

# Porter Ranch Community Advisory Committee

Meeting #16

Thursday, May 26, 2016  
Porter Ranch Community School

## **DRAFT NOTES**

**First Posted: 5/27/16 at 9:15am**

**Last Updated:**

John Bwarie, Executive Director, called the meeting to order at 6:10pm.

### *Members Present:*

Margaret Kim  
John Lee  
Issam Njim  
Matt Pakucko

### *Guest Speakers:*

Gillian Wright (SoCalGas)  
Neena Master (SoCalGas)

John welcomed the group and introduced Gillan and Neena. Gillian gave an update on the cleaning schedule. They are extending the deadline for residents to sign up for cleaning. The new deadline will be Sunday, May 29<sup>th</sup>, at 5pm. The scheduling system is back up and available for registration. They took off Tuesday and are back cleaning homes based on new and revised protocols from Dept. of Public Health. They are ramping up services to meet the requests for cleaning.

Eligibility for cleaning: Per court order and as a primary purpose, right now, are those who are relocated. They reached out to those who declined. If someone is self-placed in the hotel, they must submit a folio indicating you were in the hotel on May 19<sup>th</sup>. You can go in person, call the call center, or submit online. As long as the request and the hotel folio is received by the deadline, scheduling can be done after the deadline.

Re-imbursements: over \$80million and 40,000 checks issued since the start. Incomplete request may still delay reimbursements, and teams are dedicated to those issues.

Q: What should people do with checks that bounced?

A: I'm not familiar for checks that bounced. We will refund the penalty that was incurred due to a check that was bounced.

Q: Is there a way a person can go to have a computer to resolve issues?

A: They have to have more than a one-level of review.

Question: Is it possible that there are overpayments, and that's why a check has been bounced?

A: There have been overpayments and checks cancelled. Often bounced checks are confused with cancelled checks. Notification may not reach the person with the check, and they try to make it right.

Question: Are you still doing outdoor cleaning of homes?

A: Yes. There are still links for outdoor cleanings on the site. An insurance adjustor will determine if cleaning is needed.

Q: Regarding scheduling, some hotels have already booked rooms and people still haven't checked out. What happens to these people?

A: They will be relocated to another temporary location. This is something that has been happening all along with hotels and availability. They are not required to stay relocated to receive the cleaning, as long as they were relocated when the court-order was issued. The housing companies are working now to find alternative housing, if needed.

Q: What about the move from hotels to long-term housing?

A: That has stopped because the relocation housing program has been resolved, and they're focusing on returning relocated people to their home.

Q: What are hotels being told?

A: They are told the cleaning date and then 48 ours is added. With the change in the protocol, and the housing companies were told to extend to when the cleaning has been rescheduled. People who's hotel reservations are ending tomorrow were extended.

Q: What is the harm of extending the reservation to a farther date out, well beyond the check out date instead of two or three days at a time?

A: They're making the decisions based on when the date is anticipated. Some hotels require guaranteed payment, and they don't anticipate. "I will look at some extended reservations for some situations. I'll take a look at it."

Q: What if the cleaning crew doesn't show up?

A: Some on Sunday didn't show up. The First wave of appointments took longer. The housing is reset if the appointment is cancelled by SCG or the contract didn't show up.

Q: The link doesn't work. What's going on?

A: The link was taken offline to reset and start fresh. It came back on after 4pm.

Q: What happens to the homes cleaned the first time before the protocol was updated?

A: They will reach out separately to those cleaned on Sunday and Monday. With the changes from DPH, SoCalGas will see if they can re-clean. Still vacuuming, wet-wiping, and steam cleaning. The difference is that Plastic be placed on exterior doors; accessible areas of the garage will be vacuumed, and the HVAC will run for 30 minutes at the end of the cleaning. They can choose to have the whole thing redone or just the new portions. They will be called directly and email them.

For the homes cleaned on Monday, they contacted them Monday morning and gave them the opportunity to reschedule understanding that DPH had some updates. They all accepted the cleaning that day, while knowing this.

Q: Do you have a monetary value? Can you share it?

A: I can't share that today. We're still compiling the updates. The range is thousands, but they still have to work with contractors to get figures.

Q: Are the cleaners or the homeowners asked to replace the filters?

A: The Contractors are professional duct-cleaners, and they do replace it.

Q: Who are the cleaners? Contractors of SoCalGas?

A: The cleaners are an insured and bonded environmental remediation company

Q: What about the plug-in filters?

A: They have a warranty for 2-5 years. These have deeper filter beds, and ARB advised to replace the HVAC system filters. Part of the cleaning protocol focuses on removing dust, and as the last part of the cleaner, that HVAC filter is removed.

Q: Cleaning crews will not move furniture or personal belongings/

A: Correct. It's standard practice that crews don't move personal belongings. If someone has a special need, they should call and express that.

Neena update the committee that each relocated resident was contacted via email and how to do it. They've cleaned over 256 since the end of April. Today, they cleaned 50 homes. If someone claims they didn't get a unique ID and that they're still relocated, within 24-hours, their status will be verified and they will be notified. They also let people know that the cleaning will last 3-5 hours. The crews are insured and bonded. Supervisors from the company and SoCalGas spot checking the cleaning. If they would like to have DPH spot check, they can request that and that would be communicated to DPH.

Q: Are these the same crews as Sunday?

A: Same company, yes. Supervisors are certified. Public Health provided general concerns, but if there are more specific issues, please let them know. There is also a 3<sup>rd</sup>-party inspector, as well.

Q: How do we report that?

A: Have them call the scheduling center?

Q: The agreement says that it was completed satisfactorily?

A: The agreement has been updated to say the cleaning took place and nothing was damaged. It's a standard acknowledgment. There is a form that needs to be signed at the beginning in of the service. The Supervisor will go over the process, and the resident have the option to accept steam cleaned or dry-cleaned. They need to have an agreement or declination on a few protocols.

Q: If the crew shows up and the homeowner thinks they're ill-equipped – how long before you intervene? What happens?

A: The fastest path to getting an answer is start with their supervisor and asking them to stop and request the SoCalGas representative/quality assurance person to note the concerns and potentially address them. This is not a standard house cleaning; the cleaning is about dust removal only. If they cancel because the cleaning is not what they want, they forfeit their cleaning; this was there opportunity.

Q: What about those experiencing symptoms?

A: The focus on those out of their homes; that's the priority.

Q: Do you have a position on the other parts of the directive?

A: We're focused on the court order.

Q: SoCalGas won't release the list of everything that came out of the well. Why can't you release the information about what could come out of the well?

A: The question you're asking is about a legal discovery request. This is fundamentally part of a legal process and being handled by the lawyers on both sides.

Q: Legal discovery aside, why can't you just tell us what's in our homes?

A: I don't know the specifics of what hasn't been provided, and I will provide any specific request to our legal team.

Q: Where is the human element in this?

A: I understand the point you're making. The unknown is a source of fear and concern. It's not my intent that we're purposely withholding information.

There was a discussion about information being shared or not, as well as the frustration of dealing with this issue.

Q: How can SoCalGas justify having people being required to move all of their personal items themselves having to basically pack up the house and sign a waiver that you were not responsible for any damage to their home during the cleaning when they have no option on who choose to do the cleaning nor did they have any option regarding the gas leak?

A: The protocols in the work plan are specific about the qualifications and skills needed to meet the protocol. We've provided a qualified company.

Q: When will you start complying with the directive from the County regarding community having their homes cleaned as well as anyone who had previously experienced symptoms or been moved out of there home?

A: There are up to 2500 home in the court order, and we're focused on that group right now.

Q: Why can't the people just send an email?

A: They need to have the accurate address. They will acknowledge the email and refer them to the standard protocols. The Call Center is the relief valve. The Community Resource Center will be open on Sunday until 2pm to assist, as well.

Then, John read a statement provided by The Department of Public Health, as follows:

**Statement for Porter Ranch Community Advisory Committee**

Cleaning, as designed by Los Angeles County Department of Public Health (Public Health), was ordered in a ruling by Los Angeles Superior Court on Friday,

May 20. The Southern California Gas Company (SoCalGas) was ordered to pay for professional comprehensive cleaning in the homes of residents who are relocated due to the Aliso Canyon Gas Leak disaster. The court's decision required SoCalGas to offer comprehensive cleaning to relocated residents in advance of their return home.

On Sunday, May 22, Public Health imposed an immediate Stop-Work order to SoCalGas after Environmental Health Specialists observed cleaning performed by SoCalGas that did not comply with Public Health's cleaning protocol. Public Health demanded SoCalGas to produce a work plan to help make sure cleaning was done in accordance to Public Health's protocol as per the court order. On Wednesday, May 25, Public Health directed SoCalGas to implement their Interior Home Cleaning Work Plan and to begin cleaning. The work plan imposed several layers of supervision and quality assurance that wasn't implemented by SoCalGas and their contractors when they began indoor cleaning. To continue to protect the residents' health, Public Health is in the field monitoring the cleaning done by SoCalGas and their contractors.

Pursuant to the Judge's recent order, relocated residents who want SoCalGas to clean their homes must request cleaning by May [29] at 5:00 p.m. by scheduling a date for cleaning, or will be deemed to have declined cleaning.

Homes of residents who are not currently relocated are not addressed in the Court's decision but are covered by the Public Health Directive. Public Health is committed to ensuring that SoCalGas complies with the directive and cleans all homes in the impacted community regardless of relocation status."

Q: Do you have an update on Health Study from AQMD?

A: Not at this time.

John indicated he would share the AQMD's latest update with the committee and online.

Margaret Kim of LAUSD updated that the school's plan is to relocate the schools back over the summer, once cleaning has been completed.

There was a discussion about the next meeting and who should attend.

The meeting was adjourned at 7:33pm.