



A  Sempra Energy utility

December 23, 2015

### **A Letter to the Community Affected by the Aliso Canyon Natural Gas Leak**

On behalf of all of us at SoCalGas®, I would like to thank each and every one of you for your understanding and patience during this time. I especially want to thank those families who have chosen to temporarily relocate for their continued cooperation. We sincerely apologize and assure you that we are working as quickly and safely as possible to stop the flow of natural gas from the leak. For those experiencing health symptoms due to the odorant, we are continuing to offer home solutions that will help to reduce the smell indoors. Our highest and most urgent priority is to stop the leak. We have hundreds of our employees, expert consultants and suppliers working around the clock to resolve this issue.

Stopping the flow of gas is a complicated effort that involves world class technical experts, state and local government officials and emergency responders. We are making good progress on drilling a relief well to stop the leak and are on schedule to complete it by late-February to late-March. The relief well will intercept the leaking well at more than 8,000 feet below ground and the operation is continuing around the clock, 24 hours, 7 days a week. As of December 19, we have drilled about 3,300 feet and are in our second of five phases of the drilling process. Once the relief well intercepts the leaking well, we will pump fluids and cement into the bottom of the well to stop the flow of gas and permanently seal it. Again, we are working as quickly and safely as possible to complete this operation.

To help improve your comfort and minimize health concerns, we are providing the following resources and support:

- For those local residents who wish to stay in their homes during this period, we are offering air purification and weatherization services to reduce and potentially eliminate the odor in your home. For more information please call **818-435-7707** or email us at **alisocanyon@socalgas.com**
- If air purification is not an option for you, we continue to provide temporary relocation services to residents who wish to do so. This includes those with special needs and pets. Please call **404-497-6808** and indicate that you are a SoCalGas customer calling about an Aliso Canyon claim. This call center is staffed 24 hours a day, 7 days a week.
- The SoCalGas Community Resource Center (CRC) is now open to assist Porter Ranch residents and answer questions relating to the Aliso Canyon incident. The CRC is located in the Porter Ranch Town Center at 19731 Rinaldi Street. Hours of operation are 10:00 a.m. to 8:00 p.m Monday through Friday and 10:00 a.m. to 6:00 p.m. on weekends. The CRC will be open on Christmas Eve and New Year's Eve from 10:00 a.m. to 4:00 p.m. and closed on Christmas and New Year's Day.

In addition, we continue to conduct air sampling in multiple locations within the community. Regular updates of the air sampling can be found on **alisoupdates.com**. We will continue to keep everyone fully informed as events unfold. Please visit [AlisoUpdates.com](http://AlisoUpdates.com) for ongoing updates.

We appreciate your patience while we work as quickly and safely as possible to resolve this issue.

Sincerely

A handwritten signature in black ink, appearing to read "D. Arriola".

Dennis Arriola  
President and CEO