



A  Semptra Energy utility®

INFORMATION ON THE RESTORATION OF NATURAL GAS SERVICE

We know being without natural gas service may be difficult, especially when temperatures are low, and we are working to restore service safely and as quickly as possible.

SoCalGas® crews are working with fire officials and have identified neighborhoods where natural gas service can be restored. Restoring services to customers is a multi-step process.

STEP 1: crews must individually disconnect natural gas service lines to several hundred structures that suffered fire damage before service can be restored to other customers in areas experiencing outages.

STEP 2: once crews finish disconnecting the service lines to the damaged properties, the pipeline feeding natural gas to the area can be re-pressurized, contingent on approval from fire officials.

STEP 3: once evacuation orders have been lifted and residents are allowed to return to their homes, SoCalGas technicians can begin the process of restarting natural gas service to individual residences. We expect technicians to begin this work within a day of the evacuation orders being lifted.

- Individual customers will need to be home during this process to allow SoCalGas to perform an in-home safety check. We estimate that it could take up to four days for the entire area to be restored. Each residence could take 1-2 hours to restore, depending on the type and number of appliances in the home.
- For safety reasons, customers should not attempt to restore gas service themselves. Only SoCalGas and certified contractors are authorized to operate the natural gas service shut-off valve.
- SoCalGas will attempt to contact customers in advance via an automated telephone call to inform them when the restarts to individual residences are expected to begin.

SoCalGas will have outreach team members stationed in the impacted neighborhoods to answer customer questions. Additionally, customers can call SoCalGas Customer Service at 1-877-238-0092 or visit socialgas.com for more information.