

Received by Duarte Chamber on Monday, March 23<sup>rd</sup> at 8:51am

All,

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 or need to reach me please contact me on 909 731-3281.

Robert Cruz

SoCalGas

Public Affairs Manager