

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



The end of the year is often a time to reflect on the successes and struggles of the last 12 months. No one could have imagined what 2020 would bring, or that we would be in the midst of a large outbreak in COVID-19 cases as the holidays approached. Our holiday celebrations will likely look a little different this year, but hope is on the way in the form of a vaccine. Until then, we can all do our part to slow the spread.

Despite the year's changes and challenges, the men and women of SoCalGas® take great pride in knowing they continue to safely provide the natural gas service your communities count on. Day in and day out, our essential employees are on the job responding to emergency service appointments and performing work needed to safely maintain our infrastructure.

And our work doesn't end there. I am proud of the efforts SoCalGas employees have taken in their communities. Whether it is safely volunteering at local shelters or donating food, toys and other essentials to our community partners, we are here to serve.

I look forward to what 2021 will bring and wish you a happy holiday season.

Andy Carrasco
Vice President, Communications,
Local Government & Community Affairs

DELIVERING THE NATURAL GAS YOU DEPEND ON

The cold weather is moving in as winter approaches and we know that some customers may have questions about their natural gas service. We want to ease those worries. The natural gas Southern Californians depend on to heat their homes and hot water and to cook their food continues to safely flow through our pipelines, that has not changed. We have, however, made some service changes to help protect our customers and employees from COVID-19.

We continue to make essential and emergency service appointments, including reports of suspected natural gas leaks, carbon monoxide checks, gas meter turn-ons, natural gas outages and pilot re-lights. But for now, some appliance check-ups and non-essential service calls - things like inoperative barbecues, and fire pits are suspended.

Customers will be asked three health questions before a SoCalGas technician visits their home for an appointment. During service visits, SoCalGas technicians will ask homeowners to relocate to another room in the home to maintain a 6-foot distance, per CDC guidelines. Our employees also wear masks, in compliance with public health regulations.

Our branch payment offices remain closed to customers, but our customer service representatives are available 24-hours a day, 7 days a week to answer customer questions, help customers select a payment option, or determine whether customers are calling about a service issue that needs our attention right away.

For more information about SoCalGas' coronavirus response. Please visit socialgas.com/Coronavirus





SOCALGAS DONATES ADDITIONAL \$200,000 TO THE GAS ASSISTANCE FUND

We know that many of our customers are concerned about being able to pay their bills, including their natural gas bill. And we recognize that need is even greater this year. That is why SoCalGas recently donated an additional \$200,000 to the Gas Assistance Fund. The Gas Assistance Fund is administered by the United Way of Greater Los Angeles and provides a one-time grant of up to \$200 to eligible customers for the payment of their natural gas bill.

The Gas Assistance Fund is just one tool available. Customers may also qualify for a 20% discount on their natural gas bill, through our CARE program. CARE applications are available in English, Spanish, Chinese, Korean and Vietnamese. For more information, please visit socialgas.com/Care or call 1-800-427-2200.

As a reminder, SoCalGas is not disconnecting natural gas service to customers who are unable to pay their bill at this time.

Apply for the Gas Assistance Fund [here](#).

SOCALGAS IN THE COMMUNITY

Giving back to the communities we serve has always been important to SoCalGas employees, and we are continuing this commitment to service during the holiday season. Here are just some recent examples of what those efforts looked like across Southern California:

- Over the last few weeks, SoCalGas employees at our Huntington Park and Belvedere bases collected toys which were donated to the "Spark of Love" toy drive. SoCalGas also [donated](#) an additional \$20,000 to the toy collection drive.
- SoCalGas recently sponsored [Sowing Seeds for Life's](#) 14th Annual Holiday Pantry event which provided food, toys & gift cards to more than 2,000 attendees in the Inland Valley.
- Distributed toys and clothing to kids in need at 16 [LA Family Housing](#) sites in partnership with the LA Kings.
- On [Giving Tuesday](#), SoCalGas donated an additional \$100,000 to support local food distribution events and holiday toy drives.

Since March, SoCalGas has donated more than \$3.2 million to nonprofit organizations for COVID-19 recovery efforts, including supporting the region's workforce, feeding the hungry, providing bill assistance to customers, and more. The company has provided COVID-19 relief grants to more than 200 nonprofit organizations throughout its service territory during this time.

For more on our community efforts, follow us on [Facebook](#) and [Twitter](#).



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

