



**CALIFORNIA UNDERGROUND FACILITIES SAFE EXCAVATION BOARD  
INVESTIGATION DIVISION  
INVESTIGATION REPORT**

**DATE:** March 8, 2022

**CASE No.:** 21LA01483

**INCIDENT:** Water line damaged by contractor drilling fence posts. No USA

**Violations:**

Sun Country Systems

Gov't Code 4216.2 (b): Failure to notify one-call center of planned excavation

Gov't Code 4216.4 (c) (1): Failure to inform operator of facility damage

Gov't Code 4216.4 (c) (3): Failure to notify the one-call center of a damage within 48 hours

Custom Canopies Inc

Gov't Code 4216.2 (b): Failure to notify one-call center of planned excavation

Gov't Code 4216.4 (c) (1): Failure to inform operator of facility damage

Gov't Code 4216.4 (c) (3): Failure to notify the one-call center of a damage within 48 hours

City of Azusa Light and Water

Gov't Code 4216.3 (a) (1) (A): Failure to provide timely response to excavator

**Executive Summary:**

Custom Canopies, Inc., a sub-contractor for Sun Country Systems, damaged a 56" irrigation pipe while digging a hole to install a shade canopy over a playground area at school in Glendora, CA, causing a leak. Neither Custom Canopies, Inc. nor Sun Country Systems notified the one-call center prior to commencing excavation, in violation of Government Code 4216.2(b). No injuries or evacuations occurred.

Neither Custom Canopies, Inc. nor Sun Country Systems notified Covina Irrigation Company of the damage to their facility, in violation of Government Code 4216.4(c)(1).

Neither Custom Canopies, Inc or Sun Country Systems notified the one-call center of a damage within 48 hours, in violation of Government Code 4216(c)(3). Sun Country Systems called in a new ticket after the damage but did not report the damage.

The City of Azusa Light and Water Department did not respond to the Sun Country Systems ticket, in violation of Government Code § 4216.3 (a)(1)(A).

<b>Report Date:</b>	<b>Case Number:</b>	<b>Notification Date:</b>
March 8, 2022	21LA01483	November 8, 2021

**Subject of Investigation:**

Water line damaged by contractor drilling fence posts. No USA

**Reporting Party Information:**

Matthew Kunis  
Covina Irrigating Company  
146 E College Street Covina CA 91723

**Prior Relevant Board Actions:**

Sun Country Systems: None  
Custom Canopies Inc: None  
City of Azusa Light and Water: None

**Date and Time of Incident:**

October 15, 2021, 3:00 PM

**Location of the Incident:**

350 W. Mauna Loa Ave.  
Glendora, CA 91740

**Ticket:**

A212910968 | Type: New | Created: 10/18/21 | Legal Start: 10/20/21 | Expires:  
11/15/21

**Operator:**

Covina Irrigation Company  
146 E College Street, Covina CA 91723

**Excavator:**

Custom Canopies, Inc.  
11815 Burke Street  
Santa Fe Springs, CA 90670

**Facility Type Damaged:**

56-inch irrigation pipeline

**Scene Description**

School playground area

**Investigation**

On November 8, 2021, the California Underground Utilities Safe Excavation Board received damage notification D213120003 from Matthew Kunis of the Covina Irrigation Company alleging that Sun Country Systems, a third-party contractor, had excavated without a ticket on Friday, October 15, 2021, and damaged their 56" irrigation pipeline, causing a leak (Exh. 1). Custom Canopies, Inc. (Custom Canopies, CSLB #880322, Exh. 2), acting as a sub-contractor for Sun Country Systems (Sun Country, CSLB License #693179, Exh. 3), hit the top

of the irrigation pipe while digging a hole with shovels to install a canopy footing. On Monday, October 18, 2021, Sun Country obtained new ticket A212910968 from Dig Alert (Exh. 4).



Photo 1 – Leak from damaged irrigation pipe provided by Covina Irrigation Company

Matthew Kunis, Office Operations and Infrastructure Manager for the Covina Irrigation Company (CIC), stated in a January 21, 2022, interview that on October 18, 2021, he received a call from a City of Glendora work crew to advise him that CIC's 56" gravity fed irrigation pipe was damaged at Whitcomb School at 350 W. Mauna Loa Ave. in Glendora, CA (Exh. 5).



Photo 2 - Damaged Irrigation Pipeline provided by Covina Irrigation Company

Kunis stated that Tim Hollinger from Sun Country Systems had created a ticket on 10/18/21 (A212910968) after the damage had occurred (See Exh. 4). Kunis further stated that he contacted the school’s Director of Facilities, “Cesar,” who told him they hired Sun Country Systems to install a shade canopy over the playground area. Kunis stated that Cesar told him the work started on Friday 10/15/2021 and had damaged one of CIC’s irrigation pipes. Kunis further stated that Custom Canopy excavated without obtaining a ticket.

Cesar Soto (Soto), Director of Facilities at the Whitcomb School, stated in a 1/24/22 interview that the school hired Tom Hollinger of Sun Country Systems to install a canopy over the school’s playground area (Exh. 6). Soto stated that Sun Country began working at the school on 10/15/21 and that they damaged

the irrigation pipe when they dug into the ground to install the canopy. Soto further stated that he did not know what type of equipment was being used by Sun Country when the damage occurred.

Tim Hollinger (Hollinger), owner of Sun Country Systems, stated that Sun Country was hired to install playground equipment by a company named Options for Learning, who leases property from the Glendora School District (Exh. 7). Hollinger stated that Sun Country sub-contracted the installation of the shade canopy to a company named Custom Canopies, Inc. Hollinger further stated that an Options for Learning employee named Pablo met with the foreman of Custom Canopies, Inc to show him where to dig the holes and how to orient the shade over the playground equipment. I asked Hollinger if his company contacted the one call center to obtain a ticket before commencing excavation. Hollinger stated that his contract with Options for Learning puts the responsibility to know what's in the ground on the school since they would know best. He stated that schools often do a lot of work over the years on their own property, so they would be best suited to know what is underground and where. I asked if his subcontractor Custom Canopies, Inc obtained a ticket before beginning excavation. Hollinger stated that Custom Canopies, Inc did not have a ticket.

In response to a request for a copy of Sun Country's contract with Options for Learning that put the responsibility of obtaining a one call ticket on Options for Learning, Hollinger provided a copy of an estimate from Custom Canopies for the installation of the canopy at the Whitcomb School (Exh. 8). The quote identifies that it does not include locating underground lines that are not part of the DigAlert process. Specifically, the quote states that it excludes— "Apart from dig alert; locating any utilities, drains, sewer lines, irrigation, site utilities, or anything else installed underground." At the bottom of the estimate, language further states, "All underground irrigation and pipe that does not fall under dig alert must be marked prior to digging. Any irrigation or pipe hit that is not properly marked will be the owner's responsibility and subject to change order for any repair."

Hollinger further stated that when he was informed of the damaged pipe on 10/18/21, he contacted Custom Canopies and told them to shut the job down until he got a ticket and had the area marked to be sure there was nothing else in the area. Hollinger stated that he then called DigAlert to get a ticket himself. Hollinger stated that all the excavation was done with hand tools because the playground surface would be damaged by heavy equipment.

Hollinger stated that he would have his secretary forward the contact information for Custom Canopies. Hollinger stated that he understood the legal requirement to get a ticket prior to excavation and that he always gets ticket prior to excavation.

Jarryd Graaf (Graff), Chief Operating Officer of Custom Canopies, stated in a 1/27/22 interview that Custom Canopies is a large company that manufactures shade canopies, sails, and umbrellas (Exh. 9). Graff further stated that they do

business with a lot of small companies that sell and install their equipment. Graaf stated that many of the small companies that sell their products do not have the staff to install their equipment, so they enter into sub-contractor agreements with these vendors and send out a crew to do installation. Graaf stated that Custom Canopies entered into a sub-contract agreement with Sun Country to install a shade canopy over a playground area at the Whitcomb School in Glendora, CA. When asked if Custom Canopies had obtained a one-call ticket prior to digging, Graaf stated that his crew was told by Sun Country that the ticket had been taken care of and they were clear to dig. He stated that his crew began digging a hole for the canopy footing with shovels and hit the top of the irrigation pipe. Graaf stated that his crew stopped work and contacted Sun Country.

Graaf stated that the bill for the damage to the pipeline was ultimately paid by Custom Canopies, as Sun Country did not have the funds.

Graaf stated that he understood the Gov't Code 4216.2(b) requirement of calling the one-call center prior to commencing excavation and that his company always gets a ticket, but they were told that process had already been done by Sun Country.

A review of ticket A212910968 called in by Hollinger indicated that The City of Azusa did not provide an electronic positive response to the notification. Mark Silva of the City of Azusa Light and Water Department stated in an interview that the excavation address on the ticket was outside of their service area and that they do not have any utilities in the area, so they would not have responded to the ticket. Silva further stated that they often get notifications that are outside of their service area but do not have enough personnel to respond to those notifications (Exh 10). When advised that the Azusa Light and Water Department could contact member services at DigAlert to update their shapefile information, and that doing so would allow them to stop receiving notifications outside their service area, Silva said that he would do so.

## **Findings**

### **I. Custom Canopies, Inc acting as a sub-contractor for Sun County Systems performed excavation by digging a hole for a canopy footing and damaged the top of an irrigation pipe causing it to leak.**

Neither company had notified the one-call center prior to excavation. While Sun Country's owner stated that the contract between Sun Country and Options for Learning stated that the responsibility for obtaining a ticket did lie with Options for Learning, he did not provide supporting documentation. Nor would such documentation absolve Sun Country or Custom Canopies from excavating without anyone notifying the one-call center.

### **II. Both Custom Canopies, Inc and Sun Country Systems were in violation of Government Code Section 4216.2 (b)**

Government Code Section 4216.2 (b) states that,

*Except in an emergency, an excavator planning to conduct an excavation 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.*

Sun Country Systems was the primary contractor for the job and its owner Tim Hollinger believed he was not responsible for obtaining a one call ticket based on the language in his sub-contractor agreement. Custom Canopies, Inc Chief Operating Officer Jarryd Graaf stated that his company was informed that the one-call ticket had been taken care of by Sun Country Systems, Inc. A ticket was not obtained by either company prior to commencing excavation. Sun Country Systems and Custom Canopies, Inc. are in violation of Gov't Code Section 4216.2(b).

**III. Both Custom Canopies, Inc. and Sun Country Systems were in violation of Government Code 4216.4(c)(1)**

Government Code 4216.4(c)(1) states,

*An excavator discovering or causing damage to a subsurface installation, including all breaks, leaks, nicks, dents, gouges, grooves, or other damage to subsurface installation lines, conduits, coatings, or cathodic protection, shall immediately notify the subsurface installation operator. The excavator may contact the regional notification center to obtain the contact information of the subsurface installation operator. If the operator is unknown and the damage or discovery of damage occurs outside the working hours of the regional notification center, the excavator may follow the instructions provided by the regional notification center through its internet website or the telephone line recorded message.*

After damaging the 56" irrigation pipe on October 15, 2021, Sub-contractor Custom Canopies, Inc. nor primary contractor Sun Country Systems contacted the Covina Irrigation Company to report the damage.

**IV. Both Custom Canopies, Inc. and Sun Country Systems were in violation of Government Code 4216.4(c)(3)**

Government Code 4216.4(c)(3) states,

*An excavator discovering or causing damage shall notify the regional notification center within 48 hours of discovering or causing the damage.*



After damaging the 56” irrigation pipe on October 15, 2021, neither sub-contractor Custom Canopies, Inc. nor primary contractor Sun Country Systems notified the regional one-call center to report the damage within 48 hours.

Sun Country Systems’ owner contacted the one-call center on October 18, 2021, to call in a new ticket A212910968, but did not report the damage that had occurred.

**V. The City of Azusa Light and Water Department is in violation of Government Code Section 4216.3 (c)(1)(A) for ticket A212910928.**

Government Code Section 4216.3(c)(1)(A) states,

*On and after January 1, 2021, every operator shall supply an electronic positive response through the regional notification center before the legal excavation start date and time. Upon a showing of good cause by an operator, the board may extend the time by which the operator is required to comply with this requirement. The board shall not grant an extension beyond December 31, 2021. The board shall determine which facts or circumstances constitute good cause.*

The City of Azusa Light and Water Department did not provide an electronic positive response to Sun Country Systems notification prior to the legal start date. Mark Silva of the City of Azusa Light and Water Department stated in an interview that the excavation address on the ticket was outside of their service area and that they do not have any utilities in the area, so they would not respond to the ticket.

Investigator Name	Supervisor Name
Jason Corsey	Tony Marino
Signature	Signature
<i>Jason Corsey</i>	<i>Tony Marino</i>

**Witness List**

Name: Mark Silva

Organization: City of Azusa Light and Water

Address: 729 N. Azusa Ave Azusa, CA 91702

Phone:

Knowledge of: The City of Azusa Locate and Mark Procedures

Name: Jarryd Graaf

Organization: Custom Canopies Inc

Address: 11815 Burke Street Santa Fe Springs, CA 90670

Phone:

Knowledge of: Custom Canopies Inc. excavating without a one call ticket and damaging and irrigation pipe

Name: Matthew Kunis

Organization: Covina Irrigating Company

Address:

Phone:

Knowledge of: Damage to their irrigation pipe

Name: Cesar Hernandez

Organization: Whitcomb School

Address: 350 W Mauna Loa Ave Glendale, CA

Phone:

Knowledge of: School hiring Sun Country Systems to install canopy on playground

Name: Tim Hollinger

Organization: Sun Country Systems

Address: 11710 Chisolm Court Santa Clarita, CA 91390

Phone:

Knowledge of: Damage to irrigation line

**Exhibit List**

Exhibit #	Description	Date Received	Received From
1	CMS Notification	11/8/21	Jason Corsey
2	Custom Canopies CSLB License	2/11/21	CSLB License Check
3	Sun Country CSLB License	1/21/22	CSLB License Check
4	Dig Alert Ticket A212910968	12/16/21	DigAlert
5	Matthew Kunis Interview	1/21/22	Matthew Kunis
6	Cesar Soto Interview	1/24/22	Cesar Soto
7	Tim Hollinger Interview	1/27/22	Tim Hollinger
8	Custom Canopy estimate for installation of canopy poles	2/11/22	Tim Hollinger
9	Jarryd Graff Interview	2/24/22	Jarryd Graaf
10	Mark Silva Interview	3/3/22	Mark Silva

# Exhibit 1

CASE DETAILS

🔒 Notification Number \* D213120003

🔒 Case Number 21LA01483

Case Name ---

Investigator 👤 Jason Corsey

🔒 Primary Supervisor 👤 Tony Marino

🔒 Tertiary supervisor ---

🔒 Attorney 👤 Jeffrey Brooks

🔒 Chief Investigator 👤 Jason Corsey

🔒 Notification Created \* 11/8/2021 12:10 PM 🗓️

🔒 Assignment Date 12/2/2021 🗓️ 1:02 PM

🔒 Priority \* Medium

🔒 Case type \* incident

Case description **Water line damaged by contractor drilling fence posts. No USA**

# Exhibit 2

## Contractor's License Detail for License # 880322

**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 ([B&P 7124.6](#)) If this entity is subject to public complaint disclosure click on link that will appear below for more information. Click [here](#) for a definition of disclosable actions.
- ▶ Only construction related civil judgments reported to CSLB are disclosed ([B&P 7071.17](#)).
- ▶ 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.

### Business Information

CUSTOM CANOPIES INTERNATIONAL INC  
11815 BURKE ST  
SANTA FE SPRINGS, CA 90670  
Business Phone Number:(562) 464-4766

**Entity** Corporation

**Issue Date** 07/05/2006

**Expire Date** 07/31/2022

### License Status

**This license is current and active.**

# Exhibit 3



## Contractor's License Detail for License # 693179

**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 ([B&P 7124.6](#)) If this entity is subject to public complaint disclosure click on link that will appear below for more information. Click [here](#) for a definition of disclosable actions.
- ▶ Only construction related civil judgments reported to CSLB are disclosed ([B&P 7071.17](#)).
- ▶ 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.

### Business Information

SUN COUNTRY SYSTEMS  
11710 CHISHOLM COURT  
SANTA CLARITA, CA 91390  
Business Phone Number:(661) 268-1550

**Entity** Corporation  
**Issue Date** 08/01/1994  
**Reissue Date** 10/08/2009  
**Expire Date** **10/31/2023**

### License Status

**This license is current and active.**

# Exhibit 4

MBRCOD 00001A USAS 12/08/21 13:30:36 A212910968-00A NEW NORM POLY LREQ

Ticket: A212910968 Rev: 00A Created: 10/18/21 15:24 User: JMC Chan: 100

Work Start: 10/20/21 17:01 Legal Start: 10/20/21 17:01 Expires: 11/15/21 23:59  
 Response required: Y Priority: 2

Excavator Information

Company: CUSTOM CANOPY  
 Co Addr: UNK  
 City : State: CA Zip:  
 Created By: TIM HOLLINGER Language: ENGLISH  
 Office Phone: 661-510-3927 SMS/Cell: 661-510-3927  
 Office Email: TIMH@SUNCOUNTRYSYSTEMS.COM

Site Contact: JARED GRAAFF  
 Site Phone: 949-357-5553 Site SMS/Cell:  
 Site Email:

Excavation Area

State: CA County: LOS ANGELES Place: GLENDORA  
 Zip: 91740  
 Location: Address/Street: 350 W MAUNA LOA AVE  
 : X/ST1: S BENDER AVE  
 :  
 : W/SIDE OF PROPERTY AT ADDRESS WITHIN WHAITCOM SCHOOL \*\*ALSO ON PHONE  
 : LINE WITH MRS. HILLINGER\*\*

Delineated Method: WHITEPAINT

Work Type: HOLES FOR SHADE POST

Work For : SUN COUNTRY

Permit: Job/Work order:

1 Year: N Boring: N Street/Sidewalk: N Vacuum: N Explosives: N

Lat/Long

Center Generated (NAD83): 34.125423/-117.871337 34.125430/-117.867422  
 : 34.123321/-117.871333 34.123328/-117.867418

Excavator Provided:

Map link:

[https://newtin.digalert.org/newtinweb/map\\_tkt.nap?TRG=B1bPZPFgdOZPQOZ-E](https://newtin.digalert.org/newtinweb/map_tkt.nap?TRG=B1bPZPFgdOZPQOZ-E)

Members:

CAZ01DIST CAZ03 CICH20 GLE94 MCISOCAL NEXTGLAVEN SCG4PZ  
 UCHTRW\_C2 USCEME UTFTRCA01 VCICAL

(c) Copyright 2018 Underground Service Alert of Southern California.  
 All rights reserved.

Ticket Responses for: A212910968-00A

Member	Name	Rev	Responded	By	Response	Comment
CAZ01DIST	CITY OF AZUSA	00A	10/20/21 05:01:46 PM	Late Notice	(999) Member did not respond by the required time	
CAZ03	C/OF AZUSA - PUBLIC WORKS	00A	10/19/21 07:09:21 AM	Joel Baza	(001) CLEAR - NO CONFLICT	
CICH20	COVINA IRRIGATING CO	00A	10/19/21 05:05:40 PM	JOE	(040) EXCAVATOR COMPLETED WORK PRIOR TO DUE DATE	Contractor damaged CIC line and didn't create USA prior to work.

Member	Name	Rev	Responded	By	Response	Comment
GLE94	CITY OF GLENDORA	00A	10/20/21 06:24:08 AM	USADESK	(001) CLEAR - NO CONFLICT	
MCISOCAL	MCI (VERIZON BUSINESS)	00A	10/18/21 03:31:41 PM	FLPS	(001) CLEAR - NO CONFLICT	
NEXTGLAVEN	CROWN CASTLE- LA & VEN	00A	10/19/21 02:34:34 PM	AAA	(001) CLEAR - NO CONFLICT	
SCG4PZ	SOCALGAS DISTRIBUTION AZUSA	00A	10/20/21 09:42:00 AM	PRSDG01 BRGLASER	(001) CLEAR - NO CONFLICT	
UCHTRW_C2	SPECTRUM - IRWINDALE	00A	10/19/21 01:06:52 PM	UQ Responder	(022) NO DELINEATION - RESEND TICKET REQUESTED	
USCEME	UTILIQUEST FOR SCE DIST - METRO EAST REG	00A	10/19/21 01:06:52 PM	UQ Responder	(022) NO DELINEATION - RESEND TICKET REQUESTED	
UTFTRCA01	UTILIQUEST FOR FRONTIER	00A	10/19/21 01:06:55 PM	UQ Responder	(022) NO DELINEATION - RESEND TICKET REQUESTED	
VCICAL	VCI CONSTRUCTION LLC	00A	10/20/21 03:41:25 PM	UQ Responder	(010) LOCATE AREA MARKED	

# Exhibit 5



**CALIFORNIA UNDERGROUND FACILITIES SAFE EXCAVATION BOARD  
INVESTIGATION DIVISION  
INTERVIEW REPORT**

**REPORT DATE:** 1/26/2022

**CASE NO:** 21LA01483

**DATE/TIME OF INTERVIEW:** 1/21/2022 10:30 AM

**LOCATION OF INTERVIEW:** Phone

**NAME/ADDRESS OF INTERVIEWEE:**

Matthew Kunis  
Covina Irrigation Company

Tel: 626-332-1502

**NARRATIVE:**

On 1/21/22, I interviewed Matthew Kunis, Office Operations and Infrastructure Manager for the Covina Irrigation Company. Kunis had submitted a complaint alleging a contractor had damaged a 56" irrigation pipe belonging Covina Irrigation Company while performing excavation without a ticket in Glendale, CA.

I asked Kunis to tell me what happened in his own words. Kunis stated that on 10/18/21, he received a call from one of his crew to advise that their 56" gravity fed irrigation pipe was damaged at Whitcomb School at 350 W. Mauna Loa Ave. in Glendale, CA. Kunis stated that Tim Hollinger from Custom Canopy had created ticket on 10/18/21 (A212910968) which notified our company after the damage had occurred. Kunis further stated that he contacted the schools Director of Facilities, "Cesar" (unknown last name) at (626) 201-8159 who advised they hired Custom Canopy to install a shade canopy over the playground area. Kunis stated that Cesar told him, Custom Canopy had started work on 10/15/2021 and they damaged one of our irrigation pipes. Kunis further stated that Custom Canopy did an excavation without having a ticket.

Investigator Name	Supervisor Name
Jason Corsey	Tony Marino
<i>Jason Corsey</i>	<i>Tony Marino</i>

# Exhibit 6



**CALIFORNIA UNDERGROUND FACILITIES SAFE EXCAVATION BOARD  
INVESTIGATION DIVISION  
INTERVIEW REPORT**

**REPORT DATE:** 1/26/2022

**CASE NO:** 21LA01483

**DATE/TIME OF INTERVIEW:** 1/24/2022 11:00 AM

**LOCATION OF INTERVIEW:** Phone

**NAME/ADDRESS OF INTERVIEWEE:**

Cesar Soto  
350 W Mauna Loa Ave  
Glendale, CA  
Tel: 626-201-1550

**NARRATIVE:**

On 1/24/22, I interviewed Caesar Soto (Soto), Director of Facilities at the Whitcomb School, about the damaged irrigation pipeline on the school’s property. I asked to tell me what he knew about the incident in his own words.

Soto stated that the Whitcomb School was located at 350 W. Mauna Loa Ave., Glendale, CA. He stated that the school hired Tom Hollinger of Sun Country Systems to install a canopy over the school’s playground area. Soto stated that Sun Country began working at the school on 10/15/21. Soto further stated that Sun Country damaged the irrigation pipe when they dug into the ground to install the canopy. Soto stated that he did not know what type of equipment was being used by Sun Country when the damage occurred.

I advised Soto of the requirement to contact the one call center to obtain a ticket prior to excavation.

Investigator Name	Supervisor Name
Jason Corsey	Tony Marino
<i>Jason Corsey</i>	<i>Tony Marino</i>



# Exhibit 7



**CALIFORNIA UNDERGROUND FACILITIES SAFE EXCAVATION BOARD  
INVESTIGATION DIVISION  
INTERVIEW REPORT**

**REPORT DATE:** 1/27/2022

**CASE NO:** 21LA01483

**DATE/TIME OF INTERVIEW:** 1/26/2022 1:00 PM

**LOCATION OF INTERVIEW:** Phone

**NAME/ADDRESS OF INTERVIEWEE:**

Tim Hollinger,  
11710 Chisolm Court  
Santa Clarita, CA 91390  
Tel:

**NARRATIVE:**

On January 26, 2022, I interviewed Tim Hollinger (Hollinger), owner of Sun Country Systems about the Dig In that occurred on November 15, 2021 at the Whitcomb School in Glendora, CA.

Hollinger stated that Sun Country was hired to install playground equipment by a company named Options for Learning, who leases property from the Glendora school district. Hollinger stated that Sun Country sub-contracted the installation of the shade canopy to a company named Custom Canopies, Inc. Hollinger further stated that an Options for Learning employee named Pablo met with the foreman of Custom Canopies, Inc to show him where to dig the holes and how to orient the shade over the playground equipment. I asked Hollinger if his company contacted the one call center to get a ticket before commencing excavation. Hollinger stated that his contract with Options for Learning puts the responsibility to know what's in the ground at the schools on them since they would know best. He stated that schools often do a lot of work over the years on their own property, so they would be best suited to know what is underground and where. I asked if his subcontractor Custom Canopies, Inc obtained a ticket before beginning excavation. Hollinger stated that Custom Canopies, Inc did not have a ticket.

Hollinger stated that when he was informed of the damaged pipe on 10/18/21, he contacted Custom Canopies and told them to shut the job down until he got a ticket and had the area marked to be sure there was nothing else in the area. Hollinger stated that he then called DigAlert to get a ticket himself. Hollinger stated that all the excavation was done with hand tools because the playground surface would be damaged by heavy equipment.

I requested contact information for Custom Canopies, Inc. from Hollinger and he stated that he would have his secretary forward the information. I also requested a copy of the contract between Sun Country and Options for Learning that places the responsibility of obtaining a one call ticket on Options for Learning.

I spoke with Hollinger about the legal requirement to obtain a ticket prior to excavation. Hollinger stated that he understood and always gets ticket prior to excavation.

Investigator Name	Supervisor Name
Jason Corsey	Tony Marino
<i>Jason Corsey</i>	<i>Tony Marino</i>

# Exhibit 8

[Print](#) | [Close Window](#)

**Subject:** RE: RUSH UPDATED QUOTE PLEASE  
**From:** quotes@customshadecanopies.com  
**Date:** Thu, Jul 08, 2021 8:59 am  
**To:** <beckyh@suncountrysystems.com>  
**Attach:** image001.jpg  
 image002.gif


Becky,

**Installation of 5 Post and Shade Sail at Options For Learning**  
**\$13,550**

**Quote Includes:**

- Delivery of material
- Dirt Removal
- Digging of footings
- Inspection on rebar and footings
- Concrete of footings and posts
- Instillation of complete canopy
- Clean up
- Final Inspection
- **Prevailing Wage**

**Excludes:**

- Detailed architect drawings with licensed architect notes and stamp (\$3000)
-  Apart from calling dig alert; locating any utilities, drains, sewer lines, irrigation, site utilities, or anything else installed underground
- ADA access of any kind, unless noted
- Painting or striping
- Damage repair to surface during curing
- Spread footings
- Installation of drainage systems
- 3<sup>rd</sup> party testing reports
- On site security
- Safety Fencing
- Damaged landscape from machinery in order to work on site.

\*price is subject to good machine access

\*all underground irrigation and pipe that does not fall under dig alert must be marked prior to digging. Any irrigation or pipe hit that is not properly marked will be the owners responsibility and subject to change order for any repairs.

# Exhibit 9



**CALIFORNIA UNDERGROUND FACILITIES SAFE EXCAVATION BOARD  
INVESTIGATION DIVISION  
INTERVIEW REPORT**

**REPORT DATE:** 2/16/2022

**CASE NO:** 21LA01483

**DATE/TIME OF INTERVIEW:** 1/27/2022 2:00 PM

**LOCATION OF INTERVIEW:** Phone

**NAME/ADDRESS OF INTERVIEWEE:**

Jarryd Graaf,  
11815 Burke Street  
Santa Fe Springs, CA 90670  
Tel:

**NARRATIVE:**

On January 27, 2022, I interviewed Jared Graaf, COO of Custom Canopies Inc, about the Dig In that occurred on October 15, 2021 at the Whitcomb School in Glendora, CA.

Graaf stated that Custom Canopies Inc. is a large company that manufactures shade canopies, sails and umbrellas. Graaf further stated that they do business with a lot of small companies that sell and install their equipment. Graaf stated that many of the small companies that sell their products do not have the staff to install their equipment, so they enter into sub-contractor agreements with these vendors and send out a crew to do installation. Graaf stated that Custom Canopies Inc entered into a sub-contract agreement with Sun Country Systems to install a shade canopy over a playground area at the Whitcomb School in Glendora, CA. Graaf stated that his crew was told by Sun Country that the ticket had been taken care of and they were clear to dig. He stated that his crew began digging a hole with shovels for the canopy footing and hit the top of the irrigation pipe. Graaf stated that his crew stopped work and contacted Sun Country Systems.

Graaf stated that they ultimately paid the bill for the damage to the pipeline as Sun Country did not have the funds.

I went over the Gov't Code 4216.2(b) requirement of calling the one-call center prior to commencing excavation with Graaf. Graaf stated that he understood and that his company always gets a ticket, but they were told that process had already been done by Sun Country.

Investigator Name	Supervisor Name
Jason Corsey	Tony Marino
<i>Jason Corsey</i>	<i>Tony Marino</i>

# Exhibit 10





**CALIFORNIA UNDERGROUND FACILITIES SAFE EXCAVATION BOARD  
INVESTIGATION DIVISION  
INTERVIEW REPORT**

**REPORT DATE:** 3/7/2022

**CASE NO:** 21LA01483

**DATE/TIME OF INTERVIEW:** 3/3/2022 12:00 PM

**LOCATION OF INTERVIEW:** Phone

**NAME/ADDRESS OF INTERVIEWEE:**

Mark Silva,  
729 N. Azusa Ave  
Azusa, CA 91702  
Tel:

**NARRATIVE:**

On March 3, 2022, I interviewed Mark Silva (Silva) of the City of Azusa Light and Water Department about his departments lack of response to ticket number A212910968 prior to the legal excavation start date. I asked Silva if his department had responded to the notification entered by Sun Country Systems on October 18, 2021. Silva stated that he couldn't locate the ticket information, but that they respond to all tickets in their area. Silva then asked what the excavation address was on the ticket. I informed Silva that the excavation address was 350 W Mauna Loa Ave, Glendora, CA 91740. Silva then stated that the address I gave him was outside of their service area and that they do not have any utilities in the area so they would not have responded to the ticket. Silva further stated that they often get notifications that are outside of their service area but do not have enough personnel to respond to those notifications. Silva stated that they had previously reached out to Dig Alert about the issue, but it still has not been resolved. Silva stated that they usually rotate who responds to notifications in their department daily.

I advised Silva that Electronic Positive Response to notifications has been a requirement since January 1, 2021. I further advised Silva that failure to respond to notifications because they are outside of their service area would lead to them being cited for failure to respond if the issue arose in an investigation. Silva stated that he understood, but that they do not have the manpower to respond to notifications outside of their service area. I advised Silva to contact member services at Dig Alert to have their shape file information updated so that they will stop receiving notifications that are outside of their service area. Silva stated that he would do so.

Investigator Name	Supervisor Name
Jason Corsey	Tony Marino
<i>Jason Corsey</i>	<i>Tony Marino</i>