



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

**DATE:** November 23, 2022  
**CASE No.:** **C222500001**  
**INCIDENT:** Failure to notify the regional notification center of planned excavation that resulted in damages to multiple facilities.

**Violations:**

21<sup>st</sup> Century Plumbing, Heating & Air

Government Code § 4216.2(b): Failure to notify the regional notification center of planned excavation.

Government Code § 4216.4(c)(2): Failure to call 911 upon causing or discovering damage to gas pipelines or high-priority installations.

Cal. Code Regs., tit. 19, § 4100(a): Failure to notify the regional notification center of excavation damage to natural gas or hazardous liquid facility no later than 2 hours after the damage.

**Executive Summary:**

21<sup>st</sup> Century Plumbing, Heating & Air, a company that does not have a California contractor's license, excavated without first contacting 811 in violation of Government Code section 4216.2(b) and damaged one facility operated by AT&T and three other facilities (electricity, water, and propane) at the Crestview Mobile Home Park in Placerville, California. The damage cut off electricity to 33 residences for a full day during a heatwave.

Information available indicates that Harmony Communities is the owner of the mobile home park and of the electricity, water, and propane lines that were damaged. However, Harmony Communities refused to cooperate with the investigation. As a result, the investigator was not able to obtain or confirm certain information about the incident.

<b>Report Date:</b>	<b>Case Number:</b>	<b>Notification Date:</b>
November 23, 2022	C222500001	September 7, 2022

**Subject of Investigation:**

21<sup>st</sup> Century Plumbing, Heating, & Air  
3061 Wiltse Road # D  
Placerville, California 95667-5922

**Reporting Party Information:**

Linda Dominguez, Resident  
Crestview Mobile Home Park  
6387 Mother Lode Drive  
Placerville, California 95667

**Prior Relevant Board Actions:**

None.

**Date and Time of Incident:**

September 6, 2022, at approximately 9:30 am

**Location of the Incident:**

Adjacent to Unit 32 at Crestview Mobile Home Park  
6387 Mother Lode Drive  
Placerville, California 95667

**Ticket:**

None.

**Operator:**

AT&T

**Excavator:**

21<sup>st</sup> Century Plumbing, Heating, and Air

**Facility Type Damaged:**

25-pair copper cables  
Propane of unknown characteristics  
Electrical of unknown characteristics  
Water of unknown characteristics

**Investigation:**

On September 7, 2022, Linda Dominguez, a resident of Crestview Mobile Home Park in Placerville, California filed a complaint with the Underground Safety Board stating by comment and data entry that a contractor:

- Dug without first calling 811,
- Damaged multiple facilities (water, gas, electrical, internet),
- Started a fire in the park's pumphouse and,
- That the damage to the electrical facility led to emergency medical services of at least one resident from heat exposure as the incident occurred during a heatwave in northern California, and,
- That the incident occurred on September 6, 2022, at 9 am. (Exh. 1 and 20.)

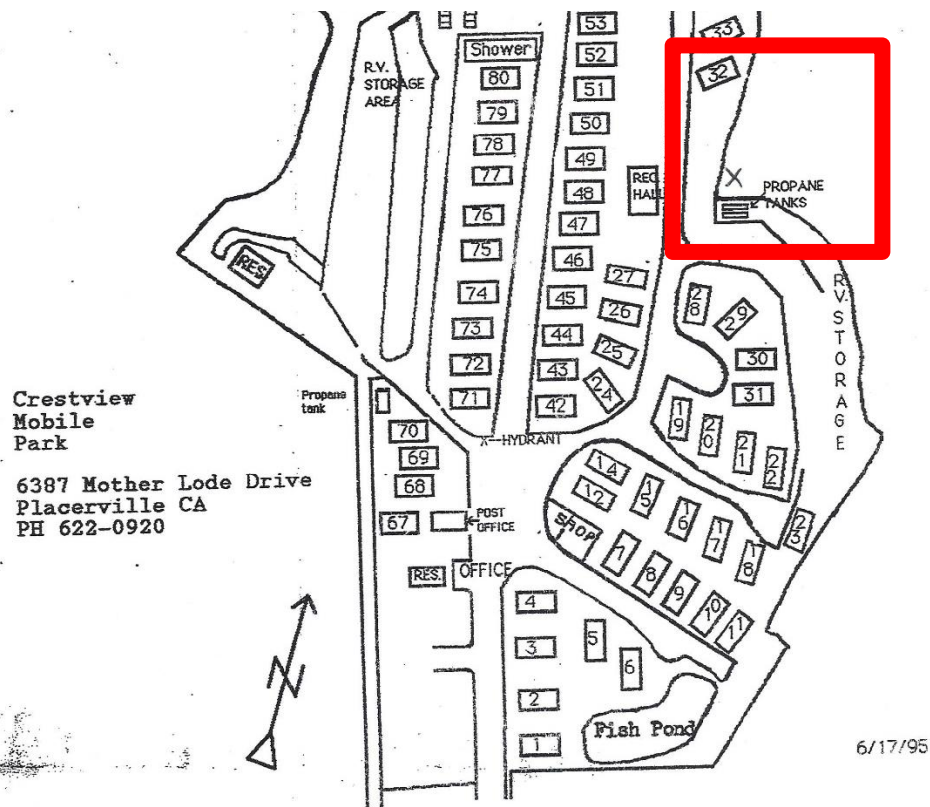


Photo 1: Detail of Map of Crestview Mobile Home Park provided by the manager of Crestview, Nick Adams, showing Unit 32 and the eastern propane tanks on the property. "X" added during interview with Adams to confirm the location.

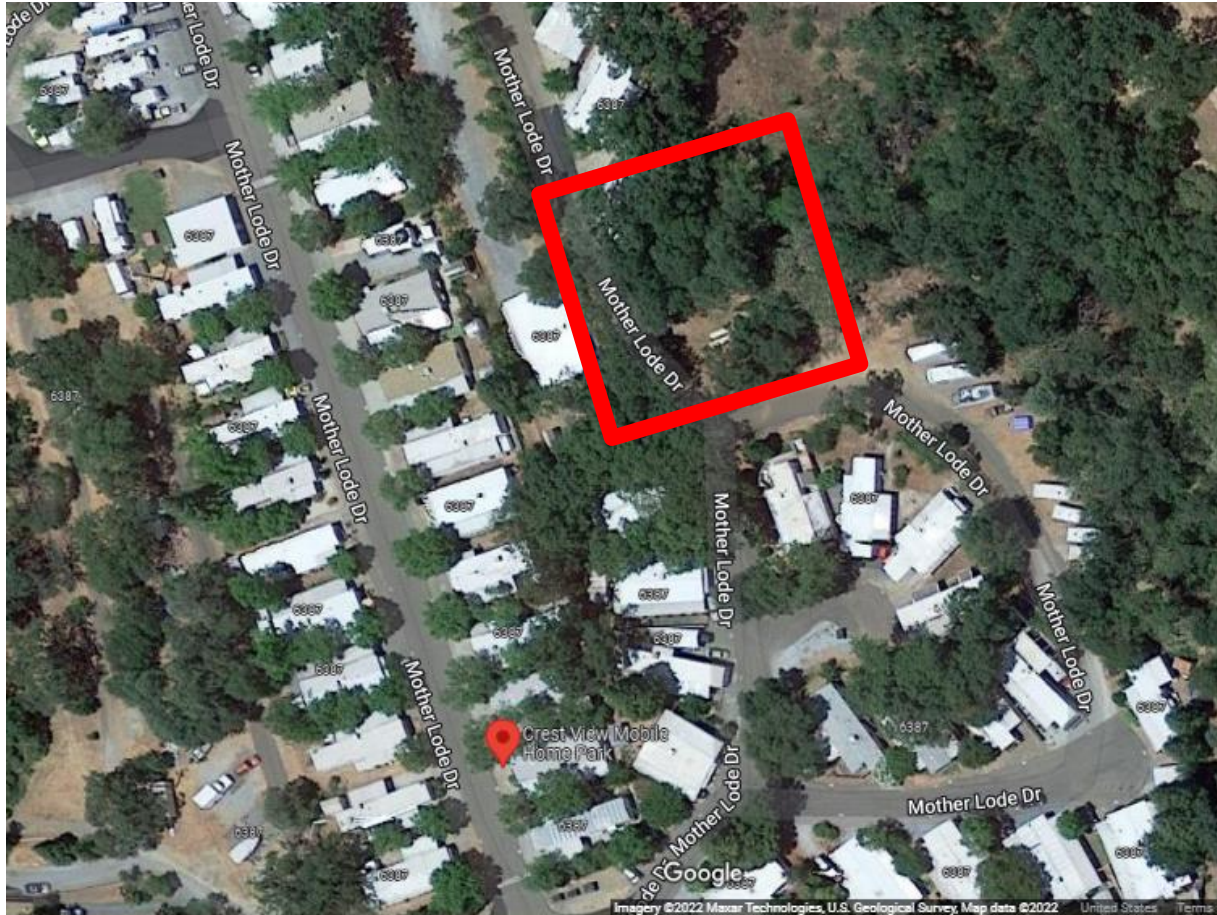


Photo 2: Google Map feature of Crestview Mobile Home Park with highlight of incident area.





*Photo 3: Photo of trenched area adjacent to the pumphouse and Unit 32 located in the background taken by investigator.*





*Photo 4: Photo of the incident scene provided to the investigator by Linda Dominguez on September 27, 2022.*

Contractor Identity and License Status

Information available indicates that the contractor that performed the excavation, 21<sup>st</sup> Century Plumbing, Heating & Air does not have a California contractor's license.

The manager of the Crestview Mobile Home Park, Nick Adams, stated that Harmony Communities hired 21<sup>st</sup> Century Plumbing, Heating & Air to perform work at the park. However, Adams stated he did not know if Harmony Communities owned the utility lines (besides AT&T's line) that were damaged. (Exh. 11.)

Robert Regennitter of 21<sup>st</sup> Century Plumbing, Heating & Air confirmed that 21<sup>st</sup> Century performed the work that damaged the facilities at the Crestview Mobile Home Park on September 6, 2022. During a telephone interview on September 26, 2022, Regennitter also stated:

- He thought the property owner had called 811,
- He thought there were USA markings already, and
- He believed you do not need markings for grading if utility companies bury their facilities to code. (Exh. 8.)

The investigator located a Better Business Bureau profile for a "21<sup>st</sup> Century Heating Plumbing and Air" at the 3061 Wiltse Road, # D, in Placerville and telephone number (530) 391-3404. (Exh. 16.)

The investigator was unable to find any evidence of an active or expired California contractor license for a “21st Century Plumbing, Heating & Air.” A search of the Contractors State License Board License Check website did not indicate that “21<sup>st</sup> Century Plumbing” holds a contractor’s license. The investigator’s search of the website returned only an expired license #758993 for a “21st Century Plumbing” registered in Yorba Linda, California. (Exh. 4.)

*Refusal of Harmony Communities to Cooperate with the Investigation*

The investigator contacted Harmony Communities, the company that owned the Crestview Mobile Home Park and, potentially, three of the lines that were damaged in this incident. Harmony Communities refused to provide the information requested by the investigator.

On October 10, 2022, the investigator contacted Melissa Lawley of Harmony Communities by email. That same day, Matt Davies, title “The Dude/El Duderino/His Dudeness,” responded to the investigator via email and denied knowledge of the incident: “[W]e remain unaware of any issues to our facilities.” (Exh. 14.)

Later that day, the investigator responded to Davies’ email, mentioning “a fire in your pumphouse and a loss of your gas, water, electric utilities and then the ATT internet utilities that were damaged in your park.” (Exh. 15.) In responding, Davies again denied knowledge of the incident: “I don’t see any record of that. I have not heard of any ATT loss of service.” Further, Davies questioned the investigator’s authority to look into the matter: “What authority are you operating under? We are regulated by the CPUC and I don’t understand where you come into the mix.” (Exh. 15.)

In his third email that day, Davies acknowledged that he knew of the incident: “We wouldn’t need a permit to dig up our sewer line and explore for a blockage.” (Exh. 15.) However, Davies twice more stated his refusal to provide the information requested by the investigator. (Exh. 15.)

*21st Century Did Not Contact the Regional Notification Center Before Digging*

As noted above, Regennitter (of 21<sup>st</sup> Century) stated 21<sup>st</sup> Century did not contact the regional notification center before digging. (Exh. 8.)

The investigator searched for USA North tickets for the mobile home park location and located only a ticket for work for AT&T created on September 8, 2022, two days after this incident, to trench for a telephone conduit at Space #32 in Crestview Mobile Home Park. (Exh. 2.) The ticket search did not indicate any other tickets at the address near September 6, the date of this incident.

On September 27, 2022, Germain Suess, Member Services Specialist at USA North 811, confirmed that USA North had not created any tickets near the location of this incident in the 5 weeks preceding the incident date, September 6, 2022. (Exh. 3.)

*Excavation*

Given the refusal of Harmony Communities to provide information to the investigator and given the limited information provided by 21<sup>st</sup> Century, some information about the events of the incident is not available. Further, the investigator was unable to address some discrepancies in witness statements.

Robert Regennitter of 21<sup>st</sup> Century Plumbing Heating and Air stated:

- There were shallow lines in the hillside, and
- When he put the tractor fork into the dirt to stabilize the equipment, he hit utilities. (Exh. 8.)

AT&T Technician Todd Jensen stated:

- He visited the site the day following the incident on September 7, 2022,
- He discovered more than 30 feet of missing cable in the open trench,
- That the 25-pair copper cable was severed. (Exh. 9.)

In the September 23, 2022, interview, Crestview resident Linda Dominguez stated:

- 21<sup>st</sup> Century Plumbing was digging behind the pumphouse in Crestview Mobile Home Park,
- She would be able to provide a photo of the area (included as Photo 3.)

On September 27, 2022, another resident, Lou Grimé, stated:

- The contractor was hired to fix the sewer system and was trenching to remove a root ball. (Exh. 6.)
- On the morning of the incident there was one worker and later a second worker joined the first to create multiple trenches.

On September 27, 2022, another resident, Kai Kupihea, stated:

- A family member of theirs lives at Unit #32,
- 21<sup>st</sup> Century Plumbing used a mini excavator and a skid steer on the day of the incident and the following day, September 7, 2022. (Exh. 7.)

#### Events That Occurred After the Incident

On September 27, 2022, Crestview Park Manager Nick Adams stated:

- He received complaints from residents without power on the day of the incident,
- He initially called PG&E who determined that there was not an issue with their facilities and that the issue must have occurred after the meter.
- A local electrician arrived and travelled door-to-door to check for electrical shorts,
- 33 residences lost power in the incident,
- During this search for electrical shorts, a representative of 21<sup>st</sup> Century Plumbing told the electrician that they had hit a utility line which they thought was dead, and
- The electrician confirmed the damage to an active electrical facility supplying power to the 33 homes. (Exh. 11.)

On September 27, 2022, park resident Howard McCullough stated:

- The first damage was to the propane line: at approximately 9:30 to 10 a.m.,
- He heard a loud sound like a fire hose and walked down to the site,
- Saw one worker on site at the time, and
- Saw gas escaping,
- That a water line was hit later in the day. (Exh. 10.)

Park resident Lou Grimé identified water was spraying when he was at the incident site. (Exh. 6.)



On September 23, 2022, Dominguez stated:

- The electricity went out around 10 or 10:30 am, and
- An electrical fire started inside the pumphouse approximately before noon. (Exh. 5.)

Irish Construction installed a new conduit and cable for the AT&T internet lines on September 13, 2022, under ticket X225104474-00X. (Exh. 2; 12; 13.)

Information available does not indicate when the gas and water lines were repaired.

Unconfirmed Emergency Medical Services and Absence of 911 Call

There is no information indicating that 21<sup>st</sup> Century called 911 or the regional notification center after the incident.

On September 23, 2022, Dominguez stated:

- Emergency services were not called or arrived at the scene during the time she was at the incident site.
- Medical services were rendered to a park resident due to the utility damage (Exh. 1.)

On September 27, 2022, Kupihea stated:

- There was gas damage and that 21<sup>st</sup> Century did not tell anyone about the damage. (Exh. 7.)

On September 27, 2022, Grimé stated:

- Medical services were rendered to a park resident due to the utility damage.
- 21<sup>st</sup> Century Plumbing kept the damages secret at first. (Exh. 6.)

However, the investigator was unable to confirm the claims of medical services.

By telephone, the El Dorado County Sherriff provided the investigator with incident number 2209060177 for this incident date and location and stated that the incident was transferred to CAL FIRE El Dorado County station. However, through response to the investigator's public records request, CAL FIRE reported no records associated with the incident. (Exh. 18.)

CAL FIRE directed the investigator to the El Dorado County Emergency Medical Services, which stated:

- They did dispatch a medical crew,
- However, the medical crew did not interact with a patient, and
- Therefore, generated a blank report following their agency's requirements. (Exh. 19.)

Harmony Communities is Not a Member of USA North

Davies stated that Harmony Communities is not a member of USA North: "We don't maintain detailed maps of our systems and 811 doesn't have info on our systems." (Exh. 15.)

Findings:

**I. 21<sup>st</sup> Century Plumbing, Heating, & Air performed excavation at Crestview Mobile Home Park.**

Robert Regennitter of 21<sup>st</sup> Century Plumbing, Heating, & Air stated, he inserted power-driven equipment into the ground and damaged the underground utilities.

**II. 21<sup>st</sup> Century Plumbing, Heating, & Air did not notify the regional notification center of excavation.**

Government Code § 4216.2(b) requires an excavator to notify the one-call center of planned excavation to coordinate communication between the excavator and utility operators that may have facilities in the area.

Regennitter stated that 21<sup>st</sup> Century did not contact USA North before the incident. Further, there is no record of a ticket corresponding to this excavation according to a USA North 811 records search performed on September 27, 2022.

**III. 21<sup>st</sup> Century Plumbing, Heating, & Air did not contact 911 following the damage to a propane gas facility.**

Government Code § 4216.4(c)(2) requires an excavator to report gas and hazardous liquid pipeline damages to 911 upon causing or discovering damages to these facilities.

An incident number tied to the location on the day of the incident did not record emergency services rendered at this site. Multiple witnesses stated emergency services did not arrive while they were on scene and that 21<sup>st</sup> Century Plumbing, Heating, & Air withheld knowledge of the damages from the park until an electrician was on-site.

**IV. 21<sup>st</sup> Century Plumbing, Heating, & Air did not notify the regional notification center of excavation damage.**

Government Code § 4216.4(c)(3) requires an excavator to notify the regional notification center of damages within 48 hours of causing or discovering a damage. California Code of Regulations, title 19, section 4100, at subdivisions(a) and (b), requires an excavator to notify the regional notification center of excavation damages no later than 2 hours following a damage to natural gas or hazardous liquid pipelines.

According to USA North 811 records from the search performed on September 27, 2022, no one created a damage ticket or ticket revision related to this excavation.

Investigator Name	Supervisor Name
Jeff McClenahan	Daysi Alcantar
Signature <i>Jeff McClenahan</i>	Signature <i>Daysi Alcantar</i>

**Witness List:**

Name: Linda Dominguez, Resident  
Organization: Crestview Mobile Home Park  
Address: 6387 Mother Lode Dr. Placerville California 95667  
Knowledge of: Incident events

Name: Lou Grimé, Resident  
Organization: Crestview Mobile Home Park  
Address: 6387 Mother Lode Dr. Placerville California 95667  
Knowledge of: Incident events

Name: Kai Kupihea  
Organization: Relative of Resident of Crestview Mobile Home Park  
Address: 6387 Mother Lode Dr. Placerville California 95667  
Knowledge of: Incident events and excavation equipment

Name: Robert Regennitter, Owner  
Organization: 21<sup>st</sup> Century Plumbing Heating and Air  
Address: 3061 Wiltse Rd. # D Placerville, California 95667  
Knowledge of: Incident events, excavation, damages

Name: Todd Jensen, Field Technician  
Organization: AT&T  
Address: 360 Gees Mill Business Parkway Northeast, Conyers, Georgia 30013  
Knowledge of: Damages and repairs to AT&T internet cable

Name: Howard McCullough  
Organization: Resident, Crestview Mobile Home Park  
Address: 6387 Mother Lode Dr. Placerville California 95667  
Knowledge of: Gas and water damages timing

Name: Pedro Roa, Superintendent  
Organization: Irish Construction  
Address: 8449 Specialty Circle Sacramento, California 95828  
Knowledge of: AT&T repairs

Name: Nick Adams, Manager  
Organization: Crestview Mobile Home Park  
Address: 6387 Mother Lode Dr. Placerville California 95667  
Knowledge of: Electrical repairs, incident events

Name: Matt Davies, The Dude/El Duderino/His Dudeness  
Organization: Harmony Communities  
Address: 6653 Embarcadero Dr Suite C, Stockton, California 95219  
Knowledge of: Harmony property Crestview Mobile Home Park



**Exhibit List:**

Exhibit No.	Description	Date Received	Received From
1	Text of Complaint Comment	9/7/2022	Linda Dominguez, Resident
2	Ticket X225104474-00X	9/26/2022	USA North 811 Ticket Search
3	Email correspondence with Germain Suess	9/27/2022	Germain Suess, Member Services Specialist, USA North 811
4	CSLB License 758993 for 21 <sup>st</sup> Century Plumbing in Yorba Linda, CA	9/20/2022	CSLB License Check
5	Report of Interview for Linda Dominguez	9/23/2022	Linda Dominguez, Resident
6	Report of Interview for Lou Grimé	9/27/2022	Lou Grimé, Resident
7	Report of Interview for Kai Kupihea	9/27/2022	Kai Kupihea, Relative of Resident
8	Report of Interview for Robert Regennitter	9/26/2022	Robert Regennitter, Owner
9	Report of Interview for Todd Jensen	10/5/2022	Todd Jensen, Field Technician
10	Report of Interview for Howard McCullough	9/27/2022	Howard McCullough, Resident
11	Report of Interview for Nick Adams	9/27/2022	Nick Adams, Manager
12	AT&T Work Order Report WCODC026R - ABW	9/29/2022	Pedro Roa, Superintendent Irish Construction
13	Report of Interview for Pedro Roa	9/29/2022	Pedro Roa, Superintendent Irish Construction
14	Email Correspondence from Matt Davies	9/26/2022	Matt Davies, Duderino, Harmony Communities

15	Email Correspondence with Matt Davies	10/10/2022	Matt Davies, Harmony Communities
16	Better Business Bureau Profile for 21st Century Plumbing Heating and Air	9/20/2022	Better Business Bureau website
17	Yelp Profile for 21st Century Plumbing Heating and Air.	9/20/2022	Yelp
18	CAL FIRE PRA Request email	10/28/2022	Shilo Wilson, CAL FIRE
19	Email Correspondence with El Dorado County EMS	11/10/2022	Michelle Patterson, Manager/EMS Agency Administrator
20	Case Management System Incident Date and Time Screenshot for C22250001	9/7/2022	Jeff McClenahan, Investigator

# **Exhibit 1**

## C222500001 Complaint Text

Without checking 811, on the hottest day of the year, this guy broke our main gas line, broke our main water line, cut our internet line, and cut a main electrical line that started a fire at our pump house (adjacent to our propane storage tanks). Someone thought they'd use a water hose to put out the electrical fire. For hours, we had no water, gas, internet or electric - no cooling. This area is for seniors, and many are ill (cancer/on chemo, ms, parkinson's, require oxygen, are wheelchair bound, can no longer drive, etc.). One woman with ms was hospitalized due to the heat (no electricity=no cooling). By the time services were restored, the temperature outside and inside were the same: 107. Call before you dig is no joke.



# **Exhibit 2**

**Ticket: X225104474-00X**

MBRCOD 00001A USAN 09/26/22 08:40:48 X225104474-00X NEW NORM POLY LREQ

Ticket: X225104474 Rev: 00X Created: 09/08/22 16:58 User: PROA Chan: WEB

Work Start: 09/12/22 17:01 Legal Start: 09/12/22 17:01 Expires: 10/06/22 23:59  
Response required: Y Priority: 2

## Excavator Information

Company: IRISH CONSTRUCTION  
 Co Addr: 8449 SPECIALTY CIRCLE  
 City : SACRAMENTO State: CA Zip: 95828  
 Created By: PEDRO ROA Language: ENGLISH  
 Office Phone: 916-383-9000 SMS/Cell: 925-570-4062  
 Office Email: Pedroroa@irishteam.com

## Site Contact: CALLER

Site Phone: Site SMS/Cell: 925-570-4062  
 Site Email: Pedroroa@irishteam.com

## Excavation Area

State: CA County: EL DORADO Place: PLACERVILLE /U  
 Zip: 95667  
 Location: Address/Street: 6387 MOTHER LODE DR  
 : X/ST1: BADGER LN  
 : X/ST2: FLYING CLOUD DR  
 :  
 : SPACE # 32, CREST VIEW MOBILE HOME PARK.

## Delineated Method: WHITE PAINT

Work Type: TRENCH TO PLACE TELEPHONE CONDUIT

Work For : AT&amp;T

Permit: Job/Work order: 15181063

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

## Lat/Long

Center Generated (NAD83): 38.701894/-120.852215 38.702001/-120.851531  
 : 38.701358/-120.852132 38.701465/-120.851447

## Excavator Provided:

Polygon : 38.701679/-120.851480 38.701574/-120.851507  
 : 38.701485/-120.851583 38.701426/-120.851696  
 : 38.701405/-120.851831 38.701426/-120.851965  
 : 38.701485/-120.852078 38.701574/-120.852154  
 : 38.701679/-120.852181 38.701785/-120.852154  
 : 38.701874/-120.852078 38.701933/-120.851965  
 : 38.701954/-120.851831 38.701933/-120.851696  
 : 38.701874/-120.851583 38.701785/-120.851507  
 : 38.701679/-120.851480

## Map link:

[https://newtin.usan.org/newtinweb/map\\_tkt.nap?TRG=27IiHkCiFhHdCci-4](https://newtin.usan.org/newtinweb/map_tkt.nap?TRG=27IiHkCiFhHdCci-4)

## Members:

ELDIRR PACBEL PGEPLA

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# Exhibit 3a

**From:** [Germain Suess](#)  
**To:** [McClenahan, Jeff@EnergySafety](mailto:McClenahan_Jeff@EnergySafety)  
**Cc:** [Alcantar, Daysi@EnergySafety](mailto:Alcantar_Daysi@EnergySafety)  
**Subject:** RE: Incident Ticket Search  
**Date:** Tuesday, September 27, 2022 8:58:47 AM  
**Attachments:** [image001.png](#)  
[Mother Lode Dr ticket search.csv](#)

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Good morning Jeff,

Here are the results I found in those parameters.

Thank you,  
Germain



**Germain Suess**  
Member Services Specialist  
**O: 925-270-0339**  
**W: [undergroundservicealert.org](http://undergroundservicealert.org)**  
4005 Port Chicago Hwy #100 Concord, CA 94520

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**From:** McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov>  
**Sent:** Monday, September 26, 2022 9:16 AM  
**To:** Germain Suess <germain.suess@usan.org>  
**Cc:** Alcantar, Daysi@EnergySafety <Daysi.Alcantar@energysafety.ca.gov>  
**Subject:** Incident Ticket Search

Hi Germain,

As part of an investigation into an incident, could you please search for a ticket for work **between 8/1/2022 and 9/7/2022** at **6387 Mother Lode Dr, Placerville CA 95667**, the Crestview Mobile Home Park. This would be for the company 21<sup>st</sup> Century Plumbing Heating and Air.

Thanks for your assistance,

[Jeff McClenahan](#)  
He/him  
Investigator | Underground Investigations Division

[Office of Energy Infrastructure Safety](#)  
715 P Street, 20<sup>th</sup> Floor  
Sacramento, CA 95814  
(279) 789-1818



[EnergySafety.ca.gov](http://EnergySafety.ca.gov)

# **Exhibit 3b**

W222000314-00W	8/8/2022 15:13	8/10/2022 17:01	NEW	PGA	CSR
X221302975-00X	8/1/2022 14:24	8/3/2022 17:01	NEW	H1CFDAVEY	WEB
X221302984-00X	8/1/2022 14:25	8/3/2022 17:01	NEW	H1CFDAVEY	WEB
X221303783-00X	8/1/2022 17:49	8/3/2022 17:01	NEW	H1CFDAVEY	WEB
X223600069-00X	8/24/2022 5:54	8/26/2022 17:01	NEW	H1CFDAVEY	WEB
X223600093-00X	8/24/2022 6:09	8/26/2022 17:01	NEW	H1CFDAVEY	WEB
X223600095-00X	8/24/2022 6:11	8/26/2022 17:01	NEW	H1CFDAVEY	WEB
X223600100-00X	8/24/2022 6:13	8/26/2022 17:01	NEW	H1CFDAVEY	WEB
X223600104-00X	8/24/2022 6:15	8/26/2022 17:01	NEW	H1CFDAVEY	WEB
X223600110-00X	8/24/2022 6:18	8/26/2022 17:01	NEW	H1CFDAVEY	WEB
X223600184-00X	8/24/2022 6:51	8/26/2022 17:01	NEW	H1CFDAVEY	WEB
X223600284-00X	8/24/2022 7:17	8/26/2022 17:01	NEW	H1CFDAVEY	WEB
X223600287-00X	8/24/2022 7:18	8/26/2022 17:01	NEW	H1CFDAVEY	WEB
X223600290-00X	8/24/2022 7:19	8/26/2022 17:01	NEW	H1CFDAVEY	WEB
X225001024-00X	9/7/2022 8:18	9/9/2022 17:01	NEW	ANG	CSR

EL DORADO IRRIGATION DISTRICT	RICK FOX
DAVEY RESOURCE GROUP	HUGO CONTRERAS
DAVEY RESOURCE GROUP	HUGO CONTRERAS
DAVEY RESOURCE GROUP	HUGO CONTRERAS
DAVEY RESOURCE GROUP	HUGO CONTRERAS
DAVEY RESOURCE GROUP	HUGO CONTRERAS
DAVEY RESOURCE GROUP	HUGO CONTRERAS
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DAVEY RESOURCE GROUP	HUGO CONTRERAS
DAVEY RESOURCE GROUP	HUGO CONTRERAS
DAVEY RESOURCE GROUP	HUGO CONTRERAS
DAVEY RESOURCE GROUP	HUGO CONTRERAS
DAVEY RESOURCE GROUP	HUGO CONTRERAS
EL DORADO IRRIGATION DISTRICT	RICK FOX



INSTALL WATER MAIN	EL DORADO	EL DORADO /U	5660
QUALITY CONTROL-HAND DIGGING WITH SHOVEL FOR PT&T	EL DORADO	PLACERVILLE /U	0
QUALITY CONTROL-HAND DIGGING WITH SHOVEL FOR PT&T	EL DORADO	PLACERVILLE /U	0
QUALITY CONTROL-HAND DIGGING WITH SHOVEL FOR PT&T	EL DORADO	PLACERVILLE /U	0
QUALITY CONTROL-HAND DIGGING WITH SHOVEL FOR PT&T	EL DORADO	PLACERVILLE /U	0
QUALITY CONTROL-HAND DIGGING WITH SHOVEL FOR PT&T	EL DORADO	PLACERVILLE /U	0
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QUALITY CONTROL-HAND DIGGING WITH SHOVEL FOR PT&T	EL DORADO	PLACERVILLE /U	0
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QUALITY CONTROL-HAND DIGGING WITH SHOVEL FOR PT&T	EL DORADO	PLACERVILLE /U	0
QUALITY CONTROL-HAND DIGGING WITH SHOVEL FOR PT&T	EL DORADO	PLACERVILLE /U	0
QUALITY CONTROL-HAND DIGGING WITH SHOVEL FOR PT&T	EL DORADO	PLACERVILLE /U	0
QUALITY CONTROL-HAND DIGGING WITH SHOVEL FOR PT&T	EL DORADO	PLACERVILLE /U	0
INSTALL WATER MAIN	EL DORADO	EL DORADO /U	5660

MOTHER LODE DR	PLEASANT VALLEY RD	5.31E+09
MOTHER LODE DR	FLYING CLOUD DR	5.11E+09
MOTHER LODE DR	PRIMROSE PATH	5.11E+09
MOTHER LODE DR	PRIMROSE PATH	5.11E+09
MOTHER LODE DR	FLYING CLOUD DR	5.11E+09
MOTHER LODE DR	FLYING CLOUD DR	5.11E+09
MOTHER LODE DR	BLANCHARD RD	5.11E+09
MOTHER LODE DR	BLANCHARD RD	5.11E+09
MOTHER LODE DR	BLANCHARD RD	5.11E+09
MOTHER LODE DR	BLANCHARD RD	5.11E+09
MOTHER LODE DR	PRIMROSE PATH	5.11E+09
MOTHER LODE DR	PRIMROSE PATH	5.11E+09
MOTHER LODE DR	PRIMROSE PATH	5.11E+09
MOTHER LODE DR	PRIMROSE PATH	5.11E+09
MOTHER LODE DR	PLEASANT VALLEY RD	5.31E+09

# **Exhibit 4**



## Contractor's License Detail for License # 758993

**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.

Data current as of 9/20/2022 8:53:03 AM

### Business Information

21ST CENTURY PLUMBING  
P O BOX 977  
YORBA LINDA, CA 92885-0977  
Business Phone Number:(714) 632-7776

**Entity** Corporation  
**Issue Date** 02/10/1999  
**Reissue Date** 01/29/2002  
**Expire Date** **01/31/2006**

### License Status

**This license is expired and not able to contract at this time.**

### Classifications

- ▶ C36 - PLUMBING
- ▶ C20 - WARM-AIR HEATING, VENTILATING AND AIR-CONDITIONING

### Bonding Information

#### Contractor's Bond

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

**Bond Number:** 1029476  
**Bond Amount:** \$12,500  
**Effective Date:** 01/01/2007  
**Cancellation Date:** 02/08/2007  
[Contractor's Bond History](#)

#### Bond of Qualifying Individual

The qualifying individual WILLIAM GERALD MC KEE certified that he/she owns 10 percent or more of the voting stock/membership interest of this company; therefore, the Bond of Qualifying Individual is not required.

**Effective Date:** 08/19/2002  
[BQI's Bond History](#)

### Workers' Compensation

This license has workers compensation insurance with the [CALIFORNIA INSURANCE COMPANY](#)

**Policy Number:**460987800102  
**Effective Date:** 07/29/2005  
**Expire Date:** 07/29/2006  
[Workers' Compensation History](#)

### Miscellaneous Information

- ▶ 01/29/2002 - LICENSE REISSUED TO ANOTHER ENTITY

▶ Personnel listed on this license (current or disassociated) are listed on other licenses.

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# Exhibit 5

## **REPORT OF INTERVIEW**

### **INVESTIGATOR/S:**

Jeff McClenahan, Investigator  
Daysi Alcantar, Supervising Investigator

**REPORT DATE:** 2022-09-23

**CASE NO:** C222500001

**DATE/TIME OF INTERVIEW:** 2022-09-23 10am

**LOCATION OF INTERVIEW:** Microsoft Teams Meeting

### **NAME/ADDRESS OF INTERVIEWEE:**

Linda Dominguez, Complainant  
6387 Mother Lode Dr, 21  
Placerville CA 95667  
818-324-7044  
Linda@carterfitness.com

### **NARRATIVE:**

#### **Q: Can you please state your name and confirm your address?**

Linda Dominguez is a resident of Crestview Senior Mobile Home Park.

#### **Q: In your own words, what happened?**

I was at home on Mother Lode Dr. #21. The first thing the propane went out while I was trying to make coffee. Then the electricity went out, then the water, then the internet. I went to the neighbors to ask and went out and walked around the property and the corner. It started at about 10:30 am on September 6<sup>th</sup>; it was very hot.

Saw a little digger, a tractor of some kind, and the contractor was behind a shed digging, and there was a maintenance person and people from the community. There is no cooling in these trailers without electricity, and it gets really hot in here.

#### **Q: What did you see at the scene?**

I watched people scramble, and the digger was still working by the two propane tanks that service our community. When he dug, an electrical fire started sometime before noon. Someone thought they could put out the fire with water. A group watched this fire about 20 feet from the propane tanks and claimed they were lucky the propane didn't explode.



Power was restored about 8 pm and was patched, and then another company came out to repair the line completely the following day and had to shut off the power again, so were two full days without power.

**Q: Did the fire department arrive? Was 911 called, or were there emergency services of any kind while you were on the scene?**

I didn't see the fire department while I was at the scene; they had a kid (8 or 9 years old) they were trying to put out an electrical fire with a water hose. No one called 9-1-1, and to my knowledge, no one knew what they were doing like Keystone Cops from the 1920s running around.

**Q: How would you describe the tractor? Was there a bucket (Investigator McClenahan motioned to a scooping bucket such as a backhoe)? Was there a front loader?**

Not sure exactly, but it was a single-person tractor with a bucket, and a front loader was used for digging.

**Q: Your complaint says you have some knowledge of the 811 system; did you see any 811 markings, or how did you believe that 811 was not called?**

I did not see any markings, chalk, or flags in the area.

**Q: Was there an evacuation following the fire or damages?**

There was no notice to anyone or evacuation. No emergency services, just everyone hanging around, approximately 20 people. There is not a maintenance department for the community but is a maintenance guy who lives and works there. I don't know his name; I've only been here since May 2022.

Lauri Walker, 707-849-2420, knows everyone and lives next door, and can provide their name.

**Q: About how many homes were impacted by this?**

149 or 152 tenants in the community were impacted.

**Q: Who is the maintenance person? Do they work for Crestview Mobile Home Park?**

Ms. Dominguez was unsure of their name or employment. She provided the contact information for Lauri Walker, a longer-term resident of the area with Ms. Dominguez at the scene.

**Q: What utility companies were involved?**

- PG&E for electric
- Campora for propane
- El Dorado County Water District for water. Lauri's sister works for the company.
- "Mountain something" for the internet and that Lauri would know.

**Q: While you were on scene, did you see any of those utility companies on site?**

I did not see any of these utilities on site while she was there.

**Q: Were there any other witnesses?**

Ms. Dominguez said a number of her other neighbors were on site, the ambulatory ones. It was approximately 113 degrees out.

**Q: How long were the utility outages?**

The power outage lasted from about 10 or 10:30 am until 8 pm. The water was restored quickly and before that time. They brought an electrician from the local area to patch it, and the power was shut off again the second day for a full repair.

**Q: Is Crestview Mobile Home Park for 55+ only?**

That changed in March of this year, and I've only been here since May.

**Q: How large would you say the park is? How many tenants?**

Q: Approximately 20 acres and approximately 149 or 152 tenants.

**Q: How many workers would you say were working the day of the incident?**

Only the guy that did the damage and was there the day before. I saw his truck with the American Flag sign on the truck.

A maintenance guy and other people were helping out.

**Q: And the person you are referring to is?**

I do not know their name. 21<sup>st</sup> Century Plumbing in Placerville. 2061 Wiltse Rd. Placerville 95667.

**Q: Do you have any photos from the day of the incident?**

Not from the day off, but I can send some photos now; I can still see the area dug up.

**Q: Who is the property owner?**

I paid rent to a management company with new owners approximately six months ago. I don't remember at this time; they are in Stockton. (I will send the information to Jeff.) I called the management company, and they were very defensive.

**Q: Anything else you would like to add?**

No.

# **Exhibit 6**

## **Report of Interview**

**Investigator: Jeff McClenahan**

**REPORT DATE:** 2022-09-27

**CASE NO:** C222500001

**DATE/TIME OF INTERVIEW:** 2022-09-27 12:00

**LOCATION OF INTERVIEW:** Crestview Mobile Home Park

### **NAME/ADDRESS OF INTERVIEWEE:**

Lou Grime  
Resident  
Crestview Mobile Home Park  
6387 Mother Lode Dr  
Placerville CA 95667  
(530) 919-6861

### **NARRATIVE:**

**Q: Where were you during the incident?**

Did not see the hits but was out for an hour or two that day. My house is right over here, saw the water spraying.

**Q: When did this happen?**

Tuesday Sept 6, the hottest day of year. We had to just drive around for air conditioning later that day.

**Q: What happened?**

Backhoe got the gas, phone, electric, water. The guy kept all this secret for the most part. Local electrician figured out what had happened after residents complained to the park manager. I don't understand why the guy didn't use 811. Dug ditches, hit water and gas.

**Q: Do you know what work you were having done?**

Have problems with the sewer system here, guy said there was a root ball blocking it.

**Q: Did you see the excavation?**

Yes, there were multiple trenches, saw backhoe that morning and the guy had worked here before.

**Q: And who was that?**

21<sup>st</sup> Century Plumbing.

**Q: How many workers were out here?**

Brought in a second guy later with a smaller tractor, maybe around noon or 1pm. Guy kept coming back 4 days in a row at night 7-9pm or so days afterward.

**Q: Why did you say you think they didn't call 811?**

Spoke to the guy, not sure his name, he said he didn't call because going by a 20 year old map.

**Q: Did you see any markings?**

ATT had markings here after the fact. ATT came out Thursday with 2 trucks and were here for 3 days. Said line was broken in several places, some have internet on landline.

**Q: And my complaint says there was a fire as well. Where was this fire?**

Fire in pump house, related to some kind of short. Fire started later after gas was hit and shut off, maybe at 3-4pm.

**Q: And did the fire department come out?**

The fire department came out for medical services out to Collette in 29.

**Q: Was that the only emergency response as far as you know?**

Yes.

**Q: And who was the manager here at the park?**

Nick Adams.

**Q: Was he here that day.**

Yes.

# **Exhibit 7**

**Report of Interview**

**Investigator: Jeff McClenahan**

**REPORT DATE:** 2022-09-28

**CASE NO:** C222500001

**DATE/TIME OF INTERVIEW:** 2022-09-28 12:30pm

**LOCATION OF INTERVIEW:** Crestview Mobile Home Park, incident site

**NAME/ADDRESS OF INTERVIEWEE:**

Kai Kupihea  
Son of Resident at  
Crestview Mobile Home Park #32  
6387 Mother Lode Dr  
Placerville CA 95667  
530-306-6305

**NARRATIVE:**

**Q: What happened?**

Hit gas line at the corner of shed, hit the water line toward the hill here, hit the ATT line which was down by the shed at the time, and hit electrical. Didn't tell anyone, so the park sent an electrician. The next day ATT was out to run wires.

**Q: Were you here during the incident?**

I was in the house and saw some of this but others were here when the gas hit had happened. My mother lives at #32 and I was there that morning and later that day. I saw the contractor excavating that morning.

**Q: And that was who?**

21st Century Plumbing.

**Q: What equipment were they using?**

A mini excavator — a knock off CAT, like a 305. Had a skid steer later in day or next day was there too.

**Q: And there was a fire?**

Yeah, a fire started when the electrical contractor was trying to energize part of the park that was out, popping the breaker or something.

**Q: And do you know where these utilities are located?**

There may be a map in the office with the manager, Nick Adams. Can see where ATT moved the line there (points to aboveground riser). Gas at the corner of the shed there (pointed to above ground fitting) where contractor excavated and hit.



# **Exhibit 8**

## **Report of Interview**

**Investigator: Jeff McClenahan**

**REPORT DATE:** 2022-09-26

**CASE NO:** C222500001

**DATE/TIME OF INTERVIEW:** 4:00pm

**LOCATION OF INTERVIEW:** Phone

### **NAME/ADDRESS OF INTERVIEWEE:**

Robert Regennitter, 21<sup>st</sup> Century Plumbing Heating and Air  
Called Yelp number: (530) 391-3404  
Robertregennitter@yahoo.com

### **NARRATIVE:**

Cold call to 21<sup>st</sup> Century Plumbing Heating and Air. I introduced myself, title, the Office of Energy Infrastructure Safety and that following up on a complaint into utility damage incident at Crestview Mobile Home Park.

Q: What happened in the incident?

Shallow lines in hillside, phone lines in dirt just 2" below the dirt. Gas 2" below the dirt. Water main shallow 1" and shallow up by the road too. Put fork/tractor in to the dirt in the hillside to stabilize and hit lines. Cable conduit even was in irrigation piping and shallow.

Q: What were you hired to do?

Sewer repair.

Q: You were hired by Harmony Communities?

Yes.

Q: Did you call 811?

Thought Harmony was calling USA; thought USA marks were on the street; that don't need DigAlert if grading if utility companies buried their facilities to code. May have some photos.

Q: Were you notified of private facilities on the property?

No, not notified of those.

Q: Do you have any photos?

Some and maybe someone else on the team has others.

# **Exhibit 9**

**Report of Interview**

**Investigator: Jeff McClenahan**

**REPORT DATE:** 2022-10-05

**CASE NO:** C222500001

**DATE/TIME OF INTERVIEW:** 2022-10-05 at 10am

**LOCATION OF INTERVIEW:** Phone

**NAME/ADDRESS OF INTERVIEWEE:**

Todd Jensen

Technician, AT&T

530-363-5586

**NARRATIVE:**

**Q: Recall incident at Crestview Mobile Home Park**

Yeah, recall that trailer park incident.

**Q: What happened?**

Leaking pipes repair sewer and contractor plumber not sure of the name hit every utility in the trench. No USA, nothing marked that I could see. Hit septic sewer, propane, electrical, cable. Lost power for a couple days up there.

**Q: How did you find out about all these damages?**

Park manager let you know about the hit, that hit everything. And the plumbing company came up to me and said the cable fell out of the conduit, but the cable was severed.

**Q: What was your facility?**

25 pair cable, copper.

**Q: Looking at the work order I see the dig-in described as from an "emergency power dig up"; did you meet an electrician?**

I came out to assist after local technician started the project so not sure about that but ATT did not have electrical out there and did not meet with electrician.

**Q: What day or days were you up there?**

September 7 was up there.

**Q: How did you get called out?**

A local technician out there calls in with an open trench and cable hit. They were from out of the area so not familiar with the process there. Received a cable failure ticket on it anyway and all people out of service and got out there.

**Q: How would you describe the damage? Damage in multiple places?**

There was 6 inches of cable out of ground of open trench and then say 40 feet of cable missing there. The trench was maybe 30 or 40 feet so the whole trench of cable missing. Left us a 3-foot section of cable that had pulled out and couldn't find the other 30 feet.

**Q: Do you have any photos of the scene?**

None can share, they are pretty strict about that.

**Q: And do you know the local technician?**

No, local technician was out of Sacramento with a language barrier, and not sure his name.

# **Exhibit 10**

**Report of Interview**

**Investigator: Jeff McClenahan**

**REPORT DATE:** 2022-09-27

**CASE NO:** C222500001

**DATE/TIME OF INTERVIEW:** 2022-09-27 12pm

**LOCATION OF INTERVIEW:** Crestview Mobile Home Park, incident site

**NAME/ADDRESS OF INTERVIEWEE:**

Howard McCullough

Resident

Crestview Mobile Home Park

6387 Mother Lode Dr

Placerville CA 95667

(707) 799-4918

**NARRATIVE:**

**Q: Where were you during the incident?**

Heard a loud sound like a fire hose and walked down to the site and saw the gas escaping. Water later too, must have hit that later. Maybe around like 10am.

**Q: Why did you agree with Lou Grime that they didn't call 811?**

Guy didn't call 811 and said so.

**Q: How many workers on site?**

On site, just the 1 guy.

**Q: What equipment was in use?**

You should talk to Kai because he is in construction and his mother's home is right there at space 32.

# **Exhibit 11**



**Report of Interview**

**Investigator: Jeff McClenahan**

**REPORT DATE:** 2022-09-27

**CASE NO:** C222500001

**DATE/TIME OF INTERVIEW:** 2022-09-27 1:00

**LOCATION OF INTERVIEW:** Crestview Mobile Home Park

**NAME/ADDRESS OF INTERVIEWEE:**

Nick Adams  
Resident and Manager  
Crestview Mobile Home Park  
6387 Mother Lode Dr  
Placerville CA 95667  
[Nickadams5566@gmail.com](mailto:Nickadams5566@gmail.com)

530-622-0920

**NARRATIVE:**

**Q: What happened that day?**

Complaints from residents without power. I called PG&E initially, they said there was something after the meter that must be the issue. Phoned an electrician, they said there must be a short on one side of park. Went through homes 1-33, turning on and off power to find the short, then at about number 26 the contractor tells us that there may be a dead line that they hit and that you should check it out. The electrician confirmed that it was a live line and the damage to it. Was out working until 9pm that night figuring all this out.

**Q: And what utilities were hit?**

Electric, phone, water, and gas.

**Q: How many people were on site that day for the contractor?**

Maybe 5 people.

**Q: What was the name of the 21<sup>st</sup> Century employee you spoke with?**

John maybe.

**Q: And Harmony hired the contractor 21<sup>st</sup> Century?**

Yes.

**Q: And they told you about the contractor coming out?**

Yes.

**Q: How long was the contractor on-site?**

For 2 or 3 days.

**Q: Who phoned for ATT repairs?**

The residents I believe.

**Q: And who phoned Campora for a repair for propane or repaired that line?**

Unclear.

**Q: Did you see any utility markings?**

Did not see any utility markings. Would that be like different colors?

(Investigator McClenahan explained a few of the utility markings colors).

**Q: Did you know of any utilities owned by Crestview out here?**

Don't know what was owned here, no.

**Q: Do you have a map of the utilities at the park?**

No, I have a map of the park (provided the park map). Here are the propane tanks there (by space 32).

**Q: How many houses were impacted?**

The 33 homes on that side of the park for the 2 days.

# **Exhibit 12**

# SACRAMENTO

ABWS(tm)

Advanced Buried Wire System

AT&T Global Network

Exit

Print

Reset

Email Report

Launch Word

Quit

Report: WCODC026R - ABW Pending Work Orders Report to Date: 09/08/22 Page: 1

Wire Center :ALL City/Township:ALL  
Phone Nbr : Circuit Nbr :ALL  
Work Request:15181063 Subdistrict :ALL  
Bid Area :ALL State Cd :ALL Center Id :ALL  
Request type: DIG

\*\*\*\*\*  
Ticket Start Dt: 09/07/22 17:03:38 Dig Priority Cd: Emergency

Phone Nbr: Circuit Nbr :  
Request ID: 15181063 Request Type: DIG  
Customer Name:UNAVAILABLE CBR Phone: 5306260600  
Street Addr: 6387 MOTHER LODE DR PLCVL SP32 State: CA Zip: 95619  
City/Township:PLACERVILLE  
Terminal Addr:6387 MOTHER LODE DR SP E-32  
Request Dt: 09/08/22 Promised Dt: 09/12/22  
Wire Center: 530489 PLACERVILLE FRC:  
Subdistrict: PLACERVILLE Bid Area:SA19 Center: WMC Cust Type: A  
County: EL DORADO Township:  
Subdivision: Section: Lot: FRONT  
Crossroad: BLANCHARD  
Job Types 1:NO DISPATCH 2:X 3:X  
4:X 5:X 6:X  
7: 8: 9:  
10:

Remarks: NEED TO TRENCH FROM PED TO PED APPROX 140FT CABLE DAMAGED DURNING EMERGENCY POWER DIG UP BY CONTRACTOR PLACE CONDUIT FOR NEW SECTION OF 25PR CABLE LOCATION MARKED WITH PAINT ON STREET AT SPACE 32 Changes or additions to this Work Request must be approved and documented by an AT&T Manager prior to any additional work being performed.

Tech Id: tj3434 TODD JENSEN 5303635586  
Field Mng: ac2913 ANTHONY CHAMBERS 9162130668  
Area Mng: ja1431 JULIAN ALTAMIRAN 9164026661

\*\*\*\*\* Estimated Work Required Information \*\*\*\*\*

Held Order? N Emergency? Y Permit? N Temporary Wire? N

Article	Article Description	Conditions	Wire Center	Qty
T1	Trench and place one item From 1 to 100. All surfaces in	UNIMPROVED	530489	2.0

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USA # \_\_\_\_\_  
Start Date/Time \_\_\_\_\_  
Expires \_\_\_\_\_  
Extend by \_\_\_\_\_

# **Exhibit 13**

**Report of Interview**

**Investigator: Jeff McClenahan**

**REPORT DATE:** 2022-09-29

**CASE NO:** C222500001

**DATE/TIME OF INTERVIEW:** 2022-09-29 at 2:30pm

**LOCATION OF INTERVIEW:** Phone

**NAME/ADDRESS OF INTERVIEWEE:**

Pedro Roa  
Irish Construction, Superintendent  
Office (916) 383 9000  
Cell. (925) 570 4062  
8449 Specialty Cir.  
Sacramento, CA 95828

**NARRATIVE:**

Q: Were you on site for this ticket?

Yes.

Q: Do you recall this project and what sort of work were you doing?

We're a subcontractor for AT&T and yes recall the Crestview project. ATT sent a work order and asked to replace the main telephone cable from pedestal to pedestal that was hit in another construction project.

Q: Who informed you of the situation?

On the work order was the replacement for hit in another construction project. Could contact ATT directly, they would know more. Email you the work contract a copy. Todd Jensen is the technician, and Anthony Chambers is the field manager and they will probably have more answers for you.

Q: Do you have any photos of the project you could share?

No photos of the damage.

Q: Did any other utility companies or contractors work on site while you were there?

No, not the 2 days was there.

Q: What was the type of pipeline/cable that was damaged?

Main telephone cable, copper cable.

Q: What information did Crestview provide about their buried facilities in the immediate vicinity?

Did not know about any other buried facilities. They just call USA.

# **Exhibit 14**



**From:** [Matt Davies](#)  
**To:** [McClenahan, Jeff@EnergySafety](mailto:McClenahan, Jeff@EnergySafety)  
**Cc:** [Sherrie Johnston](#); [Melissa Lawley](#)  
**Subject:** Re: Utility damages at Crestview Mobile Home Park  
**Date:** Monday, September 26, 2022 11:54:36 AM

---

We own all of the utilities except internet. We own sewer, water, propane and electric. An 811 ticket would not be created on our property as it is not mapped out. I am also unaware of the issues you are relaying. Which resident? I'll call them for more info.

Regards,  
Matt Davies  
The Dude/El Duderino/His Dudeness  
Harmony Communities  
6653 Embarcadero Dr. Ste. C  
[Stockton, CA 95219](#)  
Cell: [\(209\) 601-4538](tel:(209)601-4538)  
Main: [\(209\) 932-8747](tel:(209)932-8747)  
[Matt@HarmonyCom.com](mailto:Matt@HarmonyCom.com)

On Sep 26, 2022, at 11:52 AM, McClenahan, Jeff@EnergySafety <[Jeff.McClenahan@energysafety.ca.gov](mailto:Jeff.McClenahan@energysafety.ca.gov)> wrote:

Hi Matt,

Thanks for the quick follow-up.

Yes, a resident of Crestview filed a complaint with my agency that a contractor, 21<sup>st</sup> Century Plumbing, excavated into these facilities on the 6<sup>th</sup>, started an electrical fire, and that repairs were started that day and some completed the following day.

I'm looking into whether an excavation ticket was created by using the 8-1-1 "call before you dig" system because my understanding was that this may have involved the water district, PG&E, and local internet.

You are saying you have private utilities on the property so as you look into it could you please confirm the utilities you own at Crestview? I will need to figure out which utilities were involved as part of my investigation.

Thanks,

[Jeff McClenahan](#)

He/him  
Investigator | Underground Investigations Division  
(279) 789-1818

Office of Energy Infrastructure Safety

---

**From:** Matt Davies <matt@harmonycom.com>  
**Sent:** Monday, September 26, 2022 10:56 AM  
**To:** Sherrie Johnston <sherrie@harmonycom.com>  
**Cc:** McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov>; Melissa Lawley <melissa@harmonycom.com>  
**Subject:** Re: Utility damages at Crestview Mobile Home Park

You don't often get email from [matt@harmonycom.com](mailto:matt@harmonycom.com). [Learn why this is important](#)

I am unaware of any issues. I do know that we own all of the utilities and have not made any complaints about damage to our utilities. If you would please let me know the nature of the complaint and who it came from I will be in a better position to investigate.

Regards,  
Matt Davies  
The Dude/El Duderino/His Dudeness  
Harmony Communities  
6653 Embarcadero Dr. Ste. C  
[Stockton, CA 95219](#)  
Cell: [\(209\) 601-4538](tel:(209)601-4538)  
Main: [\(209\) 932-8747](tel:(209)932-8747)  
[Matt@HarmonyCom.com](mailto:Matt@HarmonyCom.com)

On Sep 26, 2022, at 10:47 AM, Sherrie Johnston  
<[sherrie@harmonycom.com](mailto:sherrie@harmonycom.com)> wrote:

---

**From:** McClenahan, Jeff@EnergySafety  
<[Jeff.McClenahan@energysafety.ca.gov](mailto:Jeff.McClenahan@energysafety.ca.gov)>  
**Sent:** Monday, September 26, 2022 10:41 AM  
**To:** Sherrie Johnston <[sherrie@harmonycom.com](mailto:sherrie@harmonycom.com)>  
**Subject:** Utility damages at Crestview Mobile Home Park

Hi Harmony Communities,

I'm investigating dig-in damages to utilities at one of your properties, Crestview Mobile Home Park, in Placerville, CA, and wondering if I can talk to someone at your agency who may know about the nature of the work being performed or what happened. The incident took place on September 6<sup>th</sup> and may have involved gas, electric, internet, and water utilities for that community.

Could you please direct me to your staff on site or anyone familiar with the incident?

Thank you,

[Jeff McClenahan](#)

He/him

Investigator | Underground Investigations Division

[Office of Energy Infrastructure Safety](#)

715 P Street, 20<sup>th</sup> Floor

Sacramento, CA 95814

(279) 789-1818

[EnergySafety.ca.gov](http://EnergySafety.ca.gov)

# **Exhibit 15**

**From:** [Matt Davies](#)  
**To:** [McClenahan, Jeff@EnergySafety](mailto:McClenahan, Jeff@EnergySafety)  
**Subject:** Re: Follow-up on utility damage at Crestview  
**Date:** Monday, October 10, 2022 4:37:11 PM

---

We are governed under title 25. We don't need any type of permit to dig on our property. Att has no recorded easement on the property and if they do have facilities they would be there without permission. Reading your exemptions within 4216 I am fairly confident we are exempt. If you see otherwise, please let me know.

Regards,  
Matt Davies  
The Dude/El Duderino/His Dudeness  
Harmony Communities  
6653 Embarcadero Dr. Ste. C  
[Stockton, CA 95219](#)  
Cell: [\(209\) 601-4538](tel:(209)601-4538)  
Main: [\(209\) 932-8747](tel:(209)932-8747)  
[Matt@HarmonyCom.com](mailto:Matt@HarmonyCom.com)

On Oct 10, 2022, at 4:32 PM, McClenahan, Jeff@EnergySafety  
<[Jeff.McClenahan@energysafety.ca.gov](mailto:Jeff.McClenahan@energysafety.ca.gov)> wrote:

Yes, you are correct the Underground Safety Board enforces 4216 and its regulations [in California Code of Regulations Title 19](#).

My job is to determine what happened in an incident, and I cannot advise on the responsibilities of mobile home parks within 4216.

A contractor is required to have a dig ticket for excavation and contact the 811 system prior to excavation. In Crestview, contacting 811 and waiting for utilities to respond should have alerted an excavator to the ATT utilities in the area and helped prevent a damage to those internet lines. I've attached a pamphlet with some 4216 basics directed to contractors if you are interested to learn more about the 811 process or want to distribute this to your contractors in CA.

[Jeff McClenahan](#)  
He/him  
Investigator | Underground Investigations Division  
(279) 789-1818

[Office of Energy Infrastructure Safety](#)

---

**From:** Matt Davies <matt@harmonycom.com>  
**Sent:** Monday, October 10, 2022 3:51 PM  
**To:** McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov>  
**Subject:** RE: Follow-up on utility damage at Crestview

Ok,

I had a chance to review. I don't think your agency applies to us. You enforce 4216 correct? I think we are exempted pursuant to 4216.8 We wouldn't need a permit to dig up our sewer line and explore for a blockage. Further, we have no high priority subsurface installations. We are all 240v power. Its our power system. We have the right to repair/replace according to state law. We don't maintain detailed maps of our systems and 811 doesn't have info on our systems.

“High priority subsurface installation” means high-pressure natural gas pipelines with normal operating pressures greater than 415kPA gauge (60psig), petroleum pipelines, pressurized sewage pipelines, high-voltage electric supply lines, conductors, or cables that have a potential to ground of greater than or equal to 60kv, or hazardous materials pipelines that are potentially hazardous to workers or the public if damaged.

Regards,  
Matt Davies  
The Dude/El Duderino/His Dudeness  
Harmony Communities  
6653 Embarcadero Dr. Ste. C  
Stockton, CA 95219  
Cell: (209) 601-4538  
Main: (209) 932-8747  
[Matt@HarmonyCom.com](mailto:Matt@HarmonyCom.com)

---

**From:** McClenahan, Jeff@EnergySafety <[Jeff.McClenahan@energysafety.ca.gov](mailto:Jeff.McClenahan@energysafety.ca.gov)>  
**Sent:** Monday, October 10, 2022 3:35 PM  
**To:** Matt Davies <[matt@harmonycom.com](mailto:matt@harmonycom.com)>  
**Subject:** RE: Follow-up on utility damage at Crestview

Thanks and, yes, I will follow-up with ATT.

I can explain some about the agency because we are a relatively new state agency.

The Office of Energy Infrastructure Safety (Energy Safety) was created officially last year. One part of the organization was the former Wildfire Safety Division branch of the CPUC which regulates electrical corporations wildfire risk mitigation efforts and the other part of the agency is the Underground Safety Board (USB) formerly under CAL FIRE and started in 2017 that enforces excavation law and the 811 call-before-you-dig system. If the USB takes action on a case it may act to refer out to its partner agencies the CSLB, CAL FIRE, or CPUC depending on the jurisdiction.

For more information on the [Underground Infrastructure Directorate](#) and Underground Safety Board click there or for [Energy Safety here](#).

**Jeff McClenahan**

He/him

Investigator | Underground Investigations Division  
(279) 789-1818

[Office of Energy Infrastructure Safety](#)

---

**From:** Matt Davies <[matt@harmonycom.com](mailto:matt@harmonycom.com)>

**Sent:** Monday, October 10, 2022 3:07 PM

**To:** McClenahan, Jeff@EnergySafety <[Jeff.McClenahan@energysafety.ca.gov](mailto:Jeff.McClenahan@energysafety.ca.gov)>; Melissa Lawley <[melissa@harmonycom.com](mailto:melissa@harmonycom.com)>

**Subject:** RE: Follow-up on utility damage at Crestview

I don't see any record of that. I have not heard of any ATT loss of service. Did you check with ATT? Do they show any loss of service? What authority are you operating under? We are regulated by the CPUC and I don't understand where you come into the mix.

Regards,

Matt Davies

The Dude/El Duderino/His Dudeness

Harmony Communities

6653 Embarcadero Dr. Ste. C

Stockton, CA 95219

Cell: (209) 601-4538

Main: (209) 932-8747

[Matt@HarmonyCom.com](mailto:Matt@HarmonyCom.com)

---

**From:** McClenahan, Jeff@EnergySafety <[Jeff.McClenahan@energysafety.ca.gov](mailto:Jeff.McClenahan@energysafety.ca.gov)>

**Sent:** Monday, October 10, 2022 2:50 PM

**To:** Matt Davies <[matt@harmonycom.com](mailto:matt@harmonycom.com)>; Melissa Lawley <[melissa@harmonycom.com](mailto:melissa@harmonycom.com)>

**Subject:** RE: Follow-up on utility damage at Crestview

Hi Matt,

Will do; I think I mentioned it in the last email, but there was reportedly a fire in your pumphouse and a loss of your gas, water, electric utilities and then the ATT internet utilities that were damaged in the park.

Can you just confirm whether or not Harmony hired 21<sup>st</sup> Century Plumbing for work at

Crestview around 9/6?

Thanks,

[Jeff McClenahan](#)

He/him

Investigator | Underground Investigations Division  
(279) 789-1818

[Office of Energy Infrastructure Safety](#)

---

**From:** Matt Davies <[matt@harmonycom.com](mailto:matt@harmonycom.com)>

**Sent:** Monday, October 10, 2022 2:22 PM

**To:** Melissa Lawley <[melissa@harmonycom.com](mailto:melissa@harmonycom.com)>; McClenahan, Jeff@EnergySafety <[Jeff.McClenahan@energysafety.ca.gov](mailto:Jeff.McClenahan@energysafety.ca.gov)>

**Subject:** Re: Follow-up on utility damage at Crestview

You don't often get email from [matt@harmonycom.com](mailto:matt@harmonycom.com). [Learn why this is important](#)

Jeff

Please direct all future communications to me. Our utility system is in good condition and we remain unaware of any issues to our utilities.

Regards,

Matt Davies

The Dude/El Duderino/His Dudeness

Harmony Communities

6653 Embarcadero Dr. Ste. C

[Stockton, CA 95219](#)

Cell: [\(209\) 601-4538](tel:(209)601-4538)

Main: [\(209\) 932-8747](tel:(209)932-8747)

[Matt@HarmonyCom.com](mailto:Matt@HarmonyCom.com)

On Oct 10, 2022, at 2:16 PM, Melissa Lawley <[melissa@harmonycom.com](mailto:melissa@harmonycom.com)> wrote:

Thank you,

Melissa Lawley

Regional Manager



6653 Embarcadero Drive, Ste. C

Stockton, CA 95219

Direct: (209) 438-7242



Main: (209) 932-8747  
Fax: (209) 451-1297  
[Melissa@HarmonyCom.com](mailto:Melissa@HarmonyCom.com)

---

**From:** McClenahan, Jeff@EnergySafety  
<[Jeff.McClenahan@energysafety.ca.gov](mailto:Jeff.McClenahan@energysafety.ca.gov)>  
**Sent:** Monday, October 10, 2022 01:46 PM  
**To:** Melissa Lawley <[melissa@harmonycom.com](mailto:melissa@harmonycom.com)>  
**Subject:** Follow-up on utility damage at Crestview

Hi Melissa,

My agency regulates and investigates the 811 call-before-you-dig system, and I'm following up to figure out what happened in a utility dig-in incident at the Crestview Mobile Home Park on 9/6/22.

I was given your name by Nick Adams, Manager at Crestview, who said that Harmony Communities hired out for the repairs at the facility following the damage.

Could you please provide the contact info for the electrician or electricians (it sounds like there were repairs required over two days) that repaired the electrical utilities at Crestview on 9/6 and 9/7?

I previously emailed with your associate Matt Davies on 9/26 who did not know of the utility damage at the time, so I'm hoping that you were the one who hired the electricians for the repair work.

Thanks for your assistance on this matter and feel free to reach out on my phone number below if you prefer.

Best,

**Jeff McClenahan**  
He/him  
Investigator | Underground Investigations Division

**Office of Energy Infrastructure Safety**  
715 P Street, 20<sup>th</sup> Floor  
Sacramento, CA 95814  
(279) 789-1818  
[EnergySafety.ca.gov](http://EnergySafety.ca.gov)

<Working Safely Around BI\_TRIFOLD\_F.pdf>

# **Exhibit 16**



Better Business Bureau®



**Business Profile**

## 21st Century Plumbing Heating & Air

Plumbing and Heating

Multi Location Business

### Contact Information

3061 Wiltse Rd # D  
Placerville, CA 95667-5922

(530) 391-3404

### BBB Rating & Accreditation

**C+**

**THIS BUSINESS IS NOT BBB ACCREDITED**

[Search for Accredited  
Businesses in this category.](#)

**Customer Reviews are not used in the calculation of BBB Rating**

[Reasons for BBB Rating](#)

### Customer Reviews

This business has 0 reviews

[Read Reviews](#)

[Be the First to Review!](#)

## Customer Complaints

1 complaints closed in last 3 years

0 complaints closed in last 12 months

[Read Complaints](#)

[File a Complaint](#)

## Related Categories

[Plumbing and Heating](#)

## Customer Complaints

1 Customer Complaints

### Most Recent Customer Complaint

**Complaint Type:** Problems with Product/Service    **Status:** Unanswered

11/21/2019

\*\*\* was paid \$250 to fix a very small leak. He made it worse. Had to come back a second time, but still didn't fix it. Promised to come several different times and never came back. He was trying to pressure me into spending another \$500 to replace a line with copper instead of fixing the leak he was already paid to fix but didn't - and he made the leak far worse. After more than three different broken promises to come out, I called a different plumber. He fixed it by replacing to small fittings costing less than \$10 (parts only) and never tried to pressure me into replacing any other plumbing. I believe \*\*\*'s work is not only defective, but his business practices are dishonest. I'm sure he would have come out to fix it if I paid him another \$500 (that would have been a total of \$750). I should get a refund for the \$250 as he didn't fix anything and in fact made a very small leak much worse because of his shoddy workmanship.

## Customer Reviews

0 Customer Reviews

**What do you think? Be the first to review!**

[How BBB Processes Complaints and Reviews](#)

[Start a Review](#)

### Business Details

This is a multi-location business.

#### Location of This Business

3061 Wiltse Rd # D, Placerville, CA 95667-5922

**BBB File Opened:**11/21/2019

#### Business Management

Mr. Robert Regennitter, Owner

#### Contact Information

Customer Contact

Mr. Robert Regennitter, Owner

### Local BBB

BBB of Northeast California

[More Info on Local BBB](#)

### BBB Reports On

BBB reports on known marketplace practices.

[See What BBB Reports On](#)

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As a matter of policy, BBB does not endorse any product, service or business.

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# **Exhibit 17**

tacos, cheap dinner, Max' Sacramento, CA 95814

For Businesses

Write a Review

Log In

Sign Up

Restaurants Home Services Auto Services More

# 21st Century Plumbing Heating & Air

★★★★★ 41 reviews

Claimed • Heating & Air Conditioning/HVAC, Plumbing Edit

Open Open 24 hours

Write a review

Add photo

Share

Save

## Reach out to other businesses

This business has not enabled messa but you can still request quotes from businesses like them.

Start request

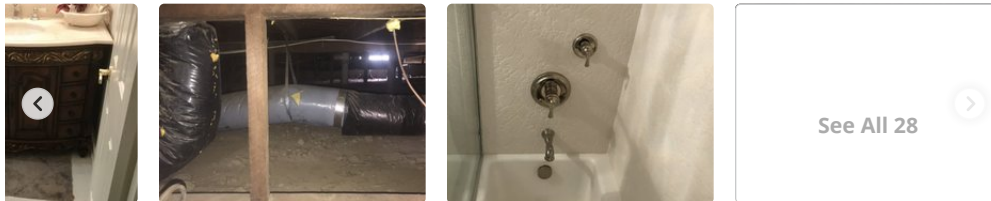
(530) 391-3404

Get Directions

Placerville, CA 95667

## Photos & videos

See all 28 photos →



## Services Offered Verified by Business

Heater Installation in 1 review

Pipe Repair in 1 review

Water Heater Installation in 1 review

A/C Installation

A/C Repair

Air Duct Installation

Air Duct Repair

Backflow Services

Bathtub & Shower Installation

Bathtub & Shower Repair

Boiler Services

Drain Installation

Drain Cleaning

Ductless A/C Services

Electric Furnace Installation

Electric Furnace Repair

Emergency Services

Faucet Installation

Faucet Repair

Flame Sensor Repair

Garbage Disposal Repair

Gas Furnace Installation

Gas Furnace Repair

Gas Line Services

Heater Repair

Pipe Installation

## You Might Also Consider Sponsored



Ray O Cook Heating & Air

★★★★★ 105

"Tuesday night my AC stopped blowing cold air. Due extreme heat I was..." read more



Crown Plumbing

★★★★★ 83

"Walter Kiess from Crown plumbing helped me with emergency repair that was..." read more



Leak Detection

Septic Tank Services

Sewer Services

Sink Installation

Sink Repair

Thermostat Repair

Toilet Installation

Toilet Repair

Water Filter Services

Water Heater Repair

### Review Highlights



"Due to **Robert** having other jobs, I must also give a shout out to Felix, who did all of the installation work on my heater." [in 33 reviews](#)



"We was knowledgeable with our **septic system** and professional." [in 2 reviews](#)



"Great **response time**, but was surprised that they don't take ATM/credit cards." [in 2 reviews](#)

### You Might Also Consider Sponsored ⓘ



#### Kendrick Energy Efficient Heating and Air

★★★★★ 44

**Tanya R. said** "Kendrick is amazing! They have helped us out twice now - once with an air issue and once with a heating issue. They were quick to respond to our call/email, and were able to fit us in very quickly. They wore masks and shoe covers..." [read more](#)  
in Heating & Air Conditioning/hvac



#### Murray Plumbing

★★★★★ 12

◆ California's Top Plumbing Experts for 24 Years! [read more](#)  
in Plumbing



#### Gilmore Heating, Air and Plumbing

★★★★☆ 189

📍 2.3 miles away from 21st Century Plumbing Heating & Air

**Vince G. said** "In short, this company seems to sincerely care about old fashioned quality work and values excellent service, from the person answering the phone to the workers at your home. Price was very fair and Gilmore definitely shows they..." [read more](#)  
in Heating & Air Conditioning/hvac, Plumbing

### About the Business



**Robert R.**

Business Owner

Been in buessness for over 30 years, journeyman plumber at the age of 18. New construction ( all fazes, grownd, topout, finish. Commercial plumbing,all fazes. Copper repipes, pex repipe, gas repipe ,leak detection, sewer camera inspection, line location,backflow repair& install,certified by...

[Read more](#)

### Location & Hours



Placerville, CA 95667

Serving Cameron Park, CA 95682 Area

Get directions

- Mon Open 24 hours
- Tue Open 24 hours Open now
- Wed Open 24 hours
- Thu Open 24 hours
- Fri Open 24 hours
- Sat Open 24 hours
- Sun 12:00 AM - 12:00 AM (Next day)

[Edit business info](#)

### Amenities and More

- ✕ Accepts Credit Cards
- ✕ Accepts Cryptocurrency


### Ask the Community

[Ask a question](#) +


Yelp users haven't asked any questions yet about 21st Century Plumbing Heating & Air.

### Recommended Reviews

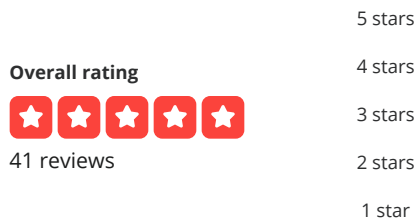
i **Your trust is our top concern**, so businesses can't pay to alter or remove their reviews. [Learn more.](#) ✕



**Username**  
Location  
📍 0 📷 0



[Start your review of 21st Century Plumbing Heating & Air.](#)



Overall rating 

41 reviews

Yelp Sort | 1 star | Search reviews | 1 star (1 reviews) | Clear filter

16 other reviews that are not currently recommended

### Other Heating & Air Conditioning/HVAC Nearby Sponsored ⓘ



#### Alpine Heating & Air Conditioning

★★★★★ 24

9.9 miles away from 21st Century Plumbing Heating & Air

**Donna C. said** "I do not write reviews right away, instead I wait to see if there's issue to be addressed. I had several issues with a mini split unit that was installed last fall. All problems and issues were addressed by the owner, Scott. The..." [read more](#)  
in Heating & Air Conditioning/hvac



#### Rocklin Heating & Air

★★★★★ 349

**Angela D. said** "I'll be honest and say that Rocklin H&A was not my first call, but after being blown off by another company we didn't hesitate to reach out last Monday as soon as they opened. I explained how our unit went out over the weekend..." [read more](#)  
in Heating & Air Conditioning/hvac

### People Also Viewed



#### Jonas Heating & Cooling

★★★★★ 33

Heating & Air Conditioning/HVAC

#### Conforti Plumbing

★★★★★ 68

Plumbing, Water Heater Installation/Repair

#### Murray Plumbing

★★★★★ 14

Plumbing, Water Heater Installation/Repair

#### Scotty's Heating & Air

★★★★★ 21

Heating & Air Conditioning/HVAC

#### Q

★

Pl

### Near Me

HVAC Near Me

Oil Furnace Service Near Me

Plumbers Near Me

Toilet Repair Near Me

### Related Articles

Plumbing: DIY Guide to Fixing a Running Toilet

Plumbing emergencies: 7 things that can go wrong—and how to solve them

No hot water? Here's how to fix it

Which type of bathtub is right for you?

15 questions to ask a plumber before hiring

### Service Offerings in Placerville

Faucet Installation

Gas Furnace Repair

Septic Tank Services

Water Heater Installation

### Frequently Asked Questions about 21st Century Plumbing Heating & Air

#### How is 21st Century Plumbing Heating & Air rated?

21st Century Plumbing Heating & Air has 5 stars.

#### When are 21st Century Plumbing Heating & Air open?

21st Century Plumbing Heating & Air is open Mon, Tue, Wed, Thu, Fri, Sat, Sun.

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# **Exhibit 18**

**From:** [CALFIRE PRA Records Center](#)  
**To:** [McClenahan, Jeff@EnergySafety](mailto:McClenahan, Jeff@EnergySafety)  
**Subject:** [Records Center] Public Records Request :: R005566-101022  
**Date:** Friday, October 28, 2022 1:02:34 PM

You don't often get email from [calfire@govqa.us](mailto:calfire@govqa.us). [Learn why this is important](#)

--- Please respond above this line ---



RE: PUBLIC RECORDS REQUEST of October 10, 2022, Reference # R005566-101022

Dear Investigator, Office of Energy Infrastructure Safety Jeff McClenahan,

CAL FIRE received a public information request from you on October 10, 2022. Your request mentioned:

**“Dispatch Logs and/or Report associated with Incident # 2209060177 transferred from El Dorado County Sheriff to CAL FIRE El Dorado unit involving medical services administered at Crestview Mobile Home Park (6387 Mother Lode Drive, Placerville CA) on 9/6/2022 and/or 9/7/2022. Services administered to resident possibly at Unit #29.”**

CAL FIRE has reviewed its files and has determined there are no responsive documents to your request.

If you have any questions or wish to discuss this further, you may contact my office at .

We recommend that you contact El Dorado County Emergency Medical Services Authority by visiting their website at <https://www.edcgov.us/ems>

Sincerely,  
Shilo Wilson  
Public Records Act Analyst  
Sacramento - HQ - Legal Office

To monitor the progress or update this request please log into the [CAL FIRE PRA Records Center](#)



# **Exhibit 19**

**From:** [Alcantar, Daysi@EnergySafety](mailto:Alcantar,Daysi@EnergySafety)  
**To:** [McClenahan, Jeff@EnergySafety](mailto:McClenahan,Jeff@EnergySafety)  
**Subject:** FW: Records Request  
**Date:** Thursday, November 10, 2022 9:42:11 AM  
**Attachments:** [image001.png](#)

---

Good morning,

Please see response below.

---

**From:** Alcantar, Daysi@EnergySafety  
**Sent:** Thursday, November 10, 2022 9:20 AM  
**To:** Michelle J. Patterson <[Michelle.Patterson@edcgov.us](mailto:Michelle.Patterson@edcgov.us)>  
**Subject:** RE: Records Request

Ok, then thank you for your help.

---

**From:** Michelle J. Patterson <[Michelle.Patterson@edcgov.us](mailto:Michelle.Patterson@edcgov.us)>  
**Sent:** Thursday, November 10, 2022 9:19 AM  
**To:** Alcantar, Daysi@EnergySafety <[Daysi.Alcantar@energysafety.ca.gov](mailto:Daysi.Alcantar@energysafety.ca.gov)>  
**Subject:** Re: Records Request

That may be what their records say, but when the ambulance and medics arrived, either there was literally no person found or a person was found and did not identify as a patient. The EMS Agency only has patient care report records. If no patient was found, a PCR is completed that says such and no other information is collected.

Get [Outlook for iOS](#)

---

**From:** Alcantar, Daysi@EnergySafety <[Daysi.Alcantar@energysafety.ca.gov](mailto:Daysi.Alcantar@energysafety.ca.gov)>  
**Sent:** Thursday, November 10, 2022 9:16:28 AM  
**To:** Michelle J. Patterson <[Michelle.Patterson@edcgov.us](mailto:Michelle.Patterson@edcgov.us)>  
**Subject:** RE: Records Request

Oh wow really? Per the conversation with Calfire report below it indicates, **“Dispatch Logs and/or Report associated with Incident # 2209060177 transferred from El Dorado County Sheriff to CAL FIRE El Dorado unit involving medical services administered at Crestview Mobile Home Park (6387 Mother Lode Drive, Placerville CA) on 9/6/2022 and/or 9/7/2022. Services administered to resident possibly at Unit #29. We recommend that you contact El Dorado County Emergency Medical Services Authority by visiting their website at <https://www.edcgov.us/ems>.”**





Thank you,

*Daysi Alcantar*, Supervising Investigator  
State of California  
Office of Energy Infrastructure Safety  
715 P. Street, 20<sup>th</sup> Floor  
Sacramento, CA 95814  
Mobile: (279) 336-1769  
[daysi.alcantar@energysafety.ca.gov](mailto:daysi.alcantar@energysafety.ca.gov)  
[www.EnergySafety.ca.gov](http://www.EnergySafety.ca.gov)

---

**From:** Michelle J. Patterson <[Michelle.Patterson@edcgov.us](mailto:Michelle.Patterson@edcgov.us)>  
**Sent:** Thursday, November 10, 2022 9:07 AM  
**To:** Alcantar, Daysi@EnergySafety <[Daysi.Alcantar@energysafety.ca.gov](mailto:Daysi.Alcantar@energysafety.ca.gov)>  
**Subject:** RE: Records Request

Hi Daysi,

I looked up the incident and the patient care report says there was no patient found. The responding crew did not document interacting with a patient, so it's a blank PCR that was completed as a requirement of being dispatched on a medical call. Let me know how you'd like to proceed.

Thanks,  
Michelle

**Michelle Patterson, MPH**

Manager/EMS Agency Administrator  
Medical Health Operational Area Coordinator (MHOAC)  
Emergency Medical Services and Emergency Preparedness & Response  
County of El Dorado

Office: 530-621-6505  
Cell: 530-919-4996  
MHOAC: 530-377-3256  
[Michelle.Patterson@edcgov.us](mailto:Michelle.Patterson@edcgov.us)

---

**From:** Alcantar, Daysi@EnergySafety <[Daysi.Alcantar@energysafety.ca.gov](mailto:Daysi.Alcantar@energysafety.ca.gov)>  
**Sent:** Wednesday, November 9, 2022 3:25 PM  
**To:** Michelle J. Patterson <[Michelle.Patterson@edcgov.us](mailto:Michelle.Patterson@edcgov.us)>  
**Subject:** RE: Records Request

You don't often get email from [daysi.alcantar@energysafety.ca.gov](mailto:daysi.alcantar@energysafety.ca.gov). [Learn why this is important](#)

Ok, thank you!

---

**From:** Michelle J. Patterson <[Michelle.Patterson@edcgov.us](mailto:Michelle.Patterson@edcgov.us)>

**Sent:** Wednesday, November 9, 2022 2:00 PM  
**To:** Alcantar, Daysi@EnergySafety <[Daysi.Alcantar@energysafety.ca.gov](mailto:Daysi.Alcantar@energysafety.ca.gov)>  
**Subject:** RE: Records Request

Hi Daysi,  
Me or my staff will reconnect with you by Monday on this matter.

Thank you!  
Michelle

**Michelle Patterson, MPH**

Manager/EMS Agency Administrator  
Medical Health Operational Area Coordinator (MHOAC)  
Emergency Medical Services and Emergency Preparedness & Response  
County of El Dorado

Office: 530-621-6505  
Cell: 530-919-4996  
MHOAC: 530-377-3256  
[Michelle.Patterson@edcgov.us](mailto:Michelle.Patterson@edcgov.us)

---

**From:** Alcantar, Daysi@EnergySafety <[Daysi.Alcantar@energysafety.ca.gov](mailto:Daysi.Alcantar@energysafety.ca.gov)>  
**Sent:** Wednesday, November 9, 2022 1:31 PM  
**To:** Michelle J. Patterson <[Michelle.Patterson@edcgov.us](mailto:Michelle.Patterson@edcgov.us)>  
**Subject:** Records Request

You don't often get email from [daysi.alcantar@energysafety.ca.gov](mailto:daysi.alcantar@energysafety.ca.gov). [Learn why this is important](#)

Good afternoon Michelle,

Please see the email below as it refers to the information I am trying to obtain regarding the incident on 09/06 or 09/07.

I appreciate your help with this and appreciate your prompt response.



Thank you,

*Daysi Alcantar*, Supervising Investigator  
State of California  
Office of Energy Infrastructure Safety  
715 P. Street, 20<sup>th</sup> Floor  
Sacramento, CA 95814  
Mobile: (279) 336-1769  
[daysi.alcantar@energysafety.ca.gov](mailto:daysi.alcantar@energysafety.ca.gov)  
[www.EnergySafety.ca.gov](http://www.EnergySafety.ca.gov)

**From:** CALFIRE PRA Records Center <[calfire@govqa.us](mailto:calfire@govqa.us)>  
**Sent:** Friday, October 28, 2022 1:03 PM  
**To:** McClenahan, Jeff@EnergySafety <[Jeff.McClenahan@energysafety.ca.gov](mailto:Jeff.McClenahan@energysafety.ca.gov)>  
**Subject:** [Records Center] Public Records Request :: R005566-101022

You don't often get email from [calfire@govqa.us](mailto:calfire@govqa.us). [Learn why this is important](#)

--- Please respond above this line ---



RE: PUBLIC RECORDS REQUEST of October 10, 2022, Reference # R005566-101022

Dear Investigator, Office of Energy Infrastructure Safety Jeff McClenahan,

CAL FIRE received a public information request from you on October 10, 2022. Your request mentioned:

**“Dispatch Logs and/or Report associated with Incident # 2209060177 transferred from El Dorado County Sheriff to CAL FIRE El Dorado unit involving medical services administered at Crestview Mobile Home Park (6387 Mother Lode Drive, Placerville CA) on 9/6/2022 and/or 9/7/2022. Services administered to resident possibly at Unit #29.”**

CAL FIRE has reviewed its files and has determined there are no responsive documents to your request.

If you have any questions or wish to discuss this further, you may contact my office at .

**We recommend that you contact El Dorado County Emergency Medical Services Authority by visiting their website at <https://www.edcgov.us/ems>**

Sincerely,  
**Shilo Wilson**  
Public Records Act Analyst  
Sacramento - HQ - Legal Office

To monitor the progress or update this request please log into the [CAL FIRE PRA Records Center](#)



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# **Exhibit 20**

🔒 Incident/Complaint Description	WITHOUT CHECKING 811, ON THE HOTT...		
🔒 Incident Date	* 9/6/2022	📅	9:00 AM
🔒 Incident State	CA		
🔒 Incident County	* 🗺️	El Dorado	
🔒 Incident Place	placerville		
🔒 Incident St from Address	All		
🔒 Incident St to Address	All		
🔒 Incident Street	Crestview Mobile Home Park		
🔒 Incident Cross1	Mother Lode Dr		
🔒 Type of complaint	Excavating without 811 ticket		