



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

DATE: February 7, 2025
CASE No.: 23NTS00002

Violations:

ARM Construction

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 after causing damage.

City of Rialto Water (member code RIA01SWR)

Government Code § 4216.3(c)(1)(A): Failure to provide positive electronic response before the legal start date and time.

Executive Summary:

On July 10, 2023, ARM Construction excavated without first contacting the regional notification center and, with a shovel, damaged a half-inch natural gas plastic service line operated by the Southern California Gas Company. After damaging the line, ARM Construction contacted the regional notification center and the Southern California Gas Company but did not call 911.

After reporting the damage to the regional notification center, ARM Construction began excavating again before the legal excavation start date and time.

The City of Rialto Water (Member code RIA01SWR) did not provide an electronic positive response to ticket A231910488-00A which the call center created after the line was damaged.

Reporting Party Information:

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

Date of Incident:

July 10, 2023

Location of the Incident:

881 South Orange Avenue
Rialto, California 92376

Operator:

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

Excavator:

ARM Construction
5338 Rose Avenue
Riverside, California 92505

Facility Type Damaged:

Half-inch plastic natural gas service line

Notification of the Incident

On July 13, 2023, Southern California Gas Company submitted notification of an incident to the California Underground Safety Board. The notification stated, "Contractor hit 1/2 plastic service with a shovel. They did not have a valid USA ticket. They requested a USA ticket after the fact. The damage occurred on the left side of the house. It was a branch service that was hit, going to the neighbors house." (Exh. 1.)

The case was assigned to Investigator Gabrielle Zeps (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."

ARM Construction was hired to connect the utilities from the house at 881 South Orange Avenue, Rialto, California, (jobsite) to the new accessory dwelling unit (ADU) in the backyard. The trench ARM Construction was digging for water, gas, electric and cable hook-ups. (Exh. 2.)

ARM Construction holds a B-General Building license issued by the Contractors State Licensing Board, license number 667630. (Exh. 3.)

Two individuals, both named Arturo Medina, work at ARM Construction. One is the owner of the company and is the parent of the other Arturo Medina, a supervisor at ARM. Both individuals were interviewed during this investigation. To distinguish between them, this report refers to the owner of ARM as "Owner Medina" and the other as "Supervisor Medina".

ARM Construction Did Not Contact the Regional Notification Center Before Digging a Trench in the Backyard

Excavators are required to notify the appropriate Regional Notification Center at least two working days, and not more than 14 calendar days, before commencing excavation. (Government Code section 4216.2.)

During the telephone interview with the investigator, Supervisor Medina admitted to not having a ticket for the backyard excavation. He mentioned that obtaining tickets for backyard work was not a usual practice for him. After the damage, he contacted the Regional Notification Center to

acquire a ticket for the forthcoming work in the front yard. (Exh. 2.)

Regarding the excavation and damage to the natural gas line, Supervisor Medina explained in his interview that Robert Morfin, the sole excavator at the jobsite, was using a shovel to dig the backyard trench. Morfin, cutting through tree roots with a shovel, cut natural gas line approximately halfway through causing a leak. There were no explosions or injuries. (Exh. 2.)



Photo 1 provided by Southern California Gas Company depicts the backyard jobsite. (Exh. 1.)



Photo 2 provided by Southern California Gas Company depicts the half-inch natural gas line. (Exh. 1.)



Photo 3 provided by ARM Construction depicts the half-inch natural gas line. (Exh. 4.)

ARM Construction Immediately Notified Southern California Gas Company

Supervisor Medina was not at the jobsite when the incident happened. Once Carlos Correa, who was at the jobsite, called him, he drove to the jobsite. While on his way, he saw a Southern California Gas Company truck, stopped the driver, and reported the damage. (Exh. 2.)

Owner Medina took responsibility for the accident. He called Southern California Gas Company three times the morning of July 10, 2023, reporting the damage to the natural gas line. He called three times because the first two times, he spoke with same employee who was sending a technician to fix a leak, not repair the damaged line. Owner Medina knew a technician couldn't do this type of repair but the employee's assessment of the issue being a gas leak did not change. For that reason, he called a third time, spoke with a different employee, and explained that it was a cut line and not a gas leak. Owner Medina had, and still has, difficulty believing that the "gas company" couldn't understand the distinction between a cut line and a gas leak. (Exh. 5.)

ARM Construction Took Responsibility for the Incident

ARM Construction took responsibility for the accident during a telephone interview with the Investigator, as Owner Medina expressed a commitment to being accountable for both his actions and those of his employees. According to him, the damage occurred when his worker, Morfin, inadvertently struck a gas line with a shovel. However, despite accepting responsibility, Owner Medina contends that ARM Construction is not the sole party at fault (Exh. 5).

With 43 years of experience in the construction industry, Owner Medina stated that the gas hook-up was improperly placed in the rear of the lot. The residence, an older independent house next to a cluster of new houses, had a gas line connected to the neighboring house rather than running directly from the meter. Owner Medina asserts that this installation deviated from the standard and should have been marked to indicate the unconventional arrangement. He recalls discussing these concerns with the damage prevention analyst from the Southern California Gas Company on July 10, 2023, who he states agreed that the installation was incorrect. (Exh. 5.) However, when questioned, the Damage Prevention Analyst, Luis Robles, did not recall having that discussion with Owner Medina. (Exh. 9).

ARM Construction Did Not Call 911

Government Code section 4216.4(c)(2) requires an excavator to 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 telephone interview with Investigator on October 11, 2023, Supervisor Medina stated ARM Construction did not call 911 after the half-inch natural gas line was cut. (Exh. 6.)

Contact with the Call Center

On July 10, 2023, after damaging the gas line, ARM Construction contacted DigAlert regarding the remaining excavation work. DigAlert created ticket A231910488-00A at 10:49 a.m. that same day. (Exh. 2 & 7.) The ticket indicated that the legal start date and time was July 12, 2023, at 5:01 p.m. July 12 was a Wednesday. The ticket describes the work location as "From F-YARD TO REAR OF HOUSE," and describes the work type as "INSTALL ULTLS FOR AN ADU." (Exh. 7.)

ARM Construction Did Not Adhere to the 48-Hours Waiting Period, Plus Notification Day, Before Commencing Excavation

Government Code section 4216.2(b) states: Except in an emergency, an excavator planning to conduct an excavation shall notify the appropriate regional notification center of the excavator's intent to excavate at least two working days before beginning that excavation. The date of the notification shall not count as part of the two-working-day notice.

In Supervisor Medina's telephone interview with the Investigator, he disclosed that on the morning of the accident, after the half-inch natural gas line was cut, he promptly called 811 to report the damage and requested a ticket for the remaining part of the job. (Exh. 2.) The ticket A231910488-00A was generated on July 10, 2023 (a Monday), at 10:49 a.m. (Exh. 7) and stated that the legal excavation start date and time was July 12 at 5:00 p.m.

In his telephone interview with Investigator on July 27, 2023, Supervisor Medina stated that some of the locators responded that same day the ticket was created (Monday) and the rest responded the following day (Tuesday.) (Exh. 2.) In his subsequent telephone interview with Investigator on October 4, 2023, he stated that ARM Construction began the work described in the ticket two days later on July 12, 2023, at 8:00 a.m. (Exh. 8), which was before the 5:00 p.m. (July 12) legal excavation start date and time. (Exh. 7.)

ARM Construction's Mailing Address for Notice Of Probable Violation

On December 27, 2024, at 1:49 p.m., Investigator telephoned Owner Medina and asked him to verify the mailing address for ARM Construction. He replied that it was, "5338 Rose Avenue Riverside, California 92505."

The City of Rialto Did Not Provide an Electronic Positive Response

Government Code Section 4216.3(c)(1)(A), provides in part, that "every operator shall supply an electronic positive response through the regional notification center before the legal excavation start date and time."

Ticket A231910488-00A indicates that operator, City of Rialto Water (Member code RIA01SWR) did not provide an electronic positive response to the locate request. The ticket indicates "(999) Member did not respond by the required time." (Exh. 7.)

Findings:

1. ARM Construction failed to contact the Regional Notification Center before performing excavation, by digging a trench in the backyard of the Rialto, California, jobsite.
2. ARM Construction failed to call 911 emergency services after damaging the half-inch natural gas line located at the Rialto, California, jobsite.
3. ARM Construction began excavating again before the legal excavation start date and time rather than waiting for the operators identified on ticket A231910488-00A to respond.
4. The City of Rialto Water (Member code RIA01SWR) did not provide an electronic positive response to ticket A231910488-00A before the legal start date and time.

Investigator Name	Supervisor Name
Gabrielle Zeps	Brittany Branaman
Signature	Signature
Gabrielle Zeps	Brittany Branaman

Exhibit List:

Exhibit No.	Description	Date	Received From
1	Initial Report from Southern California Gas Company	Received on 7/13/2023	Southern California Gas Company
2	Summary of Telephone Interview of Supervisor Medina prepared by Gabrielle Zeps	Telephone interview conducted by Gabrielle Zeps on 7/27/2023 This was the first of four interviews with Supervisor Medina.	
3	Contractor's License Detail for License No. 667630 obtained from the Contractors State License Board website	Downloaded on 7/20/2023	California Contractors State Licensing Board website at Check A License - CSLB
4	Photo and Accompanying Email from ARM Construction depicting the damaged half-inch natural gas line	Received on 10/5/2023	Received from ARM Construction
5	Summary of Telephone Interview Of Owner Medina prepared by Gabrielle Zeps	Telephone interview conducted by Gabrielle Zeps on 10/3/2023	
6	Summary of Telephone Interview of Supervisor Medina prepared by Gabrielle Zeps	Telephone interview conducted by Gabrielle Zeps on 10/11/2023 This was the fourth of four interviews with Supervisor Medina.	
7	Letter from DigAlert Ticket A231910488-00A	Received 7/21/2023	Amber Dahl DigAlert's Safety Awareness Director

Exhibit No.	Description	Date	Received From
8	Summary of Telephone Interview of Supervisor Medina prepared by Gabrielle Zeps	<p>Telephone interview conducted by Gabrielle Zeps on 10/4/2023</p> <p>This was the third of four interviews with Supervisor Medina.</p>	
9	Summary of Telephone Interview of the Southern California Gas Company Reporter prepared by Gabrielle Zeps	<p>Telephone interview conducted by Gabrielle Zeps on 11/21/2023</p> <p>This was the second of two interviews with the Southern California Gas Company Reporter.</p>	

Exhibit 1

Underground Safety No-Ticket

Submitted by: Anonymous user

Submitted time: Jul 13, 2023, 2:48:58 PM

Your Information

Your First Name

Luis

Your Last Name

Robles

Your Phone Number

6577249205

Your E-mail

lrobles@socalgas.com

Reviewer Information

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

No

Excavator Information

Company Name

Arm Construction

First Name

Arturo

Last Name

Medina

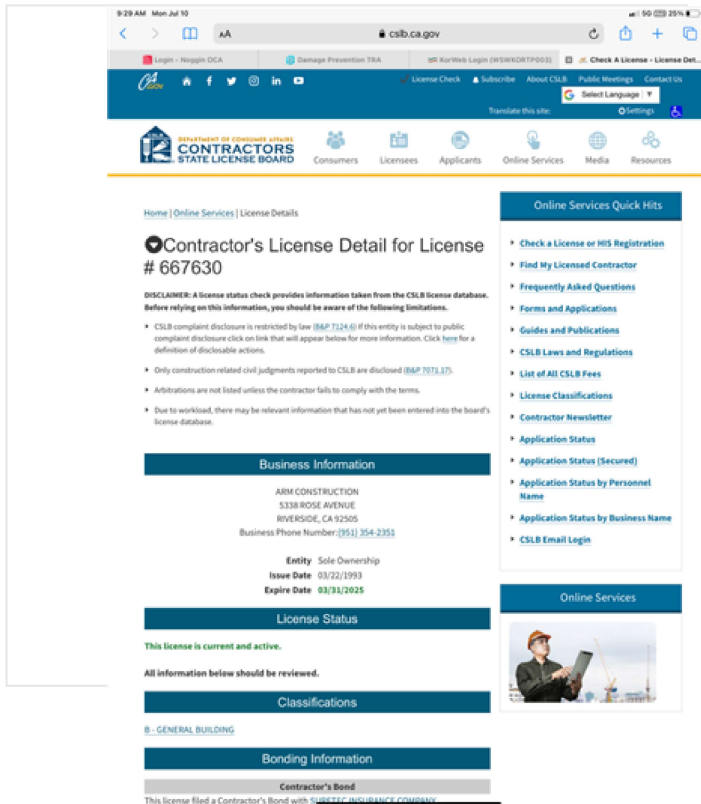
Phone Number

9518308967

E-mail

art.armconstruction@gmail.com

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



Same for all?

Yes

First Name

Luis

Last Name

Robles

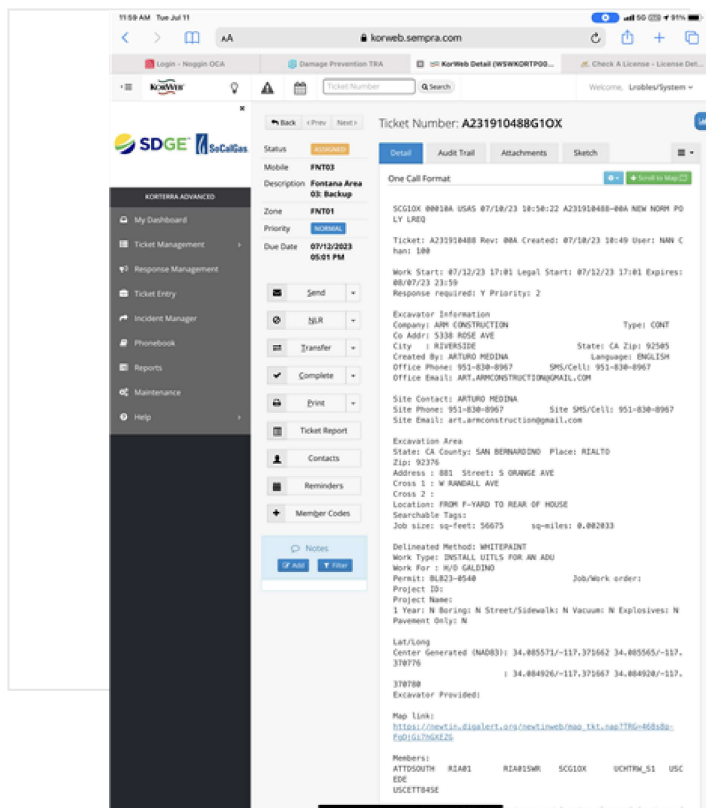
Phone Number

6577249205

E-mail

Irobles@socalgas.com

Upload other documentation substantiating the identity of the excavator.



checkfields_excavator

IMG_9206.PNG

Damage

Does this no-ticket complaint involve a damage?

Yes, damage occurred.

Location

Indicate location of excavation activity.

Lat: 34.08526 Lon: -117.371243

Esri Community Map...

Describe the observed excavation activity.

Contractor hit 1/2" plastic service with a shovel. They did not have a valid USA ticket. They requested a USA ticket after the fact. The damage occurred on the left side of the house. It was a branch service that was hit, going to the neighbors house.

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



Same for all?

Yes

First Name

Luis

Last Name

Robles

Phone Number

6577249205

E-mail

lrobles@socalgas.com

First Name

Luis

Last Name

Robles

Phone Number

6577249205

E-mail

lrobles@socalgas.com

checkfields_location

IMG_9205.jpg

Injury?

No

Death?

No

Fire or evacuation?

No

Date you learned of the damage:

Jul 10, 2023

Time you learned of the damage:

08:30

How did you learn of the damage?

Internal Email Notification

Supporting Documentation

Same for all?

Yes

First Name

luis

Last Name

Robles

Phone Number

6577249205

E-mail

lrobles@socalgas.com

Photo 2: First Name

luis

Photo 2: Last Name

Robles

Photo 2: Phone Number

6577249205

Photo 2: E-mail

lrobles@socalgas.com

Photo 3: First Name

luis

Photo 3: Last Name

Robles

Photo 3: Phone Number

6577249205

Photo 3: E-mail

lrobles@socalgas.com

Damage Details

Type of Facility damaged?

Natural Gas

Tool that caused the damage:

Shovel

Upload photo depicting the damaged facility



First Name

Luis

Last Name

Robles

Phone

6577249205

E-mail

irobles@socalgas.com

Exhibit 2



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

REPORT DATE: August 15, 2023*

CASE NO: 23NTS00002

DATE/TIME OF INTERVIEW: July 27, 2023, 2:13 PM

LOCATION OF INTERVIEW: Telephone

NAME/ADDRESS OF INTERVIEWEE:

Arturo Medina
ARM Construction
5338 Rose Avenue
Riverside, California 92505

NARRATIVE:

- Arturo Medina has no firsthand knowledge of the incident.
- Arturo Medina is the Supervisor of ARM Construction.
- Incident occurred on Monday, July 10, 2023, before 8:00 AM.
- ARM Construction had been hired to attach the utilities from the home at 881 South Orange Avenue, Rialto, CA to a new ADU (accessory dwelling unit) in the backyard.
- This included a trench in the backyard for the new/extended water, gas, electric and cable hook-ups.
- Arturo Medina was not onsite when the damage was done.
- Arturo Medina had two workers on site: Carlos Correa and Robert Morfin.
- Robert Morfin was a sub-contractor. Arturo couldn't recall the contractor's name.
- The job was to start at 7:00 AM.
- Robert Morfin was digging the backyard trench with a shovel; he was the only one excavating.
- Robert Morfin had been digging near a tree.
- Robert Morfin cut through some tree roots with a shovel.
- The gas line was brown, just like the tree roots.
- Robert Morfin cut the gas line about ½ way through.
- There was a natural gas release.
- No explosion – no one hurt.

- Arturo Medina was driving to the jobsite when Carlos Correa called and told him what had happened.
- While driving to the jobsite, Arturo Medina saw a SoCalGas truck and stopped it.
- Arturo Medina explained the damage.
- The unnamed SoCalGas driver said he would call his supervisor.

- The unnamed SoCalGas driver said he would ask for an emergency crew.
- Arturo Medina also Googled SoCalGas and called to report the damage.
- Approximately 20 minutes later, a new unnamed SoCalGas employee arrived at 881 South Orange Avenue, Rialto.
- The unnamed SoCalGas employee verified there was a leak and called SoCalGas to get a crew out to fix it.
- The SoCalGas repair crew arrived about 30 minutes later.
- This SoCalGas crew repaired the leak.
- Arturo Medina said, “and that was it.”
- The first unnamed SoCalGas employee at 881 South Orange Avenue, Rialto, evacuated those in the front house after verifying there was a leak.
- Once the leak was fixed, the people from the front house were able to go back into the house.
- Arturo Medina’s crew continued with the trenching and attached the utilities.
- No one else was onsite.
- All work up to this point had been done in the backyard.
- Arturo Medina did not have a ticket for the work in the backyard.
- Arturo Medina usually didn’t get a ticket for work in the backyards.
- After the damage, Arturo Medina called DigAlert for a ticket for the work to be done in the front yard.
- The trench in the backyard was going to join another trench in the front yard, near the front fence line, allowing the electric, gas, and water hook ups to be connected. No cable was going to be installed in the front.
- Arturo Medina called and requested a street to gate line ticket from Dig Alert. (A231910488 CREATED 7/10/23 10:49)
- Some of the locators responded that same Monday, the rest on Tuesday.
- An unnamed man from the water district, responding to the DigAlert notification, who located the approximately 3-foot line from the meter to the curb, said that they never marked backyards, as everything in the backyard was the owner’s responsibility.
- Arturo Medina’s crew resumed work on Wednesday, at 7:00 AM, after all the responses had been marked.
- Arturo questioned how he can be in violation of getting a ticket if the locators don’t mark backyards.

Investigator Name	Supervisor Name
GABRIELLE ZEPS	

Exhibit 3



Contractor's License Detail for License # 667630

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 11/20/2023 2:29:40 PM

Business Information

ARM CONSTRUCTION
5338 ROSE AVENUE
RIVERSIDE, CA 92505
Business Phone Number:(951) 354-2351

Entity Sole Ownership
Issue Date 03/22/1993
Expire Date **03/31/2025**

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 [HUDSON INSURANCE COMPANY](#).

Bond Number: 30125196

Bond Amount: \$25,000

Effective Date: 09/13/2023

[Contractor's Bond History](#)

Workers' Compensation

This license has workers compensation insurance with the [CLEAR SPRING PROPERTY AND CASUALTY COMPANY](#)

Policy Number:CWC00336201

Effective Date: 12/03/2022

Expire Date: 12/03/2023

[Workers' Compensation History](#)

Exhibit 4

From: art.armconstruction
To: Zeps, Gabrielle@EnergySafety
Subject: RE: Information Request
Date: Thursday, October 5, 2023 3:41:56 PM

As I noted in the conversation. This is the only photo the I have.

Sent from my T-Mobile 5G Device

----- Original message -----

From: "Zeps, Gabrielle@EnergySafety" <Gabrielle.Zeps@energysafety.ca.gov>
Date: 10/5/23 2:04 PM (GMT-08:00)
To: "art.armconstruction" <art.armconstruction@gmail.com>
Subject: RE: Information Request

Good afternoon, Mr. Medina. Pursuant to your request yesterday afternoon, during our telephone call, I am sending you this email.

On July 7, 2023, I sent you an Information Request with a due date of July 31, 2023.

On July 27, 2023, you sent me a brief email that said, "I only have the repair' with an attachment of a picture of a trench, 2 lines and a measuring stick.

As your email of July 27, 2023, did not specify that it was your official response to the Information Request, I sent you a 2nd Information Request on August 24, 2023. In my accompanying email on August 27, 2023, I also asked you:

1. Contact information for Carles Correa and Robert Morfin.
2. What date and time you commenced working on the job again after the natural gas line was cut?

On August 28, 2023, you sent me telephone numbers for both men.

During our telephone conversation on October 4, 2023, you told me that you thought you re-commenced work on the job on

July 12, 2023, at 8:00 A.M.

As we have discussed before, I do not want to “put words in your mouth” but I need to know if you have officially responded to the Board’s Information Requests. Please send me an email letting me know if this has occurred or if you have additional information to send.

Thank you for your assistance.

Gabrielle Zeps, Investigator

Underground Investigations Division

Gabrielle.Zeps@energysafety.ca.gov

Phone: 279-789-1817

715 P Street, 20th Floor

Sacramento, CA 95814



From: art.armconstruction <art.armconstruction@gmail.com>
Sent: Thursday, July 27, 2023 2:44 PM
To: Zeps, Gabrielle@EnergySafety <Gabrielle.Zeps@energysafety.ca.gov>
Subject: RE: Information Request

I only have the repair

Sent from my T-Mobile 5G Device

----- Original message -----

From: "Zeps, Gabrielle@EnergySafety" <Gabrielle.Zeps@energysafety.ca.gov>

Date: 7/20/23 3:24 PM (GMT-08:00)

To: art.armconstruction@gmail.com

Subject: Information Request

Thanking you in anticipation of your assistance.

Gabrielle Zeps

Investigator

Underground Investigations Division

Gabrielle.Zeps@energysafety.ca.gov

Phone: 279-789-1817

715 P Street, 20th Floor

Sacramento, CA 95814





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Made in America
JM E



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Made in America
JM E

Exhibit 5



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

REPORT DATE: October 3, 2023

CASE NO: 23NTS00002

DATE/TIME OF INTERVIEW: October 3, 2023, 12:03 P.M.

LOCATION OF INTERVIEW: Telephone

NAME/ADDRESS OF INTERVIEWEE:

Arturo Medina, Owner
ARM Construction
5338 Rose Avenue
Riverside, California 92505

NARRATIVE:

- Arturo Medina has no firsthand knowledge of the incident.
- Arturo Medina is the owner of ARM Construction.
- His son is also Arturo Medina.
- Neither Carlos Correa nor Robert Morfin is currently working for ARM Construction.
- Only Robert Morfin will know about the cutting of the natural gas line as Carlos Correa was solely working inside the ADU (accessory dwelling unit).
- “They” have tried to get ahold of Robert Morfin so he can speak to me but have been unable to reach him.
- Robert Morfin had been told not to use the jackhammer with the saw to cut through the tree roots in the backyard.
- The tree roots were very thick, and the ground was soft.
- The natural gas line was right beneath the tree roots.
- Arturo Medina drove from Riverside to 881 S. Orange Avenue (jobsite), Rialto, California, after he learned of the incident.
- Since the “gas company” sent a technician out, they had to wait for a repair crew to come.
- Arturo Medina could have crimped the line to stop the leak.
- As the residents of the house were outside, the rest of them sat in their trucks waiting for the repair crew to arrive.
- Arturo Medina did ask the repair crew to mark the gas line as a favor.
- Arturo Medina says that the repair crew said they could not mark the line for him.
- Arturo Medina will forward my information to his son Arturo Medina as I need him to call me.

- Arturo Medina called Southern California Gas Company three times about the cut natural gas line.
 - The first time he called, a female receptionist took his call and he reported that they had cut a natural gas line resulting in a natural gas leak.
 - Arturo Medina admitted right then that they had cut the line.
 - He believes in being cautious and responsible for their actions. He doesn't believe in "dodging a bullet."
 - The receptionist said she would send out a technician for the gas leak.
 - He corrected her as it was a cut line, not a gas leak.
 - Her assessment of the issue being a gas leak did not change.
 - Arturo Medina called a second time but got the same receptionist. She reiterated that it was a gas leak and that a technician had been sent.
 - He again tried to get her to see the difference between a cut line and a gas leak and that a technician was inadequate.
 - Arturo Medina called a third time and got a different receptionist. He explained that it was a cut line and not a gas leak.
 - Arturo had, and still has, difficulty believing that the "gas company" couldn't understand the distinction between a cut line and a gas leak.
-
- Arturo Medina is baffled by SoCalGas' response.
 - Arturo Medina has been working for 43 years.
 - Arturo Medina says the gas hook up at the residence where they were constructing the ADU was all wrong and abnormally placed in the rear of the lot.
 - The residence at jobsite, Rialto, California, was an independent, older house right next door to a track of new houses.
 - Instead of the natural gas line running straight out of the residence's meter, this line was connected to the neighbor's house next door.
 - Arturo Medina says this is not the way it should have been installed – it is wrong.
 - Arturo Medina also said that since it didn't go straight out of the meter, there should have been markings so people could realize that the line wasn't straight.
 - Arturo Medina discussed this with "Luis" of Southern California Gas Company who "agreed" that it was done wrong way back when.
 - Arturo Medina believes in being cautious and accepting blame when appropriate.
 - Arturo Medina immediately acknowledged that they had cut the line. He is not denying this.
 - But he also believes that he isn't the only one to blame as someone has improperly installed and marked the natural gas line.
-
- Both Arturo Medina and his son are cautious and strive to do things correctly.
 - Arturo Medina goes to seminars and reads brochures and such to stay up to date with business practices.

- Arturo Medina does not understand why only sidewalks are marked after he calls 811 when there is underground infrastructure in the backyard jobs.
- Arturo Medina believes that not marking the existence of backyard underground infrastructure can cause serious damage to people and property.
- Arturo Medina admits his team, and therefore him, were at fault in cutting the natural gas line but they weren't the only ones at fault.

Investigator Name	Supervisor Name
GABRIELLE ZEPS	

Exhibit 6



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

REPORT DATE: October 11, 2023

CASE NO: 23NTS00002

DATE/TIME OF INTERVIEW: October 11, 2023, 11:24 A.M.

LOCATION OF INTERVIEW: Telephone

NAME/ADDRESS OF INTERVIEWEE:

Arturo Medina
Superintendent
ARM Construction
5338 Rose Avenue
Riverside, California 92505

NARRATIVE:

- Arturo Medina stated that no one from ARM Construction called 911 after the ½ natural gas line was cut on July 10, 2023.

Investigator Name	Supervisor Name
GABRIELLE ZEPS	<i>Brittany Branaman</i>

Exhibit 7



Underground Service Alert

of Southern California™

July 21, 2023

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

File Number: Unknown

Dear Gabrielle,

After searching our records from 6/10/23 through 7/10/23, we found the following DigAlert ticket(s) A231910488 by ARM Construction for the location at 881 S Orange Ave in Rialto. 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: A231910488-00A

MBRCOD 00001B USAS 07/21/23 13:46:43 A231910488-00A NEW NORM POLY LREQ

Ticket: A231910488 Rev: 00A Created: 07/10/23 10:49 User: NAN Chan: 100

Work Start: 07/12/23 17:01 Legal Start: 07/12/23 17:01 Expires: 08/07/23 23:59

Response required: Y Priority: 2

Excavator Information

Company: ARM CONSTRUCTION

Type: CONT

Co Addr: 5338 ROSE AVE

City : RIVERSIDE State: CA Zip: 92505

Created By: ARTURO MEDINA Language: ENGLISH

Office Phone: 951-830-8967 SMS/Cell: 951-830-8967

Office Email: ART.ARMCONSTRUCTION@GMAIL.COM

Site Contact: ARTURO MEDINA

Site Phone: 951-830-8967 Site SMS/Cell: 951-830-8967

Site Email: art.armconstruction@gmail.com

Excavation Area

State: CA County: SAN BERNARDINO Place: RIALTO

Zip: 92376

Address 881 Street: S ORANGE AVE

Cross 1 : W RANDALL AVE

Cross 2 :

Location: FROM F-YARD TO REAR OF HOUSE

Searchable Tags:

Job size: sq-feet: 56675 sq-miles: 0.002033

Delineated Method: WHITEPAINT

Work Type: INSTALL UTILS FOR AN ADU

Work For : H/O GALDINO

Permit: BLB23-0540

Job/Work order:

Project ID:

Project Name:

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

Lat/Long

Center Generated (NAD83): 34.085571/-117.371662 34.085565/-117.370776

34.084926/-117.371667 34.084920/-117.370780

Excavator Provided:

Map link:

https://newtin.digalert.org/newtinweb/map_tkt.nap?TRG=CBDr7q8jEiH16iF-Y

Members:

ATTDSOUTH RIA01
USCETT84SE

RIA01SWR SCG10X

UCHTRW_S1 USCEDE

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Ticket Responses for: A231910488-00A

Member	Name	Rev	Responded	By	Response	Comment
ATTDSOUTH	AT&T - DISTRIBUTION	00A	07/11/23 05:47:31 PM	UQ Responder	(040) EXCAVATOR COMPLETED WORK PRIOR TO DUE DATE	
ATTDSOUTH	AT&T - DISTRIBUTION	00A	07/11/23 09:51:50AM	UQ Responder	(001) CLEAR- NO CONFLICT	
RIA01	CITY OF RIALTO WATER DEPT	00A	07/10/23 11:29:09 AM	ART	(010) LOCATE AREA MARKED	Mark 1 inch copper water service
RIA01SWR	CITY OF RIALTO WATER DEPT	00A	07/12/23 05:01:29 PM	Late Notice	(999) Member did not respond by the required time	
SCG10X	SOCALGAS DISTRIBUTION FONTANA	00A	07/12/23 09:16:51 AM	PRSDG01 AFAJARDO	(010) LOCATE AREA MARKED	
UCHTRW S1	SPECTRUM - RIVERSIDE	00A	07/11/23 05:47:31 PM	UQ Responder	(040) EXCAVATOR COMPLETED WORK PRIOR TO DUE DATE	
UCHTRW S1	SPECTRUM - RIVERSIDE	00A	07/11/23 09:51:49 AM	UQ Responder	(001) CLEAR - NO CONFLICT	
USCEDE	UTILIQUEST FOR SCE DIST -DESERT REG	00A	07/11/23 05:47:31 PM	UQ Responder	(040) EXCAVATOR COMPLETED WORK PRIOR TO DUE DATE	
USCEDE	UTILIQUEST FOR SCE DIST - DESERT REG	00A	07/11/23 09:51:50 AM	UQ Responder	(001) CLEAR- NO CONFLICT	
USCETT84SE	SCE TRANS TELECOM	00A	07/11/23 05:47:31 PM	UQ Responder	(040) EXCAVATOR COMPLETED WORK PRIOR TO DUE DATE	
USCETT84SE	SCE TRANS TELECOM	00A	07/11/23 09:51:50AM	UQ Responder	(001) CLEAR- NO CONFLICT	

Exhibit 8



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

REPORT DATE: October 4, 2023

CASE NO: 23NTS00002

DATE/TIME OF INTERVIEW: October 4, 2023, 2:48 P.M.

LOCATION OF INTERVIEW: Telephone

NAME/ADDRESS OF INTERVIEWEE:

Arturo Medina
ARM Construction
5338 Rose Avenue
Riverside, California 92505

NARRATIVE:

- Arturo Medina confirmed his father's statement that Robert Morfin isn't working for them now.
- Arturo Medina believes that they re-commenced working on the jobsite, Rialto, California, two days later at 8:00 A.M.
- Arturo Medina said they hadn't originally gotten a ticket for the ADU job because it was in the backyard.
- Arturo says that after the line was damaged, the regional call center was called, told of the damage, and asked for a "new" ticket.
- I requested an email statement from him on the Information Request where he had previously sent a photo; the need for a declaration of it being a response and everything. He asked for an email to that effect.

Investigator Name	Supervisor Name
GABRIELLE ZEPS	

Exhibit 9



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

REPORT DATE: November 22, 2023

CASE NO: 23NTS00002

DATE/TIME OF INTERVIEW: November 21, 2023, 3:25 p.m.

LOCATION OF INTERVIEW: Telephone

NAME/ADDRESS OF INTERVIEWEE:

Luis Robles
Damage Prevention Analyst
Southern California Gas Company
555 West 5th Street, Suite 1700
Los Angeles, California 90113

NARRATIVE:

- He remembers talking with an older gentleman who was named Medina at the Rialto, California, jobsite on July 10, 2023.
- This older gentleman was already at the Rialto, California, jobsite when he arrived.
- He remembers that the gas pipeline branches to the house next door.
- He remembers there were no USA markings, probably as there was no ticket.
- He told the older gentleman that there were probably two outages, one for the house at the Rialto, California, jobsite and one for the house next door that was attached to the branched line.
- He told the older gentleman that he needed to get a ticket as soon as possible.
- He gave the older gentleman his business card. He does not remember whether he also gave him a booklet.
- The older gentleman was very understanding.
- He does not remember discussing whether the current setup was “wrong.”

Investigator Name	Supervisor Name
GABRIELLE ZEPS	