

## An Important Update for Customers Near the Eaton Fire – 1.10.25 3pm

### Impact Update

- SoCalGas continues to actively monitor impacts from the Eaton Fire in Los Angeles County. Over the last two days, SoCalGas crews have been focused on maintaining reliable service for customers not impacted by the fire in this area while protecting public safety.
- SoCalGas has been coordinating with first responders and continue to assess impacts to its infrastructure as fire officials deem the areas safe and allow SoCalGas crews access to the affected areas.
- Due to the extent of the damage SoCalGas crews have now observed firsthand, SoCalGas has determined it is necessary to temporarily isolate a section of its natural gas system.
  - We estimate that approximately, 16,000 natural gas customers in the Pasadena, Altadena, and Sierra Madre communities will be impacted by this service disruption, including those whose properties may have not been impacted by the fire.
- In areas impacted by the Eaton Fire, SoCalGas continues to shut off service to homes destroyed by wildfire.
  - As of 2 PM on Friday January 10th, SoCalGas personnel have safely shut off service to approximately 772 customers.
- Customers should not try to extinguish burning service lines at destroyed homes.
- Instead, residents are encouraged to keep their distance and notify SoCalGas at 1-877-238-0092.

### Restoration Process

- For safety reasons, customers should not attempt to restore gas service themselves. Only SoCalGas technicians and certified contractors are authorized to operate the natural gas service shut-off valve.
- 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 will repressurize the gas line then concurrently conduct leakage surveys and restore services.
  - **Step 3:** Restore - SoCalGas technicians can begin the process of restarting natural gas service to individual residences after the area is re-pressurized.
- Individual customers must have an adult home during this process to allow SoCalGas to perform an in-home safety check. Each residence could take 1-2 hours to restore, depending on the type and number of appliances in the home.
- Due to the extraordinary number of impacted customers by multiple fires throughout Los Angeles County, the restoration process will take longer than usual. We are seeking mutual



# Community Update

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assistance from other utilities to bring in additional technicians in an effort to accelerate the restoration process.

- We understand that being without natural gas service may be difficult, and we are working to restore service safely and as quickly as possible. We appreciate our customers' patience during these extraordinary circumstances.

## **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 or to report a gas leak please contact SoCalGas at 1-800-427-2200, 24 hours a day, seven days a week, and return to this webpage for the most up to date information..

## **Eaton Fire Update – 1.10.25 – 10:30 am**

- SoCalGas is focused on safely turning off natural gas service lines to properties damaged or destroyed by the Eaton Fire.
- SoCalGas continues to assess its infrastructure and estimates that natural gas meters on as many as 3,500 properties in the impacted area may be damaged.
- SoCalGas personnel safely turned off nearly 300 service lines on January 9 and additional crews will be deployed on January 10 to accelerate the repair of damaged natural gas meters and infrastructure.
- This effort is being safely managed in close coordination with the Eaton Fire Incident Command.
- Natural gas service in most of the evacuation area remains on to preserve critical services for homes and businesses not damaged by the Eaton Fire and to significantly speed up recovery efforts once the fire is contained and evacuation orders are lifted.
- Some areas remain inaccessible to SoCalGas crews due to fire, debris, and other hazardous conditions and we continue to work closely with first responders on gaining access.
- In safely accessible areas, SoCalGas crews are working to identify and stop natural gas leaks caused by the fire.
- Customers should not attempt to stop natural gas leaks or extinguish burning natural gas equipment on their own.
- If customers suspect a natural gas leak or observe infrastructure flaring, please evacuate the area immediately, and from a safe location, call SoCalGas at 1-800-427-2200 to report it.