

CALIFORNIA UNDERGROUND FACILITIES SAFE EXCAVATION BOARD INVESTIGATION DIVISION INCIDENT INVESTIGATION REPORT



| Case Number: 20LA1086 | Report Date: August 20, 2020 |
|---|--|
| Subject Name: Southern California Gas Company | Notification Date : February 4,2020 |
| | |

Reporting Party Information: Dig Safe Board member referral

Subject(s) of Investigation: Southern California Gas Company

Date & Time of Incident: February 3, 2020, 1130 Hours

Location of Incident: 11200 Olive Drive, Bakersfield, CA

Ticket:

Main ticket number: W002700255

Revision number: Created: January 27, 2020 Legal Start: January 29, 2020

Expiration: February 24, 2020

Operator: Southern California Gas Company

Excavator: Crown Communications Engineering

Facility Type Damaged: Six-inch plastic gas main

Violations: California Government Code 4216.3(a)(1)(A)

Notification: February 4, 2020

Fatalities and Injuries: None

Damages: Six-inch plastic gas main

Responding Entities: Dig Safe Board

Scene Description:

Excavation site was located on 11200 Olive Drive, Bakersfield, CA, in a suburban area.

Summary of Investigation:

On February 4, 2020, I was assigned the case.

On February 4, 2020, I contacted Southern California Gas Co. to gain the access to its information and data (**Exhibit 1**).

On February 5, 2020, SCGC responded to my request and provided its findings (**Exhibit 2**) (**Photos 5-9**)

On February 10, 2020, I visited the incident site and took photos of the area. (Photo 1, 2, 3, 4).



Photo 1



Photo 2



Photo 3



Photo 4

Crown Communication Engineering, Inc. (CCE) was the excavator installing fiber optic line in the neighborhood (**Picture 1**). CCE is a California corporation and was licensed with the Contractors State License Board (CSLB) (License no. 1062965) on or about February 3, 2020, with clear and active status (**Exhibit 3**). CCE was operating prior to obtaining CSLB license no. 1062965. Southern California Gas Company (SCGC) is a California corporation.

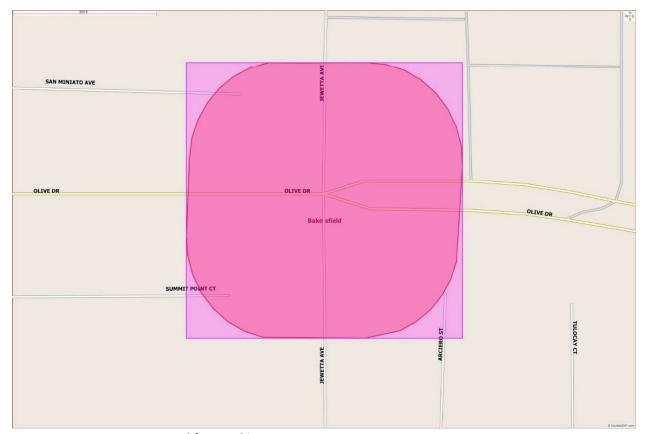


Image 1: Area CCE Requested for Marking

On January 21, 2020, CCE generated ticket no. W002700255 to request marking (**Exhibit 4**) on the area above (**Image 1**). SCGC received the request for marking on or about January 27, 2020 at or around 1034 hours. The task was assigned to SCGC locator, H. Moran (Moran) on the same date. The indicated start date of excavation January 29, 2020. The SCGC KORTERRA System indicates that marking was completed on January 27, 2020 at or around 1902 hours (**Exhibit 5**).



Image 2

CCE commenced work on or about February 3, 2020 at or around 1130 hours. One of its Vermeer directional drills (Image 2) made a contact with a six-inch plastic gas main and bored through it (Photos 5, 6, 7, 8, 9).

On February 4, 2020, I emailed Alex Hughes (Hughes), SCGC Pipeline Safety and Compliance Advisor, requesting confirmation that he would be handling repair on the damaged pipe main as well as preliminary information he may have to share regarding the incident (**Exhibit 1**). On February 5, 2020, Hughes responded to my request indicating that the USA ticket retrieved for this excavation covers a very large area (**Exhibit 2**). Accordingly, the SCGC employee marked over one mile of gas mains and services, including the area within the contractor's delineated area. In addition, there was an old mark on the eastside of the area that was located outside of the delineation. In the locators attempt to locate within the delineation and, coupled with the broad size of the job, he overlooked the six-inch main and simply forgot to return to that particular location to double-check his markings before completing the ticket. The damaged sustained to the main was within the location but not within the delineated area.



Photo 5: Directional Drill made contact with six-inch gas main



Photo 6: Directional Drill bored through the six-inch gas main



Photo 7: Damaged gas main located approximately 38.5 inches below ground surface



Photo 8: Drill penetrated the pipe

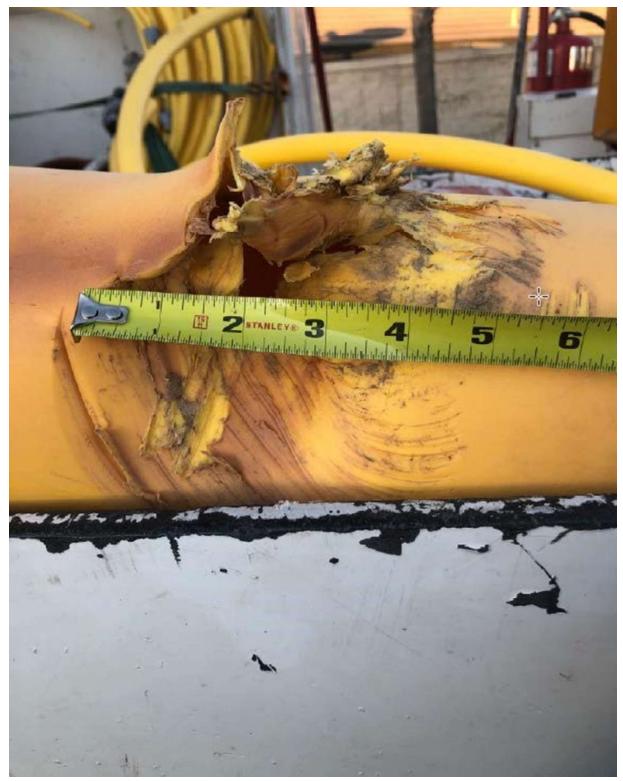


Photo 9: Damaged six-inch plastic gas main

On or about March 5, 2020, I contacted CCE and obtained their designated contact person's information (**Exhibit 6**). On or about March 6, 2020, I called and interviewed Robert Carreno (Carreno), CCE's President. Carreno stated there was no marking for the gas main line where the directional drill contacted the pipe. The delineated area covered approximately one square mile. Shortly after the gas main line was hit, the local fire department and SCGC were contacted and the nearby population was evacuated as a precaution. Carreno stated that all safety procedures and protocols were followed. There is an existing internal incident report but he was not willing to share that with the Board. Carreno stated that he would send an email to me stating what he knew regarding the incident as well as a confirmation of what he articulated during our discussion. At the conclusion of our interview, I asked for a copy of 811 ticket that CCE generated for this project.

As of March 30, 2020, there was no further response from CCE.

Time Line of Events

January 27, 2020 1034 Hours Request of marking transmitted to SCGC via 811 North

January 27, 2020 1037 Hours Task assigned to locator

January 27, 2020 1902 Hours Task completed by H. Moran, a SCGC locator

February 3, 2020 1130 Hours Hit occurred/ Operator and authority were notified

February 3, 2020 1630 Hours Gas flow stopped

February 4, 2020 0351 Hours Service restored

Investigative Findings:

SCGC's locator did not complete the markings, yet indicated the job was completed on the operator's KORTERRA System. Because CCE does not have access to the KORTERRA System and SCGC does not use electronic positive response yet, CCE commenced excavation based on the presence of SCGC markings as well as the fact that the legal start date had passed. As a result, on February 3, 2020, the excavator made contact with and bored through a six-inch gas pipeline causing a gas release. Nearby neighborhoods were evacuated; the area was blocked off and the traffic rerouted as a precaution. The operator repaired the gas pipeline damage. There was no gas supply outage to affected customers as a result of this incident. Gas flow was ceased February 3, 2020 at 1630 hours and restored on February 4, 2020 at 0351 hours.

Southern California Gas Company is in violation of California Government Code 4216.3(a)(1)(A):

If the excavator and operator mutually agree to a later start date and time, or otherwise agree to the sequence and timeframe in which the operator will locate and field mark, an operator shall do one of the following before the legal excavation start date and time:

- (i) Locate and field mark within the area delineated for excavation and, where multiple subsurface installations of the same type are known to exist together, mark the number of subsurface installations.
- (ii) To the extent and degree of accuracy that the information is available, provide information to an excavator where the operator's active or inactive subsurface installations are located.
- (iii) Advise the excavator it operates no subsurface installations in the area delineated for excavation.

| Investigator Name S | | Supervisor Name | | | |
|---------------------|------------|-----------------|------------|--|--|
| Charley Park | | Anna Brown | | | |
| Signature | Date | Signature | Date | | |
| Charley Park | 10/30/2020 | Anna Brown | 10/30/2020 | | |

Witness List

| Name: | Robert Carreno, President, Crown Communications Engineering |
|---------------|---|
| Address: | 6106 Marlatt Street, Miraloma, CA 91752 |
| Phone: | 951-315-2703 |
| DL: | |
| Knowledge of: | Excavator's perspective on damage incident |

| Name: | Alexander Hughes, SCGC Safety and Compliance Advisor |
|---------------|---|
| Address: | 555 West 5 th Street, Gate 11A3, Los Angeles, CA 90013 |
| Phone: | 949-697-2539 |
| DL: | |
| Knowledge of: | Operator's failure to mark six-inch main on Olive Drive |

| Name: | |
|---------------|--|
| Address: | |
| Phone: | |
| DL: | |
| Knowledge of: | |

Exhibit List

| Exhibit | Description | Date Received | Received From |
|---------|---|---------------|---------------------|
| Number | | | |
| 01 | Email Information Request to SCGC | 2/4/2020 | Dig Safe Board |
| 02 | Email Providing Requested Information from | 2/5/2020 | Southern California |
| | Alex Hughes, Safety Advisor, SCGC | | Gas Company |
| 03 | Crown Communications Engineering, Inc., | 4/16/2020 | Contractor's State |
| | CSLB Detail for License 1062965 | | License Board |
| | | | Website |
| 04 | Ticket W002700255 | 8/20/2020 | 811 North Database |
| | | | Dig Safe Board |
| | | | Access |
| 05 | Ticket Detail Report KORTERRA/ | 2/5/2020 | Southern California |
| | W0027002555 | | Gas Company |
| | | - 1- 1 | |
| 06 | Email Inquiry to Juan Carreno, President, Crown | 3/5/2020 | Investigator |
| | Communications Engineering, Inc. | | Generated Dig Safe |
| | | | Board |

Exhibits #3 and #5 for the Report of Investigation for Case 20LA1086 are not available online due to challenges making them compliant with Web Content Accessibility Guidelines 2.0, as required by Government Code Section 11546.7. For a copy of these exhibits, please make your request at DigBoard@fire.ca.gov.

EXHIBIT 1

From: Park, Charley@CALFIRE < Charley.Park@fire.ca.gov>

Sent: Tuesday, February 4, 2020 2:19 PM

To: ES-PSC SCG < ES-PSCSCG@semprautilities.com >

Subject: [EXTERNAL] Incident at or around Olive Dr & Jewetta Ave., Bakersfield, CA 93312



Greetings,

I was informed by the Dig-Safe Board that you are handling/handled repairs for the incident happened at or around Olive Dr. & Jewetta Ave., Bakersfield, CA 93312.

Please confirm or deny if that is so.

If it is, please share any preliminary information you have, repair order, and final report.

I appreciate your assistance.

Thank you.

CA Dept. of Forestry and Fire Protection (CALFIRE)
CA Underground Facilities Safe Excavation Board (Dig-Safe)



Charley Park, Special Investigator 3950 Paramount Blvd. #210 Lakewood, CA 90712

- (916) 926- 1225
- ☐ charley.park@fire.ca.gov
- □ www.digsafe.fire.ca.goy

This email originated outside of Sempra Energy. Be cautious of attachments, web links, or requests for information.

EXHIBIT 2

Park, Charley@CALFIRE

From:

Hughes, Alex <AHughes@socalgas.com>

Sent:

Wednesday, February 5, 2020 4:07 PM

To:

Park, Charley@CALFIRE

Cc:

ES-PSC SCG

Subject:

RE: CAL FIRE DIG SAFE Request: Incident at or around Olive Dr & Jewetta Ave.,

Bakersfield, CA 93312

Attachments:

W002700255.pdf; 02-03-2020 CPUC 420 INITIAL - 11200 Olive Drive, Bakersfield,

Kern.pdf; 11200 Olive Pics 2-3-2020.pdf

Warning: this message is from an external user and should be treated with caution:

Hi Charley,

Here's an update from our initial investigation:

The USA Ticket covers a very large area; the employee marked over 1 mile of gas mains and services, including inside the contractor's delineated area on the West side of Jewetta Avenue at Olive Drive. There was an old mark on the East side of Jewetta Ave at Olive Drive, outside of the delineation. He stated he was attempting to locate everything within the delineation and then go back to each intersection to double check his marks. He then stated that he overlooked the 6" main on Olive Drive, and simply forgot to return to that particular location before completing the ticket, due to the sheer size of the job. The 6" plastic gas main marks on the East side of Jewetta do point West and are in line with the damage location but were not within the delineated area.

Please find attached photographs.

Thank you,

Alex Hughes

Pipeline Safety & Compliance Advisor

Mobile Cell - 949 697 2539

AHughes@SoCalGas.com



From: Hughes, Alex <AHughes@socalgas.com>

Sent: Tuesday, February 4, 2020 4:21 PM

To: Park, Charley@CALFIRE < Charley.Park@fire.ca.gov>

Co: ES-PSC SCG <ES-PSCSCG@semprautilities.com>

Subject: CAL FIRE DIG SAFE Request: Incident at or around Olive Dr & Jewetta Ave., Bakersfield, CA

93312

Hi Charley,

This incident was reported to the CPUC, due to a release of gas and media on scene. Please find attached the Initial 420 Report and USA Ticket, with SoCalGas Response. The incident is still under investigation; I will get you pictures as soon as I get them – The crews were all on 9-Hour Rest Rule today.

Thank you,

Alex Hughes

Pipeline Safety & Compliance Advisor

Mobile Cell - 949 697 2539

AHughes@SoCalGas.com

PS&C 24/7 - (213)244 3070

SALE (A SECONDO

CALIFORNIA PUBLIC UTILITIES COMMISSION

Report of Gas Leak or Interruption* CPUC File No. 420 INITIAL

Part I: CPUC CONTACT INFORMATION

| Utility Name: SoCalGas | CPUC Contact: Name WEB Recorder ☐ FAX [|
|--|--|
| Contact Person Atexander Hughes | Date 02/03/2020 Time: (24hr) 15:38 |
| Pipeline Safety and Compliance Advisor | CPUC Information Request: Written Report Sketch/Photo FD Report |
| Phone: 949 697 2639 | DOT Notified - Yes No DOT Report Number: |
| Part II: INCIDENT DETAILS | land Smill Special Spe |
| Incident Location | Incident Time Reported to the Utility |
| , | |
| City/County: Bakersfield/Kern Address/Location: 11200 Olive Drive | Date: 02/03/2020 Date: 02/03/2020 Time: (24hr) 11:30 Time: (24hr) 11:30 Reported by: Crown Engineering |
| Reason(s) for Reporting (check all that apply) | Time: (24hr) 11:30 Reported by: Crown Engineering |
| Gas leak associated with: | Emergency action required: |
| Death PA OP Condition | |
| Injury S\$Damage UP Condition | |
| Service Interruption | Operator Judgment Other Emergency actions (describe) |
| | ansmission Line Shutdown Release of Gas > 3 MMCF |
| Incident Cause Dig In X Fire/Explosion | Construction Defect Material Failure Corrosion Vehicle Impact Suicide |
| UNKNOWN - MORE INFORMATION TO FOLLOW | |
| Escaping Gas Involvement (check all that app | ly) Leak Only 🔀 Fire 🗌 Explosion 🗌 None 🔲 |
| investigation. The incident was reported to CPUC | |
| Gas Equipment Affected (check all that apply) | Specification of Failed Equipment Injuries and Fatalities |
| Main ☑ Regulator ☐ Meter ☐ | Valve ☐ Material Steel ☐ Cast Iron ☐ None ☒ |
| Service Line ☐ Controls ☐ ☐ Customer Facility ☐ ☐ ☐ | Service Riser ☐ Plastic ⊠ Copper ☐ Injuries Fatalitir ansmission Line ☐ Other ☐ Company: (0) (0 |
| Other | Pipe Size 6.0 in Operating Other: (0) (0 |
| (describe) | MAOP 55 psig Pressure 50 psig |
| Dia In Information | Estimated Damage |
| USA notification required: Yes ☒ No ☐ | Name of Excavator: Crown Engineering Damage to gas facilities: \$ |
| USA notified: Yes 🗵 No 🗌 | Excavator Contact Person: Juan Carreno Other damage involving gas: \$ |
| Facilities properly marked: Yes 🔲 No 🔲 | Phone: 951 315 2703 . Total: \$ |
| Recovery from Incident | Public Agencies on Scene Customer Outage |
| l noto | Time (24hr) |
| © Co Personnel on Scene 02/03/2020 Gas flow stopped 02/04/2020 Service restored 02/04/2020 | 11:23 Media X Police Customers out of service 0 16:30 Fire X Ambulance Customer-hours outage 0 03:51 Service will be restored upon completion of repairs and at the request of the customer |
| Co Personnel on Scene 02/03/2020 Gas flow stopped 02/03/2020 | 16:30 Fire Ambulance Customer-hours outage 0 |
| ## Co Personnel on Scene 02/03/2020 Gas flow stopped 02/05/2020 Service restored 02/04/2020 Part III: CPUC INVESTIGATION | 16:30 Fire Ambulance Customer-hours outage 0 |

^{*} The information contained in this report is provided solely for the confidential use of the Commission and its staff and is not open to public inspection (PUC GO 66-C, Public Utilities Code, Sections 315 and 583

EXHIBIT 4

Ticket: W002700255-00W MBRCOD 00001A USAN 08/20/20 12:32:21 W002700255-00W NEW NORM POLY LREO Ticket: W002700255 Rev: 00W Created: 01/27/20 10:34 User: EAG Chan: CSR Work Start: 01/29/20 17:01 Legal Start: 01/29/20 17:01 Expires: 02/24/20 23:59 Response required: Y Priority: 2 Excavator Information Company: CROWN ENGINEERING Co Addr: 6106 MARLATT ST City : MIRA LOMA State: CA Zip: 91752 Created By: JUAN CARRENO Language: ENGLISH Office Phone: 951-315-2703 SMS/Cell: 951-315-2703 Office Email: juan.carreno@crownengineering.net Site Contact: CALLER Site Phone: Site SMS/Cell: 951-315-2703 Site Email: Excavation Area State: CA County: KERN Place: BAKERSFIELD Location: Address/Street: JEWETTA AVE : X/ST1: SNOW RD : WORK FROM SW CORNER OF THE INTERSECTION OF SNOW RD AND JEWETTA AVE GO : APPROXIMATELY 1.07 MI S OF SNOW RD ON W SIDE OF JEWETTA AVE Delineated Method: WHITE PAINT Work Type: INSTALL FIBER OPTIC CONDUIT Work For : MCI Job/Work order: 1 Year: N Boring: D Street/Sidewalk: Y Vacuum: Y Explosives: N Lat/Long Center Generated (NAD83): 35.427503/-119.128381 35.427498/-119.127037 : 35.410909/-119.128442 35.410904/-119.127098 Excavator Provided: : 35.426953/-119.128383 35.427060/-119.128369 Polygon : 35.427163/-119.128331 35.427258/-119.128268 : 35.427341/-119.128185 35.427409/-119.128083 : 35.427459/-119.127966 35.427490/-119.127840 : 35.427501/-119.127709 35.427490/-119.127578 : 35.427458/-119.127452 35.427407/-119.127336 : 35.427338/-119.127235 35.427255/-119.127152 : 35.427160/-119.127090 35.427056/-119.127052 : 35.426949/-119.127039 35.411455/-119.127095 : 35.411347/-119.127109 35.411244/-119.127147 : 35.411150/-119.127210 35.411066/-119.127293 : 35.410998/-119.127395 35.410948/-119.127512 **:** 35.410917/-119.127638 35.410907/-119.127769 : 35.410918/-119.127900 35.410949/-119.128026 : 35.411000/-119.128142 35.411069/-119.128243 : 35.411152/-119.128326 35.411247/-119.128388 : 35.411351/-119.128426 35.411458/-119.128438 : 35.426953/-119.128383

Ticket Search Results Page 2 of 4

Map link:

https://newtin.usan.org/newtinweb/map_tkt.nap?TRG=17IgHlHhGeEdGY1-0

Members:

ATTCAL BHNBFD CTYBFD CWSBFD HPCOMM NRISAN P66CA3
PACBEL PGEBFD SCGBFD SCGTAF VONWTR

(C) Copyright 2019 Underground Service Alert of Northern California and Nevada. All rights reserved.

Ticket Members for: W002700255-00W

| Member Name | Dlv | v Shw Cty Plc Grd Shp Opr Sty Con | |
|--|------------------|-----------------------------------|--|
| ATTCAL AT&T TRANSMISSION CALIFORNIA | Y | Y A | |
| BHNBFD BRIGHT HOUSE NETWORKS | Y | Y A | |
| CTYBFD CITY BAKERSFIELD | Y | Y A | |
| CWSBFD CALIF WTR SVC-BAKERSFLD | Y | Y A | |
| EMLCFM EMAIL CONFIRMATION | \mathbf{Y}_{i} | N A | |
| HPCOMM HP COMMUNICATIONS | Y | Y A | |
| NRISAN NORTH OF RIVER SANI#1 | Y | Y A | |
| P66CA3 PHILLIPS 66 | Y | Y A | |
| PACBEL PACIFIC BELL | Y | Y A | |
| PGEBFD PGE DISTR BAKERSFIELD | Y | Y A | |
| PGET08 PGE DISTR BAKERSFIELD TEST CODE | Υ | N A | |
| SCGBFD SO CAL GAS BAKERSFIELD | Y | Y A | |
| SCGTAF SO CAL GAS TAFT | Y | Y A | |
| VONWTR VAUGHN WTR CO INC | Y | Y A | |

Ticket Deliveries for: W002700255-00W

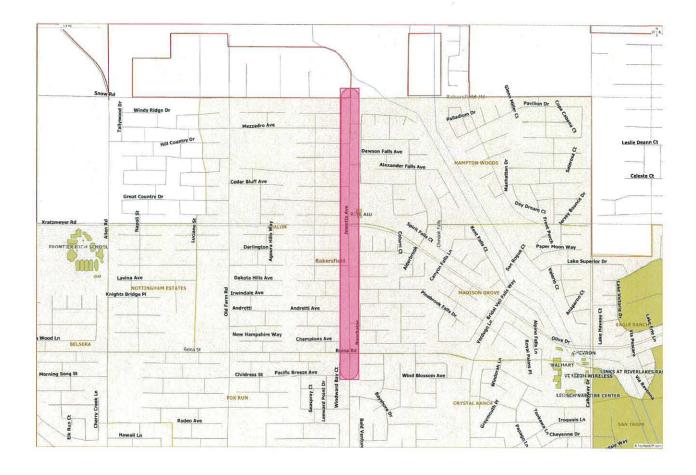
| Member | Name | Del | ivered | Seq# | Dest Type | SID |
|-------------------|-----------------------|----------|----------|---------|-----------|-----|
| ATTCAL AT&T TRANS | MISSION CALIFORNIA | 01/27/20 | 10:34:43 | AM 29 | MAIL NEW | M |
| BHNBFD BRIGHT HOU | SE NETWORKS | 01/27/20 | 10:34:43 | AM 13 | MAIL NEW | M |
| CTYBFD CITY BAKER | SFIELD | 01/27/20 | 10:34:42 | AM 2 | MAIL NEW | W |
| CWSBFD CALIF WTR | SVC-BAKERSFLD | 01/27/20 | 10:34:43 | AM 11 | MAIL NEW | W |
| EMLCFM EMAIL CONF | IRMATION | 01/27/20 | 10:34:46 | AM 1473 | SYSQ NEW | W |
| EMLCFM EMAIL CONF | IRMATION | 01/29/20 | 05:07:06 | PM 2001 | SYSQ RESE | W |
| HPCOMM HP COMMUNI | CATIONS | 01/27/20 | 10:34:50 | AM 4 | MAIL NEW | W |
| NRISAN NORTH OF R | IVER SANI#1 | 01/27/20 | 10:35:02 | AM 2 | MAIL NEW | W |
| P66CA3 PHILLIPS 6 | 6 | 01/27/20 | 10:34:45 | AM 4 | MAIL NEW | W |
| PACBEL PACIFIC BE | $_{ m LL}$ | 01/27/20 | 10:34:47 | AM 309 | MAIL NEW | W |
| PGEBFD PGE DISTR | BAKERSFIELD | 01/27/20 | 10:34:45 | AM 33 | MAIL NEW | W |
| PGET08 PGE DISTR | BAKERSFIELD TEST CODE | 01/27/20 | 10:34:49 | AM 33 | MAIL NEW | W |
| SCGBFD SO CAL GAS | BAKERSFIELD | 01/27/20 | 10:34:49 | AM 30 | MAIL NEW | M |
| SCGTAF SO CAL GAS | TAFT | 01/27/20 | 10:34:49 | AM 12 | MAIL NEW | W |
| VONWTR VAUGHN WTR | CO INC | 01/27/20 | 10:34:50 | AM 2 | MAIL NEW | W |

Ticket Responses for: W002700255-00W

| Member | Name | Rev Responded | | Ву | Response |
|--------|------|---------------|-----|----|----------|
| ATTCAL | | 00W | ABC | | |

| Member | Name | Rev | Responded | By | Response |
|--------|----------------------|-----|----------------------|----|------------------------------------|
| | VAUGHN WTR CO INC | | 01/29/20 05:07:00 | Ħ | (999) Utility has not provided 811 |
| | | | PM | | center with information to be |
| | | | | | displayed |

Map for Ticket: W002700255-00W



EXHBIIT 6

Park, Charley@CALFIRE

From:

Park, Charley@CALFIRE

Sent:

Thursday, March 5, 2020 10:20 AM

To:

'juan.carreno@crownengineering.net'

Subject:

gas pipe hit incident at/near Snow and Jewetta Ave. in Bakersfield in early February

2020

Hi Juan,

My name is Charley Park, an investigator with the Calfire/Dig-Safe Board.

I'm investigating this hit incident and I received your information from Southern California Gas Company. I'd like to get your(the foreman on the site)'s account of what happened, leading up to the actual hit.

To help facilitate the investigation, please take some time to answer following questions:

- 1) Was the area you excavated clearly marked or cleared prior to excavation?
- 2) Did you get a confirmation from the locator that the marking was completed?
- 3) What equipment did you use to excavate?
- 4) What actions did you take after hitting the gas pipe?
- 5) Did you generate an internal report regarding this incident for your company?

I tried to reach you at (951) 315-2703 but was not successful.

Please provide me a better phone number to contact you if you prefer phone over emails.

I appreciate your cooperation.

CA Dept. of Forestry and Fire Protection (CALFIRE) CA Underground Facilities Safe Excavation Board (Dig-Safe)



Charley Park, Special Investigator 3950 Paramount Blvd. #210 Lakewood, CA 90712

☑ charley.park@fire.ca.gov

*0 www.digsafe,fire,ca,gov