



Eaton Fire Response & Recovery

2/21/2025

Since Jan. 7, SoCalGas has been working in close coordination with first responders to temporarily shut off natural gas service to areas impacted by Los Angeles wildfires, assess the impacts of the fires on SoCalGas' infrastructure, make necessary repairs, and restore service to customers who have returned home.

SoCalGas Infrastructure: Ready for Service

SoCalGas has completed its assessments, validating the safety and integrity of our infrastructure. Since most of SoCalGas' infrastructure in the fire-affected areas is underground, it remains undamaged by the fires and safe to continue serving customers as they return to their homes and businesses.

To-date, we have restored service to more than **14,000** customers in the Eaton and Palisades fire areas. Our crews will continue that work as customers return to assess, repair and rebuild their properties.

Rebuilding and Restoring Your Natural Gas Service

SoCalGas stands with our customers and supports efforts by federal, state and local governments to build back communities so that residents who lost their homes, their schools, their places of worship, and their businesses can rebuild their lives.

SoCalGas will prioritize applications and natural gas service connections for customers impacted by the fires.

Customers who want to resume natural gas service from SoCalGas should follow these key steps during their rebuild process:

1. **Plan:** Customers or licensed contractors should request service restoration during the planning stages of the project, before construction begins. To request service restoration, please submit a "Request to Modify Existing Service" Application for natural gas service online at socialgas.com/ModifyService or via phone at 1-800-427-2000.
2. **Build:** SoCalGas representatives will perform several site visits throughout the process and will advise customers as to where natural gas meters must be placed. They will also evaluate a property's projected natural gas needs, based on their appliances, to determine what kind of service line will be required.
3. **Restore:** Once a property is ready for restoration, a SoCalGas planning representative will discuss specific project needs and schedule your service reconnection. Only SoCalGas personnel or agents duly authorized by SoCalGas may reconnect your service. During your appointment, a SoCalGas representative will meet you at your home and perform a safety check on all appliances as part of the reconnection process.

Gas meter installations and final appliance inspections will occur once the project is near completion. For more information about builder services please visit: socialgas.com/builderservices.

Some impacted customers may also be eligible for rebates and/or financing on natural gas appliances. More information can be found here: socialgas.com/savings.

Natural Gas Service Restoration – Eaton Fire

In the Eaton fire area, the natural gas system is back in service. Service restoration continues for properties that were not directly impacted by the fire and are ready for service. SoCalGas has restored natural gas service to a total of **7,865** customers in the Eaton fire area as of **February 21**.

SoCalGas has gone door-to-door in these neighborhoods to safely restore service. If we missed you, customers who have returned home and are without natural gas service should call SoCalGas' Customer Contact Center at 1-800-427-2200 to schedule an appointment. SoCalGas is prioritizing restoration services for customers impacted by the fires with same or next day appointments.

Billing

SoCalGas is ready to assist customers impacted by the fires. SoCalGas will waive customers' most recent billing charges, as well as final closing bill charges for eligible residential and small business customers whose home or business was destroyed by the fire. Waived charges will appear as an adjustment on a customer's final bill.

Customers who have had their natural gas service temporarily interrupted as a precaution or due to damage will not be billed for the days they were without service. These customers do not need to contact SoCalGas. Instead, a bill credit equal to one month's customer charge may appear on an upcoming bill.

Customers who transfer their natural gas service to a new residence or facility and who are unable to pay past due charges are encouraged to contact us at 1-800-427-2200 to discuss their eligibility for customer assistance programs and payment plans.

Debris Removal

SoCalGas is actively collaborating with Los Angeles County and the U.S. Army Corps of Engineers to help facilitate safe debris removal efforts for the Eaton and Palisades fire areas.

Before starting any excavation work, follow California law requirements regarding calling 811 to have utility lines safely marked. 811 is a free service available to everyone. For more information about safe digging please visit socialgas.com/811.