



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

DATE: October 15, 2024
CASE No.: CAS-01557-P3T1F7

Violations:

Novastar Construction Corporation

- Government Code § 4216.2(b): Excavating without first notifying the Regional Notification Center.
- Government Code § 4216.4(c)(2): Failure to call 911 emergency services upon causing damage.
- Government Code § 4216.4(c)(3): Failure to report damage to the Regional Notification Center within 48 hours.
- Title 19 CCR, Div. 4, § 4151(c) Failure to Provide Information Requested by the California Underground Safety Board.

Executive Summary:

On July 22, 2023, Novastar Construction Corporation used a mini excavator to dig a trench while installing a sewer connection at a residence and damaged a "T" natural gas line operated by the Southern California Gas Company. Novastar did not contact the Regional Notification Center before digging. After causing the damage, Novastar did not telephone 911 or notify the Regional Notification Center of the damage. During the California Underground Safety Board's investigation, Novastar refused to respond to the multiple information requests from the investigator.

Reporting Party Information:

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

Date of Incident:

July 22, 2023

Location of the Incident:

1123 Aldgate Avenue
La Puente, California 91744

Ticket:

None

Operator:

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

Excavator:

Novastar Construction Corporation
10141 Westminster Avenue, #203
Garden Grove, California 92843

Facility Type Damaged:

“T” natural gas line

Investigation:**Notification of the Incident**

On July 24, 2023, the Southern California Gas Company submitted notification of this incident to the California Underground Safety Board. The notification stated that underground infrastructure belonging to the Southern California Gas Company had been damaged. It stated that while digging with a mini excavator for a sewer installation to a new accessory dwelling unit (ADU), Novastar Construction Corporation damaged a “T” natural gas line operated by So Cal Gas. (Exh. 1.) The case was assigned to Investigator Gabrielle Zeps (Investigator).

Excavation and Damage to the Gas Line

On Saturday, July 22, 2023, Novastar was digging a trench to install a sewer connection for an accessory dwelling unit at a residence in La Puente, California. (Exh. 2.) While using a mini excavator, Novastar damaged part of a gas line in the backyard, which provided gas to the residence where Novastar was working and to the adjacent property.

Novastar Construction Corporation holds license # 1066777 from the California Contractors State License Board with a B- GENERAL BUILDING classification. (Exh. 3.)

Although Novastar damaged the line on July 22, So Cal Gas did not learn about the damage until two days later, on July 24, when a resident of the neighboring property reported that their gas service had stopped. The residence where Novastar was working did not lose gas service. (Exh. 1.)



Photo 1, provided by the Southern California Gas Company, depicts the damaged natural gas line and the fence between jobsite, La Puente, California, and the next-door neighbor.



Photo 2, provided by the Southern California Gas Company, depicts a piece of the damaged natural gas line.

Novastar Did Not Contact the Regional Notification Center Before Excavating

Government Code section 4216.2(b) states that an excavator planning to excavate must notify the appropriate regional notification center of the excavator's intent to excavate at least two working days before beginning that excavation.

During his August 10, 2023, telephone interview with Investigator, Ricky Vu of Novastar stated they had been doing digging work for approximately two years and that "they didn't know" they needed a ticket before digging. (Exh. 4.)

On August 16, 2023, Investigator emailed Amber Dahl, Safety Director of the Underground Service Alert of Southern California (DigAlert) and requested a copy of the ticket for excavation work at jobsite, La Puente, California. (Exh. 5.) Amber Dahl responded the same day stating, "After searching our records from 1/24/23 through 7/24/23, we were unable to find any DigAlert tickets for the location at 1123 Aldgate Ave in La Puente." (Exh. 6.)

Novastar Did Not Call 911 After Damaging the Line

Government Code section 4216.4(c)(2) states an excavator shall call 911 emergency services upon discovering or causing damage to a gas or hazardous liquid pipeline subsurface installation in which the damage results in the escape of any flammable, toxic, or corrosive gas or liquid.

During his December 18, 2023, telephone interview with Investigator, Ricky Vu of Novastar

Construction Corporation stated that they did not call 911 after the incident. (Exh. 7.)

Novastar Did Not Contact the Regional Notification Center After Damaging the Line

Government Code section 4216.4(c)(3) states an excavator discovering or causing damage shall notify the Regional Notification Center within 48 hours of discovering or causing the damage.

During his December 18, 2023, telephone interview with Investigator, Ricky Vu with Novastar stated that they called the Regional Notification Center only after speaking with the Investigator on August 10, 2023. (Exh. 7.)

Novastar Did Not Provide Any Information in Response to the Board's Information Requests

The California Code of Regulations, at title 19, section 4151, states that any excavator or operator who obstructs an investigation by taking actions that are known or reasonably should be known to prevent, hinder, or impede an investigation is subject to sanctions under the Act and this division.

On both August 1, 2023, at 2:29 pm and on August 7, 2023, at 11:00 am, Investigator telephoned Novastar to verify the correct email address to send the Investigation Announcement and the Information Request. On both occasions, Investigator left a voice message as no one answered. On August 9, 2023, at 8:31 am, Ricky Vu of Novastar left Investigator a voice message which included his statement that he had been out of the country.

Investigator reached Vu by telephone on August 10, 2023, at 11:48 am wherein he verified the Novastar's email address. Later that same day, Investigator sent the courtesy email for the Investigation Announcement (Exh. 8), the Investigation Announcement (Exh. 9), the courtesy email for the Information Request (Exh. 10), and the Information Request (Exh. 11) via email to Novastar. Novastar did not respond to the Information Request.

On December 18, 2023, at 3:54 p.m., Investigator sent an email (Exh. 12) to Vu with the second Information Request. (Exh. 13.) On December 20, 2023, at 7:22 p.m., Vu emailed Investigator stating he couldn't find the agent he was talking to earlier, that he needed some time to find out to whom he had been speaking, and that he would get back to Investigator. (Exh. 14.) On December 20, 2023, at 12:01 p.m., Investigator emailed Vu acknowledging his earlier email and included an invitation to talk if the second Information Request due date did not give him sufficient time to prepare his response. (Exh. 15.) Minutes later, at 12:03 p.m. on December 20, 2023, Vu emailed stating that he needed to search his email but that he had been busy. (Exh. 16.)

On April 18, 2024, at 4:00 p.m., Investigator emailed Vu reminding him of that the deadline of Novastar's response to the second Information Request had passed. Additionally, Investigator informed him that his inaction was considered an impediment to the investigation. Further, Novastar would be given one final opportunity to respond to the Information Requests by April 25, 2024. Failure to respond by April 25, 2024, would be considered a refusal to cooperate with the investigation. (Exh. 17.)

At 6:17 p.m. on April 18, 2024, Vu responded by email, stating, "Hi Zep, I already replied to whatever you asked me to do. What other information do you need? Thanks". (Exh. 18.) The next morning, at 11:16 a.m., Investigator sent an email to Vu asking for clarity on his April 18 email. (Exh. 19) That same day, April 19, 2024, Investigator telephoned Ricky Vu at 11:28 a.m. but had to leave a voice message. Vu did not respond to either the telephone message left at 11:28 a.m. on April 19, 2024, by Investigator or the email sent by Investigator at 11:16 a.m. on April 19, 2024.

Findings:

1. Novastar Construction Corporation failed to contact the Regional Notification Center before performing excavation, by digging for a sewer installation at jobsite on July 22, 2023. (Government Code § 4216.2(b).)
2. Novastar Construction Corporation failed to call 911 emergency services after damaging the natural gas line located at jobsite, La Puente, California. (Government Code § 4216.4(c)(2).)
3. Novastar Construction Corporation failed to notify the Regional Notification Center of the damage it caused to the Southern California Gas Company’s natural gas line on July 22, 2023. (Government Code § 4216.4(c)(3).)
4. Novastar failed to comply and produce the items requested in the Information Requests emailed on August 10, 2023, and December 18, 2023. (Title 19 CCR, Div. 4, § 4151(c).)

Investigator Name	Supervisor Name
Gabrielle Zeps	Brittney Branaman

Exhibit List:

Exhibit No.	Description	Date	Received From
1	Summary of Telephone Interview of Andrew Rodriguez, Damage Analyst of the Southern California Gas Company Prepared by Gabrielle Zeps	Telephone Interview Conducted by Gabrielle Zeps on August 2, 2023	
2	Initial Report from the Southern California Gas Company	Received on July 26, 2023	The Southern California Gas Company
3	Contractor’s License Detail for License No. 1066777 Obtained from the Contractors State License Board website	Downloaded on August 2, 2023	California Contractors State Licensing Board website at Check A License - CSLB (ca.gov)
4	Summary of Telephone Interview of Ricky Vu of Novastar Construction Company Prepared by Gabrielle Zeps	Telephone Interview Conducted by Gabrielle Zeps on August 10, 2023 This was the first of two interviews with Ricky Vu.	

5	Email to DigAlert Requesting Ticket Information on the jobsite, La Puente, California	Emailed on August 16, 2023	
6	Email from DigAlert No ticket for the jobsite, La Puente, California	Received on August 16, 2023	Amber Dahl, DigAlert's Safety Awareness Director
7	Summary of Telephone Interview of Ricky Vu Prepared by Gabrielle Zeps	<p>Telephone Interview Conducted by Gabrielle Zeps on December 18, 2023</p> <p>This was the second of two interviews with Ricky Vu.</p>	

Exhibit No.	Description	Date	Received From
8	Courtesy Email to Novastar Construction Corporation re Investigation Announcement	Sent on August 10, 2023, at 12:55 pm	
9	Investigation Announcement Emailed to Novastar Construction Corporation	Sent on August 10, 2023, at 12:55 pm	
10	Courtesy Email to Novastar Construction Corporation re Information Request	Sent on August 10, 2023, at 1:15 pm	
11	Information Request Emailed to Novastar Construction Corporation	Sent on August 10, 2023, at 1:15 pm	
12	Email to Novastar Construction Corporation re 2 nd Information Request	Sent on December 18, 2023, At 3:54 pm	
13	2 nd Information Request Emailed to Novastar Construction Corporation	Sent on December 18, 2023, At 3:54 pm	
14	Email from Ricky Vu re Difficulties in Locating an Agent	December 20, 2023, at 7:22 am	Ricky Vu of Novastar Construction Corporation
15	Email to Ricky Vu Acknowledging His Email of December 20, 2023, at 7:22 am	December 20, 2023, at 12:01 pm	
16	Email from Ricky Vu Stating He Needs to Find Time to Search His Email	December 20, 2023, at 12:03 pm	Ricky Vu of Novastar Construction Corporation

Exhibit No.	Description	Date	Received From
17	Email to Ricky Vu of Novastar Construction Corporation Granting Final Opportunity for Novastar Construction Corporation to Respond to the Information Requests	Sent on April 18, 2024, at 4:00 pm	
18	Email from Ricky Vu of Novastar Construction Corporation Requesting Clarification on the Board's Information Requests	Sent on April 18, 2024, At 6:17 pm	Ricky Vu of Novastar Construction Corporation
19	Email to Ricky Vu of Novastar Construction Corporation Requesting Clarification on Information Provided by Novastar Construction Corporation in Response to the Information Requests	Sent on April 19, 2024, 11:16 am	

Exhibit 1



CALIFORNIA UNDERGROUND FACILITIES SAFE EXCAVATION BOARD
INVESTIGATION DIVISION
INTERVIEW REPORT

Exhibit 1
Interview w/ Reporter
SoCal Gas

Rodriguez

REPORT DATE: AUGUST 7, 2023

CASE NO: CAS-01557-P3T1F7

DATE/TIME OF INTERVIEW: AUGUST 2, 2023, 1:35 PM

LOCATION OF INTERVIEW: TELEPHONE AT 805-441-4803

NAME/ADDRESS OF INTERVIEWEE: SOCALGAS REPORTER ANDREW RODRIGUEZ

NARRATIVE:

- Andrew Rodriguez does not have first person information about the incident.
- Andrew Rodriguez received an internal notification from SoCalGas.
- It took Andrew Rodriguez approximately 1 hour to get to the damage site.
- The unnamed SoCalGas customer service representative was still there when Andrew Rodriguez arrived.
- An unnamed SoCalGas supervisor was also present.
- Novastar's employees had left the damage site before Andrew Rodriguez arrived.
- Novastar had damaged SoCalGas' "T" line at 1123 Aldgate Avenue, La Puente, California, but the property owner did not lose natural gas service.
- The unnamed neighbor to 1123 Aldgate Avenue, La Puente, California, called in the damage as he did not have any natural gas service on Monday, July 24, 2023.
- Andrew Rodriguez does not know why the unnamed neighbor waited until Monday to call in the problem when the damage had occurred 2 days earlier, on Saturday.
- Andrew Rodriguez left a voice message for Ricky Vu of Novastar Construction Company but had not received a return call as of this interview.
- Andrew Rodriguez did obtain some information on Louis, a sub-contractor to Novastar Construction Company, who had worked on the project. His telephone number is 714-830-9821.
- Andrew Rodriguez left a voice message for the sub-contractor Louis but had not received a return call as of this interview.
- Andrew Rodriguez learned that there was no ticket and that the homeowner had been the person who had obtained all the permits for the project.

Investigator Name	Supervisor Name
GABRIELLE ZEPS	

Exhibit 2



No-Ticket Survey Report

Submitted By: Anonymous user

Submitted Time: July 26, 2023 10:24 AM

Your Information

Your Name

Andrew Rodriguez

Your Phone Number

805-441-4803

Your E-mail

Arodrig9@socalgas.com

Reviewer Information

Has the information you are submitting today been reviewed or changed by anyone besides yourself?

No

Excavator Information

Company Name

Novastar Construction Corporation

Excavator Contact Details

Name

Ricky Vu

Phone Number

714-880-9100

E-mail

NA

Supporting Documentation

Upload a photo of the company truck, uniform, or business card.



Who took the photos?

Name

Andrew Rodriguez

Phone Number

805-441-4803

E-mail

Arodrig9@socalgas.com

Upload other documentation substantiating the identity of the excavator.

IMG_3335.jpeg, 0.77MB

Additional file.

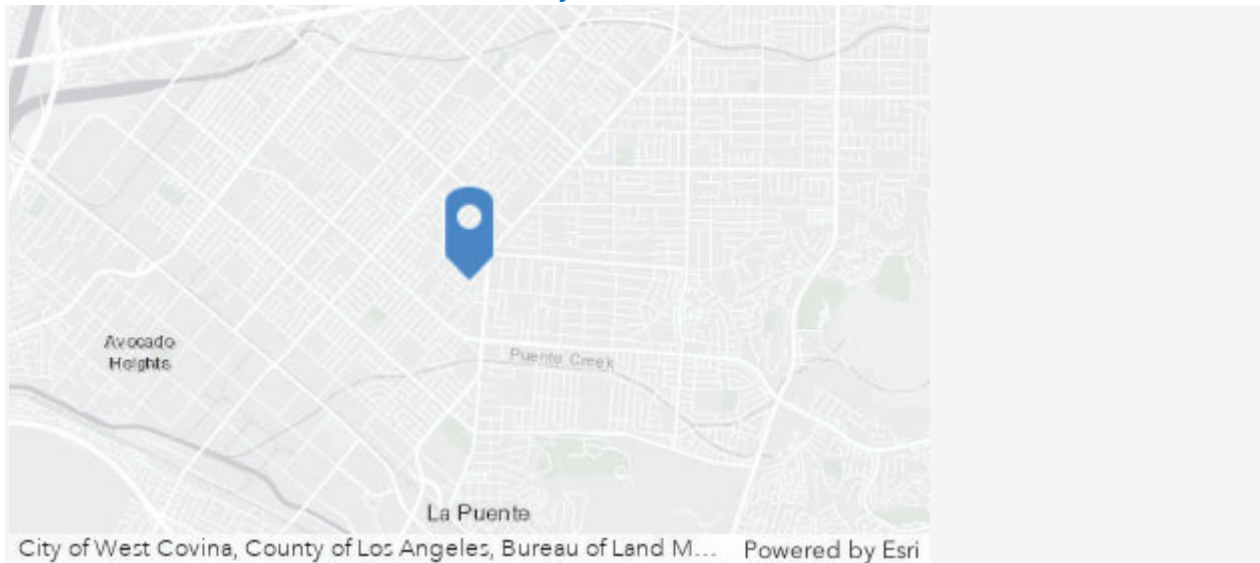
Damage

Does this no-ticket complaint involve a damage?

Yes, damage occurred.

Location

Indicate location of excavation activity.



Describe the observed excavation activity.

Sewer installation for ADU

Upload photo of excavation location. The photo should be taken at a wide angle and include location identifiers such as buildings in the background, street signs, bridges, freeways, etc.:



Additional Photo



Additional Photo



Who took the photos?

First Name
Andrew

Last Name
Rodriguez

Phone Number

805-441-4803

E-mail

Arodrig9@socalgas.com

Photo 2: First Name

Photo 2: Last Name

Photo 2: Phone Number

Photo 2: E-mail

Photo 3: First Name

Photo 3: Last Name

Photo 3: Phone Number

Photo 3: E-mail

Upload photo, map, survey, or other documentation substantiating the location of your facilities in relation to the observed excavation activity.

IMG_84E21BCD26AE-1.jpeg, 2.45MB

Additional file.

IMG_3337.png, 0.06MB

Who authored the submitted documentation?

First Name

Andrew

Last Name

Rodriguez

Phone Number

805-441-4803

E-mail

Arodrig9@socalgas.com

Does this incident involve:

Injury?

No

Death?

No

Fire or evacuation?

No

Enter the name of the responding fire department:

Damage Information

Date you learned of the damage:
July 24, 2023

Time you learned of the damage:
18:55

How did you learn of the damage?
Internal notification

Supporting Documentation
Upload photo informing you of the damage

Additional Photo

Additional Photo

Upload report or other documentation informing you of the damage

Who took the photos?

First Name

Andrew

Last Name

Rodriguez

Phone Number

805-441-4803

E-mail

Arodrig9@socalgas.com

Photo 2: First Name

Andrew

Photo 2: Last Name

Rodriguez

Photo 2: Phone Number

805-441-4803

Photo 2: E-mail

Arodrig9@socalgas.com

Photo 3: First Name

Andrew

Photo 3: Last Name

Rodriguez

Photo 3: Phone Number

805-441-4803

Photo 3: E-mail

Arodrig9@socalgas.com

Damage Details

Type of Facility damaged?
Natural Gas

Other facility type?

Tool that caused the damage:
Mini excavator

Upload photo depicting the damaged facility



Who took the photo?

First Name
Andrew

Last Name
Rodriguez

Phone
805-441-4803

E-mail
Arodrig9@socalgas.com

Exhibit 3

1066777

Exhibit 3
CSLB ~~check~~
Novastar
Construction



CONTRACTORS STATE LICENSE BOARD

Contractor's License Detail for License # 10667

DISCLAIMER: A license status check provides information taken from the CSLB license datab. 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 a 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 8/2/.

Business Information

NOVASTAR CONSTRUCTION CORPORATION
 10141 WESTMINSTER AVE 203
 GARDEN GROVE, CA 92843
 Business Phone Number:(714) 880-9100

Entity Corporation
Issue Date 07/07/2020
Reissue Date 09/03/2020
Expire Date 09/30/2024

License Status

This license is current and active.

All information below should be reviewed.

Classifications

B - GENERAL BUILDING

Bonding Information

Contractor's Bond

This license filed a Contractor's Bond with OLD REPUBLIC SURETY COMPANY

Exhibit 4



Exhibit 4
Interview w Novastar Ricky Vu

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

REPORT DATE: AUGUST 10, 2023

CASE NO: CAS-01557-P3T1F7

DATE/TIME OF INTERVIEW: AUGUST 10, 2023, AT 11:48 AM

LOCATION OF INTERVIEW: TELEPHONE CONVERSATION

NAME/ADDRESS OF INTERVIEWEE:

RICKY VU
NOVASTAR CONSTRUCTION COMPANY
10141 WESTMINSTER AVENUE, #203
GARDEN GROVE, CA 92843

NARRATIVE:

- I returned Ricky Vu's telephone voice message left for me which was in response to my prior telephone voice messages on August 1, 2023, and August 7, 2023
- Ricky Vu immediately apologized for not returning my calls earlier; he had been out of the country
- Ricky Vu said they had done digging work for approximately two (2) years
- I asked Ricky Vu if Novastar had an 811 ticket for this job
- Ricky Vu said, "They didn't know" that they needed to get an 811 ticket before digging
- Ricky Vu said that they did not have an 811 ticket for this job
- Ricky Vu asked if he was going to lose his license
- I told him that was with the California Contractors State License Board (CSLB), not the Underground Infrastructure Safety Board
- His son Luis was his foreman on the job at issue
- Luis is a sub-contractor, not an employee of Novastar Construction
- Luis was present on the worksite that day
- Ricky Vu asked where he could learn more about 811
- I referred him to DigAlert and to SoCalGas
- Ricky Vu verified that his email address is "novastarrealty@gmail.com"

Investigator Name	Supervisor Name
GABRIELLE ZEPS	

Exhibit 5

From: [Zeps, Gabrielle@EnergySafety](mailto:Zeps.Gabrielle@EnergySafety)
To: [Amber Dahl](#)
Subject: Novostar Construction Corporation
Date: Wednesday, August 16, 2023 12:48:00 PM
Attachments: [Image001.png](#)

Exhibit 5
Email to DigAlert re ticket

Afternoon Amber. Would you please check for a ticket on the following:

Novostar Construction Corporation working at 1123 Aldgate Avenue, La Puente, California 91744, on July 24, 2023

Thank you.

Gabrielle Zeps, Investigator
California Underground Safety Board
Mobile: 279-789-1817
Gabrielle.Zeps@energysafety.ca.gov

715 P Street, 20th Floor
Sacramento, CA 95814



**OFFICE OF ENERGY
INFRASTRUCTURE
SAFETY**

Exhibit 6



Exhibit 6
DigAlert No Ticket Response
Underground Service Alert
of Southern California™

August 16, 2023

Gabrielle Zeps
Underground Safety Board
715 P St, 20th Floor
Sacramento, CA 95814

File Number: Unknown

Dear Gabrielle,

After searching our records from 1/24/23 through 7/24/23, we were unable to find any DigAlert tickets for the location at 1123 Aldgate Ave in La Puente. I hope this information will be helpful.

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

Sincerely,

Amber Dahl
Safety Awareness Director

Exhibit 7

*2nd Interview w
Rickey Vu*

Exhibit 7



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

REPORT DATE: December 18, 2024

CASE NO: CAS-01557-P3T1F7

DATE/TIME OF INTERVIEW: December 18, 2023, 1:17 p.m.

LOCATION OF INTERVIEW: Telephone

NAME/ADDRESS OF INTERVIEWEE:

Ricky Vu
Novostar Construction Corporation
10141 Westminster Avenue, #203
Garden Grove, California 92843

NARRATIVE:

- They did not call 911 after the incident.
- They did call the Southern California Gas Company after the incident.
- They called the Regional Notification Center after they spoke with the Investigator on August 10, 2023.
- Hand tools were not used before the mini excavator was used as there was no way that the hand tools would work.

Investigator Name	Supervisor Name
GABRIELLE ZEPS	

Exhibit 8

my file => Courtesy Email from Novistar re Investigation Announcement

From: [Ricky Vu](#)
To: Zeps, Gabrielle@EnergySafety
Subject: Re: Investigation Announcement
Date: Thursday, August 10, 2023 12:57:31 PM
Attachments: [image001.png](#)

It was a pleasure speaking with you.

Thank you,

On Thu, Aug 10, 2023 at 12:55 PM Zeps, Gabrielle@EnergySafety
<Gabrielle.Zeps@energysafety.ca.gov> wrote:

Thank you for your time today, Mr. Vu.

Exhibit 8

Gabrielle Zeps, Investigator

California Underground Safety Board

Mobile: 279-789-1817

Gabrielle.Zeps@energysafety.ca.gov

[715 P Street, 20th Floor](#)

[Sacramento, CA 95814](#)



**OFFICE OF ENERGY
INFRASTRUCTURE
SAFETY**

RICKY VU
Broker Lic #01503629
Contractor B # 1066777

Exhibit 9



my File → Investigation Announcement

State of California – A Natural Resources Agency

Gavin Newsom, Governor

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

Exhibit 9

MEMBERS
Amparo Munoz, Chair
Bill Johns, Vice Chair
Ron Bianchini
Randy Charland
Marjorie Del Toro
Marshall Johnson
Carl Voss

EXECUTIVE OFFICER
Tony Marino

TRANSMITTED VIA ELECTRONIC MAIL

Date: August 10, 2023

To: Ricky Vu
Novastar Construction Corporation
10141 Westminster Avenue, #203
Garden Grove, California 92843

Subject: Natural gas line damage at 1123 Aldgate Avenue, La Puente, California, on July 24, 2023, at approximately 6:55 pm, while excavating without an 811 ticket

The investigation of the above referenced incident has been assigned to me.

I will be contacting you again within 7 business days, no later than August 21, 2023, as I commence the investigation.

Please retain all records that pertain to this incident for our discussions.

Please be aware that investigations are handled in the order of receipt and interviews are scheduled accordingly. If you have any questions in the meantime, please feel free to contact me. If you have any documents that you'd like to share in advance of our conversation, please send them to me:

Gabrielle.Zeps@energysafety.ca.gov

Case No. CAS-01557-P3T1F7

Exhibit 10

Dig Case → Email from Novastar re Information Request
My File → Email from Novastar re Information Request

From: [Ricky Vu](#)
To: [Zeps, Gabrielle@EnergySafety](mailto:Zeps.Gabrielle@EnergySafety)
Subject: Re: Information Request
Date: Thursday, August 10, 2023 1:17:31 PM
Attachments: [image001.png](#)

Thank you,
Appreciate you

On Thu, Aug 10, 2023 at 1:15 PM Zeps, Gabrielle@EnergySafety
<Gabrielle.Zeps@energysafety.ca.gov> wrote:

Looking forward to working on this with you.

Gabrielle Zeps, Investigator

California Underground Safety Board

Mobile: 279-789-1817

Gabrielle.Zeps@energysafety.ca.gov

[715 P Street, 20th Floor](#)

[Sacramento, CA 95814](#)

Exhibit 10.



**OFFICE OF ENERGY
INFRASTRUCTURE
SAFETY**

RICKY VU
Broker Lic #01503629
Contractor B # 1066777

Novastar Real Estate
10141 Westminster Ave. STE 203
Garden Grove, CA 92843

Exhibit 11



DigCase -> Information Requests -> 1st Information Request
my file -> 1st Information Request

State of California - A Natural Resources Agency

Gavin Newsom, Governor

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

MEMBERS

Amparo Munoz, Chair
Bill Johns, Vice Chair
Ron Blanchini
Randy Charland
Marjorie Del Toro
Marshall Johnson
Carl Voss

EXECUTIVE OFFICER
Tony Marino

Exhibit 11

TRANSMITTED VIA ELECTRONIC MAIL

INFORMATION REQUEST

Request Date: August 10, 2023

Response Due: August 18, 2023

To: Ricky Vu
Novastar Construction Corporation
10141 Westminster Avenue, Suite 203
Garden Grove, California 92843
novastarrealty@gmail.com

Investigator: Gabrielle Zeps

Information Request Number: Underground Safety-IR-106

Subject: request for information pertaining to an incident involving natural gas line damage at 1123 Aldgate Avenue, La Puente, California, on July 24, 2023, at approximately 6:55 pm, while excavating without an 811 ticket

INSTRUCTIONS

- a. Provide all information in your possession, custody, or control, or the possession, custody, and/or control of your affiliates or agents, that is responsive to these requests by the due date identified above.
- b. If you have any questions about the meaning or scope of the information requests herein, at your earliest opportunity, direct such questions to the Energy Safety investigator identified in (g). below of this request.
- c. Lack of clarity on meaning or scope of requests, without prior request for clarification from the "investigator," will not be a permissible reason for incomplete responses and will be regarded as non-compliance with the request.
- d. Identify the personnel (employees, consultants, agents, etc.) who provided information responsive to each of the information requests below. As used in this context herein, "identify" means to provide the full name, business address, and title of each employee, consultant, or agent who provided such information.

Exhibit 12

*Dig Case →
my file → Email w 2nd Information Request Notice.*

From: [Zeps, Gabrielle@EnergySafety](mailto:Zeps.Gabrielle@EnergySafety)
To: Ricky Vu
Subject: CAS-01557-P3T1F7 2nd Information Request Notice
Date: Monday, December 18, 2023 3:54:00 PM
Attachments: [CAS-01557-P3T1F7 2nd Information Request Notice.docx](#)
[image001.png](#)

Exhibit 12

Good afternoon, Mr. Vu. Attached is a 2nd Information Request. I am sending this as I am unable to find where you responded to the first one. I extended the usual due date due to the holidays. I look forward to your written response by January 4, 2024. Wishing you happy holidays. Sincerely,

Gabrielle Zeps, Investigator
Underground Investigations Division

Gabrielle.Zeps@energysafety.ca.gov
Phone: 279-789-1817

715 P Street, 20th Floor
Sacramento, CA 95814



**OFFICE OF ENERGY
INFRASTRUCTURE
SAFETY**

Exhibit 13

DigCase → Information Requests → 2nd Information Request Notice
MyFile → 2nd Information Request Notice



State of California – A Natural Resources Agency

Gavin Newsom, Governor

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

Exhibit 13

MEMBERS

Amparo Munoz, Chair
Bill Johns, Vice Chair
Ron Bianchini
Randy Charland
Marjorie Del Toro
Marshall Johnson
Carl Voss

EXECUTIVE OFFICER

Tony Marino

TRANSMITTED VIA ELECTRONIC MAIL

2nd NOTICE: IMMEDIATE ACTION REQUIRED

INFORMATION REQUEST

2nd Request Date: December 18, 2023

Response Due: January 4, 2024

Re: Lack of response to information letter of August 10, 2023, which contained a response date of August 10, 2023

To:

Ricky Vu
Novastar Construction Corporation
10141 Westminster Avenue, #203
Garden Grove, California 92843
novastarrealty@gmail.com

Investigator: Gabrielle Zeps

2nd Information Request Number: Underground Safety-2IR- 106

Subject: 2nd request for information pertaining to natural gas line damage on July 24, 2023, at 1123 Aldgate Avenue, La Puente, California 91744

INSTRUCTIONS

- a. Provide all information in your possession, custody, or control, or the possession, custody, and/or control of your affiliates or agents, that is responsive to these requests by the due date identified above.
- b. If you have any questions about the meaning or scope of the information requests herein, at your earliest opportunity, direct such questions to the Energy Safety investigator identified in g. below.

Exhibit 14

Dig Case → Case documents → Email from Novastar Upon
Receiving 2nd Information Request Notice

My File → Email from Novastar Upon Receiving 2nd Information
Request Notice

From: [Ricky Vu](#)
To: [Zeps. Gabrielle@EnergySafety](mailto:Zeps.Gabrielle@EnergySafety)
Subject: Re: CAS-01557-P3T1F7 2nd Information Request Notice
Date: Wednesday, December 20, 2023 7:22:22 AM
Attachments: [image001.png](#)

Exhibit 14

You don't often get email from novastarrealty@gmail.com. [Learn why this is important](#)

Hi Gabrielle,

I couldn't find the agent that I was talking to earlier. Give me sometime to find out who I talked to and I will get back to you.

Thank you,

Exhibit 15

Close Documents →
Disclose → Courtesy Email to Novastar After Email to 2nd Informat. Request
my File → Courtesy Email to Novastar After Email to 2nd Informat. Request

From: [Zeps, Gabrielle@EnergySafety](mailto:Zeps_Gabrielle@EnergySafety)
To: [Ricky Vu](#)
Subject: RE: CAS-01557-P3T1F7 2nd Information Request Notice
Date: Wednesday, December 20, 2023 12:01:00 PM
Attachments: [image001.png](#)

Exhibit 15

Good afternoon, Mr. Vu. Thank you for your response to my email. I hope that January 4, 2024, is sufficient. If it is not, lets have a conversation about it. Thank you. Gabrielle

Exhibit 16

Dig Case → Case Documents → Email from Novastar re Effort
Needed for 2nd Information Request

My file → Email from Novastar re Effort Need for 2nd Information
Request Notice

From: Ricky Vu
To: Zeps, Gabrielle@EnergySafety
Subject: Re: CAS-01557-P3T1F7 2nd Information Request Notice
Date: Wednesday, December 20, 2023 12:03:45 PM
Attachments: image001.png

Exhibit 16

Sounds good,
I just have to search throughout my email. But I am too busy to sit down and do it

Thank you,

Exhibit 17

DigCase → Information Request → Email to Novastar Warning of Non-Compliance to 2nd Information Request
My File → Email to Novastar Warning of Non-Compliance of Non-Compliance to 2nd Information Request

From: Zeps, Gabrielle@EnergySafety
To: [Ricky Vu](#)
Subject: Underground Safety Board Investigation
Date: Thursday, April 18, 2024 4:00:00 PM

Exhibit 17

Good afternoon, Mr. Vu.

I sent you a 2nd Information Request on December 18, 2023, asking you for information about natural gas line damage on July 24, 2023, at 1123 Aldgate Avenue, La Puente, California 91744.

The response date on this 2nd Information Request was January 4, 2024. I gave you some extra time to respond as it was winter holiday time.

On December 20, 2023, you emailed and said, "Hi Gabrielle, I couldn't find the agent that I was talking to earlier. Give me sometime to find out who I talked to and I will get back to you. Thank you,"

To date, I have not received a response from you to the 2nd Information Request.

This office considers NOVASTAR CONSTRUCTION CORPORATION's decision to impede this investigation to be unacceptable.

I write to provide NOVASTAR CONSTRUCTION CORPORATION with one more opportunity to comply with the 2nd Information Request. After April 25, 2024, this office will consider the failure to provide the requested information as NOVASTAR CONSTRUCTION CORPORATION's refusal to cooperate with the investigation.

Gabrielle Zeps, Investigator
California Underground Safety Board
Mobile: 279-789-1817
Gabrielle.Zeps@energysafety.ca.gov

715 P Street, 20th Floor
Sacramento, CA 95814

Exhibit 18

DigCase → Case Documents → Email from Novastar re Final Information Request
my file → Email from Novastar re Final Information Request

From: Ricky Vu
To: Zeps, Gabrielle@EnergySafety
Subject: Re: Underground Safety Board Investigation
Date: Thursday, April 18, 2024 6:17:07 PM

Exhibit 18

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

Hi Zep,

I already replied to what-ever you asked me to do. What other information do you need?

Thanks,

Exhibit 19

*Disclose → Case Document → Explanatory Email to Novastar re
Final investigation notice*
*my file → Explanatory Email to Novastar re Final Information
Request*

From: [Zeps, Gabrielle@EnergySafety](mailto:Zeps.Gabrielle@EnergySafety)
To: [Ricky Vu](#)
Subject: RE: Underground Safety Board Investigation
Date: Friday, April 19, 2024 11:16:00 AM

Exhibit 19

Good morning, Mr. Vu.

I need some clarity please, but I do not want to put words in your mouth.

If you have provided a complete answer to the 1st or 2nd Information Requests, which are the same, please send me an email stating that by April 25, 2024.

If you have nothing in response to the 1st or 2nd Information Requests, please send me an email stating that by April 25, 2024.

If you have anything in response to the 1st or 2nd Information Requests, please send me an email with your response by April 25, 2024, and tell me whether it is a full or partial response to the Information Request.

I look forward to hearing from you.

Gabrielle Zeps, Investigator
California Underground Safety Board
Mobile: 279-789-1817
Gabrielle.Zeps@energysafety.ca.gov

715 P Street, 20th Floor
Sacramento, CA 95814