



Community Update

On the morning of Monday, July 29, 2024, 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 accelerating land movement required SoCalGas to take decisive action.

SoCalGas continues to distribute assistance to the Portuguese Bend community. So far assistance has reached 85% of impacted account holders.

To further enhance safety in the Seaview and Portuguese Bend Beach Club communities, SoCalGas is enhancing its analysis of [advanced meter](#) data to help identify and address potential leaks in those neighborhoods. If SoCalGas identifies a potential leak through advanced meter data, we will verify and notify you about the necessary repair work required to the customer's facilities to maintain safe service. If the situation cannot be repaired immediately, for the safety of the customer and the surrounding areas, the individual meter may need to be shut off until repairs are made to make it safe.

WHAT IS NEXT FOR SOCALGAS' INFRASTRUCTURE IN RANCHO PALOS VERDES

SoCalGas technical and operating personnel, along with third party experts, have been closely monitoring land movement in several Rancho Palos Verdes communities, including Portuguese Bend, Seaview, and Portuguese Bend Beach Club.

SoCalGas crews will perform work on other parts of its natural gas network that are under significant strain.

We will continue to monitor our natural gas infrastructure and to coordinate with first responders, city officials, and third-party experts monitoring and responding to dynamic land movement conditions.

NEW SAFETY WORK IN SEAVIEW COMMUNITY IS NOT EXPECTED TO IMPACT NATURAL GAS SERVICE

On Friday, Aug. 2, 2024, SoCalGas will begin work to install a series of isolation valves in the Seaview community. If it becomes necessary, these valves would allow us to safely turn off natural gas to individual streets most impacted by the land movement.

Excavation work will begin Friday, Aug. 2, 2024. The installation of the valves is not expected to disrupt service to customers in the Seaview community.

SOCALGAS SAFETY EFFORTS AT THE PORTUGUESE BEND COMMUNITY

Over the last several months, our crews, system integrity teams and engineers have worked diligently to try 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 inspections intervals were accelerated throughout the neighborhood.



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MORE INFORMATION ON SOCALGAS' SYSTEM INTEGRITY WORK

Over the past several months, SoCalGas had been closely monitoring a series of worsening land movement conditions in the Portuguese Bend community impacting the community's natural gas infrastructure.

On May 18, 2024, SoCalGas had to turn off service to four customers on Vanderlip Drive because roadway conditions and new fissures made it unsafe to service or to continue operating a temporary compressed natural gas pod serving the community.

Unfortunately, the rest of the Portuguese Bend community also began to show signs of significant strain.

Beginning May 2024, the number of natural gas leaks repaired in the Portuguese Bend community tripled compared to the number of leaks repaired during all of 2023.

In response to cumulative leak data, natural gas main repairs, and field observations, SoCalGas integrity engineers conducted a survey of its infrastructure serving the Portuguese Bend community last week. That survey confirmed the entire SoCalGas gas system was being impacted and there was no way to safely continue service.

Following that determination, SoCalGas carried out a process for safe shut down, communicated with stakeholders and mobilized resources to support the community.

To promote public safety, we also increased our presence significantly starting on Friday, July 26, 2024, performing daily leak inspections by walking and checking each of our pipelines in the community, and by communicating with residents through door-to-door outreach.

COMMUNITY ASSISTANCE

We understand this is a difficult situation for the Portuguese Bend community. We are providing impacted account holders with \$2,500 to help the approximately 135 residents who do not have natural gas service due to the worsening land movement.

We will continue to have outreach teams in the community to provide information and to deliver assistance through Friday, Aug. 2, 2024, from 8 a.m. to 2 p.m. If you are unable to reach our booth this week, a SoCalGas representative will contact you to make delivery arrangements. You may also contact us at projectinfo@socalgas.com to arrange delivery.

As a reminder, impacted account holders will have outstanding balance removed from their accounts. Customers with an account credit will receive a refund.

IMPORTANT SAFETY INFORMATION

Please do not attempt to restore service or 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

For customer service inquiries, please contact us at **1-877-238-0092** or email us at [**projectinfo@socalgas.com**](mailto:projectinfo@socalgas.com).

For more information and updates, visit [**www.socalgas.com/RPV**](http://www.socalgas.com/RPV)