

## RESTORATION UPDATE FOR THE MALIBU COMMUNITY NOT DIRECTLY IMPACTED BY THE FIRE – 1.11.25 9:45 PM

- SoCalGas will begin restoration of natural gas service to customers in the Malibu community that were not directly affected by the fire. We anticipate these restorations will begin Sunday, Jan. 12.
- We understand that being without natural gas service may be difficult, and we are working to restore service safely and as quickly as possible. We appreciate our customers' patience during these extraordinary circumstances.
- Customers will see a large presence of SoCalGas crews in their neighborhood today, and over the next several weeks.
- Please note, SoCalGas crews will need access to customer property to shut off meters.
- Residents and businesses in the area may smell a natural gas odor while crews perform work, but there is no threat to public safety.
- SoCalGas has requested assistance from contractors and mutual aid from San Diego Gas & Electric (SDGE), Northwest Natural and Pacific Gas & Electric (PG&E) to accelerate the restoration of service.
- To keep customers and employees safe, please remember these safety tips:
  - Authorized SoCalGas employees will be in uniform with our company logo.
  - Contractors and those assisting with mutual aid should be accompanied by a SoCalGas employee.
  - All SoCalGas employees on company business are required to carry a SoCalGas photo ID badge. Always ask to see their badge/identification.
  - 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.
  - For more information, visit [Identify SoCalGas Employees and Protect Yourself Against Imposters and Scams](#).

## RESTORATION OF NATURAL GAS SERVICE

- We estimate the entire restoration process could take 1-4 weeks for the approximately 5,000 customers to be restored.
- We will continue to send updates to customers as restoration progresses. The latest information and updates are posted at: [socalgas.com/Fires](https://socalgas.com/Fires).
- For safety reasons, customers should not attempt to restore gas service themselves. Only SoCalGas technicians and certified contractors are authorized to operate the natural gas service shut-off valve.

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- Restoring long-term services to customers is a multi-step process. Please see information below about the restoration process.
  - Step 1:** Safely Secure Infrastructure - SoCalGas crews must isolate the supply line and individually shut off the gas meters for impacted customers before restoration can begin.
  - Step 2:** Assess and Repair - SoCalGas technicians will repressurize the gas line then concurrently conduct leakage surveys and restore services.
  - Step 3:** Restore - SoCalGas technicians can begin the process of restarting natural gas service to individual residences after the area is re-pressurized.
- Individual customers must have an adult home during this restoration process to allow SoCalGas to perform an in-home safety check. Each residence could take 1-2 hours to restore, depending on the type and number of appliances in the home.
- At this time, restoration of service cannot be scheduled ahead of time. If customers are not present when SoCalGas crews attempt to restore service, they will leave behind a notification with information on how to schedule their service restoration.

## ADDITIONAL INFORMATION

Customers who have had their natural gas service temporarily turned off for safety reasons will not be billed for service during this temporary outage.

SoCalGas will continue to send customers 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](tel:1-800-427-2200), 24 hours a day, seven days a week, and return to this webpage for the most up to date information.

SoCalGas will have an informational booth at Pavilions located at 29211 Heathercliff Road, Malibu, CA 90265 daily from 10 a.m. to 4 p.m. to answer customer questions.

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## AN IMPORTANT UPDATE FOR CUSTOMERS NEAR THE EATON FIRE – 1.11.25 3:15 PM

### OPERATIONAL UPDATE

- SoCalGas continues to respond to the Eaton Fire and to coordinate with first responders to safely assess impacts to our infrastructure.
- Due to the extent of damage caused by the fire and as a safety precaution, SoCalGas determined it was necessary to temporarily suspend service to a large section of our natural gas system in and around the Eaton Fire area.

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- On Saturday morning, Jan. 11, SoCalGas temporarily shut off natural gas service to over 16,700 customers in the Pasadena, Altadena, and Sierra Madre communities.
- We understand that being without natural gas service may be difficult, and we are working to restore service safely and as quickly as possible. We appreciate our customers' patience during these extraordinary circumstances.
- Customers will see a large presence of SoCalGas crews in their neighborhood today, and over the next several weeks making repairs, venting gas, shutting off customer meters and performing leak surveys.
- Please note, SoCalGas crews will need access customer property to shut off meters.
- Residents and businesses in the area may smell a natural gas odor while crews perform work, but there is no threat to public safety.
- Customers should not try to extinguish burning service lines. Instead, residents are encouraged to keep their distance and notify SoCalGas at 1-877-238-0092.
- SoCalGas has requested assistance from contractors and mutual aid from San Diego Gas & Electric (SDGE), Northwest Natural and Pacific Gas & Electric (PG&E) to accelerate the restoration of service.
- To keep customers and employees safe, please remember these safety tips:
  - Authorized SoCalGas employees will be in uniform with our company logo.
  - Contractors and those assisting with mutual aid should be accompanied by a SoCalGas employee.
  - All SoCalGas employees on company business are required to carry a SoCalGas photo ID badge. Always ask to see their badge/identification.
  - 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.
  - For more information, visit [Identify SoCalGas Employees and Protect Yourself Against Imposters and Scams](#).

## RESTORATION OF NATURAL GAS SERVICE

- Due to the large number of impacted customers by multiple fires throughout Los Angeles County, restoring natural gas to customers impacted by the Eaton Fire will take longer than usual.
- It may take days or weeks for SoCalGas to restore service to your property.
- We will send an updated notice to customers when we have more information about our timeline for restoration. The latest information and updates are posted at: [socialgas.com/Fires](https://socialgas.com/Fires).
- For safety reasons, customers should not attempt to restore gas service themselves. Only SoCalGas technicians and certified contractors are authorized to operate the natural gas service shut-off valve.
- Restoring long-term services to customers is a multi-step process. Please see information below about the restoration process.

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- **Step 1:** Safely Secure Infrastructure - SoCalGas crews must isolate the supply line and individually shut off the gas meters for impacted customers before restoration can begin.
- **Step 2:** Assess and Repair - SoCalGas technicians will repressurize the gas line then concurrently conduct leakage surveys and restore services.
- **Step 3:** Restore - SoCalGas technicians can begin the process of restarting natural gas service to individual residences after the area is re-pressurized.
- Individual customers must have an adult home during this process to allow SoCalGas to perform an in-home safety check. Each residence could take 1-2 hours to restore, depending on the type and number of appliances in the home.

## ADDITIONAL INFORMATION

- 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 [Emergency Disaster Relief | SoCalGas](#).
- SoCalGas will continue to send customers 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, and return to this webpage for the most up to date information.
- SoCalGas will have an informational booth at the Pasadena Convention Center located at 300 E Green St, Pasadena, CA 91101 daily from 9:00AM-5:00PM to answer customer questions.

## SOCALGAS CUSTOMER OUTAGES -EATON FIRE



### Customers Within the Customer Outage Area

Total Number of Customers

**~16,700**

Number of Customers under Mandatory Evacuation Area

**~15,000**

Number of Customers under Voluntary Evacuation Area

**~1,700**

