



**CALIFORNIA UNDERGROUND SAFETY BOARD
INVESTIGATION DIVISION**

INVESTIGATION REPORT

DATE: January 2, 2025

CASE No.: D231510004

Violations:

WJ Landscape Maintenance, Inc.

Government Code § 4216.2(b): Excavating without notifying the Regional Notification Center prior to excavation.

Government Code § 4216.4(c)(2): Failure to contact 911 emergency services upon causing damage to a subsurface gas facility.

Government Code § 4216.4(c)(3), (4); Cal. Code Regs., title 19, § 4100(a): Failure to notify the Regional Notification Center of excavation damage to a natural gas facility within two hours of the damage.

Executive Summary:

On May 31, 2023, at approximately 9:00 a.m., WJ Landscape Maintenance, Inc., was excavating a trench in the driveway area at 999 Buckingham Place, Pasadena, California 91105, when it damaged an unmarked gas facility. WJ Landscape Maintenance, Inc., excavated and damaged the utility prior to notifying the Regional Notification Center.

WJ Landscape Maintenance, Inc., contacted Southern California Gas Company to notify them of the damage it had caused to their subsurface gas facility.

WJ Landscape Maintenance, Inc., did not contact 911 after causing the damage to the subsurface gas facility.

WJ Landscape Maintenance, Inc., notified the Regional Notification Center after damaging the subsurface gas facility but not within the two-hour mandated period.

No one interviewed in the investigation was able to provide photographs of this incident.

Reporting Party Information:

WJ Landscape Maintenance, Inc.

427 West Maple Avenue
Pasadena, California 91105

Date of Incident:

May 31, 2023

Location of the Incident:

999 Buckingham Place
Pasadena, California 91105

Operator:

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

Excavator:

WJ Landscape Maintenance, Inc.
427 West Maple Avenue
Pasadena, California 91105

Facility Types Damaged:

½” plastic gas facility

Investigation:

Notification of the Incident

On May 31, 2023, at 2:01 p.m., WJ Landscape Maintenance, Inc., (WJ Landscape) reported to the Underground Safety Board that “while digging a trench the trencher hit and damaged a gas line.” This notification stated that at approximately 10:00 a.m., on May 31, 2023, WJ Landscape damaged a gas line while digging a trench at 999 Buckingham Place, Pasadena, California 91105. (Exh. 1.)

This case was assigned to Investigator Jeff McClenahan (Investigator).

Identity Of the Excavator

Government Code section 4216(h) defines an excavator to be “any person, firm, contractor or subcontractor, owner, operator, utility, association, corporation, partnership, business trust, public agency, or other entity that, with their, or his or her, own employees or equipment performs any excavation.”

On May 31, 2023, at 2:01 p.m., WJ Landscape “self-reported” the damage to the Underground Safety Board. The notification stated that at approximately 10:00 a.m., on May 31, 2023, WJ Landscape damaged a gas line while digging a trench at 999 Buckingham Place, Pasadena,

California 91105. (Exh. 1.)

On June 14, 2023, the Investigator had a telephone interview with Amanda Ibbetson, Office Manager of WJ Landscape, wherein the investigator asked if, “You created the ticket?” In summary, Ibbetson responded that:

- The reporting of damage and the creation of the ticket occurred at the same time.
- It wasn’t created in advance, didn’t know they had started.
- Boss usually tells me to create the ticket and then do the DigAlert. (Exh. 2.)

During a telephone interview with Investigator on July 19, 2023, Will Jameson, President of WJ Landscape, said:

- Trenching to install drain lines.
- Had been working there for a few days, wasn’t first or last day.
- After the Southern California Gas Company responded to the damaged ½” plastic gas facility, the representative of Southern California Gas Company said there was no ticket on file. So, they went to get the ticket as they had already been doing the work prior to getting the ticket. (Exh. 3.)

WJ Landscape, was a licensed contractor with the Contractors State License Board, as of June 21, 2023, operating under license number 1063446, with a C27-Landscaping Classification. (Exh. 4.)

Identity of the Operator

Government Code section 4216(o) defines an operator to be “any person, corporation, partnership, business trust, public agency, or other entity that owns, operates, or maintains a subsurface installation.”

In its Emergency Incident Report No. 20230531-092000, Southern California Gas Company identified that they had personnel at 999 Buckingham Place, Pasadena, to respond to the damaged gas facility on May 31, 2023. (Exh. 5.)

WJ Landscape Maintenance, Inc., Did Not Notify the Regional Notification Center Prior to Excavation

Government Code section 4216.2(b) states that an excavator planning to excavate shall notify the appropriate regional notification center of the excavator’s intent to excavate at least two working days, and not more than 14 calendar days, before beginning that excavation.

During a telephone interview with Investigator on July 19, 2023, Will Jameson, President of WJ Landscape, said that after the Southern California Gas Company responded to the damaged ½” plastic gas facility on May 31, 2023, the representative of Southern California Gas Company said there was no ticket on file. So, they went to get the ticket. (Exh. 3.)

On June 2 and July 27, 2023, 2023, Investigator emailed DigAlert requesting a ticket search for 999 Buckingham Place, Pasadena California 91105 in the last year and the last known ticket at that address. (Exh. 6.)

On June 2 and July 2, 2023, Investigator received an email from Amber Dahl, Safety Awareness Director at DigAlert with the last known ticket at that approximate address, prior to the ticket created by WJ Landscape, on the day of the damage, which was from November 2020. (Exh. 8, 9.)

Will Jameson, President of WJ Landscape, requested ticket B231510881-00B at 2:10 p.m. on May 31, 2023, for trenching work for the homeowner. (Exh. 9.) This ticket was created after the damage to the subsurface gas facility.

WJ Landscape Maintenance, Inc., Did Not Contact 911 After Damaging a Subsurface Gas Facility

Government Code section 4216.4(c)(2) requires an excavator to report damage to gas and hazardous liquid pipelines to 911 upon causing or discovering the damage.

On June 14, 2023, the Investigator conducted a telephone interview with Amanda Ibbetson, Office Manager of WJ Landscape. The investigator asked, “Did you call 911?” and Ibbetson responded “no.” Ibbetson stated further, in summary, that this was because they had stopped working, crimped the line, and were waiting. (Exh. 2.)

WJ Landscape Maintenance, Inc., Did Not Notify the Regional Notification Center of Excavation Damage to a Subsurface Gas Facility Within Two Hours

Government Code section 4216.4(c)(3) requires an excavator to notify the regional notification center within 48 hours of discovering or causing damage to a subsurface installation. Further, sub-section (c)(4) gives the Board authority “to impose more restrictive notification windows” than those imposed by the statute. The Board has done so in California Code of Regulations, title 19, section 4100(a), which requires an excavator with knowledge of damage to a natural gas subsurface installation to notify the regional notification center of the excavation damage no later than 2 hours after the damage to natural gas or hazardous liquid pipelines.

Ticket B231510881-00B for excavation at 999 Buckingham Place, Pasadena, California 91105, at was created by the regional notification center at 2:10 p.m. on May 31, 2023, more than four hours after the approximate 10:00 a.m. damage time to the subsurface ½" plastic gas facility by WJ Landscape. (Exh. 9.)

Findings:

1. WJ Landscape Maintenance, Inc., did not notify the Regional Notification Center prior to excavation at 999 Buckingham Place, Pasadena California 91105 on May 31, 2023.
2. WJ Landscape Maintenance, Inc., did not contact 911 after it damaged a subsurface gas facility.
3. WJ Landscape Maintenance, Inc., did not notify the Regional Notification Center of excavation damage to a subsurface gas facility within two hours of the damage.

Investigator Name	Supervisor Name
Jeff McClenahan	Anona Bonner
Signature	Signature
Jeff McClenahan	Anona Bonner

Exhibit List:

Exhibit No.	Description	Date	Received From
1.	Notification Information Report D231510004 from Underground Safety Board Case Management System	Received on 6/5/2023	
2.	Summary of Telephone Interview with Office Manager Amanda Ibbetson Prepared by Jeff McClenahan	Telephone Interview Conducted by Jeff McClenahan on 6/14/2023	
3.	Summary of Telephone Interview with President Will Jameson Prepared by Jeff McClenahan	Telephone Interview Conducted by Jeff McClenahan on 6/19/2023	
4.	Contractor's License Detail for License No. 1063446 obtained from the Contractors State License Board website	Downloaded on 6/21/2023	California Contractors State License Board website at https://www.cslb.ca.gov/online/services/checklicense.aspx
5.	Southern California Gas Company Emergency Incident Report No. 20230531-092000	Received on 6/27/2023	Southern California Gas Company
6	Emails with DigAlert Ticket B231510881-00B	6/2/2023	Amber Dahl, DigAlert

Exhibit No.	Description	Date	Received From
7	Emails with Southern California Gas	6/26/2023 – 8/18/2023	Frank Santa Cruz
8	Ticket Search at 999 Buckingham Place	7/28/2023	Amber Dahl, DigAlert
9	Ticket B2315108881-00B Search Summary of Interview with Amanda Ibbetson, WJ Landscape Maintenance	6/15/2023	Amber Dahl, DigAlert Investigator

Exhibit 1

Notification Information Report

Information for Notification Number:- D231510004

Date Logged to CRM:- 5/31/2023 2:01 PM

Complaint/Incident Information	
Incident/Complaint Description	WHILE DIGGING A TRENCH THE TRENCHER HIT AND DAMAGED A GAS LINE.
Incident Date	5/31/2023 10:00 AM
Incident State	CA
Incident County	Los Angeles
Incident Place	Pasadena
Incident St from Address	999
Incident St to Address	
Incident Street	Buckingham Place
Incident Cross1	South San Rafael
Incident Location	
Type of Complaint	
Other Complaint Detail	
Notification Number	D231510004
Notification Created	5/31/2023 3:00 PM
Notification Type	incident
Damage Injury	No
Damage Death	No
Damage Fire Evacuation	No
Damage Facility Type	Gas
Damage Equipment	Ditchwitch trencher

Reporter Information

Reporter First Name	Amanda
Reporter Middle Name	
Reporter Last Name	Ibbetson
Reporter Company	WJ Landscape
Reporter Email	info@wj-lm.com
Reporter Phone	6266330333
Reporter Address	427 W Maple Ave
Reporter Address 2	
Reporter City	Monrovia
Reporter State	CA
Reporter Zip	91016

Other Party Information

First Name	
Middle Name	
Last Name	
Company	
Address	
City	
State	
Zip Code	
Email	
Phone	

Ticket Entry

Ticket Number	
Ticket Type	
Revision	
Created	
Account	
Channel	
Work Date	
Response Required	
Response Due	
Expires	
One Year	
Priority	
Priority Number	
Category	
Lookup	
State	
County	
Place	
Work area zip code	
St to address	
St from address	
Street	
Cross 1	
Cross 2	
How delineated	
Excav st walk	
Work Type	
Boring	
Explosives	
Vacuum	
Permit	
Work Order	
Done For	
Remarks Type	
Company Name	
Address1	
Address2	
City	

State	
Zip Code	
Phone	
Phone ext	
Caller	
Caller Language	
Cell	
Email	
Contact Name	
Contact Phone	
Contact Phone Ext	
Contact Cell	
Contact Email	
Location	
Comments	
Map URL	MAP URL of Notification Number D231510004

Ticket GPS Coordinates

Caller GPS Coordinates

Name	Latitude	Longitude
------	----------	-----------

Best Fit Rectangle GPS Coordinates

Name	Latitude	Longitude
------	----------	-----------

Ticket Member List

Member Code

Exhibit 2



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

REPORT DATE: 6/14/2023

CASE NO: CAS-01547-Y2D9F1

DATE/TIME OF INTERVIEW: 6/14/2023 10:30 AM

LOCATION OF INTERVIEW: Phone

NAME/ADDRESS OF INTERVIEWEE:

Amanda Ibbetson,
427 W Maple Ave
Monrovia, CA 91016
Tel: 6266330333

NARRATIVE:

Amanda Ibbetson, Office Manager

Were you on site at the time?

Not out on site at the time.

May 31, 2023, about what time did this happen?

Incident around 10am, approximately.

What happened?

They said it was not deep enough and hit a gas line.

Was that a residential line or owned by a utility?

Residential line.

Was it owned by a utility?

Yes, not an offshoot it was the main line. I think it was Southern California Gas.

Did not know they had started. So did not create the ticket in advance.

You created the ticket?

Reported the damage and created the ticket at the same time. Was not created in advance, did not know they had started. Boss usually tells me to create the ticket and then do the DigAlert.

Buckingham Place 999, can you confirm that is the correct address?

Yes.

Who is the supervisor on site for this project?

Fernando Ruvalcaba

Not sure I have his direct phone number. Will Jameson would be who to speak with.

Will Jameson, Owner of the Company

626 – 808 - 8074

When was the line repaired?

They came out about 45 minutes after I called them.

You called gas company?

Yes.

Did you call 911?

No. They had stopped working and crimped the line and waited.

WJ Landscaping crimped the line?

Yes, had cut through almost the entire line. Crimped the line and then waited for Southern California Gas. Supervisor waited and stopped working. Supervisor waited until someone came for the repairs.

And that supervisor was Fernando?

That was Fernando.

You said they cut through almost the entire time, do you know what they were working with?

Leveling and digging but not sure if working with a bobcat or a trencher.

Anything else you can recall?

No, that's about all.

I will follow up with an information request and will ask after photos to help understand what happened.

No photos as far as I know.

Investigator Name	Supervisor Name
Jeff McClenahan	Anona Bonner
Jeff McClenahan	Anona Bonner

Exhibit 3



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

REPORT DATE: 7/24/2023

CASE NO: CAS-01547-Y2D9F1

DATE/TIME OF INTERVIEW: 7/19/2023 8:00 AM

LOCATION OF INTERVIEW: MS Teams

NAME/ADDRESS OF INTERVIEWEE:

Fernando Rubalcava, Landscape Foreman

Will Jameson, President – Translating, noted where answering himself

Tel:

NARRATIVE:

Fernando title: Landscape Foreman

Will Jameson title: President

Years of experience in landscaping

Will: 18 years

Fernando: 10 years

We are talking about the 999 Buckingham Place utility damage on May 31 2023

Yes.

Will you stated this was installing.

Fernando: Trenching install drain lines. PVC storm drains here.

Regular type of work installing these as a landscape company?

Will: Part of many things that we do.

What day did you start this project?

Fernando: When happened had been working there a few days, wasn't first or last day.

How long was this project planned to take?

Will: Different components. Drainage was 2 weeks. Overall time on this project was 3 months.

And this project was for the homeowner?

Will: Correct.

On site for the entirety of this project?

Lead crew in installing drainage system.

What equipment in use for the drainage installation?

Fernando: Shovels, picks, and trenching machine.

What kind of trenching machine

Ditch Witch walk behind trencher. To untrained eye looks like a big saw on front of machine. Chain goes around and as goes around it digs a trench.

About how deep can that go?

Can go to 18". In this case going down 6".

Where were you working on this?

Will: Was in soil and previously a driveway area. So concrete area had been removed and excavating in soil.

Were you working from maps or any old utility marks?

Drainage plan as far as what we were installing. Existing gas line had been marked from the street to the meter.

When do you think that was marked?

There were two other contractors working the site at the same time. Don't know if they did or if the client themselves did.

So at the time of the utility damage there were utility marks on the ground?

Yes.

Then WJ Landscape called in a ticket that afternoon.

Correct.

Why call in the ticket that afternoon?

Will: SoCal Gas said no ticket on file. So went to get the ticket. Had already been doing the work prior to getting the ticket ourself.

Were there other utilities in addition to the gas that were marked?

No, there were not any others.

Will: Other than what was painted on the dirt prior to dig, no others.

Paint was sprayed onto the dirt where you were working?

Yes.

Did the drainage plan include any existing utilities on it?

No.

Talk through the work, damage, and repairs; what happened?

Had been trenching a few days prior, had been trenching in area of gas line. Knew that it was there from the paint markings. Under impression that most gas lines were 24" below grade. As trenching, trenching with confidence the line was deeper. Trencher caught existing gas line and pulled up and cut it. AT which point stopped working and bent the gas line to stop the gas from coming out. Then called the office to report it to SoCal Gas.

Call 911? Was there an emergency response?

No. Just the gas company representative came out.

Who was operating the trencher?

Fernando.

Amanda called SoCal Gas?

Yes.

About how long for the utility company gas to come out?

About 20 minutes.

Did SoCal Gas provide any more info about the utility or mark other facilities in the area?

Yes. They marked the rest of the gas line locations.

And a water line location was marked.

So there were gas line areas that were not marked prior to the damage?

Yes.

Continuing work on that site?

Drainage work about 2 more days.

Did you communicate with Pasadena Public Works about the EPR issue?

No, wasn't aware of that. Not aware of any other communication from Pasadena nor us with them.

The other work on the property what was with that?

Swimming pool, landscaping with plants and irrigation systems, and home remodel.

Do you know who the other contractors were on site?

One I think is called Perez Structural Construction, Crystal Clear Pool and Spa.

Take any photos of the utility marks or damage or anything like that?

No.

Will: Looked as well and don't have anything.

Did you communicate with SoCal Gas on site?

Yes, showed them where the line was.

Anything else that you both would like to share regarding this project?

No, that's it.

Investigator Name	Supervisor Name
Jeff McClenahan	Anona Bonner
Jeff McClenahan	Anona Bonner

Exhibit 4



Contractor's License Detail for License # 1063446

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 6/21/2023 2:23:35 PM

Business Information

W J LANDSCAPE MAINTENANCE INC
427 W MAPLE AVE
MONROVIA, CA 91016
Business Phone Number:(626) 633-0333

Entity Corporation
Issue Date 02/19/2020
Expire Date 02/29/2024

License Status

This license is current and active.

All information below should be reviewed.

Classifications

C27 - LANDSCAPING

Bonding Information

Contractor's Bond

This license filed a Contractor's Bond with [AMERICAN CONTRACTORS INDEMNITY COMPANY](#).

Bond Number: 100481225

Bond Amount: \$25,000

Effective Date: 01/01/2023

[Contractor's Bond History](#)

Bond of Qualifying Individual

The qualifying individual WILLIAM STEWART JAMESON JR 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: 02/19/2020

Workers' Compensation

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

Policy Number: TWC4279978

Effective Date: 06/01/2023

Expire Date: 06/01/2024

[Workers' Compensation History](#)

Exhibit 5

EIR No. 20230531-092000

Incident Time: (09:00)

Incident Date: 05/31/23

Incident Location:

City/County: Pasadena/ Los Angeles

Address/Location: 999 Buckingham Pl

Gas Equipment Affected: Service

Material: PLA **Pipe size:** ½"

MAOP 20 **MOP:** 18

Dig In Information:

USA notification required: Yes / No

USA notified: Yes / No

USA # N/A

Facilities properly marked: Yes / No

Name of Excavator: WJ Landscape Maintenance

Excavator Contact Person: Fernando Rubalcava

Phone: 626-633-0333

On Scene:

Date 05/31/23

Time 09:15AM

Company Personnel on Scene Customer Service ETR – 9:15 -10:30

Distribution LCT / CT 10:20 -13:20

Gas Flow Stopped 11:10

Customer Outages 1

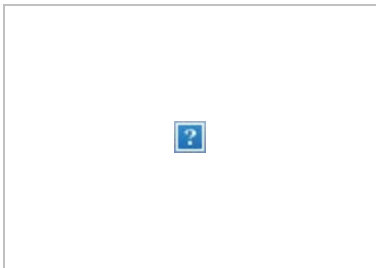
Summary of incident: On 5/31/2023 SoCalGas was alerted of a third-party damage at 999 Buckingham Pl. Contractor struck a 1/2in gas service while performing trenching activities to install a new sewer line. Upon investigation it was found that the contractor did not have a valid USA ticket.

Exhibit 6

From: [Amber Dahl](#)
To: McClenahan, Jeff@EnergySafety
Subject: RE: Ticket at 999 Buckingham Place in Pasadena?
Date: Friday, July 28, 2023 7:48:00 AM
Attachments: [999 Buckingham Pl.pdf](#)

I went ahead and searched DigAlert's entire database. Please see attached.

Thank you,



Amber Dahl, Safety Director

Underground Service Alert of Southern California
(DigAlert)
PO Box 77070
Corona, CA 92877

O: (951) 808-8115 F: (951) 808-8101

E: amber@digalert.org W: www.digalert.org

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From: McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov>
Sent: Thursday, July 27, 2023 4:16 PM
To: Amber Dahl <amber@digalert.org>
Subject: RE: Ticket at 999 Buckingham Place in Pasadena?

Hi Amber,

Are you able to provide the last known ticket at this address (999 Buckingham Place Pasadena) prior to the one ticket you provided?

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

[Office of Energy Infrastructure Safety](#)

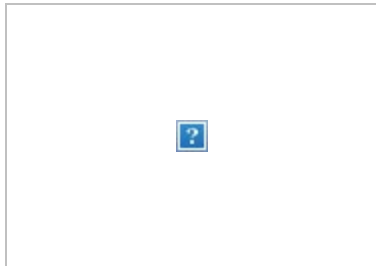
From: Amber Dahl <amber@digalert.org>
Sent: Friday, June 2, 2023 2:26 PM

To: McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov>

Subject: RE: Ticket at 999 Buckingham Place in Pasadena?

See attached.

Thank you,



Amber Dahl, Safety Director

Underground Service Alert of Southern California (DigAlert)
PO Box 77070
Corona, CA 92877

O: (951) 808-8115 F: (951) 808-8101

E: amber@digalert.org W: www.digalert.org

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From: McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov>

Sent: Friday, June 2, 2023 2:17 PM

To: Amber Dahl <amber@digalert.org>

Subject: Ticket at 999 Buckingham Place in Pasadena?

Hi Amber,

Could you please provide copies of any tickets and electronic responses this year at approximately 999 Buckingham Place, Pasadena California 91105?

Thanks for your help again!

Best,

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

Exhibit 7

From: [Santa Cruz, Francisco E](#)
To: McClenahan, Jeff@EnergySafety
Cc: [ES-PSC_SCG](#)
Subject: RE: Underground Safety Board: Case Announcement D231510004/Information Request
Date: Friday, August 18, 2023 9:45:45 PM
Attachments: [image002.png](#)

Hi Jeff,

My apologies for not getting back to you sooner. Please see below response in red.

Thank you

Frank Santa Cruz

Pipeline Safety & Compliance Advisor

fsantacruz@socalgas.com

Cell: (213) 407-0168



From: McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov>
Sent: Thursday, August 17, 2023 1:28 PM
To: Santa Cruz, Francisco E <FSantaCruz@socalgas.com>
Cc: ES-PSC SCG <ES-PSCSCG@semprautilities.com>
Subject: [EXTERNAL] RE: Underground Safety Board: Case Announcement D231510004/Information Request

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 Frank,

Just following up on this request and probably final question to close out this case.

One final question for William Baker since there aren't any photos of this locate: can they recall if they placed any paint marks directly onto soil?

After the damage occurred, our locator went out and placed a mark on the dirt to indicate the service went about a foot into the property. Due to a gate, a flag was unable to be used.

Best,

Jeff McClenahan (He/him)

Investigator | Underground Investigations Division

(279) 789-1818

Office of Energy Infrastructure Safety

From: McClenahan, Jeff@EnergySafety
Sent: Wednesday, August 9, 2023 10:55 AM
To: Santa Cruz, Francisco E <FSantaCruz@socalgas.com>
Cc: ES-PSC SCG <ES-PSCSCG@semprautilities.com>
Subject: RE: Underground Safety Board: Case Announcement D231510004/Information Request

Thank you, Frank; received.

One final question for William Baker since there aren't any photos of this locate: can they recall if they placed any paint marks directly onto soil?

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

Office of Energy Infrastructure Safety

From: Santa Cruz, Francisco E <FSantaCruz@socalgas.com>
Sent: Monday, August 7, 2023 11:18 AM
To: McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov>
Cc: ES-PSC SCG <ES-PSCSCG@semprautilities.com>
Subject: RE: Underground Safety Board: Case Announcement D231510004/Information Request

Hi Jeff,

Please see below responses in red as well as the attached attendance sheet.

Thank you

Frank Santa Cruz
Pipeline Safety & Compliance Advisor
fsantacruz@socalgas.com
Cell: (213) 407-0168



From: McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov>
Sent: Wednesday, August 2, 2023 9:37 AM
To: Santa Cruz, Francisco E <FSantaCruz@socalgas.com>
Cc: ES-PSC SCG <ES-PSCSCG@semprautilities.com>
Subject: [EXTERNAL] RE: Underground Safety Board: Case Announcement D231510004/Information

Request

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 Frank,

Thanks again for facilitating the meeting today.

Here are my final questions to close out this case:

- Can you please provide a sign-in sheet for the interview this morning?
 - Please see attached.
- Can you confirm the locator's full name? – On the post-incident ticket (copy attached) on that job site it is SSBAKER at the EPR Code.
 - William S. Baker
- Confirm the EPR code 010 that the site was marked the day following the dig-in
 - EPR Code 10 (Locate Area Marked) response was provided when ticket was completed on 06/01/23 10:30AM
- And please provide all photos that the locator took of that locate.
 - No pictures taken.

Jeff McClenahan (He/him)

Investigator | Underground Investigations Division
(279) 789-1818

Office of Energy Infrastructure Safety

From: McClenahan, Jeff@EnergySafety

Sent: Wednesday, July 26, 2023 11:59 AM

To: Santa Cruz, Francisco E <FSantaCruz@socalgas.com>

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

Subject: RE: Underground Safety Board: Case Announcement D231510004/Information Request

That works; I could do 8/2 anytime between 9am and noon if that works.

Jeff McClenahan (He/him)

Investigator | Underground Investigations Division
(279) 789-1818

Office of Energy Infrastructure Safety

From: Santa Cruz, Francisco E <FSantaCruz@socalgas.com>
Sent: Wednesday, July 26, 2023 9:13 AM
To: McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov>
Cc: ES-PSC SCG <ES-PSCSCG@semprautilities.com>
Subject: RE: Underground Safety Board: Case Announcement D231510004/Information Request

Hi Jeff,

I per my voice message, would it be possible to schedule this meeting with you next week Wednesday 8/2?

Thank you

Frank Santa Cruz

Pipeline Safety & Compliance Advisor

fsantacruz@socalgas.com

Cell: (213) 407-0168



From: McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov>
Sent: Thursday, July 20, 2023 9:13 AM
To: Santa Cruz, Francisco E <FSantaCruz@socalgas.com>
Cc: ES-PSC SCG <ES-PSCSCG@semprautilities.com>
Subject: [EXTERNAL] RE: Underground Safety Board: Case Announcement D231510004/Information Request

CAUTION! EXTERNAL SENDER - STOP, ASSESS, AND VERIFY

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That works for me, although I would like to stress that I anticipate a quick interview with each party so it may not be worth the trouble to get everyone together at the same time.

Please also provide a list of attendees, their titles, and relation to the incident prior to the meeting.

Jeff McClenahan (He/him)

Investigator | Underground Investigations Division

(279) 789-1818

Office of Energy Infrastructure Safety

From: Santa Cruz, Francisco E <FSantaCruz@socalgas.com>

Sent: Thursday, July 20, 2023 9:05 AM

To: McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov>
Cc: ES-PSC SCG <ES-PSCSCG@semprautilities.com>
Subject: RE: Underground Safety Board: Case Announcement D231510004/Information Request

Hi Jeff,

I'd be more than happy to set up a meeting with all the parties involved. I will get back to you as soon as I can lock down some available dates.

Thank you

Frank Santa Cruz

Pipeline Safety & Compliance Advisor

fsantacruz@socalgas.com

Cell: (213) 407-0168



From: McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov>
Sent: Thursday, July 20, 2023 9:00 AM
To: Santa Cruz, Francisco E <FSantaCruz@socalgas.com>
Cc: ES-PSC SCG <ES-PSCSCG@semprautilities.com>
Subject: [EXTERNAL] RE: Underground Safety Board: Case Announcement D231510004/Information Request

CAUTION! EXTERNAL SENDER - STOP, ASSESS, AND VERIFY

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Hi Frank,

I would after all like to have a quick interview with your repair team and locator if those were different people on this ticket at 999 Buckingham Place Pasadena. Could you please provide their contact information?

Jeff McClenahan (He/him)

Investigator | Underground Investigations Division

(279) 789-1818

[Office of Energy Infrastructure Safety](#)

From: McClenahan, Jeff@EnergySafety
Sent: Tuesday, June 27, 2023 3:42 PM
To: Santa Cruz, Francisco E <FSantaCruz@socalgas.com>

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

Subject: RE: Underground Safety Board: Case Announcement D231510004/Information Request

Thank you, Frank; received.

Best,

Jeff McClenahan (He/him)

Investigator | Underground Investigations Division

(279) 789-1818

Office of Energy Infrastructure Safety

From: Santa Cruz, Francisco E <FSantaCruz@socalgas.com>

Sent: Tuesday, June 27, 2023 3:39 PM

To: McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov>

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

Subject: RE: Underground Safety Board: Case Announcement D231510004/Information Request

You don't often get email from fsantacruz@socalgas.com. [Learn why this is important \[aka.ms\]](#)

Hi Jeff,

Please see attached information that was request. Also, we did not have any photos of this incident. If you require anything else, please let me know.

Thank you

Frank Santa Cruz

Pipeline Safety & Compliance Advisor

fsantacruz@socalgas.com

Cell: (213) 407-0168



From: McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov>

Sent: Monday, June 19, 2023 2:50 PM

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

Subject: [EXTERNAL] Underground Safety Board: Case Announcement D231510004/Information Request

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 SoCal Gas team,

I'm following up on a utility damage associated with USA Ticket B231510881-00B in Pasadena, California.

I believe a contractor struck a SoCal Gas facility on May 31, 2023 and SoCal Gas responded to make repairs to this facility. A copy of the ticket is attached for reference.

Could you please provide any records such as photos, damage reports, repair documentation etc... that you have associated with this dig-in? Please see the information request attached for the full request.

Could you also identify the technicians or other personnel involved by name and title? I don't believe an interview is necessary at this time, but I will reach out to schedule an interview through you if so.

If you have anything further you would like to provide, please let me know.

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](https://www.energy.ca.gov)

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Exhibit 8



Underground Service Alert

of Southern California™

July 28, 2023

Jeff McClenahan
Underground Safety Board
715 P St, 20th Floor
Sacramento, CA 95814

File Number: Unknown

Dear Jeff,

After searching our records from **7/29/18 through 7/27/23**, we found the following DigAlert ticket(s) A203100976, B231510881, B231930386, B231930725 for the location at 999 Buckingham Pl in Pasadena. 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

Ticket: A203100976-00A

MBRCOD 00001B USAS 07/28/23 07:15:44 A203100976-00A NEW NORM POLY LREQ

Ticket: A203100976 Rev: 00A Created: 11/05/20 16:46 User: LEW Chan: 100

Work Start: 11/10/20 08:00 Legal Start: 11/10/20 08:00 Expires: 12/03/20 23:59
Response required: Y Priority: 2

Excavator Information

Company: DSRM COMMUNICATIONS Type: CONT
Co Addr: 1101 S EAST END AVE
City : POMONA State: CA Zip:
Created By: PORFIRIO MARTINEZ Language: ENGLISH
Office Phone: 213-500-1944 SMS/Cell: 213-500-1944
Office Email: PORFIRIO@DSRMCABLE.COM

Site Contact: PORFIRIO MARTINEZ
Site Phone: 213-500-1944 Site SMS/Cell:
Site Email: PORFIRIO@DSRMCABLE.COM

Excavation Area

State: CA County: LOS ANGELES Place: PASADENA
Zip: 91105
Address : 999 Street: BUCKINGHAM PL
Cross 1 : S SAN RAFAEL AVE
Cross 2 :
Location: S SAN RAFAEL AVE SIDE/OF THE ADDRESS
Searchable Tags:
Job size: sq-feet: 175625 sq-miles: 0.006300

Delineated Method: WHITEPAINT

Work Type: INSTALL CONDUIT
Work For : SPECTRUM
Permit: PENDING Job/Work order:
Project ID:
Project Name:
1 Year: N Boring: Y Street/Sidewalk: Y Vacuum: N Explosives: N Pavement Only: N

Lat/Long

Center Generated (NAD83): 34.133002/-118.171165 34.133254/-118.169694
: 34.131784/-118.170957 34.132036/-118.169485

Excavator Provided:

Map link:

https://newtin.digalert.org/newtinweb/map_tkt.nap?TRG=C6PfMZnMbNdGYP-0

Members:

ATTDSOUTH PAS01 PAS02 PASPW SCG4QM UCHTRW_C1

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Ticket: B231510881-00B

MBRCOD 00001B USAS 07/28/23 07:17:30 B231510881-00B NEW NORM POLY LREQ

Ticket: B231510881 Rev: 00B Created: 05/31/23 14:10 User: DIRECT Chan: WEB

Work Start: 06/02/23 17:01 Legal Start: 06/02/23 17:01 Expires: 06/28/23 23:59
Response required: Y Priority: 2

Excavator Information

Company: WJ LANDSCAPE MAINTENANCE INC Type: CONT
Co Addr: 427 WEST MAPLE AVENUE
City : PASADENA State: CA Zip: 91105
Created By: WILL JAMESON Language: ENGLISH
Office Phone: 626-633-0333 SMS/Cell: 626-840-9222
Office Email: INFO@WJ-LM.COMSite Contact: WILL JAMESON
Site Phone: 626-808-8074 Site SMS/Cell: 626-808-8074
Site Email: info@wj-lm.com

Excavation Area

State: CA County: LOS ANGELES Place: PASADENA
Zip: 91105
Address : 999 Street: BUCKINGHAM PL
Cross 1 : S SAN RAFAEL AVE
Cross 2 :
Location:
Searchable Tags:
Job size: sq-feet: 79475 sq-miles: 0.002851

Delineated Method: NONE

Work Type: TRENCHING

Work For : HOME OWNER

Permit: Job/Work order:

Project ID:

Project Name:

1 Year: N Boring: N Street/Sidewalk: N Vacuum: Y Explosives: N Pavement Only: N

Lat/Long

Center Generated (NAD83): 34.132861/-118.170862 34.132964/-118.169855
: 34.132072/-118.170782 34.132174/-118.169774

Excavator Provided:

Map link:

https://newtin.digalert.org/newtinweb/map_tkt.nap?TRG=7Cx5v0wv07wr0o4-f

Members:

ATTDSOUTH PAS01 PAS02 PASPW SCG4QM UCHTRW_C1

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Ticket Responses for: B231510881-00B

Member	Name	Rev	Responded	By	Response
ATTDSOUTH	AT&T - DISTRIBUTION	00B	06/02/23 04:01:08 PM	UQ Responder	(022) NO DELINEATION - RESEND TICKET REQUESTED
PAS01	C/OF PASADENA-WTR/POWER DEPT	00B	06/01/23 02:01:00 PM	victor vandujo	(001) CLEAR - NO CONFLICT
PAS02	C/OF PASADENA-WTR/POWER DEPT	00B	06/02/23 05:01:52 PM	Late Notice	(999) Member did not respond by the required time
PASPW	C/OF PASADENA-PUBLIC WORKS	00B	06/01/23 07:30:52 AM	TMS:IHOFFMAN	(022) NO DELINEATION - RESEND TICKET REQUESTED
SCG4QM	SOCALGAS DISTRIBUTION PASADENA	00B	06/01/23 10:36:31 AM	PRSDG01 SSBAKER	(010) LOCATE AREA MARKED
UCHTRW_C1	SPECTRUM - IRWINDALE	00B	06/02/23 04:01:07 PM	UQ Responder	(022) NO DELINEATION - RESEND TICKET REQUESTED

Ticket: B231930386-00B

MBRCOD 00001B USAS 07/28/23 07:17:54 B231930386-00B NEW NORM POLY LREQ

Ticket: B231930386 Rev: 00B Created: 07/12/23 10:32 User: DIRECT Chan: WEB

Work Start: 07/18/23 17:01 Legal Start: 07/18/23 17:01 Expires: 08/09/23 23:59
Response required: Y Priority: 2

Excavator Information

Company: PEREZ TRUCTURAL Type: CONT
Co Addr: 8136 FOOTHILL BLVD
City : SUNLAND State: CA Zip: 91040
Created By: VIRGILIO PEREZ Language: ENGLISH
Office Phone: 818-405-7767 SMS/Cell: 310-714-1643
Office Email: PEREZSTRUCTURAL@ICLOUD.COM

Site Contact: MANNY

Site Phone: 310-714-1643 Site SMS/Cell: 310-714-1643
Site Email: PEREZSTRUCTURAL@ICLOUD.COM

Excavation Area

State: CA County: LOS ANGELES Place: PASADENA
Zip: 91105
Address : 999 Street: BUCKINGHAM PL
Cross 1 : SAN RAFAEL AVE
Cross 2 :
Location: IN FRONT OF ADDRESS
Searchable Tags:
Job size: sq-feet: 79475 sq-miles: 0.002851

Delineated Method: WHITEPAINT

Work Type: DIGGING TRENCH
Work For : OWNER
Permit: Job/Work order: BUCKINGHAM
Project ID:
Project Name:
1 Year: N Boring: N Street/Sidewalk: N Vacuum: N Explosives: N Pavement Only: N

Lat/Long

Center Generated (NAD83): 34.132861/-118.170862 34.132964/-118.169855
: 34.132072/-118.170782 34.132174/-118.169774

Excavator Provided:

Map link:

https://newtin.digalert.org/newtinweb/map_tkt.nap?TRG=DE8s6rBm5q7pDbN-Q

Members:

ATTDSOUTH PAS01 PAS02 PASPW SCG4QM UCHTRW_C1

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Ticket Responses for: B231930386-00B

Member	Name	Rev	Responded	By	Response	Comment
ATTDSOUTH	AT&T - DISTRIBUTION	00B	07/18/23 09:11:38 AM	UQ Responder	(010) LOCATE AREA MARKED	
PAS01	C/OF PASADENA- WTR/POWER DEPT	00B	07/13/23 04:15:39 PM	Norris Baker	(010) LOCATE AREA MARKED	
PAS02	C/OF PASADENA- WTR/POWER DEPT	00B	07/13/23 08:03:20 AM	ERIK MOULE	(010) LOCATE AREA MARKED	
PASPW	C/OF PASADENA-PUBLIC WORKS	00B	07/12/23 10:56:43 AM	TMS:IHOFFMAN	(001) CLEAR - NO CONFLICT	Delineation is inside private property. Clear of street lights
SCG4QM	SOCALGAS DISTRIBUTION PASADENA	00B	07/19/23 08:40:26 AM	PRSDG01 SSBAKER	(010) LOCATE AREA MARKED	
SCG4QM	SOCALGAS DISTRIBUTION PASADENA	00B	07/17/23 10:55:23 AM	PRSDG01 SSBAKER	(003) EXISTING MARKINGS ADEQUATE	
UCHTRW_C1	SPECTRUM - IRWINDALE	00B	07/18/23 09:11:38 AM	UQ Responder	(010) LOCATE AREA MARKED	

Ticket: B231930725-00B

MBRCOD 00001B USAS 07/28/23 07:18:39 B231930725-00B NEW NORM POLY LREQ

Ticket: B231930725 Rev: 00B Created: 07/12/23 14:18 User: JNAVARRO Chan: WEB

Work Start: 07/14/23 17:01 Legal Start: 07/14/23 17:01 Expires: 08/09/23 23:59
Response required: Y Priority: 2

Excavator Information

Company: NPL Type: CONT
Co Addr: 895 BEACON ST
City : BREA State: CA Zip: 92821
Created By: JOSE NAVARRO Language: ENGLISH
Office Phone: 714-989-5147 SMS/Cell: 562-501-5641
Office Email: JNAVARRO@GONPL.COM

Site Contact: JOSE
Site Phone: 562-501-5641 Site SMS/Cell: 562-501-5641
Site Email: jnavarro@gonpl.com

Excavation Area

State: CA County: LOS ANGELES Place: PASADENA
Zip: 91105
Address : 999 Street: BUCKINGHAM PL
Cross 1 : S SAN RAFAEL AVE
Cross 2 :
Location: FRONT OF ADDRESS;
Searchable Tags:
Job size: sq-feet: 79475 sq-miles: 0.002851

Delineated Method: CHALK,FLAGS

Work Type: REPLACE GAS SERVICE

Work For : SOLCALGAS

Permit: Job/Work order: 54-569106

Project ID:

Project Name:

1 Year: N Boring: Y Street/Sidewalk: Y Vacuum: Y Explosives: N Pavement Only: N

Lat/Long

Center Generated (NAD83): 34.132861/-118.170862 34.132964/-118.169855
: 34.132072/-118.170782 34.132174/-118.169774

Excavator Provided:

Map link:

https://newtin.digalert.org/newtinweb/map_tkt.nap?TRG=1FeMaJlBm8l9k3v-s

Members:

ATTDSOUTH PAS01 PAS02 PASPW SCG4QM UCHTRW_C1

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Ticket Responses for: B231930725-00B

Member	Name	Rev	Responded	By	Response
ATTDSOUTH	AT&T - DISTRIBUTION	00B	07/14/23 07:46:38 AM	UQ Responder	(010) LOCATE AREA MARKED
PAS01	C/OF PASADENA- WTR/POWER DEPT	00B	07/13/23 04:12:40 PM	Norris Baker	(011) LOCATE AREA MARKED BUT ABANDONED FACILITIES MAY BE IN THE AREA
PAS02	C/OF PASADENA- WTR/POWER DEPT	00B	07/13/23 08:03:20 AM	ERIK MOULE	(010) LOCATE AREA MARKED
PASPW	C/OF PASADENA-PUBLIC WORKS	00B	07/13/23 09:23:52 AM	TMS:IHOFFMAN	(010) LOCATE AREA MARKED
SCG4QM	SOCALGAS DISTRIBUTION PASADENA	00B	07/13/23 07:59:19 AM	PRSDG01 SSBAKER	(004) NO MARKINGS REQUESTED
UCHTRW_C1	SPECTRUM - IRWINDALE	00B	07/14/23 07:46:37 AM	UQ Responder	(010) LOCATE AREA MARKED

Exhibit 9



Underground Service Alert

of Southern California™

June 2, 2023

Jeff McClenhan
Underground Safety Board
715 P St, 20th Floor
Sacramento, CA 95814

File Number: Unknown

Dear Jeff,

After searching our records from 1/1/23 through 6/1/23, we found the following DigAlert ticket(s) B231510881 for the location at 999 Buckingham Place in Pasadena. 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

Ticket: B231510881-00B

MBRCOD 00001B USAS 06/02/23 14:22:56 B231510881-00B NEW NORM POLY LREQ

Ticket: B231510881 Rev: 00B Created: 05/31/23 14:10 User: DIRECT Chan: WEB

Work Start: 06/02/23 17:01 Legal Start: 06/02/23 17:01 Expires: 06/28/23 23:59
Response required: Y Priority: 2

Excavator Information

Company: WJ LANDSCAPE MAINTENANCE INC Type: CONT
Co Addr: 427 WEST MAPLE AVENUE
City : PASADENA State: CA Zip: 91105
Created By: WILL JAMESON Language: ENGLISH
Office Phone: 626-633-0333 SMS/Cell: 626-840-9222
Office Email: INFO@WJ-LM.COMSite Contact: WILL JAMESON
Site Phone: 626-808-8074 Site SMS/Cell: 626-808-8074
Site Email: info@wj-lm.com

Excavation Area

State: CA County: LOS ANGELES Place: PASADENA
Zip: 91105
Address : 999 Street: BUCKINGHAM PL
Cross 1 : S SAN RAFAEL AVE
Cross 2 :
Location:
Searchable Tags:
Job size: sq-feet: 79475 sq-miles: 0.002851

Delineated Method: NONE

Work Type: TRENCHING

Work For : HOME OWNER

Permit: Job/Work order:

Project ID:

Project Name:

1 Year: N Boring: N Street/Sidewalk: N Vacuum: Y Explosives: N Pavement Only: N

Lat/Long

Center Generated (NAD83): 34.132861/-118.170862 34.132964/-118.169855
: 34.132072/-118.170782 34.132174/-118.169774

Excavator Provided:

Map link:

https://newtin.digalert.org/newtinweb/map_tkt.nap?TRG=7Cx5v0wv07wr0o4-f

Members:

ATDSOUTH PAS01 PAS02 PASPW SCG4QM UCHTRW_C1

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Ticket Responses for: B231510881-00B

Member	Name	Rev	Responded	By	Response
PAS01	C/OF PASADENA-WTR/POWER DEPT	00B	06/01/23 02:01:00 PM	victor vandujo	(001) CLEAR - NO CONFLICT
PASPW	C/OF PASADENA-PUBLIC WORKS	00B	06/01/23 07:30:52 AM	TMS:IHOFFMAN	(022) NO DELINEATION - RESEND TICKET REQUESTED
SCG4QM	SOCALGAS DISTRIBUTION PASADENA	00B	06/01/23 10:36:31 AM	PRSDG01 SSBAKER	(010) LOCATE AREA MARKED