



SoCalGas Updates on Progress to Return Relocated Residents to Normal Life *Company Starts Exterior Cleaning Process This Week*

LOS ANGELES – March 8, 2016 - Starting this week, SoCalGas contractors will conduct assessments of approximately 140 homes nearest the Aliso Canyon storage facility where brown spots have been reported and are believed to be related to the once-leaking well. SoCalGas' contractor will identify homes or areas requiring exterior cleaning and work with homeowners and cleaning contractors to schedule the cleaning. Spots have generally been reported on outside surfaces. However, the company will also assess the handful of reports of residue on surfaces inside homes. SoCalGas will provide vouchers to residents who have brown spots on their vehicles for cleaning as well.

Sampling results reviewed by both a toxicologist and a medical expert suggest that the residue does not pose a health risk. However, SoCalGas is providing cleaning services for residents or reimbursing residents who have already had the residue cleaned.

According to heating, ventilating and air conditioning professionals, residue is not likely to have gotten into duct systems of residences because the vast majority of residential Forced Air Heating & Air Conditioning systems are sealed and do not pull in outside air. For the very few systems that take in a small amount of outside air, the filter should capture particles before the air is circulated, according to the professionals.

Extensive and continued testing and analysis by health and air quality experts, including the County, show that the air in the community has completely returned to normal. The majority of residents never left Porter Ranch and many others who were once relocated have returned home.

Additionally, since March 3, SoCalGas has helped clean indoor air by installing over 23,000 air filtration systems (scrubbers, plug-ins and filters) in nearly 8,300 homes, schools, and businesses.

Also, as part of its commitment to help residents return home safely, last Friday, SoCalGas announced it has approved and processed over 17,000 reimbursements, totally over \$36 million. For residents experiencing difficulty with reimbursements, the following steps can help minimize potential delays:

- 1. Review the [Incident Reimbursement Checklist](#).** Verify all the information and documentation necessary is included in the request.
- 2. Verify all information on the [Reimbursement Form](#)** is accurate and complete. Residents need to make sure that ALL of the information on the reimbursement form is completely filled in. Any missing

information, or information that is inconsistent with past submittals, can delay the processing of the reimbursement.

- 3. Make sure all information is legible.**
- 4. Duplicate requests can slow the reimbursement process.** Please recognize reimbursement processing may take several weeks given the steps involved. Residents with questions about the status of their request may contact their Community Liaison. Residents who do not have an assigned Community Liaison, may call 818-435-7707 or email AlisoCanyon@socalgas.com.

Providing dedicated customer service to residents impacted by the leaking well at Aliso Canyon is one of [five commitments](#) SoCalGas made to emphasize the company's dedication to restoring trust and continuing support for the community.

###