



# Guide to Rebuilding Residential Properties

## Ready to rebuild?

Request to Reconnect Your Natural Gas Service for Customers Impacted by January 2025 Southern California Wildfires

SoCalGas stands with our customers and supports efforts by federal, state, and local governments to build back communities so residents who lost their homes, their schools, their places of worship, and their businesses can rebuild their lives. Customers who are rebuilding can choose to have their home reconnected to the natural gas system.

### To get started, follow the steps below:

#### Plan

Customers or licensed contractors should request restoration of natural gas service before construction begins, during the planning stages of the project. To begin the process, please fill out the online form at [socalgas.com/Rebuild](https://socalgas.com/Rebuild), under "Ready to Rebuild?" After submitting the form online, an email confirmation will be sent to the email address provided on the form. A SoCalGas Planning Representative will contact you within five business days.

For homes being rebuilt, the Residential Energy Efficient Fire Rebuild Program provides financial incentives for single-family and multifamily homes prior to the start of construction. For more information, visit [socalgas.com/Rebuild](https://socalgas.com/Rebuild).

#### Build

SoCalGas representatives will perform several site visits throughout the process and will advise customers as to where their natural gas meters must be placed.

#### Restore

Once a property is ready for restoration, a SoCalGas Planning Representative will discuss specific project needs and schedule your service for reconnection. Only SoCalGas personnel or agents authorized by SoCalGas may reconnect your natural gas service.

#### Save

Apply for SoCalGas increased and exclusive rebates. To learn more, visit [socalgas.com/Rebates](https://socalgas.com/Rebates).

### Additional support

**Customer Assistance Programs\*** could help you save money and make your home more energy efficient. Learn more at: [socalgas.com/Assistance](https://socalgas.com/Assistance).

**GoGreen Financing\*\*** is now available to homeowners and small business owners impacted by the January 2025 Southern California wildfires. Eligible participants may qualify for financing on a variety of energy-efficient equipment such as windows, insulation, Heating, Ventilation, and Air Conditioning (HVAC), appliances, cool roofs, and more. Please note financing is not available for home construction. For more information, visit [gogreenfinancing.com](https://gogreenfinancing.com).

### Ready to dig? Stay safe! Dial 8-1-1

Before starting any digging or excavation work, follow California law requirements by calling 811 Underground Service Alert (USA) to have utility lines safely marked. 811 is a free service available to everyone.

Whether you are planning to build a major development or landscaping your yard, be sure to submit a location request online or call 811 at least two business days before digging, not including the date of notification. Representatives will coordinate with us and other utility owners in the area to mark the locations of buried utility-owned lines. For more information, visit [socalgas.com/811](https://socalgas.com/811).



Learn more at: [socalgas.com/Rebuild](https://socalgas.com/Rebuild)

## Did you know?

### Home Energy Efficiency Rebate Program\* and Multifamily Energy Efficiency Rebate Program\*

SoCalGas customers impacted by the January 2025 Southern California wildfires may be eligible for increased rebates of up to 50 percent on the purchase of new energy-efficient natural gas appliances. Customers may also qualify for exclusive rebates on ENERGY STAR® certified smart thermostats, attic insulation, and wall insulation.

Exclusive rebates for smart thermostats, attic insulation, and wall insulation do not qualify for the increased rebate offer. Rebates cannot be stacked or combined with any other incentives offered through the program. Rebate amounts are subject to change and may be modified without prior notice.

#### How to qualify for increased rebates:

1. Customers must agree to the Terms and Conditions on their rebate application.
2. Qualifying natural gas appliances must be installed in an eligible zip code, as defined below.
3. Equipment must be purchased and installed between **January 7, 2025, and December 31, 2026.**
4. Customers must confirm that their home was impacted by a January 2025 wildfire in Southern California and is located in an eligible ZIP code. Learn more on eligibility at [socalgas.com/Rebuild](https://socalgas.com/Rebuild).

### Residential Energy Efficient Fire Rebuild Program\*

The Program provides financial incentives for single-family and multifamily homes that are built to exceed the State of California Title 24 Energy Efficiency Standards and are equipped with qualifying natural gas equipment. **This program is only eligible to customers who have not yet started the construction process.**

Property owners in zip codes affected by the January 2025 Southern California wildfires who are eligible for increased incentives and interested in participating in the program should take the following steps:

1. Visit [socalgas.com/Rebuild](https://socalgas.com/Rebuild) to download a copy of the application.
2. Consult with your builder or energy analyst to review the program requirements.
3. Work with your builder who will contact a SoCalGas Account Representative to begin the application process. For more information, email [scgprocessing@socalgas.com](mailto:scgprocessing@socalgas.com) or call 1-866-563-2637.

## Contact Us

### For Natural Gas Emergencies

If you suspect a natural gas leak, evacuate the area immediately and call SoCalGas from a safe location, 1-800-427-2200. Or, call **911** promptly from a safe location if there is damage resulting in a natural gas leak that may endanger life, cause bodily harm, cause property damage, and/or if you are unable to contact SoCalGas for any reason.

### For Customer Service

General Inquiries: 1-800-427-2200

Hearing Impaired, TDD/TTY: 1-800-252-0259

Monday – Friday 7 a.m. – 8 p.m.

Saturday: 7 a.m. – 6 p.m.

(Closed Sundays & holidays)

**Note:** Our customer service line is open

24 hours a day, 7 days a week for natural gas emergencies or safety issues.

\* These programs are funded by California utility customers and administered by Southern California Gas Company (SoCalGas®) under the auspices of the California Public Utilities Commission. Program funds, including any funds utilized for rebates or incentives, will be allocated on a first-come, first-served basis until such funds are no longer available. These programs may be modified or terminated without prior notice. The selection, purchase and ownership of goods and/or services are the sole responsibility of the customer. Customers who choose to participate in any program are not obligated to purchase any additional goods or services offered by a manufacturer, vendor, service provider, or any other third party participating in such program. SoCalGas makes no warranty, whether expressed or implied, including warranty of merchantability or fitness for any particular purpose, use or application of selected goods and/or services selected by a customer. SoCalGas does not endorse, qualify, or guarantee the work of any third party. Eligibility requirements apply; see each program's conditions for details.

\*\* This program is funded by California utility customers and administered by California Alternative Energy & Advanced Transportation Financing Authority under the auspices of the California Public Utilities Commission. Eligibility requirements apply; see each program's conditions for details.