

SoCalGas Business Continuity & COVID-19 Response Plan – Public Communications FINAL

Summary

At the onset of the COVID-19 outbreak in our service territory, SoCalGas implemented an incident command structure led by the highest level of our company. This structure enables us to meet the ever-changing needs of this unprecedented time. SoCalGas' COVID-19 response has included several timely communications through various channels with our employees and external stakeholders.

SoCalGas communications will continue to evolve with this rapidly changing situation to inform and meet the needs of our customers and employees.

Communications To-Date

Below are examples of SoCalGas communications with media, external stakeholders, community organizations and local governments. Communications are in relation to the continued reliability of natural gas service, proactive precautions SoCalGas is taking, and what SoCalGas is doing to support its customers during this time.

- **Media:**
 - **News Releases:** SoCalGas deployed 3 news releases to hundreds of media outlets related to the suspension of service disconnections, ways to save money on energy bills and continued reliability.
 - **Media Interviews:** SoCalGas conducted 2 media interviews with news stations in our service territory communicating this messaging as well.
- **Customer Communications:**
 - **Dedicated Website:** SoCalGas created a dedicated website for customers related to COVID-19: www.socalgas.com/coronavirus
 - **External Communications:**
 - SoCalGas shared information for customers and external stakeholders related to continued reliability, proactive precautions customer support.
 - Sent a letter to 235 local governments (223 cities and 12 counties).
 - Sent a letter to over 1,400 commercial and industrial customers.
 - Shared information with over 100 non-profit and community organizations.
 - Made over 12 updates to customer-facing website: socalgas.com
 - Deployed 1 email update to customers.
 - Shared over 10 social media posts via [Twitter](#), [Facebook](#), [Instagram](#) and [LinkedIn](#).
- **Local Government Communications:**
 - SoCalGas Regional Public Affairs team shared a letter with 235 local governments (223 cities and 12 counties) as well as several state and federal local district offices informing leaders of the continued reliability of gas service, proactive precautionary measures and how SoCalGas is supporting customers.
- **Internal Communications:**
 - **Email:** SoCalGas sent 18 emails to employees, including 7 emails from executive leadership, communicating precautionary measures, offering employee support and other information in order to keep all employees informed. SoCalGas also has a dedicated page on our internal employee website.

- **Protocols:** SoCalGas shared 14 updates to employee protocol, 2 safety bulletins and made 5 updates to our internal employee website.

******Please see copies of these documents/communications in the following pages. Internal communications not included.***

MEDIA:

SoCalGas Announces Suspension of Service Disconnections as Part of Company's COVID-19 Response

Utility committed to the continued safe and reliable delivery of natural gas to customers

Mar 13, 2020

LOS ANGELES, March 13, 2020 /PRNewswire/ -- [Southern California Gas Co.](#) (SoCalGas) today announced a suspension of service disconnections to any customers who are having a hard time paying their bill. This policy will remain in effect until further notice. Customers are encouraged to call 1-877-238-0092 to speak with a representative about their bill. SoCalGas customer service is available 24-hours a day, 7 days a week.

"We understand that our customers may be worried about paying their upcoming natural gas bill at this time," said Paul Goldstein, vice president of customer services at SoCalGas. "We want to help ease their concerns and continue to provide the reliable natural gas service they depend on to heat their homes and hot water and cook their food."

The health, safety and wellness of our employees and the customers we serve is foundational to our company. SoCalGas continues to closely monitor the COVID-19 situation with local, state and federal health agencies, as well as monitoring and implementing guidance from the [Centers for Disease Control and Prevention](#).

In addition to the temporary suspension of service disconnections, SoCalGas is taking precautionary measures including:

- Asking customers a series a of health-based questions before entering the home
- Instructing employees to keep a safe distance from anyone self-quarantined or sick
- Reminding employees to stay home if they are sick and encouraging work from home and other social distancing practices.
- Implementing company travel, visitor, meeting and event restrictions
- Enhanced cleaning of SoCalGas facilities and personal hygiene practices
- Providing SoCalGas branch offices with hand sanitizer for customer use
- For customers who do not feel comfortable visiting SoCalGas Branch Payment Offices, we offer [other payment options](#)

Additional information about SoCalGas' response to COVID-19 is available [here](#).

About SoCalGas

Headquartered in Los Angeles, [SoCalGas®](#) is the [largest gas distribution utility](#) in the United States. SoCalGas delivers affordable, reliable, clean and increasingly renewable gas service to 21.8 million customers across [24,000 square miles](#) of Central and Southern California, where more than 90 percent of residents use natural gas for heating, hot water, cooking, drying clothes or other uses. Gas delivered through the company's pipelines also plays a key role in providing electricity to Californians— about [45 percent of electric power generated](#) in the state comes from gas-fired power plants.

SoCalGas' vision is to be the [cleanest gas utility in North America](#), delivering affordable and increasingly renewable energy to its customers. In support of that vision, SoCalGas is committed to replacing 20 percent of its traditional natural gas supply with renewable natural gas (RNG) by 2030. Renewable natural gas is made from waste created by dairy farms, landfills and wastewater treatment plants. SoCalGas is also committed to investing in its gas delivery infrastructure while keeping bills affordable for our customers. From 2014 through 2018, the company invested nearly \$6.5 billion to upgrade and modernize its pipeline system to enhance safety and reliability. SoCalGas is a subsidiary of [Sempra Energy](#) (NYSE: SRE), an energy services holding company based in San Diego. For more information visit [socialgas.com/newsroom](#) or connect with SoCalGas on [Twitter](#) (@SoCalGas), [Instagram](#) (@SoCalGas) and [Facebook](#).

COVID-19 Readiness: SoCalGas Shares Ways to Stay Safe and Save Money on Energy Bills While Spending More Time at Home

Home heating accounts for the largest natural gas use in most homes; here's how to keep the thermostat low while you work or study from home due to Coronavirus concerns

Mar 17, 2020

LOS ANGELES, March 17, 2020 /[PRNewswire](#)/ -- With thousands of its customers working or doing schoolwork from home due to Coronavirus precautions, [Southern California Gas Co.](#) (SoCalGas) today offered tips for staying safe and keeping utility bills low while still keeping comfortably warm during this late-winter cold snap.

SoCalGas offers customers the following tips to regulate their natural gas usage and keep energy costs low during this time:

Home Heating:

- Remember that lowering your furnace thermostat by three to five degrees, health permitting, can save up to 10 percent on heating costs.
- Set your thermostat to 68 degrees or lower and dress in layers. If you do go out, take the opportunity to set your thermostat even lower.
- Keep blinds open to let in natural light which can serve as a supplement to your home heating system.
- For safety and efficiency keep all heating vents and furnace registers free of dirt lint and obstructions.

Laundry:

- Launder items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely, per Centers for Disease Control and Prevention [recommendation](#).

- Dry full loads, but don't overload or over dry. Separate lightweight and heavy clothes for more energy-efficient drying.
- Dry two or more loads in a row to take advantage of the heat still in the dryer.

Water Heating:

- Turn down the temperature on your water heater.
- Take shorter showers to reduce your natural gas use.

Cooking:

- Don't open the oven door while food is cooking. You can lose up to 50 degrees in temperature and waste energy.
- Cover pots when cooking and cook by time and temperature guides.
- Cook several meals at the same time.
- Never use the natural gas range for room heating. It is not designed for this purpose and can create a hazardous situation.

Staying Safe

The health, safety and wellness of its customers and employees is foundational to SoCalGas, and staying safe is more important than ever during the Coronavirus pandemic. SoCalGas technicians remain available to respond promptly to customers if they smell natural gas or think they might have a leak. As always, customers should [call 800-427-2200 in the event they suspect a gas leak](tel:8004272200). SoCalGas customer service representatives will be asking customers a few health-based questions before SoCalGas technicians enter the home. Technicians will take precautionary measures such as wearing eye protection and gloves in homes to protect our employees and limit any potential spread of the virus.

More energy saving and safety tips can be found at socialgas.com as well as additional information about SoCalGas' [response](#) to COVID-19. Customers can call 800-427-2200 for any questions related to their natural gas bills.

About SoCalGas

Headquartered in Los Angeles, [SoCalGas®](#) is the [largest gas distribution utility](#) in the United States. SoCalGas delivers affordable, reliable, clean and increasingly renewable gas service to 21.8 million customers across [24,000 square miles](#) of Central and Southern California, where more than 90 percent of residents use natural gas for heating, hot water, cooking, drying clothes or other uses. Gas delivered through the company's pipelines also plays a key role in providing electricity to Californians— about [45 percent of electric power generated](#) in the state comes from gas-fired power plants.

SoCalGas' vision is to be the [cleanest gas utility in North America](#), delivering affordable and increasingly renewable energy to its customers. In support of that vision, SoCalGas is committed to replacing 20 percent of its traditional natural gas supply with renewable natural gas (RNG) by 2030. Renewable natural gas is made from waste created by dairy farms, landfills and wastewater treatment plants. SoCalGas is also committed to investing in its gas delivery infrastructure while keeping bills affordable for our customers. From 2014 through 2018, the company invested nearly \$6.5 billion to upgrade and modernize its pipeline system to enhance safety and reliability. SoCalGas is a subsidiary of [Sempra Energy](#) (NYSE: SRE), an energy services holding company based in San Diego. For more information visit socialgas.com/newsroom or connect with SoCalGas on [Twitter](#) (@SoCalGas), [Instagram](#) (@SoCalGas) and [Facebook](#).

SoCalGas's Operations Identified as Critical Infrastructure Under State Executive Order

Mar 20, 2020

LOS ANGELES, March 20, 2020 /[PRNewswire](#)/ -- *In response to inquiries from customers and the media, SoCalGas Chief Operating Officer Jimmie Cho today issued the following statement about the reliability of natural gas service in Southern California:*

"Over the last several days we've seen families and businesses across California come together like never before to reorganize our lives and work in support of local, state and federal efforts to curb the spread of coronavirus.

"We want you to know that the natural gas you count on to cook for your family, heat your home, warm your water or run your business will continue to be there when you need it.

"As a critical part of California's energy system we are prepared for events like this. Natural gas is safely and reliably being delivered to our 22 million customers across southern and central California, just as it does on a typical day. There is no shortage of supply of natural gas for homes or businesses or to power plants that generate electricity.

"We are also in constant contact with state and local authorities and they have done a tremendous job coordinating with energy providers across California. We want to commend Governor Newsom, Mayor Garcetti, and every one of our state, county and local leaders for taking the precautions needed for California to get ahead of this.

"Your safety and the safety of our teams are of the utmost importance. If there is an emergency at your home or business our crews will continue to respond. Our crews will be wearing protective gear for everyone's safety, and consistent with CDC guidelines.

"We are also working to make things a little easier for our customers. During this period, no customer will have their natural gas turned off due to non-payment. As always, SoCalGas will not charge any late fees to residential customers, or for small businesses. We are also committed to helping customers experiencing hardships, including from the coronavirus. If in need of assistance, we encourage customers to call us at 1-800-427-2200.

"We know that millions of you are working or doing schoolwork from home due to coronavirus precautions. To help keep you up to date, SoCalGas has [a new website](#) full of helpful resources including tips on staying safe and keeping utility bills low while still keeping comfortable at home.

"On behalf of everyone at SoCalGas, it is our honor to serve Southern and Central California every day, but especially at a time like this. Be safe and know we are here to continue supporting you."

SoCalGas Donates \$1 Million to Help Those in Need During Coronavirus Pandemic

Funding to assist laid-off workers, provide food and bill payment assistance to those in need

Mar 20, 2020

LOS ANGELES, March 20, 2020 /PRNewswire/ -- [Southern California Gas Co.](#) (SoCalGas) today announced it will donate \$1 million to nonprofit organizations throughout its service area to support the region's workforce, feed the hungry, and provide bill assistance to customers most affected by the coronavirus.

"All of us at SoCalGas want to do everything we can to support our community during this crisis—especially workers who might be laid off, people going hungry, and those who just won't be able to pay their gas bills without help," said Bret Lane, SoCalGas Chairman and Chief Executive Officer. "By providing funding to several outstanding nonprofit organizations, we're helping deliver critical services to help our neighbors who need it most."

The \$1 million in donations will include:

- A gift to the [American Red Cross Los Angeles Region](#) to support serving meals to L.A. Unified School District students affected by school closures due to coronavirus concerns.
- Monies designated to the [Gas Assistance Fund](#), a program that helps income-qualified SoCalGas customers pay their natural gas bill. Seniors and those who have been laid off as a result of the coronavirus crisis will be prioritized.
- A donation to the [Mayor's Fund for Los Angeles](#) COVID-19 fund, which is supporting families, healthcare workers, unhoused neighbors and providing equipment needs of first responders.
- A gift to the [Orange County United Way](#) to assist in support local non-profits who provide essential services to those who are food and housing insecure.
- A donation to [Proteus, Inc.](#), to provide education, job training, job placement, and other support services to farm working families and others in need in the San Joaquin Valley.

"Here in Los Angeles, we are responding to the COVID-19 crisis with a full heart and a firm commitment to keeping all Angelenos healthy and safe," said Los Angeles Mayor Eric Garcetti. "Like so many right now, SoCalGas is stepping up to the plate and showing what it means to lead with L.A. love — doing its part to deliver essential assistance to the folks hit hardest by this pandemic."

"Thousands of children who are not getting their usual school meals during this crisis will receive meals thanks to this generous gift from SoCalGas," said Jarrett Barrios, CEO American Red Cross, Los Angeles Region. "School closures can create extreme food insecurity for many children. These funds will ensure the Red Cross continues its work feeding LA Unified students at risk of hunger. SoCalGas continues to be a true community partner."

The health, safety and wellness of SoCalGas customer and employees is foundational to the company. SoCalGas continues to closely monitor the COVID-19 situation with local, state and federal health agencies, as well as monitoring and implementing guidance from the [Centers for Disease Control and Prevention](#).

In addition to the temporary suspension of service disconnections and waiving of late fees for small businesses, SoCalGas is taking precautionary measures including:

- Reminding employees to stay home if they are sick and encouraging work from home and other social distancing practices
- Implementing company travel, visitor, meeting and event restrictions
- Enhanced cleaning of SoCalGas facilities and personal hygiene practices

Additional information about SoCalGas' response to COVID-19 is available [here](#).

About SoCalGas

Headquartered in Los Angeles, [SoCalGas®](#) is the [largest gas distribution utility](#) in the United States. SoCalGas delivers affordable, reliable, clean and increasingly renewable gas service to 21.8 million customers across [24,000 square miles](#) of Central and Southern California, where more than 90 percent of residents use natural gas for heating, hot water, cooking, drying clothes or other uses. Gas delivered through the company's pipelines also plays a key role in providing electricity to Californians— about [45 percent of electric power generated](#) in the state comes from gas-fired power plants.

SoCalGas' vision is to be the [cleanest gas utility in North America](#), delivering affordable and increasingly renewable energy to its customers. In support of that vision, SoCalGas is committed to replacing 20 percent of its traditional natural gas supply with renewable natural gas (RNG) by 2030. Renewable natural gas is made from waste created by dairy farms, landfills and wastewater treatment plants. SoCalGas is also committed to investing in its gas delivery infrastructure while keeping bills affordable for our customers. From 2014 through 2018, the company invested nearly \$6.5 billion to upgrade and modernize its pipeline system to enhance safety and reliability. SoCalGas is a subsidiary of [Sempra Energy](#) (NYSE: SRE), an energy services holding company based in San Diego. For more information visit socialgas.com/newsroom or connect with SoCalGas on [Twitter](#) (@SoCalGas), [Instagram](#) (@SoCalGas) and [Facebook](#).

CUSTOMER COMMUNICATIONS:

SoCalGas Coronavirus Response Holding Statement – March 10, 2020

“SoCalGas continues to closely monitor the coronavirus situation and coordinate with local, regional and state agencies. There are no impacts to our operations as the result of this public health event.

“The health and safety of our employees and customers is paramount. To that end, we have begun contingency planning to ensure the continued safe and reliable delivery of natural gas to our customers in the event of a widespread coronavirus outbreak within our service territory. We will continue to update these plans as necessary.”

SoCalGas Statement on Reliability of Natural Gas Service – March 20, 2020

“Over the last several days we’ve seen families and businesses across California come together like never before to reorganize our lives and work in support of local, state and federal efforts to curb the spread of coronavirus.

“We want you to know that the natural gas you count on to cook for your family, heat your home, warm your water or run your business will continue to be there when you need it.

“As a critical part of California’s energy system we are prepared for events like this. Natural gas is safely and reliably being delivered to our 22 million customers across southern and central California, just as it does on a typical day. There is no shortage of supply of natural gas for homes or businesses or to power plants that generate electricity.

“We are also in constant contact with state and local authorities and they have done a tremendous job coordinating with energy providers across California. We want to commend Governor Newsom, Mayor Garcetti, and every one of our state, county and local leaders for taking the precautions needed for California to get ahead of this.

“Your safety and the safety of our teams are of the utmost importance. If there is an emergency at your home or business our crews will continue to respond. Our crews will be wearing protective gear for everyone’s safety, and consistent with CDC guidelines.

“We are also working to make things a little easier for our customers. During this period, no customer will have their natural gas turned off due to non-payment. As always, SoCalGas will not charge any late fees to residential customers, or for small businesses. We are also committed to helping customers experiencing hardships, including from the coronavirus. If in need of assistance, we encourage customers to call us at [1-800-427-2200](tel:1-800-427-2200).

“We know that millions of you are working or doing schoolwork from home due to coronavirus precautions. To help keep you up to date, SoCalGas has [a new website](#) full of helpful resources including tips on staying safe and keeping utility bills low while still keeping comfortable at home.

“On behalf of everyone at SoCalGas, it is our honor to serve Southern and Central California every day, but especially at a time like this. Be safe and know we are here to continue supporting you.”

Branch Office Closure and Service Change Information – March 21, 2020

- We are making some temporary changes to some of our customer service operations, consistent with guidance from public health officials. Rest assured, your natural gas service will still be there for you.
- We will continue to make essential and emergency service appointments, including reports of suspected natural gas leaks, carbon monoxide checks, gas meter turn-ons, natural gas outage and pilot re-lights.
- For now, some appliance check-ups and non-essential service calls - things like inoperative pool heaters, barbecues, and fire pits are being suspended.
- During emergency service visits, SoCalGas technicians may ask homeowners to move to another room to maintain a 6-foot distance, per CDC guidelines.
- Beginning Monday Mar. 23, SoCalGas branch payment offices will also be closed to the public. But, don’t worry. There are many other ways to pay your bill. They include:

- Drop off payment at depository boxes at our existing branch offices (include bill stub or account number with payment)
- Continue to pay at any one of the [authorized payment locations](#)
- Online at www.socalgas.com/pay-bill
- By phone, to pay by credit, debit card or e-check, call 1-800-427-2200
- By mail, send bill stub with check or money order to:

**SoCalGas
PO Box C
Monterey Park, CA 91756-0000**

- As a reminder, we also suspended service disconnections until further notice. This means no customer will have their natural gas turned off due to non-payment.
- Customer service representatives continue to be available 24-hours a day, 7 days a week to answer your questions, help you select a payment option, or determine if the service your calling about needs our attention right away.
- As always, if you suspect a gas leak, or smell natural gas call us immediately at call us at 1-800-427-2200.

LOCAL GOVERNMENT AND COMMERCIAL & INDUSTRIAL LETTERS:

Dear XXXXXXX,

Thank you for the incredible work you are doing for your communities during this difficult time.

I want to let you know that SoCalGas is making some temporary changes to some of our customer service operations, consistent with guidance from public health officials.

Rest assured, natural gas service will still be there for your community.

We will continue to make essential and emergency service appointments, including reports of suspected natural gas leaks, carbon monoxide checks, gas meter turn-ons, natural gas outage and pilot re-lights.

For now, some appliance check-ups and non-essential service calls - things like inoperative pool heaters, barbecues, and fire pits are being suspended. Our Branch Payment Offices have also temporarily closed. However, we are offering customers a variety of ways for customers to make a payment. More information is available [here](#).

We are also taking this opportunity to remind our partners that under the Governor's Mar. 19 Executive Order No. 33-20 to 'stay at home', members of the critical infrastructure sector, including natural gas providers, are considered necessary to the security, economic security, public health and safety of California.

The Governor's Order further provides that Californians working in these critical infrastructure sectors may continue their work because of the importance of these sectors to California's health and well-

being. **If your city considers a curfew, shelter-in-place or other ordinance, please be sure utility services are exempted as other jurisdictions have done.** We can provide sample language if needed. SoCalGas will also continue construction projects and repair work needed to maintain our infrastructure so we can continue to provide safe and reliable energy service across our service territory. **We need your support in providing access and securing any permits required for our workers to complete these jobs.**

As a reminder, we have suspended service disconnections until further notice. This means no customer will have their natural gas turned off due to non-payment.

I also want to assure you that our customer service representatives continue to be available 24-hours a day, 7 days a week to answer customer questions, help customers select a payment option, or determine customers are calling about a service issue that needs our attention right away.

For up to date information on our response to COVID-19, please visit our [website](#). Lastly, as things change for SoCalGas, I will keep you informed. If you have any questions, please contact me directly. My cell number is-----.

[Name]

Public Affairs Manager, [Area]

+++

Dear Customer,

I want to let you know that SoCalGas is making some temporary changes to some of our customer service operations, consistent with guidance from public health officials.

Rest assured, natural gas service will still be there for your community.

We will continue to make essential and emergency service appointments, including reports of suspected natural gas leaks, carbon monoxide checks, gas meter turn-ons, natural gas outage, and pilot re-lights.

For now, some appliance check-ups and non-essential service calls - things like inoperative pool heaters, barbecues, and fire pits are being suspended. Our Branch Payment Offices have also temporarily closed. However, we are offering customers a variety of ways for customers to make a payment. More information is available [here](#).

We are also taking this opportunity to remind our partners that under the Governor's Mar. 19 Executive Order No. 33-20 to 'stay at home', members of the critical infrastructure sector, including natural gas providers, are considered necessary to the security, economic security, public health and safety of California.

The Governor's Order further provides that Californians working in these critical infrastructure sectors may continue their work because of the importance of these sectors to California's health and well-being.

We recognize that the availability of natural gas is essential for your business. Please continue to reach out to your account executives with questions or concerns about your account

We understand that timely and accurate information is important, and we will provide updates on an ongoing basis. For more information please visit [SoCalGas.com/coronavirus](https://www.socalgas.com/coronavirus)

Thank you,

AE

###