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May 13, 2016

Dennis V. Arriola, President and CEO  
Southern California Gas Company  
555 West 5<sup>th</sup> Street  
Los Angeles, California 90013

**RE: DIRECTIVE TO IMPLEMENT COMPREHENSIVE CLEANING PROTOCOL IN PORTER RANCH HOMES**

Dear Mr. Arriola:

Southern California Gas Company is directed to immediately and unconditionally offer, and, if accepted by the resident/homeowner, implement comprehensive cleaning of all homes that meet any of the following criteria: (1) located within the Porter Ranch Neighborhood Council boundary as shown on the attached map; or (2) participated in the relocation program; or (3) located within a 5-mile radius of the SS-25 well (see attached map) and where residents have experienced symptoms. Southern California Gas Company shall provide this cleaning service at its own expense.

The cleaning is to be performed in accordance with the attached Protocol. Questions about this Directive may be directed to Cyrus Rangan, M.D. at 213-738-3220.

Sincerely,

JEFFREY D. GUNZENHAUSER, M.D., M.P.H.  
Interim Health Officer  
Los Angeles County Department of Public Health

AJB/cr  
Attachments



## DPH Cleaning Protocol

To reduce the potential for exposure to contaminants that may have entered homes, DPH recommends adequate ventilation of homes to flush out residual contaminants, deep cleaning of surfaces, regular change-out of HVAC filters, and proper maintenance of air purifiers. These steps will minimize the potential for exposure that may produce health-related symptoms. Such cleaning will also remove routine dust, pollens and molds, which may have accumulated during the period when people were not in their homes practicing normal house cleaning.

DPH recommends the following protocol for cleaning.

1. Extensive ventilating of homes.

A. During ventilation run central fans and HVAC units and open all exterior doors, windows, interior doors, and large cabinets.

2. Clean the ductwork in all heating, ventilating and air-conditioning units to remove residual residue. These components should be thoroughly and professionally cleaned. The main ventilation/air conditioning intake areas should be HEPA vacuumed.

3. Clean all applicable surfaces inside residences.

A. HEPA vacuum all floors and hard surfaces inside the home. Hard surfaces include countertops, blinds, walls, and air conditioning registers, diffusers, and intake areas. Ceilings should be vacuumed if indicated by visual observation.

B. HEPA vacuum soft surfaces, such as upholstered furnishings, carpeting, and drapes. Follow by cleaning these materials with steam. Alternatively, drapery can be professionally dry cleaned.

C. Wet clean all walls, countertops, air conditioning registers and diffusers, and any other hard surfaces that can be safely wet cleaned. Wet cleaning may be done with a damp cloth or other agent appropriate for cleaning the specific surface type.

D. Spot treatment if oily residue is found inside the home.

4. Remove and replace HVAC/ventilation system filters.

A. Remove all filters at the end of cleaning.

B. Dispose of used filters by placing in plastic bags and placing bag in trash.

C. After cleaning is completed, replace all central air filters with a medium or high efficiency particle filter (MERV 8 or higher). Replacement filters must exactly fit the filter slot.