



Southern California Gas Company (SoCalGas®) employees are available to respond to emergencies around the clock, 24 hours a day on every day of the year. Whether there is a major natural disaster or a contractor hits and breaks a natural gas pipeline, SoCalGas is prepared to respond 24 hours a day, 7 days a week and 52 weeks in a year throughout our service territory.

Utility Response

SoCalGas has established a specific structure to respond to incidents and emergencies within our service territory.

SoCalGas field personnel are typically the first on the scene. In most instances, such as when someone digs into a pipeline, SoCalGas field personnel will make the needed repairs so the pipeline or equipment can be operated safely. Often, this requires coordination with local fire and police officials and it may involve restoring service to affected customers. While all such incidents are reported to management, SoCalGas field personnel are trained and able to take care of them on their own.

If the situation is more complicated and potentially could affect more facilities and customers, then local regional management will open a local Gas Emergency Center (GEC).

Each of our four operating regions has a GEC. Local regional management and support personnel will meet there to provide their expertise, coordinate with the field's efforts and arrange for equipment and other resources field personnel need to respond appropriately to the incident.

In the event of a major emergency, such as an earthquake that causes significant damage throughout the region, we will open our Emergency Operations Center (EOC). While our primary EOC is located in downtown Los Angeles, we have backup facilities available if that location is not feasible. SoCalGas executives, management and employees trained in emergency response will come together at this specially equipped facility to support local regional management in the GECs. EOC personnel will ensure that the field has its needed equipment and supplies, whether it is a portable generator for lights, new pipes or food for employees and coordinate communication to employees and external audiences.

SoCalGas representatives also are on call to city and county emergency operation centers so that SoCalGas can coordinate our response to emergencies.

Although emergency response is part of the SoCalGas' culture, we don't take it for granted. Members of SoCalGas emergency response teams go through regular training. Emergency exercises, often unannounced, test their skills.

SoCalGas also has mutual assistance agreements with other utilities. If needed, SoCalGas can call on these utilities to send us additional personnel and equipment. Other utilities also can, and have, called on SoCalGas for assistance.

SoCalGas' goal, always, is to protect public, property and employee safety. SoCalGas will do this by working with public officials, emergency responders and others to respond to and contain the emergency. At the same time, SoCalGas will work to maintain natural gas service and, if needed, restore gas service as soon as possible.

Customers' Response

SoCalGas periodically includes safety tips for customers in bill inserts, emails and other communication materials.

Customers are encouraged to know where their natural gas meter is located and to keep a 12-inch or larger adjustable wrench available in their emergency preparedness supplies or near their natural gas meter. After an earthquake or similar emergency, we encourage customers to check for natural gas leaks.

We advise customers to turn off their natural gas meter **only if** they smell natural gas, hear it escaping, or have another indication of a natural gas leak. After an earthquake or other emergency, SoCalGas employees are busy responding to the situation to protect the safety of the communities we serve. It may take a while for SoCalGas to restore service to every building where the natural gas has been shut off.

Safety tips and instructions on how to turn off the meter can be found on our website:

socalgas.com (search "SAFETY").



socalgas.com

800-427-2000

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