

As part of our commitment to provide safe and reliable energy, we want to let you know about important safety information and available safety services that we provide at no additional cost to you.

HOW TO RECOGNIZE AND RESPOND TO A GAS LEAK

It's important to keep in mind that natural gas is flammable and that a simple spark can serve as an ignition source. Use your sense of sight, hearing or smell, along with any of the following signs, to alert you to the presence of a gas leak:

Look

- A damaged connection to a gas appliance
- Dirt, water or debris being blown in the air
- Dead or dying vegetation (in an otherwise moist area) over or near pipeline areas
- A fire or explosion near a pipeline
- Exposed pipeline after an earthquake, fire, flood or other disaster

Listen

- An unusual sound, such as a hissing, whistling or roaring sound near a gas line or appliance

Smell

- The distinctive odor* of natural gas
- * Some people may not be able to smell the odor because they have a diminished sense of smell, olfactory fatigue (normal, temporary inability to distinguish an odor after prolonged exposure to it) or because the odor is being masked or hidden by other odors that are present, such as cooking, damp, musty or chemical odors. In addition, certain conditions in pipe and soil can cause odor fade – the loss of odorant so that it is not detectable by smell.

If you smell natural gas or suspect a gas leak:

- REMAIN calm
- DON'T light a match, candle or cigarette
- DON'T turn electrical appliances or lights on or off or use any device that could cause a spark
- Immediately evacuate the area and, from a safe location, call SoCalGas® at **1-800-427-2200** 24 hours a day, seven days a week, or call **911**.

APPLIANCE EQUIPMENT INSPECTIONS AND ADJUSTMENT

At no additional charge, SoCalGas will make a service call to your home to inspect and adjust your natural gas appliances for proper operation. For appliance safety information, visit **socalgas.com** (search "APPLIANCE SAFETY").

MORE INFORMATION

Please visit us at **socalgas.com** (search "SAFETY") for additional safety information on:

- Emergency preparedness
- Carbon monoxide prevention and detection
- How to shut off your natural gas meter
- Earthquake valves
- Fumigation safety
- Pipeline safety and Underground Service Alert's "Call Before You Dig" program

If you prefer, please call the phone numbers listed below. Spanish-speaking representatives and interpreter service are available 24 hours a day, seven days a week. Our dedicated Chinese, Korean and Vietnamese representatives are available Monday-Friday, 8 a.m.- 5 p.m.

English:	1-800-427-2200
Español:	1-800-342-4545
粵語:	1-800-427-1420
한국어:	1-800-427-0471
Hearing-impaired:	1-800-252-0259
國語:	1-800-427-1429
Tiếng Việt:	1-800-427-0478
For other languages:	1-888-427-1345

BILLING DISPUTES

Sub-metered customers who dispute the charges on their bill or the accuracy of the sub-meter should first contact their landlord or authorized billing agent. If meter accuracy disputes cannot be resolved, the sub-metered tenant should contact the county's Department of Weights and Measures.