



Community Update

On Monday morning, to protect public safety, SoCalGas turned off natural gas service to approximately 135 homes in the Portuguese Bend community. The significant strain on SoCalGas' infrastructure caused by recent land movement required SoCalGas to take decisive action.

SOCALGAS EFFORTS TO SAFELY CONTINUE SERVING THE PORTUGUESE BEND COMMUNITY

Over the last several months our crews, system integrity teams and engineers have worked diligently to keep the natural gas system in Portuguese Bend safely operating.

- More than 600 ft of pipeline were moved above ground in response to significant land movement.
- A new isolation valve was installed to quickly shut off the system in the event of an emergency and flexible pipeline joints were installed that can accommodate some land movement.
- Leak inspection intervals were accelerated throughout the neighborhood.
- We have closely coordinated with first responders, city officials and third-party experts to keep the public informed and to support infrastructure enhancements.

Notwithstanding that work and given the accelerating land movement, SoCalGas integrity engineers determined it was no longer safe to operate the system.



Community Update

COMMUNITY ASSISTANCE – WE ARE HERE TO HELP

We understand this is a difficult situation for the Portuguese Bend community.

In the short term, we are providing impacted account holders with \$2,500 to help approximately 135 residents who do not have natural gas service due to the worsening land movement.

SoCalGas began distributing assistance in-person on Tuesday, July 30 and has delivered assistance to approximately 50% of impacted households.

We will continue to have outreach teams in the community to provide information and to deliver assistance through Friday afternoon.

SoCalGas also announced today the company will forgive outstanding bills for impacted account holders.

- *For customers with an outstanding balance, all charges will be removed from your bill.*
- *Customers with an account credit will receive a refund.*

WHAT IS NEXT FOR SOCALGAS' INFRASTRUCTURE

On Tuesday, SoCalGas technicians began the necessary work to make impacted customer meters safe. Crews will continue that work over the next several days.

SoCalGas crews will also perform work on parts of the community's natural gas network that are under significant strain.

We are also developing a plan to monitor the community's natural gas infrastructure. We will continue to coordinate with first responders, city officials and third-party experts monitoring and responding to dynamic land movement conditions.

IMPORTANT SAFETY INFORMATION

Please do not attempt to restore service or try to connect alternative fuels like propane to your natural gas meter. Doing so is unsafe.

Before connecting alternative fuels like propane to your home's natural gas plumbing, please consult a licensed professional.

HOW TO REACH US

We know you may have concerns, and we are here to assist you.

SoCalGas' community information booth at the corner of Fruit Tree Rd. and Narcissa Drive will be open daily from 8 a.m. - 6 p.m. through Thursday and 8 a.m. – 2 p.m. on Friday.

For customer service inquiries, please contact us at **1-877-238-0092** or email us at **projectinfo@socalgas.com**.

For more information and updates visit www.socalgas.com/RPV.