

HHIA - Utility Report for Meeting on 2017.05.15 - Addendum

If you are signed up for e-Bill from SoCal Gas companies and SCE, you probably have received these emails recently; for none e-Bill subscribers, here are the contents for your reference:

From SoCal Gas company; dated May 9, 2017

Important Safety Information About Natural Gas Pipelines Near You

Call or Click 811 Before You Dig - It's Free

Call 811 or submit a location request [online](#)* at least two working days before you dig. The location of utility-owned lines will be marked at no cost to you.

Make sure any contractor you hire calls 811 to have utility-owned and customer-owned lines marked before digging.

Find Pipelines Near You

Check out our [interactive map](#) to locate major pipelines near you or use the [National Pipeline Mapping System \(NPMS\)](#).*

Learn How to Recognize a Natural Gas Leak

Leaking natural gas from an appliance, damaged pipeline or natural gas meter could cause a fire, explosion, property damage or serious bodily injury. Use your sense of sight, hearing or smell to be alerted to a natural gas leak.

What to do if You Suspect a Natural Gas Leak

Remain calm.

Don't smoke or light a match, candle or other flame.

Don't use machinery, turn electric appliances or lights on or off or use any device that could cause a spark.

Don't attempt to control the leak or repair the damaged pipe. Note that natural gas leaking from a plastic pipe can create static electricity that can ignite the natural gas.

Immediately evacuate the area and, from a safe location, call SoCalGas at [1-800-427-2200](tel:1-800-427-2200), 24 hours a day, seven days a week or **call 911**.

Recognize Our Pipeline Markers

Pipeline markers indicate approximate locations of major pipelines and include our emergency phone number.

What We Do to Keep You Safe

SoCalGas uses pipelines to deliver natural gas to residential and business customers for heating, cooking, manufacturing and other purposes. Your safety is important to us. We routinely perform pipeline safety tasks, including patrolling, testing, repairing, replacing pipelines and ongoing technical training and testing of employees. Our [Integrity Management Plans](#) are available for review.

In order to perform these important inspections, the area around our pipelines must be clear of shrubs, trees, fences and other structures.

Safety Messages

Read key natural gas safety messages included in your SoCalGas bill. Keep the information handy or share it.

Go Paperless with My Account

Get organized, save time and help the environment.

From SCE; dated May 12, 2017

Important message from SCE: Beware of caller ID spoofing

We have recently experienced an increase in reports of caller ID spoofing, a practice in which special phone equipment falsifies information on your caller ID display. Calls may appear to be from SCE, when in reality the caller has no association with SCE and may try to sell you products, collect personal information or say your electric bill is past due when it's not.

Common **red flag warnings** related to spoofed phone calls:

- Calls were made multiple times per day
- Callers asked about customer's usage, meter or other personal information
- Customers were provided recommendations for purchasing alternative energy products

Tips to help protect yourself from caller ID spoofing scammers:

- SCE will not send solar representatives to your home, nor do we have solar companies contact anyone by phone.
- SCE will never ask for credit card information, a prepaid card such as Green Dot or electric usage information over the phone.
- Do not use a call back number provided until you confirm it is an SCE number listed on your bill or the **Contact Us** page on sce.com.

Please know that we take your privacy seriously and make every effort to protect your information. For additional red flag warnings and tips to protect yourself, please visit sce.com/scamalert. If you believe you are the recipient of a spoofing call, contact SCE Information Governance at csinfogov@sce.com.

Sincerely,

Marc Ulrich
Vice President of Customer Programs & Services
Southern California Edison

by *Ted Chang*
HHIA Board Member, Utility
2017.05.14