

# SOCALGAS® STANDS WITH YOUR **COMMUNITY DURING COVID-19**



We all had hoped that July would bring better news and a return to the summer activities we enjoy, like neighborhood barbecues, summer road trips, and preparing our children to go back to school. However, the recent spike in Coronavirus infections shows we still have work to do to slow the spread of COVID-19. In a necessary step, Governor Newsom recently “dimmed” California’s reopening, reinstating restrictions on many businesses and announcing that most public schools will not resume in-school activities this fall, as planned.

During this period of uncertainty, we want to assure you that SoCalGas continues to safely provide the natural gas service your communities count on. Our essential employees continue to respond to emergency service appointments, and perform work needed to safely maintain our infrastructure.

We are also continuing to support our neighbors who have been affected by COVID-19 through our “Fueling our Communities” summer program and other initiatives.

While this may not be the summer experience we are used to, we remain focused on serving all of our communities.

Andy Carrasco  
Vice President, Strategy and Engagement,  
and Chief Environmental Officer

## **DELIVERING THE NATURAL GAS SERVICE YOU DEPEND ON**

SoCalGas continues to perform work needed to maintain our infrastructure so we can provide your community with safe and reliable energy services. Our employees are still making essential and emergency service appointments, including reports of suspected natural gas leaks, carbon monoxide checks, gas meter turn-ons, installation of swimming pool heaters and natural gas outage.

Our essential employees are focused on your safety. SoCalGas crews working in your communities are following Centers for Disease Control and Prevention (CDC) guidelines and complying with local directives as well.

Our branch payment offices remain closed to customers, but our customer service representatives are available 24-hours a day, 7 days a week to answer customer questions, help customers select a payment option, or determine whether customers are calling about a service issue that needs our attention right away.

For more information about SoCalGas’ coronavirus response. Please visit [socalgas.com/Coronavirus](https://socalgas.com/Coronavirus)





## SOCALGAS CUSTOMERS MAY BE ELIGIBLE FOR ASSISTANCE PROGRAMS

We want to remind customers who are facing financial hardship that there are programs that can help you pay your utility bills. The Gas Assistance Fund provides a one-time grant of up to \$200 to eligible customers for the payment of their natural gas bill. Customers may also qualify for a 20% discount on their natural gas bill, through our California Alternate Rates for Energy (CARE) program. CARE applications are available in English, Spanish, Chinese, Korean and Vietnamese. For more information, please visit [socialgas.com/Care](https://socialgas.com/Care) or call 1-800-427-2200. All of us at SoCalGas want to do everything we can to support the communities we serve during this time.

Apply for the Gas Assistance Fund [here](#).

## “FUELING OUR COMMUNITIES” SUMMER INITIATIVE LAUNCHES

On July 6, SoCalGas launched the “Fueling Our Communities” program in conjunction with five regional charity organizations. The program is funded by a \$500,000 donation from SoCalGas and will provide close to 140,000 meals to 40,000 individuals from underserved communities in Tulare, Kern, Ventura, San Bernardino, Riverside and Imperial counties. Throughout the summer the program will feed seniors, students, families and migrant farm workers in 44 cities. The meals will be prepared by local restaurants and will help stimulate the local economy in these regions.

Read more about the [program](#).



## DONATION DRIVE PROVIDES SUPPLIES FOR FAMILIES IN NEED

Giving back to the communities we serve has always been important to SoCalGas employees. That work continues, but we have had to be creative with what that service looks like today. Our employees recognized that needs are growing and organized drive-up, contactless donation events in Los Angeles and San Bernardino County. Team SoCalGas delivered hygiene and infant care items like diapers, baby lotion, shampoo, conditioner, face coverings and gift cards to the Children’s Fund for children and families in need in San Bernardino.

We also teamed up with the LA Kings to deliver similar hygiene items to LA Family Housing for people transitioning out of homelessness. Each year LA Family Housing distributes 12,000 hygiene kits to people who are unhoused, living in temporary housing, and to families who have recently moved into a place of their own. During the COVID-19 crisis, they need an additional 3,000 kits each month to meet the need.

For more on our community efforts, follow on [Facebook](#) and [Twitter](#).

Please visit our COVID-19 support and response page at [socialgas.com/Coronavirus](https://socialgas.com/Coronavirus) for the latest information.

