



**SoCalGas™**

# Are You Restoration Ready?

## Restoration Readiness Checklist:



- **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 You 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.

## Residential 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.

## Additional Restoration Information:

- 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.



## 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 or visit [socalgas.com/SafeAccess](https://socalgas.com/SafeAccess).

For more information, please visit [socalgas.com/PVLandMovement](https://socalgas.com/PVLandMovement).

For customer service inquiries, please contact us at 1-877-238-0092 or email us at [projectinfo@socalgas.com](mailto:projectinfo@socalgas.com).

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

*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.*