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Sent: Friday, March 20, 2020 2:30 PM
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Cc: Baker, Simon <simon.baker@cpuc.ca.gov>; Skala, Pete <pete.skala@cpuc.ca.gov>
Subject: SoCalGas Communication - actions in response to COVID 19

All –

To enhance the safety of our customers and employees and in accordance with the Governor’s Stay At Home Order and similar announcements from other counties and cities in our service territories, SoCalGas is planning to implement the following changes to our service activity effective March 23, 2020.

- 1. Customer service orders considered non-essential:** these would be suspended until the “Stay At Home” orders are suspended. Examples of these order types are inoperative pool heaters, gas logs, barbecues, fire pits, and appliance checkups. Customer Service Orders such as emergency orders, hazards, carbon monoxide checks, gas meter turn-ons, no gas, pilot light ups and other safety and compliance activity would *not* be affected by this policy.^[1]
- 2. Branch Offices:** all 43 of SoCalGas’s Branch Offices will be closed until the “Stay At Home” orders are suspended. The main function of Branch Offices is to collect payments from customers. All branch office locations have drop boxes for customer payments and we will continue to monitor and process those payments. We will also have signs at the branch offices letting customers know of the nearest alternate payment location, what number to call in case of an emergency, and other methods of payment such as online or on the phone.

Please let us know if you have any concerns with SoCalGas implementing these temporary measures.

^[1] Currently, all Category 1 work where customers state in response to our screening questions that they have travelled to CDC countries of concern or have been exposed to / have COVID-19 are being worked using enhanced safety protocols including additional PPE.

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