

SoCalGas Begins Restoring Natural Gas Service to Homes in Seaview Neighborhood

SoCalGas has begun the process of restoring natural gas service to select Seaview homes that had their service shut off due to land movement last year.

For the past few weeks, SoCalGas has worked to upgrade and test its infrastructure in furtherance of restoring service to the Seaview neighborhood. In addition to replacing damaged gas mains, SoCalGas has been installing automatic shut-off valves, isolation valves, pipeline pressure monitors, and additional survey markers to monitor and mitigate any potential damage to gas facilities caused by future land movement in the area.

The restorations for homeowners who want to reconnect to the natural gas system began July 10 on Exultant Drive. Once infrastructure work is completed on Admirable and Dauntless Drives, natural gas service will be offered to homeowners there who want to reconnect and whose homes have not been yellow or red tagged.

Restoration Process

If a customer requests to be serviced by SoCalGas and the home is natural gas ready, a SoCalGas technician will check the home for leaks and appliance compatibility with natural gas. Customers who have switched to alternative fuels or purchased new appliances to run on alternative fuels should consult a licensed professional to check if their appliances and house lines are ready for natural gas. SoCalGas cannot modify, repair, or install customer house lines. SoCalGas is also not authorized to pay to convert homes from alternative fuels to natural gas or for new appliances.

Checklist: Restoration Readiness

- Account Verification
- Customers can contact SoCalGas at 800-228-7377 to verify their account information (if customers have not already been contacted by SoCalGas). SoCalGas will contact customers at a later time to schedule an appointment.
- Appliance Conversion (If Applicable)
 - Have a qualified professional safely disconnect the propane system from the converted appliance(s) for safe operation and compliance with manufacturer specifications.
- Propane Supply Disconnection (If Applicable)
 - Have a qualified professional safely disconnect the propane system from the converted appliance(s).
 - Ensure the natural gas line has its own dedicated piping that is not connected to any propane system.
- Professional Inspection (Recommended)
 - Have a qualified professional inspect the natural gas houseline system to confirm it is safe and ready for service (no leaks).

SoCalGas Will Contact Customers When We Are Ready to Restore Service:

- SoCalGas will contact customers via the information provided in the customer's account file to schedule an appointment when we are ready to restore service.

During the restoration process, a SoCalGas technician will perform a leak test on the customer's natural gas houseline. If no leaks are found on the houseline, the technician will provide service and a safety check to all connected natural gas appliances. If leaks are found, the gas meter will be left off until the houseline is repaired by a qualified professional.

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

- An adult over the age of 18 must be present during restoration.
- To restore service, SoCalGas must have access to the customer's meter and the residence interior to check the functionality of natural gas appliances.
- This process will take one to two hours.
- Pets must be confined behind a solid partition while SoCalGas employees are working on the premises.
- Customers should never attempt to restore or turn on natural gas service themselves.

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 these reconnection 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.

Looking Ahead

Once service is restored in the Seaview community, SoCalGas will work to restore natural gas service to Portuguese Bend Beach Club and the City of Rolling Hills, if the localized land movement conditions continue to allow for safe resumption of service.

All restoration plans are dependent upon minimal land movement rates. Restoration efforts are provisional and based on localized conditions at each property. Increased land movement may necessitate future temporary shutoffs of natural gas service to homes to promote public safety.

SoCalGas will continue to monitor the safety of the natural gas system in Seaview through electronic pressure monitoring, land movement markers, and increased leak surveys. SoCalGas will also continue to coordinate with first responders, city officials and third-party experts monitoring and responding to dynamic land movement conditions. For more information, please visit socalgas.com/PVLandMovement.

For customer service inquiries, please contact us at **1-877-238-0092** or email us at projectinfo@socalgas.com.

If you suspect a natural gas leak, please don't wait - call us immediately at 1-800-427-2200.