

## Palisades Fire Restoration Update

Since Jan. 7, SoCalGas has worked around the clock in close coordination with first responders to safely secure natural gas infrastructure, assess the impacts of the fires, make necessary repairs, and begin restoring service to customers who have returned home.

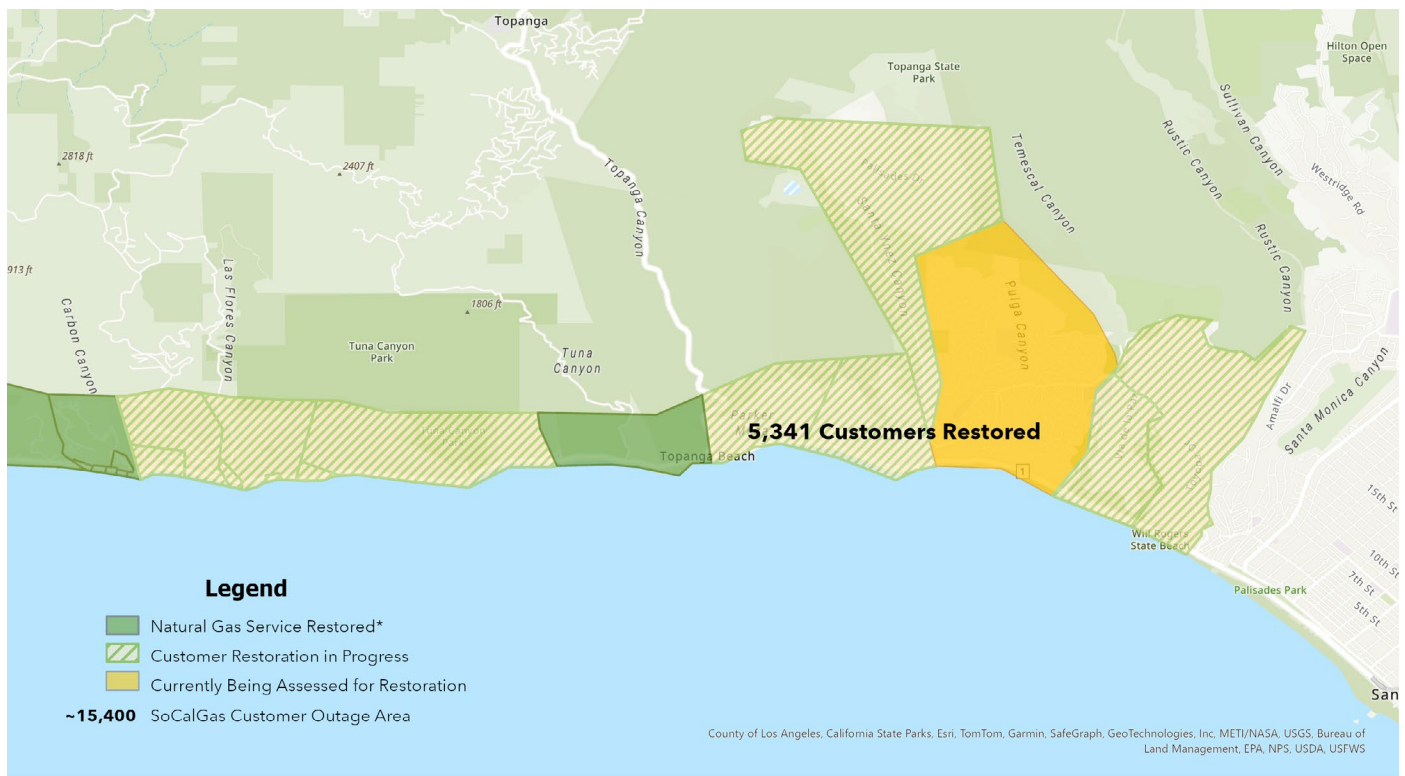
### Here are the latest updates about our ongoing gas restoration efforts:

SoCalGas continues to restore service to homes that have not been directly affected by the Palisades fire. Workers today restored natural gas service to an additional **25** customers in the northwest areas of Malibu, bringing the total number of restored customers to **5,341**.

Customer restoration is complete in all areas of Malibu, west of Carbon Canyon. If your home requires restoration of natural gas service, please contact SoCalGas' customer call center at 1-800-427-2200 to schedule an appointment. Please see below for what to expect with the restoration process.

SoCalGas representatives will be staffing a community information booth from 9 a.m. – 8 p.m. at the FEMA Disaster Recovery Center located at UCLA Research Park West, 10850 W Pico Blvd., in Los Angeles, where customers can get information about restoration efforts, accounts and billing.

### SoCalGas Customer Restorations – Palisades Fire



The map data displayed here is an approximation as of 8am 1/29/2025. SoCalGas has finished assessing our infrastructure and is revising our counts from the earlier estimates. Field conditions are constantly updating, and the information provided may not reflect the most current status.  
 \*Customer restoration has been completed where customers granted SoCalGas access to property to perform safety checks. Please contact SoCalGas to schedule restoration.  
 See next page for what to expect during the restoration process

## Restoration Process

Customers will see a large presence of SoCalGas crews in their neighborhood over the next several weeks.

SoCalGas crews may be arriving in your neighborhood to go door-to-door to safely restore your service. We may be doing this multiple times in each area. If we miss you, we will leave you instructions on how to make an appointment for gas restoration services, or call us at 1-800-427-2200.

It is important for customers to know the following about the restoration process when you return home:

- An adult over age 18 must be present during restoration.
- To restore your service, SoCalGas must have access to your meter and inside your residence to check the safety of your natural gas appliances.
- This process will take one to two hours.
- Never attempt to restore or turn on your natural gas service yourself.

Natural gas appliances that require electric ignition may not ignite for customers without electric service. If a natural gas appliance does not ignite, please turn it off immediately. If you suspect a gas leak, please contact SoCalGas.

## Stay Safe

To keep customers and employees safe, please remember these safety tips:

- Authorized SoCalGas employees will be in uniform with our company logo.
- All SoCalGas employees on company business are required to carry a SoCalGas ID badge.
- SoCalGas employees will never ask for payments during home visits.
- To verify the authenticity of anyone claiming to be a representative of SoCalGas, ask for identification or call us at 1-800-427-2200 or 1-800-342-4545 for Spanish-language customer service.

Learn more about how to identify SoCalGas employees and utility scams at [socalgas.com/SafeAccess](https://socalgas.com/SafeAccess).

## Additional Information

Customers do not need to contact SoCalGas to report their home as destroyed or damaged to have their bills forgiven. Additionally, if customers with destroyed or damaged homes receive a bill, they do not need to pay it.

Customers who have had their natural gas service temporarily turned off for safety reasons will not be billed for service during this temporary outage. For more information, please visit [socalgas.com/EDR](https://socalgas.com/EDR).

SoCalGas will continue to send customer notifications to account holders via email and text messages to email addresses and phone numbers on file.

For more information or to report a gas leak, please contact SoCalGas at 1-800-427-2200, 24 hours a day, seven days a week.

For the latest updates, please visit [socalgas.com/Fires](https://socalgas.com/Fires).