

## Restoration Update for the Malibu Community Not Directly Impacted by the Fire – 6:30 pm

- We are actively working to resume natural gas service to approximately 5,000 homes in the Malibu community that were not directly affected by the fires.
- Although long-term repairs will likely be needed in the Pacific Palisades community, SoCalGas is exploring temporary service options for those customers outside the evacuation zone whose natural gas service was interrupted by the fire.
- Restoring 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 meter for the 5,000 impacted customers currently experiencing outages before restoration can begin. This process could take at least 3-4 days.
  - **Step 2:** Assess and Repair - SoCalGas technicians will repressurize the gas line then concurrently conduct leakage surveys and restore services.
  - **Step 3:** Restore - SoCalGas technicians can begin the process of restarting natural gas service to individual residences after the area is re-pressurized. This process could take 2-3 weeks for all impacted homes.
    - Individual customers will need to be home during this process to allow SoCalGas to perform an in-home safety check. Each residence could take 1-2 hours to restore, depending on the type and number of appliances in the home.
    - For safety reasons, customers should not attempt to restore gas service themselves. Only SoCalGas technicians and certified contractors are authorized to operate the natural gas service shut-off valve.
- We estimate the entire restoration process could take as few as 11 days or as long as 3-4 weeks for all 5,000 customers to be restored.
- We are seeking mutual assistance from other utilities to bring in additional technicians in an effort to accelerate the restoration process.
- We understand that being without natural gas service may be difficult, and we are working to restore service safely and as quickly as possible. We appreciate our customers' patience during these extraordinary circumstances.

## PALISADES/EATON FIRE UPDATE 2:00 PM

We are deeply saddened by the recent events that have caused significant loss and devastation in our communities. Our hearts go out to all those who have been affected. We want to extend our heartfelt gratitude to the first responders, including firefighters, public safety officials, utility workers, and our dedicated SoCalGas colleagues, who have been working tirelessly to ensure the safety and well-being of our communities.

## IMPACT UPDATE

- SoCalGas continues to actively monitor impacts from multiple fires in Los Angeles County, including the Palisades fire in Pacific Palisades, the Eaton fire in Altadena/Pasadena, the Hurst fire in Sylmar, and the Sunset fire in Hollywood.
- SoCalGas has been coordinating with first responders and continue to stand by to assess impacts once fire officials deem the areas safe and allow SoCalGas crews access to the affected areas.
- Due to the Palisades Fire, SoCalGas determined it was necessary to temporarily shut off the natural gas line serving Pacific Palisades. The same natural gas line also serves portions of the Malibu community. As a result, communities from Brentwood Country Club to Pepperdine University remain without natural gas service.
  - Approximately, 15,000 natural gas customers are without service in Pacific Palisades and Malibu.
  - SoCalGas has also temporarily disrupted service to approximately 100 customers in Sierra Madre and Altadena due to the Eaton fire.
  - SoCalGas may be required to shut off natural gas service at other locations impacted by fires.
- In areas impacted by the Eaton Fire, SoCalGas is working diligently to safely extinguish service line fires at homes destroyed by wildfire.
  - Customers should not try to extinguish burning service lines at destroyed homes.
  - Instead, residents are encouraged to keep their distance and notify SoCalGas at **1-877-238-0092**.

## IN CASE OF EVACUATION

- We encourage customers to prioritize safely evacuating their homes if required to do so.
  - While not necessary, if customers choose to turn off their natural gas meters before evacuating, please visit SoCalGas' [How to Shut Off your Natural Gas](#) webpage for instructions on how to safely shut off your natural gas meter.

## RESTORATION PROCESS

- SoCalGas will begin service restoration when it is safe to do so. Restoring natural gas is a multi-step process within the impacted areas.
  - 1. Safely Secure** - First, SoCalGas must secure natural gas infrastructure, remove damaged meters and safely extinguish service line fires at damaged homes.
  - 2. Access and Repair/Rebuild** - Next, the company must assess the status of the system and make any needed repairs.
  - 3. Safely Restore** - Once the system is repressurized, home and appliance restorations can begin.
    - This requires an adult be home

- Customers should not try to restore natural gas service on their own. SoCalGas crews will assist customers with service restorations.
- Due to the extraordinary number of impacted customers by multiple fires throughout Los Angeles County, the restoration process will take longer than usual.
- We appreciate our customers patience as we work to restore their service as quickly and safely as possible.

## **BILLING**

- 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 or to report a gas leak please contact SoCalGas at **1-800-427-2200**, 24 hours a day, seven days a week, and return to this webpage [socalgas.com/fires](https://socalgas.com/fires) for the most up to date information.