



**Dennis V. Arriola**  
President & Chief Executive Officer

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May 16, 2016

The Honorable Brad Sherman  
U. S. House of Representatives  
2242 Rayburn HOB  
Washington, D. C. 20515

Dear Congressman Sherman:

Thank you for your letter of May 6, 2016 regarding Porter Ranch area families who are visiting the Community Resource Center (CRC). SoCalGas continues to provide dedicated customer service and community services supporting the residents in the neighborhoods around our Aliso Canyon storage facility.

Our efforts to support the residents have not been without challenges and we've made changes to our processes as we received feedback. Our commitment, however, has always been to do everything within reason to help these families get through this period during which residents chose to relocate, to monitor and ensure the air quality in the community is at normal levels, and to return families to their homes as safely and expeditiously as possible.

While I understand your request that we open the CRC seven days a week, we no longer have the traffic at the Center in Porter Ranch to justify longer hours. At the peak in January, the CRC was serving more than 500 visitors each day. Since then, daily visits to the CRC have vastly decreased. We continue to have less than 150 visitors per day, which is easily handled within the current hours. We have also successfully introduced an appointment system that has helped people avoid waiting in lines.

As we transition more relocated families to temporary apartment style residences, or help them return home, we anticipate visits to the CRC will decrease even more. Throughout the time of the relocation program, residents have been placed as close to the Porter Ranch area as feasible and, of course, residents have had available the self-service option of selecting their own temporary housing within the parameters of the relocation plan.

The Honorable Brad Sherman  
May 16, 2016  
Page 2

Our focus remains on helping the Porter Ranch community return to normal and on bringing relocated residents home. Our dedicated employees, many of whom live in the area, have served more than 30,000 people at the CRC, provided temporary housing for 8,000 families, processed and approved more than 40,000 reimbursements, totaling \$73 million, installed 38,000 air filtration systems, and cleaned 350 homes, public parks, playgrounds, and schools.

Like you, we are eager to see the Porter Ranch community return to normal. The public health assessment data released by the Los Angeles County Department of Public Health last week clearly indicate that there are no levels of any of the approximately 250 substances the agency tested for in the homes, including metals such as barium, that are a long term health concern. This data finally provides residents with the additional support they have been looking for: there is no risk to public health related to the leak in the community. **The Department of Public Health has stated that it is safe for residents to return home; we agree. Now residents who continue to remain away from their communities unnecessarily can feel safe returning home.**

Sincerely,

A handwritten signature in blue ink, appearing to read "D. Arriola", with a stylized flourish at the end.

Dennis V. Arriola  
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