



A  Sempra Energy utility

January 15<sup>th</sup>, 2016

Los Angeles City Council  
200 N. Spring Street  
Los Angeles, CA 90012

**Re: Los Angeles City Council Motion on Expanded Relocation**

Honorable Members of the Los Angeles City Council:

Los Angeles City Councilmember Mitchell Englander introduced a motion on Jan. 13, 2016 requesting Southern California Gas Co. (SoCalGas) to “recognize and extend our relocation efforts to include the communities of Granada Hills, Chatsworth and Northridge, and that we treat the residents in those communities with the same respect and priority as anyone with a reasonable relocation request.”

SoCalGas is already offering relocation services for residents in the three aforementioned communities. In fact, approximately ten percent of the customers receiving relocation, air purification and weatherization services reside in those communities.

Areas eligible for relocation are based on data provided by South Coast Air Quality Management District (SCAQMD). The attached map shows the approximate location of the residential odor complaints received by SCAQMD. Requests for relocation outside of a five-mile radius from the incident site are being reviewed on a case-by-case basis.

At SoCalGas, we understand that each family’s situation is unique and every individual reacts differently to the odorant used in our natural gas. To that end, our temporary relocation specialists take a careful case-by-case approach for each request, attempting to the best of our ability, to meet each request with sensitivity and excellent customer service.

Moreover, the emissions are decreasing as are complaints of odor. On Jan. 11, 2016, the California Air Resources Board (CARB) posted its rough preliminary estimates of emissions which indicate that the volume of gas leaking from the well at Aliso Canyon has decreased 60 percent from its preliminary estimates on Nov. 28. The odor complaints received by the SCAQMD have also dropped

significantly since the incident with the peak in odor complaints occurring between mid-November and December. Of the 1946 total complaints received by SCAQMD since Oct. 24, 2015, only approximately 7 percent of the total complaints were made this year.

### **Temporary Relocation Process, Placement, Reimbursement**

For residents in the impacted community who wish to relocate, we are providing free, temporary housing accommodations, including locations that can accommodate residents with special needs. For residents with pets, we have arranged pet-friendly locations.

Given the time it may take to stop the flow of gas (currently on schedule to be completed by late February to late March), we're working to provide residents with extended stay and more home-like accommodations.

We have established multiple ways to support residents during this unfortunate situation:

- Dedicated website [www.alisoupdates.com](http://www.alisoupdates.com)
- Community Resource Center located at 19731 Rinaldi St., just north of Starbucks in the Porter Ranch Town Center. Hours: Monday - Friday 10 a.m. - 8 p.m. and weekends 10 am. - 6 p.m.
- Dedicated phone lines for claims or temporary relocation assistance:
  - Claims: (213) 244-5151 [AlisonCanyon@socalgas.com](mailto:AlisonCanyon@socalgas.com)
  - Relocation: (877) 238-9555

Further, for Porter Ranch families whose children's schools have been temporarily relocated, we are working with the Los Angeles Unified School District (LAUSD) to provide support where needed. These families can consider the following school transportation options for their children: LAUSD bus transportation; mileage reimbursement for families who choose to drive their children themselves; and alternative transportation reimbursement, with pre approval by SoCalGas.

Sincerely,



Gillian A. Wright  
Vice President, Customer Services  
SoCalGas





## **MEDIA STATEMENT**

### **SoCalGas Statement on Los Angeles City Council Motion on Expanded Relocation**

LOS ANGELES, Jan. 14, 2016 – Los Angeles City Councilmember Mitchell Englander introduced a motion on Jan. 13, 2016 requesting [Southern California Gas Co.](#) (SoCalGas) to “recognize and extend our relocation efforts to include the communities of Granada Hills, Chatsworth and Northridge, and that we treat the residents in those communities with the same respect and priority as anyone with a reasonable relocation request.”

SoCalGas is already offering relocation services for residents in the three aforementioned communities. In fact, approximately ten percent of the customers receiving relocation, air purification and weatherization services reside in those communities.

Areas eligible for relocation are based on data provided by South Coast Air Quality Management District (SCAQMD). The attached map shows the approximate location of the residential odor complaints received by SCAQMD. Requests for relocation outside of a five-mile radius from the incident site are being reviewed on a case-by-case basis.

At SoCalGas, we understand that each family’s situation is unique and every individual reacts differently to the odorant used in our natural gas. To that end, our temporary relocation specialists take a careful case-by-case approach for each request, attempting to the best of our ability, to meet each request with sensitivity and excellent customer service.

Moreover, the emissions are decreasing as are complaints of odor. On Jan. 11, 2016, the California Air Resources Board (CARB) posted its rough preliminary estimates of emissions which indicate that the volume of gas leaking from the well at Aliso Canyon has decreased 60 percent from its preliminary estimates on Nov. 28. The odor complaints received by the SCAQMD have also dropped significantly since the incident with the peak in odor complaints occurring between mid-November and December. Of the 1946 total complaints received by SCAQMD since Oct. 24, 2015, only approximately 7 percent of the total complaints were made this year.

## SoCalGas Statement on Los Angeles City Council Motion...

### Temporary Relocation Process, Placement, Reimbursement

For residents in the impacted community who wish to relocate, we are providing free, temporary housing accommodations, including locations that can accommodate residents with special needs. For residents with pets, we have arranged pet-friendly locations.

Given the time it may take to stop the flow of gas (currently on schedule to be completed by late February to late March), we're working to provide residents with extended stay and more home-like accommodations.

We have established multiple ways to support residents during this unfortunate situation:

- Dedicated website [www.alisoupdates.com](http://www.alisoupdates.com)
- Community Resource Center located at 19731 Rinaldi St., just north of Starbucks in the Porter Ranch Town Center. Hours: Monday - Friday 10 a.m.- 8 p.m. and weekends 10 a.m. – 6 p.m.
- Dedicated phone lines for claims or temporary relocation assistance:
  - Claims: (213) 244-5151 [AlisonCanyon@socalgas.com](mailto:AlisonCanyon@socalgas.com)
  - Relocation: (877) 238-9555

Further, for Porter Ranch families whose children's schools have been temporarily relocated, we are working with the Los Angeles Unified School District (LAUSD) to provide support where needed. These families can consider the following school transportation options for their children: LAUSD bus transportation; mileage reimbursement for families who choose to drive their children themselves; and alternative transportation reimbursement, with pre-approval by SoCalGas...

### Contact: | SoCalGas

Media Hotline: 877.643.2331 or 858-740-8121 | [socalgas.com/news-room](http://socalgas.com/news-room) | [@SoCalGasNews](https://twitter.com/SoCalGasNews)

### About Southern California Gas Co.

[Southern California Gas Co.](http://SouthernCaliforniaGasCo.com) has been delivering clean, safe and reliable natural gas to its customers for more than 140 years. It is the nation's largest natural gas distribution utility, providing service to 21.4 million consumers connected through 5.9 million meters in more than 500 communities. The company's service territory encompasses approximately 20,000 square miles throughout central and Southern California, from Visalia to the Mexican border. Southern California Gas Co. is a regulated subsidiary of [sempra.com](http://sempra.com) (NYSE: SRE), a Fortune 500 energy services holding company based in San Diego.

###