

# ALISO CANYON STORAGE FACILITY UPDATE

NOVEMBER 12, 2015



## BACKGROUND

On October 23, SoCalGas crews discovered a leak at one of the natural gas storage wells at our Aliso Canyon storage field. After conducting our normal procedures to stop the leak, we realized that additional expertise and equipment were needed in this situation. We brought in a team of world-class experts to help us, and have since been working as

quickly as safety will allow, to stop the leak.

We have been working closely with all of the appropriate public agencies, including the L.A. City and County Fire Departments and Hazmat Departments, the L.A. County Department of Health, the California Division of Oil, Gas & Geothermal Resources, and the South Coast Air Quality Management District.

We sincerely apologize for any concern this odor is causing the neighboring communities. However, the leak does not pose an imminent threat to health or public safety. The well is located in an isolated, mountain area more than a mile away from and more than 1,200 feet higher than the closest home or public area. Scientists agree natural gas is not toxic and that its odorant is not toxic at the minute levels at which it is added to natural gas. Health and air-quality officials said that the levels of the additive found in air samples taken in Porter Ranch should not pose a health problem.

**"WE ARE SORRY FOR THE CONCERNS THE LEAK AND ITS ODOR MAY HAVE CAUSED YOU. WE ARE COMMITTED TO WORKING AS QUICKLY AS SAFETY WILL ALLOW TO STOP THE FLOW OF NATURAL GAS"**



## CONTENT

- 1 Aliso Canyon Natural Gas Background
- 2 Situation Update
- 2 Health Questions
- 2 Claims Information
- 2 SoCalGas' Commitment to the Environment
- 3 Well Diagrams
- 4 Progress Timeline
- 4 Contact Information



## SITUATION UPDATE

As of Wednesday November 11, SoCalGas' team of well management experts have cleared the ice blockage in the well and completed a multi-day operation of successive probes and tests.

We have collected and analyzed all available data obtained during the diagnostics, and we are now preparing and planning our approach to stop the flow of gas. We have some of the world's best experts advising us, and they owe their success to their cautious approach.

The leak site remains safe because it's in a localized area more than a mile away from homes and businesses. Natural gas continues to leak from the pipe casing and is seeping from the ground areas near the well; however, it is not blowing at high pressure.



## HEALTH QUESTIONS

Once again, we apologize to our neighbors and residents who may be affected by the odor of natural gas. Although natural gas is not considered to be toxic or a hazardous air pollutant, it does smell bad. Odors affect everyone differently and some people may feel ill from the smell. We encourage people to call a doctor if they feel they need to. We apologize for any discomfort the odors may be causing you or your family.

To help provide the public with more information, we are taking air samples regularly. The results are posted on [socalgas.com](https://www.socalgas.com).

If you have health questions you can contact the L.A. County Department of Health at (888) 700-9995.

## CLAIMS INFORMATION

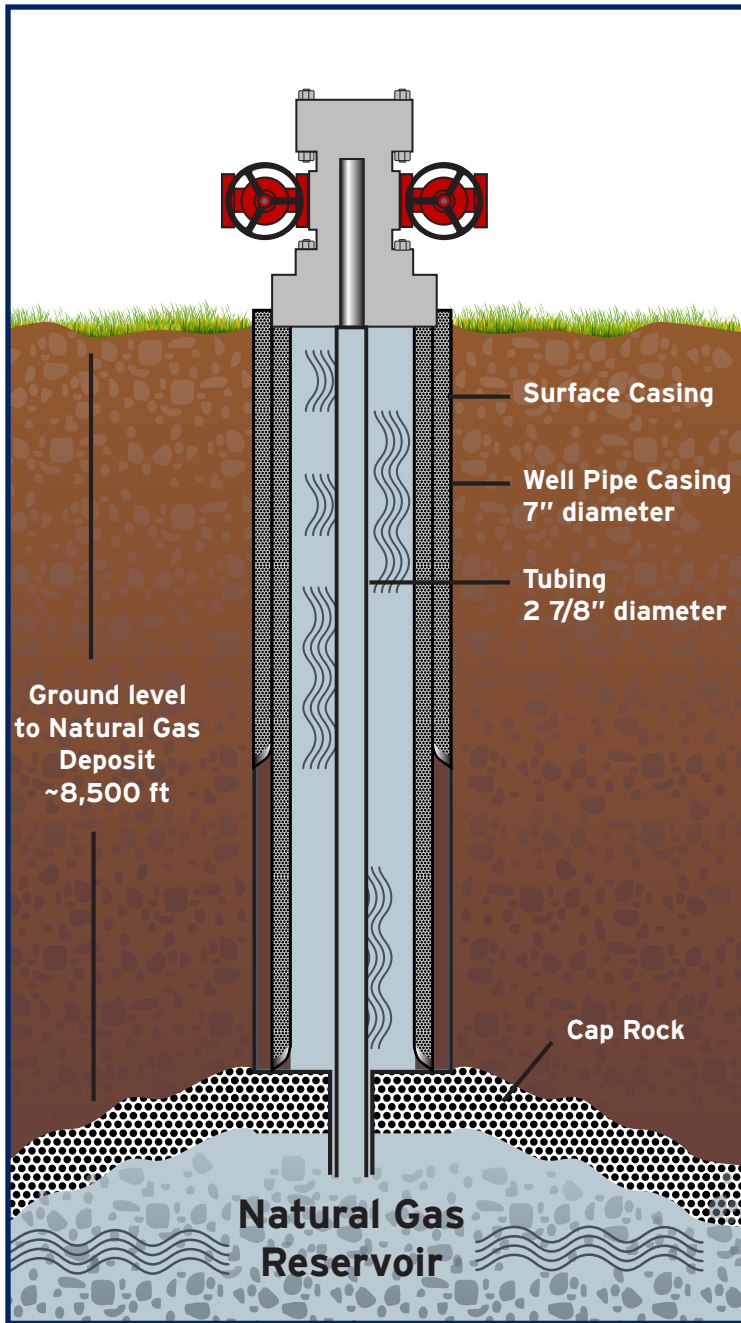
If you believe you have suffered harm or injury as a result of this incident, please call 213-244-5151 to speak to a claims representative.

You can also download a Claims Form at:  
[socalgas.com/about-us/our-services/consulting/claims.shtml](https://www.socalgas.com/about-us/our-services/consulting/claims.shtml)

Mail or fax the form to:  
Southern California Gas Company  
Attention: Claims Department  
P. O. Box 60980  
Los Angeles, California 90060-0980  
Fax number 213-244-8214

## SOCALGAS' COMMITMENT TO THE ENVIRONMENT

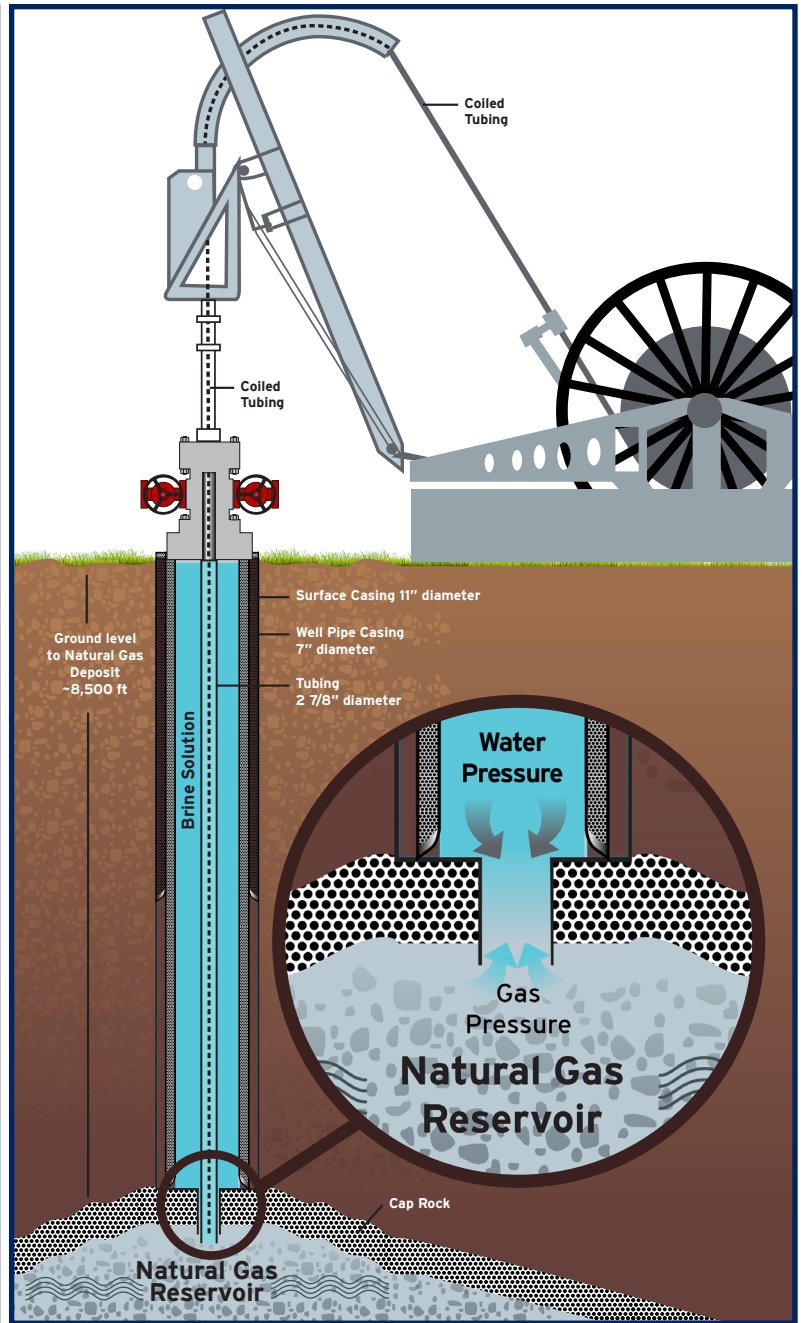
We are committed to resolving the situation quickly, not only to alleviate our neighbors' concern, but also to reduce the environmental impact. We're working hard to reduce the flow of natural gas and stop the leak as quickly as possible. Reducing what are called "fugitive emissions" that contribute to climate change has been an extremely high priority for SoCalGas for many years. As a result, our distribution system has one of the lowest fugitive emissions rates in the country. We genuinely care about the environment, and we are presently working with our team of experts and regulatory agencies to reduce the impact of the leak to the environment and surrounding community. Once the leak is stopped, we will work with the appropriate agencies to evaluate and address the environmental impact of this leak.



**FIGURE 1**

#### Natural Gas Well Leak

Indicators are that natural gas is leaking from the well pipe casing into the ground near the well.



**FIGURE 2**

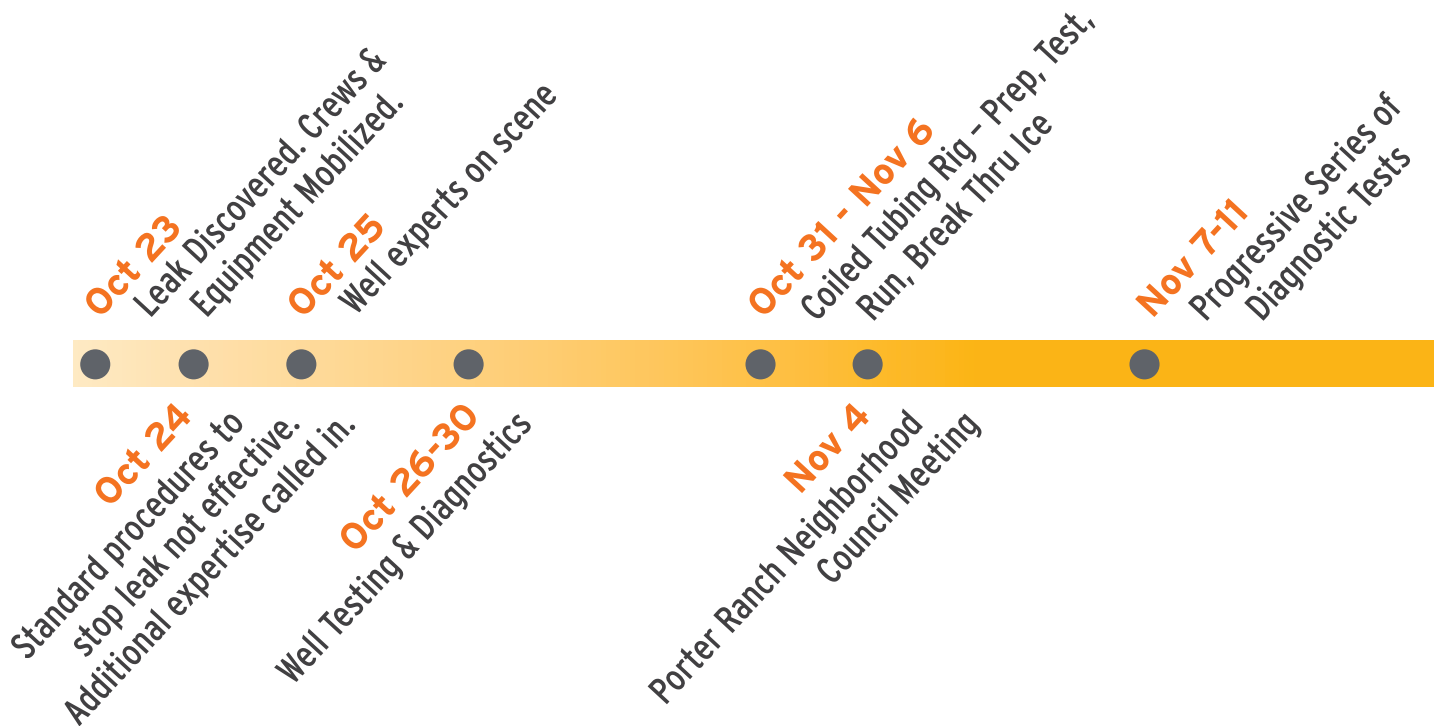
#### Current Efforts to Remedy the Leak

The goal is to fill the well pipe with enough brine solution to stop the flow of natural gas.

SoCalGas' team of experts will fill the well pipe with enough brine solution to out weigh the pressure of the natural gas, thus stopping the flow of the natural gas from the leak.

\* Graphic is for informational purposes only. Scale and technical detail are not accurate.

## ALISO CANYON SITUATION TIMELINE



SoCalGas will continue to keep the community updated by posting updates and information on our website **socalgas.com** under the title “Aliso Canyon Updates.”

We have also set up a special call-in number (818) 435-7707 and email address, [AlisoCanyon@socalgas.com](mailto:AlisoCanyon@socalgas.com), where customers can contact us.

In addition, we welcome neighbors to stop by our public information booth, open 7 days a week from 10 a.m. to 5 p.m., near the entrance to our facility 12801 Tampa Avenue.

Thank you to our customers and the community for your cooperation, patience and understanding.