



SoCalGas Announces New Hours for Community Resource Center in Porter Ranch

LOS ANGELES - MARCH 8, 2016 - Southern California Gas Co. (SoCalGas) today announced new hours for its Porter Ranch Community Resource Center (CRC) to better reflect the changing needs of residents seeking services related to the incident at Aliso Canyon.

- Effective tomorrow, March 9, 2016, the CRC, located at 19731 Rinaldi Street, Northridge CA, 91326, will be open:
 - Tuesday through Friday, 10:00am – 6:00pm
 - Saturday, 10:00am – 3:00pm
 - The CRC will be closed Sunday and Monday.

At the peak in January, the CRC was serving more than 500 visitors each day. Since then, daily visits to the CRC have decreased by nearly 70 percent. The new consolidated schedule will allow for more consistent and effective services during operating hours.

The CRC has served more than 23,000 visitors and is being staffed by more than 25 trained employees (many of whom live in and near Porter Ranch), a board-certified physician and multi-language interpreters to serve any residents who have questions about relocation, reimbursements, claims or other information.

SoCalGas also has 100 community liaisons available to assist residents with any questions they have, as well as approximately 150 claims representatives working diligently to provide reimbursement checks as efficiently as possible.

To date, SoCalGas has approved and processed more than 17,000 reimbursements, totaling more than \$36 million, including approximately 2,200 mileage reimbursement checks totaling approximately \$1.9 million mailed last week.

In addition, SoCalGas continues to offer exterior home cleaning for the homeowners who have reported brown spots believed to be related to the leaking well. Spots have generally been reported on outside surfaces. However, the company will also assess reports of residue on surfaces inside homes.

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.

Visit www.alisoupdates.com for the latest news on Aliso Canyon.

About SoCalGas: [Southern California Gas Co.](#) has been delivering clean, safe and reliable natural gas to its customers for more than 145 years. It is the nation's largest natural gas distribution utility, providing service to 21.6 million consumers connected through 5.9 million meters in more than 500 communities. The company's service territory encompasses approximately 20,000 square miles throughout central and Southern California, from Visalia to the Mexican border. SoCalGas is a regulated subsidiary of Sempra Energy (NYSE: SRE), a Fortune 500 energy services holding company based in San Diego.

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