



**CALIFORNIA UNDERGROUND SAFETY BOARD
INVESTIGATION DIVISION**

INVESTIGATION REPORT

Date: August 21, 2025

Case No.: 23NTS0023

Violations:

A G Vinyl Fencing, Inc.

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

City of Orange - Water (Member code ORA01)

Government Code § 4216.3(c)(1)(A): Failure to provide electronic positive response through the regional notification center prior to the legal start date and time.

Executive Summary:

On the morning of November 29, 2023, A G Vinyl Fencing, Inc. was using a manual post-hole digger to replace a fence when they struck a ½” plastic service natural gas facility at 2547 North Capri Street, Orange, California 92865. A G Vinyl Fencing, Inc. began digging for the fence work without first notifying the regional notification center.

At 12:56 p.m. that same day, Southern California Gas Company notified the regional notification center for the emergency leak repair on North Capri Street, Orange, California 92865.

The City of Orange – Water did not provide an electronic positive response to the ticket for Southern California Gas Company.

Reporting Party Information:

Southern California Gas Company
1919 South State College Boulevard
Anaheim, California 92806

Date of Incident:

November 29, 2023

Location of the Incident:

2547 North Capri Street
Orange, California 92865

Operator:

Southern California Gas Company
1919 South State College Boulevard
Anaheim, California 92806

Excavator:

A G Vinyl Fencing, Inc.
5616 East La Palma Avenue
Anaheim, California 92807

Facility Type Damaged:

1/2" Plastic service natural gas facility

Investigation:**Notification of the Incident**

On December 11, 2023, at 11:25 a.m., the California Underground Safety Board (Board) received a notification from Southern California Gas Company. The notification stated, "Third-party contractor excavating to install a fence post struck and damaged half inch plastic service." (Exh. 1.)

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

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 February 15, 2024, Investigator had a telephone interview with Armen Andreasyan, "foreman" at A G Vinyl Fencing, Inc., who stated, in summary, that he had been at 2547 North Capri Street to install a fence and acted as the foreman. Andreasyan was off site when the crew called him about a gas leak. They were replacing an old fence and installing a new one by placing new posts in the same places as the old ones. The gas line was directly under the

post and while clearing the hole, the crew heard a pop of a white PVC plastic facility. Andreasyan had never seen a gas line like that and said it looked like an irrigation line. (Exh. 2.)

A G Vinyl Fencing, Inc. was licensed, as of July 25, 2024, by the California Contractors State License Board, holding license number 1059119, with C13-Fencing, C-61/D41-Siding and Decking, and C-61/D03 – Awning classifications. (Exh. 3.)

A G Vinyl Fencing, Inc. 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 February 15, 2024, Investigator had a telephone interview with Armen Andreasyan, "foreman" at A G Vinyl Fencing, Inc. who stated that they do not notify the regional notification center for fence replacements and they did not notify the regional notification center for the fence installation on November 29, 2023. (Exh. 2.)

Sean O'Connor of Southern California Gas Company reported that A G Vinyl Fencing was excavating to install a fence post with a shovel when they damaged the natural gas facility. (Exh. 1.)



Photo 1: Photograph provided by Sean O' Connor, reporter with Southern California Gas Company, of a shovel in a hole with a broken

white pipe. (Exh. 1.)

On February 20, 2024, DigAlert's Safety Awareness Director, Amber Dahl emailed Investigator ticket search results for 2549 North Capri Street, Orange, California 92865, between October 1, 2020, and December 31, 2023. The ticket search results contained a ticket created by Southern California Gas Company for the emergency leak repair, ticket B233330560-00B through 02B, at 2547 North Capri Street. (Exh. 4.)

This ticket search results provided by Director Amber Dahl did not include a ticket for A G Vinyl Fencing, Inc. (Exh. 4.)

There was an Emergency Response to the Natural Gas Release

On April 16, 2025, Investigator emailed a public records request to the City of Orange regarding an emergency response to the gas release on November 29, 2023, at 2547 North Capri Street, Orange, California 92865. (Exh. 9)

On April 24, 2025, the City of Orange Fire Department responded by email with a copy of dispatch logs and two audio files confirming that there was an emergency response to the gas release on November 29, 2023. (Exh. 9.)

A resident at 2547 North Capri Street called the fire department. (Exh. 9.)

City of Orange – Water Did Not Provide an Electronic Positive Response to Ticket B233330560-00B

Government Code section 4216.3(c)(1)(A) states that every operator shall supply an electronic positive response through the regional notification center before the legal excavation start date and time.

Southern California Gas Company notified DigAlert for ticket B233330560-00B for the emergency leak repair to the natural gas damage at 2547 North Capri Street, Orange, California 92865, on November 29, 2023. (Exh. 4.)

Ticket number B233330560-00B required a response from operators and indicated the legal excavation start date and time of December 1, 2023, at 5:01 p.m. (Exh. 4.)

On December 1, 2023, at 5:01 p.m., the City of Orange - Water (Member code ORA01) received late notice electronic positive response code 999 from the regional notification center. (Exh. 4.)

On September 5, 2024, Investigator emailed Safety Awareness Director Amber Dahl at DigAlert, requesting the contact details for the City of Orange – Water (ORA01). (Exh. 5.) That same day, September 5, 2024, Director Amber Dahl confirmed the contact for the City of Orange - Water as "Main is Tuan Cao is 714981-6403, usa@cityoforange.org." (Exh. 5.)

On September 5, 2024, Investigator emailed an Information Request to the City of Orange - Water regarding the late notice electronic positive response code. It had a response due date of September 20, 2023. (Exhs. 6, 7.) There was no response.

On October 9, 2024, Investigator emailed a second Information Request to the City of Orange - Water . (Exhs. 6, 8.)

The City of Orange did not respond.

Findings:

1. A G Vinyl Fencing, Inc. damaged an ½” plastic service natural gas facility while excavating with a manual post-hole digger to install a fence post at 2547 North Capri Street, Orange, California, 92865.
2. City of Orange – Water did not provide an electronic positive response code to ticket B233330560-00B prior to the legal excavation start date and time.
3. There was an emergency response to the natural gas damage with gas release at 2547 North Capri Street following the resident of that address calling 911.

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

Exhibit List:

| <u>Exhibit No.</u> | <u>Description</u> | <u>Date</u> | <u>Received From</u> |
|---------------------------|---|---|---|
| 1. | Incident Report Submitted to the Underground Safety Board | Received on 12/11/2023, 11:25 a.m. | Southern California Gas Company |
| 2. | Summary of Telephone Interview with “Foreman” Armen Andreasyan prepared by Jeff McClenahan | Telephone Interview Conducted by Jeff McClenahan on 2/15/2024 | |
| 3. | Contractor’s License Detail for License No. 1059119 obtained from the Contractors State License Board website | Downloaded on 7/25/2024 | California Contractors State License Board website at https://www.cslb.ca.gov/online services/checklicense/ checklicense.aspx |
| 4. | Email from DigAlert responding to Ticket Inquiry for 2549 North Capri Street | Emailed on 9/20/2024 | Amber Dahl Safety Awareness Director DigAlert |
| 5. | Emails Between Investigator and DigAlert confirming contact information for City of Orange - Water | Emailed on 9/5/2024 | Amber Dahl Safety Awareness Director DigAlert |
| 6. | Investigator’s emails to the City of Orange | Emailed on | |

| | | | |
|----|--|------------------------|--|
| | accompanying the Information Request on 9/5/2024, and the second Information Request | 9/5/2024 and 10/9/2024 | |
| 7. | Board's Information Request to City of Orange – Water | Emailed on 9/5/2024 | |
| 8. | Board's Second Information Request to City of Orange - Water | Emailed on 10/9/2024 | |
| 9. | Information Request and Response from City of Orange Fire Department | Received on 4/24/2025 | Samara Eljaouhari Administrative Assistant Orange City Fire Department |

Exhibit 1

Underground Safety No-Ticket

Submitted by: Anonymous user

Submitted time: Dec 11, 2023, 11:25:48 AM

Your Information

Your First Name

Sean

Your Last Name

O'Connor

Your Phone Number

3106839471

Your E-mail

soconnor@socalgas.com

Reviewer Information

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

No

Excavator Information

Company Name

A G Vinyl Fencing

First Name

Armen

Last Name

Andresyn

Phone Number

714-340-0007

E-mail

Contact@agvinylfencing.com

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



Same for all?

Yes

First Name

Sean

Last Name

O'Connor

Phone Number

3106839471

E-mail

soconnor@socalgas.com

checkfields_excavator

IMG_1796.jpeg

Damage

Does this no-ticket complaint involve a damage?

Yes, damage occurred.

Location

Indicate location of excavation activity.

Lat: 33.830833 Lon: -117.86078



Esri Community Maps Contributors, City of Anaheim, County of Los Angeles, California State Parks, © OpenSt... Powered by Esri

Best address or cross streets of damage location.

2549 n Capri St.

Describe the observed excavation activity.

Third-party contractor excavating to install a fence post struck and damaged half inch plastic service.

Additional Photo



Additional Photo



Same for all?

Yes

First Name

Sean

Last Name

O'Connor

Phone Number

3106839471

E-mail

soconnor@socalgas.com

First Name

Sean

Last Name

O'Connor

Phone Number

3106839471

E-mail

soconnor@socalgas.com

Injury?

No

Death?

No

Fire?

No

Evacuation?

Yes

Date you learned of the damage:

Nov 29, 2023

Time you learned of the damage:

11:06

How did you learn of the damage?

Internal E-mail Notification

Supporting Documentation

Same for all?

Yes

First Name

Sean

Last Name

O'Connor

Phone Number

3106839471

E-mail

soconnor@socalgas.com

Photo 2: First Name

Sean

Photo 2: Last Name

O'Connor

Photo 2: Phone Number

3106839471

Photo 2: E-mail

soconnor@socalgas.com

Photo 3: First Name

Sean

Photo 3: Last Name

O'Connor

Photo 3: Phone Number

3106839471

Photo 3: E-mail

soconnor@socalgas.com

Damage Details

Type of Facility damaged?

Natural Gas

Facility service level?

Distribution service

Facility material?

Plastic

Facility diameter (inches)?

1/2

Tool that caused the damage:

Shovel

Upload photo depicting the damaged facility



First Name

Sean

Last Name

O'Connor

Phone

3106839471

E-mail

soconnor@socalgas.com

Exhibit 2

Interview by Jeff McClenahan

Armen Andreasyan, AG Vinyl Fencing

Phone 1pm

2024-02-15

2549 North Capri Street, Anaheim California

Damage on November 29, 2023

We are talking about 2549 North Capri Street that I emailed about; you recall that project?

Yes.

Were you there on this project?

Yeah, was there were in the morning, left and when the guys called about the gas I returned to the site.

Role on the project?

Owners son, handle all installation and scheduling, manage 7 teams, you can say foreman.

What happened?

Will call 811 when digging in front of a home. Any new fences will call 811 and have them mark everything out for us. Have had cases where water mains were marked and were incorrect.

This one was something different. First ever. When replacing an old fence and installing a new, we don't call 811. Just putting a post into the same spot.

Gas line was directly under the post. Removed old post and footing, made a bit wider, clearing out the hole and pop a plastic hose. Thought were steel or with orange covering. Was a straight white PVC. Never seen a gas line like that. White color like an irrigation line. In the repairs SoCal Gas changed new pipe, to a yellow pipe.

I got the call and said I would call SoCal Gas and I was going to call 911 but SoCal Gas already called 911.

Assumed since the post has been there and that right under it wouldn't think under that footing was a gas line.

You didn't have an 811 ticket on this project?

No, the homeowner called 811 after the gas line went out. Once this happened all the neighbors looking at us like my guys did this on purpose.

Hired by the homeowner?

Yes.

What tools were you using?

Just manual post hole digger.

Any injuries to your team?

No.

Have any policies and procedures on calling 811 ticket or damage prevention?

When doing new fencing we call in 811. Our procedure was and is if a brand new fence and digging a new hole we call 811. But when doing property line fences would never think the gas line would go through it.

You have a written policy?

That is just our standard policy, don't have a written down policy.

Employees on this project?

2: Rolando and Roberto.

And you showed up after the damage?

Yeah. And then after that brought over 4 more guys to finish the project.

Were you aware of the 811 system?

I know they mark out from the front of the house to the utilities. Have had my share of calls and used the online system.

Do you know if the homeowner called in a ticket?

After the fact the homeowner did.

Did the utility offer you any training or anything after the fact?

No, would have loved to have a company-wide course like a friend's company did.

Exhibit 3



CONTRACTORS STATE LICENSE BOARD

▼ Contractor's License Detail for License # 1059119

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 7/25/2024 10:06:19 AM

Business Information

A G VINYL FENCING INC
5616 E LA PALMA AVE
ANAHEIM, CA 92807
Business Phone Number:(714) 340-0007

Entity Corporation
Issue Date 10/10/2019
Expire Date **10/31/2025**

License Status

This license is current and active.

All information below should be reviewed.

Classifications

- ▶ [C13 - FENCING](#)
- ▶ [C-61 / D41 - SIDING AND DECKING](#)
- ▶ [C-61 / D03 - AWNINGS](#)

Bonding Information

Contractor's Bond

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

Bond Number: 64828035

Bond Amount: \$25,000

Effective Date: 01/01/2023

[Contractor's Bond History](#)

Bond of Qualifying Individual

The qualifying individual KRISTINA HARUTYUNYAN certified that he/she owns 10 percent or more of the voting stock/membership interest of this company; therefore, the Bond of Qualifying Individual is not required.

Effective Date: 09/21/2023

[BQI's Bond History](#)

Workers' Compensation

This license has workers compensation insurance with the [ENDURANCE ASSURANCE CORPORATION](#)

Policy Number:EAW00000833

Effective Date: 03/17/2024

Expire Date: 03/17/2025

[Workers' Compensation History](#)

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Exhibit 4



Underground Service Alert

of Southern California™

February 20, 2024

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

File Number: Unknown

Dear Jeff,

After searching our records from 10/1/23 through 12/31/23, we found the following DigAlert ticket(s) B233330560 for the location at or near 2549 N Capri St in Orange. 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

MBRCOD 00001B USAS 02/20/24 07:17:33 B233330560-00B NEW EMER POLY LREQ

Ticket: B233330560 Rev: 00B Created: 11/29/23 12:56 User: TP1MHL Chan: WEB

Work Start: 11/29/23 12:53 Legal Start: 12/01/23 17:01 Expires: 12/27/23 23:59

Response required: Y Priority: 9

Excavator Information

Company: SOCAL GAS Type: MEMR

Co Addr: 8101 ROSEMEAD BLVD

City : PICO RIVERA State: CA Zip: 90660

Created By: MARIA LOPEZ Language: ENGLISH

Office Phone: 800-427-8894 SMS/Cell:

Office Email: MLOPEZ14@SOCALGAS.COM

Site Contact: KYLE GARZA

Site Phone: 714-457-0229 Site SMS/Cell:

Site Email:

Excavation Area

State: CA County: ORANGE Place: ORANGE

Zip: 92865

Address : 2547 Street: N CAPRI ST

Cross 1 : N BATAVIA ST

Cross 2 :

Location: ** CREW ON SITE **

Searchable Tags:

Job size: sq-feet: 69825 sq-miles: 0.002505

Delineated Method: WHITEPAINT

Work Type: EMERGENCY LEAK REPAIR

Work For : SOUTHERN CALIFORNIA GAS COMPANY

Permit: Job/Work order: 520003569108

Project ID:

Project Name:

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

Lat/Long

Center Generated (NAD83): 33.831279/-117.861149 33.831116/-117.860692

: 33.829964/-117.861618 33.829801/-117.861161

Excavator Provided:

Map link:

https://newtin.digalert.org/newtinweb/map_tkt.nap?TRG=2EiIiHhGdKdCdAo-z

Members:

ATTDSOUTH MCISOCAL ORA01 SCG28T SCG2WY UCHTRW_C5 USCEOR

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Ticket Responses for: B233330560-00B

| Member | Name | Rev | Responded | By | Response |
|--------|-------------------------------|--------------|-------------|------------------|---|
| ORA01 | CITY OF ORANGE-WATER | 00B 12/01/23 | 05:01:30 PM | Late Notice | (999) Member did not respond by the required time |
| SCG2WY | SOCALGAS DISTRIBUTION ANAHEIM | 00B 11/29/23 | 12:57:51 PM | PRSDG01 DISPATCH | (004) NO MARKINGS REQUESTED |

MBRCOD 00001B USAS 02/20/24 07:17:35 B233330560-01A AMND EMER POLY LREQ

Ticket: B233330560 Rev: 01A Created: 11/29/23 12:59 User: BRJ Chan: 200

Work Start: 11/29/23 12:58 Legal Start: 12/01/23 17:01 Expires: 12/27/23 23:59

Response required: N Priority: 9

Excavator Information

Company: SOCAL GAS Type: MEMR
Co Addr: 8101 ROSEMEAD BLVD
City : PICO RIVERA State: CA Zip: 90660
Created By: MARIA LOPEZ Language: ENGLISH
Office Phone: 800-427-8894 SMS/Cell:
Office Email: MLOPEZ14@SOCALGAS.COM

Site Contact: KYLE GARZA

Site Phone: 714-457-0229 Site SMS/Cell:

Site Email:

Excavation Area

State: CA County: ORANGE Place: ORANGE

Zip: 92865

Address : 2547 Street: N CAPRI ST

Cross 1 : W WESTWAY AVE

Cross 2 :

Location: ** CREW ON SITE **

Searchable Tags:

Job size: sq-feet: 68575 sq-miles: 0.002460

Delineated Method: WHITEPAINT

Work Type: EMERGENCY LEAK REPAIR

Work For : SOUTHERN CALIFORNIA GAS COMPANY

Permit: Job/Work order: 520003569108

Project ID:

Project Name:

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

Lat/Long

Center Generated (NAD83): 33.831279/-117.861149 33.831117/-117.860696

: 33.829964/-117.861618 33.829803/-117.861166

Excavator Provided:

Map link:

https://newtin.digalert.org/newtinweb/map_tkt.nap?TRG=26x1z2w6nAn1o6r-w

Comments:

****AMENDMENT**** CORRECTING MAP CHANGING X/ST FROM N BATAVIA ST PER USA--[BRJ

11/29/2023 12:58:57 PM]

Members:

ATTDSOUTH MCISOCAL ORA01 SCG28T SCG2WY UCHTRW_C5 USCEOR

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Ticket Responses for: B233330560-01A

| Member | Name | Rev | Responded | By | Response |
|----------|-------------------------------|-----|----------------------|------------------|-----------------------------|
| MCISOCAL | MCI (VERIZON BUSINESS) | 01A | 11/29/23 12:59:47 PM | FLPS | (001) CLEAR - NO CONFLICT |
| SCG28T | SOCALGAS TRANSMISSION BREA | 01A | 11/29/23 01:06:34 PM | PRSDG01 AHVU | (001) CLEAR - NO CONFLICT |
| SCG2WY | SOCALGAS DISTRIBUTION ANAHEIM | 01A | 11/29/23 01:01:34 PM | PRSDG01 DISPATCH | (004) NO MARKINGS REQUESTED |

MBRCOD 00001B USAS 02/20/24 07:17:37 B233330560-02B DMGE EMER POLY LREQ

Ticket: B233330560 Rev: 02B Created: 11/29/23 14:02 User: AHERNAN1 Chan: WEB

Work Start: 11/29/23 14:00 Legal Start: 12/01/23 17:01 Expires: 12/27/23 23:59

Response required: N Priority: 9

Excavator Information

Company: SOCAL GAS Type: MEMR
Co Addr: 8101 ROSEMEAD BLVD
City : PICO RIVERA State: CA Zip: 90660
Created By: MARIA LOPEZ Language: ENGLISH
Office Phone: 800-427-8894 SMS/Cell:
Office Email: MLOPEZ14@SOCALGAS.COM

Site Contact: KYLE GARZA

Site Phone: 714-457-0229 Site SMS/Cell:

Site Email:

Excavation Area

State: CA County: ORANGE Place: ORANGE

Zip: 92865

Address : 2547 Street: N CAPRI ST

Cross 1 : W WESTWAY AVE

Cross 2 :

Location: ** CREW ON SITE **

Searchable Tags:

Job size: sq-feet: 68575 sq-miles: 0.002460

Delineated Method: WHITEPAINT

Work Type: EMERGENCY LEAK REPAIR

Work For : SOUTHERN CALIFORNIA GAS COMPANY

Permit: Job/Work order: 520003569108

Project ID:

Project Name:

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

Lat/Long

Center Generated (NAD83): 33.831279/-117.861149 33.831117/-117.860696

: 33.829964/-117.861618 33.829803/-117.861166

Excavator Provided:

Map link:

https://newtin.digalert.org/newtinweb/map_tkt.nap?TRG=0EgKgJfIbMbFaGi-4

Comments:

****AMENDMENT**** CORRECTING MAP CHANGING X/ST FROM N BATAVIA ST PER USA--[BRJ

11/29/2023 12:58:57 PM]

****DAMAGE****A DAMAGED LINE FOR CABLE TV, CITY, FIBER, STREET LIGHTS, TELEPHONE, TRAFFIC LIGHTS, OTHER - PER SOCAL GAS CREW LEADER ART GUZMAN 626-596-5591 COMMUNICATION LINE HIT. CONDUIT BROKEN LINE NICKED PER CALL ASAP PER ANTHONY HERNANDEZ--[AHERNAN1 11/29/2023 02:00:48 PM]

Members:

ATTDSOUTH MCISOCAL ORA01 SCG28T SCG2WY UCHTRW_C5 USCEOR

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Ticket Responses for: B233330560-02B

| Member | Name | Rev | Responded | By | Response |
|-----------|------------------------------------|---------|----------------------|------------------|----------------------------------|
| ATTDSOUTH | AT&T - DISTRIBUTION | 02B | 12/01/23 12:41:56 PM | UQ Responder | (042) EXCAVATOR CANCELED REQUEST |
| ATTDSOUTH | AT&T - DISTRIBUTION | 02B | 11/29/23 05:15:47 PM | UQ Responder | (001) CLEAR - NO CONFLICT |
| MCISOCAL | MCI (VERIZON BUSINESS) | 02B | 11/29/23 02:05:46 PM | FLPS | (001) CLEAR - NO CONFLICT |
| SCG28T | SOCALGAS TRANSMISSION BREA | 02B | 11/29/23 02:37:34 PM | PRSDG01 AHVU | (001) CLEAR - NO CONFLICT |
| SCG2WY | SOCALGAS DISTRIBUTION ANAHEIM | 02B | 11/29/23 02:04:55 PM | PRSDG01 DISPATCH | (004) NO MARKINGS REQUESTED |
| UCHTRW_C5 | SPECTRUM - GARDEN GROVE | 02B | 11/29/23 05:15:47 PM | UQ Responder | (001) CLEAR - NO CONFLICT |
| USCEOR | UTILIQUEST 4 SC EDISON DIST-ORANGE | REG 02B | 11/29/23 05:15:47 PM | UQ Responder | (010) LOCATE AREA MARKED |

Exhibit 5

From: [Amber Dahl](#)
To: McClenahan, Jeff@EnergySafety
Subject: RE: Underground Safety Board: Contact Info ORA01
Date: Thursday, September 5, 2024 1:31:19 PM

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.

Main is Tuan Cao is 714981-6403, usa@cityoforange.org

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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From: McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov>
Sent: Thursday, September 5, 2024 1:24 PM
To: Amber Dahl <amber@digalert.org>
Subject: Underground Safety Board: Contact Info ORA01

Hi Amber,

Could you please provide the contact info for the City of Orange – Water (ORA01)?

Thanks again,

Jeff McClenahan (He/him)

Senior Policy Investigator | Underground Investigations Division

Office of Energy Infrastructure Safety

715 P Street, 20th Floor

Sacramento, CA 95814

(279) 789-1818

Exhibit 6

From: McClenahan, Jeff@EnergySafety
To: usa@cityoforange.org
Subject: RE: Underground Safety Board: Information Request with Case 23NTS0023 - City of Orange
Date: Wednesday, October 9, 2024 8:52:00 AM
Attachments: [Orange 23NTS0023 Info Req.pdf](#)

Good morning Tuan,

Please see the 2nd notice of this information request attached and copied below regarding a late notice electronic positive response to USA Ticket B233330560-00B.

Provide a response by October 16 and respond to this email if I can clarify any part of this request.

1. USA Ticket B233330560-00B included an electronic positive response requirement for the City of Orange Water (DigAlert Member Code ORA01) and the City of Orange Water received a late notice 999 code on December 1, 2023.
2. Provide an explanation for the late notice code on this ticket.
3. Provide documentation of training and policies for the City of Orange Water on providing electronic positive responses to USA Tickets.
4. Provide documentation of the City of Orange Water response to USA Ticket B233330560.
 - a. For locate and mark actions provide photos or other documentation the locate and mark was completed. If information was provided to the excavator provide that information. If there was no conflict, provide documentation of no conflict response.

Jeff McClenahan (He/him)

Senior Policy Investigator | Underground Investigations Division

[Office of Energy Infrastructure Safety](#)

(279) 789-1818

From: McClenahan, Jeff@EnergySafety
Sent: Thursday, September 5, 2024 1:48 PM
To: usa@cityoforange.org
Subject: Underground Safety Board: Information Request with Case 23NTS0023 - City of Orange

Hi Tuan,

Please see the information request attached and copied below regarding a late notice electronic positive response to USA Ticket B233330560-00B.

1. USA Ticket B233330560-00B included an electronic positive response requirement for the City of Orange Water (DigAlert Member Code ORA01) and the City of Orange Water received a late notice 999 code on December 1, 2023.
2. Provide an explanation for the late notice code on this ticket.

3. Provide documentation of training and policies for the City of Orange Water on providing electronic positive responses to USA Tickets.
4. Provide documentation of the City of Orange Water response to USA Ticket B233330560.
 - a. For locate and mark actions provide photos or other documentation the locate and mark was completed. If information was provided to the excavator provide that information. If there was no conflict, provide documentation of no conflict response.

Provide this information by September 20 2024 and respond to this email if I can clarify any part of this request.

Thanks,

Jeff McClenahan (He/him)

Senior Policy Investigator | Underground Investigations Division

Office of Energy Infrastructure Safety

715 P Street, 20th Floor

Sacramento, CA 95814

(279) 789-1818

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

TRANSMITTED VIA ELECTRONIC MAIL

Request Date: 5 September 2024

Response Due: 20 September 2024

To:

Tuan Cao

usa@cityoforange.org

Investigator: Jeff McClenahan

Send your response to the investigator at this email address:

Jeff.McClenahan@energysafety.ca.gov

Information Request Number: Underground Safety-IR-2024-123

Subject: Request for information regarding the damage to communications facility on emergency USA ticket.

Incident Number: 23NTS0023

Ticket Number: B233330560-00B

Location: 2547 North Capri Street, Orange California 92865

REQUESTS

1. USA Ticket B233330560-00B included an electronic positive response requirement for the City of Orange Water (DigAlert Member Code ORA01) and the City of Orange Water received a late notice 999 code on December 1, 2023.
2. Provide an explanation for the late notice code on this ticket.
3. Provide documentation of training and policies for the City of Orange Water on providing

electronic positive responses to USA Tickets.

4. Provide documentation of the City of Orange Water response to USA Ticket B233330560.
 - a. For locate and mark actions provide photos or other documentation the locate and mark was completed. If information was provided to the excavator provide that information. If there was no conflict, provide documentation of no conflict response.

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

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: 5 September 2024

Response Due: 20 September 2024

To:
Tuan Cao
usa@cityoforange.org

Investigator: Jeff McClenahan

Send your response to the investigator at this email address:

Jeff.McClenahan@energysafety.ca.gov

Information Request Number: Underground Safety-IR-2024-123

Subject: Request for information regarding the damage to communications facility on emergency USA ticket.

Incident Number: 23NTS0023

Ticket Number: B233330560-00B

Location: 2547 North Capri Street, Orange California 92865

REQUESTS

1. USA Ticket B233330560-00B included an electronic positive response requirement for the City of Orange Water (DigAlert Member Code ORA01) and the City of Orange Water received a late notice 999 code on December 1, 2023.
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4. Provide documentation of the City of Orange Water response to USA Ticket B233330560.
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that information. If there was no conflict, provide documentation of no conflict response.

INSTRUCTIONS

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- 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.
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Exhibit 8



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Dave Sorem
Carl Voss

EXECUTIVE OFFICER
Tony Marino

TRANSMITTED VIA ELECTRONIC MAIL

Request Date: October 9 2024

Response Due: October 16 2024

To:
Tuan Cao
usa@cityoforange.org

Investigator: Jeff McClenahan

Send your response to the investigator at this email address:

Jeff.McClenahan@energysafety.ca.gov

Information Request Number: Underground Safety-IR-2024-2-050

Subject: Request for information regarding the damage to communications facility on emergency USA ticket.

Incident Number: 23NTS0023

Ticket Number: B233330560-00B

Location: 2547 North Capri Street, Orange California 92865

REQUESTS

1. USA Ticket B233330560-00B included an electronic positive response requirement for the City of Orange Water (DigAlert Member Code ORA01) and the City of Orange Water received a late notice 999 code on December 1, 2023.
2. Provide an explanation for the late notice code on this ticket.
3. Provide documentation of training and policies for the City of Orange Water on providing electronic positive responses to USA Tickets.
4. Provide documentation of the City of Orange Water response to USA Ticket B233330560.
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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 9

From: [SeamlessDocs](#)
To: [McClenahan, Jeff@EnergySafety](mailto:McClenahan_Jeff@EnergySafety)
Subject: Request For Public Record
Date: Wednesday, April 16, 2025 9:14:15 AM
Attachments: [Public_Record_Request_YxfrGAAMxYYjEK5.pdf](#)

You don't often get email from noreply@seamlessdocs.com. [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.



Submission Receipt



The City of Orange has received your request for records. An email response will be provided within the next 10 days regarding the availability and/or delivery of records.

| | |
|----------------|---------------------------|
| Form name | Public Record Request |
| Date submitted | Apr 16, 2025, 09:13AM PDT |

Submission Details:

Name

JEFF MCCLENAHAN

Address

1516 9TH STREET - INVESTIGATIONS DIVISION

City

SACRAMENTO

Zip

95820

Telephone Number

2797891818

E mail Address

JEFF.MCCLENAHAN@ENERGYSAFETY.CA.GOV

DESCRIBE THE SPECIFIC PUBLIC RECORDS REQUESTED:

DEAR CUSTODIAN OF RECORDS, THIS LETTER IS A REQUEST FOR A COPY OF POLICE/FIRE DISPATCH CALL LOGS, 911 AUDIO RECORDINGS AND ANY INCIDENT REPORTS FROM RESPONDING EMERGENCY PERSONNEL FOR A NATURAL GAS RELEASE FROM EXCAVATION DAMAGE AT 2549 NORTH CAPRI STREET, ORANGE CALIFORNIA 92865 ON NOVEMBER 29, 2023. WE ARE CURRENTLY INVESTIGATING THE INCIDENT PER CALIFORNIA GOVERNMENT CODE TITLE 1 – GENERAL - DIVISION 5 - PUBLIC WORK AND PUBLIC PURCHASES - CHAPTER 3.1 - PROTECTION OF UNDERGROUND INFRASTRUCTURE - ARTICLE 2 - REGIONAL NOTIFICATION CENTER SYSTEM SECTION 4216.19. IF ANY FEES ARE ACCRUED PER OUR REQUEST, PLEASE ADVISE AND WE WILL ADDRESS ACCORDINGLY. ANY INFORMATION RECEIVED WILL BE BENEFICIAL TO OUR INVESTIGATION. IF YOU HAVE ANY QUESTIONS, FEEL FREE TO CONTACT THE UNDERSIGNED.

State

CA

REF #

3263

From: [Samara Eljaouhari](#)
To: [McClenahan, Jeff@EnergySafety](mailto:McClenahan_Jeff@EnergySafety)
Subject: Public Records Request - 3263 - 2549 N Capri Street
Date: Thursday, April 24, 2025 4:23:10 PM
Attachments: [image001.png](#)
[O2316282_2E.wav](#)
[O2316282_Call.wav](#)
[O2316282_Event Display.pdf](#)

You don't often get email from seljaouhari@cityoforange.org. [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.

Good Afternoon Jeff,

Please see the attached documents for a copy of records you requested through the City Clerk's office pertaining to a Natural Gas release at 2549 N Capri Street, Orange, 92865 that occurred on November 29th, 2023.

Additionally, the call audio recording file was too large to send via email, so please utilize the link below :

https://www.dropbox.com/scl/fi/zy7ng8tcgl7yusq2v124x/O2316282_2N.wav?rlkey=lg62h8y2udhp8qsrn7j8b2a8o&st=l80lpzq9&dl=0

If you have any issues accessing the audio with the link, please let me know.

Respectfully,



Samara Eljaouhari

Administrative Assistant • Fire Headquarters

p (714) 288-2530

ORANGE CITY FIRE DEPARTMENT

1176 E. Chapman Avenue • Orange, CA 92866

family • pride • tradition

E-mail correspondence, along with any attachments, may be subject to the California Public Records Act; and as such may be subject to public disclosure unless otherwise exempt under the Act.

C.A.D.

Event Listing For: F233330134

04/23/25

Event Number: F233330134

Page 1

| Start Dt | Time | Situation/Description | HR | PR |
|----------|----------|--|----|----|
| 11/29/23 | 10:36:35 | FND: 412 NATGAS LEAK, INSIDE RESIDENCE | 7 | 4 |

Call Taker: M082 Pos: 5 Dispatcher: M020 Pos: 10 Weather: 58 Partly Cloudy

| Location | C/A | USE | OPER |
|-------------------------|--------|-----|------|
| 2547 N CAPRI ST {769F5} | 01631Y | | M082 |
| Town: ORANGE | | | |

Caller Information (How Received: E911)

VERIZON WIRELESS 1-800-451-5242 750 THE CITY DR
(951) 500-5223

Cause/Extent: 4TH HAND FROM HUSBAND ENRT, PREM:714-588-3085//CALLED PREM,
STATES # IS NOT IN SERVICE, CALLED CP BACK, STRAIGHT TO
VOICEMAIL

| Rpt No | Officer | District | Citations |
|-----------|---------|-----------|-----------|
| FO2316282 | | O ORANGE | |
| FA2341024 | | A ANAHEIM | |

Notes

[11/29/23 10:39:14 M020] Tactical Change: 2N to 2N
[11/29/23 10:40:11 M082] PER CP, HAVING A NEW FENCE INSTALLED, CREW HIT GAS
LINE, CP STATED HIS WIFE CAN SMELL GAS IN THE HOUSE, NO ANSWER ON CALLBACK
TO CP, LEFT A MESSAGE
[11/29/23 10:42:27 M067] OE6 REQ GAS CO
[11/29/23 10:43:40 M082] CALLED CP BACK 3RD TIME, ADVISED LAST 4 OF 3081,
CALLED PREM/WIFE, STATES SHE HEARD A HISSING/SPLASH
[11/29/23 10:45:12 M067] OE6 W/THREE, TWO STORY SINGLE FAMILY RESIDENCE,
FENCE CO OUT FRONT, INV, ALL UNITS STAGE ON BATAVIA
[11/29/23 10:47:20 M067] OE6 BUSTED GAS LINE ON THE STREET SIDE BEFORE THE
METER, ASSUMING COMMAND, ALL UNITS STAGE ON BATAVIA
[11/29/23 10:47:25 M067] AE7 OS
[11/29/23 10:47:34 M067] OE6 CAPRI IC
[11/29/23 10:48:03 M067] AE1 W/FOUR
[11/29/23 10:50:01 M067] OR1 W/TWO
[11/29/23 10:51:50 M067] OT1 W/FOUR
[11/29/23 10:54:06 M067] OB1 ASSUMING IC, ICP TO THE REAR OF OB1
[11/29/23 10:54:11 M067] OB1 CAPRI IC
[11/29/23 10:54:53 M067] OB1 REQ OPD NB BATAVIA TO BE BLOCKED OFF ONE BLCOK
BOTH WAYS FROM WEST WAY
[11/29/23 10:55:26 M067] OE6 FIRE SUPPRESSION GROUP
[11/29/23 10:56:46 M014] OPD REQUESTED FOR TRAFFIC CONTROL
[11/29/23 10:57:03 M067] OT1 EVAC GROUP
[11/29/23 11:03:59 M067] OT1 BLDG IS DUPLEX AND BOTH BLDGS ON EITHER SIDE
HAVE BEEN EVACUATED
[11/29/23 11:04:56 M067] OB1 ACTIVE GAS LEAK, APPROX 1 INCH LINE ON THE
STREET SIDE OF THE METER, RESIDENCES ON BOTH SIDE HAVE BEEN EVACUATED,
WAITING FOR GAS GO

C.A.D.

Event Listing For: F233330134

04/23/25

Event Number: F233330134

Page 2

GOING STRAIGHT UP W/LOW WIND , OE6/OT1 TO REMAIN OS

Sent Disp CC Comp. Dt Time Cleared Susp Unsusp Under Ctl
10:38:06 C 11/29/23 13:20
COMPLETED CALL

| Unit | Dispatch | Enroute | Arrived | Okay | Area Chk | Avail | Cleared | Stat |
|------|----------|----------|----------|------|----------|----------|----------|------|
| OB1 | 10:38:54 | 10:39:35 | 10:51:36 | | | 11:38:27 | 11:52:45 | AIQ |
| AE7 | 10:38:54 | 10:42:23 | 10:47:15 | | | 11:54:24 | 12:13:00 | AIQ |
| OE6 | 10:38:54 | 10:40:49 | 10:44:50 | | | 13:19:27 | 13:19:39 | RP |
| OT1 | 10:38:54 | 10:42:22 | 10:51:13 | | | 12:55:50 | 12:55:50 | AIQ |
| OR1 | 10:38:54 | 10:41:08 | 10:49:56 | | | 11:36:48 | 11:49:10 | AIQ |
| AE1 | 10:39:14 | 10:41:41 | 10:47:40 | | | 11:44:52 | 11:59:15 | AIQ |

| Unit | EnSta | ArSta | EnHosp | ArHosp | Hospital | EnJail | ArJail | Unavail |
|------|----------|----------|--------|--------|----------|--------|--------|---------|
| OB1 | 11:38:27 | 11:52:45 | | | | | | |
| AE7 | 11:54:24 | 12:13:00 | | | | | | |
| OE6 | 13:19:27 | | | | | | | |
| OT1 | | 12:55:50 | | | | | | |
| OR1 | 11:36:48 | 11:49:10 | | | | | | |
| AE1 | 11:44:52 | 11:59:15 | | | | | | |

E911 Information: 11/29/2023 10:36:00

0b81a03 NVZW VERIZON WIRELESS 1-800-451-5242 750 THE CITY DR 9515005223 33.77633300

Supplement: 11/29/23 10:43:27 Operator: M011

Comments:

GAS CO REQ, ETA 30 MIN OR LESS

Units Dispatched at Alarm Levels

1 OB1 AE7 OE6 OT1 OR1 AE1

Run Card: 01631Y Type: 27 Nat Gas-Res

Dispatch Mode: LOW Talk Group: 2N

Station Order: 003 005 A05 A07 001 A08 002 008 006 004 007 A01 P01 F03 P02
F05 A03 C23 A09 C70 A06 C10 C71 C86 C72 C75 C83 C73 A10 C32
C74 C81 C08 C21 C82 C78 C37 C80 C43 C53 099 D99 CARE

Audio 1: Call to Fire Department of Natural Gas Leak to Capri Street from Renter



Audio 2: Emergency Response to Natural Gas Leak at Capri Street

