



## **CALIFORNIA UNDERGROUND SAFETY BOARD INVESTIGATION DIVISION**

### **INVESTIGATION REPORT**

**Date:** April 11, 2025

**Case No.:** N247255

#### **Violations:**

Drain-Aid Plumbing

Government Code § 4216.2(b): Excavating without first notifying the regional notification center of intent to excavate.

Government Code § 4216.4(c)(1): 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 July 23, 2024, Drain-Aid Plumbing (Drain-Aid) excavated without first contacting the regional notification center and, with a shovel, damaged a natural gas line while digging to perform repairs to a water facility. Drain-Aid Plumbing did not contact 911 emergency services after the damage. No one was injured and no equipment, other than the natural gas facility, was damaged.

#### **Reporting Party Information:**

Southern California Gas Company  
555 West 5<sup>th</sup> Street, Suite 1700  
Los Angeles, California 90013

#### **Date of Incident:**

July 23, 2024

#### **Location of the Incident:**

823 North Jagerhorn Drive  
Lake Arrowhead, California 92352

#### **Operator:**

Southern California Gas Company  
555 West 5<sup>th</sup> Street, Suite 1700  
Los Angeles, California 90013

**Excavator:**

Drain-Aid Plumbing  
P.O. Box 1880  
Crestline, California 92325

**Facility Type Damaged:**

½" Natural gas facility

**Investigation:****Notification of the Incident**

On July 25, 2024, Southern California Gas Company submitted a notification of an incident to the California Underground Safety Board. The notification stated, "excavation with a shovel with no USA to repair sewer." (Exh. 1.)

The case was assigned to Investigator Jeff McClanahan (Investigator).

**Excavation and Identity of the Excavator**

Government Code section 4216(g) defines "excavation" to be the use of tools or equipment to move or displace earth, rock, or other material in the ground.

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."

On September 24, 2024, the investigator sent an Information Request to Drain-Aid by email. (Exh. 2, 6.)

On September 24, 2024, the investigator spoke by phone with Sage of Drain-Aid, who confirmed a second email address for the information request by email.

On September 24, the investigator emailed an online survey to Drain-Aid to complete. (Exh. 6.)

On October 8, 2024, at 2:35 p.m., the investigator phoned Drain-Aid, a person who did not identify themselves answered the phone. When the investigator identified himself, the Drain-Aid employee said nothing and ended the call. The investigator phoned back twice later that day and received an automated statement that the voicemail inbox was full.

The investigator did not receive any responses from Drain-Aid by phone or email.

On February 19, 2025, the investigator sent Drain-Aid an information request via the United States Postal Service (USPS) certified mail at the business address listed with the Contractor's State License Board (CSLB). (Exh. 7.)

Drain-Aid did not respond to the investigator's information request.

On March 10, 2025, the investigator sent Drain-Aid a second information request via USPS certified mail. (Exh. 8.)

On March 13, 2025, the investigator received an email from Sage O'Brien, Assistant Office Manager of Drain-Aid, in response to the information requests inquiring about the request and stating they would cooperate. (Exh. 10.)

On March 26, 2025, Drain-Aid submitted its response to the online survey. (Exh. 11.) That response stated that on July 23, 2024, Drain-Aid was using a shovel to dig out and repair a water line when they damaged a natural gas facility. (Exh. 11.)

Drain-Aid was licensed as of December 13, 2024, by the Contractors State License Board, license number 792753 with a C36 - Plumbing classification. (Exh. 2.)

**Drain-Aid Plumbing Did Not Contact the Regional Notification Center Before Excavating**  
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.

Drain-Aid did not notify the regional notification center before digging at 823 North Jagerhorn Drive, Lake Arrowhead, California, 92352 on July 23, 2024.

On March 26, 2025, O'Brien admitted in the survey response that Drain-Aid did not contact the regional notification center before digging. (Exh. 11.)

And on December 12, 2024, the investigator emailed Amber Dahl, Safety Awareness Director of DigAlert, requesting ticket information for 823 North Jagerhorn Drive, Lake Arrowhead, California 92352, for May through August of 2024. (Exh. 3.)

Safety Awareness Director Dahl responded by email on December 12, 2024, confirming that a ticket did not exist for the location at 823 North Jagerhorn Drive, Lake Arrowhead, California 92352, for May through August of 2024. (Exh. 4.) The ticket results only included one ticket at a different residential address for a different company. (Exh. 9.)

### **Drain-Aid Plumbing Did Not Contact 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 July 23, 2024, Drain-Aid was using a shovel to dig-out and repair a waterline when they damaged a natural gas facility. (Exh. 11.)

The Southern California Gas Company incident report states that gas flow was stopped at 11:00 a.m. (Exh. 1.)

Drain-Aid answered “No” in their response to the investigation survey regarding whether the company or someone else called 911 on July 23, 2024, after the damage had occurred. (Exh. 11.)

**Findings:**

1. Drain-Aid Plumbing failed to contact the Regional Notification Center before beginning digging on July 23, 2024, at 823 North Jagerhorn Drive, Lake Arrowhead, California 92352, where it damaged a gas line with a shovel during water facility repairs.
2. Drain-Aid Plumbing stated they failed to notify emergency services following the damage to the natural gas facility.

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

**Exhibit List:**

<b>Exhibit No.</b>	<b>Description</b>	<b>Date</b>	<b>Received From</b>
1.	Incident Report submitted to the Underground Safety Board	Received on 7/25/2024	Luis Robles, Damage Prevention Analyst, Southern California Gas Company
2.	Information Request to Drain-Aid Plumbing	Emailed on 9/24/2024	
3.	Contractor's License Detail for License No. 792753 obtained from the Contractors State License Board website	Downloaded on 12/13/2024	California Contractors State License Board website at <a href="https://www.cslb.ca.gov/onlineservices/checklicensell/checklicense.aspx">https://www.cslb.ca.gov/onlineservices/checklicensell/checklicense.aspx</a>
4.	Investigator's email to DigAlert requesting ticket information on the underlying job to this incident	Emailed on 12/12/2024	
5.	Email from DigAlert stating there was no valid ticket for the underlying job to this incident	Received on 12/12/2024	Amber Dahl Safety Awareness Director DigAlert
6	Emails to Drain-Aid Plumbing	Emailed 9/24/2024	
7	Information Request sent via Certified Mail with USPS Tracking Confirmation	Mailed on 2/19/2025	

8	Second Information Request sent via Certified Mail with USPS Tracking Confirmation	Mailed on 3/10/2025	
9	Email from DigAlert there was no valid ticket for the underlying job to this incident	Received on 12/12/2024	Amber Dahl, Safety Director, DigAlert
10	Emails with Drain-Aid Plumbing in March 2025	Emailed on 3/13/2025	Sage O'Brien, Assistant Office Manager, Drain-Aid Plumbing
11	Survey response from Drain-Aid Plumbing	Received on 3/26/2025	

# Exhibit 1



## No-Ticket Damage Reporting Form

**Submitted: July 25, 2024 1:32 PM**

### Reporter Information

Provide the names, titles, phone numbers, and email addresses of all individuals who are involved in reporting this damage or contributing to the answers to these questions

Full Name

**Luis Robles**

Title

**Damage Prevention Analyst**

Phone Number

**657-724-9205**

E-mail address

**lrobles@socalgas.com**

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### Company

Provide the name, address, phone number, email address, and, if applicable, the Regional Notification Center (member code for your company).

Company Name

**Socal Gas**

Address

**555 W. 5th St., Los Angeles , 90013**

Phone Number

562-202-0687

Email Address

SCGDamagePrevention@socalgas.com

Regional Notification Center member code

Other Contacts

Is the photographer same as the primary reporter named above?

Yes

Incident Information

What was the date and approximate time of the incident?

July 23, 2024 8:49 AM

What is the address where your facility was damaged on 7/23/2024?

*Damage Street Address*

823 N Jagerhorn Dr.

*Damage County*

San Bernardino

*Damage City*

Lake Arrowhead

*Damage Cross Street 1*

Bernina Dr.

*Damage Cross Street 2*

*Other Damage location description*

Private Property

Does Social Gas own, operate or maintain the facility damaged on 7/23/2024?

Yes

What type of excavation did you observe on 7/23/2024 at that address?

Sewer

Describe the excavation activity you identified.

Excavation with a shovel with no USA to repair sewer.

What excavation companies did you observe on 7/23/2024?

*Company Name*

Drain-Aid

*Company Address*

23575 Crest Forest Dr., Crestline , 92325

*Phone Number*

909-804-8517

*Email Address*

drainaid2000@gmail.com

*Did this company damage the facility?*

Yes

*Provide the name, title, phone number, and email address for at least one contact for each excavation company working at or near incident address on date of incident. If you have more than one contact, please provide all of them. Email addresses are required for submission of this form.*

Personnel Name

**Juan Gonzales**

Title

**Foreman**

Phone Number

**909-804-8517**

Email Address

**drainaid2000@gmail.com**

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Notification Details

Was Socal Gas notified of the proposed excavation by the Regional Notification Center before 7/23/2024?

**No**

What date and time did you learn of the damage to the facility?

**July 23, 2024 9:15 AM**

How did Socal Gas learn of the damage to the facility?

**intercompany email notification**

## Facility Damaged

What kind of facility was damaged on 7/23/2024?

Natural Gas

## Natural Gas

What type of material was the damaged facility?

Plastic

Facility diameter (inches)?

0.5

## Incident Details

What kinds of excavation equipment did you observe at the location of the damaged facility?

Shovel

Do you know what equipment damaged the facility?

Yes

What equipment damaged the facility?

Shovel

What information are you relying on regarding damage to the facility?

Eyewitness statement, Interview with excavator

Did Socal Gas contact the Regional Notification Center before repairing the damaged facility?

No

Provide any other relevant information about the damage on 7/23/2024.

Drain-Aid was digging to expose sewer and hit ½" plastic service with a shovel. They did not have a valid USA ticket

### Damages

Were there any injuries to any personnel or bystanders due to the damage to your facility on 7/23/2024?

No

Was any property damaged other than the damaged facility?

No

Was there a fire caused by this damage on 7/23/2024?

No

Was there an evacuation of any nearby homes or businesses caused by this damage on 7/23/2024?

No

Provide an estimate of the number of your customers whose service was interrupted by this damage on 7/23/2024.

1

## Conclusions

What date and time were repairs completed to the damaged facility?

July 23, 2024 12:30 PM

Please explain why you think the facility was damaged on 7/23/2024?

1/2" plastic gas service was damaged gas escape due to no USA being called to locate underground facilities.

Is there any other information which you feel is important to share about this incident?

Not counting your answers to these questions, did Socal Gas create an investigatory or incident report pertaining to the damage on 7/23/2024?

Yes

Please attach investigatory or incident report here.

USB Damage Report Form Drain-Aid.docx, 0.03MB

Have your answers to these questions and or the documents you are sending today been reviewed, changed or amended by anyone?

No

## Files

Please attach all Facility Repair Orders.

Please attach all Photos.



*Date and time photographed*

July 23, 2024 9:30 AM

*Photographer Name*

Luis Robles





*Date and time photographed*

July 23, 2024 9:30 AM

*Photographer Name*

Luis Robles

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*Date and time photographed*

July 23, 2024 9:30 AM

*Photographer Name*

Luis Robles

---



*Date and time photographed*

July 23, 2024 9:30 AM

*Photographer Name*

Luis Robles

---



*Date and time photographed*

July 23, 2024 9:30 AM

*Photographer Name*

Luis Robles

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Additional Records

*Business cards, photo of company vehicles onsite, etc.*

Image \_23\_.jpg, 0.19MB

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Reference Number

N247255

Incident Time: 8:49AM\_\_\_\_\_

Incident Date: \_07/23/2024\_\_\_\_\_

Incident Location:

City/County: Lake Arrowhead/San Bernardino

Address/Location: 823 N Jagerhorn Dr.

Incident Cause: Excavating without a USA ticket

Gas Equipment Affected: Service

Material: Plastic Pipe size: 1 / 2 "

Dig In Information:

USA notification required: **Yes / No**

USA notified: **Yes / No** USA # \_\_\_\_\_

Facilities properly marked: **Yes / No**

Name of Excavator: Drain-Aid

Excavator Contact Person: Juan Gonzalez

Phone: 909-804-8517

On Scene:	Date	Time
Company Personnel on Scene	<u>07/23/24</u>	<u>8:49AM</u>
Gas Flow Stopped	<u>07/23/24</u>	<u>11:00AM</u>

Customer Outages (Quantity) 1

Summary of incident: Drain-Aid was digging to expose sewer and hit ½" plastic service with a shovel. They did not have a valid USA ticket





DEPARTMENT OF CONSUMER AFFAIRS  
**CONTRACTORS**  
STATE LICENSE BOARD



Consumers



Licensees



Applicants



Online Services



Media



Resources

[Home](#) | [Online Services](#) | [License Details](#)

## Contractor's License Detail for License # 792753

**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.

### Business Information

DRAIN - AID PLUMBING  
P O BOX 1880  
CRESTLINE, CA 92325  
Business Phone Number: [\(909\) 804-8517](#)

**Entity** Sole Ownership  
**Issue Date** 03/20/2001  
**Expire Date** **03/31/2025**

### License Status

**License is under suspension for the following reasons:**

- ▶ License is under suspension for failure to comply with Workers Comp. A workers' compensation certificate or exemption statement may have been received by the Board but not yet processed. Once the certificate or exemption statement is processed the suspension will be lifted retroactively to the effective date of the certificate or exemption statement. Ask the contractor for proof of worker's compensation and contact the insurance company to verify coverage.

### Classifications

C36 - PLUMBING

### Online Services Quick Hits

- ▶ [Check a License or HIS Registration](#)
- ▶ [Find My Licensed Contractor](#)
- ▶ [Frequently Asked Questions](#)
- ▶ [Forms and Applications](#)
- ▶ [Guides and Publications](#)
- ▶ [CSLB Laws and Regulations](#)
- ▶ [List of All CSLB Fees](#)
- ▶ [License Classifications](#)
- ▶ [Contractor Newsletter](#)
- ▶ [Application Status](#)
- ▶ [Application Status \(Secured\)](#)
- ▶ [Application Status by Personnel Name](#)
- ▶ [Application Status by Business Name](#)
- ▶ [CSLB Email Login](#)

### Online Services



# Exhibit 2





**OFFICE OF ENERGY INFRASTRUCTURE SAFETY  
UNDERGROUND SAFETY BOARD**  
715 P Street, 20th Floor | Sacramento, CA 95814  
916.902.6000 | [www.energysafety.ca.gov](http://www.energysafety.ca.gov)

**MEMBERS**

Amparo Munoz, Chair  
Bill Johns, Vice Chair  
Randy Charland  
Marshall Johnson  
Dave Sorem  
Carl Voss

**EXECUTIVE OFFICER**  
Tony Marino

**TRANSMITTED VIA ELECTRONIC MAIL**

**Request Date:** 10 September 2024

**Response Due:** 25 September 2024

To:  
Drain-Aid  
23575 Crest Forest Drive  
Crestline, California 92325  
[Drainaid2000@gmail.com](mailto:Drainaid2000@gmail.com)

**Investigator:** Jeff McClenahan

Send your response to the investigator at this email address:

[Jeff.McClenahan@energysafety.ca.gov](mailto:Jeff.McClenahan@energysafety.ca.gov)

**Information Request Number:** Underground Safety-IR-2024-131

**Subject:** Request for information regarding an underground natural gas facility damage while excavating with a shovel for a sewer repair in San Bernadino, California.

Incident Number: N247255

Ticket Number:

Incident Date: July 23, 2024

Location: 823 North Jagerhorn Drive, Lake Arrowhead California

**REQUESTS**

1. Provide any damage or accident reports created by Drain-Aid.
2. Identify your personnel contact information involved in the utility damage including full name, phone numbers, and email addresses where applicable.
3. Provide days and times for a phone interview with the foreman, Juan.
4. Provide a copy of all photographs taken of the incident.

5. Provide documentation of Drain-Aid training and policies regarding excavation damage prevention.
6. Provide documentation of Drain-Aid training and policies regarding USA tickets and notifying 811 of intended excavation.
7. Provide a copy of the contract for the excavation project.
8. Answer the following questions:
  - a. Were there any injuries or fatalities involved in the damage to the natural gas facility?
  - b. Did Drain-Aid contact 911 following the damage?
  - c. Provide a copy of the USA ticket that Drain-Aid was excavating under or provide an explanation why Drain-Aid excavated without a USA ticket.

### **INSTRUCTIONS**

- a. Provide all information in your possession, custody, or control, or the possession, custody, and/or control of your affiliates or agents, that is responsive to these requests by the due date identified above.
- b. Identify the personnel (employees, consultants, agents, etc.) who provided information responsive to each of the information requests by stating the full name, business address, and title of each person.
- c. If you do not know the exact answer to any of the requests above, please so indicate and provide your best estimate.
- d. Provide data in its original format (i.e., PDF, Excel, GIS shapefile, etc.), unless otherwise specified in the request.

# Exhibit 3



## ▼ Contractor's License Detail for License # 792753

**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 12/13/2024 1:45:18 PM

### Business Information

DRAIN - AID PLUMBING  
P O BOX 1880  
CRESTLINE, CA 92325  
Business Phone Number:(909) 804-8517

**Entity** Sole Ownership  
**Issue Date** 03/20/2001  
**Expire Date** 03/31/2025

### License Status

**This license is current and active.**

**All information below should be reviewed.**

### Classifications

C36 - PLUMBING

### Bonding Information

#### Contractor's Bond

This license filed a Contractor's Bond with AMERICAN CONTRACTORS INDEMNITY COMPANY.

**Bond Number:** 100666215

**Bond Amount:** \$25,000

**Effective Date:** 01/01/2023

[Contractor's Bond History](#)

### Workers' Compensation

This license has workers compensation insurance with the HARTFORD CASUALTY INSURANCE COMPANY

**Policy Number:** 76WEGAK0AZW

**Effective Date:** 01/09/2024

**Expire Date:** 01/09/2025

[Workers' Compensation History](#)

### Other

- ▶ Personnel listed on this license (current or disassociated) are listed on other licenses.

Accessibility Certification

Copyright © 2024 State of California

# Exhibit 4

**From:** [McClenahan, Jeff@EnergySafety](mailto:McClenahan,Jeff@EnergySafety)  
**To:** [Amber Dahl](#)  
**Subject:** Underground Safety Board: Ticket search N247255  
**Date:** Thursday, December 12, 2024 11:23:09 AM

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Hi Amber,

Could you please search if there are any tickets from May to August 2024 at approximately 823 North Jagerhorn Drive in Lake Arrowhead California 92352.

If there are not any tickets, please confirm that.

**Jeff McClenahan** (He/him)

Senior Policy Investigator | Underground Investigations Division

Office of Energy Infrastructure Safety

715 P Street, 20<sup>th</sup> Floor

Sacramento, CA 95814

(279) 789-1818

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

# Exhibit 5



**From:** [Amber Dahl](#)  
**To:** [McClenahan, Jeff@EnergySafety](mailto:McClenahan,Jeff@EnergySafety)  
**Subject:** File N247255  
**Date:** Thursday, December 12, 2024 12:48:44 PM  
**Attachments:** [N247255.pdf](#)

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**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.

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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](mailto:amber@digalert.org) W: [www.digalert.org](http://www.digalert.org)



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# Exhibit 6

**From:** [McClenahan, Jeff@EnergySafety](mailto:McClenahan, Jeff@EnergySafety)  
**To:** [drainaidplumbing2526@gmail.com](mailto:drainaidplumbing2526@gmail.com)  
**Subject:** FW: Underground Safety Board: Information Request Case N247255  
**Date:** Tuesday, September 24, 2024 1:13:00 PM  
**Attachments:** [InfoReq N247255.pdf](#)

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Hi Sage,

Thanks for clarifying your email address. I'm forwarding the below along with a copy of the initial information request.

I'll add another business day for this survey to October 2, 2024 or let me know if a phone interview would be preferred.

Thanks,

**Jeff McClenahan** (He/him)

Senior Policy Investigator | Underground Investigations Division

Office of Energy Infrastructure Safety

(279) 789-1818

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**From:** McClenahan, Jeff@EnergySafety  
**Sent:** Monday, September 23, 2024 11:27 AM  
**To:** Drainaid2000@gmail.com  
**Subject:** RE: Underground Safety Board: Information Request Case N247255

Dear Drain-Aid,

This is a follow-up to the email of September 10, 2024 below. To aid in information gathering as part of this investigation, we have developed the interactive survey form linked to below.

**Response Due Date: October 2, 2024**

The Underground Safety Board (Board) has been notified about damage to a facility, potentially involving Drain-aid. You have the option to respond to the following questions below using this interactive form or through a scheduled telephone interview.

**[Answer the questions on the interactive form by clicking here.](#)**

All questions must be answered to submit this form. Alternatively, you can contact the investigator within the next two business days to schedule a phone interview to answer these questions.

Should you encounter any difficulties with the questions or prefer a telephone interview, contact the investigator within the next two business days to schedule a time to discuss. I have been assigned

with following up on notification reporting that Drain-Aid damaged the facility on 7/23/2024 by excavating without first contacting the Regional Notification Center. The damage occurred at or near 823 N Jagerhorn Dr., Lake Arrowhead.

The purpose of this report is to gather all the pertinent facts. The questions below, tailored for Drain-Aid, may serve to replace a formal interview. Respond to each question. The Board investigates excavation incidents to identify potential safety violations, and employ this data to enhance accident prevention, safeguard worker welfare, and protect people and property.

Furthermore, this information will aid in determining if any enforcement measures are warranted. In such a scenario, Drain-Aid will initially receive a Notice of Possible Violation (NOPV) following this investigation. NOPVs will be reviewed during public meetings of the Board to determine whether any violations of Government Code section 4216 et seq. have occurred. Should Drain-Aid receive an NOPV, you will be notified of your response options and of the date of your hearing.

To answer these questions you will need to gather information where applicable regarding excavation activities on the site, company and personnel contact information, the 811 ticket number and response information from the utility companies, emergency response actions, and prime contractor contact information.

Send with your answers to the questions, all the documents listed below that you possess, in their original format, which are associated with this damage by date indicated in email. "Documents" includes photographs, 811 ticket(s), written communications, incident reports, emails, texts, videos, or other related items.

Any documents the Board receives after response due date may not make it into the case file, resulting in them not being a part of the determination of your possible violation.

**Jeff McClenahan** (He/him)

Senior Policy Investigator | Underground Investigations Division

[Office of Energy Infrastructure Safety](#)

(279) 789-1818

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**From:** McClenahan, Jeff@EnergySafety

**Sent:** Tuesday, September 10, 2024 9:12 AM

**To:** [Drainaid2000@gmail.com](mailto:Drainaid2000@gmail.com)

**Subject:** Underground Safety Board: Information Request Case N247255

Good morning Drain-Aid,

I'm assigned to follow up on a notification to the Underground Safety Board of a natural gas facility

damage that involved your company on July 23, 2024 on 823 North Jagerhorn Drive, Lake Arrowhead California.

Provide the following preliminary information on this utility damage by September 25, 2024 and following that I will setup a phone interview to discuss what happened:

1. Provide any damage or accident reports created by Drain-Aid.
2. Identify your personnel contact information involved in the utility damage including full name, phone numbers, and email addresses where applicable.
3. Provide days and times for a phone interview with the foreman, Juan.
4. Provide a copy of all photographs taken of the incident.
5. Provide documentation of Drain-Aid training and policies regarding excavation damage prevention.
6. Provide documentation of Drain-Aid training and policies regarding USA tickets and notifying 811 of intended excavation.
7. Provide a copy of the contract for the excavation project.
8. Answer the following questions:
  - a. Were there any injuries or fatalities involved in the damage to the natural gas facility?
  - b. Did Drain-Aid contact 911 following the damage?
  - c. Provide a copy of the USA ticket that Drain-Aid was excavating under or provide an explanation why Drain-Aid excavated without a USA ticket.

See the full information request attached and copied below, and contact me at this address to clarify anything with this request.

**Jeff McClenahan** (He/him)

Senior Policy Investigator | Underground Investigations Division

Office of Energy Infrastructure Safety

715 P Street, 20<sup>th</sup> Floor

Sacramento, CA 95814

(279) 789-1818

[EnergySafety.ca.gov](https://EnergySafety.ca.gov)

**TRANSMITTED VIA ELECTRONIC MAIL**

**Request Date:** 10 September 2024

**Response Due:** 25 September 2024

To:

Drain-Aid

23575 Crest Forest Drive  
Crestline, California 92325  
[Drainaid2000@gmail.com](mailto:Drainaid2000@gmail.com)

**Investigator:** Jeff McClenahan

Send your response to the investigator at this email address:

[Jeff.McClenahan@energysafety.ca.gov](mailto:Jeff.McClenahan@energysafety.ca.gov)

**Information Request Number:** Underground Safety-IR-2024-131

**Subject:** Request for information regarding an underground natural gas facility damage while excavating with a shovel for a sewer repair in San Bernadino, California.

Incident Number: N247255

Ticket Number:

Incident Date: July 23, 2024

Location: 823 North Jagerhorn Drive, Lake Arrowhead California

### **REQUESTS**

9. Provide any damage or accident reports created by Drain-Aid.
10. Identify your personnel contact information involved in the utility damage including full name, phone numbers, and email addresses where applicable.
11. Provide days and times for a phone interview with the foreman, Juan.
12. Provide a copy of all photographs taken of the incident.
13. Provide documentation of Drain-Aid training and policies regarding excavation damage prevention.
14. Provide documentation of Drain-Aid training and policies regarding USA tickets and notifying 811 of intended excavation.
15. Provide a copy of the contract for the excavation project.
16. Answer the following questions:
  - a. Were there any injuries or fatalities involved in the damage to the natural gas facility?
  - b. Did Drain-Aid contact 911 following the damage?
  - c. Provide a copy of the USA ticket that Drain-Aid was excavating under or provide an explanation why Drain-Aid excavated without a USA ticket.

### **INSTRUCTIONS**

- a. Provide all information in your possession, custody, or control, or the possession, custody, and/or control of your affiliates or agents, that is responsive to these requests by the due date identified above.
- b. Identify the personnel (employees, consultants, agents, etc.) who provided information responsive to each of the information requests by stating the full name, business address, and title of each person.
- c. If you do not know the exact answer to any of the requests above, please so indicate and provide your best estimate.
- d. Provide data in its original format (i.e., PDF, Excel, GIS shapefile, etc.), unless otherwise specified in the request.

# Exhibit 7



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

715 P Street, 20th Floor | Sacramento, CA 95814  
916.902.6000 | [www.energysafety.ca.gov](http://www.energysafety.ca.gov)

**MEMBERS**

Amparo Munoz, Chair  
Bill Johns, Vice Chair  
Randy Charland  
Marshall Johnson  
Dave Sorem  
Carl Voss

**EXECUTIVE OFFICER**

Tony Marino

**SENT VIA CERTIFIED MAIL**

**Request Date:** February 19, 2025

**Response Due:** March 6, 2025

To:  
Drain-Aid Plumbing  
PO Box 1880  
Crestline, California 92325

**Investigator:** Jeff McClenahan

Send your response to the investigator at this email address:

[Jeff.mcclenahan@energysafety.ca.gov](mailto:Jeff.mcclenahan@energysafety.ca.gov)

**Information Request Number:** Underground Safety-IR-2025-050

**Subject:** Request for information regarding underground facility damage reported without a valid USA ticket.

Case Number: N247255

Incident Address: 823 North Jagerhorn Drive, Lake Arrowhead California

Date of Incident: July 23, 2024

Facility Type: Natural gas facility

The Underground Safety Board (Board) has been notified about damage to a facility, potentially involving your company.

The purpose of this request is to gather all the pertinent facts. The questions below may serve to replace a formal interview. Respond to each question. The Board investigates excavation incidents to identify potential safety violations, and employ this data to enhance accident prevention, safeguard worker welfare, and protect people and property.



Furthermore, this information will aid in determining if any enforcement measures are warranted. In such a scenario, your company will initially receive a Notice of Possible Violation (NOPV) following this investigation. NOPVs will be reviewed during public meetings of the Board to determine whether any violations of Government Code section 4216 et seq. have occurred. Should your company receive an NOPV, you will be notified of your response options and of the date of your hearing.

To answer these questions, you will need to gather information where applicable regarding excavation activities on the site, company and personnel contact information, the 811 ticket number and response information from the utility companies, emergency response actions, and prime contractor contact information.

Send with your answers to the questions, all the documents listed below that you possess, in their original format, which are associated with this damage by date indicated in email. "Documents" includes photographs, 811 ticket(s), written communications, incident reports, emails, texts, videos, or other related items.

Any documents the Board receives after response due date may not make it into the case file, resulting in them not being a part of the determination of your possible violation.

### **REQUESTS**

1. Along with the questions below, provide a copy of the following documents:
  - a. A copy of any damage reports already created as part of your regular procedures,
  - b. A copy of all 811 ticket(s) covering the damage area,
  - c. A copy of your job contracts covering the damage area,
  - d. A copy of your contract for any rental equipment used on the date of the incident, if applicable
  - e. Copies of all phot(s) of the jobsite and the damage
  - f. A copy of your written policies and procedures regarding contacting the Regional Notification Center, emergency procedures, and use of excavation equipment.
2. To cooperate with the investigation, provide written responses by email to the following questions or you may contact the investigator to conduct a phone interview:
  1. Provide your name, title, phone number, and email address.
  2. Please provide the identifying information for your company; company name, California State License Board (CSLB) number, physical address, mailing address, phone number, and email.

3. Did your company excavate and damage an underground facility on the date of the incident above?

If the answer to the previous question is “No”:

- a. Explain who damaged the facility.
- b. Please provide the identifying information for the company that damaged the facility. company name, California State License Board (CSLB) number, physical address, mailing address, phone number, and email.

4. At approximately what time did the damage happen?
5. Was your company at the incident address above when the facility was damaged?
6. To the best of your knowledge, did your company ever perform work at incident address above, the location where the facility was damaged? If so, when?
7. Were there any other companies at or near the incident address during that time?

If the answer to the previous question is “Yes”:

- a. For each other company present, provide the company name, address, phone number, and email address.

8. Did someone in your company or anyone else, contact the Regional Notification Center prior to the date of the incident?

If the answer to the previous question is “Yes”:

- a. Provide the number or numbers of the 811 ticket(s) created by the Regional Notification Center.
- b. What were the 811-ticket created date(s) for each 811 ticket(s)? (Date)
- c. Did your company or anyone else, delineate the area where the damage occurred? Y/N

If the answer to the previous question is “Yes”:

- i. How did your company, or anyone else, delineate the area? White paint, White flags, whiskers, stakes, or other method.
  - ii. How was it marked?
  - iii. Please provide the name, title, phone, and email address of the person who delineated the area.
- d. Did the utility operator respond after the Regional Notification Center created the 811 ticket(s)?

If the answer to the previous question is “Yes”:

- i. How did the utility operator respond after the Regional Notification Center created the 811 ticket(s)? Locate and field mark their facility, provide a map or other information on their facility, confirmed the area was clear of their facility.
  - ii. Did the utility operator locate and field mark their facility before the legal start time on the 811 ticket(s)?
  - iii. If the utility operator located and field marked their facility that was damaged, did the marks accurately indicate the location of the facility?
    1. What was the distance between the place where the facility was damaged, and the location of the facility indicated by the field marks? Less than 2 feet, about 2 feet, more than 2 feet.

If the answer to the previous question is “No”:

9. Is your company aware that it needed to contact the Regional Notification Center prior to excavating?
10. Did the Regional Notification Center create an 811 ticket or tickets for the incident address that your company worked?
11. If the answer to the previous question is “No”
  - i. Explain why your company did not obtain an 811 ticket?

12. Has your company ever obtained an 811 ticket, either by calling 811 or using the Regional Notification Center's website?

13. The damage notification indicated that a facility was damaged at the incident address above on the incident date above. Is that correct?

If the answer to the previous question is "No":

- a. What was the address of the damage that occurred on the incident date above?

14. Was your company the prime contractor on the excavation project at the incident address?

If the answer to the previous question is "No":

- a. Provide the name, phone number and email address of the prime contractor on this excavation project.

15. Did the prime contractor mention to obtain an 811-ticket?

If the answer to the previous question is "Yes":

- a. What was mentioned or what direction did the prime contractor provide to you?
  - i. The prime contractor contacted the Regional Notification Center
  - ii. The prime contractor directed your company to obtain an 811-ticket
  - iii. The prime contractor provided 811-ticket instruction in your contract
  - iv. Other

16. Provide the names, phone numbers, titles, and if applicable, their email address for all your personnel who were at the incident address above when the facility was damaged.

17. Which one of the individuals you identified in the previous question was the foreman on the project when the facility was damaged?

### **Facility Damage**

18. Was a facility damaged on the incident date above?

If the answer to the previous question is “Yes”:

- a. Describe the damaged facility.
- b. Identify the type of material damaged.
- c. Explain how the facility was damaged?
- d. What equipment did your company use on the date of the incident?

Example Tools:

- i. Auger/vertical bore
- ii. Backhoe/trackhoe/excavator
- iii. Bulldozer/front loader
- iv. Horizontal drilling or boring equipment
- v. Farm equipment
- vi. Shovel
- vii. Pick
- viii. Other hand tools
- ix. Trencher
- x. Air/water knife
- xi. Clay spade
- xii. Jackhammer (90+ pound hammer)
- xiii. Powered hammer drill
- xiv. Powered hand-held other
- xv. Explosives
- xvi. Surface milling equipment
- xvii. Grading equipment
- xviii. Saw cutting
- xix. Other

- e. What type of equipment damaged the facility?
- f. Who was operating the equipment that damaged the facility on the date of the incident?
- g. Does your company own that equipment?

If the answer to the previous question is “No”:

1. Provide the following for the owner of the equipment. Company name, business address, phone number, and email Address.

### **Emergency Response**

19. How did your company learn that the underground facility was damaged on date of the incident above?
20. Did anyone with your company call 911 on the date of the incident above, after the damage had occurred?
21. Was there an emergency response to the incident from the fire department, a law enforcement department, or an ambulance on the date of the incident above?
22. Were there any injuries or fatalities to any personnel or bystanders on the date of the incident above? If so, who?
23. Was there property damage on the date of the incident above, excluding the facility damage? If so, what occurred?
24. Was there a fire on the date of the incident as a result of the damage to the facility?
25. Was there an evacuation of any homes or businesses on the date of the incident above as a result of the damage to the facility?

If the answer to the previous question is “Yes”:

- a. Provide the name of the emergency response units that conducted the evacuations, if applicable.

26. Are you aware of anyone else that called 911?
27. Did anyone at your company contact the Regional Notification Center after the damage on the date of the incident above?

If the answer to the previous question is “Yes”:

- a. Did the Regional Notification Center provide you with a damage 811 ticket number? If so, what is the number?

28. Did anyone at your company contact the utility operator after the damage?  
Who at your company contacted the operator? If so, what is the name of the person who was contacted?
29. What steps, if any, has your company taken to prevent a similar damage in the future?
30. Is there any other information you want to share about this damage?

### **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. Identify the personnel (employees, consultants, agents, etc.) who provided information responsive to each of the information requests by stating the full name, business address, and title of each person.
- c. If you do not know the exact answer to any of the requests above, please so indicate and provide your best estimate.
- d. Provide data in its original format (i.e., PDF, Excel, GIS shapefile, etc.), unless otherwise specified in the request.

Tracking Number:

Remove X

**9489009000276656854895**

Copy

Add to Informed Delivery (<https://informedelivery.usps.com/>)

## Latest Update

Your item was picked up at the post office at 10:40 am on February 28, 2025 in CRESTLINE, CA 92325.

Get More Out of USPS Tracking:

**USPS Tracking Plus<sup>®</sup>**

### Delivered

**Delivered, Individual Picked Up at Post Office**

CRESTLINE, CA 92325

February 28, 2025, 10:40 am

### Available for Pickup

CRESTLINE

23921 LAKE DR

CRESTLINE CA 92325-0677

M-F 0630-1700; SAT 1200-1400

February 28, 2025, 9:28 am

### Processing at USPS Facility

CEDAR GLEN, CA 92321

February 26, 2025, 11:05 am

### Out for Delivery

CEDAR GLEN, CA 92321

February 26, 2025, 9:04 am

### Arrived at Post Office

CEDAR GLEN, CA 92321

Feedback



February 26, 2025, 8:53 am

Hide Tracking History

**What Do USPS Tracking Statuses Mean?** (<https://faq.usps.com/s/article/Where-is-my-package>)

**Text & Email Updates**



**USPS Tracking Plus®**



**Product Information**



**See Less**

Track Another Package

Enter tracking or barcode numbers

## Need More Help?

Contact USPS Tracking support for further assistance.

**FAQs**

# Exhibit 8



**OFFICE OF ENERGY INFRASTRUCTURE SAFETY  
UNDERGROUND SAFETY BOARD**  
715 P Street, 20th Floor | Sacramento, CA 95814  
916.902.6000 | [www.energysafety.ca.gov](http://www.energysafety.ca.gov)

**MEMBERS**

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Bill Johns, Vice Chair  
Randy Charland  
Marshall Johnson  
Dave Sorem  
Carl Voss

**EXECUTIVE OFFICER**  
Tony Marino

**SENT VIA CERTIFIED MAIL**

**2<sup>nd</sup> NOTICE: IMMEDIATE ACTION REQUIRED**

**Request Date:** March 10, 2025

**Response Due:** March 17, 2025

**Re:** Lack of response to information letter of February 19, 2025, which contained a response date of March 6, 2025.

To:  
Drain-Aid Plumbing  
PO Box 1880  
Crestline, California 92325

**Investigator:** Jeff McClenahan

Send your response to the investigator at this email address:

[Jeff.mcclenahan@energysafety.ca.gov](mailto:Jeff.mcclenahan@energysafety.ca.gov)

**Information Request Number:** Underground Safety-IR-2025-2-041

**Subject:** Request for information regarding underground facility damage reported without a valid USA ticket.

Case Number: N247255

Incident Address: 823 North Jagerhorn Drive, Lake Arrowhead California

Date of Incident: July 23, 2024

Facility Type: Natural gas facility

The Underground Safety Board (Board) has been notified about damage to a facility, potentially involving your company.

The purpose of this request is to gather all the pertinent facts. The questions below may serve to replace a formal interview. Respond to each question. The Board investigates excavation incidents to identify potential safety violations, and employ this data to enhance accident prevention, safeguard worker welfare, and protect people and property.

Furthermore, this information will aid in determining if any enforcement measures are warranted. In such a scenario, your company will initially receive a Notice of Possible Violation (NOPV) following this investigation. NOPVs will be reviewed during public meetings of the Board to determine whether any violations of Government Code section 4216 et seq. have occurred. Should your company receive an NOPV, you will be notified of your response options and of the date of your hearing.

To answer these questions, you will need to gather information where applicable regarding excavation activities on the site, company and personnel contact information, the 811 ticket number and response information from the utility companies, emergency response actions, and prime contractor contact information.

Send with your answers to the questions, all the documents listed below that you possess, in their original format, which are associated with this damage by date indicated in email. "Documents" includes photographs, 811 ticket(s), written communications, incident reports, emails, texts, videos, or other related items.

Any documents the Board receives after response due date may not make it into the case file, resulting in them not being a part of the determination of your possible violation.

### **REQUESTS**

1. Along with the questions below, provide a copy of the following documents:
  - a. A copy of any damage reports already created as part of your regular procedures,
  - b. A copy of all 811 ticket(s) covering the damage area,
  - c. A copy of your job contracts covering the damage area,
  - d. A copy of your contract for any rental equipment used on the date of the incident, if applicable
  - e. Copies of all phot(s) of the jobsite and the damage
  - f. A copy of your written policies and procedures regarding contacting the Regional Notification Center, emergency procedures, and use of excavation equipment.
2. To cooperate with the investigation, provide written responses by email to the following questions or you may contact the investigator to conduct a phone interview:
  1. Provide your name, title, phone number, and email address.
  2. Please provide the identifying information for your company; company name, California State License Board (CSLB) number, physical address, mailing address, phone number, and email.

3. Did your company excavate and damage an underground facility on the date of the incident above?

If the answer to the previous question is “No”:

- a. Explain who damaged the facility.
- b. Please provide the identifying information for the company that damaged the facility. company name, California State License Board (CSLB) number, physical address, mailing address, phone number, and email.

4. At approximately what time did the damage happen?
5. Was your company at the incident address above when the facility was damaged?
6. To the best of your knowledge, did your company ever perform work at incident address above, the location where the facility was damaged? If so, when?
7. Were there any other companies at or near the incident address during that time?

If the answer to the previous question is “Yes”:

- a. For each other company present, provide the company name, address, phone number, and email address.

8. Did someone in your company or anyone else, contact the Regional Notification Center prior to the date of the incident?

If the answer to the previous question is “Yes”:

- a. Provide the number or numbers of the 811 ticket(s) created by the Regional Notification Center.
- b. What were the 811-ticket created date(s) for each 811 ticket(s)? (Date)
- c. Did your company or anyone else, delineate the area where the damage occurred? Y/N

If the answer to the previous question is “Yes”:

- i. How did your company, or anyone else, delineate the area? White paint, White flags, whiskers, stakes, or other method.
  - ii. How was it marked?
  - iii. Please provide the name, title, phone, and email address of the person who delineated the area.
- d. Did the utility operator respond after the Regional Notification Center created the 811 ticket(s)?

If the answer to the previous question is “Yes”:

- i. How did the utility operator respond after the Regional Notification Center created the 811 ticket(s)? Locate and field mark their facility, provide a map or other information on their facility, confirmed the area was clear of their facility.
  - ii. Did the utility operator locate and field mark their facility before the legal start time on the 811 ticket(s)?
  - iii. If the utility operator located and field marked their facility that was damaged, did the marks accurately indicate the location of the facility?
    1. What was the distance between the place where the facility was damaged, and the location of the facility indicated by the field marks? Less than 2 feet, about 2 feet, more than 2 feet.

If the answer to the previous question is “No”:

9. Is your company aware that it needed to contact the Regional Notification Center prior to excavating?
10. Did the Regional Notification Center create an 811 ticket or tickets for the incident address that your company worked?
11. If the answer to the previous question is “No”
  - i. Explain why your company did not obtain an 811 ticket?

12. Has your company ever obtained an 811 ticket, either by calling 811 or using the Regional Notification Center's website?

13. The damage notification indicated that a facility was damaged at the incident address above on the incident date above. Is that correct?

If the answer to the previous question is "No":

- a. What was the address of the damage that occurred on the incident date above?

14. Was your company the prime contractor on the excavation project at the incident address?

If the answer to the previous question is "No":

- a. Provide the name, phone number and email address of the prime contractor on this excavation project.

15. Did the prime contractor mention to obtain an 811-ticket?

If the answer to the previous question is "Yes":

- a. What was mentioned or what direction did the prime contractor provide to you?
  - i. The prime contractor contacted the Regional Notification Center
  - ii. The prime contractor directed your company to obtain an 811-ticket
  - iii. The prime contractor provided 811-ticket instruction in your contract
  - iv. Other

16. Provide the names, phone numbers, titles, and if applicable, their email address for all your personnel who were at the incident address above when the facility was damaged.

17. Which one of the individuals you identified in the previous question was the foreman on the project when the facility was damaged?

### **Facility Damage**

18. Was a facility damaged on the incident date above?

If the answer to the previous question is “Yes”:

- a. Describe the damaged facility.
- b. Identify the type of material damaged.
- c. Explain how the facility was damaged?
- d. What equipment did your company use on the date of the incident?

Example Tools:

- i. Auger/vertical bore
- ii. Backhoe/trackhoe/excavator
- iii. Bulldozer/front loader
- iv. Horizontal drilling or boring equipment
- v. Farm equipment
- vi. Shovel
- vii. Pick
- viii. Other hand tools
- ix. Trencher
- x. Air/water knife
- xi. Clay spade
- xii. Jackhammer (90+ pound hammer)
- xiii. Powered hammer drill
- xiv. Powered hand-held other
- xv. Explosives
- xvi. Surface milling equipment
- xvii. Grading equipment
- xviii. Saw cutting
- xix. Other

- e. What type of equipment damaged the facility?
- f. Who was operating the equipment that damaged the facility on the date of the incident?
- g. Does your company own that equipment?

If the answer to the previous question is “No”:



1. Provide the following for the owner of the equipment. Company name, business address, phone number, and email Address.

### **Emergency Response**

19. How did your company learn that the underground facility was damaged on date of the incident above?
20. Did anyone with your company call 911 on the date of the incident above, after the damage had occurred?
21. Was there an emergency response to the incident from the fire department, a law enforcement department, or an ambulance on the date of the incident above?
22. Were there any injuries or fatalities to any personnel or bystanders on the date of the incident above? If so, who?
23. Was there property damage on the date of the incident above, excluding the facility damage? If so, what occurred?
24. Was there a fire on the date of the incident as a result of the damage to the facility?
25. Was there an evacuation of any homes or businesses on the date of the incident above as a result of the damage to the facility?

If the answer to the previous question is “Yes”:

- a. Provide the name of the emergency response units that conducted the evacuations, if applicable.

26. Are you aware of anyone else that called 911?
27. Did anyone at your company contact the Regional Notification Center after the damage on the date of the incident above?

If the answer to the previous question is “Yes”:

- a. Did the Regional Notification Center provide you with a damage 811 ticket number? If so, what is the number?

28. Did anyone at your company contact the utility operator after the damage?  
Who at your company contacted the operator? If so, what is the name of the person who was contacted?
29. What steps, if any, has your company taken to prevent a similar damage in the future?
30. Is there any other information you want to share about this damage?

### **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. Identify the personnel (employees, consultants, agents, etc.) who provided information responsive to each of the information requests by stating the full name, business address, and title of each person.
- c. If you do not know the exact answer to any of the requests above, please so indicate and provide your best estimate.
- d. Provide data in its original format (i.e., PDF, Excel, GIS shapefile, etc.), unless otherwise specified in the request.

Tracking Number:

Remove X

9589071052702374150319

Copy      Add to Informed Delivery (<https://informedelivery.usps.com/>)

Latest Update

Your item was picked up at the post office at 3:14 pm on March 20, 2025 in CRESTLINE, CA 92325.

Feedback

Get More Out of USPS Tracking:

USPS Tracking Plus®

Delivered

Delivered, Individual Picked Up at Post Office

CRESTLINE, CA 92325  
March 20, 2025, 3:14 pm

Available for Pickup

CRESTLINE  
23921 LAKE DR  
CRESTLINE CA 92325-0677  
M-F 0630-1700; SAT 1200-1400  
March 14, 2025, 9:23 am

Hide Tracking History

What Do USPS Tracking Statuses Mean? (<https://faq.usps.com/s/article/Where-is-my-package>)

Text & Email Updates



USPS Tracking Plus®



**Product Information**



**See Less** ^

Track Another Package

Enter tracking or barcode numbers

**Need More Help?**

Contact USPS Tracking support for further assistance.

**FAQs**

# Exhibit 9



## Underground Service Alert

of Southern California™

December 12, 2024

Jeff McClenahan  
Underground Safety Board

**File Number: N247255**

Dear Jeff,

After searching our records from 5/1/24 through 8/31/24, we found the following DigAlert ticket(s) A241830313 for the location at or near 823 N Jagerhorn Dr in Lake Arrowhead. 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: A241830313-00A**

MBRCOD 00001B USAS 12/12/24 11:50:51 A241830313-00A NEW EMER POLY LREQ

Ticket: A241830313 Rev: 00A Created: 07/01/24 09:42 User: LRE Chan: 100

Work Start: 07/01/24 09:38 Legal Start: 07/03/24 17:01 Expires: 07/29/24 23:59

Response required: Y Priority: 9

## Excavator Information

Company: LAKE ARROWHEAD CSD

Type: MEMR

Co Addr: PO BOX 700

City : LAKE ARROWHEAD

State: CA Zip: 92352

Created By: LUKE PILKERTON

Language: ENGLISH

Office Phone: 909-336-7100

SMS/Cell:

Office Email:

Site Contact: LUKE PILKERTON

Site Phone: 909-273-7125

Site SMS/Cell:

Site Email:

## Excavation Area

State: CA County: SAN BERNARDINO Place: LAKE ARROWHEAD

Zip: 92352

Address : 833 Street: JAGERHORN DR

Cross 1 : BERNINA DR

Cross 2 :

Location: \*\*REAR OF ADDRESS\*\*

Searchable Tags:

Job size: sq-feet: 63125 sq-miles: 0.002264

Delineated Method: WHITEPAINT

Work Type: EMERGENCY REPL SEWER

Work For : LAKE ARROWHEAD CSD

Permit: BLANKET

Job/Work order:

Project ID:

Project Name:

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

## Lat/Long

Center Generated (NAD83): 34.265202/-117.207060 34.265689/-117.206262

: 34.264594/-117.206689 34.265081/-117.205891

Excavator Provided:

## Map link:

[https://newtin.digalert.org/newtinweb/map\\_tkt.nap?TRG=6AzAr4zyv6m5k2v-s](https://newtin.digalert.org/newtinweb/map_tkt.nap?TRG=6AzAr4zyv6m5k2v-s)

## Members:

LAC01      LACSEWER      SCG10U      UCHTRW\_S2      USCERU

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All rights reserved.

**Ticket Responses for: A241830313-00A**

Member	Name	Rev	Responded	By	Response
LAC01	LAKE ARROWHEAD CSD	00A	07/03/24 05:01:16 PM	Late Notice	(999) Member did not respond by the required time
LACSEWER	LAKE ARROWHEAD CSD	00A	07/03/24 05:01:16 PM	Late Notice	(999) Member did not respond by the required time
SCG10U	SOCALGAS DISTRIBUTION RIM FOREST	00A	07/01/24 11:57:35 AM	PRSDG01 WJOHNSON	(001) CLEAR - NO CONFLICT
UCHTRW_S2	SPECTRUM - RIVERSIDE	00A	07/01/24 02:27:09 PM	UQ Responder	(001) CLEAR - NO CONFLICT
USCERU	UTILIQUEST FOR SCE DIST - RURALS REG	00A	07/02/24 03:01:54 PM	UQ Responder	(010) LOCATE AREA MARKED
USCERU	UTILIQUEST FOR SCE DIST - RURALS REG	00A	07/01/24 02:27:09 PM	UQ Responder	(001) CLEAR - NO CONFLICT



# Exhibit 10

**From:** [McClenahan, Jeff@EnergySafety](mailto:McClenahan,Jeff@EnergySafety)  
**To:** [Sage O'Brien](#)  
**Subject:** Re: Case N247255  
**Date:** Monday, March 24, 2025 8:50:44 AM

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Hi Sage,

Thanks for the write-up, but I'm not following: you don't have what?

I have provided our questions regarding the incident to you in the certified mail that you responded to and the same questions in the online survey.

Fill out the online survey below with the information that you have available by this **Wednesday March 26**, and I can follow-up if I have any additional questions.

If you are unable to access the survey, I can look into any technical issues.

**Jeff McClenahan** (He/they)

Senior Policy Investigator | Underground Investigations Division

[Office of Energy Infrastructure Safety](#)

(279) 789-1818

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**From:** Sage O'Brien <[drainaidplumbing2526@gmail.com](mailto:drainaidplumbing2526@gmail.com)>  
**Sent:** Saturday, March 22, 2025 5:22 PM  
**To:** McClenahan, Jeff@EnergySafety <[Jeff.McClenahan@energysafety.ca.gov](mailto:Jeff.McClenahan@energysafety.ca.gov)>  
**Subject:** Re: Case N247255

**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.

---

We don't have that. We were digging by hand, it was a water line were repairing and the gas line was hit. The gas come came out after the repair was made and they cleared it. I'm not sure what else you need.

Sage O'Brien  
Assistant Office Manager  
909-531-3258  
Drain-Aid Plumbing  
O'Brien Plumbing

On Fri, Mar 14, 2025 at 11:05 AM McClenahan, Jeff@EnergySafety <[Jeff.McClenahan@energysafety.ca.gov](mailto:Jeff.McClenahan@energysafety.ca.gov)> wrote:

Hi Sage,

The Underground Safety Board is investigating reports of damages to underground utilities in which a USA ticket was not involved and would like to understand more about these cases to enforce Government Code 4216 and get companies to call in USA tickets to protect their workers and these utilities.

We received a report of a damage involving DrainAid Plumbing from July 23, 2024, and I've been assigned to investigate that. The information we are looking for is contained in the information request you received (and attached again here). The easiest way to provide this information is to respond to survey questions at the link below as well and upload any incident reports or photos you have of the incident.

[Link to take the No-811 intake survey for case N247255](#)

Please upload your responses to the survey by Friday March 21<sup>st</sup>, 2025 or send your responses and documentation to this email address by that date.

Let me know if I can clarify anything further.

**Jeff McClenahan** (He/they)

Senior Policy Investigator | Underground Investigations Division

Office of Energy Infrastructure Safety

(279) 789-1818

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**From:** Sage O'Brien <[drainaidplumbing2526@gmail.com](mailto:drainaidplumbing2526@gmail.com)>

**Sent:** Thursday, March 13, 2025 5:48 PM

**To:** McClenahan, Jeff@EnergySafety <[Jeff.McClenahan@energysafety.ca.gov](mailto:Jeff.McClenahan@energysafety.ca.gov)>

**Subject:** Case N247255

**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.

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Hello Jeff,

My name is Sage O'Brien the paperwork you guys sent in just crossed my desk. I'm sorry for the late response. I'm not sure why These documents are being requested. However, I'm happy to help anyway I can. Please let me know what you need and how we can proceed.

Sage O'Brien  
Assistant Office Manager  
909-531-3258  
Drain-Aid Plumbing  
O'Brien Plumbing

# Exhibit 11

## No-Ticket Damage Reporting Form

**Submitted Time: March 26, 2025 12:12 PM**

Provide your name, title, phone number, and email address

Name

Sage O'Brien

Title

Office Manager

Phone Number

909-531-3258

Email Address

Drainaidplumbing2526@gmail.com

Please provide the identifying information for Drain-Aid in general.

California Contractor's State License Board (CSLB) license

792753

Physical Address

3795 canyon terrace dr San Bernardino ca 92406

Mailing Address

Po box 1880 crestline ca 92325

Phone Number

909-531-3258

Email Address

Drainaidplumbing2526@gmail.com

Did Drain-Aid damage the NaturalGas facility while excavating at 823 N Jagerhorn Dr., Lake Arrowhead on the 7/23/2024? (Select One)

Yes

Were there any other companies at or near 823 N Jagerhorn Dr., Lake Arrowhead on 7/23/2024? (Select One)

No

Did someone in Drain-Aid, or anyone else, contact the Regional Notification Center on 7/23/2024?

No

Did SoCalGas respond after the Regional Notification Center created the 811 ticket?

Is Drain-Aid aware that it needed to contact the Regional Notification Center prior to excavating?

**Yes**

Did the Regional Notification Center create an 811-ticket for 823 N Jagerhorn Dr., Lake Arrowhead that Drain-Aid worked?

**No**

If no one at Drain-Aid, or anyone else, contacted the Regional Notification Center before excavating, why not?

**Other**

Explain why Drain-Aid did not obtain an 811 ticket?

**We were hand digging to expose water line to complete a repair**

Has Drain-Aid ever obtained an 811 ticket, either by calling 811 or using the Regional Notification Center's website?

**Yes**

The damage notification indicated that a facility was damaged at 823 N Jagerhorn Dr., Lake Arrowhead on 7/23/2024. Is that correct?

**Yes**

Was Drain-Aid the prime contractor on the project at 823 N Jagerhorn Dr., Lake Arrowhead on 7/23/2024?

**Yes**



What was mentioned or what direction did the prime contractor provide to you?

Provide the names, phone numbers, and if applicable, their email address for all your personnel who were at 823 N Jagerhorn Dr., Lake Arrowhead when the facility was damaged.

Name

**Juan**

Title

**Plumber**

Phone Number

**909-531-3258**

Email Address

**Drainaidplumbing2526@gmail.com**

Add an additional individual?

**No**

Which one of the individuals you identified was the foreman on the project when the facility was damaged?

**N/A**

## Facility Damage

Was a facility damaged on 7/23/2024?

No

Describe the damaged facility.

Shovel punctured gas line.

Identify the type of material damaged.

Gas line

Explain how the facility was damaged?

Digging waterline up for repair

What equipment did Drain-Aid use on 7/23/2024? (Select All That Are Applicable)

Shovel

What type of equipment damaged the facility?

Shovel

Who was operating the equipment that damaged the facility on 7/23/2024?

Juan

Does Drain-Aid own that equipment?

Yes

## Emergency Response

How did Drain-Aid learn that the SoCalGas facility was damaged on 7/23/2024?  
**digging up waterline for a repair. Hit the gas line.**

Did anyone with Drain-Aid call 911 on 7/23/2024 after the damage had occurred?  
**No**

Was there an emergency response to the incident from the fire department, a law enforcement department, or an ambulance on 7/23/2024?  
**No**

Were there any injuries to any personnel or bystanders on 7/23/2024?  
**No**

Were there any fatalities on 7/23/2024 or afterwards, due to the damage at 823 N Jagerhorn Dr., Lake Arrowhead?  
**No**

Was there property damage on 7/23/2024, excluding the facility damage?  
**No**

Was there a fire on 7/23/2024 as a result of the damage to the facility?  
**No**

Was there an evacuation of any homes or businesses on 7/23/2024 as a result of the damage to the facility?  
**No**

Are you aware of anyone else that called 911?

No

Did anyone at Drain-Aid contact the Regional Notification Center after the damage on 7/23/2024?

No

Did anyone at Drain-Aid contact SoCalGas after the damage?

Yes

Who at Drain-Aid contacted the SoCalGas?

Yes

What is the name of the person at the SoCalGas contacted by the individual you identified above?

Unknown

What steps, if any, have Drain-Aid taken to prevent a similar damage in the future?

Will call dig alert

Is there any other information you want to share about this damage?

No