



# PIPELINE REGULATIONS AND PUBLIC AWARENESS

Pipeline safety has always been a top priority at Southern California Gas Company (SoCalGas®). We invest time and resources on the design, construction, maintenance and inspection of our pipelines that deliver natural gas to more than 20.9 million consumers connected through nearly 5.8 million meters throughout Central and Southern California.

## Pipeline regulations

The design, construction, testing, operation, maintenance and safety of all pipelines are heavily regulated. In fact, SoCalGas has hundreds of procedures dealing with pipeline and/or customer safety. Most of our procedures were developed to meet federal and state requirements.

## Pipeline Public Awareness

As part of this effort, we have communicated with customers, residents and businesses along our transmission lines, residents and businesses near our transmission compressor stations and underground storage facilities, excavators and land developers, public officials and emergency responders about safe practices around natural gas pipelines and responding to natural gas emergencies. Beginning June 2006, SoCalGas and all other pipeline operators in the nation have been required to communicate much more aggressively than in the past.

In May 2005, the U.S. Department of Transportation issued a new federal rule outlining requirements for pipeline public awareness programs.

One premise of this program is that a more informed public will contribute to a reduction in pipeline emergencies and releases.

## Target Audiences

SoCalGas and other pipeline operators are required to communicate to a broad base of stakeholders:

- Customers
- Emergency Officials
- Excavators
- Land developers
- One-call centers
- Public officials
- Residents and places of congregation located near pipelines
- Residents and businesses near our transmission compressor stations, our underground storage fields and other major facilities

## SoCalGas' Program

In keeping with the requirements, SoCalGas has developed an extensive Public Awareness Plan, using new and existing communications methods. Our communications channels include bill inserts and onserts (messages on the bill), news releases, paid advertising, brochures, direct mail, email, safety website, meetings and one-on-one briefings.

Pipeline safety communication with our customers occurs semi-annually, while communication with others ranges from annually to every three years. We also will conduct surveys every four years to determine the effectiveness of our communications efforts.

[socalgas.com](http://socalgas.com)

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