

SOCALGAS® STANDS WITH YOUR **COMMUNITY DURING COVID-19**



Over the last several months, we have worked diligently to promote the safety and well-being of our employees and customers and to keep the affordable energy you count on flowing under Governor Newsom's Safer at Home order.

Now, as Southern California begins its recovery many restaurants and businesses have started reopening after a months-long closure.

June is national safety month and safety is the foundation of everything we do at SoCalGas®. In this newsletter we offer safety tips for those businesses that are reopening, as well as important safety tips for homeowners who might be taking on a home improvement project.

We also highlight the ongoing availability of several customer service programs, and a recent construction project that will help SoCalGas continue to bring reliable and affordable natural gas service to our customers.

We hope you find this edition useful, and we will continue to keep you updated on the important information you need.

Andy Carrasco
Vice President, Strategy and Engagement,
and Chief Environmental Officer

KEEPING OUR CUSTOMERS SAFE

Restaurant and business owners are eager to reopen and welcome back customers. In many cases, the natural gas equipment at these businesses has been idle for months. We encourage you to reach out to SoCalGas to have your equipment inspected for leaks to promote safe operation prior to opening. As a reminder, SoCalGas continues to make essential service appointments for things like suspected natural gas leaks, carbon monoxide checks, gas meter turn-ons, natural gas outage and pilot re-lights. Business customers can schedule an appointment by calling 1-800-427-2000.

We also want to provide our residential customers with some safety tips. Many people are taking advantage of the nice weather to start home improvement projects. Don't forget to contact **811** at least two business days before breaking ground, whether it's a landscaping project or you're starting construction on an addition to your home. National Safety month is also a good time to remind everyone to always be aware of signs of a natural gas leak. Some of these signs include a dry patch of grass, a hissing or whistling sound and the distinctive odor of natural gas. Remember to "look, listen or smell." In the event you suspect a gas leak, immediately evacuate the area and from a safe location call SoCalGas at 800-427-2200 or 911. More safety information can be found at socalgas.com/Safety





CONTRACTORS RESUMING WORK FOR CUSTOMERS

Energy Savings Assistance (ESA) and Energy Efficiency (EE) contractor work restarted in-person activities on June 1 after being suspended due to COVID-19. Customers who are interested in making their home or business more energy efficient by installing things like attic insulation, low-flow showerheads, weather stripping or replacing older appliances with more efficient equipment are now able to have an in-person energy audit completed. Additionally, customers who had already begun this process can now have these upgrades completed. Rest assured, ESA and EE contractors are following proper Centers for Disease Control and Prevention (CDC) guidelines for social distancing, face coverings and any other necessary protective measures.

Read here for more information on [commercial](#) and [residential](#) customers.

GAS ASSISTANCE FUND EXTENDED

We know that this has been a difficult time for many and that finances are stretched. SoCalGas would like to remind our customers that there are resources available to help pay their natural gas bill. United Way and SoCalGas' Gas Assistance Fund program usually closes in April, but the fund has now been extended into the fall months. The one-time grant awards have also been doubled from \$100 to \$200. More information, including how to apply, is available at socalgas.com/Gaf

As a reminder, SoCalGas has suspended service disconnections until further notice. This means no residential or small business customer will have their natural gas service turned off due to non-payment.



MAJOR CONSTRUCTION COMPLETE

SoCalGas continues to perform essential work to upgrade our natural gas system to support the safe and reliable delivery of natural gas to our customers. After three years of planning and engineering, SoCalGas recently completed work on relocating a large segment of a natural gas pipeline in Chino. The Benson Bridge work was part of Caltrans' "60 Swarm" project, which included the replacement of three bridges in the County of San Bernardino and the SR 60 pavement project between the 15 and 215 freeways. We are proud to announce that this construction was completed ahead of schedule!

Please visit our COVID-19 support and response page at socalgas.com/Coronavirus for the latest information.



socalgas.com

1-800-427-2000

