

From: Darren Hanway

To: EE Program Implementors

Date: March 17, 2020

Subject: SoCalGas EE Program Response to COVID-19 Emergency

As a company, SoCalGas prioritizes the health, safety and wellbeing of its customers, employees, and contractors. In this time of the COVID-19 national emergency, SoCalGas is continuing to monitor and implement guidance from local, state and federal health and emergency response agencies. In alignment with SoCalGas company directives, SoCalGas' EE Programs are announcing the following response at this time:

- All face-to-face interaction including customer outreach, enrollment, installation and inspection work is to be suspended effective March 17 through March 31.:
- Customer visits should be rescheduled to be conducted after the suspension. Because it is possible the suspension will be extended beyond March 31, contractors are encouraged to schedule deferred appointments for May or later to avoid needing to process a second round of rescheduling.

Please also recognize that an increasing number of customers are refusing in-home or in-business contacts so even more critical or previously scheduled work may have to be deferred based on customer concerns.

SoCalGas needs to understand whether you are able to comply with the above adjustments, and what concerns you may have. Please reach out to me with any questions or concerns about your ability to comply. We understand this is a very challenging situation for everyone including our valued contractors. SoCalGas is continuing to process and pay invoices for completed work during this time.

As we move forward in this rapidly changing situation, SoCalGas will continue to monitor events and will provide further guidance. Thank you for your cooperation and for prioritizing safety.