

SOCALGAS® STANDS WITH YOUR **COMMUNITY DURING COVID-19**



Summer is around the corner, and with the sunshine and warmer weather comes a sense of renewal. We hope this season will resemble the SoCal summers we are all used to as California continues to trend in the right direction toward managing COVID-19 outbreaks.

The last year has been challenging for so many and I am proud of the work the women and men of SoCalGas have done. We thank our customers for their patience as we adapted some of our services in accordance with public health guidelines. I am pleased to say that we are now in the process of returning to our regular course of operations.

In this newsletter edition, we explain what that return to regular operations looks like, how we continue to help our customers pay their bills, and our support in the community. Here is to a safe, happy and healthy summer.

Andy Carrasco
Vice President, Communications,
Local Government & Community Affairs

A RETURN TO REGULAR OPERATIONS

We are pleased to share that customer service representatives are now able to book all service appointments. As part of our COVID-19 safety precautions, SoCalGas technicians were previously only responding to essential and emergency service appointments such as natural gas outages, pilot re-lights, and suspected natural gas leaks and carbon monoxide checks. Now, services that were deemed “non-essential” - appliance check-ups, for example - are once again available. SoCalGas personnel will continue to follow public health guidelines when responding to customer homes and businesses. Appointments may be made by contacting us at 1-800-427-2200 or visit us at [socalgas.com/schedule-service](https://www.socalgas.com/schedule-service) for more information.

SoCalGas branch payment offices, which have been closed to the public since March 2020, are expected to reopen in July. In the meantime, customers still have a variety of ways to pay their bills, including online and by phone. For more information on payment options, please visit [socalgas.com/coronavirus](https://www.socalgas.com/coronavirus).



PROGRAMS AVAILABLE TO HELP SOUTHERN CALIFORNIANS PAY BILLS

We understand that even as Southern California begins to reopen and return to normal, this still remains a challenging time for many of our customers. The following programs are available to eligible customers who are having trouble paying their natural gas bill:



- **Payment Extension:** Customers can request for an extension of payment due date online.
- **California Alternate Rates for Energy (CARE):** The CARE program can help you save 20% on your monthly natural gas bill if you qualify.
- **Low-Income Home Energy Assistance Program (LIHEAP):** LIHEAP is a federally funded energy assistance program that will help you pay your utility bill if you're income-qualified. LIHEAP also offers the Weatherization Assistance Program to help make customers home more energy efficient.
- **Medical Baseline Allowance:** Customers with a serious health condition can receive an additional allowance of natural gas at the lowest baseline rate.
- **Arrearage Management Plan (AMP):** AMP provides an opportunity for qualifying residential customers to have their eligible past due bills forgiven.
- **Gas Assistance Fund (GAF):** GAF offers a one-time grant to help customers pay their natural gas bills.

Customers with an outstanding balance are encouraged to contact SoCalGas to make payment arrangements and/or apply for eligible programs as soon as possible. SoCalGas representatives will work with customers to find the most appropriate options for their situation. Our customer service representatives are available 24 hours a day, 7 days a week to answer any questions at 1-800-427-2200.

There are also local and statewide programs available to help pay utility bills and make rent payments. More information is available [here](#).



FUELING OUR COMMUNITIES RETURNS THIS YEAR TO SERVE LOS ANGELES COUNTY

SoCalGas is partnering with eight regional charity organizations to help provide free meals, groceries, and restaurant gift cards to thousands of individuals from 20 underserved communities across Los Angeles through the 2021 "Fueling Our Communities" program. SoCalGas donated \$325,000 to help stimulate local small businesses and fight hunger.

Last summer, the Fueling Our Communities program provided nearly 40,000 meals to seniors, students, farmworkers, and families. The program also provided business to approximately 100 local restaurants and distributed almost 8,000 gift cards totaling more than \$162,000.

SoCalGas is dedicated to supporting the health, safety, and wellness of our community. Since March 2020, the utility has donated more than \$4 million to nonprofit organizations to support the region's workforce, feed the hungry, provide bill assistance to customers, and more as part of COVID-19 recovery efforts.

Please visit our COVID-19 support and response page at socalgas.com/Coronavirus for the latest information.

