Below are answers to frequently asked questions to help residents understand why a submitted reimbursement request was denied or only partially approved.

**My reimbursement request for temporary relocation prior to November 19, 2015 was denied. If the natural gas leak started on October 23rd, why was my claim denied?**

The SoCalGas® relocation program commenced on November 19, 2015; therefore, expense reimbursement requests for self-placement (Friends and Family, Hotel & Long Term Housing) prior to that date are not eligible for reimbursement.

**Why was my reimbursement request denied for temporary relocation after February 25, 2016?**

Residents who left their relocated residence and returned home prior to February 18, 2016, the date the leak was permanently sealed, are not eligible for continued relocation. Residents who were part of the temporary housing program and remained relocated are required to re-enroll in the extended relocation program for reimbursements after February 25, 2016. Residents who did not re-enroll may not be eligible to receive a requested reimbursement.

**Why was my Friends and Family self-placement relocation request denied or only partially approved?**

Eligible residents must submit a W-9 form on behalf of the host family/friend. If daily logs are not completed as required, payment to the host may be interrupted or partially approved based on the last log submitted.

**Why is the reimbursement for my hotel or long-term housing-related expenditure denied or only partially approved?**

If you were relocated through a Temporary Housing Placement (THP) agency, and SoCalGas’ records indicate the THP paid the expense directly on behalf of resident, no additional payment is made to resident. Please also see forms for information regarding allowed relocation-related expenses. Other expenses are not subject to reimbursement.

- For hotels, expenses allowed in addition to room fee (subject to daily maximum allowance) include the following: resort fees, self-parking (no valet unless self-parking is not permitted), pet fees, internet fees, and electric automobile charging fees. Dry cleaning expenses are not covered.
- For long-term housing, expenses allowed in addition to the monthly lease (subject to monthly allowance) include the following: housewares, appliances, gardening fees, pet fees, and pool service. Allowances are also provided for furniture rental, utility fees, and moving expenses (subject to maximums).
I completed a meal eligibility application online and did I not receive a reimbursement? Why was my request denied?

All residents approved for hotel relocation are eligible for the meal per diem if they are without a full kitchen. If a resident relocated to Friends and Family or Long Term Housing, they are not eligible for meal reimbursement.

Why was my reimbursement check for mileage less than what I requested?

Mileage reimbursements are calculated based on the distance from your temporary housing location to destination, compared to the distance from your residence (the net mileage change). A reimbursement will not be provided in the event the distance of travel has not increased. Beginning on January 8, 2016, SoCalGas directed residents to request mileage reimbursement through the online form. Visit the Expense Reimbursement Information page on AlisoUpdates.com for information regarding mileage calculation and reimbursement.

I submitted a request for two air purification and filtration systems, but I was only reimbursed for one unit. Why did SoCalGas only partially approve my claim?

Requests for air filtration systems required pre-approval (on quantity and type of air filter) by SoCalGas in order to be eligible for reimbursement. If a resident was not on the pre-approval list for the number of units requested, his/her claim was either denied or partially approved, based on the information provided and submission of itemized receipts and proof of payment.

Why was my requested reimbursement for my pet denied?

Under the Aliso Canyon relocation program guidelines, SoCalGas will only pay for pet boarding through a business, for residents who requested and received pre-approval and provided an itemized receipt and proof of payment. SoCalGas is not covering other services (e.g., grooming, pet toys, extra play time, dental cleanings) provided by the boarding facilities or other pet-related requests at this time.

What information do I need to submit with my reimbursement request?

Visit the Expense Reimbursement Information page on AlisoUpdates.com to find out what supporting documentation you need to submit with your reimbursement request.

What if this list of frequently asked questions did not cover my circumstances?

Please review the reason provided in the reimbursement request notification letter. A toll-free number is provided for residents who wish to call us with additional questions.