

Wildfire Natural Gas Restoration Update

Since last week, SoCalGas has been working around-the-clock in close coordination with first responders to assess the impacts of the fires on our infrastructure and to make conditions safe for residents, our employees and the public.

SoCalGas has begun safely restoring natural gas service in communities near both the Palisades and Eaton fire areas.

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

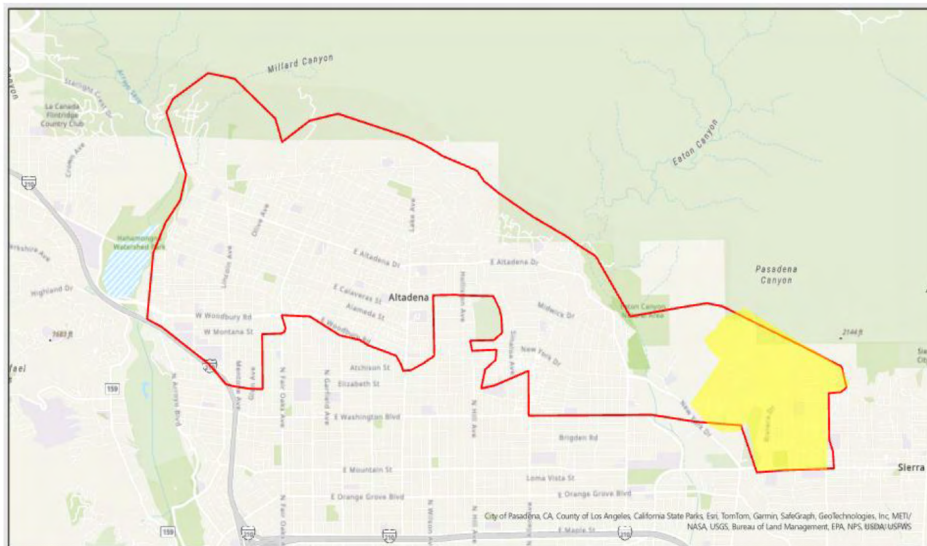
Eaton Fire Restoration Update

SoCalGas was able to restore natural gas service to an additional 197 customers in the western Sierra Madre area, bringing the total number of restored customers to 366. About 16,700 customers were initially shut off.

SoCalGas's restoration efforts will continue tomorrow in the western Sierra Madre community at homes and businesses not impacted by fire. Please see below for what to expect with the restoration process.

SoCalGas representatives will be staffing a community information booth from 10 a.m.-4 p.m. at the Santa Anita Mall, Gate 8, located at 400 S. Baldwin Ave. in Arcadia. There customers can get information about restoration efforts, accounts and billing.

SoCalGas Customer Restorations – Eaton Fire



Initial Customer Outages
~16,700

Number of Customers Restored
366

Legend

- Current Restoration Area
- SoCalGas Customer Outage Area

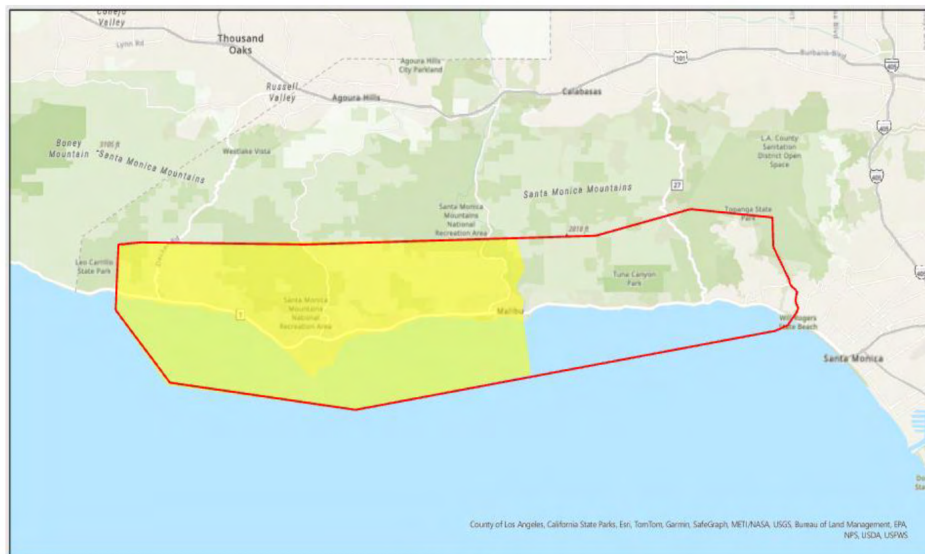
Palisades Fire Restoration Update

SoCalGas was able to restore natural gas service to an additional 71 customers in the northwest areas of Malibu, bringing the total number of restored customers to 678. About 13,600 customers were initially shut off.

SoCalGas's restoration efforts will continue tomorrow in the northwest areas of Malibu beyond Pepperdine University. Please see below for what to expect with the restoration process.

SoCalGas representatives will be staffing a community information booth from 10 a.m.-4 p.m. at the Pavilions located at 29211 Heathercliff Road in Malibu. There customers can get information about restoration efforts, accounts and billing.

SoCalGas Customer Restorations – Palisades Fire



Initial Customer Outages
~13,600

Number of Customers Restored
678

As of 8:00 AM 1/14/2025

Restoration Process

Customers will see a large presence of SoCalGas crews in their neighborhood over the next several weeks. SoCalGas is also receiving assistance from contractors and mutual aid from San Diego Gas & Electric (SDG&E), Northwest Natural and Pacific Gas & Electric (PG&E) to support the restoration of service.

SoCalGas Authorized Mutual Aid Partners:



Please note, SoCalGas crews will need access to customer property to safely restore service.

Restoring long-term services to customers is a multi-step 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 - Once crews finish meter shutoffs, SoCalGas technicians must conduct a leak survey before the area can be re-pressured.

- **Step 3:** Restore - SoCalGas technicians can begin the process of restarting natural gas service to individual residences after the area is re-pressurized. Please note, SoCalGas crews will need access to customer property.

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.

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, contractors and mutual aid partners 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, [visit socalgas.com/SafeAccess](https://www.socalgas.com/SafeAccess)

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 [socalgas.com/EDR](https://www.socalgas.com/EDR)

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.