



CALIFORNIA UNDERGROUND SAFETY BOARD INVESTIGATION DIVISION

INVESTIGATION REPORT

Date: May 18, 2026

Case No.: N2428365

Violations:

JW Carroll Construction

Government Code § 4216.2(b): Excavating without first notifying the regional notification center of intent to excavate.

Government Code § 4216.4(c)(1): Excavator failure to call 911 emergency services upon discovering or causing damage to subsurface installation resulting in the escape of flammable, toxic, or corrosive gas or liquid.

Cal. Code Regs., title 19, § 4151(c): Refusal to cooperate with the investigation.

Executive Summary:

On September 3, 2024, JW Carroll Construction excavated without first contacting the regional notification center and damaged a 1/2-inch plastic natural gas line with a shovel while digging for electrical work. Upon the escape of gas from the subsurface installation, JW Carroll Construction did not call 911 emergency services to report it. No one was injured and no equipment, other than the 1/2-inch plastic natural gas line, was damaged. JW Carroll Construction refused to cooperate with the investigation.

Reporting Party Information:

Southern California Gas Company
555 West 5th Street, Suite 1700
Los Angeles, California 90013

Date of Incident:

September 3, 2024

Location of the Incident:

3010 Avenida Imperial
San Clemente, California 92673

Operator:

Southern California Gas Company
555 West 5th Street, Suite 1700
Los Angeles, California 90013

Excavator:

JW Carroll Construction
18965 San Felipe Street
Fountain Valley, California 92708

Facility Type Damaged:

1/2-inch plastic natural gas line

Notification of the Incident

On October 9, 2024, Southern California Gas Company submitted a notification of an incident to the California Underground Safety Board (Board). The notification stated, "Field Supervisor said contractors were digging with a shovel, no USA." (Exh. 1.)

The case was assigned to Investigator Ousama Alkahwaji (Investigator).

Excavation and Damage

Government Code section 4216(g) defines "excavation" to be the use of tools or equipment to move or displace earth, rock, or other material in the ground.

JW Carroll Construction was digging with a shovel to perform electrical work at 3010 Avenida Imperial, San Clemente, California 92673, when they hit a 1/2-inch plastic natural gas line. (Exh. 1.)

Identity of the Excavator

Government Code section 4216(h) defines an excavator to be "any person, firm, contractor or subcontractor, owner, operator, utility, association, corporation, partnership, business trust, public agency, or other entity that, with their own employees or equipment performs any excavation."

JW Carroll Construction is currently licensed by the Contractors State License Board, license number 780323 with a C10 – Electrical and C53 - Swimming Pool classifications. (Exh. 2.)

JW Carroll Construction Did Not Contact the Regional Notification Center Before Excavating

Government Code section 4216.2(b) states that an excavator planning to excavate shall notify the appropriate Regional Notification Center of the excavator's intent to excavate at least two working days, and not more than 14 calendar days, before beginning that excavation.

JW Carroll Construction did not notify the Regional Notification Center prior to excavation at 3010 Avenida Imperial, San Clemente, California 92673. The incident report submitted by Damage Prevention Analyst, Jennifer Duprey (Duprey), of Southern California Gas Company stated, "Field Supervisor said contractors were digging with a shovel, no USA". (Exh. 1.)

On November 4, 2024, the investigator emailed Amber Dahl, Safety Awareness Director at Underground Service Alert of Southern California, requesting ticket information for 3010 Avenida Imperial, San Clemente, California 92673, from July 23, 2024, to September 3, 2024. (Exh. 3.)

On November 4, 2024, Dahl responded confirming that a ticket did not exist for 3010 Avenida Imperial, San Clemente, California 92673, from July 23, 2024, through September 3, 2024. (Exh. 4.)

JW Carroll Construction Did Not Call 911 Emergency Services Upon Gas Release

Government Code section 4216.4(c)(1) states an excavator shall call 911 emergency services upon discovering or causing damage to a gas or hazardous liquid pipeline subsurface installation in which the damage results in the escape of any flammable, toxic, or corrosive gas or liquid.

On September 3, 2024, while using a shovel, JW Carroll Construction damaged a 1/2-inch plastic natural gas line while performing electric excavation that caused gas to leak. (Exh. 1.)

JW Carroll Construction did not call 911 afterward to report the damage.

The investigator requested emergency response records from the Orange County Sheriff's Department and the City of San Clemente for the incident location, date, and time. Both agencies reported that no responsive records were found. The investigation did not find any evidence that JW Carroll Construction called 911 after the gas release. (Exhs. 5, 6.)

JW Carroll Construction Did Not Cooperate with the Investigation

California Code of Regulations, Title 19, Section 4151(c) states that any excavator or operator who obstructs an investigation by taking actions that were known, or reasonably should have been known, to prevent, hinder, or impede the investigation, is subject to sanctions under the Act and this division.

On November 7, 2024, the investigator emailed JW Carroll Construction at johncarroll@pacbell.net, the Board's Investigation Questionnaire related to the incident damage on September 3, 2024 with a response due by November 14, 2024. (Exh. 7.)

On November 7, 2024, the investigator contacted JW Carroll Construction via phone at (714) 984-5335 and left a voicemail message providing details about the Board's Investigation Questionnaire sent on November 7, 2024.

On November 13, 2024, the investigator received a call from Owner, John Carroll (Carroll), JW Carroll Construction from number at (714) 984-5335. Carroll stated that he did not receive the investigator's email. The investigator confirmed the email with Carroll and resent the questionnaire to johncarroll@pacbell.net.

On November 14, 2024, the investigator sent a follow up email to JW Carroll Construction at johncarroll@pacbell.net, which referenced the content of the email sent on November 7, 2024 (Exh. 8.)

On November 18, 2024, the investigator contacted Carroll, via phone number (714) 984-5335, and provided details about the Board's Investigation Questionnaire emailed which was past due on November 14, 2024. Carroll confirmed receiving the email but was "busy to respond" and promised to respond by November 19, 2024. (Exh. 9.)

On January 24, 2025, the investigator sent a letter by certified mail to JW Carroll Construction to the mailing address 18965 San Felipe St, Fountain Valley, CA 92708. The letter had survey questions related to the incident damage on September 3, 2024, with a response due date of January 31, 2025. The letter was delivered on January 27, 2025. (Exh. 10.)

On February 6, 2025, the investigator called Carroll at phone number (714) 984-5335 and left a voicemail that included the investigator's name, phone number, and a summary of previous attempts to reach Carroll.

On February 19, 2025, the investigator sent a second letter by certified mail to JW Carroll Construction to the mailing address 18965 San Felipe St, Fountain Valley, CA 92708, referencing the letter mailed on January 24, 2025, and has a response due date of February 26, 2025. The letter was delivered on February 22, 2025. (Exh. 11.)

As of the submission of this report, JW Carroll Construction has not responded to the Investigator's emails nor made efforts to contact the investigator.

Findings:

1. JW Carroll Construction failed to contact the Regional Notification Center before beginning excavation on September 03, 2024, at 3010 Avenida Imperial, San Clemente, California 92673.
2. On September 03, 2024, JW Carroll Construction failed to call 911 emergency services to report the escaping gas from the subsurface installation after it was damaged while performing electrical excavation.
3. JW Carroll Construction refused to cooperate with the investigation regarding the damage on September 03, 2024, at 3010 Avenida Imperial, San Clemente, California 92673.

Investigator	Supervisor
Ousama Alkahwaji	Anona Bonner
Signature	Signature
/s/ Ousama Alkahwaji	/s/ Anona Bonner

Exhibit List:

Exhibit No.	Description	Date	Received From
1.	Incident Report submitted to the Underground Safety Board	Received on 10/09/2024	Damage Prevention Analyst, Jennifer Duprey, Southern California Gas Company
2.	Contractor's License Detail for License No. 780323 obtained from the Contractors State License Board's website	Downloaded on 11/08/2024	California Contractors State License Board's website at https://www.cslb.ca.gov/onlineservices/checklicense/Checklicense.aspx
3.	Investigator's email to Underground Service Alert of Southern California requesting ticket information on the underlying job to this incident	Emailed on 11/04/2024	
4.	Email from Underground Service Alert of Southern California stating there was no valid ticket for the underlying job to this incident	Received on 11/04/2024	Amber Dahl, Safety Director, Underground Service Alert of Southern California
5.	Public Record Request #25-127 received from Orange County Sheriff's Department	Received on 01/14/2025	Regina Rivera, Staff Assistant, CPRA – Records Division, Orange County Sheriff's Department

	confirming no records found		
6.	Public Record Request PR-146-2025 received from City of San Clemente confirming no records found	Received on 02/06/2025	Jason Chase, Records Management Coordinator, City of San Clemente
7.	Board's Investigation Questionnaire and Investigator's email to Owner, John Carroll, JW Carroll Construction	Emailed on 11/07/2024	
8.	Board's Investigation Questionnaire and Investigator's follow-up email to Owner, John Carroll, JW Carroll Construction	Emailed on 11/14/2024	
9.	Report of Interview conducted by Investigator Ousama Alkahwaji	Conducted on 11/18/2024	Owner, John Carroll, JW Carroll Construction
10.	First Information Request sent by certified mail to	Mailed on 01/24/2025	Delivered on 01/27/2025

	Owner, John Carroll, JW Carroll Construction, to Fountain Valley address		
11.	Second Information Request sent by certified mail to Owner, John Carroll, JW Carroll Construction, to Fountain Valley address	Mailed on 02/19/2025	Delivered on 02/22/2025

Exhibit 1

No-Ticket Damage Reporting Form

Submitted: October 9, 2024 12:59 PM

Reporter Information

Provide the names, titles, phone numbers, and email addresses of all individuals who are involved in reporting this damage or contributing to the answers to these questions

Full Name

Jennifer Duprey

Title

Damage Prevention Analyst

Phone Number

949-280-6576

E-mail address

JLDuprey@socalgas.com

Company

Provide the name, address, phone number, email address, and, if applicable, the Regional Notification Center (member code for your company).

Company Name

So Cal Gas

Address

555 W. 5th st., Los Angeles , 90013

Phone Number

877-238-0092

Email Address

SCGDamagePrevention@socalgas.com

Regional Notification Center member code

Other Contacts

Is the photographer same as the primary reporter named above?

Incident Information

What was the date and approximate time of the incident?

September 3, 2024 10:25 AM

What is the address where your facility was damaged on 9/3/2024?

Damage Street Address

3010 Avenida Imperial

Damage County

Orange

Damage City

San Clemente

Damage Cross Street 1

LEGENDARIO

Damage Cross Street 2

Other Damage location description

Does So Cal Gas own, operate or maintain the facility damaged on 9/3/2024?

Yes

What type of excavation did you observe on 9/3/2024 at that address?

Electric

Describe the excavation activity you identified.

Field Supervisor said contractors were digging with a shovel, no USA

What excavation companies did you observe on 9/3/2024?

Company Name

JW Carroll Construction

Company Address

414 8TH ST, Huntington Beach , 92648

Phone Number

714-984-5335

Email Address

JOHNCARROLL@PACBELL.NET

Did this company damage the facility?

Yes

Provide the name, title, phone number, and email address for at least one contact for each excavation company working at or near incident address on date of incident. If you have more than one contact, please provide all of them. Email addresses are required for submission of this form.

Personnel Name

John Carroll

Title

owner

Phone Number

714-984-5335

Email Address

JOHNCARROLL@PACBELL.NET

Notification Details

Was So Cal Gas notified of the proposed excavation by the Regional Notification Center before 9/3/2024?

No

What date and time did you learn of the damage to the facility?

September 3, 2024 10:29 AM

How did So Cal Gas learn of the damage to the facility?

KERY RANEY reported it to So Cal Gas

Facility Damaged

What kind of facility was damaged on 9/3/2024?

Natural Gas

Natural Gas

What type of material was the damaged facility?

Plastic

Facility diameter (inches)?

0.5

Incident Details

What kinds of excavation equipment did you observe at the location of the damaged facility?

Shovel

Do you know what equipment damaged the facility?

Yes

What equipment damaged the facility?

Shovel

What information are you relying on regarding damage to the facility?

Interview with excavator

Did So Cal Gas contact the Regional Notification Center before repairing the damaged facility?

No

Provide any other relevant information about the damage on 9/3/2024.

If contractor had called USA they may have been able to avoid hitting our service because they would know where the lines were

Damages

Were there any injuries to any personnel or bystanders due to the damage to your facility on 9/3/2024?

No

Was any property damaged other than the damaged facility?

No

Was there a fire caused by this damage on 9/3/2024?

No

Was there an evacuation of any nearby homes or businesses caused by this damage on 9/3/2024?

No

Provide an estimate of the number of your customers whose service was interrupted by this damage on 9/3/2024.

0

Conclusions

What date and time were repairs completed to the damaged facility?

September 3, 2024 2:18 PM

Please explain why you think the facility was damaged on 9/3/2024?

Contractor did not know our lines were because they did not have a USA ticket

Is there any other information which you feel is important to share about this incident?

Not counting your answers to these questions, did So Cal Gas create an investigatory or incident report pertaining to the damage on 9/3/2024?

Yes

Please attach investigatory or incident report here.

USB Damage Report Form Template SC.docx, 0.03MB

Have your answers to these questions and or the documents you are sending today been reviewed, changed or amended by anyone?

No

Files

Please attach all Facility Repair Orders.

Please attach all Photos.

Additional Records

Reference Number

N2428365

Incident Time: (24hr) 10:29 am

Incident Date: 09-03-2024

Incident Location:

City/County: Orange

Address/Location: 3010 Avenida Imperial San Clemente 92673

Incident Cause: shovel

Gas Equipment Affected: service

Material: plastic Pipe size: $\frac{1}{2}$ "

Dig In Information:

USA notification required: **Yes / No**

USA notified: **Yes / No** USA #

Facilities properly marked: **Yes / No**

Name of Excavator: JW Carroll Construction

Excavator Contact Person: John Carroll

Phone: 7149845335

On Scene:	Date	Time
Company Personnel on Scene	<u>09-03-2024</u>	<u>11:37 am</u>
Gas Flow Stopped	<u>09-03-2024</u>	<u>12:30am</u>

Customer Outages (Quantity)

Summary of incident: Contractor hit our service with a shovel, no USA.

Exhibit 2



▼ Contractor's License Detail for License # 780323

DISCLAIMER: A license status check provides information taken from the CSLB license database. Before relying on this information, you should be aware of the following limitations.

- ▶ CSLB complaint disclosure is restricted by law () If this entity is subject to public complaint disclosure click on link that will appear below for more information. Click for a definition of disclosable actions.
- ▶ Only construction related civil judgments reported to CSLB are disclosed ().
- ▶ Arbitrations are not listed unless the contractor fails to comply with the terms.
- ▶ Due to workload, there may be relevant information that has not yet been entered into the board's license database.

Data current as of 11/8/2024 9:13:05 AM

Business Information

J W CARROLL CONSTRUCTION
18965 SAN FELIPE STREET
FOUNTAIN VALLEY, CA 92708
Business Phone Number:(714) 984-5335

Entity Sole Ownership
Issue Date 06/15/2000
Expire Date 06/30/2026

License Status

This license is current and active.

All information below should be reviewed.

Classifications

- ▶ C10 - ELECTRICAL
- ▶ C53 - SWIMMING POOL

Bonding Information

Contractor's Bond

This license filed a Contractor's Bond with [WESTERN SURETY COMPANY](#).

Bond Number: 66760931

Bond Amount: \$25,000

Effective Date: 09/15/2023

[Contractor's Bond History](#)

Workers' Compensation

This license has workers compensation insurance with the [STATE COMPENSATION INSURANCE FUND](#)

Policy Number:1977800

Effective Date: 10/08/2016

Expire Date: 10/08/2025

[Workers' Compensation History](#)

Exhibit 3

Alkhwaji, Ousama@EnergySafety.ca.gov

From: Alkhwaji, Ousama@EnergySafety.ca.gov
Sent: Monday, November 4, 2024 9:58 AM
To: amber@digalert.org
Cc: Alcantar, Daysi@EnergySafety
Subject: 811 Ticket Request Ref No. N2428365

Hi Amber,

Please provide a copy of all tickets, revisions, and electronic positive responses at about 3010 Avenida Imperial, San Clemente, CA 92673 for July 23, 2024, to September 03, 2024.

If there is not a ticket at this address for this date, confirm that finding.

Thank you,

Ousama Alkhwaji

Investigator
Underground Infrastructure Directorate
Phone: (279) 245-1157

www.energysafety.ca.gov



OFFICE OF ENERGY
INFRASTRUCTURE
SAFETY

Stay connected and informed by signing up for the [Underground Safety Board's subscriber list](#).

Exhibit 4

Alkahlwaji, Ousama@EnergySafety.ca.gov

From: Amber Dahl <amber@digalert.org>
Sent: Monday, November 4, 2024 1:44 PM
To: Alkahlwaji, Ousama@EnergySafety.ca.gov
Cc: Alcantar, Daysi@EnergySafety
Subject: File N2428365
Attachments: N2428365.pdf

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thank you,



Amber Dahl, Safety Director
Underground Service Alert of Southern California
PO BOX 77070 Corona, CA 92877
P: 951-808-8115 F: 951-808-8101
E: amber@digalert.org W: www.digalert.org



This e-mail message may contain confidential or legally privileged information and is intended only for the use of the intended recipient(s). Any unauthorized disclosure, dissemination, distribution, copying or the taking of any action in reliance on the information herein is prohibited. E-mails are not secure and cannot be guaranteed to be error free as they can be intercepted, amended, or contain viruses. Anyone who communicates with us by e-mail is deemed to have accepted these risks. Underground Service Alert of Southern California is not responsible for errors or omissions in this message and denies any responsibility for any damage arising from the use of e-mail. Any opinion and other statement contained in this message and any attachment are solely those of the author and do not necessarily represent those of the company.



Underground Service Alert

of Southern California™

November 4, 2024

Ousama Alkahwaji
Underground Safety Board

File Number: N2428365

Dear Ousama,

After searching our records from 7/23/24 through 9/3/24, we were unable to find any DigAlert tickets for the location at or near 3010 Avenida Imperial in San Clemente. I hope this information will be helpful.

If we can be of further assistance, please call us at 951-808-8100.

Sincerely,

Amber Dahl
Safety Awareness Director

Exhibit 5

Alkhwaji, Ousama@EnergySafety.ca.gov

From: Prerequests <Prerequests@ocsheriff.gov>
Sent: Tuesday, January 14, 2025 12:37 PM
To: Alkhwaji, Ousama@EnergySafety.ca.gov
Subject: CPRA - 12679.Alkhwaji // 3010 Avenida Imperial
Attachments: Request #25-127.pdf

You don't often get email from prerequests@ocsheriff.gov. [Learn why this is important](#)

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good Afternoon,

The OC County Executive Office forwarded your request to us on Wednesday, January 8, 2025.

Based on the information provided in the attached document, the Orange County Sheriff's Department (OCSD) found no records responsive to your request.

Thank you,

Regina Rivera
STAFF ASSISTANT
CPRA – RECORDS DIVISION
ORANGE COUNTY SHERIFF'S DEPARTMENT
Tel: (714) 834-4497
Email: rerivera@ocsheriff.gov



Orange County Public Record Requests

Request #25-127

Open

As of January 8, 2025, 10:16am

Request Visibility: Department

Details

Dear Custodian of Records,

This letter is a request for a copy of all police/fire dispatch call logs, 911 audio recordings and any incident reports from responding emergency personnel surrounding the electric excavation, due to a gas leak, located at 3010 Avenida Imperial, San Clemente, CA 92673, on September 03, 2024, at approximately 10:29 AM. If no records exist, please confirm that finding.

We are currently investigating the incident per California Government Code TITLE 1 – GENERAL - DIVISION 5 - PUBLIC WORK AND PUBLIC PURCHASES - CHAPTER 3.1 - Protection of Underground Infrastructure - ARTICLE 2 - Regional Notification Center System Section 4216.19.

If any fees are accrued per our request, please advise and we will address accordingly. Any information received will be beneficial to our investigation. If you have any questions, feel free to contact the undersigned.

Received

January 8, 2025 via web

Due

January 21, 2025

Departments

[County Executive Office](#)

Requester

[Ousama Alkahwaji](#)

ousama.alkahwaji@energysafety.ca.gov
715 P Street, Floor 20, Sacramento, CA 95814
2792451157
Office of Energy Infrastructure Safety

Requester email status list

Request opened

- **Sent** January 8, 2025, 9:46am
 - **Delivered** January 8, 2025, 9:46am
 - **Opened** January 8, 2025, 9:48am
-

Tags



Orange County Public Record Requests

Invoices

Documents

Public (pending)

(none)

Requester

(none)

Staff Only

(none)

Staff

Point of Contact

david.kim@ocgov.com

Support

linh.ly@ocgov.com

maria.hernandez@ocgov.com

Tasks

Timeline

Requester + Staff

The County is processing your request and will provide you with the status of your PRA request within 10 calendar days. If the 10th day is a weekend or holiday, the reply will be the next business day. A list of County Custodian of Records and Frequently Asked Questions can be found [here](#).

January 8, 2025, 9:46am

Support Staff Added

Linh Ly

Maria Hernandez

January 8, 2025, 9:46am (auto-assigned)

Staff Only



Orange County Public Record Requests

Department Assignment

County Executive Office
January 8, 2025, 9:46am (auto-assigned)

Public

Request Visibility

Department-Only
January 8, 2025, 9:46am (auto-assigned)

Staff Only

Request Opened

Request received via web
January 8, 2025, 9:46am by Ousama Alkahwaji

Public

Exhibit 6

Alkhwaji, Ousama@EnergySafety.ca.gov

From: Chase, Jason <ChaseJ@san-clemente.org>
Sent: Thursday, February 6, 2025 11:48 AM
To: Alkhwaji, Ousama@EnergySafety.ca.gov
Subject: Public Records Act request PR-146-2025
Attachments: No Records Response letter PR-146-2025.pdf

CAUTION: This email originated from outside of the organization. Do not click links

Greetings,

Please see the attached response to your Public Records Act request dated February 6, 2025.

City of San Clemente staff have been unable to locate records responsive to your request. Please contact Orange County Sheriff's Department for any records. For your convenience, I have included a link below that may be of assistance:

[Records | Orange County, California - Sheriff's Department \(ocsheriff.gov\)](https://ocsheriff.gov)

Also, as the city of San Clemente contracts with the Orange County Fire Authority, you may want also to contact them as well. For your convenience I have provided a link below:

[Orange County Fire Authority \(ocfa.org\)](https://ocfa.org)

Please let me know if you have any questions.

Sincerely,

Jason Chase | Records Management Coordinator
City of San Clemente
910 Calle Negocio | San Clemente, CA 92673
☎ (949) 361-8345 | 📠 (949) 361-8309 <mailto:chasej@san-clemente.org>



City of San Clemente

City Clerk

Jason Chase, Records Management Coordinator

Phone: (949) 361-8345

chasej@san-clemente.org

February 6, 2025

Ousama Alkahwaji

Sent via email to: Ousama.Alkahwaji@energysafety.ca.gov

RE: Public Records Act request PR-146-2025

Dear Ousama Alkahwaji,

This letter responds to the California Public Records Act request that you sent to the City of San Clemente on February 6, 2025. The request seeks the following records:

"This letter is a request for a copy of all police/fire dispatch call logs, 911 audio recordings and any incident reports from responding emergency personnel surrounding the electric excavation, due to a gas leak, located at 3010 Avenida Imperial, San Clemente, CA 92673, on September 03, 2024. If no records exist, please confirm that finding."

We are currently investigating the incident per California Government Code TITLE 1 – GENERAL - DIVISION 5 - PUBLIC WORK AND PUBLIC PURCHASES - CHAPTER 3.1 - Protection of Underground Infrastructure - ARTICLE 2 - Regional Notification Center System Section 4216.19."

City of San Clemente staff have been unable to locate records responsive to your request. Please contact Orange County Sheriff's Department for any records. For your convenience, I have included a link below that may be of assistance:

[Records | Orange County, California - Sheriff's Department \(ocsheriff.gov\)](https://ocsheriff.gov)

Also, as the city of San Clemente contracts with the Orange County Fire Authority, you may want also to contact them as well. For your convenience I have provided a link below:

[Orange County Fire Authority \(ocfa.org\)](https://ocfa.org)

Please feel free to contact me at (949) 361-8345 should you need further assistance.

Sincerely,

Jason Chase

Jason Chase

Records Management Coordinator

Exhibit 7

From: Alkhwaji, Ousama@EnergySafety.ca.gov
Sent: Thursday, November 7, 2024 12:45 PM
To: JOHNCARROLL@PACBELL.NET
Cc: Alcantar, Daysi@EnergySafety
Subject: Underground Safety Board – No-811 Investigation Case No. N2428365

Dear JW Carroll Construction,

Response Due Date: November 14, 2024

The Underground Safety Board (Board) has been notified about damage to a facility, potentially involving JW Carroll Construction. You have the option to respond to the following questions below using this interactive form or through a scheduled telephone interview.

Answer the questions on the interactive form by clicking [HERE](#).

All questions must be answered to submit this form. Alternatively, you can contact the investigator within the next two business days to schedule a phone interview to answer these questions.

Should you encounter any difficulties with the questions or prefer a telephone interview, contact the investigator within the next two business days to schedule a time to discuss. I have been assigned with following up on notification reporting that JW Carroll Construction damaged the facility on 09/03/2024, by excavating without first contacting the Regional Notification Center. The damage occurred at or near 3010 Avenida Imperial, San Clemente, CA 92673.

The purpose of this report is to gather all the pertinent facts. The questions below, tailored for JW Carroll Construction, may serve to replace a formal interview. Respond to each question. The Board investigates excavation incidents to identify potential safety violations, and employ this data to enhance accident prevention, safeguard worker welfare, and protect people and property.

Furthermore, this information will aid in determining if any enforcement measures are warranted. In such a scenario, JW Carroll Construction will initially receive a Notice of Possible Violation (NOPV) following this investigation. NOPVs will be reviewed during public meetings of the Board to determine whether any violations of Government Code section 4216 et seq. have occurred. Should JW Carroll Construction receive an NOPV, you will be notified of your response options and of the date of your hearing.

To answer these questions, you will need to gather information where applicable regarding excavation activities on the site, company and personnel contact information, the 811 ticket number and response information from the utility companies, emergency response actions, and prime contractor contact information.

Send with your answers to the questions, all the documents listed below that you possess, in their original format, which are associated with this damage by date indicated in email. "Documents" includes photographs, 811 ticket(s), written communications, incident reports, emails, texts, videos, or other related items.

Any documents the Board receives after response due date may not make it into the case file, resulting in them not being a part of the determination of your possible violation.

Thanks,

Ousama Alkahwaji

Investigator

Underground Infrastructure Directorate

Phone: (279) 245-1157

www.energysafety.ca.gov



OFFICE OF ENERGY
INFRASTRUCTURE
SAFETY

Stay connected and informed by signing up for the [Underground Safety Board's subscriber list](#).

No-811 Excavator Intake Questions



The Underground Safety Board (Board) has been notified about damage to a facility, potentially involving JW Carroll Construction. You have the option to respond to the following questions below using this interactive form or through a scheduled telephone interview.

Should you encounter any difficulties with the questions or prefer a telephone interview, contact the investigator within the next two business days to schedule a time to discuss. I have been assigned with following up on notification reporting that JW Carroll Construction damaged the facility on 9/3/2024 by excavating without first contacting the Regional Notification Center. The damage occurred at or near 3010 Avenida Imperial , San Clemente.

The purpose of this report is to gather all the pertinent facts. The questions below, tailored for JW Carroll Construction, may serve to replace a formal interview. Respond to each question. The Board investigates excavation incidents to identify potential safety violations, and employ this data to enhance accident prevention, safeguard worker welfare, and protect people and property.

Furthermore, this information will aid in determining if any enforcement measures are warranted. In such a scenario, JW Carroll Construction will initially receive a Notice of Possible Violation (NOPV) following this investigation. NOPVs will be reviewed during public meetings of the Board to determine whether any violations of Government Code section 4216 et seq. have occurred. Should JW Carroll Construction receive an

your hearing.

To answer these questions you will need to gather information where applicable regarding excavation activities on the site, company and personnel contact information, the 811 ticket number and response information from the utility companies, emergency response actions, and prime contractor contact information.

Send with your answers to the questions, all the documents listed below that you possess, in their original format, which are associated with this damage by date indicated in email. "Documents" includes photographs, 811 ticket(s), written communications, incident reports, emails, texts, videos, or other related items.

Any documents the Board receives after response due date may not make it into the case file, resulting in them not being a part of the determination of your possible violation.

Files (1) ▼

Along with answers to the questions below, attach the following documents here:

- A copy of any damage reports already created as part of your regular procedures,
- A copy of all 811 ticket(s) covering the damage area,
- A copy of your job contracts covering the damage area,
- A copy of your contract for any rental equipment used on date of incident, if applicable,
- Copies of all photo(s) of the jobsite and the damage,
- A copy of your written policies and procedures regarding contacting the Regional Notification Center, emergency procedures, and use of excavation equipment.

Select (+) to add additional documents as needed.

Drop file here or select file

All questions must be answered to submit this form. Alternatively, you can contact the investigator within the next two business days to schedule a phone interview to answer these questions.

Provide your name, title, phone number, and email address ▼

First Name*

Last Name*

Title*

Phone Number*

Email Address*

Please provide the identifying information for JW Carroll Construction in general. ▼

California Contractor's State License Board (CSLB) license*

Physical Address*

Mailing Address*

Phone Number*

Email Address*

Did JW Carroll Construction damage the NaturalGas facility while excavating at 3010 Avenida Imperial , San Clemente on the 9/3/2024? (Select One) *

Yes

No

were there any other companies at or near 3010 Avenida Imperial , San Clemente on 9/3/2024? (Select One) *

☐ Yes

☐ No

Did someone in JW Carroll Construction, or anyone else, contact the Regional Notification Center 9/3/2024? *

☐ Yes

☐ No

The damage notification indicated that a facility was damaged at 3010 Avenida Imperial , San Clemente on 9/3/2024. Is that correct? *

☐ Yes

☐ No

Was JW Carroll Construction the prime contractor on the project at 3010 Avenida Imperial , San Clemente on 9/3/2024? *

☐ Yes

☐ No

Provide the names, phone numbers, and if applicable, their email address for all your personnel who were at 3010 Avenida Imperial , San Clemente when the facility was damaged.

Name*

Title*

Phone Number*

Email Address*

Add an additional individual?*

☐ Yes

☐ No

Which one of the individuals you identified was the foreman on the project when the facility was damaged?*

Facility Damage ▾

Was a facility damaged on 9/3/2024? *

☐ Yes

☐ No

Describe the damaged facility.*

Identify the type of material damaged.*

Explain how the facility was damaged?*

What equipment did JW Carroll Construction use on 9/3/2024? (Select All That Are Applicable) *

☐ Auger/vertical bore

☐ Backhoe/trackhoe/excavator

☐ Horizontal drilling or boring equipment

☐ Farm equipment

☐ Shovel

☐ Pick

☐ Other hand tools

☐ Trencher

☐ Air/water knife

☐ Clay spade

☐ Jackhammer (90+ pound hammer)

☐ Powered hammer drill

☐ Powered hand-held other

☐ Explosives

☐ Surface milling equipment

☐

Saw cutting

Other

What type of equipment damaged the facility?*

Who was operating the equipment that damaged the facility on 9/3/2024? *

Does JW Carroll Construction own that equipment? *

Yes

No

Emergency Response ▾

How did JW Carroll Construction learn that the So Cal Gas facility was damaged on 9/3/2024? *

Did anyone with JW Carroll Construction call 911 on 9/3/2024 after the damage had occurred? *

☐ No

Was there an emergency response to the incident from the fire department, a law enforcement department, or an ambulance on 9/3/2024? *

Yes

No

Were there any injuries to any personnel or bystanders on 9/3/2024? *

Yes

No

Were there any fatalities on 9/3/2024 or afterwards, due to the damage at 3010 Avenida Imperial , San Clemente? *

☐ Yes

☐ No

Was there property damage on 9/3/2024, excluding the facility damage? *

☐ Yes

☐ No

Was there a fire on 9/3/2024 as a result of the damage to the facility? *

☐ Yes

☐ No

Was there an evacuation of any homes or businesses on 9/3/2024 as a result of the damage to the facility? *

☐ Yes

☐ No

Are you aware of anyone else that called 911?*

Yes

No

Did anyone at JW Carroll Construction contact the Regional Notification Center after the damage on 9/3/2024 ? *

☐ Yes

☐ No

Did anyone at JW Carroll Construction contact So Cal Gas after the damage? *

☐ Yes

☐ No

What steps, if any, have JW Carroll Construction taken to prevent a similar damage in the future? *

Is there any other information you want to share about this damage?*

Submit

Powered by ArcGIS Survey123

Exhibit 8

From: Alkhwaji, Ousama@EnergySafety.ca.gov
Sent: Thursday, November 14, 2024 4:08 PM
To: JOHNCARROLL@PACBELL.NET
Cc: Alcantar, Daysi@EnergySafety
Subject: Underground Safety Board – No-811 Investigation Case No. N2428365

Dear JW Carroll Construction,

This is a follow-up to the email of November 07, 2024 below. To aid in information gathering as part of this investigation, we have developed the interactive survey form linked to below.

Response Due Date: November 14, 2024

The Underground Safety Board (Board) has been notified about damage to a facility, potentially involving JW Carroll Construction. You have the option to respond to the following questions below using this interactive form or through a scheduled telephone interview.

Answer the questions on the interactive form by clicking [HERE](#).

All questions must be answered to submit this form. Alternatively, you can contact the investigator within the next two business days to schedule a phone interview to answer these questions.

Should you encounter any difficulties with the questions or prefer a telephone interview, contact the investigator within the next two business days to schedule a time to discuss. I have been assigned with following up on notification reporting that JW Carroll Construction damaged the facility on 09/03/2024, by excavating without first contacting the Regional Notification Center. The damage occurred at or near 3010 Avenida Imperial, San Clemente, CA 92673.

The purpose of this report is to gather all the pertinent facts. The questions below, tailored for JW Carroll Construction, may serve to replace a formal interview. Respond to each question. The Board investigates excavation incidents to identify potential safety violations, and employ this data to enhance accident prevention, safeguard worker welfare, and protect people and property.

Furthermore, this information will aid in determining if any enforcement measures are warranted. In such a scenario, JW Carroll Construction will initially receive a Notice of Possible Violation (NOPV) following this investigation. NOPVs will be reviewed during public meetings of the Board to determine whether any violations of Government Code section 4216 et seq. have occurred. Should JW Carroll Construction receive an NOPV, you will be notified of your response options and of the date of your hearing.

To answer these questions, you will need to gather information where applicable regarding excavation activities on the site, company and personnel contact information, the 811 ticket number and response information from the utility companies, emergency response actions, and prime contractor contact information.

Send with your answers to the questions, all the documents listed below that you possess, in their original format, which are associated with this damage by date indicated in email. "Documents" includes photographs, 811 ticket(s), written communications, incident reports, emails, texts, videos, or other related items.

Any documents the Board receives after response due date may not make it into the case file, resulting in them not being a part of the determination of your possible violation.

Thanks,

Ousama Alkhwaji

Investigator

Underground Infrastructure Directorate

Phone: (279) 245-1157

www.energysafety.ca.gov



OFFICE OF ENERGY
INFRASTRUCTURE
SAFETY

Stay connected and informed by signing up for the [Underground Safety Board's subscriber list](#).

No-811 Excavator Intake Questions



The Underground Safety Board (Board) has been notified about damage to a facility, potentially involving JW Carroll Construction. You have the option to respond to the following questions below using this interactive form or through a scheduled telephone interview.

Should you encounter any difficulties with the questions or prefer a telephone interview, contact the investigator within the next two business days to schedule a time to discuss. I have been assigned with following up on notification reporting that JW Carroll Construction damaged the facility on 9/3/2024 by excavating without first contacting the Regional Notification Center. The damage occurred at or near 3010 Avenida Imperial , San Clemente.

The purpose of this report is to gather all the pertinent facts. The questions below, tailored for JW Carroll Construction, may serve to replace a formal interview. Respond to each question. The Board investigates excavation incidents to identify potential safety violations, and employ this data to enhance accident prevention, safeguard worker welfare, and protect people and property.

Furthermore, this information will aid in determining if any enforcement measures are warranted. In such a scenario, JW Carroll Construction will initially receive a Notice of Possible Violation (NOPV) following this investigation. NOPVs will be reviewed during public meetings of the Board to determine whether any violations of Government Code section 4216 et seq. have occurred. Should JW Carroll Construction receive an

your hearing.

To answer these questions you will need to gather information where applicable regarding excavation activities on the site, company and personnel contact information, the 811 ticket number and response information from the utility companies, emergency response actions, and prime contractor contact information.

Send with your answers to the questions, all the documents listed below that you possess, in their original format, which are associated with this damage by date indicated in email. "Documents" includes photographs, 811 ticket(s), written communications, incident reports, emails, texts, videos, or other related items.

Any documents the Board receives after response due date may not make it into the case file, resulting in them not being a part of the determination of your possible violation.

Files (1) ▼

Along with answers to the questions below, attach the following documents here:

- A copy of any damage reports already created as part of your regular procedures,
- A copy of all 811 ticket(s) covering the damage area,
- A copy of your job contracts covering the damage area,
- A copy of your contract for any rental equipment used on date of incident, if applicable,
- Copies of all photo(s) of the jobsite and the damage,
- A copy of your written policies and procedures regarding contacting the Regional Notification Center, emergency procedures, and use of excavation equipment.

Select (+) to add additional documents as needed.

Drop file here or select file

All questions must be answered to submit this form. Alternatively, you can contact the investigator within the next two business days to schedule a phone interview to answer these questions.

Provide your name, title, phone number, and email address ▼

First Name*

Last Name*

Title*

Phone Number*

Email Address*

Please provide the identifying information for JW Carroll Construction in general. ▼

California Contractor's State License Board (CSLB) license*

Physical Address*

Mailing Address*

Phone Number*

Email Address*

Did JW Carroll Construction damage the NaturalGas facility while excavating at 3010 Avenida Imperial , San Clemente on the 9/3/2024? (Select One) *

Yes

No

were there any other companies at or near 3010 Avenida Imperial , San Clemente on 9/3/2024? (Select One) *

☐ Yes

☐ No

Did someone in JW Carroll Construction, or anyone else, contact the Regional Notification Center 9/3/2024? *

Yes

No

The damage notification indicated that a facility was damaged at 3010 Avenida Imperial , San Clemente on 9/3/2024. Is that correct? *

☐ Yes

☐ No

Was JW Carroll Construction the prime contractor on the project at 3010 Avenida Imperial , San Clemente on 9/3/2024? *

☐ Yes

☐ No

Provide the names, phone numbers, and if applicable, their email address for all your personnel who were at 3010 Avenida Imperial , San Clemente when the facility was damaged.

Name*

Title*

Phone Number*

Email Address*

Add an additional individual?*

☐ Yes

☐ No

Which one of the individuals you identified was the foreman on the project when the facility was damaged?*

Facility Damage

Was a facility damaged on 9/3/2024? *

☐ Yes

☐ No

Describe the damaged facility.*

Identify the type of material damaged.*

Explain how the facility was damaged?*

What equipment did JW Carroll Construction use on 9/3/2024? (Select All That Are Applicable) *

Auger/vertical bore

Backhoe/trackhoe/excavator

☐ Horizontal drilling or boring equipment

☐ Farm equipment

☐ Shovel

☐ Pick

☐ Other hand tools

☐ Trencher

☐ Air/water knife

☐ Clay spade

☐ Jackhammer (90+ pound hammer)

☐ Powered hammer drill

☐ Powered hand-held other

☐ Explosives

☐ Surface milling equipment

☐

Saw cutting

Other

What type of equipment damaged the facility?*

Who was operating the equipment that damaged the facility on 9/3/2024? *

Does JW Carroll Construction own that equipment? *

Yes

No

Emergency Response ▾

How did JW Carroll Construction learn that the So Cal Gas facility was damaged on 9/3/2024? *

Did anyone with JW Carroll Construction call 911 on 9/3/2024 after the damage had occurred? *

No

Was there an emergency response to the incident from the fire department, a law enforcement department, or an ambulance on 9/3/2024? *

☐ Yes

☐ No

Were there any injuries to any personnel or bystanders on 9/3/2024? *

Yes

No

Were there any fatalities on 9/3/2024 or afterwards, due to the damage at 3010 Avenida Imperial , San Clemente? *

☐ Yes

☐ No

Was there property damage on 9/3/2024, excluding the facility damage? *

☐ Yes

☐ No

Was there a fire on 9/3/2024 as a result of the damage to the facility? *

Yes

No

Was there an evacuation of any homes or businesses on 9/3/2024 as a result of the damage to the facility? *

Yes

☐ No

Are you aware of anyone else that called 911?*

☐ Yes

☐ No

Did anyone at JW Carroll Construction contact the Regional Notification Center after the damage on 9/3/2024 ? *

Yes

☐ No

Did anyone at JW Carroll Construction contact So Cal Gas after the damage? *

☐ Yes

☐ No

What steps, if any, have JW Carroll Construction taken to prevent a similar damage in the future? *

Is there any other information you want to share about this damage?*

Submit

Powered by ArcGIS Survey123

Exhibit 9



**CALIFORNIA UNDERGROUND SAFETY BOARD
INVESTIGATION DIVISION
INTERVIEW REPORT**

REPORT DATE: November 18, 2024

CASE NO: N2428365 JW Carroll Construction

DATE AND TIME OF INTERVIEW: November 18, 2024, at 10:37 AM

LOCATION OF INTERVIEW: Phone (714) 984-5335

INTERVIEWER: Ousama Alkahwaji

NAME, TITLE, AND COMPANY OF INTERVIEWEE: John Carroll, Owner, JW Carroll Construction

INTERVIEW:

Investigator called John Carroll of JW Carroll Constructions and mentioned the excavator survey reminding him that it was past due on 11/14/2024.

Carroll confirmed that he received the email but been busy to respond.

Carroll promised to respond tomorrow 11/19/2024.

Exhibit 10



**OFFICE OF ENERGY INFRASTRUCTURE SAFETY
UNDERGROUND SAFETY BOARD**
715 P Street, 20th Floor | Sacramento, CA 95814
916.902.6000 | www.energysafety.ca.gov

MEMBERS

Amparo Munoz, Chair
Bill Johns, Vice Chair
Randy Charland
Marshall Johnson
Dave Sorem
Carl Voss

EXECUTIVE OFFICER
Tony Marino

TRANSMITTED VIA CERTIFIED MAIL
2nd NOTICE: IMMEDIATE ACTION REQUIRED

Request Date: January 24, 2025

Response Due: January 31, 2025

Re: Lack of response to information letter of January 08, 2025, which contained a response date of January 23, 2025.

To: John Carroll
Owner
JW Carroll Construction
414 8th St., Huntington Beach, CA 92648
18965 San Felipe St, Fountain Valley, CA 92708
johncarroll@pacbell.net

Investigator: Ousama Alkhwaji

Send your response to the investigator at this email address:

ousama.alkhwaji@energysafety.ca.gov

Information Request Number: Underground Safety-IR- 2025-2-010

Subject: Request for information for notification number N2428365, concerning the Electric Excavation conducted at 3010 Avenida Imperial, San Clemente, CA 92673, on September 03, 2024

REQUESTS

The Underground Safety Board (Board) has been notified about damage to a facility, potentially involving JW Carroll Construction. You have the option to respond to the following questions below using this interactive form or through a scheduled telephone interview.

Should you encounter any difficulties with the questions or prefer a telephone interview, contact the investigator (Ousama Alkhwaji) within the next two business days to schedule a time to discuss. I have been assigned with following up on notification reporting that JW Carroll Construction damaged the facility on 09/03/2024, by excavating without first

contacting the Regional Notification Center. The damage occurred at or near 3010 Avenida Imperial, San Clemente, CA 92673.

The purpose of this report is to gather all the pertinent facts. The questions below, tailored for JW Carroll Construction, may serve to replace a formal interview. Respond to each question. The Board investigates excavation incidents to identify potential safety violations, and employ this data to enhance accident prevention, safeguard worker welfare, and protect people and property.

Furthermore, this information will aid in determining if any enforcement measures are warranted. In such a scenario, JW Carroll Construction will initially receive a Notice of Possible Violation (NOPV) following this investigation. NOPVs will be reviewed during public meetings of the Board to determine whether any violations of Government Code section 4216 et seq. have occurred. Should JW Carroll Construction receive an NOPV, you will be notified of your response options and of the date of your hearing.

To answer these questions, you will need to gather information where applicable regarding excavation activities on the site, company and personnel contact information, the 811 ticket number and response information from the utility companies, emergency response actions, and prime contractor contact information.

Send with your answers to the questions, all the documents listed below that you possess, in their original format, which are associated with this damage by date indicated in email. "Documents" includes photographs, 811 ticket(s), written communications, incident reports, emails, texts, videos, or other related items.

Any documents the Board receives after response due date may not make it into the case file, resulting in them not being a part of the determination of your possible violation.

Along with answers to the questions below, attach the following documents:

- A copy of any damage reports already created as part of your regular procedures.
- A copy of all 811 ticket(s) covering the damage area.
- A copy of your job contracts covering the damage area.
- A copy of your contract for any rental equipment used on date of incident, if applicable.
- Copies of all photo(s) of the jobsite and the damage.
- A copy of your written policies and procedures regarding contacting the Regional Notification Center, emergency procedures, and use of excavation equipment.

Question 1: Provide your name, title, phone number, and email address

First Name:

Last Name:

Title:

Phone Number:

Email Address:

Question 2: Please provide the identifying information for JW Carroll Construction

California Contractor's State License Board (CSLB) license:

Physical Address:

Mailing Address:

Phone Number:

Email Address:

Question 3: Did JW Carroll Construction damage the 0.5-inch plastic natural gas pipeline facility while excavating at 3010 Avenida Imperial, San Clemente, CA 92673 on the 09/03/2024?

Yes:

No:

If you answered "No", can you explain who damaged the facility?

If you answered "No", provide the contact information for the company that damaged the facility (Company Name, Physical Address, Mailing address, Phone Number, Email Address)

If you answered “No”, at what time did the damage happen at 3010 Avenida Imperial, San Clemente, CA 92673 on 09/03/2024?

If you answered “No”, was JW Carroll Construction at 3010 Avenida Imperial, San Clemente, CA 92673 when the facility was damaged?

Question 4: Were there any other companies at or near 3010 Avenida Imperial, San Clemente, CA 92673 on 09/03/2024?

Yes:

No:

If you answered “Yes”, for each other company present provide the company name, address (physical or mailing), phone number, and email address

Question 5: Did someone in JW Carroll Construction, or anyone else, contact the Regional Notification Center 09/03/2024?

Yes:

No:

If you answered “Yes”, who called?

If you answered “Yes”, provide the number or numbers of the 811 ticket(s) created by the Regional Notification Center

If you answered “Yes”, what is the 811-ticket created date(s) for each 811 ticket(s)?

If you answered “Yes”, did JW Carroll Construction, or anyone else, delineate the area where the damage occurred?

If you answered “Yes”, did Southern California Gas Company respond after the Regional Notification Center created the 811 ticket?

If you answered “No”, why?

If you answered “No”, are you aware that it needed to contact the Regional Notification Center prior to excavating?

Question 6: The damage notification indicated that a facility was damaged at 3010 Avenida Imperial, San Clemente, CA 92673 on 09/03/2024. Is that correct?

Yes:

No:

If you answered “No”, what was the address of the damage that occurred on 09/03/2024?

Question 7: Was JW Carroll Construction the prime contractor on the project at 3010 Avenida Imperial, San Clemente, CA 92673 on 09/03/2024?

Yes:

No:

If you answered “No”, provide the name, phone number and email address of the prime contractor on this project

If you answered “No”, did the prime contractor mention getting an 811-ticket?

If prime contractor mentioned getting an 811-ticket, what was mentioned or what direction did the prime contractor provide to you? Select from below:

- The prime contractor contacted the Regional Notification Center
- The prime contractor directed JW Carroll Construction to obtain an 811-ticket
- The prime contractor provided 811-ticket instruction in your contract
- Other: (Please explain)

Question 8: Provide the names, phone numbers, and if applicable, their email address for all your personnel who were at 3010 Avenida Imperial, San Clemente, CA 92673 when the facility was damaged.

Name:

Title:

Phone Number:

Email Address:

Add an Additional Individual? Yes/No

If you answered “Yes”, provide the following for each individual:

Name:

Title:

Phone Number:

Email Address:

Question 9: Which one of the individuals you identified was the foreman on the project when the facility was damaged?

Name:

Facility Damage

Question 10: Was a facility damaged on 09/03/2024?

Yes:

No:

Question 11: Describe the damaged facility.

Question 12: Identify the type of material damaged.

Question 13: Explain how the facility was damaged?

Question 14: What equipment did JW Carroll Construction use on 09/03/2024? (Select All That Are Applicable)

Auger/vertical bore:

Backhoe/trackhoe/excavator:

Bulldozer/front loader:

Horizontal drilling or boring equipment:

Farm equipment:

Shovel:

Pick:

Other hand tools:

Trencher:

Air/water knife:

Clay spade:

Jackhammer (90+ pound hammer):

Powered hammer drill:

Powered hand-held other:

Explosives:

Surface milling equipment:

Grading equipment:

Saw cutting:

Other:

Question 15: What type of equipment damaged the facility?

Question 16: Who was operating the equipment that damaged the facility on 09/03/2024?

Name:

Question 17: Does JW Carroll Construction own that equipment?

Yes:

No:

If you answered “No”, provide the following for the owner of the equipment which caused damage:

Company Name:

Business Address:

Phone Number:

Email Address:

Emergency Response

Question 18: How did JW Carroll Construction learn that the Southern California Gas Company facility was damaged on 09/03/2024?

Question 19: Did anyone with JW Carroll Construction call 911 on 09/03/2024 after the damage had occurred?

Yes:

No:

If you answered “No”, why?

Question 20: Was there an emergency response to the incident from the fire department, a law enforcement department, or an ambulance on 09/03/2024?

Yes:

No:

Question 21: Were there any injuries to any personnel or bystanders on 09/03/2024?

Yes:

No:

If you answered "Yes", who was injured?

Question 22: Were there any fatalities on 09/03/2024 or afterwards, due to the damage at 3010 Avenida Imperial, San Clemente, CA 92673?

Yes:

No:

If you answered "Yes", who died?

Question 23: Was there property damage on 09/03/2024, excluding the facility damage?

Yes:

No:

If you answered "Yes", what property damage occurred on 09/03/2024?

Question 24: Was there a fire on 09/03/2024 as a result of the damage to the facility?

Yes:

No:

Question 25: Was there an evacuation of any homes or businesses on 09/03/2024 as a result of the damage to the facility?

Yes:

No:

If you answered “Yes”, provide the name of the emergency response units that conducted the evacuations, if applicable.

Name:

Question 26: Are you aware of anyone else that called 911?

Yes:

No:

Question 27: Did anyone at JW Carroll Construction contact the Regional Notification Center after the damage on 09/03/2024?

Yes:

No:

If you answered “Yes”, what is the damage 811-ticket number?

Question 28: Did anyone at JW Carroll Construction contact Southern California Gas Company after the damage?

Yes:

No:

If you answered “Yes”, who at JW Carroll Construction contacted the Southern California Gas Company?

If you answered “Yes”, what is the name of the person at the Southern California Gas Company contacted by the individual you identified above?

Question 29: What steps, if any, have JW Carroll Construction taken to prevent a similar damage in the future?

Question 30: Is there any other information you want to share about this damage?

INSTRUCTIONS

- a. Provide all information in your possession, custody, or control, or the possession, custody, and/or control of your affiliates or agents, that is responsive to these requests by the due date identified above.
- b. Identify the personnel (employees, consultants, agents, etc.) who provided information responsive to each of the information requests by stating the full name, business address, and title of each person.
- c. If you do not know the exact answer to any of the requests above, please so indicate and provide your best estimate.
- d. Provide data in its original format (i.e., PDF, Excel, GIS shapefile, etc.), unless otherwise specified in the request.

Tracking Number:

Remove X

9489009000276656854611

Copy

Add to Informed Delivery (<https://informedelivery.usps.com/>)

Latest Update

Your item was delivered to an individual at the address at 5:24 pm on January 27, 2025 in FOUNTAIN VALLEY, CA 92708.

Get More Out of USPS Tracking:

USPS Tracking Plus[®]

Delivered

Delivered, Left with Individual

FOUNTAIN VALLEY, CA 92708

January 27, 2025, 5:24 pm

Hide Tracking History

[What Do USPS Tracking Statuses Mean?](https://faq.usps.com/s/article/Where-is-my-package) (<https://faq.usps.com/s/article/Where-is-my-package>)

Text & Email Updates



USPS Tracking Plus[®]



Product Information



See Less ^

Track Another Package

Enter tracking or barcode numbers

Need More Help?

Contact USPS Tracking support for further assistance.

FAQs

Tracking Number:

Remove X

9489009000276656854604

Copy

Add to Informed Delivery

Latest Update

Your item was delivered to the front desk, reception area, or mail room at 1:14 pm on February 18, 2025 in SACRAMENTO, CA 95814.

Get More Out of USPS Tracking:

USPS Tracking Plus[®]

Delivered

Delivered, Front Desk/Reception/Mail Room

SACRAMENTO, CA 95814
February 18, 2025 1:14 PM

Arrived at USPS Facility

PASADENA, CA 91109
February 13, 2025 9:40 AM

Unclaimed/Being Returned to Sender

HUNTINGTON BEACH, CA 92647
February 11, 2025 5:48 PM

Available for Pickup

HUNTINGTON BEACH
6771 WARNER AVE
HUNTINGTON BEACH CA 92647-9998
Mon-Fri 8:30 AM-5:30 PM
Sat 9:30 AM-2:00 PM

January 27, 2025 7:15 PM

Notice Left (No Authorized Recipient Available)

HUNTINGTON BEACH, CA 92648

January 27, 2025 3:30 PM

Notice Left (No Authorized Recipient Available)

HUNTINGTON BEACH, CA 92648

January 27, 2025 3:30 PM

Hide Tracking History

What Do USPS Tracking Statuses Mean?

Text & Email Updates



USPS Tracking Plus®



Product Information



See Less

Track Another Package

Enter tracking or barcode numbers

Need More Help?

Contact USPS Tracking support for further assistance.

FAQs

Exhibit 11



**OFFICE OF ENERGY INFRASTRUCTURE SAFETY
UNDERGROUND SAFETY BOARD**
715 P Street, 20th Floor | Sacramento, CA 95814
916.902.6000 | www.energysafety.ca.gov

MEMBERS

Amparo Munoz, Chair
Bill Johns, Vice Chair
Randy Charland
Marshall Johnson
Dave Sorem
Carl Voss

EXECUTIVE OFFICER
Tony Marino

TRANSMITTED VIA ELECTRONIC MAIL
2nd NOTICE: IMMEDIATE ACTION REQUIRED

Request Date: February 19, 2025

Response Due: February 26, 2025

Re: Lack of response to information letter of January 24, 2025, which contained a response date of January 31, 2025.

To: John Carroll
Owner
JW Carroll Construction
18965 San Felipe St, Fountain Valley, CA 92708
johnccarroll@pacbell.net

Investigator: Ousama Alkahwaji

Send your response to the investigator at this email address:

ousama.alkahwaji@energysafety.ca.gov

Information Request Number: Underground Safety-IR- 2025-2-026

Subject: Request for information for notification number N2428365, concerning the Electric Excavation conducted at 3010 Avenida Imperial, San Clemente, CA 92673, on September 03, 2024

REQUESTS

The Underground Safety Board (Board) has been notified about damage to a facility, potentially involving JW Carroll Construction. You have the option to respond to the following questions below using this interactive form or through a scheduled telephone interview.

Should you encounter any difficulties with the questions or prefer a telephone interview, contact the investigator (Ousama Alkahwaji) within the next two business days to schedule a time to discuss. I have been assigned with following up on notification reporting that JW Carroll Construction damaged the facility on 09/03/2024, by excavating without first

contacting the Regional Notification Center. The damage occurred at or near 3010 Avenida Imperial, San Clemente, CA 92673.

The purpose of this report is to gather all the pertinent facts. The questions below, tailored for JW Carroll Construction, may serve to replace a formal interview. Respond to each question. The Board investigates excavation incidents to identify potential safety violations, and employ this data to enhance accident prevention, safeguard worker welfare, and protect people and property.

Furthermore, this information will aid in determining if any enforcement measures are warranted. In such a scenario, JW Carroll Construction will initially receive a Notice of Possible Violation (NOPV) following this investigation. NOPVs will be reviewed during public meetings of the Board to determine whether any violations of Government Code section 4216 et seq. have occurred. Should JW Carroll Construction receive an NOPV, you will be notified of your response options and of the date of your hearing.

To answer these questions, you will need to gather information where applicable regarding excavation activities on the site, company and personnel contact information, the 811 ticket number and response information from the utility companies, emergency response actions, and prime contractor contact information.

Send with your answers to the questions, all the documents listed below that you possess, in their original format, which are associated with this damage by date indicated in email. "Documents" includes photographs, 811 ticket(s), written communications, incident reports, emails, texts, videos, or other related items.

Any documents the Board receives after response due date may not make it into the case file, resulting in them not being a part of the determination of your possible violation.

Along with answers to the questions below, attach the following documents:

- A copy of any damage reports already created as part of your regular procedures.
- A copy of all 811 ticket(s) covering the damage area.
- A copy of your job contracts covering the damage area.
- A copy of your contract for any rental equipment used on date of incident, if applicable.
- Copies of all photo(s) of the jobsite and the damage.
- A copy of your written policies and procedures regarding contacting the Regional Notification Center, emergency procedures, and use of excavation equipment.

Question 1: Provide your name, title, phone number, and email address

First Name:

Last Name:

Title:

Phone Number:

Email Address:

Question 2: Please provide the identifying information for JW Carroll Construction

California Contractor's State License Board (CSLB) license:

Physical Address:

Mailing Address:

Phone Number:

Email Address:

Question 3: Did JW Carroll Construction damage the 0.5-inch plastic natural gas pipeline facility while excavating at 3010 Avenida Imperial, San Clemente, CA 92673 on the 09/03/2024?

Yes:

No:

If you answered "No", can you explain who damaged the facility?

If you answered "No", provide the contact information for the company that damaged the facility (Company Name, Physical Address, Mailing address, Phone Number, Email Address)

If you answered “No”, at what time did the damage happen at 3010 Avenida Imperial, San Clemente, CA 92673 on 09/03/2024?

If you answered “No”, was JW Carroll Construction at 3010 Avenida Imperial, San Clemente, CA 92673 when the facility was damaged?

Question 4: Were there any other companies at or near 3010 Avenida Imperial, San Clemente, CA 92673 on 09/03/2024?

Yes:

No:

If you answered “Yes”, for each other company present provide the company name, address (physical or mailing), phone number, and email address

Question 5: Did someone in JW Carroll Construction, or anyone else, contact the Regional Notification Center 09/03/2024?

Yes:

No:

If you answered “Yes”, who called?

If you answered “Yes”, provide the number or numbers of the 811 ticket(s) created by the Regional Notification Center

If you answered “Yes”, what is the 811-ticket created date(s) for each 811 ticket(s)?

If you answered “Yes”, did JW Carroll Construction, or anyone else, delineate the area where the damage occurred?

If you answered “Yes”, did Southern California Gas Company respond after the Regional Notification Center created the 811 ticket?

If you answered “No”, why?

If you answered “No”, are you aware that it needed to contact the Regional Notification Center prior to excavating?

Question 6: The damage notification indicated that a facility was damaged at 3010 Avenida Imperial, San Clemente, CA 92673 on 09/03/2024. Is that correct?

Yes:

No:

If you answered “No”, what was the address of the damage that occurred on 09/03/2024?

Question 7: Was JW Carroll Construction the prime contractor on the project at 3010 Avenida Imperial, San Clemente, CA 92673 on 09/03/2024?

Yes:

No:

If you answered “No”, provide the name, phone number and email address of the prime contractor on this project

If you answered “No”, did the prime contractor mention getting an 811-ticket?

If prime contractor mentioned getting an 811-ticket, what was mentioned or what direction did the prime contractor provide to you? Select from below:

- The prime contractor contacted the Regional Notification Center
- The prime contractor directed JW Carroll Construction to obtain an 811-ticket
- The prime contractor provided 811-ticket instruction in your contract
- Other: (Please explain)

Question 8: Provide the names, phone numbers, and if applicable, their email address for all your personnel who were at 3010 Avenida Imperial, San Clemente, CA 92673 when the facility was damaged.

Name:

Title:

Phone Number:

Email Address:

Add an Additional Individual? Yes/No

If you answered “Yes”, provide the following for each individual:

Name:

Title:

Phone Number:

Email Address:

Question 9: Which one of the individuals you identified was the foreman on the project when the facility was damaged?

Name:

Facility Damage

Question 10: Was a facility damaged on 09/03/2024?

Yes:

No:

Question 11: Describe the damaged facility.

Question 12: Identify the type of material damaged.

Question 13: Explain how the facility was damaged?

Question 14: What equipment did JW Carroll Construction use on 09/03/2024? (Select All That Are Applicable)

Auger/vertical bore:

Backhoe/trackhoe/excavator:

Bulldozer/front loader:

Horizontal drilling or boring equipment:

Farm equipment:

Shovel:

Pick:

Other hand tools:

Trencher:

Air/water knife:

Clay spade:

Jackhammer (90+ pound hammer):

Powered hammer drill:

Powered hand-held other:

Explosives:

Surface milling equipment:

Grading equipment:

Saw cutting:

Other:

Question 15: What type of equipment damaged the facility?

Question 16: Who was operating the equipment that damaged the facility on 09/03/2024?

Name:

Question 17: Does JW Carroll Construction own that equipment?

Yes:

No:

If you answered “No”, provide the following for the owner of the equipment which caused damage:

Company Name:

Business Address:

Phone Number:

Email Address:

Emergency Response

Question 18: How did JW Carroll Construction learn that the Southern California Gas Company facility was damaged on 09/03/2024?

Question 19: Did anyone with JW Carroll Construction call 911 on 09/03/2024 after the damage had occurred?

Yes:

No:

If you answered “No”, why?

Question 20: Was there an emergency response to the incident from the fire department, a law enforcement department, or an ambulance on 09/03/2024?

Yes:

No:

Question 21: Were there any injuries to any personnel or bystanders on 09/03/2024?

Yes:

No:

If you answered "Yes", who was injured?

Question 22: Were there any fatalities on 09/03/2024 or afterwards, due to the damage at 3010 Avenida Imperial, San Clemente, CA 92673?

Yes:

No:

If you answered "Yes", who died?

Question 23: Was there property damage on 09/03/2024, excluding the facility damage?

Yes:

No:

If you answered "Yes", what property damage occurred on 09/03/2024?

Question 24: Was there a fire on 09/03/2024 as a result of the damage to the facility?

Yes:

No:

Question 25: Was there an evacuation of any homes or businesses on 09/03/2024 as a result of the damage to the facility?

Yes:

No:

If you answered “Yes”, provide the name of the emergency response units that conducted the evacuations, if applicable.

Name:

Question 26: Are you aware of anyone else that called 911?

Yes:

No:

Question 27: Did anyone at JW Carroll Construction contact the Regional Notification Center after the damage on 09/03/2024?

Yes:

No:

If you answered “Yes”, what is the damage 811-ticket number?

Question 28: Did anyone at JW Carroll Construction contact Southern California Gas Company after the damage?

Yes:

No:

If you answered “Yes”, who at JW Carroll Construction contacted the Southern California Gas Company?

If you answered “Yes”, what is the name of the person at the Southern California Gas Company contacted by the individual you identified above?

Question 29: What steps, if any, have JW Carroll Construction taken to prevent a similar damage in the future?

Question 30: Is there any other information you want to share about this damage?

INSTRUCTIONS

- a. Provide all information in your possession, custody, or control, or the possession, custody, and/or control of your affiliates or agents, that is responsive to these requests by the due date identified above.
- b. Identify the personnel (employees, consultants, agents, etc.) who provided information responsive to each of the information requests by stating the full name, business address, and title of each person.
- c. If you do not know the exact answer to any of the requests above, please so indicate and provide your best estimate.
- d. Provide data in its original format (i.e., PDF, Excel, GIS shapefile, etc.), unless otherwise specified in the request.

Tracking Number:

Remove X

9489009000276656854611

Copy

Add to Informed Delivery (<https://informedelivery.usps.com/>)

Latest Update

Your item was delivered to an individual at the address at 5:24 pm on January 27, 2025 in FOUNTAIN VALLEY, CA 92708.

Get More Out of USPS Tracking:

USPS Tracking Plus[®]

Delivered

Delivered, Left with Individual

FOUNTAIN VALLEY, CA 92708

January 27, 2025, 5:24 pm

Hide Tracking History

[What Do USPS Tracking Statuses Mean?](https://faq.usps.com/s/article/Where-is-my-package) (<https://faq.usps.com/s/article/Where-is-my-package>)

Text & Email Updates	▼
USPS Tracking Plus [®]	▼
Product Information	▼

See Less ^

Track Another Package

Enter tracking or barcode numbers

Need More Help?

Contact USPS Tracking support for further assistance.

FAQs