



City of El Monte

SOCAL GAS TEMPORARY CHANGES

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 outages, 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.

We are also taking this opportunity to remind our partners that under the **Governor's March 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. 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.**

Our customer service representatives continue to be available **24-hours a day, 7 days a week to answer customer questions at 1-800-427-2200**, help customers select a payment option, or to determine if 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 WWW.SOCALGAS.COM/CORONAVIRUS