

Palisades Fire Restoration Update

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.

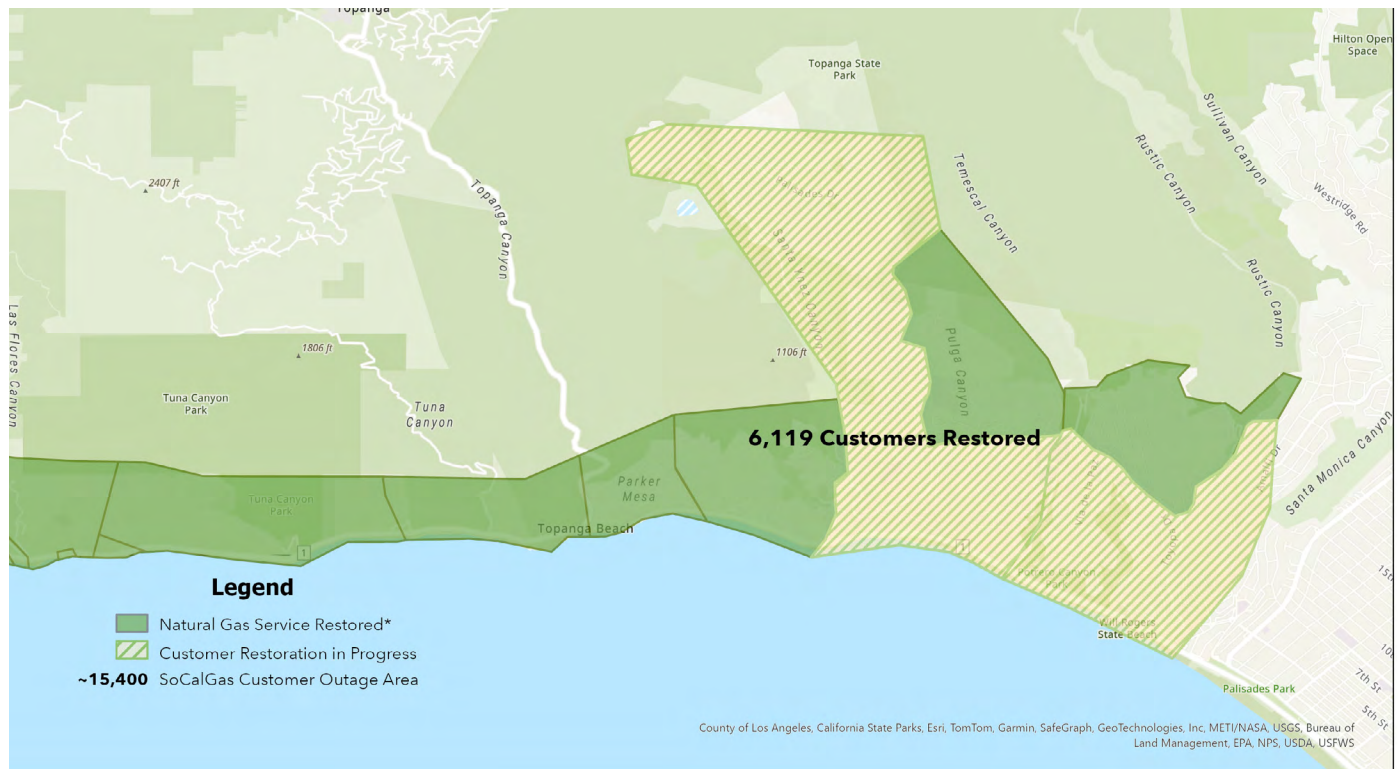
SoCalGas has completed our assessment of our infrastructure and to-date has restored service to more than **13,700** customers in the Eaton and Palisades fire areas. Our crews will continue that work as customers return to assess, repair and rebuild their properties.

Natural Gas Service Restoration – Palisades Fire

Most of the natural gas system in the Palisades area 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 **6,119** customers in the Palisades fire area. As of February 4, an additional **3,477** customers are pending restoration. The remaining **5,804** customers require longer-term restoration due to fire damage.

SoCalGas crews have been going 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.

SoCalGas Customer Restorations Map – Palisades Fire



The map data displayed here is an approximation as of 8 am 2/4/2025. SoCalGas has finished assessing our infrastructure and is revising our counts from the earlier estimates. Field conditions are constantly updating, and the information provided may not reflect the most current status.

*Customer restoration has been completed where customers granted SoCalGas access to property to perform safety checks. Please contact SoCalGas to schedule restoration.

See next page for what to expect during the restoration process.

SoCalGas Infrastructure: Ready For Service

Since most of SoCalGas' infrastructure in the fire-affected areas is underground, it is undamaged by the fires. SoCalGas' system is resilient to fires, and we are ready to continue serving customers as they return to their homes and businesses.

Billing

SoCalGas is ready to assist customers impacted by the fires. SoCalGas will waive current bills for eligible residential and small business customers who experienced damage to their properties impacting natural gas service. 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.

Customers do not need to contact SoCalGas to report their home or business as damaged. Instead, a bill credit equal to one month's customer charge will appear on customers' final bill.

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.

Customers preparing to remove debris from their private property without the need for a permit are encouraged to call 811 before any digging or soil removal begins. California law requires property owners, contractors and excavators to call 811 to have utility lines safely marked before any excavation work. 811 is a free service available to everyone. The properties that were impacted by the fire have been temporarily isolated from the gas system to prevent damage during the reconstruction phase. For more information about safe digging please visit socalgas.com/811.

Rebuilding And Restoring Your Natural Gas Service

SoCalGas stands with our customers and supports efforts by our state and local governments to quickly build back communities so that residents who lost their homes, their schools, their places of worship, and their businesses can rebuild their lives. SoCalGas is collaborating in Los Angeles City's Development Resource Center (DRC) initiative and the Los Angeles County rebuilding task force, which aims to expedite the building process and provide customers with utility service information.

SoCalGas will prioritize 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.
- 2. Build:** To request service restoration, please submit a ["Request for Service" Application](#) for natural gas service online at socalgas.com/residentialapp or via phone at 1-877-238-0092; For non-residential construction, please submit a ["Request for Service" Application](#) for natural gas service online at socalgas.com/nonresidentialapp or via phone at 1-800-427-2000.
- 3. Restore:** Once the application is received, a SoCalGas planning representative will contact customers to discuss specific project needs and schedule your service reconnection.

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

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