

## **WILDFIRE GAS RESTORATION UPDATE**

Since early last week, SoCalGas has been working around-the-clock, in close coordination with first responders, to assess the impacts of the fires on our infrastructure, and to make conditions safe for residents, our employees and the public.

SoCalGas has begun safely restoring natural gas service in communities in the Palisades and will soon begin restoring service in the Eaton fire areas that have not been directly impacted by the fires.

For the Palisades fire, this includes the northwest areas of Malibu beyond Pepperdine University.

For the Eaton Fire, initial restorations are set to begin in the western Sierra Madre community at homes and businesses not impacted by fire.

We understand that being without natural gas service is difficult, and we are working to restore service safely as quickly as possible.

Over the next several days, customers in these communities will see a large SoCalGas presence in their neighborhoods, including our Contractors and mutual aid partners that include SDGE, Northwest Natural and PG&E.

Here are the latest updates about our ongoing gas restoration efforts:

### **PALISADES FIRE OPERATIONAL UPDATE**

- SoCalGas on Sunday began the restoration of natural gas service to customers in the Malibu community that were not directly affected by the fire. Initial restoration efforts are in the northwest areas of Malibu beyond Pepperdine University.
- We estimate the entire restoration process could take 1-4 weeks for the approximately 5,000 customers to be restored.

## EATON FIRE OPERATIONAL UPDATE

- SoCalGas continues to respond to the Eaton Fire and to coordinate with first responders to safely assess impacts to our infrastructure.
  - Due to the extent of damage caused by the fire, SoCalGas determined it was necessary to temporarily suspend service to approximately 16,700 customers in the Pasadena, Altadena, and Sierra Madre communities on Saturday January 11.
  - Restoration efforts at homes not damaged by fire are expected to begin this Monday, Jan. 13, in the western Sierra Madre community at homes and businesses not impacted by fire.
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## RESTORATION PROCESS

Customers will see a large presence of SoCalGas crews in their neighborhood over the next several weeks. SoCalGas is also receiving assistance from contractors and mutual aid from San Diego Gas & Electric (SDGE), Northwest Natural and Pacific Gas & Electric (PG&E) to accelerate the restoration of service.

Please note, SoCalGas crews will need access to customer property to shut off meters. Residents and businesses in the area may smell a natural gas odor while crews perform work, but there is no threat to public safety.

Restoring long-term services to customers is a multi-step process:

- **Step 1:** Safely Secure Infrastructure - SoCalGas crews must isolate the supply line and individually shut off the gas meters for impacted customers before restoration can begin.
- **Step 2:** Assess and Repair – SoCalGas technicians must then assess any damage to the natural gas distribution system, make repairs, repressurize the system and survey the area for leaks.
- **Step 3:** Restore - SoCalGas technicians can begin the process of restarting natural gas service to individual residences after the area is safely re-pressurized.



# Community Update

1/12/25

Each residence could take 1-2 hours to restore, depending on the type and number of appliances in the home.

If customers are not present when SoCalGas crews attempt to restore service, they will leave behind a notification with information on how to schedule their service restoration.

## **STAY SAFE**

To keep customers and employees safe, please remember these safety tips:

- Authorized SoCalGas employees will be in uniform with our company logo.
- All SoCalGas employees, contractors and mutual aid partners on company business are required to carry a SoCalGas ID badge.
- SoCalGas employees will never ask for payments during home visits.
- To verify the authenticity of anyone claiming to be a representative of SoCalGas, ask for identification or call us at 1-800-427-2200 or 1-800-342-4545 for Spanish-language customer service.
- [Learn more about how to identify SoCalGas employees and utility scams.](#)

## **ADDITIONAL INFORMATION**

Customers who have had their natural gas service temporarily turned off for safety reasons will not be billed for service during this temporary outage. For more information, please visit [Emergency Disaster Relief | SoCalGas](#).

SoCalGas will continue to send customers notifications to account holders via email and text messages to email addresses and phone numbers on file.

For more information or to report a gas leak please contact SoCalGas at 1-800-427-2200, 24 hours a day, seven days a week.