



Urgent City of Rolling Hills Update

Following a recent geological hazard survey and an incident with the water system, SoCalGas has determined that recent and potential land movement have made it unsafe to continue providing natural gas service for 35 homes in the City of Rolling Hills. The water system incident is an indicator of the strain on the area's underground infrastructure caused by land movement. Unfortunately, natural gas service will be discontinued to those homes indefinitely effective Monday, Sept. 16, 2024, at approximately 3 p.m.

As you are aware, land movement conditions worsened over the last several weeks and natural gas service to some homes in the Portuguese Bend, Portuguese Bend Beach Club and parts of the Seaview community of Rancho Palos Verdes have also been turned off to protect public safety.

If your natural gas service is turned off, please do not attempt to restore service yourself, 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.

SoCalGas will continue to coordinate with first responders, city officials and third-party experts monitoring and responding to dynamic land movement conditions. Residents in the above communities may see SoCalGas representatives working in their areas to monitor conditions or to assess its natural gas infrastructure in the area.

If you suspect a natural gas leak, please don't wait - call us immediately at **1-800-427-2200**.

If your home is in the impacted area and you have questions, please contact us at **1-877-238-0092** or email us at projectinfo@socalgas.com.

For more information and updates, visit socalgas.com/PV



Frequently Asked Questions

What areas are affected?

- The land movement in certain areas of the Palos Verdes Peninsula remains dynamic and SoCalGas is actively monitoring conditions as they evolve. We understand this remains a difficult situation for the community.

Will service be restored?

- Unfortunately, we do not know when it will be safe to restore service in these areas, but will continue to evaluate our ability to serve impacted homes.
- SoCalGas continues to coordinate our work with City leaders, public safety agencies and others responding to the ongoing land movement.
- SoCalGas personnel will inform the community and contact customers when restoration of service is safe to operate our infrastructure.

Could additional areas require gas service shutoffs?

- Unfortunately, we do not know. Parts of the Palos Verdes Peninsula continue to experience significant new land movement damaging roads, homes and further threatening the safety of SoCalGas' infrastructure.
- SoCalGas continues to take steps to minimize the impacts to natural gas service caused by land movement, where possible. However, if we identify potential safety concerns with the natural gas infrastructure serving your community, SoCalGas may be required to turn off natural gas service to protect public safety. If service shutoffs are required, we will notify you as quickly as possible.

- SoCalGas will continue to coordinate with first responders, city officials and third-party experts monitoring and responding to dynamic land movement conditions.
- SoCalGas will also continue to provide updates to customers and local city officials on its efforts to safeguard natural gas infrastructure for customers.

Why is this happening now?

- The land movement in certain areas of the Palos Verdes Peninsula remains dynamic and SoCalGas is actively monitoring conditions as they evolve.
- The movement has significantly compromised the safe operation of the natural gas pipelines serving certain areas in the Palos Verdes Peninsula. Observations and assessments made by our personnel require that we discontinue service to these areas to promote the safety of the community.

Will I receive financial assistance for having my service disconnected?

- Currently, SoCalGas is not providing assistance payments to customers experiencing service disruptions due to land movement.
- In July, SoCalGas provided one-time assistance payment to the impacted residents to assist with meeting immediate needs and potentially transitioning to alternative sources of energy.
- Since then, the dynamic and fast-changing land movement on the Palos Verdes Peninsula has entered a new phase, prompting several decisive actions to protect affected residents and business owners:

- Southern California Edison has shut off electric service to hundreds of homes in the Portuguese Bend and Seaview areas, some indefinitely.
 - The City of Rancho Palos Verdes issued an evacuation warning for the Portuguese Bend Community Association telling residents that they should, “prepare to evacuate and seek alternative housing.”
 - Gov. Gavin Newsom **declared a state of emergency** for the City of Rancho Palos Verdes due to increasing land movement and utilities’ increasing inability to safely serve portions of the community.
- Affected customers may be able to seek relief through SoCalGas’ Emergency Disaster Relief program. More information can be found at socalgas.com/EDR.

Will I still receive a SoCalGas Bill?

- You will not be billed for gas service for the period when it’s unavailable to you.
- SoCalGas will forgive the current bill for impacted account holders. Customers with an account credit will receive a refund.