

ALISO CANYON GAS LEAK DISASTER

Frequently Asked Questions

Last modified: May 27, 2016

Interior Home Cleaning Overview

This fact sheet provides information about the specialized cleaning services by a firm who has expertise in home remediation, ordered to be conducted by Southern California Gas Company (SoCalGas) and their contractors in a ruling by Los Angeles Superior Court on May 20. The cleaning will help to remove contaminants that may have settled in your home during the gas leak.

1. Who is eligible to receive cleaning?

The Los Angeles County Department of Public Health (Public Health) issued a Directive to SoCalGas on May 13 to offer comprehensive cleaning to all homes in Porter Ranch, all homes of relocated residents, and all homes within five miles where residents experienced symptoms. As of May 25, SoCalGas has not followed through with this Directive. The court ruling on May 20 specifically applies to currently relocated residents. Public Health is committed to ensuring that SoCalGas complies fully with the Directive and cleans all affected homes in the impacted communities regardless of relocation status.

2. When do I have to sign up for cleaning?

Relocated residents have until 5:00 p.m. on Sunday, May 29 to register for cleaning or will be deemed to have declined cleaning. Public Health strongly encourages residents to request cleaning services being offered by SoCalGas. More information is forthcoming for residents who are not part of the relocation program.

3. What does the cleaning include?

Home Ventilation

A negative air flow machine will be used to capture and remove dusts during the cleaning. During this process, doors and windows should be closed, except for one window or door as a fresh air source. Cleaning crews will determine which doors or windows to open and close.



Heating, Ventilation and Air Conditioning (HVAC) Systems

HVAC system ducts will be cleaned. The main ventilation/air conditioning intake areas, registers, and diffusers will be cleaned with a HEPA vacuum (a vacuum with a special filter that removes small particles) plus a damp cloth. SoCalGas will also replace all system filters during the interior cleaning appointment.



Floors, Countertops, and Other Hard Surfaces

All floors and hard surfaces inside the home and the garage will be cleaned with a HEPA vacuum. Hard surfaces include countertops, walls, tabletops, furniture, tops of cabinets, and bookcases. Ceilings may also be vacuumed, if needed. Hard surfaces will be wiped with a damp cloth using a mild soap and water solution.



Furniture, Windows, and Soft Surfaces

A HEPA vacuum will be used to clean soft surfaces such as carpeting, upholstered furnishings, blinds, drapes, and window coverings, followed by steam cleaning. Steam cleaning is recommended by home remediation experts to remove contaminants in carpeting and other soft surfaces. Alternatively, drapery can be removed from the home and professionally dry cleaned. Windows and sills will be cleaned using a soap and water solution. Leather and vinyl furniture will be wiped with a damp cloth (not with soap and water nor cleaners).



Walls

All walls inside the home will be cleaned with a HEPA vacuum and wiped with a damp cloth. Public Health recommends the use of a damp cloth to ensure that dust is removed and not stirred into the air.

4. Can I do the cleaning myself?

Public Health recommends that you use specialized cleaning services by a firm who has expertise in home remediation, and has directed SoCalGas to offer and implement a comprehensive indoor cleaning protocol, designed by Public Health. Please follow appropriate safety measures and the steps outlined in [Returning Home](#) for any cleaning that you may wish to do on your own.

5. How do we know the cleaning will be done according to Public Health protocol?

On May 25, Public Health directed SoCalGas to implement their [Interior Home Cleaning Work Plan](#) and to begin the cleaning. To continue to protect the residents' health, Public Health is sending specialists to a representative selection of homes to verify that the cleaning done by SoCalGas and their contractors meets this protocol. Specific cleaning protocol procedures are outlined in the Work Plan. Residents are encouraged to report any concerns with the cleaning services to Public Health by calling 213-738-3220. Residents are also encouraged to report their concerns to SoCalGas by calling 800-427-2000.

6. How do we know that the cleaning will be effective?

The cleaning protocol designed by Public Health and the procedures outlined in the Interior Cleaning Work Plan are based on comprehensive home remediation standards. In addition, Public Health will assess conditions in a sample of homes after the comprehensive cleaning.

7. Will the filters on air purifiers be changed?

The specialized cleaning service offered by SoCalGas will replace heating and air conditioning system filters, but not air purifier filters. Public Health recommends that you replace filters on portable air purifiers and follow all other manufacturer's guidelines for these systems. For more information, please visit the [California Air Resources Board website](#) on filter replacement.

8. Will the outside of homes be cleaned?

On March 8, Public Health directed SoCalGas to provide assessment and cleaning of oily residue found on the exterior of homes at no expense to property owners or residents. Public Health recommends that residents avoid touching or cleaning oily residue themselves, and instead, to arrange for professional cleaning services by contacting SoCalGas at 818-435-7077 or ResidueCleaning@socalgas.com.

For More Information

Los Angeles County Department of Public Health

Web: www.publichealth.lacounty.gov/media/gasleak

Phone: (213) 738-3220

[Register online with Public Health](#). Registration is voluntary; Public Health will treat the information as confidential.

Southern California Gas Company

Web: <https://www.alisoupdates.com/main>

Phone: 800-427-2000, 1-877-766-7572