

INFORMAL COMPLAINT

12/23/2015

Complaint No. C201510-674-G

Date Received: 10/27/2015 Date Closed: 10/27/2015

Utility: SCG

Assigned Staff: DURGA SHRESTHA

Utility Type: Gas

USRB Action: Closed

Violation: NA Rule: _____

Customer Information	
Name: [REDACTED]	Phone: (818) [REDACTED]
Address: [REDACTED]	
City: <u>Porter Ranch</u>	St: <u>CA</u> Zip: <u>91326</u>
E-Mail Address: [REDACTED]@social.rr.com	

Issue
There was a gas leak in Aliso Canyon Storage on 10/23/2015. Customer is smelling the gas and the leak has not been fixed yet.

Comments
10/27/2015: After getting information from the customer about the incident, I talked to SoCalGas and found out that the incident is not under CPUC's jurisdiction since the leak is upstream side of header valve. SoCalGas informed me that the incident was reported to Division of Oil, Gas, and Geothermal Resources (DOGGR) and DOGGR is investigating the incident. I informed the same to the customer and provided phone numbers for DOGGR.

INFORMAL COMPLAINT

12/23/2015

Complaint No. I201511-680-G

Date Received: 11/23/2015 Date Closed: _____

Utility: SoCalGas

Assigned Staff: RANDY HOLTER

Utility Type: Gas

USRB Action: Pending

Violation: NA Rule: _____

Customer Information	
Name: [REDACTED]	Phone: (805) [REDACTED]
Address: [REDACTED]	
City: <u>Porter Ranch</u>	St: <u>CA</u> Zip: <u>91326</u>
E-Mail Address: [REDACTED]@hotmail.com	

Issue
Father concerned about the school and children's safety. When is the CPUC going to issue a statement? He would someone other than The Gas Company to make a statement. He has a six and 12 year old at a school less than 2 miles from the storage site. Is the level of gas safe? My child has had a bloody nose. Why is this taking so long? "I don't understand how a company like southern, California gas company is okay to be doing something without no plan or no resolution that all out of stick something like this unless it's going to take several months to do it or they don't even know actually to be honest, right?"

Comments
Monioring the situation with DOGR Sent summary to supervisors Tong and Epuna. Sent him SCG Alisio Canyon Incident websit link FYI, https://www.socalgas.com/newsroom/aliso-canyon-updates