



A  Sempra Energy utility

November 23, 2015

Dear SoCalGas® Customer,

Today marks one month since the discovery of the natural gas leak, and we want to thank you for your understanding and patience as we continue our efforts to stop the leak and to remove its odor from the community. We understand this process is frustrating and continue to apologize for the odor and environmental concerns you might have. Stopping this leak, as quickly as safety will allow, is our highest priority.

If you feel you have suffered harm or injury as a result of this incident, please call **213.244.5151** and one of our claims processors will help you. For residents in neighboring communities who wish to relocate, we are providing free, temporary housing accommodations, including locations that can accommodate residents with disabilities and people with access and functional needs. And for residents with pets, we have arranged pet-friendly locations. Please call us at **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.

Multi-Pronged Approach to Stop the Leak

We are committed to – and we will – stop the flow of gas, and are working with some of the world’s best well management experts to seal the leak as quickly – and as safely – as possible.

Over the past few weeks, we have been attempting to pump fluid directly down the well to outweigh the natural pressure pushing the gas up from the ground. At the same time, we have been preparing to construct a relief well, which is an established approach, but complex and time consuming.

We are unable to provide a specific timetable, but the relief well process could take several months. While the relief well is built, we will continue to try to stop the flow of gas by pumping fluids down the well. Daily updates and more information on the process are available at:

www.socalgas.com/newsroom/aliso-canyon-updates.

Air Monitoring and Health Impact

A team of our environmental specialists and retained experts will continue conducting daily air sampling and monitoring at several representative sites both within our facility and your community. Air sampling results are available at **www.socalgas.com/newsroom/aliso-canyon-updates/air-sample-results**. To-date, the analysis of air samples continues to show the components of natural gas, and the odorant that can be detected remains below levels of concern.

According to the County of Los Angeles Department of Public Health, “these exposures do not constitute an immediate danger to life, and permanent or longterm health effects are not expected. Daily, short-term symptoms are expected to continue, as long as the odors remain.”

Decreasing the Odor from the Natural Gas Leak

To reduce the odor, we are installing a system to spray a food-grade and biodegradable solution called Odex in the immediate vicinity of the gas leak. The solution has been used in situations supervised by the U.S. Environmental Protection Agency (EPA) and is specially designed to react with the mercaptans in the air and break it down, thus reducing its odor. See www.kumacorp.com/odor.html for more information on Odex. Monitors will be stationed between this odor suppression system and the boundary of the facility to monitor its effectiveness. Although this should break down a significant percentage of the mercaptan, we will continue to conduct air sampling.

(continued on reverse)

Coordinating with Government Agencies

As we work to resolve this situation, we are continuing to coordinate with the Department of Oil, Gas and Geothermal Resources (DOGGR) and other state and local regulators who have representatives on-site. We also conduct and/or provide daily briefings with the local fire and hazmat departments, health and air quality agencies, as well as your local, state and federal representatives.

Updates and Information

Each day, we provide updates on our website as information becomes available on www.socalgas.com, under the "Aliso Canyon" section on our home page. Additionally, one of the primary means for residents to be notified of an event is through NotifyLA - emergency.lacity.org/EOOperations/NotifyLA/index.htm. We encourage residents to register.

Thank you again for your patience and cooperation. We are committed to working as quickly as safety will allow to stop the flow of gas and to alleviate you and your family of the concerns it may be causing you.



Gillian A. Wright
Vice President of Customer Service
Public Information Officer - Aliso Canyon Incident
SoCalGas

Si desea obtener esta información en español visite el sitio web socalgas.com y haga clic en el aviso de "Aliso Canyon."

이 정보를 한국어로 보시기 원하시면, socalgas.com 웹사이트를 방문하여 "알리소 캐년(Aliso Canyon)" 업데이트를 클릭하십시오.

Այս տեղեկությունները հայերեն լեզվով տեսնելու համար այցելեք socalgas.com կայքը և սեղմեք "Aliso Canyon"-ի թարմացումների վրա: