



CALIFORNIA UNDERGROUND SAFETY BOARD INVESTIGATION DIVISION

INVESTIGATION REPORT

Date: April 28, 2025

Case No.: N242831700

Violations:

Hydrotek Pipe Services

Government Code § 4216.2(b): Excavating without first notifying 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 September 9, 2024, Hydrotek Pipe Services were “excavating to access sewer line” with a shovel, without first contacting the Regional Notification Center, and damaged a 0.5-inch plastic pipe of natural gas line while excavating to install a sewer line. After the damage occurred, Hydrotek Pipe Services did not call 911 emergency services to report it. No one was injured and no equipment, other than the 0.5-inch plastic pipe of natural gas line, was damaged.

Reporting Party Information:

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

Date of Incident:

September 9, 2024

Location of the Incident:

1805 Robbins Street
Santa Barbara, California 93101

Operator:

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

Excavator:

Hydrotek Pipe Services
P O Box 5491
Ventura, California 93005

Facility Type Damaged:

0.5-inch plastic pipe of natural gas line

Investigation:**Notification of the Incident**

On October 31, 2024, Southern California Gas Company submitted a notification of an incident to the California Underground Safety Board. The notification stated, “3rd party contractor was excavating for install of sewer line, digging without USA, they damaged 0.5-inch plastic gas service with shovel.” (Exh. 1.)

The case was assigned to Investigator Ousama Alkahwaji (Investigator).

Excavation and Identity of the Excavator

Government Code section Government Code 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, or his or her, own employees or equipment performs any excavation.”

Eric Pagliano (Pagliano), Owner of Hydrotek Pipe Services, responded to the investigator’s questions that they were “excavating to access sewer line” and damaged a gas line at 1805 Robbins Street, Santa Barbara, California 93101. (Exh. 2.)

Hydrotek Pipe Services is currently licensed by the California Contractors State License Board, license number 1041327 with A - General Engineering, C36 - Plumbing classifications. (Exh. 3.)

Hydrotek Pipe Services 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.

On November 8, 2024, Investigator emailed Amber Dahl, Safety Director at Underground Service Alert of Southern California Regional Notification Center, requesting ticket information for 1805 Robbins Street, Santa Barbara, California 93101, from July 29, 2024, to September 9, 2024. (Exh. 4.)

Safety Director Amber Dahl responded on November 8, 2024, and confirmed ticket A242530524 was created for 1805 Robbins Street, Santa Barbara, California 93101. (Exh. 5.)

Hydrotek Pipe Services did not notify the regional notification center before excavating to access the sewer line and damaging the gas line. (Exh. 2, 5)

The reason that Pagliano did not notify the regional notification center before excavating was "because it was an emergency". And when asked "What was the emergency you were responding to?" Pagliano answered "the sewer line had a backup and was splitting inside, so we needed to install a cleanout to open the line." (Exh. 6.)

The investigator asked Pagliano, "Are you aware of the requirement to call 811 before excavation, even in emergencies?", and Pagliano answered "Yes, we are very familiar with 811. This was an emergency, and unfortunately, we didn't call. But we know the protocols and have regular safety meetings to reinforce this." (Exh. 6.)

Hydrotek Pipe Services Contacted the Regional Notification Center After the Damage Occurred

On September 9, 2024, Hydrotek Pipe Services contacted the regional notification center after the damage occurred. The regional notification center created ticket number A242530524 at 12:05 p.m. on September 9, 2025, with a legal start date and time of September 11, 2024, at 05:01 p.m. Ticket number A242530524 was created approximately one and a half hours after the damage occurred. Exh. 2, 5)

Hydrotek Pipe Services Did Not Call 911 Emergency Services Upon Gas Release

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

On September 9, 2024, while using a shovel, Hydrotek Pipe Services damaged a "0.5-inch plastic pipe of natural gas line while excavating to access sewer line that caused gas to leak

(Exh. 1.) but did not call 911 afterward. When asked “Did anyone with Hydrotech call 911 on 9/9/2024 after the damage had occurred?”, Pagliano answered “No.” (Exh. 2.)

On June 16, 2025, the investigator submitted a public record request to the City of Santa Barbara to request a copy of all police/fire dispatch call logs, 911 audio recordings, and any incident reports from responding emergency personnel due to a gas leak, located at 1805 Robbins Street, Santa Barbara, California 93101, on September 9, 2024. (Exh. 7.)

On June 23, 2025, the investigator received a response from the City of Santa Barbara, City Clerk’s Office to the public record request sent on June 16, 2025, confirming no records were found for the specified incident date and time. (Exh. 8.)

Findings:

1. Hydrotek Pipe Services did not contact the Regional Notification Center before beginning excavation on September 9, 2024, at 1805 Robbins Street, Santa Barbara.
2. Hydrotek Pipe Services failed to call 911 emergency services to report damage to the gas line.

Investigator	Supervisor
Ousama Alkahwaji	Anona Bonner
Signature	Signature
/s/ Ousama Alkahwaji	/s/ Anona Bonner

Exhibit List:

Exhibit No.	Description	Date	Received From
1.	Incident Report submitted to the Underground Safety Board	Received on 10/31/2024	Damage Prevention Analyst, Alejandro Alvarez, Southern California Gas Company
2.	Board's Investigation Questionnaire received from Owner, Eric Pagliano, Hydrotek Pipe Services	Received on 11/14/2024	Owner, Eric Pagliano, Hydrotek Pipe Services
3.	Contractor's License Detail for License No. 1041327 obtained from the Contractors State License Board website	Downloaded on 11/08/2024	California Contractors State License Board website at https://www.cslb.ca.gov/onlineservices/checklicense/Checklicense.aspx
4.	Investigator's email to Underground Service Alert of Southern California Regional Notification Center requesting ticket information on the underlying job to this incident	Emailed on 11/08/2024	
5.	Email from Underground Service Alert of Southern California Regional Notification Center providing ticket number A242530524	Received on 11/08/2024	Amber Dahl, Safety Director, Underground Service Alert of Southern California Regional Notification Center
6.	Report of Interview with Eric Pagliano, Owner, Hydrotek Pipe Service	Conducted on 11/15/2024	Eric Pagliano, Owner, Hydrotek Pipe Service

7.	Public Record Request Submitted to the City of Santa Barbara	Submitted on 06/16/2025	
8.	Public Record Received from the City of Santa Barbara	Received on 06/23/2025	City of Santa Barbara, City Clerk's Office

Exhibit 1

No-Ticket Damage Reporting Form

Submitted: October 31, 2024 3:04 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

Alejandro Alvarez

Title

Damage Prevention Analyst

Phone Number

714-309-6289

E-mail address

aalvare5@socalgas.com

Company

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

Company Name

SoCalGas

Address

555 w. 5th. St. , Los Angeles , 90013

Phone Number

714-309-6289

Email Address

SCGDamagePrevention@socalgas.com

Regional Notification Center member code

Other Contacts

Is the photographer same as the primary reporter named above?

No

Please provide the name, title, phone number, and email address contact for everyone in your company that took the photos or developed other records included with your answers to these questions.

Full Name

Shawn Lindstrom

Title

Field Operations Supervisor

Phone Number

805-450-9599

E-mail address

SLindstrom@socalgas.com

Incident Information

What was the date and approximate time of the incident?

September 9, 2024 10:31 AM

What is the address where your facility was damaged on 9/9/2024?

Damage Street Address

1805 Robbins St

Damage County

Santa Barbara

Damage City

Santa Barbara

Damage Cross Street 1

W Pedregosa St

Damage Cross Street 2

W Valerio St

Other Damage location description

Does SoCalGas own, operate or maintain the facility damaged on 9/9/2024?

Yes

What type of excavation did you observe on 9/9/2024 at that address?

Sewer

Describe the excavation activity you identified.

Sewer install.

What excavation companies did you observe on 9/9/2024?

Company Name

Hydrotech

Company Address

P O BOX 5491, Ventura , 93005

Phone Number

805-201-8128

Email Address

hydrotekpipeservices@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

Eric Pagliano

Title

Employee

Phone Number

805-201-8128

Email Address

hydrotekpipeservices@gmail.com

Notification Details

Was SoCalGas notified of the proposed excavation by the Regional Notification Center before 9/9/2024?

No

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

September 9, 2024 10:34 AM

How did SoCalGas learn of the damage to the facility?

Intercompany email notification

Facility Damaged

What kind of facility was damaged on 9/9/2024?

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?

Photographs

Did SoCalGas contact the Regional Notification Center before repairing the damaged facility?

No

Provide any other relevant information about the damage on 9/9/2024.

3rd party contractor was excavating for install of sewer line, digging without USA, they damaged 0.5-inch plastic gas service with shovel.

Damages

Were there any injuries to any personnel or bystanders due to the damage to your facility on 9/9/2024?

No

Was any property damaged other than the damaged facility?

No

Was there a fire caused by this damage on 9/9/2024?

No

Was there an evacuation of any nearby homes or businesses caused by this damage on 9/9/2024?

No

Provide an estimate of the number of your customers whose service was interrupted by this damage on 9/9/2024.

1

Conclusions

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

September 9, 2024 11:15 AM

Please explain why you think the facility was damaged on 9/9/2024?

0.5-inch plastic gas line was broken with gas escape.

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

Not counting your answers to these questions, did SoCalGas create an investigatory or incident report pertaining to the damage on 9/9/2024?

Yes

Please attach investigatory or incident report here.

USB Damage Report Form Template AA Copy.docx, 0.02MB

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
September 9, 2024 11:17 AM

Photographer Name
Shawn Lindstrom



Date and time photographed
September 9, 2024 11:17 AM

Photographer Name
Shawn Lindstrom



Date and time photographed

September 9, 2024 11:17 AM

Photographer Name

Shawn Lindstrom



Date and time photographed
September 9, 2024 11:17 AM

Photographer Name
Shawn Lindstrom

Additional Records

Business cards, photo of company vehicles onsite, etc.

Screenshot_31-10-2024_15232_www.hydrotekpipeservice.com.jpeg, 0.11 MB

Reference Number

N242831700

1805 Robbins St Santa Barbara California 93101 USA

No USA Damage

Incident Time: (24hr) 10:31 AM

Incident Date: 09/09/24

Incident Location:

City/County: Santa Barbara/ Santa Barbara

Address/Location: 1805 Robbins St Santa Barbara California 93101 USA

Incident Cause: Hand tools punctured 0.5-inch gas service

Gas Equipment Affected:

Material: Plastic Pipe size: 0.5" IPS

Dig In Information:

USA notification required: **Yes / No**

USA notified: **Yes / No**

USA # _____

Facilities properly marked: N/A

Name of Excavator: HYDROTEK PIPE SERVICES

Excavator Contact Person: Eric Pagliano

Phone: 805-201-8128

On Scene:	Date	Time
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Company Personnel on Scene	<u>LCT Matthew Allensworth</u>	<u>09/09/24 11:05 AM</u>
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Gas Flow Stopped	<u>09/09/24</u>	<u>11:15 PM</u>
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Customer Outages (Quantity) 1

Summary of incident: Licensed 3rd party contractor damaged 0.5-inch plastic gas service while digging with shovel for install of sewer. No USA called in for excavation by 3rd party contractor.



Address

840 Logan Ave.
Ventura, CA 93004

[Map & Directions](#)

Contact

805-243-0654

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Exhibit 2

No-Ticket Damage Reporting Form

Submitted Time: November 14, 2024 10:58 AM

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

Name

Eric

Title

Owner

Phone Number

805-201-8128

Email Address

hydrotekpipeservices@gmail.com

Please provide the identifying information for Hydrotech in general.

California Contractor's State License Board (CSLB) license

1041327

Physical Address

840 Logan Ave Ventura CA, 93004

Mailing Address

PO Box 5491 Ventura, CA 93005

Phone Number

805-201-8128

Email Address

Did Hydrotech damage the NaturalGas facility while excavating at 1805 Robbins St, Santa Barbara on the 9/9/2024? (Select One)

Yes

Were there any other companies at or near 1805 Robbins St, Santa Barbara on 9/9/2024? (Select One)

No

Did someone in Hydrotech, or anyone else, contact the Regional Notification Center on 9/9/2024?

Yes

Provide the number or numbers of the 811 ticket(s) created by the Regional Notification Center.

A-242530524

What is the 811-ticket created date(s) for each 811 ticket(s)?

September 9, 2024

Did Hydrotech, or anyone else, delineate the area where the damage occurred?

Yes

How did you, or anyone else, delineate the area?

White Paint

Please provide the name, title, phone, and email address of the person who delineated the area?

Name

Eric Pagliano

Title

Owner

Phone Number

805-201-8128

Email Address

hydrotekpipeservices@gmail.com

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

Yes

How did SoCalGas respond after the Regional Notification Center created the 811 ticket? (Select All That Are Applicable)

Locate and field mark their facility

Did the SoCalGas locate and field mark their facility before the legal start time on the 811 ticket?

Yes

If SoCalGas located and field marked their facility that was damaged, did the marks accurately indicate the location of the facility?

Yes

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

The damage notification indicated that a facility was damaged at 1805 Robbins St, Santa Barbara on 9/9/2024. Is that correct?

Yes

Was Hydrotech the prime contractor on the project at 1805 Robbins St, Santa Barbara on 9/9/2024?

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 1805 Robbins St, Santa Barbara when the facility was damaged.

Name

Bram Pagliano

Title

Son, laborer

Phone Number

805-760-7691

Email Address

Add an additional individual?

No

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

Eric Pagliano

Facility Damage

Was a facility damaged on 9/9/2024?

Yes

Describe the damaged facility.

3/4" HDPE Polyethelene gas service line to structure

Identify the type of material damaged.

HDPE Polyethene

Explain how the facility was damaged?

Excavating to access sewer line

What equipment did Hydrotech use on 9/9/2024? (Select All That Are Applicable)

Shovel

What type of equipment damaged the facility?

Shovel

Who was operating the equipment that damaged the facility on 9/9/2024?

Eric Pagliano

Does Hydrotech own that equipment?

Yes

Emergency Response

How did Hydrotech learn that the SoCalGas facility was damaged on 9/9/2024?

Visual exposure

Did anyone with Hydrotech call 911 on 9/9/2024 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 9/9/2024?

No

Were there any injuries to any personnel or bystanders on 9/9/2024?

No

Were there any fatalities on 9/9/2024 or afterwards, due to the damage at 1805 Robbins St, Santa Barbara?

No

Was there property damage on 9/9/2024, excluding the facility damage?

No

Was there a fire on 9/9/2024 as a result of the damage to the facility?

No

Was there an evacuation of any homes or businesses on 9/9/2024 as a result of the damage to the facility?

No

Are you aware of anyone else that called 911?

No

Did anyone at Hydrotech contact the Regional Notification Center after the damage on 9/9/2024?

Yes

What is the damage 811-ticket number?

A-242530524

Did anyone at Hydrotech contact SoCalGas after the damage?

Yes

Who at Hydrotech contacted the SoCalGas?

Eric Pagliano

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

Unknown

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

Tailgate safety protocol at minutes meetings to review delineation and USA requests

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

No

Exhibit 3



▼ Contractor's License Detail for License # 1041327

DISCLAIMER: A license status check provides information taken from the CSLB license database. Before relying on this information, you should be aware of the following limitations.

- ▶ CSLB complaint disclosure is restricted by law ([B&P 7124.6](#)) If this entity is subject to public complaint disclosure click on link that will appear below for more information. Click [here](#) for a definition of disclosable actions.
- ▶ Only construction related civil judgments reported to CSLB are disclosed ([B&P 7071.17](#)).
- ▶ Arbitrations are not listed unless the contractor fails to comply with the terms.
- ▶ Due to workload, there may be relevant information that has not yet been entered into the board's license database.

Data current as of 11/8/2024 8:53:26 AM

Business Information

HYDROTEK PIPE SERVICES
P O BOX 5491
VENTURA, CA 93005
Business Phone Number:(805) 201-8128

Entity Sole Ownership
Issue Date 06/29/2018
Expire Date **06/30/2026**

License Status

This license is current and active.

All information below should be reviewed.

Classifications

- ▶ [A - GENERAL ENGINEERING](#)
- ▶ [C36 - PLUMBING](#)

Bonding Information

Contractor's Bond

This license filed a Contractor's Bond with [HUDSON INSURANCE COMPANY](#).

Bond Number: 30120987

Bond Amount: \$25,000

Effective Date: 06/21/2023

[Contractor's Bond History](#)

Workers' Compensation

This license has workers compensation insurance with the [SECURITY NATIONAL INSURANCE COMPANY](#)

Policy Number:SNP1507236

Effective Date: 08/24/2024

Expire Date: 08/24/2025

[Workers' Compensation History](#)

Exhibit 4

Alkhwaji, Ousama@EnergySafety.ca.gov

From: Alkhwaji, Ousama@EnergySafety.ca.gov
Sent: Friday, November 8, 2024 8:51 AM
To: Amber Dahl
Cc: Alcantar, Daysi@EnergySafety
Subject: 811 Ticket Request for N242831700

Hi Amber,

Please provide a copy of all tickets, revisions, and electronic positive responses at about 1805 Robbins St, Santa Barbara, CA 93101 for July 29, 2024 to September 09, 2024.

If there is not a ticket at this address for this date, confirm that finding.

Thanks,

Ousama Alkhwaji

Investigator
Underground Infrastructure Directorate
Phone: (279) 245-1157

www.energysafety.ca.gov



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SAFETY

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Exhibit 5

Alkhwaji, Ousama@EnergySafety.ca.gov

From: Amber Dahl <amber@digalert.org>
Sent: Friday, November 8, 2024 12:13 PM
To: Alkhwaji, Ousama@EnergySafety.ca.gov
Cc: Alcantar, Daysi@EnergySafety
Subject: File N242831700
Attachments: N242831700.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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Underground Service Alert

of Southern California™

November 8, 2024

Ousama Alkahwaji
Underground Safety Board

File Number: N242831700

Dear Ousama,

After searching our records from 7/29/24 through 9/9/24, we found the following DigAlert ticket(s) A242530524 for the location at or near 1805 Robbins St in Santa Barbara. 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: A242530524-00A

MBRCOD 00001B USAS 11/08/24 09:16:51 A242530524-00A NEW RUSH POLY LREQ

Ticket: A242530524 Rev: 00A Created: 09/09/24 12:05 User: ADS Chan: 100

Work Start: 09/10/24 07:00 Legal Start: 09/11/24 17:01 Expires: 10/07/24 23:59

Response required: Y Priority: 0

Excavator Information

Company: HYDROTECH PIPE SERVICES

Type: CONT

Co Addr: PO BOX 5491

City : VENTURA

State: CA Zip: 93005

Created By: ERIC PAGLIANO

Language: ENGLISH

Office Phone: 805-201-8128

SMS/Cell: 805-201-8128

Office Email: HYDROTECHPIPESERVICES@GMAIL.COM

Site Contact: ERIC PAGLIANO

Site Phone: 805-201-8128

Site SMS/Cell:

Site Email:

Excavation Area

State: CA County: SANTA BARBARA Place: SANTA BARBARA

Zip: 93101

Address : 1805 Street: ROBBINS ST

Cross 1 : W ISLAY ST

Cross 2 :

Location:

Searchable Tags:

Job size: sq-feet: 44750 sq-miles: 0.001605

Delineated Method: WHITEPAINT

Work Type: REPAIR SEWER

Work For : H/O GIBBIAN, MICHAEL

Permit: NOT AVAILABLE

Job/Work order:

Project ID:

Project Name:

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

Lat/Long

Center Generated (NAD83): 34.418943/-119.723739 34.418524/-119.723331

: 34.418372/-119.724326 34.417952/-119.723918

Excavator Provided:

Map link:

https://newtin.digalert.org/newtinweb/map_tkt.nap?TRG=74FpGiEfIbMYHbQ-J

Members:

SBA01 SCG4UT USCENC

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Ticket Responses for: A242530524-00A

Member	Name	Rev	Responded	By	Response
SBA01	C/OF SANTA BARBARA	00A	09/11/24 09:52:28 AM	UQ Responder	(010) LOCATE AREA MARKED
SCG4UT	SOCALGAS DISTRIBUTION SANTA BARBARA	00A	09/10/24 09:54:51 AM	PRSDG01 SRCUDAL	(010) LOCATE AREA MARKED
USCENC	UTILIQUEST FOR SCE DIST - NO COAST REG	00A	09/11/24 09:52:28 AM	UQ Responder	(010) LOCATE AREA MARKED

Exhibit 6



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

REPORT DATE: November 15, 2024

CASE NO: N242831700 Hydrotek Pipe Service

DATE AND TIME OF INTERVIEW: November 15, 2024, at 08:30am

LOCATION OF INTERVIEW: Phone number (805) 201-8128

INTERVIEWER: Ousama Alkhwaji

NAME, TITLE, AND COMPANY OF INTERVIEWEE: Eric Pagliano, Owner, Hydrotek Pipe Service

INTERVIEW:

Question: The damage notification indicated that a facility was damaged at 1805 Robbins St, Santa Barbara, CA 93101 on 09/09/2024. Is that correct?

Pagliano: Yes, that's correct.

Question: What is your title in the company?

Pagliano: I'm the owner.

Question: Was there a foreman on-site?

Pagliano: Yes, my son Brian.

Question: Who caused the damage?

Pagliano: I did.

Question: How deep did you dig during the excavation?

Pagliano: Two feet.

Question: Was the gas line visible before you hit it?

Pagliano: No, it was buried on top of the sewer line in the same trench.

Question: Did you call 811 before starting excavation?

Pagliano: No, because it was an emergency, and we used hand tools only.

Question: When the gas line was hit, did you call 811 to report the damage?

Pagliano: No, Southern California Gas Company was contacted and repaired it same day.

Question: Who contacted Southern California Gas Company?

Pagliano: Someone else in my company.

Question: What tools were being used that caused the damage?

Pagliano: Hand tools only.

Question: Were these tools owned by your company?

Pagliano: Yes.

Question: What was the emergency you were responding to?

Pagliano: The sewer line had a backup and was splitting inside, so we needed to install a cleanout to open the line.

Question: Was this on private property?

Pagliano: Yes, it was private property.

Question: was there any evacuation of nearby houses or a fire?

Pagliano: No evacuation, no fire. The leak was minimal, just a crack, not a break or blow.

Question: Did the service to nearby residences get disrupted?

Pagliano: No, the service was not affected.

Question: How did you manage to stop the leak before Southern California Gas company arrived?

Pagliano: We used 20 millimeter tape to seal it temporarily.

Question: Are you aware of the requirement to call 811 before excavation, even in emergencies?

Pagliano: Yes, we are very familiar with 811. This was an emergency, and unfortunately, we didn't call. But we know the protocols and have regular safety meetings to reinforce this.

Question: What steps will you take to prevent similar incidents in the future?

Pagliano: We reviewed our safety protocols in meetings. Our team is trained in excavation safety and competent person training. We also reviewed 811 manuals and color-coding procedures.

Question: How many employees does your company have, and are they all aware of these procedures?

Pagliano: Five or six, all employees are aware, and they participate in the training.

Question: Did you upload any photos of the damage while submitting the survey?

Pagliano: No, but I will check everyone's phones and can send you a photo if found any. The crack was minimal and hard to see.

Question: That would be helpful. Please email it to me directly.

Pagliano: Thank you, bye.

Exhibit 7

From: OneRequest - Santa Barbara <noreply@santabarbaraca.gov>
Sent: Monday, June 16, 2025 01:58 PM
To: Alkahlwaji, Ousama@EnergySafety.ca.gov
Subject: Acknowledgment of Public Records Request of June 16, 2025, Reference #PRR-2025-00209

You don't often get email from noreply@santabarbaraca.gov. [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.



Dear Ousama Alkahlwaji,

The City of Santa Barbara has received the below records request on **June 16, 2025** for records pursuant to the California Public Records Act (PRA).

"Dear Custodian of Records, This letter is a request for a copy of all police/fire dispatch call logs, 911 audio recordings and any incident reports from responding emergency personnel due to a gas leak, located at 1805 Robbins Street, Santa Barbara, CA 93101, on 09/09/2024, If no records exist, please confirm that finding. 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.
"

Documents in response to your PRA request, if they exist, are subject to disclosure under the California Public Records Act. We will provide a determination response by **June 26, 2025** unless the requested documents have a shorter production deadline.

Please log in to the Public Records Center at the following link to view the details of the **Public Records Request - #PRR-2025-00209**

If you have any questions, please contact us. Thank you for your attention.

Sincerely,

City of Santa Barbara, City Clerk's Office

clerk@santabarbaraca.gov

(805) 564-5309

Public Record Request

PRR-2025-00209

Status: Completed

Activity Feed

- General Information
- Requester
- Determination
- Public Records
- Supporting Documentation
- Notes
- Messages
- Notifications

Request information

Request Date

June 16, 2025

Resolved date

June 23, 2025

Category*

Multiple Departments

Purpose of Request*

Government Agency

Delivery preference

Online

Address or Location

Description of the public record or records requested including record type, name of document, name of project, or specific information desired.*

Dear Custodian of Records,

This letter is a request for a copy of all police/fire dispatch call logs, 911 audio recordings and any incident reports from responding emergency personnel due to a gas leak, located at 1805 Robbins Street, Santa Barbara, CA 93101, on 09/09/2024, If

Public Record Request date range

Start Date

September 9, 2024

End Date

September 9, 2024

Exhibit 8

From: OneRequest - Santa Barbara <noreply@santabarbaraca.gov>
Sent: Monday, June 23, 2025 12:47 PM
To: Alkhwaji, Ousama@EnergySafety.ca.gov
Subject: Public Records Request of June 16, 2025, Reference #PRR-2025-00209

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Dear Ousama Alkhwaji,

The City of Santa Barbara has received the below records request from you on **June 16, 2025** pursuant to the California Public Records Act (PRA).

"Dear Custodian of Records, This letter is a request for a copy of all police/fire dispatch call logs, 911 audio recordings and any incident reports from responding emergency personnel due to a gas leak, located at 1805 Robbins Street, Santa Barbara, CA 93101, on 09/09/2024, If no records exist, please confirm that finding. 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 City of Santa Barbara has determined there are no responsive documents to your request.

If you have any questions, or wish to discuss this further, please contact our office.

Sincerely,

City of Santa Barbara, City Clerk's Office

clerk@santabarbaraca.gov

(805) 564-5309
