

Palisades Fire Restoration Update

Since Jan. 7, SoCalGas has worked around the clock in close coordination with first responders to safely secure natural gas infrastructure, assess the impacts of the fires, make necessary repairs, and begin restoring service to customers who have returned home.

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

SoCalGas continues to restore service to homes that have not been directly affected by the Palisades fire. Workers today have restored natural gas service to an additional **85** customers in the northwest areas of Malibu, bringing the total number of restored customers to **3,344**.

SoCalGas' restoration efforts will continue in the northwest areas of Malibu beyond Pepperdine University. Please see below for what to expect with the restoration process.

SoCalGas representatives will be staffing community information booths from 10 a.m. – 4 p.m. at the Pavilions located at 29211 Heathercliff Road in Malibu and from 9 a.m. – 8 p.m. at the FEMA Disaster Recovery Center located at UCLA Research Park West, 10850 W Pico Blvd., in Los Angeles. 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 support the restoration of service.

SoCalGas Authorized Mutual Aid Partners:



SoCalGas crews, along with our mutual aid partners, will be arriving in your neighborhood to go door-to-door to safely restore your service. We will be doing this multiple times in each area. If we miss you, we will leave you instructions on how to make an appointment for gas restoration services or call us at 1-800-427-2200.

It is important for customers to know the following about the restoration process when you return home:

- An adult over age 18 must be present during restoration.
- To restore your service, SoCalGas must have access to your meter and inside your residence to check the safety of your natural gas appliances.
- This process will take one to two hours.
- Never attempt to restore or turn on your natural gas service yourself.

Natural gas appliances that require electric ignition may not ignite for customers without electric service. If a natural gas appliance does not ignite, please turn it off immediately. If you suspect a gas leak, please contact SoCalGas.

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, visit socalgas.com/SafeAccess.

Additional Information

Customers do not need to contact SoCalGas to report their home as destroyed or damaged to have their bills forgiven. Additionally, if customers with destroyed or damaged homes receive a bill, they do not need to pay it.

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 socalgas.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.