



**CALIFORNIA UNDERGROUND SAFETY BOARD
INVESTIGATION DIVISION
INVESTIGATION REPORT**

Date: March 7, 2025
Case No.: 23NTS0015

Violations:

Desert-Scape Management

Government Code § 4216.2(b): Excavating without first contacting the Regional Notification Center.

Government Code § 4216.4(c)(1): Excavator failure to call 911 emergency services upon discovering or causing damage to subsurface installation resulting in the escape of flammable, toxic, or corrosive gas or liquid.

Executive Summary:

On December 11, 2023, Desert-Scape Management dug with shovels around an irrigation valve box without contacting the Regional Notification Center and damaged a natural gas facility owned by Southern California Gas Company.

Reporting Party Information:

Southern California Gas Company
Regional Notification Center Member Code: SCG10M
555 W 5th Street, Suite 1700
Los Angeles, California 90013

Date of Incident:

December 11, 2023

Location of the Incident:

74776 Casandra Court
Indian Wells, California 92210

Operator:

Southern California Gas Company
Regional Notification Center Member Code: SCG10M
555 W 5th Street, Suite 1700

Los Angeles, California 90013

Excavator:

Desert-Scape Management
83-060 Blue Mountain Court
Indio, California 92201

Facility Types Damaged:

½" Natural gas

Investigation:

Notification of the Incident

On December 11, 2023, the California Underground Safety Board received damage notification number 23NTS0015 from the Southern California Gas Company. The notification stated, "Contractor was hand digging to repair a water line, in the process contractor hit our gas service causing a gouge resulting in a gas leak." (Exh. 1.)

The case was assigned to 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 own employees or equipment, performs any excavation."

Desert-Scape Management is currently licensed by the California Contractors State License Board, license number 803949 a with C27-Landscaping Classification. (Exh. 2.)

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."

Within the Southern California Gas Company's initial damage report submitted to the Board, the description of the observed excavation activities was: "Contractor was hand digging to repair a water line, in the process contractor hit our gas service causing a gouge resulting in a gas leak." This confirms Southern California Gas Company is the operator of the damaged service line. (Exh. 1.)

Excavation and Damage

On January 16, 2024, Investigator had a telephone interview with Saul Serrato, owner of Desert-Scape Management. During the interview, in summary, Mr. Serrato stated that Desert-Scape Management:

- Dug around valve boxes with shovels to replace a valve.
- Did not call 811 and it would be unusual to call 811 when they were just digging around a box with shovels and replacing a valve.
- Dug near a tree and the gas line looked like a tree root.
- Would answer questions when they go back to the office that were sent to Martin. (Exh. 3)

Desert-Scape Management Excavated Without First Contacting the Regional Notification Center

Government code section 4216.2(b) requires an excavator to first contact a Regional Notification Center prior to excavating.

During the January 16, 2024, telephone interview between Saul Serrato, owner of Desert-Scape Management and Investigator, Mr. Serrato stated that Desert-Scape Management did not obtain a ticket prior to excavation on December 11, 2023. (Exh. 3.)

On June 10, 2024, Investigator emailed Amber Dahl, Safety Awareness Director at DigAlert requesting her assistance in searching for tickets for Desert-Scape Management from January 1, 2023 through December 31, 2023, for 74776 Casandra Court, Indian Wells, California 92210. (Exh. 4.) On June 10, 2024, Amber Dahl emailed Investigator that the ticket search for 74776 Casandra Court Indian Wells, California 92210 resulted in 3 nearby tickets A232620059, B232640743, B233010008. None of the tickets were for 74776 Cassandra Court or for Desert-Scape Management. (Exh. 5).

Desert-Scape Management Did Not Call 911 Emergency Services upon Gas Release

Government Code section 4216.4(c)(1) 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.

On December 11, 2023, Southern California Gas Company learned of an excavation damage when Desert-Scape Management, while using a shovel, damaged a natural gas facility that caused a gas release to leak at 74776 Casandra Court, Indian Wells California 92210 on December 11, 2023. (Exh. 1).

On February 6, 2025, the investigator contacted the Riverside County Sheriff's Office regarding a dispatch logs, incident reports, or audio recordings for a natural gas dig-in at 74776 Casandra Court, Indian Wells California 92210 on December 11, 2023. (Exh. 11, 12.)

On February 6, 2025, the Riverside County Sheriff's Office responded that they reviewed the request and determined "there are no records responsive" to the request. (Exh. 12.)

Desert-Scape Management Did Not Respond to Information Requests

On January 3, 2024, Investigator sent a Case Announcement and an Information Request, via email, to Desert-Scape Management. Additionally, the accompanying email contained a series of questions needing responses as part of the request. The Information Request contained a response due date of January 12, 2024. (Exh. 6, 7, 8.)

During the January 16, 2024, telephone interview at 2:00 p.m. in the afternoon, between Saul Serrato, owner of Desert-Scape Management, and Investigator, Mr. Serrato stated they would respond to the Investigator's remaining questions. (Exh. 3.)

Investigator sent a 2nd Information Request, via email, to Desert-Scape Management on January 16, 2024, as no response to the original Information Response had been received by its due date of January 12, 2024. The 2nd Information Request had a response date of January 26, 2024. (Exh. 9, 10.)

This 2nd Information Request was sent the same day Investigator spoke with Mr. Serrato and was told he would receive answers to his original questions. It was emailed at 7:16 p.m. at night, approximately five hours after being told his questions would be answered. As of the date of this Report of Investigation, Desert-Scape Management has not answered Investigator's remaining questions or either Information Request.

Findings:

1. On December 11, 2023, Desert-Scape Management excavated with shovels and damaged a natural gas facility without first contacting the Regional Notification Center.
2. Desert-Scape Management did not respond to information requests regarding the damage that occurred on December 11, 2023, at 74776 Casandra Court, Indian Wells, California 92210.
3. Desert-Scape Management did not contact 911 following the natural gas dig-in and gas release that occurred on December 11, 2023, at 74776 Casandra Court, Indian Wells, California 92210.

Investigator	Supervisor
Jeff McClenahan	Anona Bonner
Signature	Signature
/s/ Jeff McClenahan	/s/ Anona Bonner

Exhibit List:

Exhibit No.	Description	Date	Received From
1	Initial Report from Southern California Gas Company	Received on 12/22/2023	Southern California Gas Company
2	Contractor's License Detail for License No. 803949 obtained from the Contractors State License Board website	Downloaded on 6/10/2024	California Contractors State License Board website at https://www.cslb.ca.gov/onlineservices/checklicensell/checklicense.aspx
3	Summary of Telephone Interview with Owner Saul Serrato prepared by Jeff McClenahan	Telephone Interview conducted by Jeff McClenahan on 1/16/2024	
4	Email to DigAlert Requesting Ticket Search	Emailed on 6/10/2024	
5	Letter from DigAlert No Ticket Found	Dated 6/10/2024	Amber Dahl Safety Awareness Director DigAlert
6	Email to Desert-Scape Management Accompanying the Case Announcement, Information Request and Pre-Interview Questions	Emailed on 1/3/2024	
7	Case Announcement to Desert-Scape Management	Emailed on 1/3/2024	

8	Information Request to Desert Scape-Management	Emailed on 1/3/2024	
9	Email to Desert-Scape Management	Emailed on 1/16/2024	
10	2 nd Information Request to Desert-Scape Management	Emailed on 1/16/2024	
11	PRA Request Document Riverside County Sheriff	Submitted on 2/6/2025	
12	Riverside County Sheriff PRA Response Email	Received on 2/6/2025	Correctional Sergeant Victoria Miara, Riverside County Sheriff's Office

Exhibit 1

Underground Safety No-Ticket

Submitted by: Anonymous user

Submitted time: Dec 11, 2023, 3:17:06 PM

Your Information

Your First Name

Jonathan

Your Last Name

Garcia

Your Phone Number

213-379-2605

Your E-mail

Jgarci33@socalgas.com

Reviewer Information

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

No

Excavator Information

Company Name

Desert Scape Management

First Name

Martin

Last Name

Valencia

Phone Number

760-972-8687

E-mail

Desertscape.ss@gmail.com

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



IMG_1202.jpeg

Additional Photo



Same for all?

Yes

First Name

Jonathan

Last Name

Garcia

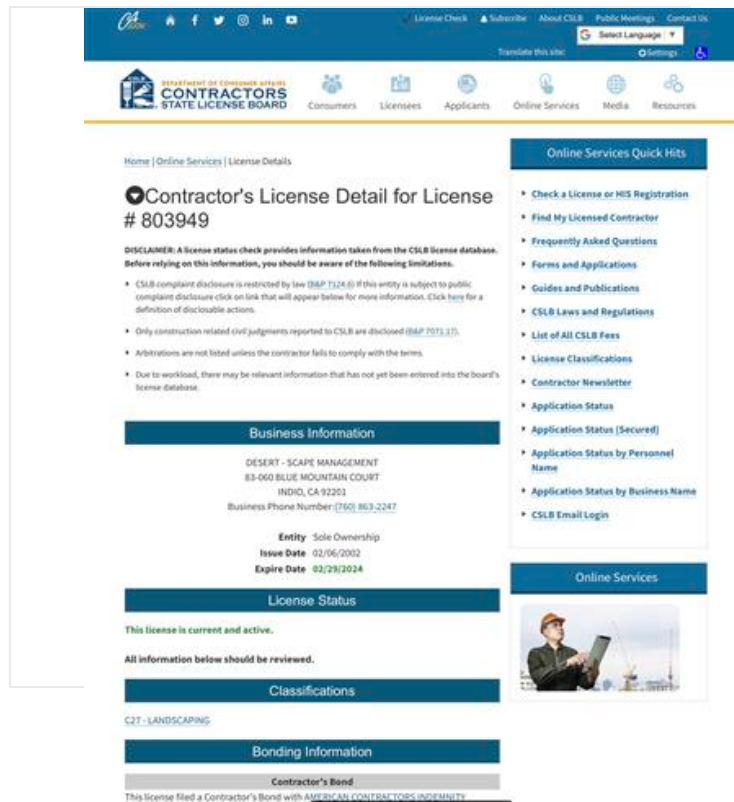
Phone Number

213-379-2605

E-mail

jgarci33@socalgas.com

Upload other documentation substantiating the identity of the excavator.



checkfields_excavator

IMG_1262.jpeg

Damage

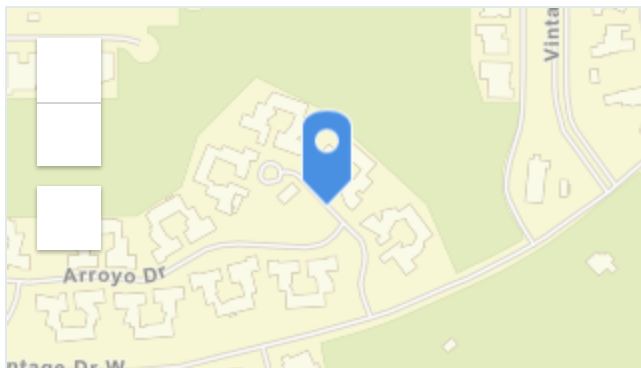
Does this no-ticket complaint involve a damage?

Yes, damage occurred.

Location

Indicate location of excavation activity.

Lat: 33.711391 Lon: -116.35885



Esri Community Maps Contributors, Loma Linda University, City of Palm Desert, County of Riverside, Californi... Powered by Esri

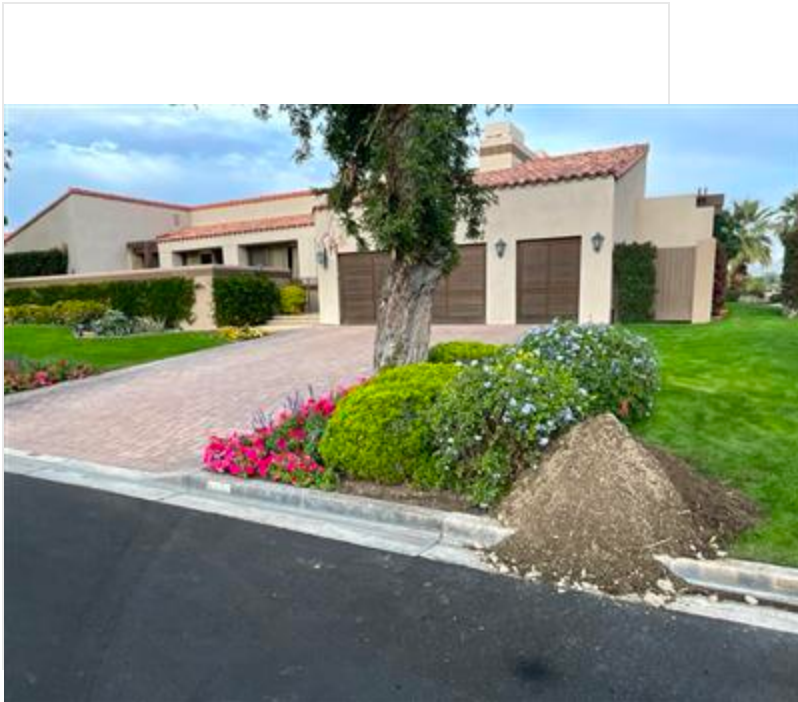
Best address or cross streets of damage location.

74776 Casandra Ct Indian Wells California 92210

Describe the observed excavation activity.

Contractor was hand digging to repair a water line, in the process contractor hit our gas service causing a gouge resulting in a gas leak.

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



Same for all?

Yes

First Name

Jonathan

Last Name

Garcia

Phone Number

213-379-2605

E-mail

Jgarci33@socalgas.com

First Name

Jonathan

Last Name

Garcia

Phone Number

213-379-2605

E-mail

Jgarci33@socalgas.com

checkfields_location

IMG_1259.jpeg

Injury?

No

Death?

No

Fire?

No

Evacuation?

No

Date you learned of the damage:

Dec 11, 2023

Time you learned of the damage:

14:09

How did you learn of the damage?

Internal e-mail notification

Supporting Documentation

Same for all?

Yes

First Name

Jonathan

Last Name

Garcia

Phone Number

213-379-2605

E-mail

Jgarci33@socalgas.com

Photo 2: First Name

Jonathan

Photo 2: Last Name

Garcia

Photo 2: Phone Number

213-379-2605

Photo 2: E-mail

Jgarci33@socalgas.com

Photo 3: First Name

Jonathan

Photo 3: Last Name

Garcia

Photo 3: Phone Number

213-379-2605

Photo 3: E-mail

Jgarci33@socalgas.com

Damage Details

Type of Facility damaged?

Natural Gas

Facility service level?

Distribution service

Facility material?

Plastic

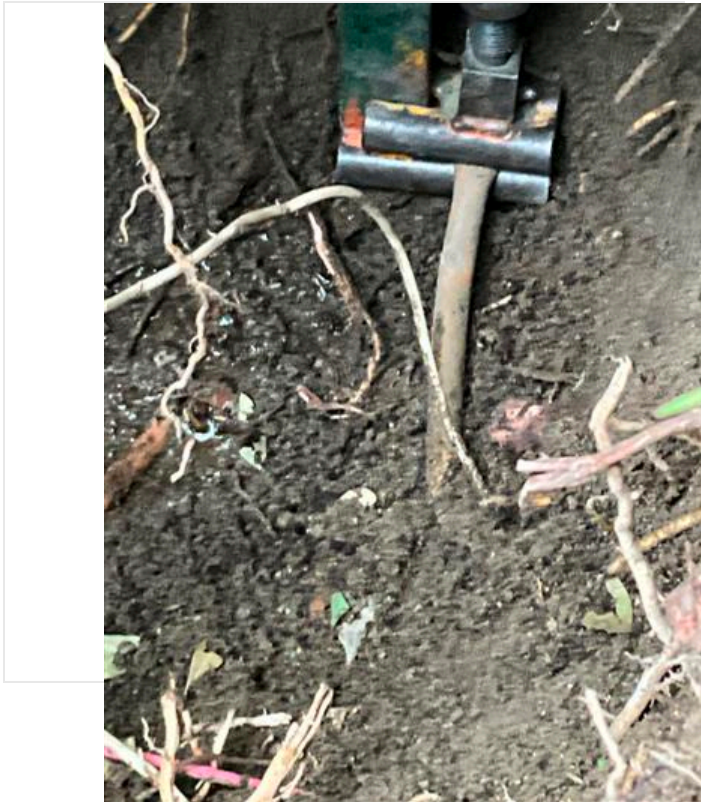
Facility diameter (inches)?

1/2"

Tool that caused the damage:

Shovel

Upload photo depicting the damaged facility



First Name

Jonathan

Last Name

Garcia

Phone

213-379-2605

E-mail

Jgarci33@socalgas.com

Exhibit 2



CONTRACTORS STATE LICENSE BOARD

▼ Contractor's License Detail for License # 803949

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 6/10/2024 11:22:50 AM

Business Information

DESERT - SCAPE MANAGEMENT
83-060 BLUE MOUNTAIN COURT
INDIO, CA 92201
Business Phone Number:(760) 863-2247

Entity Sole Ownership
Issue Date 02/06/2002
Expire Date **02/28/2026**

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: 100150274

Bond Amount: \$25,000

Effective Date: 01/01/2023

[Contractor's Bond History](#)

Workers' Compensation

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

Policy Number: PSIC0899405

Effective Date: 07/01/2023

Expire Date: 07/01/2024

[Workers' Compensation History](#)

[Back to Top](#)

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[Accessibility Certification](#)

[Conditions of Use](#)

[Accessibility](#)

Exhibit 3

Owner Saul Serrato
Desert Scape Management
Jeff McClenahan - Investigator

Phone

Answered call from Saul

Tuesday January 16 at 2pm

Were you out on-site at Casandra Court at Indian Wells?

Yes, I was out there.

What happened?

We were just digging around valve boxes, doesn't involve trenches. Not new installation; we see a leak and repair leaks on existing irrigation. Unusual to call 811 when just digging around the box with shovels and replacing a valve. Didn't call 811.

Repair was next to a tree and the gas line looked like a root, shouldn't have been there.

When get back to office will answer the questions that you sent to Martin.

Exhibit 4

From: [Amber Dahl](#)
To: [McClenahan, Jeff@EnergySafety](mailto:McClenahan,Jeff@EnergySafety)
Subject: Re: 74776 Cassandra Ct
Date: Monday, June 10, 2024 11:45:19 AM
Attachments: [74776 Cassandra Ct.pdf](#)

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.

Thank you,



Amber Dahl, Safety Director
Underground Service Alert of Southern California
PO BOX 77070 Corona, CA 92877
P: 951-808-8115 F: 951-808-8101
E: amber@digalert.org W: www.digalert.org



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Exhibit 5



Underground Service Alert

of Southern California™

June 10, 2024

Jeff McClenahan
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 12/31/23**, we found the following DigAlert ticket(s) A232620059, B232640743, B233010008 for the location at or **near** 74776 Cassandra Ct in Indian Wells. 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: A232620059-00A

MBRCOD 00001B USAS 06/10/24 11:37:19 A232620059-00A NEW NORM POLY LREQ

Ticket: A232620059 Rev: 00A Created: 09/19/23 07:19 User: KKP Chan: 100

Work Start: 09/21/23 17:01 Legal Start: 09/21/23 17:01 Expires: 10/17/23 23:59

Response required: Y Priority: 2

Excavator Information

Company: PRO LANDSCAPING

Type: CONT

Co Addr: 27555 RIO DEL SOL RD

City : THOUSAND PALMS

State: CA Zip: 92276

Created By: SUSANNA CHAN

Language: ENGLISH

Office Phone: 760-275-7856

SMS/Cell: 760-275-7856

Office Email: OFFICE@PROLAND-INC.COM

Site Contact: SUSANNA CHAN

Site Phone: 760-275-7856

Site SMS/Cell: 760-275-7856

Site Email: OFFICE@PROLAND-INC.COM

Excavation Area

State: CA County: RIVERSIDE

Place: INDIAN WELLS

Zip: 92210

Address : Street: CASSANDRA CT

Cross 1 : ARROYO DR

Cross 2 :

Location: ACROSS FROM 74728 CASSANDRA CT WITHIN THE PLANTER **DELINEATED IN RED

: RIBBON ON THE TREE**

Searchable Tags:

Job size: sq-feet: 60150

sq-miles: 0.002158

Delineated Method: OTHER

Work Type: HAND DIG TO REMOVE 3 TREE STUMPS

Work For : VINTAGE CLUB HOA

Permit:

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): 33.711674/-116.359649 33.712080/-116.359377

: 33.710920/-116.358526 33.711326/-116.358254

Excavator Provided:

Map link:

https://newtin.digalert.org/newtinweb/map_tkt.nap?TRG=4Du5v14sDfHi6iF-Y

Members:

CVW85 SCG10G UCHTRW_S4 USCEDE UTFTRCA01

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Ticket Responses for: A232620059-00A

Member	Name	Rev	Responded	By	Response
CVW85	COACHELLA VLY WTR DIST	00A	09/20/23 10:39:53 AM	E L	(001) CLEAR - NO CONFLICT
SCG10G	SOCALGAS DISTRIBUTION PALM DESERT	00A	09/19/23 11:48:47 AM	PRSDG01 BKBAKER	(001) CLEAR - NO CONFLICT
UCHTRW_S4	SPECTRUM - INDIO	00A	09/21/23 10:57:24 AM	UQ Responder	(001) CLEAR - NO CONFLICT
USCEDE	UTILIQUEST FOR SCE DIST - DESERT REG	00A	09/21/23 10:57:24 AM	UQ Responder	(001) CLEAR - NO CONFLICT
UTFTRCA01	FRONTIER	00A	09/21/23 10:57:29 AM	UQ Responder	(001) CLEAR - NO CONFLICT

Ticket: B232640743-00B

MBRCOD 00001B USAS 06/10/24 11:38:12 B232640743-00B NEW NORM POLY LREQ

Ticket: B232640743 Rev: 00B Created: 09/21/23 15:19 User: CHARLIE Chan: WEB

Work Start: 09/25/23 17:01 Legal Start: 09/25/23 17:01 Expires: 10/19/23 23:59

Response required: Y Priority: 2

Excavator Information

Company: T. MAUS GRADING & PAVING

Type: CONT

Co Addr: 1953 WARREN RD.

City : SAN JACINTO

State: CA Zip: 92582

Created By: CHARLIE HOWARD

Language: ENGLISH

Office Phone: 951-245-7788

SMS/Cell: 951-655-0059

Office Email: CHARLIE@TMAUSPAVING.COM

Site Contact: CHARLES HOWARD

Site Phone: 951-655-0059

Site SMS/Cell: 951-655-0059

Site Email: charlie@tmauspaving.com

Excavation Area

State: CA County: RIVERSIDE

Place: INDIAN WELLS

Zip: 92210

Address : Street: CASSANDRA CT

Cross 1 : VINTAGE DR W

Cross 2 : ARROYO DR

Location: BOTH SIDES OF CASSANDRA CT FROM VINTAGE DR W TO ARROYO DR;

Searchable Tags:

Job size: sq-feet: 66350

sq-miles: 0.002380

Delineated Method: WHITEPAINT

Work Type: 3" ASPHALT REMOVAL AND REPLACEMENT

Work For : ASPHALT MD'S

Permit:

Job/Work order:

Project ID:

Project Name:

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

Lat/Long

Center Generated (NAD83): 33.711355/-116.358893 33.711550/-116.358297

: 33.710133/-116.358495 33.710328/-116.357898

Excavator Provided:

Map link:

https://newtin.digalert.org/newtinweb/map_tkt.nap?TRG=C9JlFnIgDm7m1r5-i

Members:

CVW85 SCG10G UCHTRW_S4 USCEDE UTFTRCA01

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Ticket Responses for: B232640743-00B

Member	Name	Rev	Responded	By	Response
CVW85	COACHELLA VLY WTR DIST	00B	09/25/23 08:55:37 AM	E L	(001) CLEAR - NO CONFLICT
SCG10G	SOCALGAS DISTRIBUTION PALM DESERT	00B	09/22/23 01:12:25 PM	PRSDG01 BKBAKER	(001) CLEAR - NO CONFLICT
UCHTRW_S4	SPECTRUM - INDIO	00B	09/22/23 11:36:59 AM	UQ Responder	(010) LOCATE AREA MARKED
USCEDE	UTILIQUEST FOR SCE DIST - DESERT REG	00B	09/22/23 11:36:59 AM	UQ Responder	(010) LOCATE AREA MARKED
UTFTRCA01	FRONTIER	00B	09/22/23 11:37:21 AM	UQ Responder	(001) CLEAR - NO CONFLICT

Ticket: B233010008-00B

MBRCOD 00001B USAS 06/10/24 11:38:50 B233010008-00B NEW NORM POLY LREQ

Ticket: B233010008 Rev: 00B Created: 10/28/23 06:27 User: DIRECT Chan: WEB

Work Start: 10/31/23 17:01 Legal Start: 10/31/23 17:01 Expires: 11/25/23 23:59

Response required: Y Priority: 2

Excavator Information

Company: PRO LANDSCAPING

Type: CONT

Co Addr: 27555 RIO DEL SOL RD

City : THOUSAND PALMS

State: CA Zip: 92276

Created By: SUSANNA CHAN

Language: ENGLISH

Office Phone: 760-275-7856

SMS/Cell: 760-275-7856

Office Email: OFFICE@PROLAND-INC.COM

Site Contact: SUSANNA CHAN

Site Phone: 760-275-7856

Site SMS/Cell: 760-275-7856

Site Email: OFFICE@PROLAND-INC.COM

Excavation Area

State: CA County: RIVERSIDE

Place: INDIAN WELLS

Zip: 92210

Address : Street: CASSANDRA CT

Cross 1 : ARROYO DR

Cross 2 :

Location: ACROSS FROM 74728 CASSANDRA CT WITHIN THE PLANTER **DELINEATED IN RED

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Searchable Tags:

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Lat/Long

Center Generated (NAD83): 33.711674/-116.359649 33.712080/-116.359377

: 33.710920/-116.358526 33.711326/-116.358254

Excavator Provided:

Map link:

https://newtin.digalert.org/newtinweb/map_tkt.nap?TRG=3AlJhIdIbLaORRX-G

Members:

CVW85 SCG10G UCHTRW_S4 USCEDE UTFTRCA01

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Ticket Responses for: B233010008-00B

Member	Name	Rev	Responded	By	Response
CVW85	COACHELLA VLY WTR DIST	00B	10/31/23 12:27:00 PM	S B	(040) EXCAVATOR COMPLETED WORK PRIOR TO DUE DATE
SCG10G	SOCALGAS DISTRIBUTION PALM DESERT	00B	10/30/23 11:52:07 AM	PRSDG01 JWILLINS	(001) CLEAR - NO CONFLICT
UCHTRW_S4	SPECTRUM - INDIO	00B	10/28/23 08:40:51 AM	UQ Responder	(001) CLEAR - NO CONFLICT
USCEDE	UTILIQUEST FOR SCE DIST - DESERT REG	00B	10/28/23 08:40:51 AM	UQ Responder	(001) CLEAR - NO CONFLICT
UTFTRCA01	FRONTIER	00B	10/28/23 08:40:52 AM	UQ Responder	(001) CLEAR - NO CONFLICT

Exhibit 6

From: McClenahan, Jeff@EnergySafety
To: desertscape.ss@gmail.com
Subject: Underground Safety Board: Case Announcement 23NTS0015
Date: Wednesday, January 3, 2024 12:35:00 PM
Attachments: [23NTS0015 - Case Announce - Desert Scape.pdf](#)
[23NTS0015 - Information Request - Desert Scape.pdf](#)

Hi Martin,

I'm Jeff McClenahan with the Underground Safety Board, Investigations Division. I've been assigned to follow up on notification 23NTS0015 about an excavation incident involving excavation without an 811 ticket with damage to natural gas utility on 12/11/2023 at approximately 74776 Casandra Court, Indian Wells California.

The Board investigates excavation incidents to understand what happened, determine whether any potential safety violations were involved, and better understand how to prevent future accidents.

See the information request attached and **by 1/12/2024** please forward any records you have associated with this incident such as photos, USA Tickets, written communications, or other documentation.

Please let me know a good day for an interview and please retain all records that pertain to this incident for our discussion.

I also have a series of questions for you in advance which in some cases could take the place of an interview.

Please respond to the best of your ability and call me at 279-789-1818 if you have any questions or would prefer to speak by phone.

Thanks for your time to help improve public safety in California.

Questions

1. Was the area delineated prior to the incident? If so, how was it delineated? Please provide the photos demonstrating the delineated area.
2. When did Desert Scape Management obtain an 811 ticket?
3. Were you aware that you needed to contact 811 to notify them of your planned excavation?
4. Could you please provide a copy or number for your 811 ticket?
5. Please provide all written policies and procedures regarding obtaining an 811 ticket and delineating the jobsite.
6. Did Southern California Gas Company respond to the 811-ticket request? If so, when and how did they mark their facilities?
7. Who hired you to complete the project?
8. What was the scope of work for this project? Please provide the job contract.
9. How many people did you have on the job site that day? Please provide names and contact information for all personnel on the job site.
10. What equipment was used to perform the work?
11. Who owns the equipment used for the job? If the equipment was rented; please provide the rental contract with the name and contact information of the vendor who rented you the equipment.
12. Please provide all written policies and procedures regarding the use of equipment at the jobsite.
13. Approximately what time did the incident happen?
14. How did [insert excavation company name] prepare the jobsite prior to the work beginning?
15. What tool/equipment made contact with the [insert damaged] facility at the time of the incident?
16. How did Desert Scape Management learn that the Southern California Gas Company facility was hit/damaged?

17. Please provide all written policies and procedures regarding what to do after an excavation incident occurs.
18. How did Desert Scape Management respond to the incident?
19. Were there any injuries to any personnel on site?
20. What would Desert Scape Management have done differently to prevent another similar incident in the future?
21. Could you please provide a copy of all the photos taken at the site.
22. Please describe all the property damages, injuries, fire, etc, caused by this incident.
23. Is there any other information which you feel is important to this incident?

Jeff McClenahan (He/him)

Senior Policy 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



**OFFICE OF ENERGY INFRASTRUCTURE SAFETY
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1/3/2024

Martin Valencia
Desert Scape Management

SUBJECT: Case number: 23NTS0015
Incident address: 74776 Casandra Court, Indian Wells California
Incident date: 12/11/2023
Known parties as of this date: Desert Scape Management

Dear Martin Valencia,

I am investigating case 23NTS0015 that has been assigned to me for investigation.

I will be contacting you within 7 business days as I commence the investigation.

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

Please be aware that cases 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 at:

Jeff.mcclenahan@energysafety.ca.gov

Sincerely,

Jeff McClenahan
Investigator, Underground Investigations Division
Office of Energy Infrastructure Safety
Jeff.mcclenahan@energysafety.ca.gov

Exhibit 8



**OFFICE OF ENERGY INFRASTRUCTURE SAFETY
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Tony Marino

TRANSMITTED VIA ELECTRONIC MAIL

Request Date: 1/3/2024

Response Due: 1/12/2024

To:

Martin Valencia

Desert Scape Management

Investigator: Jeff McClenahan

Information Request Number: Underground Safety-IR-2024-004

Subject: Request for information pertaining to

Case Number: 23NTS0015

Ticket Number:

Incident Address: 74776 Casandra Court, Indian Wells California

Date of Incident: 12/11/2023

Known parties as of this date: Desert Scape Management

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.
- e) If you do not know the exact answer to any of the requests below, please so indicate and provide your best estimate.
- f) Provide data in its original format (i.e., PDF, Excel, GIS shapefile, etc.), unless otherwise specified in the request.

Send your response to case investigator:

Jeff.mcclenahan@energysafety.ca.gov

1. This is a request for a copy of all records including video, photographs, interviews, documents, and any reports of any kind regarding the 12/11/2023 excavation without an 811 ticket with damage to natural gas utility at 74776 Casandra Court, Indian Wells California on 12/11/2023.

END OF REQUEST

Exhibit 9

From: McClenahan, Jeff@EnergySafety
To: desertscape.ss@gmail.com
Subject: RE: Underground Safety Board: Case Announcement 23NTS0015
Date: Tuesday, January 16, 2024 11:16:00 AM
Attachments: [2nd Information Request - Desert Scape.odt](#)

Hi Martin,

Please see my 2nd Information Request attached for your records on this incident.

Please answer the questions below and let me know a good time for an interview by next Friday January 26, 2024 to cooperate with this investigation.

Thanks for your time on this,

Jeff McClenahan (He/him)

Senior Policy Investigator | Underground Investigations Division

Office of Energy Infrastructure Safety

715 P Street, 20th Floor

Sacramento, CA 95814

(279) 789-1818

EnergySafety.ca.gov

From: McClenahan, Jeff@EnergySafety <Jeff.McClenahan@oeis.onmicrosoft.com>
Sent: Wednesday, January 3, 2024 12:36 PM
To: desertscape.ss@gmail.com
Subject: Underground Safety Board: Case Announcement 23NTS0015

Hi Martin,

I'm Jeff McClenahan with the Underground Safety Board, Investigations Division. I've been assigned to follow up on notification 23NTS0015 about an excavation incident involving excavation without an 811 ticket with damage to natural gas utility on 12/11/2023 at approximately 74776 Casandra Court, Indian Wells California.

The Board investigates excavation incidents to understand what happened, determine whether any potential safety violations were involved, and better understand how to prevent future accidents.

See the information request attached and **by 1/12/2024** please forward any records you have associated with this incident such as photos, USA Tickets, written communications, or other documentation.

Please let me know a good day for an interview and please retain all records that pertain to this incident for our discussion.

I also have a series of questions for you in advance which in some cases could take the place of an interview.

Please respond to the best of your ability and call me at 279-789-1818 if you have any questions or

would prefer to speak by phone.

Thanks for your time to help improve public safety in California.

Questions

1. Was the area delineated prior to the incident? If so, how was it delineated? Please provide the photos demonstrating the delineated area.
2. When did Desert Scape Management obtain an 811 ticket?
3. Were you aware that you needed to contact 811 to notify them of your planned excavation?
4. Could you please provide a copy or number for your 811 ticket?
5. Please provide all written policies and procedures regarding obtaining an 811 ticket and delineating the jobsite.
6. Did Southern California Gas Company respond to the 811-ticket request? If so, when and how did they mark their facilities?
7. Who hired you to complete the project?
8. What was the scope of work for this project? Please provide the job contract.
9. How many people did you have on the job site that day? Please provide names and contact information for all personnel on the job site.
10. What equipment was used to perform the work?
11. Who owns the equipment used for the job? If the equipment was rented; please provide the rental contract with the name and contact information of the vendor who rented you the equipment.
12. Please provide all written policies and procedures regarding the use of equipment at the jobsite.
13. Approximately what time did the incident happen?
14. How did [insert excavation company name] prepare the jobsite prior to the work beginning?
15. What tool/equipment made contact with the [insert damaged] facility at the time of the incident?
16. How did Desert Scape Management learn that the Southern California Gas Company facility was hit/damaged?
17. Please provide all written policies and procedures regarding what to do after an excavation incident occurs.
18. How did Desert Scape Management respond to the incident?
19. Were there any injuries to any personnel on site?
20. What would Desert Scape Management have done differently to prevent another similar incident in the future?
21. Could you please provide a copy of all the photos taken at the site.
22. Please describe all the property damages, injuries, fire, etc, caused by this incident.
23. Is there any other information which you feel is important to this incident?

Jeff McClenahan (He/him)

Senior Policy 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/safety)

Exhibit 10



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TRANSMITTED VIA ELECTRONIC MAIL

2nd NOTICE: IMMEDIATE ACTION REQUIRED

INFORMATION REQUEST

2nd Request Date: 1/16/2024

Response Due: 1/26/2024

Re: Lack of response to information letter of January 3, 2024 which contained a response date of 1/12/2024.

To:
Martin Valencia
Desert Scape Management

Investigator: Jeff McClenahan

2nd Information Request Number: Underground Safety-2IR-2024-2-001

Subject: 2nd request for information pertaining to

Case: 23NTS0015

Ticket #:

Approximate Incident Address: 74776 Casandra Court, Indian Wells California

Approximate Date of Incident: 12/11/2023

Known parties: Desert Scape Management

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.
- e) If you do not know the exact answer to any of the requests below, please so indicate and provide your best estimate.
- f) Provide data in its original format (i.e., PDF, Excel, GIS shapefile, etc.), unless otherwise specified in the request.
- g) Send your response to case investigator:

Jeff.mcclenahan@energysafety.ca.gov

1. This is a request for a copy of all records including video, photographs, interviews, documents, and any reports of any kind regarding the 12/11/2023 excavation without an 811 ticket with damage to natural gas utility at approximately 74776 Casandra Court, Indian Wells California on 12/11/2023.

END OF REQUEST

Exhibit 11



**OFFICE OF ENERGY INFRASTRUCTURE SAFETY
UNDERGROUND SAFETY BOARD**

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Carl Voss

EXECUTIVE OFFICER

Tony Marino

February 6, 2025

Riverside County Sheriff's Department
4095 Lemon Street
Riverside, California 92501

Dear Custodian of Records,

This letter is a request for a copy of police/fire dispatch call logs, 911 audio recordings and any incident reports from responding emergency personnel for a natural gas facility dig-in at 74776 Casandra Court, Indian Wells California 92210 on December 11, 2023.

We are currently investigating the incident per California Government Code TITLE 1 – GENERAL - DIVISION 5 - PUBLIC WORK AND PUBLIC PURCHASES - CHAPTER 3.1 - Protection of Underground Infrastructure - ARTICLE 2 - Regional Notification Center System Section 4216.19.

If any fees are accrued per our request, please advise and we will address accordingly. Any information received will be beneficial to our investigation. If you have any questions, feel free to contact the undersigned.

Sincerely,

Jeff McClenahan
Senior Policy Investigator, Underground Infrastructure Directorate
Office of Energy Infrastructure Safety

Exhibit 12

From: [Riverside County Sheriff](#)
To: McClenahan, Jeff@EnergySafety
Subject: TEMPLATEFOIA Service Request Updated :: C000222-020625
Date: Thursday, February 6, 2025 3:55:09 PM

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

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.

--- Please respond above this line ---



RE: Public Records Request of February 06, 2025, Reference # C000222-020625

Dear Jeff McClenahan,

On February 06, 2025, the Riverside County Sheriff's Office received your request for records under the California Public Records Act (CPRA) wherein you requested the following:

"Dear Custodian of Records,

This letter is a request for a copy of police/fire dispatch call logs, 911 audio recordings and any incident reports from responding emergency personnel for a natural gas facility dig-in at 74776 Casandra Court, Indian Wells California 92210 on December 11, 2023.

We are currently investigating the incident per California Government Code TITLE 1 – GENERAL - DIVISION 5 - PUBLIC WORK AND PUBLIC PURCHASES - CHAPTER 3.1 - Protection of Underground Infrastructure - ARTICLE 2 - Regional Notification Center System Section 4216.19.

If any fees are accrued per our request, please advise and we will address accordingly. Any information received will be beneficial to our investigation. If you have any questions, feel free to contact the undersigned."

The Riverside County Sheriff's Office has reviewed your request and has determined there are no records responsive to your request.

Please consider this CPRA request closed.

Sincerely,

Corr. Sergeant Victoria Miara
CPRA Unit
Riverside County Sheriff's Office