



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

DATE: April 26, 2023

CASE No.: D230130001

INCIDENT: Failure to provide electronic positive response

Violations:

Southern California Gas Company

Government Code section 4216.3(c)(1)(A): Failure to provide electronic positive response.

City of Atascadero

Government Code section 4216.3(c)(1)(A): Failure to provide electronic positive response.

Location of the Incident:

4195 Lobos Avenue in Atascadero, California

Excavator:

Southern California Gas Company

Investigation:

On September 20, 2022, Southern California gas Company (SCG) contacted USA North, to provide notice of work relating to repairing a gas leak at 4195 Lobos Avenue in Atascadero, California. On that date, USA North created ticket number X226301882-00X, which required operators to respond, and which indicated the work start date was 5:01 p.m. on September 22, 2022. (Exh. 1.)

On April 24, 2023, I requested a record of the electronic positive responses for Ticket X226301882 from USA North 811 and received the records on April 23, 2023. (Exh.3)

Two operators listed on the ticket did not provide an electronic positive response to the locate request:

- (1) Southern California Gas Distribution Templeton (member code SCGTEM)
- (2) City of Atascadero Street and Storm Drains (member code CTYAT2)

For both operators, the ticket indicates that USA North entered electronic positive response code "Late Notice 999". (Exh. 3.)

The Southern California Gas Company damaged a gas line that it operated while excavating under Ticket 2022122902659-000.

SCG renewed ticket number X226301882 with ticket number 2022122902659-000 on December 29, 2022, which indicates that the ticket expired on January 26, 2023.

On January 13, 2022, while searching for the gas leak with a soil probe SCG damaged a one-half inch plastic gas line that it operated.

The Southern California Gas Company notified the regional notification center of their excavation damage to their natural gas facility.

Government Code section 4216.4(c)(3) requires an excavator who causes or discovers damage to a subsurface installation to report the damage to the regional notification center within 48 hours of causing or discovering the damage.

California Code of Regulations, title 19, section 4100, at subdivisions (a) requires an excavator to notify the regional notification center of excavation damages no later than 2 hours following a damage to a natural gas or hazardous liquid pipeline.

SCG damaged the line at 9:12 a.m. on January 13 and SCG employee Jose Gonzalez reported the incident to the call center at 10:46 a.m. on the same day according to the Underground Safety Board Case Management System.

Findings:

I. Southern California Gas Company (SCG) - Templeton (USA North 811 Member Code SCGTEM) failed to provide an electronic positive response to tickets X226301882-00X and 2022122902659-000.

Government Code section 4216.3(c)(1)(A) requires an operator to provide an electronic positive response through the regional notification center before the legal excavation start date and time.

The work start date and time for Ticket X226301882-00X was September 22, 2022, at 5:01 p.m. USA North 811 records indicate that SCG Templeton did not provide an electronic response, and in place of the response state "999" and "Late Notice."

II. City of Atascadero - Street and Storm Drains (USA North 811 Member Code CTYAT2) failed to provide an electronic positive response to Ticket X226301882-00X.

Government Code section 4216.3(c)(1)(A) requires an operator to provide an electronic positive response through the regional notification center before the legal excavation start date and time.

The work start date and time for Ticket X226301882-00X was September 22, 2022, at 5:01 p.m. USA North 811 records indicate that the City of Atascadero – Street & Storm Drain did not provide an electronic response, and in place of the response state "999" and "Late Notice."

Investigator Name	Supervisor Name
Jeff McClenahan	Daysi Alcantar
Signature	Signature

<i>Jeff Mellenahan</i>	<i>Daysi Alcantar</i>
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Exhibit List:

Exhibit No.	Description	Date Received	Received From
1	Tickets X226301882 provided by USA North 811	4/24/2023	Trevor Harris
2	Ticket 2022122902659-000	3/1/2023	USA North 811 Damage Prevention Portal Search by Investigator
3	Electronic Positive Responses to Tickets X226301882 provided by USA North 811	4/24/2023	Trevor Harris
4	Email from Jose Gonzalez, Southern California Gas Company, to Supervising Investigator Daysi Alcantar	1/24/2023	Daysi Alcantar
5	Email from Carlos Chavez with Damage Report	2/6/2023	Carlos Chavez
6	Damage Report for 4195 Lobos Avenue on January 13, 2023	2/6/2023	Carlos Chavez
7	List of Interview Attendees	3/3/2023	Carlos Chavez
8	Southern California Gas Company Policy GS 107.03222	3/3/2023	Carlos Chavez
9	Notes of Interview with Southern California Gas Company	3/2/2023	Investigator
10	Email from Carlos Chavez with Incident Time Confirmation	3/20/2023	Carlos Chavez
11	USA North 811 Damage Prevention Portal Screenshot Taken by Investigator of SCGTEM responses to Ticket 2022122902659	4/24/2023	USA North 811 Damage Prevention Portal Search by Investigator
12	Underground Safety Board Case Management System Triage with Notification for D230130001	4/25/2023	Investigator
13	Underground Safety Board Case Management System Triage with Notification Reporter for D230130001	4/25/2023	Investigator

Exhibit 1

USAN 9/20/2022 10:44:46 X226301882-00X NEW NORM POLY LREQ

Ticket: X226301882 **Rev:** 00X **Created:** 9/20/2022 10:44:46 **User:** HFONSECA **Chan:** WEB

Work Start: 9/22/2022 17:01:00 **Expires:** 10/18/2022 23:59:59 **Response required:** True **Priority:** 2

Excavator Information

Company: SOUTHERN CALIFORNIA GAS COMPANY

City: PICO RIVERA **State:** CA **Zip:** 90660

Created By: HELENA FONSECA **Language:** ENGLISH **Office Phone:** 8006037060 **SMS/Cell:**

Office Email: hfonseca-pillar@socalgas.com

Site Contact: DANNY SANCHEZ

Site Phone: 8055500979 **Site SMS/Cell:** **Site Email:**

Excavation Area

State: CA **County:** SAN LUIS OBISPO **Place:** ATASCADERO **Zip:**

Location:

: **Address/Street:** 4195 LOBOS AVE

: **X/ST1:** SAN ANSELMO RD

: **X/ST2:**

: **Locate:** FRONT OF DRIVEWAY AT 4195 LOBOS AVE BY WATER METER

Delineated Method: WHITE PAINT **Work Type:** GAS LEAK REPAIR

Work For: SOCALGAS

Permit: **Job/Work order:**

1 Year: False **Boring:** NO **Street/Sidewalk:** True **Vacuum:** N **Explosives:** U

Lat/Long

Center Generated (NAD83): 35.500416/-120.681398, 35.501003/-120.681988

: 35.501805/-120.68119, 35.501218/-120.6806

Excavator Provided:

Remarks:

Comments:

USAN 10/13/2022 08:45:05 X226301882-01X RNEW NORM POLY LREQ

Ticket: X226301882 **Rev:** 01X **Created:** 10/13/2022 08:45:05 **User:** HFONSECA **Chan:** WEB

Work Start: 9/22/2022 17:01:00 **Expires:** 11/10/2022 23:59:59 **Response required:** False **Priority:** 2

Excavator Information

Company: SOUTHERN CALIFORNIA GAS COMPANY

City: PICO RIVERA **State:** CA **Zip:** 90660

Created By: HELENA FONSECA **Language:** ENGLISH **Office Phone:** 8006037060 **SMS/Cell:**

Office Email: hfonseca-pillar@socalgas.com

Site Contact: DANNY SANCHEZ

Site Phone: 8055500979 **Site SMS/Cell:** **Site Email:**

Excavation Area

State: CA **County:** SAN LUIS OBISPO **Place:** ATASCADERO **Zip:**

Location:

: **Address/Street:** 4195 LOBOS AVE

: **X/ST1:** SAN ANSELMO RD

: **X/ST2:**

: **Locate:** FRONT OF DRIVEWAY AT 4195 LOBOS AVE BY WATER METER

Delineated Method: WHITE PAINT **Work Type:** GAS LEAK REPAIR

Work For: SOCALGAS

Permit: **Job/Work order:**

1 Year: False **Boring:** NO **Street/Sidewalk:** True **Vacuum:** N **Explosives:** U

Lat/Long

Center Generated (NAD83): 35.500416/-120.681398, 35.501003/-120.681988

: 35.501805/-120.681189, 35.501218/-120.680599

Excavator Provided:

Remarks: **RENEW TICKET** WORK CONTINUING PER H. FONSECA-PILLAR--10/13/2022 08:44:59 AM

Comments:

USAN 11/9/2022 16:51:21 X226301882-02X RNEW NORM POLY LREQ

Ticket: X226301882 **Rev:** 02X **Created:** 11/9/2022 16:51:21 **User:** MORENOJ95 **Chan:** WEB

Work Start: 9/22/2022 17:01:00 **Expires:** 12/7/2022 23:59:59 **Response required:** False **Priority:** 2

Excavator Information

Company: SOUTHERN CALIFORNIA GAS COMPANY

City: PICO RIVERA **State:** CA **Zip:** 90660

Created By: HELENA FONSECA **Language:** ENGLISH **Office Phone:** 8006037060 **SMS/Cell:**

Office Email: hfonseca-pillar@socalgas.com

Site Contact: DANNY SANCHEZ

Site Phone: 8055500979 **Site SMS/Cell:** **Site Email:**

Excavation Area

State: CA **County:** SAN LUIS OBISPO **Place:** ATASCADERO **Zip:**

Location:

: **Address/Street:** 4195 LOBOS AVE

: **X/ST1:** SAN ANSELMO RD

: **X/ST2:**

: **Locate:** FRONT OF DRIVEWAY AT 4195 LOBOS AVE BY WATER METER

Delineated Method: WHITE PAINT **Work Type:** GAS LEAK REPAIR

Work For: SOCALGAS

Permit: **Job/Work order:**

1 Year: False **Boring:** NO **Street/Sidewalk:** True **Vacuum:** N **Explosives:** U

Lat/Long

Center Generated (NAD83): 35.500416/-120.681398, 35.501003/-120.681988

: 35.501805/-120.681189, 35.501218/-120.680599

Excavator Provided:

Remarks: **RENEW TICKET** WORK CONTINUING PER H. FONSECA-PILLAR--10/13/2022 08:44:59 AM **RENEW TICKET** WORK CONTINUING PER SOCAL GAS--11/09/2022 04:51:13 PM

Comments:

USAN 12/6/2022 14:03:00 X226301882-03X RNEW NORM POLY LREQ

Ticket: X226301882 **Rev:** 03X **Created:** 12/6/2022 14:03:00 **User:** AHERNAN1 **Chan:** WEB

Work Start: 9/22/2022 17:01:00 **Expires:** 1/3/2023 23:59:59 **Response required:** False **Priority:** 2

Excavator Information

Company: SOUTHERN CALIFORNIA GAS COMPANY

City: PICO RIVERA **State:** CA **Zip:** 90660

Created By: HELENA FONSECA **Language:** ENGLISH **Office Phone:** 8006037060 **SMS/Cell:**

Office Email: hfonseca-pillar@socalgas.com

Site Contact: DANNY SANCHEZ

Site Phone: 8055500979 **Site SMS/Cell:** **Site Email:**

Excavation Area

State: CA **County:** SAN LUIS OBISPO **Place:** ATASCADERO **Zip:**

Location:

: **Address/Street:** 4195 LOBOS AVE

: **X/ST1:** SAN ANSELMO RD

: **X/ST2:**

: **Locate:** FRONT OF DRIVEWAY AT 4195 LOBOS AVE BY WATER METER

Delineated Method: WHITE PAINT **Work Type:** GAS LEAK REPAIR

Work For: SOCALGAS

Permit: **Job/Work order:**

1 Year: False **Boring:** NO **Street/Sidewalk:** True **Vacuum:** N **Explosives:** U

Lat/Long

Center Generated (NAD83): 35.500416/-120.681398, 35.501003/-120.681988

: 35.501805/-120.681189, 35.501218/-120.680599

Excavator Provided:

Remarks: **RENEW TICKET** WORK CONTINUING PER H. FONSECA-PILLAR--10/13/2022 08:44:59 AM **RENEW TICKET** WORK CONTINUING PER SOCAL GAS--11/09/2022 04:51:13 PM **RENEW TICKET** WORK CONTINUING PER ANTHONY HERNANDEZ--12/06/2022 02:02:52 PM

Comments:

Exhibit 2

UNDERGROUND SERVICE ALERT

NORTHERN CALIFORNIA & NEVADA

Ticket #: 2022122902659

Revision: 000

Ticket Status: RNEW
Transmission ID 4

Ticket Type: Normal
Response Required: No

Excavator Details

Contact: Anthony Hernandez
Company: Southern California Gas Company
Excavator Type: Utility Crew (operator non-muni / in-house crew)
Address: 8101 Rosemead Blvd Pico Rivera California 90660

Phone: 800-427-8894

Mobile: Not Supplied
Email: ahernandez6@semprautilities.com
Language: English
Excavator ID: 8419

Dig Site and Ticket Details



[Open Map](#)

Latitude/Longitude: 35.501018 -120.681411
GIS coordinate system: WGS84 (WKID 4326)

Ticket Action Reason:

Excavator Remarks:

FRONT OF DRIVEWAY AT 4195 LOBOS AVE BY WATER METER

Previous Ticket #	X226301882	Rev.#	
Submitted	12/29/2022 11:32	Medium	WEB
Work Begin Date	01/03/2023 17:01		
Legal Start Date	01/03/2023 17:01		
Ticket Expiration	01/26/2023 23:59		
Work Duration	Unknown		
Address/Location	4195 Lobos Ave		
City/Town/Place	Atascadero		
County	San Luis Obispo County		
State	CA	Zip Code	93422
Nearby Cross Street	SAN ANSELMO RD		
Subdivision/Lot			
Delineated Method	White Paint		
Work Type	Utilities - Distribution		
Work Activity	Gas - Existing Assets Work		
Excavation Method	Hand digging		
Anticipated Depth	Unknown		
Boring	No	Explosive	No
Street/Sidewalk	Yes	Pavement Only	No
Vacuum Excavation	No		
Project Owner	Southern California Gas Company		
Permit	No Permit required		
Job #/Name	520003157256 GAS LEAK REPAIR		
Onsite Contact Name	DANNY SANCHEZ		
Onsite Contact Phone	8004278894		

Member Operators Notified

Seq. No.	Authority Name	Phone	Status
687755	Atascadero Mutual Water Company	8054662428	Notification Sent
687756	Charter Communications - San Luis Obispo	6786661377	Notification Sent
687757	City of Atascadero	8054703132	Notification Sent
687758	Pacific Bell	5106452929	Notification Sent
687759	Pacific Gas & Electric	6612059252	Notification Sent
687760	Southern California Gas Company	8057484393	Notification Sent

END OF UTILITIES LIST

Ticket Revision History

REV	DATE/TIME	STATUS	TYPE	USER	MEDIUM
000	12/29/2022 11:32:03 AM	RNEW	Normal	ahernan1	Web

END OF REVISION HISTORY LIST

Additional Information

Log in to OCA to view responses from member facility operators and confirm that all operators have responded before you begin digging. [Link to OCA here.](#)

Be sure the work location is accessible to facility owners/operators and their contract locators.

- Do not proceed with your works until the legal start date/response due date has arrived and ALL facility owners/operators have responded that it is safe to dig.
- When working within 48" of any facility marking, hand dig to expose the line prior to using power equipment.
- If you make contact with a line, you are required to contact the facility owner immediately.
- **If you need assistance, please contact us by dialing 811 or 1-800-642-2444, or send an email to chat@usan.org**

Exhibit 3

Member Name	Member Code	Ticket	Revision
ATASCADERO MUTUAL WATER	ATAWTR	X226301882	00X
CHARTER COMMUNICATIONS - SAN LUIS OBISPO	CHASLO	X226301882	00X
			01X
			02X
			03X
CITY OF ATASCADERO - PUBLIC WORKS SEWER	CTYATA	X226301882	00X
CITY OF ATASCADERO - STREET & STORM DRN	CTYAT2	X226301882	00X
PACIFIC BELL	PACBEL	X226301882	00X
			01X
			02X
			03X
PGE DISTRIBUTION - SAN LUIS OBISPO	PGESLO	X226301882	00X
			01X
			02X
			03X
SO CAL GAS - TEMPLETON	SCGTEM	X226301882	00X

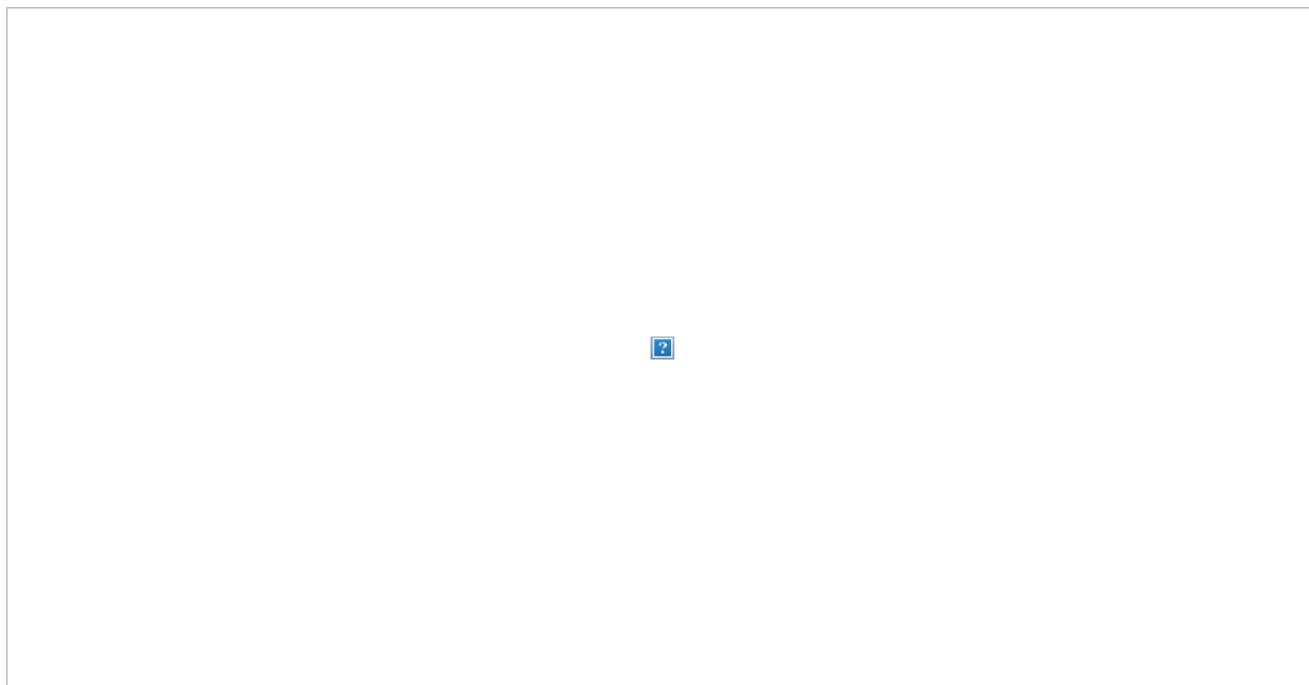
Responded	Response Code	Response Code Description
9/20/2022 1:05:42 PM	010	Locate area marked
9/21/2022 11:31:59 AM	001	Clear - no conflict
10/13/2022 8:52:44 AM	004	No markings requested
11/9/2022 5:01:26 PM	004	No markings requested
12/6/2022 2:11:15 PM	004	No markings requested
9/20/2022 2:57:36 PM	010	Locate area marked
9/22/2022 6:17:32 PM	999	Late Notice
9/21/2022 11:31:59 AM	001	Clear - no conflict
10/13/2022 9:04:19 AM	004	No markings requested
11/9/2022 5:11:12 PM	004	No markings requested
12/6/2022 2:21:14 PM	004	No markings requested
9/21/2022 7:01:20 AM	001	Clear - no conflict
10/13/2022 8:45:56 AM	004	No markings requested
11/9/2022 4:51:57 PM	004	No markings requested
12/6/2022 2:03:48 PM	004	No markings requested
9/22/2022 6:17:32 PM	999	Late Notice

Exhibit 4

From: [Gonzalez, Jose D](#)
To: [Alcantar, Daysi@EnergySafety](mailto:Alcantar_Daysi@EnergySafety)
Subject: SCG First Party Dig-In 4195 Lobos Ave., Atascadero CA 93422
Date: Tuesday, January 24, 2023 8:21:29 AM
Attachments: [image001.png](#)
[image003.png](#)
[1st Party Dig-In Notification Form 4195 Lobos Ave., Atascadero CA 93422.pdf](#)

Good morning Daysi,

Please see attached. This was a first party SCG dig-in damage on 01/13/23 to a SCG ½” gas service line with a hand tool, no other utilities were involved.



Jose D. González

Technical Advisor
Damage Prevention Strategies
1919 S. State College Blvd., Building B Anaheim CA 92806
SC8301
☎: (213) 231 8765



Exhibit 5

From: [Chavez, Carlos R](#)
To: McClenahan, Jeff@EnergySafety
Cc: [ES-PSC SCG](#)
Subject: RE: Underground Safety: Case Announcements # D230130001 and D230230001
Date: Monday, February 6, 2023 4:31:51 PM
Attachments: [image002.png](#)
[4195 Lobos Ave, Atascadero, CA D230130001.pdf](#)
[720 Fairmount Ave, Pasadena, CA D230230001.pdf](#)
Importance: Low

Hello Jeff,

Please see attached reports regarding the first party damage incidents at 4195 Lobos Ave, Atascadero, CA and 720 Fairmount Ave, Pasadena, CA.

Thank You,

Carlos R Chavez
Pipeline Safety & Compliance
915-630-7507



From: McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov>
Sent: Wednesday, January 25, 2023 10:39 AM
To: ES-PSC SCG <ES-PSCSCG@semprautilities.com>
Subject: [EXTERNAL] Underground Safety: Case Announcements # D230130001 and D230230001

CAUTION! EXTERNAL SENDER STOP, ASSESS, AND VERIFY

Do you know this person? Were you expecting this email, any links or attachments? Does the content make sense? If suspicious, do not click links, open attachments, or provide credentials. Don't delete it. **Report it by using the REPORT SPAM option!**

To Whom it May Concern,

Please see the attached case announcements regarding dig-in incidents in Atascadero and Pasadena, CA.

Feel to respond here with any questions and if you can please provide contact information and any related documents in advance to me at this email address, then I will follow up with those individuals.

Thanks,

[Jeff McClenahan](#)

He/him
Investigator | Underground Investigations Division

Office of Energy Infrastructure Safety

715 P Street, 20th Floor
Sacramento, CA 95814
(279) 789-1818

EnergySafety.ca.gov

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

Exhibit 6

EIR No. 20230113-092000

Incident Time: (24hr) 9:12

Incident Date: 01/13/23

Incident Location:

City/County: Atascadero/San Luis Obispo County

Address/Location: 4195 Lobos Ave

Incident Cause: First Party Damage

Gas Equipment Affected: Service Line

Material: Plastic Pipe size: ½ inch

MAOP: 60 psig MOP: 45 psig

Dig In Information:

USA notification required: **Yes / No**

USA notified: **Yes** / No

USA # 2022122902659

Facilities properly marked: **Yes / No**

Name of Excavator: Isaac Encinas

Excavator Contact Person: Carlos Chavez

Phone: (915) 630-7507

On Scene:	Date	Time
Company Personnel on Scene	<u>01/13/23</u>	<u>9:12</u>
Gas Flow Stopped	<u>01/13/23</u>	<u>9:30</u>

Customer Outages (Quantity) 1

Summary of incident:

Damaged ½" plastic service while centering leak. Permanent repairs were made.

Photos:

No photos available.

Exhibit 7

From: [Chavez, Carlos R](#)
To: McClenahan, Jeff@EnergySafety
Cc: [ES-PSC_SCG](#)
Subject: USB Data Request - 4195 Lobos Ave, Atascadero,CA - 1/13/23
Date: Friday, March 3, 2023 11:52:01 AM
Attachments: [image002.png](#)
[GS_107.0322.pdf](#)

Hello Jeff,

Per your request, below is the list of attendees from yesterday's meeting discussing the incident at 4195 Lobos Ave, Atascadero, CA on 1/13/23:

Name	Title
Carlos Chavez	Pipeline Safety & Compliance Advisor
Edwin Baires	Pipeline Safety & Compliance Team Lead
Linda Baker	Pipeline Safety & Compliance Advisor
Beatriz Cardenas	Pipeline Safety & Compliance Advisor
Shannon Halweg	Field Team Lead
Alex Hughes	Pipeline Safety & Risk Mitigation Manager
Allen Johnson	Field Supervisor
Isaac Encinas	Lead Construction Tech I
Ry Plakias	Area Manager
Danny Sanchez	Field Supervisor II
Frank Santa Cruz	Pipeline Safety & Compliance Advisor
Sandie To	Pipeline Safety & Compliance Advisor

Included as an attachment is Gas Standard 107.0322 on Impacto bars.

Thank You,

Carlos R Chavez
Pipeline Safety & Compliance
915-630-7507



Exhibit 8



Company Operations Standard Gas System Integrity Staff & Programs

Impacto Bar Operations and Maintenance Procedures	SCG:	107.0322
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PURPOSE To provide instructions for using and maintaining the dielectric insulated Impacto Bar.

1. POLICY AND SCOPE

- 1.1. The Impacto bar is used while investigating for sources of underground pipeline natural gas.
- 1.2. Users of the equipment must follow and adhere to all policies and instructions associated with using and maintaining the Impacto Bar.

2. RESPONSIBILITIES AND QUALIFICATIONS

- 2.1. Only **Company employees** initially trained through **Gas Operations Training** that has reviewed this standard may perform the operations outlined in this Gas Standard.
- 2.2. **Company employees** are responsible for adhering to Company procedures and must wear appropriate personal protective equipment during any and all duties performed. See [Manual IIPP.4, IIPP-Employee Responsibilities - Tools & Equipment Safety Rules](#)
- 2.3. **Supervision** is responsible for implementing this Company Operation Standard to ensure that employees are properly trained and can demonstrate a comprehensive knowledge of the equipment's use and operation.

3. DEFINITIONS

- 3.1. **Dielectrically Insulated** – Constructed of a material that is a poor conductor of electricity, offering protection against electrical shock from an energized system

4. PROCEDURE

- 4.1. There are two types of dielectric insulated Impacto Bar handles that are approved for use.
 - 4.1.1. A single handle model available through the Pico Rivera warehouse. See **Figure 1**.
 - 4.1.2. A double-handled model available for direct purchase. See **Section 4.6**.



FIGURE 1

4.2. Equipment Rating:

- 4.2.1. The Impacto Bar handle is rated to protect against electrical shock up to 10 kV.

4.3. Inspection of Handle and Metal Probe Assembly:

- 4.3.1. A thorough inspection before use is critical for preventing electrical shock.
- 4.3.2. Inspect the insulated Impacto Bar handle for contamination or defects (e.g., cuts, cracks, gouges, nicks, burns, etc.) or other signs of physical damage or material coating deterioration before and after each use. Do not use if any defects are found.
- 4.3.3. An insulated Impacto Bar handle is **no longer** dielectrically safe when:
- The smooth-coated handle (with two color layers) has cuts or gouges that visibly expose the underlying color.
 - The three-ribbed (single color layer coated) handle has cuts or gouges that exceed a 1/16-inch in the area between the ribs.
- 4.3.4. Immediately clean off any contamination from chemicals, petroleum-based products (e.g., oils, gasoline, paint, hydraulic fluid, inhibitors, hand cream, pastes, salves, dirt, mud), or any other foreign substance.
- 4.3.5. Make sure the metal ball on the end of the bar probe is present and securely fastened to the probe. An Impacto Bar that either has no metal ball or a no longer rounded ball can cause unintentional damage to underground substructures and can affect the tool's proper operation. Replacement balls are available to order through local storerooms (N656625). See **Figure 2** below.



FIGURE 2

- 4.3.6. If needed, the 36-inch metal probe can be replaced. Order the replacement through the local storeroom (**N656624**). See **Figure 3**.



FIGURE 3

- 4.3.7. If desired, a longer 72-inch metal probe is available for order. Order the optional size through the local storeroom (**N656623**). See **Figure 4** below.

Impacto Bar Operations and Maintenance Procedures	SCG:	107.0322
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FIGURE 4

4.4. Use of Impacto Bar:

Note: Per [GS 184.0245](#), *Leak Investigation*, if surface or ground conditions prevent the use of the Impacto Bar and the presence of below-ground power is not known or known to be within 6-feet of where bar holes need to be drilled, dielectric rubber gloves and boots must be worn when using the pneumatic rock drill. See [MANUAL IIPP.4](#), *Employee Responsibilities*.

- 4.4.1. To **avoid electrical shock**, do not handle the equipment in a manner that may allow a potential electrical shock, i.e., touching any metal components of the equipment while probing.
- 4.4.2. To **prevent damage to the insulated handle**, do not throw, drop, scrape, or otherwise expose the insulated handle to sharp objects.
- 4.4.3. If there are any signs of physical damage or if suspected (e.g., swelling, softness, cracking, hardening, stickiness, or ozone deterioration), dielectric **rubber gloves** must be used until the Impacto bar insulated handle can be replaced. See [GS 107.0182](#), *Boring Glove Inspection, and Maintenance*.

Note: Type/Class II Boring gloves must be worn until the Impacto bar can be replaced. Do not use damaged Impacto bars without Class II gloves.

- 4.4.4. To **replace damaged handles**, order a replacement handle (**N654480**) through the local storeroom and discard the defective handle.

4.5. Maintenance:

- 4.5.1. Clean the insulated handle using a soft rag or soft bristle brush, water, and mild soap. After washing, rinse thoroughly with clean water and allow to air dry. When cleaning the Impacto Bar insulated handle, **never use a wire brush** as it may scratch the insulation and create a potential for electrical shock.
- 4.5.2. Store the insulated Impacto Bar in a location that protects it from contamination, physical damage, and weathering. Storage locations should provide adequate space for the Impacto Bar to prevent damage, such as truck bins, passenger vehicle trunks, or in a section of (PVC) plastic tubing. Do not store or transport the Impacto Bar in the cab of a vehicle.

4.6. Alternative Equipment Options:

- 4.6.1. To alleviate stress on the body from repetitive action, such as large areas requiring multiple bar holes, or in hard surfaces, or hard road base, a two-handled Angle Fin Impacto Bar handle is a substitute for the single-handle model. See **Figure 5**.



FIGURE 5

Impacto Bar Operations and Maintenance Procedures	SCG:	107.0322
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4.7. **Assembly Instructions – Heath Angle Fin Handle:**

4.7.1. Listed are the part configurations for each of the components.

Note: Do not assemble the handle in any other configuration as injury may result from improper design.

4.7.2. The standard rod that comes with the complete assembly is 40-inches in length. Additional lengths are available from the approved vendor, **Heath Consultants**. See **Figure 6**.

Heath No.	Description
1002-0	Replacement Handle-Heavy Duty
1014-0	Replacement Handle-Utility Model
1910472	Replacement Rod – HD 40” w/Threaded Ball Tip
1910473	Replacement Rod – HD 52” w/Threaded Ball Tip
1910489	Replacement Rod – Utility Model – 40” w/Threaded Ball Tip
1022-0	Threaded Ball Tip – Replacement
1910469	Guide Plug (Assembly Nut) HD Model
1910482	Guide Plug (Assembly Nut) Utility Model
104314	Collar, shaft for Rod Depth Adjustment

FIGURE 6

4.8. **Equipment Inspections:**

4.8.1. Inspect the angle fin handle before and after use for:

- Replace the handle if there is any coating damage. The black protective layer should not be exposed. See **Figure 7** below.



FIGURE 7

Impacto Bar Operations and Maintenance Procedures	SCG:	107.0322
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- Replace the handle if the rod and piston assembly does not move freely or you hear loose pieces.
- The Guide nut is securely threaded into the handle. See the diagram in **Figure 8** for the location of the nut.



FIGURE 8

- 4.9. **Equipment Maintenance:**
 - 4.9.1. Follow the steps in **Section 4.5**.
- 4.10. **Purchasing Equipment:**
 - 4.10.1. Contact Heath Consultants by phone or email:
 - Customer Service
 - Heath Consultants Incorporated
 - PH: (713) 844-1256
 - Email: customerservice@Heathus.com
 - 4.10.2. Equipment can be purchased using a Field Business Card.
5. **EXCEPTION PROCEDURE**

See [GS 182.0004](#), Exception Procedure for Company Operations Standards

 - 5.1. An exception to this standard may be considered only after all practical solutions have been exhausted. All proposed exceptions to this standard must take safety issues into primary consideration and must comply with all relevant governing codes before approval of any proposed exception may be granted.
 - 5.2. An exception to this standard may be permitted only if [GS 182.0004](#), *Exception Procedure for Company Operations Standards*, is followed, and approval is granted by those required by 182.0004.



Company Operations Standard Gas System Integrity Staff & Programs

Impacto Bar Operations and Maintenance Procedures	SCG:	107.0322
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6. RECORDS

Not Applicable

7. APPENDICES

Not Applicable

8. PROTECTED SECTIONS AND WORDING

The following sections and wording in this document cannot be altered or deleted without prior approval from Pipeline Safety & Compliance and Legal:

Section	Protected Wording (Underlined ONLY)	Justification	Date Wording Added
Not Applicable			



Company Operations Standard Gas System Integrity Staff & Programs

Impacto Bar Operations and Maintenance Procedures	SCG:	107.0322
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NOTE: Do not alter or add any content from this page down; the following content is automatically generated. Brief: Fully reviewed. Minor grammatical changes. Standard was reformatted to new template.

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Exhibit 9



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

REPORT DATE: 3/1/2023

CASE NO: CAS-01543-P9N5H6

DATE/TIME OF INTERVIEW: 3/2/2023 9:00 AM

LOCATION OF INTERVIEW: Teams

NAME/ADDRESS OF INTERVIEWEE:

SoCal Gas Compliance and Safety and Excavation Team

NARRATIVE:

Question: Can you provide a list of individuals and titles on the call?

Yes. (Carlos Chavez) (Investigator will include as an exhibit)

Question: And based on the individual listed on the damage report, can you confirm the excavator as Isaac Encinas?

Yes, on the call.

Question: Confirm the location as 4195 Lobos Avenue, Atascadero California?

Yes

Question: Date of the damage incident January 13, 2023?

Yes

Question: Who created the damage report?

Carlos Chavez with compliance created damage report.

Question: Confirm the ticket number submitted to me in the damage report? 2022-12-29-02659

Correct number.

Question: What happened in the damage to ½" gas service?

Isaac: Taking underground samples where getting gas concentrations, hit the service.

Question: Using what equipment at the time?

Impacto-bar – also called a Pogo.

Question: What is a “pogo”?

Use for investigating the gas leak. The impacto bar creates the hole in the ground so that can stick a probe in to that hole to collect the gas concentration.

Question: What is the width of hole?

Small – ¼ to ½", a skinny pole.

Question: What was the depth of the impact bar?

Would have to look at the policy of that.

Question: That is a policy on the depth of use?

Will check that. Different sizes that you can use. Using the smaller one for this impact in this damage. The shorter one that was using was a 36" length equipment.

Question: When did you find the gas leak initially?

Danny Sanchez: Date when initially found the leak 9/20/2022

Question: When did you create the ticket?

Didn't call in the USA at that point. We call in the ticket when going to work the leak. Called in ticket in December or January when preparing to work the leak.

Question: What was the depth of facility when struck with the soil probe?

At 24" depth.

Question: On the ticket it says "excavating by driveway by water meter." Could you describe where the facility was on the property?

Right side of 4195 going up driveway. Right hand side of the garage and then heads into the residence.

Question: Were you probing in the street?

Using the impactobar in a crack nearby and went through the crack with the impactobar. Detecting gas concentrations and then use the impactobar.

Question: Was the facility damage was in the street?

Yes.

Question: Ticket has this listed as an Anthony Hernandez as a contact?

Anthony Hernandez is the dispatcher at the time.

Question: Would you consider this an emergency?

Not consider an emergency. Far enough from any foundations of a home. Concentration was not high enough, so was not considered an emergency leak.

Question: Why a Renew ticket? Planned to work on this sooner?

Survey may find a leak and take it upon themselves and delineate for USA and call in the ticket and with weather and scheduling and permitting it can take longer than the 28 days

Question: Who would take care of the delineation in this instance?

Initially the survey tech and after possible energy tech distribution, like our locators will go and confirm the delineations and recall in USA for us.

Question: Did you have in-house locators put paint on ground for this?

No did not, for this. Our locators do not get our USA tickets. Those get filtered out. We take care of our locating on our arrival.

Question: Could you explain how that works?

Our USA tickets that we call in, our crew leaders are qualified. Not uncommon for our gas facilities marked out prior to doing our work.

Question: The crew leader would proceed to do any markout?

Yes.

Question: Who was the crew lead on this incident?

Isaac.

Question: Did you mark paint on the ground when arrived?

Yes.

Question: Did you mark the paint and do the probing as well?

Yes.

Question: What do you do after the damage? How handle a gas impact with a probe?

Drop back to closer to where source coming from. Excavate line and squeeze line to stop gas flow at a safe distance away, closer to the main, at that point was about 10 feet away in the earth.

Question: Did you call 911?

Yes, I did.

Question: What were you working off for those locate marks?

RD-8100 locator called, model number. RadioDetection is the brand. Company approved equipment there. Hooking up to service and tracing out gas line and confirming with mapping system with Epoch.

Question: On the damage report it says about 18 minutes to squeeze off the facility; is that correct?

Yes, possibly.

Question: What equipment use to excavate down to the main?

Shovel there.

Question: Was there a vault with that main?

No.

Question: How do you locate the location of the main?

Also with the locator.

Question: Probing with the pogo; are there any company policies on that?

Yes.

Question: any other practices, trade associations, best practices refer to with use of pogo?

Certain distance away from marks when probing.

Question: What is that distance?

Policy distance is 4" plus half size diameter of facility.

Question: What kind of action do you use with the impactobar?

Ever see a posthole or a t-post. Similar to that, but a much smaller hole.

Question: How do you use the impactobar to find the leak?

Use DPR to take above ground samples. Above where highest concentration of gas will put down the holes to find the center.

Question: Training with this equipment?

Yes.

Question: What training with the impactobar?

Initial CT training, I guess. Hands on training basically.

Question: What is CT?

Construction Technician training. Hands on training, not a qualification to use a pogo or impactobar.

Question: You would use this equipment for any gas leak?

Yes.

Danny Sanchez: Impactobar puts the hole down, then use GMI or gas indication inside of that hole to get those samples.

Question: Is that the only excavation equipment would use in this instance?

Yes, don't have anything else to create a space to take those samples. Other than a rock drill, not using that in gaseous atmospheres. Rockdrill would be used for asphalt and concrete and things like that. That is a pneumatic tool.

Question: Have any photos of this incident?

Did not take photos.

Question: Were you the only one on site for this?

Leak survey by James Pritchett on site.

Question: What was their role?

They find the leak and do leak survey.

Question: How does that work; they would do the survey and you would excavate?

He was their assisting me and had the DPIR on him and asked to walk around and see where the highest concentrations of gas were and so I could pogo.

Question: Do you know if they took any photos?

No, they did not.

Question: Did you create a damage ticket or call this into the call center?

Yes. Day of, right after the incident.

Question: Did you report that to the 811-call center?

Would have to look in to that? Made a report to the CPUC within a 2 hour span. Would have to look in to the 811 call center.

Question: What reporting to the CPUC?

Compliance people that would report that.

Edwin Baires: Not reportable to the CPUC, did not meet criteria for that, so, no, this was not reported to the CPUC.

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

Exhibit 10

From: [Chavez, Carlos R](#)
To: [McClenahan, Jeff@EnergySafety](mailto:McClenahan,Jeff@EnergySafety)
Cc: [ES-PSC SCG](#)
Subject: RE: USB Data Request - 4195 Lobos Ave, Atascadero,CA - 1/13/23
Date: Monday, March 20, 2023 10:12:47 AM
Attachments: [image002.png](#)

Hi Jeff,

Because both of these incidents were first party damages, the incident occurred time and the time company personnel were on scene are the same. I can confirm that the time of incident for 4195 Lobos Ave in Atascadero was 9:12 AM on 1/13/23 and 9:27 AM for 720 Fairmount Ave in Pasadena according to reports.

Thank You,

Carlos R Chavez
Pipeline Safety & Compliance
915-630-7507



From: McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov>
Sent: Monday, March 20, 2023 8:42 AM
To: Chavez, Carlos R <CChavez@socalgas.com>
Cc: ES-PSC SCG <ES-PSCSCG@semprautilities.com>
Subject: [EXTERNAL] RE: USB Data Request - 4195 Lobos Ave, Atascadero,CA - 1/13/23

CAUTION! EXTERNAL SENDER - STOP, ASSESS, AND VERIFY

Do you know this person? Were you expecting this email, any links or attachments? Does the content make sense? If suspicious, do not click links, open attachments, or provide credentials. Don't delete it. **Report it by using the REPORT SPAM option!**

Hi Carlos,

Just following up on this. Do you have an update on these cases or know when you should hear back from your teams?

Best,

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

[Office of Energy Infrastructure Safety](#)

From: Chavez, Carlos R <CChavez@socalgas.com>
Sent: Monday, March 6, 2023 12:31 PM
To: McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov>
Cc: ES-PSC SCG <ES-PSCSCG@semprautilities.com>
Subject: Re: USB Data Request - 4195 Lobos Ave, Atascadero,CA - 1/13/23

Hi Jeff,

It was my pleasure; I will confirm that time for you for both this incident and the one that took place in Pasadena and get back to you shortly.

Thank You

From: McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov>
Sent: Monday, March 6, 2023 10:29:37 AM
To: Chavez, Carlos R <CChavez@socalgas.com>
Cc: ES-PSC SCG <ES-PSCSCG@semprautilities.com>
Subject: [EXTERNAL] Re: USB Data Request - 4195 Lobos Ave, Atascadero,CA - 1/13/23

CAUTION! EXTERNAL SENDER, STOP, ASSESS, AND VERIFY

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Thanks again, Carlos. I noticed the same thing on this report that the Incident Time in the top left and the time of Personnel on Scene toward the bottom of the document are the same time.

Can you please confirm the time of the damage/incident for this case?

[Jeff McClenahan](#)

He/him

Investigator | Underground Investigations Division

[Office of Energy Infrastructure Safety](#)

715 P Street, 20th Floor

Sacramento, CA 95814

(279) 789-1818

EnergySafety.ca.gov [gcc02.safelinks.protection.outlook.com]
[\[gcc02.safelinks.protection.outlook.com\]](mailto:gcc02.safelinks.protection.outlook.com)

From: Chavez, Carlos R <CChavez@socalgas.com>
Sent: Friday, March 3, 2023 11:51 AM
To: McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov>
Cc: ES-PSC SCG <ES-PSCSCG@semprautilities.com>
Subject: USB Data Request - 4195 Lobos Ave, Atascadero,CA - 1/13/23

Hello Jeff,

Per your request, below is the list of attendees from yesterday's meeting discussing the incident at 4195 Lobos Ave, Atascadero, CA on 1/13/23:

Name	Title
Carlos Chavez	Pipeline Safety & Compliance Advisor
Edwin Baires	Pipeline Safety & Compliance Team Lead
Linda Baker	Pipeline Safety & Compliance Advisor
Beatriz Cardenas	Pipeline Safety & Compliance Advisor
Shannon Halweg	Field Team Lead
Alex Hughes	Pipeline Safety & Risk Mitigation Manager
Allen Johnson	Field Supervisor
Isaac Encinas	Lead Construction Tech I
Ry Plakias	Area Manager
Danny Sanchez	Field Supervisor II
Frank Santa Cruz	Pipeline Safety & Compliance Advisor
Sandie To	Pipeline Safety & Compliance Advisor

Included as an attachment is Gas Standard 107.0322 on Impacto bars.

Thank You,

Carlos R Chavez
Pipeline Safety & Compliance
915-630-7507



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information.

Exhibit 11



Contractor details

Company

Southern California Gas Company

Contractor name

Anthony Hernandez

Email

ahernandez6@semprautilities.com

Primary phone number

800-427-8894

Mobile number

Worksite details

Ticket number

2022122902659-000

Submitted on

Dec 29, 2022, 10:32:03 AM

Ticket type

Normal

Due by

Jan 27, 2023, 07:59:59 AM

Revision date

Revision details

Response code status

999-NO INFO

Response code

-- Select one --



Notes

 Show these notes when a contractor views this ticket in PositiveResponse

Assign response code

History

Jan 27, 2023, 09:15:02 PM | 2022122902659-000 | 999 - Utility has not provided 811 center with informat...

Utility did not provide a response code before the legal start date.

Exhibit 12

D230130001 - Saved

Case · Calfire Complaint

Medium
Priority

1/25/2023 9:23 AM
Created On

Active
Case Status

DSBCMSAdmin OEIS
Owner

Summary **Triage** Case Plan Investigation Data Other Reports Case Closure EAR Case Documents Related

Ticket Summary

Ticket Number	---
Notification Created	* 1/13/2023 10:46 AM
Notification type	* incident
Notification Number	* D230130001
Address1	---
Expires	---
One Year	---
Location	---
Map URL	---
State	CA

Complaint/Incident Information






County	San Luis Obispo
Incident/Complaint Description	THIS IS A 1ST PARTY DAMAGE. SOCALGAS CREW AC...
Incident Date	* 1/13/2023 9:10 AM
Incident State	CA
Incident County	* San Luis Obispo
Incident Place	Atascadero
Incident St from Address	4195
Incident St to Address	---
Incident Street	Lobos Ave.

Exhibit 13

Reporter Information

Reporter

 **Jose Gonzalez**

 Reporter First Name	Jose
 Reporter Middle Name	D
 Reporter Last Name	Gonzalez
 Reporter Company	SoCalGas
 Reporter Email	jgonzalez4@socalgas.com
 Reporter Phone	2133218765
 Reporter Address	1919 S. State College Blvd.
 Reporter Suite/Unit #	---
 Reporter City	Anaheim
 Reporter State	CA

