



Important Notice About Your Natural Gas Service

This is an important notice about changes to your natural gas service.

Due to worsening land movement in your area, SoCalGas has determined it is unsafe to continue providing natural gas service in your community.

Unfortunately, your natural gas service will be discontinued effective Monday July 29, 2024, at approximately 9:00 a.m.

We apologize for this unexpected disruption in service.

This dynamic situation requires we take immediate action to protect public safety.

SoCalGas technical and operating personnel along with third party experts have been closely monitoring land movement in Portuguese Bend and other communities for several months.

During that time, SoCalGas has worked diligently to continue safely serving the Portuguese Bend community. These efforts include:

- Relocating more than 600 ft of pipeline to respond to significant land movement.
- Installing a new isolation valve that allows us to quickly shut off the community in the event of an emergency and new flexible pipeline joints that can accommodate some land movement.
- Accelerated leak inspection intervals throughout the neighborhood.
- We are closely coordinated with first responders, city officials and third-party experts to keep the public informed and assess the impact to our infrastructure.

Unfortunately, the neighborhood continues to experience significant new land movement damaging roads, homes and further threatening the safety of SoCalGas' infrastructure.

The significant strain on SoCalGas infrastructure caused by this recent land movement requires that we discontinue service at this time to protect the safety of the Portuguese Bend community.

SoCalGas has not identified any natural gas leaks in your neighborhood.

If conditions change before Monday's scheduled service disruption, SoCalGas will turn off natural gas earlier than planned.

You will not be billed for gas service for the period when it's unavailable to you.

We will also continue to work with City and county leaders, first responders and others responding to the ongoing land movement. We will continue to evaluate our ability to safely serve you in the future.

Please do not attempt to restore service or to connect alternative fuels like CNG or propane to your natural gas meter. Doing so is unsafe. We know you may have concerns, and we are here to assist you.

For more information and updates visit

www.socalgas.com/RPV

For customer service inquiries, call us at

(877) 238-0092

To speak to someone in your community contact

projectinfo@socalgas.com

1 How many homes are impacted?

Approximately 135 homes in the Portuguese Bend community are impacted. Impacted streets include:

CHERRYHILL LN	GINGER ROOT LN	PEPPERTREE DR	SWEETBAY RD
CINNAMON LN	KUMQUAT LN	PLUMTREE RD	TANGERINE RD
CLOVETREE PL	LIMETREE LN	E POMEGRANATE RD	THYME PL
FIGTREE RD	NARCISSA DR	W POMEGRANATE RD	VANDERLIP DR
FRUIT TREE RD	PALOS VERDES DR	ROSEAPPLE RD	

2 Will my service be restored?

- We do not know when it will be safe to restore service.
- Unfortunately, concerns that we cannot safely serve you or your community requires SoCalGas to discontinue natural gas service to your home.
- SoCalGas continues to work with City leaders, first responders and others responding to the ongoing land movement.
- We will continue to evaluate our ability to serve you in the future.
- SoCalGas personnel will inform the community and contact customers when restoration of service is safe to operate our infrastructure.
- Customers should never try to restore service by connecting alternative fuels like CNG or propane to their natural gas meter. Doing so is unsafe.

3 Why is this happening now?

- Recent land movement in your area has significantly compromised the safe operation of the natural gas pipelines serving your community. Observations and assessments made by our personnel require that we discontinue service to your area to promote the safety of the Portuguese Bend community.

4 Why did it take so long for SoCalGas to notice that the infrastructure was compromised?

- Over the past several months we have had increased presence in Portuguese Bend as we respond to the dynamic nature of the land movement – which is moving by some estimates up to 9 inches per week in some areas.
- We have tried multiple methods to try to mitigate the continual challenges to our system from the land movement, ranging from increased personnel presence, temporary compressed natural gas pods, and other repairs.
- The continuing and expanding issues discovered this week have heightened our concerns over the ability to safely serve this community because of the strain on our infrastructure.
- Unfortunately, we must shut off service until conditions allow for a safe return of service.

5 Will I still receive a SoCalGas Bill?

- You will not be billed for gas service for the period when it's unavailable to you.