



Feb. 27, 2016

SOCALGAS PROVIDES ADDITIONAL DETAILS ABOUT EXTENDED ALISO CANYON TEMPORARY RELOCATION PROGRAM

Last week's decision by the Los Angeles Superior Court ordered SoCalGas to continue relocation services to residents of Porter Ranch and surrounding areas who chose to relocate from their community. SoCalGas has filed an appeal based on the substantial public body of scientific data from local, independent air quality and health agencies that have demonstrated that the air quality in the area does not pose any long-term health risk. These health agencies say that with the leak gone, related short-term symptoms should be gone. Air quality levels in and around Porter Ranch are consistent with levels before the leak occurred.

In response to media inquiries, SoCalGas issued the following statement to help provide additional details about how residents can re-enter the temporary relocation program:

“The leak has been confirmed permanently sealed since February 18, and health agencies say with the odor gone, related short-term symptoms should be gone. Additionally, scientific data from local, independent air quality and health agencies have demonstrated the air quality in the area does not pose any long-term health risk. Regardless, SoCalGas is complying with the court order to extend the temporary relocation program for eligible residents in the community who would prefer additional time to return home.

“Ultimately, our focus is to bring the community back together. Over 90% of the community is in their homes today, and the majority never relocated. Nonetheless, we recognize that some of the community remains concerned. We are working to re-establish temporary relocation processes to support these eligible residents. Given that the orderly relocation processes established under the initial relocation program had been demobilized last week following the permanent sealing of the well, this is a challenging task. We appreciate residents' input as we strive to reduce confusion and make their re-enrollment as seamless as possible.

“To help clarify the process, SoCalGas has added additional information on alisoupdates.com and noted key items below:

“Eligibility:

- Any resident who was already in the temporary relocation program and who was housed in temporary short-term housing between February 18 and February 25 is eligible to re-enter the program.

“Placement and Reimbursement Process:

- Eligible residents must first complete the [online form](#) found at [alisoupdates.com](#)
- Eligible residents can then contact their Temporary Housing Provider to help find temporary accommodations
- Some temporary housing providers have been inundated with requests, and residents may experience delayed responses for the next several days
- Eligible residents can self-refer to a hotel within the program guidelines, for the same number of rooms as previously provided, up to a maximum of \$350 per night. This is an increased amount offered by SoCalGas, intended to help more quickly place the significant volume of eligible residents who desire continued relocation.
- Residents placed by our temporary housing providers do not incur hotel costs – they are direct billed to SoCalGas
- For eligible residents who self refer, they can use their credit card to reserve the room and the temporary housing provider or SoCalGas can work with the hotel to transfer the room charges directly to the temporary housing provider or SoCalGas. Most hotels offer this service. If they do not, eligible residents will be reimbursed.
- To help expedite reimbursement payments, we have posted a [checklist](#) on our [alisoupdates.com](#) website

”In addition to remobilizing the relocation process, SoCalGas continues to take action to support the community’s transition back to normal.

- We continue to engage 19 temporary housing providers to place residents
- Over 100 SoCalGas community liaisons are working to help residents get answers to their questions and resolve issues
- We have established dedicated processing teams focused solely on expediting reimbursements for residents
- In the last week, we have mailed over 3,700 reimbursement checks:
 - 820 for lodging reimbursements
 - 2,653 for meal reimbursements
 - 207 for mileage reimbursement
 - 20 for miscellaneous
- Additional checks for mileage are scheduled to be processed next week
- The Community Resource Center is fully staffed and open seven days a week to provide personal service to residents with questions or concerns, including health advisors who maintain regular office hours there
- [Alisoupdates.com](#) is updated regularly, providing access to forms, checklists and [FAQs](#)

“We will continue to do what we can to remove confusion and make this process as simple as possible for affected residents.”

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