

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



Thank you for the incredible work you are doing for your community during this difficult time. These are unprecedented times and we want you to know that we are committed to providing safe and reliable natural gas service to our customers especially during the Governor's COVID-19 Executive Order No. 33-20 to 'stay at home'.

While families stay home to slow the spread of coronavirus, you can rest assured that the natural gas your community counts on will continue to be there for you.

Below are some examples of our efforts to continue reliable natural gas services during the crisis, help families and small businesses facing new financial hardships, and protect the health, safety and wellness of SoCalGas' front-line employees who are considered essential under the Governor's 'stay at home' order.

Andy Carrasco  
Vice President, Strategy and Engagement,  
and Chief Environmental Officer

## **DELIVERING THE NATURAL GAS SERVICE YOU DEPEND ON**

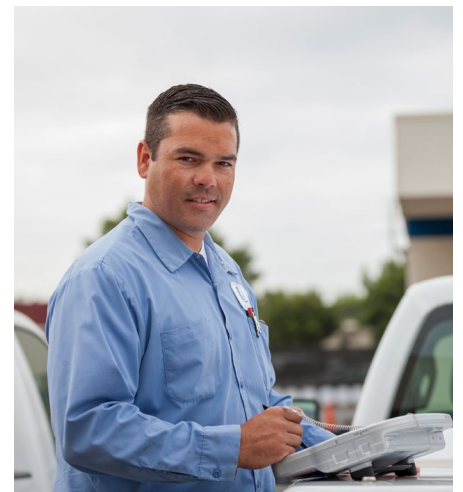
Natural gas continues to flow and is being delivered to our 22 million customers across Southern and Central California, just as it does on a "typical" day.

Under the Governor's recent Executive Order, members of the critical infrastructure sector, including natural gas providers, are considered necessary to the security, economic security, public health and safety of California.

We will continue to make essential and emergency service appointments, including reports of suspected natural gas leaks, carbon monoxide checks, gas meter turn-ons, and natural gas outage. SoCalGas will also continue to perform work needed to maintain our infrastructure so we can continue to provide your community with safe and reliable energy services.

You can also count on our customer service representatives to be available 24-hours a day, 7 days a week to answer customer questions, help customers select a payment option, or determine whether customers are calling about a service issue that needs our attention right away.

For more information about SoCalGas' coronavirus response. Please visit [www.socalgas.com/Coronavirus](http://www.socalgas.com/Coronavirus)



## **"SOCALGAS CARES" CAMPAIGN TO BRING AWARENESS TO CARE ASSISTANCE PROGRAM FOR CUSTOMERS FACING FINANCIAL HARDSHIP DUE TO COVID-19**



These are challenging times and SoCalGas is committed to assisting the communities we serve. On April 6, we launched a campaign titled, "SoCalGas CARES" for customers whose income may have recently changed due to the coronavirus outbreak. This campaign aims to assist and inform customers of their eligibility to qualify for our assistance program, California Alternate Rates for Energy (CARE), saving them 20 percent on their monthly natural gas bills.

In addition to CARE, we also offer other customer assistance programs, such as the Gas Assistance Fund, for customers who are experiencing financial hardships during this time.

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## SEMPRA ENERGY FAMILY OF COMPANIES DONATES \$3 MILLION TO HELP THOSE IN NEED DURING CORONAVIRUS PANDEMIC



SoCalGas is also helping local nonprofits that support the region's workforce, feed the hungry, and provide bill assistance to customers who are experiencing trouble due to the pandemic. Last month, SoCalGas donated \$1 million to support organizations that serve communities experiencing hardship due to coronavirus.

Our parent company, Sempra Energy and our sister utility, San Diego Gas & Electric have also contributed \$1 million each to help nonprofits serve critical needs during this time. SDG&E launched the San Diego COVID-19 Community Response Fund at the San Diego Foundation to support nonprofit organizations to aid those disproportionately affected.

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## WAYS TO STAY SAFE AND SAVE MONEY ON ENERGY BILLS WHILE SPENDING MORE TIME AT HOME

Under the Governor's recent 'stay at home' order to prevent the spread of COVID-19, many of our customers and employees are spending more time working or studying at home. We are offering tips to help you stay safe while keeping utility bills low.

The tips include:

- Remember that lowering your furnace thermostat by three to five degrees, health permitting, can save up to 10 percent on heating costs.
- Dry full loads, but don't overload or over dry. Separate lightweight and heavy clothes for more energy-efficient drying.
- Don't open the oven door while food is cooking. You can lose up to 50 degrees in temperature and waste energy.

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## SOCALGAS WARNS CUSTOMERS ABOUT THE RISE OF UTILITY SCAMS DURING COVID-19

To protect our customers from the rise of suspicious activity, we provided tips to help recognize common scam tactics and respond appropriately. One common scam involves telling customers they must pay their gas bill immediately, or their natural gas service will be disconnected. As a reminder, we have suspended service disconnections for customers who are experiencing financial troubles, and we will never call customers seeking payment.



The tips include:

- Recognizing common scam tactics such as Caller ID spoofing with calls appearing to be coming from SoCalGas, phishing emails and texts with malicious attachments, and utility imposters.
- Customers are encouraged to verify the employee's uniform and identification. Most of our authorized employees will always be in a uniform with our company logo, carry an official employee badge, and drive a company car. SoCalGas employees will always be happy to wait while the customer confirms their identity.
- Never provide your personal information such as social security numbers, credit card numbers, bank account numbers, or share names and passwords with anyone claiming to be a utility representative.

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