

WILDFIRE NATURAL GAS RESTORATION UPDATE

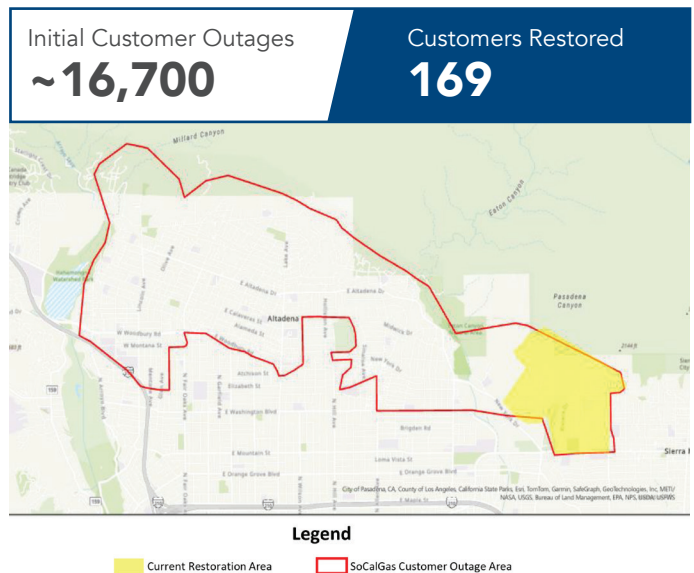
Since last week, SoCalGas has been working around the clock in close coordination with first responders to assess the impacts of the fires on our infrastructure, and to make conditions safe for residents, our employees and the public. SoCalGas has begun safely restoring natural gas service in communities near both the Palisades and Eaton fire areas.

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

EATON FIRE RESTORATION UPDATE

- SoCalGas restored gas service to 169 customers today in the western Sierra Madre area. About 16,700 customers were initially shut off.
- SoCalGas's restoration efforts will continue tomorrow in the western Sierra Madre community at homes and businesses not impacted by fire. Please see what to expect with the restoration process.
- SoCalGas representatives will be staffing a community information booth from 10 a.m.-4 p.m. at the Santa Anita Mall, Gate 8, located at 400 S. Baldwin Ave. in Arcadia. There customers can get information about restoration efforts, accounts and billing.

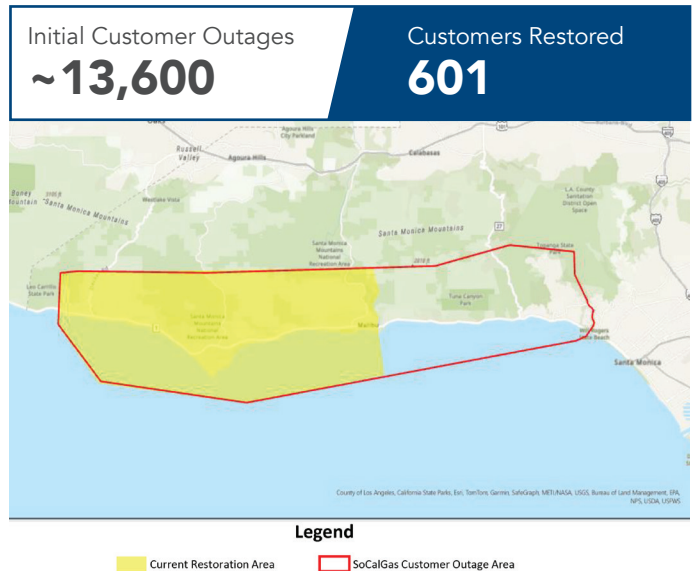
SoCalGas Customer Restorations – Eaton Fire



PALISADES FIRE RESTORATION UPDATE

- SoCalGas restored gas service to 601 customers today in the northwest areas of Malibu. About 13,600 customers were initially shut off.
- SoCalGas's restoration efforts will continue tomorrow in the northwest areas of Malibu beyond Pepperdine University. Please see what to expect with the restoration process.
- SoCalGas representatives will be staffing a community information booth from 10 a.m.-4 p.m. at the Pavilions located at 29211 Heathercliff Road in Malibu. There customers can get information about restoration efforts, accounts and billing.

SoCalGas Customer Restorations – Palisades Fire



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 (SDG&E), 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.

Each residence could take 1-2 hours to restore, depending on the type and number of appliances in the home. At this time, restoration of service cannot be scheduled ahead of time. 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.
- 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, visit socialgas.com/SafeAccess.

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 socialgas.com/EDR.

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.