took all necessary safety precautions. SoCalGas began alerting officials and has been communicating daily with Los Angeles City Fire Department, Los Angeles County Fire Department and Health Hazmat Division, Los Angeles County Department of Public Health, Division of Oil and Gas & Geothermal Resources, Governor's Office of Emergency Services (Fire) the South Coast Air Quality Management District and the California Public Utilities Commission. SoCalGas has also been in constant communication with the local, state and federal elected representatives and their staff.

SoCalGas is working with the world's best well management experts, simultaneously on multiple fronts, to seal the leak as quickly -- and as safely -- as possible. Initially SoCalGas brought in specialized equipment to clear an ice plug in the well tubing. After clearing the ice plug in early November, SoCalGas collected extensive diagnostic information. Since November 13, SoCalGas has been attempting to pump fluids directly down the well to outweigh the natural pressure pushing the gas up from underground. At the same time, SoCalGas has been preparing to construct a relief well, which is an alternative solution that will stop the leak. SoCalGas is unable to provide a specific timetable, but the relief well process could take several months. While the relief well is being drilled, SoCalGas will continue to attempt various fluid pumping strategies.

Because natural gas is odorless and colorless, federal regulations require that a minute amount of a pungent odorant be added to natural gas to help make leaks more recognizable [a maximum of 2 parts odorant per million parts of natural gas (2ppm)]. The odorant is designed to be noticeable at very low concentrations of gas in the air. The methane being released dissipates into the air, and the methane itself does not pose a health risk under these exposure conditions. Because the odorant added to natural gas is heavier than air, wind is carrying some of the odor down the hillside into residential areas. While the odorant is not expected to cause permanent or long-term health effects, some residents are complaining of short-term symptoms. Common health complaints include nausea, dizziness, vomiting, shortness of breath and headaches. SoCalGas is conducting twice daily air sampling at approximately 20 sites both within the Aliso Canyon facility and in the surrounding community, including sensitive receptor sites such as schools and preschools.

On November 19, the Los Angeles County Department of Public Health ("LADPH") issued a Public Health Directive and a Preliminary Environmental Health Assessment (Attachment A), stating that "These exposures do not constitute an immediate danger to life, and permanent or long-term health effects are not expected. Daily, short term symptoms are expected to continue, as long as the odors remain." The directive went on to say "Mercaptans, however, do pose a health threat to the community, including short term neurological, gastrointestinal and respiratory symptoms that may result from inhalation." Accordingly, LADPH directed SoCalGas "to offer free, temporary relocation to any area residents affected by odors from the Aliso Canyon site."

On November 23, the Superintendent of the Los Angeles Unified School District (“LAUSD”) issued a statement, indicating that nearby schools will remain open at this time. In its statement, LAUSD cited the Los Angeles County Department of Public Health advisory that methane gas emitted into the air poses little direct health risk, and the odorant added to natural gas is the chief concern because of its odor.

The following Odorous Emissions Mitigation Plan and Relocation Plan outlines the scope, process, and coordination taking place among SoCalGas and coordinating emergency response, public health and other local government agencies. The Odorous Emissions Mitigation Plan (“Odor Mitigation Plan”) includes the installation of Whole-House Air Purification and activated carbon filtration systems (“Whole House Air Purification”) in the residents’ home as a way to provide relief from the odor while allowing affected residents to remain in their homes. For those residents who choose to relocate, SoCalGas’ Temporary Relocation Plan includes accommodating people with disabilities, as well as those with access and functional needs. For residents with pets, SoCalGas has arranged pet-friendly locations. The Odorous Emissions Mitigation Plan and the Temporary Relocation Plan call center is staffed 24 hours a day, 7 days a week.

REFERENCE GUIDE

For residents who would like to learn more about the **Whole-House Air Purification** or to schedule installation please contact SoCalGas at (818) 435-7077 or by email at AlisoCanyon@SoCalGas.com.

Additional information on air purification and filtration will be available at the Community Resource Center located at the Porter Ranch Town Center or at www.AlisoUpdates.com.

For residents who wish to **temporarily relocate**, please contact SoCalGas’ relocation agent at (404) 497-6808.

For residents searching for additional information on the leak, ongoing daily air monitoring in the community, claims information, frequently asked questions, and other daily updates please visit www.AlisoUpdates.com

Residents may also visit the Los Angeles County Public Health website for more information www.PublicHealth.lacounty.gov

Customers may also visit SoCalGas representatives at the **Community Resource Center** located at The Porter Ranch Town Center.

ODOROUS EMISSIONS MITIGATION PLAN (WHOLE-HOUSE AIR PURIFICATION)

1. SCOPE

a. Offering

- i. SoCalGas is providing Porter Ranch residents with the option to install air purification and filtration systems as a way to provide relief from the odor of Mercaptan while allowing them to remain at home. The installation of air purification and filtration systems will be provided until the gas leak is controlled, as described in the “Termination Trigger” section below.

b. Eligibility

- i. **Personal Circumstances:** Any resident who resides in the Porter Ranch area as defined below in “Geography” and who is affected by the odor is eligible for the installation of an air purification and filtration systems. SoCalGas is not collecting any medical information as part of the installation process.
- ii. **Geography**
 1. **Porter Ranch:** Any resident of the Porter Ranch neighborhood in the City of Los Angeles, generally defined by the city boundary to the north near Sesnon Blvd, CA 118 Freeway to the south, Aliso Canyon Park to the east, and Browns Canyon Road to the west.
 2. **Other Areas:** Installation requests from residents beyond the Porter Ranch neighborhood defined above will be addressed on a case-by-case basis. Generally if the residence is within the range of reported odor complaints deemed to be attributable to the SS-25 Incident Aliso Canyon Gas Leak, the installation request will be granted. Please refer to South Coast Air Quality Management District’s (“SCAQMD”) map located in Attachment B which shows the approximate location of the residential complaints received and SCAQMD’s sampling locations.

2. PURPOSE

SoCalGas is providing the installation of air purification and filtration systems to alleviate the short-term symptoms that some residents are experiencing. Residents who would like to secure their own plug-in air filtration system must first get preapproval from SoCalGas’ Claims Department.

3. PLAN AND PROCESS

a. Intake Process

- i. **24/7 Call Centers:** SoCalGas’ call center to receive all air purification and filtration systems requests. The call center is staffed 24 hours a day, seven days a week. Residents seeking the installation of an air purification and filtration system can call (818) 435-7077 or email at AlisoCanyon@SoCalGas.com and indicate they are a SoCalGas customer inquiring about their interest in an air purification and filtration system.

1. **Information collected from the resident:** Name, residence address, telephone number, primary language, email address, communication preference (call, text or email)
 2. **Information provided:**
 - a. A SoCalGas representative will contact the resident to offer initial information about the technology. Scheduling will take place possibly in the first call or a subsequent call. The representative will communicate air purification and filtration systems installation package.
 - b. Response Time Target: SoCalGas will strive to respond to all air purification and filtration systems inquiries within 24 hours where scheduling and installation details can be discussed. During holiday periods or periods of high demand this response time may be delayed.
- b. **Air Purification and Filtration System Package:** SoCalGas is providing Porter Ranch residents with whole-house air purification (Attachment C) and activated carbon filtration systems (Attachment D) as a way to provide relief from the odor of mercaptan while allowing them to remain at home. The County of Los Angeles Public Health directive noted that health symptoms are caused by the odor. SoCalGas is communicating these options to customers via the following routes: SoCalGas staff proactively calling customers to offer air purification options while they are waiting to be relocated, having relocation intake agency ask if a caller is interested in these options when customers call in for relocation assistance and e-mail blast from a database of impacted Porter Ranch residents. Please refer to the information on Air Scrubbers and Whole-House Air Purifiers by Manufacturer located in attachment C.
- i. **Whole-House Air Purification:** SoCalGas is working with a licensed Heating Ventilation and Air Conditioning (HVAC) contractor¹ to provide whole-house air purification by replacing the standard air filter(s) in your HVAC system with a specially designed **activated carbon filter** that can remove the compounds found in natural gas and its odorant from the air in your home.² In addition, the HVAC contractor will install a **non-ozone generating air scrubber** in the HVAC plenum.³
 - ii. **Plug-in Air Purification:** Some residents have also inquired about purchasing plug-in air purifiers (Attachment C). SoCalGas requests that those who wish to

¹ SoCalGas' contractor is Canoga Park Heating and Air Conditioning. Any other contractors soliciting these services are not working with SoCalGas. SoCalGas has been made aware that outside contractors have been contacting residents in the area soliciting services. Licensed contractors working for SoCalGas on this incident will not be charging residents a fee for their services. The whole-house air purification and weatherization is a cost-free service provided by SoCalGas to residents who have been affected by the unpleasant odors in the community.

² Activated carbon is essentially charcoal that has been processed to increase its ability to catch and trap a wide range of vapors, gases and odors, including the components of natural gas and its odorant.

³ There has been some concern that the air scrubbers SoCalGas is providing to residents contain ozone – they do not. The air scrubbers installed at these residences do not contain or generate ozone.

purchase plug-in air purification systems please contact SoCalGas Claims Department for preapproval for type and quantity. Many air purification systems do not contain activated carbon. Activated carbon filters are effective at removing the natural gas odorant from your home. SoCalGas Claims Department may be reached by calling (213) 244-5151. For faster approval, our Claims department may also be reached through email at AlisoCanyon@SoCalGas.com. Upon preapproval, residents may purchase the units and submit the receipt(s) for the purchase to SoCalGas on a claims form and reimbursement will be provided. Further instruction is provided, and claims forms may be downloaded at www.AlisoUpdates.com

- iii. **Weatherization:** In addition to whole-house air purification mentioned above, if you have drafty doors and windows that may be letting the odor in, we can send a licensed contractor to your home to test how airtight it is and to install weather-stripping and caulking to improve its seal. In some cases, the contractor will place a special fan and door cover on one of your doors, and then turn the fan on to lower the pressure in the house and find the places where the outdoor air is pushing its way in. After sealing those areas with caulking or weather stripping, the contractor will use the blower door again to test how much more airtight your house is. This work, combined with whole-house air purification, should greatly reduce the odor in your house.

4. TERMINATION TRIGGER

- a. Once SoCalGas and the Division of Oil, Gas and Geothermal Resources have verified the control of the gas flow from the well, SoCalGas will terminate further requests for air purification and filtration systems installations.
- b. The flow of gas from the well will be considered controlled when any of the following is in effect:
 1. Leak opening is fully isolated from the formation, pressure readings at the surface are within an acceptable range for a period of 48 hours and the Division of Oil, Gas and Geothermal Resources will certify that the leak has stopped.
 2. Division of Oil, Gas and Geothermal Resources issues the plug and abandonment notification.
 3. ODOR MITIGATION PLAN IS IN EFFECT and mercapta
 4. n odors are no longer present in the outdoor air.

5. AGENCY COORDINATION

- a. Coordination with Los Angeles County Public Health Department: As part of our ongoing efforts to coordinate with county officials, SoCalGas is encouraging residents to visit the Los Angeles County Public Health Department's website at www.publichealth.lacounty.gov to provide feedback on the effectiveness of the air purification and filtration systems installed in the residence.
- b. Information Sharing
 - i. SoCalGas will maintain a database and log the number of residents who have contacted their call center through email, outbound phone calls, or inbound phone calls for information regarding the installation of air purification and

filtration systems. The spreadsheet will be broken down to reflect the following information to be shared with cooperating agencies:

1. Number of callers interested in learning about air purification and filtration options.
2. Number of callers who have requested to be scheduled for air purification installations.
3. Information on the air purification and filtration systems.
4. Number of callers who get scheduled for installation.
5. Number who are requesting air purification and filtration systems, but refusing relocation.
6. Number who have made alternate arrangements with SoCalGas.

6. TRACKING AND COMMUNICATION

SoCalGas will maintain a record of households that have had air purification and filtration systems installed and may choose to communicate with residents using the following communication methods:

Communication Type	Communication Sources
Email	SoCalGas Public Information Officer
Live Telephone Calls	SoCalGas Public Information Officer
Automated Telephone Calls (if needed for emergency alerts)	SoCalGas Public Information Officer
Regular Mail	SoCalGas Public Information Officer

7. PLAN UPDATES

This plan will be updated as needed during the term of the SS-25 Aliso Canyon Gas Leak Incident. SoCalGas will notify participants in the daily Incident Command Briefings and the Joint Information System when the plan is updated.

TEMPORARY RELOCATION PLAN

1. SCOPE

a. Offering

- i. SoCalGas is providing Porter Ranch residents with voluntary, temporary relocation for individuals or households who indicate they are experiencing symptoms from the odors created by the gas leak at Aliso Canyon. Temporary housing will be provided until the gas leak is controlled, as described in the “Termination Trigger” section below.

b. Eligibility

- i. **Personal Circumstances:** Any resident who resides in the Porter Ranch area as defined below in “Geography” and who is affected by the odor is eligible for relocation. SoCalGas is not collecting any medical information as part of the relocation process. The residents will be advised at the time of registration that if they would like to report their symptoms and/or medical information to the Los Angeles County Public Health Department, SoCal Gas will advise each resident of the opportunity to do so at the time of registration and provide the resident with contact information for the Los Angeles County Public Health Department.
- ii. **Geography**
 - 1. **Porter Ranch:** Any resident of the Porter Ranch neighborhood in the City of Los Angeles, generally defined by the city boundary to the north near Sesnon Blvd, CA 118 Freeway to the south, Aliso Canyon Park to the east, and Browns Canyon Road to the west.
 - 2. **Other Areas:** Relocation requests from residents beyond the Porter Ranch neighborhood defined above will be addressed on a case-by-case basis. Generally if the residence is within the range of reported odor complaints deemed to be attributable to the SS-25 Incident Aliso Canyon Gas Leak, the relocation request will be granted. Please refer to South Coast Air Quality Management District’s (“SCAQMD”) map located in Attachment B which shows the approximate location of the residential complaints received and SCAQMD’s sampling locations.

2. PURPOSE

SoCalGas is providing temporary relocation accommodations to alleviate the short-term symptoms that some residents are experiencing. Relocation accommodations include facilities for people with disabilities as well as access and functional needs, and pet-friendly locations. Residents who have secured their own accommodations will be reimbursed with the per diem figures listed herein.

3. PLAN AND PROCESS

a. Intake Process

- i. **24/7 Call Center:** SoCalGas has retained a third party call center to receive all relocation requests.⁴ The call center is staffed 24 hours a day, seven days a week. Residents seeking relocation can call (404) 497-6808 and indicate they are a SoCalGas customer calling about the Aliso Canyon gas leak.
 - 1. **Information collected**
 - a. **Resident information:** Name, residence address, telephone number, primary language, email address, communication preference (call, text or email)
 - b. **Household information:** Number of family members, age, school, any special needs, and if applicable, number and type of pets.

⁴ SoCalGas has retained Crawford & Company.

- c. **Additional needs:** Pre-existing health issues. Disabilities, access, and functional needs, if any.

2. **Information provided**

- a. **Relocation Companies:** To fulfill customer requests, SoCalGas has retained eleven private temporary housing relocation companies (“Temporary Housing Partner”) to date, and will add more if needed. The Temporary Housing Partner will contact the resident to offer initial accommodations.
- b. The Temporary Housing Partner will communicate the relocation package.
- c. Inform resident that Los Angeles County Public Health Department has requested that relocated residents also contact the Environmental Health Hotline at (888) 700-9995 and provide information on the health status of residents choosing relocation.
- d. The Temporary Housing Partner will recommend residents contact their Homeowners’ Association, if applicable, to inform that house will be vacant for security purposes.
- e. For additional security, SoCalGas will provide the resident’s name and address to the Los Angeles Police Department (“LAPD”) letting them know that the house will be vacant.
- f. With the exception of LAPD, SoCalGas and its vendors will not reveal the names or addresses of relocated households without their permission.
- g. Advise residents that have school age children to contact Los Angeles Unified School District (“LAUSD”) for a list of accommodations LAUSD will make for displaced students.

- 3. **Response Time Target:** SoCalGas and/or their Temporary Housing Partners will strive to respond to all relocation inquiries within 24 to 72 hours. During holiday periods or periods of high demand this response time may be delayed. To expedite relocation requests, Temporary Housing Partners will provide residents with area hotel options while the relocation providers pursue longer-term accommodations similar to corporate housing.

- ii. **Relocation Package:** The process is very dynamic and SoCalGas is striving to work with residents to find solutions satisfying their needs. The general parameters of the relocation package that SoCalGas is providing for residents is as follows:
 - 1. Immediate placement in hotel or extended stay housing accommodations as close as feasible to the Porter Ranch neighborhood. Hotels are generally mid-range, national brand facilities such as Marriott, Staybridge, and Holiday Inn.
 - 2. Transfer to corporate housing or similar accommodation as soon as feasible for an initial term of 30 days, with extension as needed.
 - 3. **Self Service:** If families wish to find their own housing accommodations, SoCalGas will provide housing per diem. Immediately following the Los Angeles County Public Health Department Directive, SoCalGas offered per diem of \$150 per room per night. As availability has decreased

coming into the holiday period, SoCalGas has increased the per diem of \$250 per room per night plus taxes and fees, which equates to approximately \$300/night.

4. **Meals:** Per diem reimbursement is provided for residents placed in hotels or other facilities lacking a full kitchen:
 - a. \$45/day per adult
 - b. \$35/day per child ages 8-17
 - c. \$25/day per child ages 7 and younger
 5. **Transportation:** Mileage reimbursement for transportation beyond normal commuting, including school transportation is provided at the IRS mileage rate currently \$0.575 per mile.
- iii. **Reimbursement Process:** Receipts are required for reimbursement for tax purposes. SoCalGas' Claims Department **Reimbursement Package** is included in Attachment E and may be found online at www.AlisoUpdates.com. The reimbursement package will also be available at SoCalGas' Community Resource Center and SoCalGas Claims Department staff will be available to assist in the processing of these reimbursement packages.⁵ The package will include instructions on eligibility and on how to submit receipts. Once receipts are received by SoCalGas' Claims Department, they will be reviewed for accuracy by our partner Crawford & Company. After receipt validation, a reimbursement check will be processed by SoCalGas' Claims Department. Reimbursements will be processed every 2 weeks.
 - iv. **Alternative Arrangements:** Many residents are requesting a wide variety of alternative arrangements. As much as possible, SoCalGas is accommodating alternative housing arrangements that are generally comparable in cost (\$7,500 per month), and allow SoCalGas to meet its tax and financial reporting obligations. Please contact SoCalGas' Claims Department for questions regarding reimbursement of alternative arrangements. SoCalGas' Claims Department may be reached by email at AlisoCanyon@SoCalGas.com or by telephone at (213) 244-5151.

4. TERMINATION TRIGGER

- a. Once SoCalGas and the Division of Oil, Gas and Geothermal Resources have verified the control of the gas flow from the well, SoCalGas may provide temporary housing accommodations for an additional 48 hours to facilitate a smooth return for families to their homes. SoCalGas will grant some extensions to this time on a case-by-case basis.
- b. The flow of gas from the well will be considered controlled when any of the following is in effect:
 - i. Leak opening is fully isolated from the formation, pressure readings at the surface are within an acceptable range for a period of 48 hours and the Division of Oil, Gas and Geothermal Resources will certify that the leak has stopped.
 - ii. Division of Oil, Gas and Geothermal Resources issues the plug and abandonment notification.

⁵ SoCalGas' Community Resource Center is located at The Porter Ranch Town Center. SoCalGas' Claims Department staff will be available at the Community Resource Center during normal operating hours Monday through Friday.

- iii. ODOR MITIGATION PLAN IS IN EFFECT and mercaptan odors are no longer present in the outdoor air.

5. AGENCY COORDINATION

- a. **Coordination with Los Angeles City and Los Angeles County Agencies:** As part of our ongoing efforts to coordinate with city and county officials, the call center is encouraging residents who are requesting temporary housing accommodations to contact the **Los Angeles County Public Health Department's** Environmental Health Hotline, so LACPH can monitor symptoms of residents.
- b. **Information Sharing**
 - i. **Los Angeles Unified School District** has requested information on the names and locations of hotels or corporate housing where SoCalGas has placed families with school-aged children into temporary housing. This will allow LAUSD to assist parents who wish to temporarily enroll their children in schools closer to the temporary housing location.
 - ii. **Los Angeles Police Department:** SoCalGas will provide the resident's name and address to LAPD letting them know that the house will be vacant.
 - iii. **Los Angeles Emergency Management Department, Los Angeles Fire Department, Los Angeles County Public Health Department, Los Angeles County Office of Emergency Management** and other agencies as requested will be provided general location information for residents choosing relocation.
 - 1. Aggregated information will be sufficiently aggregated to prevent personally identifiable information from being revealed.
 - iv. SoCalGas will maintain an Excel Spreadsheet and log the number of residents who have contacted SoCalGas' hotline and the Crawford & Company call center for information regarding relocation. The spreadsheet will be broken down to reflect the following information to be shared with cooperating agencies:
 - 1. Number of callers to SoCalGas' hotline and number of callers to Crawford & Company's call center.
 - 2. Number who have been contacted by the Temporary Housing Partners.
 - 3. Number who are awaiting contact from the Temporary Housing Partners and the date they called the hotline.
 - 4. Number requesting information but not relocation.
 - 5. Number who have requested relocation.
 - 6. Number who have been placed in immediate hotel accommodations.
 - 7. Number who are requesting relocation, but refusing hotel placement.
 - 8. Number who have been transitioned or placed in corporate housing.
 - 9. Number who have made alternate arrangements with SoCalGas.
 - 10. Number who have expressed interest in air purification and filtration.

6. TRACKING AND COMMUNICATION

SoCalGas will maintain a record of households relocated, updated daily, and will maintain updated contact lists for communication with relocated households. SoCalGas will

communicate regularly with relocated residents using the following communication methods throughout the relocation period:

Communication Type	Communication Sources
Email	Relocation provider SoCalGas Claims Department SoCalGas Public Information Officer
Live Telephone Calls	Relocation provider SoCalGas Claims Department SoCalGas Public Information Officer
Automated Telephone Calls (if needed for emergency alerts)	SoCalGas Public Information Officer
Regular Mail	SoCalGas Claims Department SoCalGas Public Information Officer

SoCalGas' Public Information Officer has designated a Relocation Liaison to assist relocated residents with questions or concerns that come up during the relocation.

7. PLAN UPDATES

This plan will be updated as needed during the term of the SS-25 Aliso Canyon Gas Leak Incident. SoCalGas will notify participants in the daily Incident Command Briefings and the Joint Information System when the plan is updated.

Attachment A

County of Los Angeles Department of Public Health
Preliminary Environmental Health Assessment - November 19, 2015



CYNTHIA A. HARDING, M.P.H.
Interim Director

JEFFREY D. GUNZENHAUSER, M.D., M.P.H.
Interim Health Officer

ANGELO J. BELLOMO, REHS, QEP
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November 19, 2015

VIA E-MAIL

Bret Lane, Chief Operating Officer
Southern California Gas Company
555 West 5th Street
Los Angeles, California 90013

RE: NATURAL GAS LEAK AT ALISO CANYON STORAGE FIELD

Dear Mr. Lane:

The Los Angeles County Department of Public Health is issuing the following Public Health Directive to the Southern California Gas Company:

Southern California Gas Company should continue the abatement process to characterize and repair the subject gas leak, and eliminate odorous emissions, on an expedited basis in consultation with the appropriate regulatory agencies. All mitigation plans should cite public health protection as the highest priority.

In the interim, Southern California Gas Company is to offer free, temporary relocation to any area residents affected by odors from the Aliso Canyon site. Please find attached our Preliminary Environmental Assessment on this matter. If you have any questions, or need additional information, please let me know.

Sincerely,

A handwritten signature in black ink, appearing to read "Angelo J. Bellomo".

Angelo J. Bellomo, REHS, QEP
Deputy Director for Health Protection
Los Angeles County Department of Public Health

AJB/

Attachment



**COUNTY OF LOS ANGELES DEPARTMENT PUBLIC HEALTH
BUREAU OF HEALTH PROTECTION**

5050 Commerce Drive, Baldwin Park, CA 91706

Phone: (626) 430-5100

Website: www.publichealth.lacounty.gov/eh



**PRELIMINARY ENVIRONMENTAL HEALTH ASSESSMENT
Natural Gas Leak from Aliso Canyon Storage Field, Southern California Gas Company**

11-19-15

Note: On October 28, 2015, Los Angeles County Department of Public Health (DPH) was asked by the Office of Emergency Management to assess whether conditions at the subject site could be adversely affecting the health of nearby residents. Based on review of available environmental and health data, DPH has prepared this Preliminary Environmental Health Assessment.

Background: On October 23, 2015, a natural gas leak was discovered by Southern California Gas Company (SoCal Gas) at the Aliso Canyon Storage Field. The Los Angeles County Department of Public Health (LADPH) was notified on 10.28.2015. Odors have been affecting residents in the Porter Ranch area. LADPH attended a community meeting hosted by SoCal Gas. LA County Fire Department was also in attendance. The community meeting focused on exposure to methane gas, and mercaptans which are odorants added to natural gas. LADPH advised that methane gas itself poses little direct health threat upon inhalation in an outdoor space. Mercaptans, however, do pose a health threat to the community, including short-term neurological, gastrointestinal, and respiratory symptoms that may result from inhalation.

Problem Identification: Daily complaints are being received by LADPH from neighboring Porter Ranch residents regarding strong odors from the Aliso Canyon site. Over 200 odor complaints have also been logged by the South Coast Air Quality Management District. Common health complaints include nausea, dizziness, vomiting, shortness of breath, and headaches. Complaints are associated with the detection of sulfur-type odors. These health complaints are consistent with inhalational exposure to mercaptans. It should be understood that odors alone can be directly responsible for health effects, and that these health effects currently reported by area residents are consistent with exposure to mercaptans at the odor threshold. Correspondence from SoCal Gas on 11.18.15 indicates that the process to cap and repair this leak may take several months.

Potential Other Sources of Exposure: None.

Potentially Affected Population: The site is adjacent to residential properties in the Porter Ranch neighborhood. These exposures do not constitute an immediate danger to life, and permanent or long-term health effects are not expected. Daily, short-term symptoms are expected to continue, as long as the odors remain.

Assessment: SoCal Gas has been addressing the problem from a technological standpoint since its inception. SoCal Gas has indicated that the problem is very complex, and requires a complex solution.

SoCal Gas is not able to provide a timeline for the amelioration of odors in the residential areas. Odors are causing significant symptoms in some area residents. These symptoms are expected to persist as long as the odors persist. Solutions to protect the public's health include eliminating the odorous emissions, or offering temporary relocation assistance to affected persons in the area.

Recommendations:

- (1) SoCal Gas should continue the abatement process to repair the leak. Odor elimination and public protection should be the highest priorities in the development of all mitigation plans.
- (2) LADPH will issue a directive to SoCal Gas to continue the abatement of odorous emissions in the area on an expedited basis, and, in the interim, to offer free, temporary relocation to any area residents affected by odors from the Aliso Canyon site.
- (3) The regulatory agencies should continue to explore appropriate interventions to expedite the characterization and repair the leak.

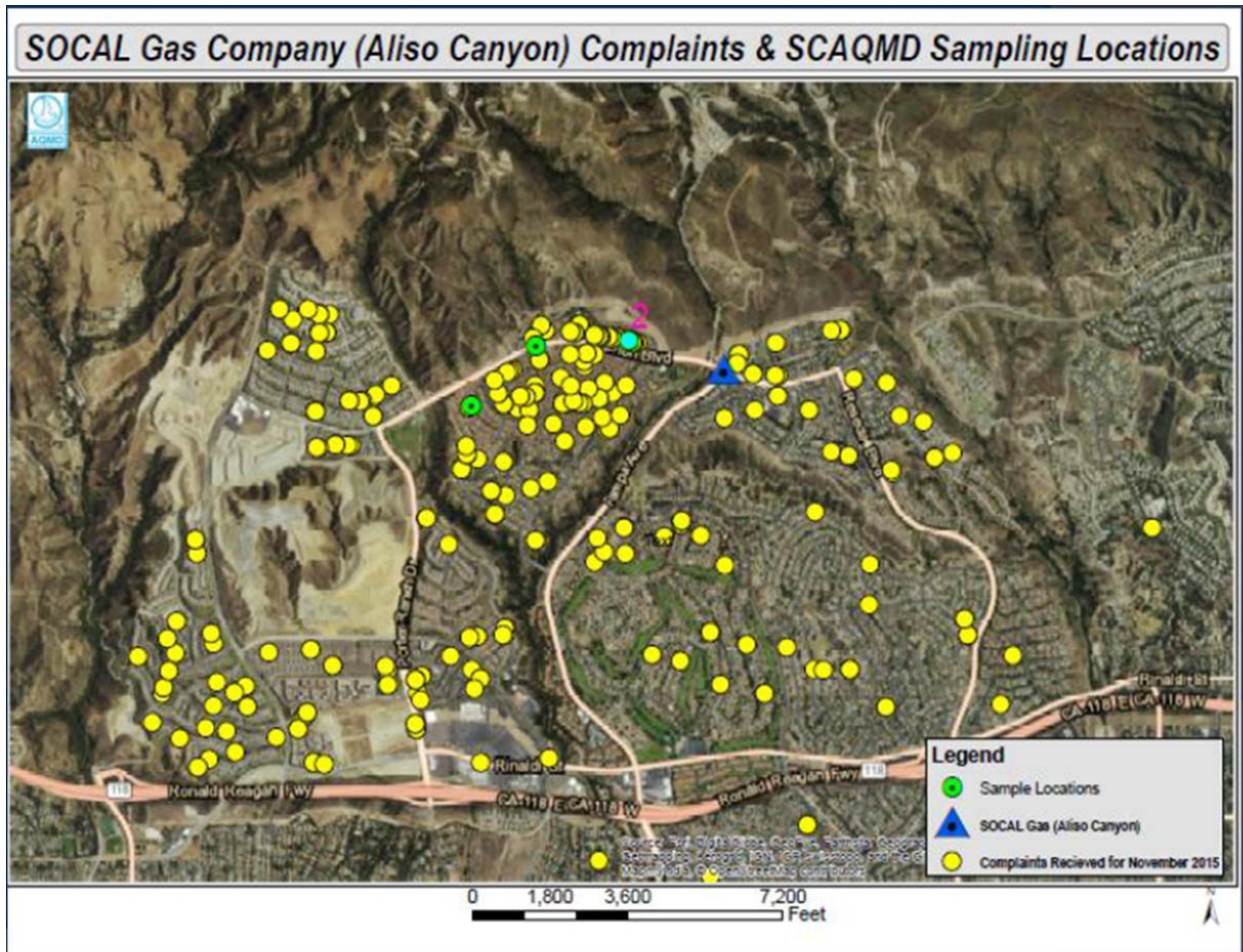
Cyrus Rangan MD FAAP AEMT

Dr. Cyrus Rangan, M.D., F.A.A.P., F.A.C.M.T.
Director, Bureau of Toxicology and Environmental Assessment

Angelo J. Bellomo

Angelo J. Bellomo, REHS, QEP
Deputy Director for Health Protection

Attachment B
SoCalGas Complaints and SCAQMD Air Sampling Locations



Attachment C

Information on Air Scrubber and Whole-House Air Purifier by Manufacturer

Whole-House (Plug-In) Air Purification Systems – Certified by California Air Resources Board

- <http://www.arb.ca.gov/research/indoor/aircleaners/certified.htm>

Whole-House Air Scrubber (Mounted in HVAC Plenum)

- Air Scrubber Plus
 - <http://airscrubberplus.com>
- Sanctuary by Aerus Technology
 - <http://www.beyondbyaerus.com/globalassets/sellsheets/sell-sheet-sanctuary-editable.pdf>
- Honeywell
 - <https://customer.honeywell.com/resources/Techlit/TechLitDocuments/68-0000s/68-3104EFS.pdf>

Attachment D
Specifications on Activated Carbon Air Filtration by Manufacturer

- Flanders
 - http://www.flanderscorp.com/industrial/pleated_filters.php

Attachment E
SoCalGas' Claims Department Reimbursement Package



Reimbursement Package

12/2/2015

Dear Customer:

Enclosed you will find a reimbursement package for those residents that have been temporarily relocated due to the Aliso Canyon gas leak. In this package you will find an expense log, mileage log, and a list of frequently asked questions.

Expense Log:

This log will help organize and keep track of your additional expenses during your stay in temporary housing. Additionally, this log will be required, along with the receipts, in order to validate your reimbursable expenses.

****Please note, lodging locations with a full kitchen (range and refrigerator) and the ability to prepare and cook meals are not eligible for a meal allowance.** If your room does not have the ability to prepare and cook meals; you will be reimbursed at the following rates:

- \$45.00 per day for adults (18 years and over)
- \$35.00 per day for youth (ages 8 – 17)
- \$25.00 per day for children (7 years and under)

Mileage Log:

The mileage log will help you keep track of any additional mileage beyond your normal daily commute. Please note that each entry should be documented as a one-way trip.

Mileage will be reimbursed at the IRS Recommendation of 57.5 cents per mile. Reimbursement will be reviewed for mileage over your normal commute.

Receipts, Expense Logs and Mileage Logs should be submitted weekly. They can be submitted via Fax, Mail, or E-Mail.

Fax: (213) 244-8214 or *E-Mail to: claimsreceipts@semprautilities.com*

*You may also mail your receipts to:
Southern California Gas Co.
Attention: Claims Department
555 w. 5th Street, GT14A3
Los Angeles, Calif. 90013-1034*

Please include your Name, Home Address, and Claim Number (if available).



Frequently Asked Questions

What is the reimbursement process?

We recommend you submit reimbursements at least once a week. Once receipts are received by SoCalGas claims staff, they will be reviewed for accuracy by our partner Crawford & Company. After receipt validation, a reimbursement check will be processed by SoCalGas claims staff. Reimbursements will be processed every 2 weeks. Claim forms are available from our website at socalgas.com.

How soon should I expect a check in return?

Once your receipts have been confirmed, you should receive your reimbursement in 2 weeks.

If I don't spend all of my daily food per diem, does the balance transfer over to the next day?

The meal or per diem allowance is a daily reimbursement. It does not transfer or carry a balance to the next day. We only reimburse up to the amount determined by your family size. You may spend more; just keep in mind, if your food bill is higher your reimbursement amount will remain the same. Please save all receipts.

How long will this leak go on?

At this time we have no way to determine the duration of the repair. Our repair crews are working daily to resolve this issue.

How will we know when the leak has been repaired?

You will be informed by the Southern California Gas Company once the leak has been repaired.

I have out of town guests coming over, can they be relocated also?

We apologize for this inconvenience, but we cannot accommodate guests or members outside of your household.

I have large dogs, and the hotel won't allow them to stay with me?

We will be willing to cover reasonable costs for pet boarding.

If you have additional questions or concerns, please contact the SoCalGas claims department at (213) 244-5151.

Name: _____

Weekly Expense Log

Home Address: _____



RECEIPTS ARE REQUIRED

	Date:	Location:	Amount:
1			
2			
3			
4			
5			
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NOTE: Lodging locations with a full kitchen (range and refrigerator) and the ability to prepare and cook meals are not eligible for a meal allowance.

If your room does not have the ability to prepare and cooks meals; you will be reimbursed at the following rates:

Total:

\$ _____

- **\$45.00** per day for adults (18 years and over)
- **\$35.00** per day for youth (ages 8 – 17)
- **\$25.00** per day for children (7 years and under)

Adults: _____
 Youth: _____
 Children: _____

