

INFORMAL COMPLAINT

01/04/2016

Complaint No. C201102-356-G

Date Received: 02/15/2011

Date Closed: 02/17/2011

Utility: SCG

Assigned Staff: KAN WAI TONG

Utility Type: Gas

USRB Action: Closed

Violation: No

Rule: _____

Customer Information	
Name: _____	Phone: _____
Address: _____	
City: <u>Camarillo</u>	St: <u>CA</u> Zip: <u>93010</u>
E-Mail Address: _____@yahoo.com	

Issue
<p>Description: We have been trying to deal with the Gas Company since 10-31-10 regarding a major gas leak in their trunk line adjacent to our home. Though they repaired the leak, according to the company several days later we are still dealing with major gas fumes throughout the neighborhood. The fire dept has been out on Nov 2, Dec 24, Jan21, each time calling the Gas Company due to high readings on their equipment. The gas company has finally started to replace our yard when the landscaper hit another large pocket of gas fumes on Fri of last week. This past Sat the gas company was out again since anywhere near our home, in the city sewer main, adjacent underground vaults in our yard, the gas meter was pegging from the amount of gas in the area. The gas company came out and agreed that the gas was present. He called the street crew, all though they didn't come for several hours and found low readings. Our education in this matter has showed us that the hotter the day the worse the leak, as it cools down the leak seems to go away. The landscaper had pulled off the job till he could talk with the gas company. Since they refuse to take our calls or explain what is going on. According to the landscaper they are telling him this is normal gas in the ground. Since we own a plumbing company and we also have the testing equipment. We test many homes, and no that we have a gas leak when our meters go off like. That is the purpose of the meter. Now the gas company does not want to address the large amount of gas coming out from underneath our home they want to say this is normal. I am sure the folks in Oakland would like to have their families back also but the gas company cannot do that either. We are just asking that something be done to clear the gas out from under our home and in our yard, before we also have an explosion. During this ordeal at one point we were actually told to go to bed just do not light a match.</p>

Comments
<p>Emailed the complaint to Jeff Koskie of the SCG for an update on 2/15/2011. On 2/16/2011. Mr. Koskie replied the email and stated that the gas company has been monitoring the situation. The death of the vegetation may be due to the residual gas from the previous leak. A supervisor has explained the situation to Ms. _____ and she is happy with the update. On 2/17/2011, I left a message on Ms. _____ answering machine to see if she needed further assistance.</p>

INFORMAL COMPLAINT

12/23/2015

Complaint No. C201512-682-G

Date Received: 12/02/2015 Date Closed: _____

Utility: SoCalGas

Assigned Staff: MICHELLE WEI

Utility Type: Gas

USRB Action: Pending

Violation: NA Rule: _____

Customer Information	
Name: <u>Unknown</u>	Phone: <u>(909) [REDACTED]</u>
Address: _____	
City: _____	St: _____ Zip: _____
E-Mail Address: _____	

Issue
Caller complained of a gas leak and an issue with the gas company.

Comments
I tried calling the number but it tells me that the number is unable to receive calls at this time and hangs up. It does not permit me to leave a message. <i>1/5/16 called and left message.</i>