

## **SoCalGas Begins Restoring Natural Gas Service to City of Rolling Hills**

SoCalGas has begun repairing and upgrading natural gas infrastructure in the City of Rolling Hills in anticipation of restoring natural gas service to homes that are ready in the coming weeks.

The work includes inspection and replacement of damaged gas mains and the installation of safety improvements like 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. Once infrastructure work is complete, SoCalGas will begin contacting customers whose homes are ready for gas and have not been yellow or red tagged to determine if they want their service restored.

SoCalGas has completed restoration to all homes in the Seaview community that are ready to receive service and whose owners have indicated they wanted to resume receiving natural gas.

SoCalGas continues its infrastructure work in the Portuguese Bend Beach Club in anticipation of restoring service to homes that are ready in the coming weeks.

## **Checklist: Restoration Readiness**

- If a customer requests to be serviced by SoCalGas and the home is natural gas ready, a SoCalGas 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 complete the conversion of appliance(s) that will be connected to the natural gas system and 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](https://socalgas.com/SafeAccess).

## Looking Ahead

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 the area 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 [www.socalgas.com/PVLandMovement](https://www.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**.