



CALIFORNIA UNDERGROUND SAFETY BOARD INVESTIGATION DIVISION

INVESTIGATION REPORT

Date: April 25, 2025

Case No.: D232860001

Violations:

Chandlers Plumbing

Government Code § 4216.2(b):

Failure to notify the regional notification
center before excavating

Executive Summary:

On October 13, 2023, Chandlers Plumbing dug a trench to install a residential electrical facility before notifying the regional notification center. Chandlers Plumbing damaged a ½" plastic natural gas facility, releasing gas into the atmosphere.

No injuries or fatalities were reported.

Reporting Party Information:

Chandlers Plumbing

77 North Almaden Avenue

San Jose, California 95110

Date of Incident:

October 13, 2023

Location of the Incident:

2794 Agua Vista Drive

San Jose, California 95132

Operator:

Pacific Gas & Electric

Regional Notification Center Member Code PGESJO

6121 Bollinger Canyon Road, Room 4680

San Ramon, California 94583

Excavator:

Chandlers Plumbing

77 North Almaden Avenue
San Jose, California 95110

Facility Types Damaged:

½" Plastic Natural Gas Facility

Investigation:

Notification of the Incident

Chandlers Plumbing submitted a damage notification to the California Underground Safety Board on October 13, 2023. It stated:

“DIG SITE WAS COMPLETE, INSPECTOR THEN TOLD THEM TO DIG AN ADDITIONAL 10IN IN A LOCATION AND IN DOING SO STRUCK A GAS LINE. DAMAGE IN FRONT OF PROPERTY.” (Exh. 1.)

The case was assigned to Investigator Jeff McClenahan (Investigator). Additional interviews were done by Investigator Gabrielle Zeps (Investigator Zeps).

Identity of the Excavator

Government Code section 4216(h) defines an excavator to be “any person, firm, contractor or subcontractor, owner, operator, utility, association, corporation, partnership, business trust, public agency, or other entity that, with their own employees or equipment performs any excavation.”

On October 13, 2023, Chandlers Plumbing was trenching with a shovel and an estimated 70-pound “electric hand shovel” to install an electrical line for a homeowner at 2794 Agua Vista Drive, San Jose, California 95132. (Exh. 3, 8.)

Chandlers Plumbing, as of October 30, 2023, held a license issued by the California Contractors State License Board, license number 977412, with C36 Plumbing, C-61/ D64- Water Remediation, C27- Landscaping, C-61/D06 Concrete Related Services, and C-61/ D49 Tree Service License classifications. (Exh. 2.)

Excavation and Damage

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.

On October 13, 2023, Chandlers Plumbing was trenching with an estimated “60 or 70-pound” “electric hand shovel” to install an electrical line for a homeowner (Exh. 8.) at 2794 Agua Vista Drive, San Jose, California 95132. (Exh. 3.)

Ishmael Chandler and PG&E's DiRT Report states that Chandlers Plumbing then used an electrical saw to remove a tree root. (Exh. 3, 8.) At approximately 11:30 a.m., they "sliced" into a ½" plastic natural gas facility owned by Pacific Gas and Electric (PG&E) at 2794 Agua Vista Drive, San Jose, California 95132. (Exh. 3.)

On March 20, 2025, Investigator Zeps had a telephone interview with Spanish speaking Mario Cuevas, master plumber employed by Chandler Plumbing. Vibalita with Focus Interpreting & Translations also participated in the interview to provide Spanish English translations. Mario was working at 2794 Agua Vista Drive, San Jose, California 95132 on October 13, 2023. They had done 2 different things and were ready for the Inspector to come and sign-off that everything was in its place so they could close the trench. The trench was for electric and for water and sewer. The Pacific Gas & Electric (PG&E) Inspector said everything was "ok." But then the PG&E Inspector and the homeowner at 2794 Agua Vista Drive, San Jose, California 95132 told Mario to dig three feet deeper. Mario didn't want to as the gas and the electric were very close. He, however, felt he had to comply as the PG&E Inspector and the homeowner could complain negatively about him to the owner of Chandler Plumbing. He knew the gas line was close, but felt he had to do it. He inadvertently struck the gas line. (Exh. 4.)

There is a conflict in statements between damaging the natural gas facility while cutting tree roots or digging the trench deeper, however photographs provided by PG&E show a trench was created on site. (Exh. 3.)



Figure 1: Photograph of the trench and location of the damage provided by PG&E. (Exh. 3)

On March 5, 2025, Investigator Zeps had a telephone interview with Ismeal Chandler, owner of Chandler Plumbing. He had not been present on October 13, 2023, at 2794 Agua Vista Drive, San Jose, California 95132, but certainly remembered it. In summary, he stated: "I want to fight it." Up until that day he had had an A+ safety rating. Our pipe from the ADU was ready, to

grade. They made us dig deeper and made us bust the gas line. I have never hit a gas line – never. I feel like I had a knife to my throat. Never had a problem like this before. The power box was in the ground. The PG&E Inspector marked where we had to dig to dig the box out.

He was making it up as they went; first this and then that. The PG&E Inspector was there as it was the final hook-up of the ADU to PG&E. He has been a plumbing contractor for 10 years and has done lots of digging. We were supposed to dig up to the box. The job was supposed to be ½ & ½ job, but we ended up doing all the work by digging right up to the box. Then this PG&E guy started saying “no – all the way here” “over here” “down to here.” The homeowner, the PG&E inspector and Mario were all looking. Mario said you need to take over - there is a gas line. The PG&E Inspector told Mario he needed to go deeper. Mario had just started going deeper when he nicked the gas line. He (Ismeal Chandler) was glad then and is still glad that no one got hurt. He is very disappointed that the PG&E guy had no feelings about the incident and never apologized. They had been at depth, and he told us to dig deeper. Then PG&E billed us \$8,000.00 for the 30 minutes it took to repair the nick. The \$8,000.00 bill really made him feel bullied. (Exh. 5.)

In PG&E’s Dig-in Reduction Team (DiRT) Report, their investigator also noted that:

- They did not observe field marks near the damage site
- The crew (Chandler Plumbing) contacted his office (PG&E) to advise they had struck the line
- The property owner contacted 911 and requested emergency services (Exh. 3.)

After the Damage, Chandlers Plumbing Contacted the Regional Notification Center and Obtained a New Ticket and a Damage Ticket

Government code section 4216.2(b) requires an excavator, except in an emergency, to notify the regional notification center of the excavator’s intent to excavate at least two working days before beginning excavation.

Approximately 11:40 a.m. on October 13, 2023, Chandlers Plumbing contacted the Regional Notification Center which created ticket 2023101301822-000 (Exh. 6) and damage ticket 2023101301822-001. (Exh. 7.) Both tickets were for 2794 Agua Vista Drive, San Jose, California 95132.

Ticket 2023091302800 Overlapped 2794 Agua Vista Drive But Was Unknown to Chandlers Plumbing

Chandlers Plumbing stated that there were existing locate marks from a ticket unknown to them at the time of excavation and they used them. (Exh. 8.) Chandler provided Investigator with a photograph of the existing locate marks in the area. (Exh. 9.)

Daleo Inc. was installing gas facilities for PG&E in an area that included 2794 Agua Vista Drive in San Jose, California, on ticket 2023091302800 which was active at the time of the damage, October 13, 2023. (Exh. 10. and 11.)

Findings:

1. On October 13, 2023, Chandlers Plumbing failed to contact the Regional Notification Center and obtain a ticket prior to digging a trench with an electric hand shovel.

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

Exhibit List:

Exhibit No.	Description	Date	Received From
1.	Notification Information Report D232860001	Received on 10/13/2023, at 11:15 a.m.	Chandler Plumbing
2.	Contractor's License Detail for License No. 977412 obtained from the Contractors State License Board website	Downloaded on 10/30/2023	California Contractors State License Board website at https://www.cslb.ca.gov/online services/checklicense/checklicense.aspx
3.	Email, Documents, and PG&E's DiRT Investigation Form 20231016-18336696182	Received on 11/14/2023	Steve Sisemore Supervisor PG&E's DiRT Team
4.	Summary of Telephone Interview with Master Plumber Mario Cuevas and Spanish Interpreter Vibalita prepared by Gabrielle Zeps	Telephone Interview conducted by Gabrielle Zeps on 3/20/2025	
5.	Summary of Telephone Interview with Owner Ismeal Chandler prepared by Gabrielle Zeps	Telephone Interview conducted by Gabrielle Zeps on 3/5/2025	
6.	New Ticket 2023101301822-000	Downloaded on 10/30/2023	Investigator's search of the USAN 811 Damage Prevention Portal

7.	Damage Ticket 2023101301822-001	Downloaded on 10/30/2023	Investigator's search of the USAN 811 Damage Prevention Portal
8.	Summary of Telephone Interview with Owner Ishmael Chandler prepared by Jeff McClenahan	Telephone Interview Conducted by Jeff McClenahan on 11/29/2023	
9.	Emails and Photograph of existing locate marks from Chandlers Plumbing	Received on 11/20/2023	Ismeal Chandler Owner Chandlers Plumbing
10.	New Ticket 2023091302800-000 unknown to Chandlers Plumbing	Downloaded on 10/30/2023	Investigator's search of the USAN 811 Damage Prevention Portal
11.	Renew Ticket 2023091302800-001 unknown to Chandlers Plumbing	Downloaded on 10/30/2023	Investigator's search of the USAN 811 Damage Prevention Portal

Exhibit 1

Notification Information Report

Information for Notification Number:- D232860001

Date Logged to CRM:- 10/13/2023 11:51 AM

Complaint/Incident Information	
Incident/Complaint Description	DIG SITE WAS COMPLETE, INSPECTOR THEN TOLD THEM TO DIG AN ADDITIONAL 10IN IN A LOCATION AND IN DOING SO STRUCK A GAS LINE.
Incident Date	10/13/2023 11:30 AM
Incident State	CA
Incident County	Santa Clara
Incident Place	San Jose
Incident St from Address	2794
Incident St to Address	2794
Incident Street	Agua Vista Dr
Incident Cross1	Lucena Dr
Incident Location	DAMAGE IN FRONT OF PROPERTY
Type of Complaint	
Other Complaint Detail	
Notification Number	D232860001
Notification Created	10/13/2023 12:51 PM
Notification Type	incident
Damage Injury	No
Damage Death	No
Damage Fire Evacuation	No
Damage Facility Type	Gas
Damage Equipment	Hand digging (Shovel)

Reporter Information	
Reporter First Name	Ishmael
Reporter Middle Name	
Reporter Last Name	Chandler
Reporter Company	Chandlers Plumbing
Reporter Email	chandlersplumbing@gmail.com
Reporter Phone	4084493443
Reporter Address	77 N Almaden Ave
Reporter Address 2	
Reporter City	San Jose
Reporter State	CA
Reporter Zip	95110

Other Party Information	
First Name	
Middle Name	
Last Name	
Company	
Address	
City	
State	
Zip Code	
Email	
Phone	

Ticket Entry	
Ticket Number	
Ticket Type	
Revision	
Created	
Account	
Channel	
Work Date	
Response Required	
Response Due	
Expires	
One Year	
Priority	
Priority Number	
Category	
Lookup	
State	
County	
Place	
Work area zip code	
St to address	
St from address	
Street	
Cross 1	
Cross 2	
How delineated	
Excav st walk	
Work Type	
Boring	
Explosives	
Vacuum	
Permit	
Work Order	
Done For	
Remarks Type	
Company Name	
Address1	
Address2	
City	

State	
Zip Code	
Phone	
Phone ext	
Caller	
Caller Language	
Cell	
Email	
Contact Name	
Contact Phone	
Contact Phone Ext	
Contact Cell	
Contact Email	
Location	
Comments	
Map URL	MAP URL of Notification Number D232860001

Ticket GPS Coordinates

Caller GPS Coordinates

Name	Latitude	Longitude
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Best Fit Rectangle GPS Coordinates

Name	Latitude	Longitude
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Ticket Member List

Member Code

Exhibit 2



▼ Contractor's License Detail for License # 977412

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 10/30/2023 9:01:39 AM

Business Information

CHANDLERS PLUMBING
77 N ALMADEN AVE #510
SAN JOSE, CA 95110
Business Phone Number:(408) 449-3443

Entity Sole Ownership
Issue Date 09/29/2012
Expire Date **09/30/2024**

License Status

This license is current and active.

All information below should be reviewed.

Additional Status

- ▶ The license may be suspended at a future date due to association with another license for failure to comply with an outstanding liability.

Classifications

- ▶ [C36 - PLUMBING](#)
- ▶ [C-61 / D64 - WATER REMEDIATION](#)
- ▶ [C27 - LANDSCAPING](#)
- ▶ [C-61 / D06 - CONCRETE RELATED SERVICES](#)
- ▶ [C-61 / D49 - TREE SERVICE](#)

Bonding Information

Contractor's Bond

This license filed a Contractor's Bond with [NORTH RIVER INSURANCE COMPANY \(THE\)](#).

Bond Number: 04CF601487

Bond Amount: \$25,000

Effective Date: 01/01/2023

[Contractor's Bond History](#)

Workers' Compensation

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

Policy Number:SWC1453867

Effective Date: 09/22/2023

Expire Date: 09/22/2024

[Workers' Compensation History](#)

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

Exhibit 3

From: [Sisemore, Steve](#)
To: McClenahan, Jeff@EnergySafety
Cc: [ACLH](#)
Subject: RE: Underground Safety Board: Information Request 114 involving a dig-in at 2794 Agua Vista Drive San Jose
Date: Tuesday, November 14, 2023 4:13:58 PM
Attachments: [Index 16764 Response.docx](#)
[Index 16764-01 Cover Sheet Redacted.pdf](#)
[Index 16764-01 DiRT Investigation Form Redacted.pdf](#)
[Index 16764-01 DiRT Investigator Photos Redacted.pdf](#)
[Index 16764-01 USA 2023101301822-00.pdf](#)
[Index 16764-01 USA 2023101301822-01.pdf](#)
[Index 16764-01 USA Ticket Photos 2023101301822 Redacted.pdf](#)

Classification: Confidential

Hi Jeff,

I received all the documents. Please see attached.

Thank you,

Steve Sisemore

Supervisor | Dig-In Reduction Team

Pacific Gas and Electric Company

Cell: (559) 573-5361 | Email: Steve.Sisemore@pge.com



From: McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov>
Sent: Monday, October 30, 2023 9:51 AM
To: Sisemore, Steve <STSQ@pge.com>
Cc: Lindh, Aaron <ACLH@pge.com>
Subject: Underground Safety Board: Information Request 114 involving a dig-in at 2794 Agua Vista Drive San Jose

CAUTION: EXTERNAL SENDER!

This email was sent from an EXTERNAL source. Do you know this person? Are you expecting this email? Are you expecting any links or attachments? If suspicious, do not click links, open attachments, or provide credentials. Don't delete it. **Report it by using the "Report Phish" button.**

Hi Steve,

I'm looking in to a dig-in to a PG&E gas facility in San Jose and wondering if your team investigated this incident.

Please see the information request for full details; I believe this was a residential hit at 2794 Agua Vista Drive, San Jose California 95132 involving ticket 2023101301822-001, copy attached for reference.

Please provide any records you have of this incident by November 14, 2023, and let me know if I can address anything in the meantime.

Thanks,

Jeff McClenahan (He/him)

Investigator | Underground Investigations Division

Office of Energy Infrastructure Safety

715 P Street, 20th Floor

Sacramento, CA 95814

(279) 789-1818

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

You can read about PG&E's data privacy practices at [PGE.com/privacy](https://www.pge.com/privacy).

PACIFIC GAS AND ELECTRIC COMPANY
Gas Operations Data Response

PG&E Data Request Index No.:	16764		
Request Date:	11-1-2023	Date Sent:	11-14-2023
Requesting Party:	Customer		
External Requester:	Jeff McClenahan	PG&E Contact:	Steve Sisemore

QUESTION 16764.01: Underground Safety Board Investigator Jeff McClenahan has requested copies of all DiRT Investigation records for the gas dig-in that occurred on 10-13-2023 in San Jose. Attached is the PDF request form from Investigator McClenahan (does not need a review), and the following DiRT Investigation records:

- DiRT Investigation Form
- Cover Sheet
- DiRT Investigator Photos
- USA Ticket
- USA Ticket
- USA Ticket Photos

RESPONSE 16764.01: Please see table below for attachments related to the DiRT Investigation records for the gas dig-in that occurred on October 13, 2023, in San Jose.

Attachment	Description
<i>Index 16764-01_DiRT Investigation Form_Redacted.pdf</i>	DiRT Investigation Form
<i>Index 16764-01_Cover Sheet_Redacted.pdf</i>	Cover Sheet
<i>Index 16764-01_DiRT Investigator Photos_Redacted.pdf</i>	DiRT Investigator Photos
<i>Index 16764-01_USA 2023101301822-00.pdf</i>	USA Ticket
<i>Index 16764-01_USA 2023101301822-01.pdf</i>	USA Ticket
<i>Index 16764-01_USA Ticket Photos 2023101301822_Redacted.pdf</i>	USA Ticket Photos

Note: Physical facility critical infrastructure and/or employee information may have been redacted from the attachments.



Reference Number:

20231016-18336693051

Form Name:

Cover Sheet

Submitter Name:

[REDACTED] | [REDACTED]

Date Sent on Device:

Oct 16, 2023 10:49:37 AM PDT

INCIDENT INFORMATION

Section 1

Dispatched from DiRT?	Yes
User:	[REDACTED]
PG&E Employee:	[REDACTED]
LAN ID:	[REDACTED]
Employee ID Number:	293327
Utility Type:	Gas
Above or Below Ground:	Below Ground
EMT Number:	98927
Address:	[REDACTED] Agua Vista Drive
City:	San Jose (San Jose Division)
Zip Code:	95134
Division:	San Jose

TIME AND MILEAGE

Section 1

Date/Time Occurred Known?	Yes
Date/Time Occurred:	Oct 13, 2023 10:40:00 AM PDT
Did Investigator Respond to Scene?	Yes
Dispatched Date/Time:	Oct 13, 2023 10:46:00 AM PDT
Investigator On Scene Date/Time:	Oct 13, 2023 11:15:00 AM PDT
Investigator End Date/Time:	Oct 13, 2023 12:15:00 PM PDT
Total Time On Scene:	01:00:00
Total Travel Time (round-trip):	00:45:00
Additional Investigation Time:	02:06:00
Total Investigation Time:	03:51:00

Total Investigation Time (hours):	3.85
Starting Mileage:	0
Ending Mileage:	24
Total Mileage:	24
Hourly Bill Rate	65.29
JE Total Time Dollars	251.37
Per Mile Rate	0.57
JE Total Mileage Dollars	13.68
JE Total Dollars	265.05

Total Overtime**00:00:00**

SIGNATURE

Signature**Attestation:**

I certify that I have accurately recorded all time worked, including applicable rest and meal periods. I understand that the summary of my daily hours on my electric timecard reflects my elapsed time at work, both paid and unpaid.

Signature:



Reference Number:

20231016-18336696182

Form Name:

DiRT Investigation Form

Submitter Name:

Date Sent on Device:

Oct 16, 2023 10:43:59 AM PDT

INCIDENT INFORMATION

PG&E Employee:

LAN ID:

Investigator Email:

Investigator Phone:

Address:

City:

Region:

Division:

County:

Zip Code:

LAT/LONG of Damaged Asset

Dispatch Date/Time:

Date/Time Occurred Known?

Date/Time Occurred:

Did Investigator Respond to Scene?

Date/Time Investigator On Scene:

Date/Time Investigator End:

Property Type:

Weather Conditions:

Utility Type:

Above or Below Ground:

EMT Number:

Publication Date

Effective Date

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] Agua Vista Drive
San Jose (San Jose Division)
Central Coast
San Jose
Santa Clara
95134
[REDACTED] Agua Vista Dr, San Jose, CA 95132, USA
latitude: 37.398406490189096 altitude:
longitude: -121.86772268430397 [[viewMap](#)]
Oct 13, 2023 10:46:00 AM PDT
Yes
Oct 13, 2023 10:40:00 AM PDT
Yes
Oct 13, 2023 11:15:00 AM PDT
Oct 13, 2023 12:15:00 PM PDT
Residential
Clear
Cloudy
Gas
Below Ground
98927
11/15/19
11/15/19

BELOW GROUND GAS

Approximate Number of Customers Impacted:	2
Did Damage Result From Excavation?	Yes
Did Incident Result in Coating/Wrap Damage Only?	No
Does Damage Require Repair of PG&E Facilities?	Yes
Was Damage to PG&E Inactive and/or Abandoned Facility?	No
Was Pipe Inserted?	No
Pipe Size:	1/2"
Pipe Material:	Plastic
Affected Facilities (Check all that apply):	Distribution Service
Was a PG&E Standby Performed?	N/A
Was Gas Released?	Yes
Date/Time Gas Controlled:	Oct 13, 2023 11:28:00 AM PDT
Type of Damage Opening:	Sliced
Approximate Duration of Gas Release:	Less Than 2 Hours
Equipment Type:	Cutting Machine
Activity Type:	Electric Work
Classification:	3rd Party-Contractor

ASSOCIATED PARTIES

CONTRACTORS

1 OF 1

Contractor Role:	Primary Contractor
Company Name:	Other
Other (Company Name):	Chandler Plumbing
Government Entity?	No
Involvement Type:	Company Causing Damage
Damage Should Be Billed to This Party:	Yes
CSLB License Number:	977412
Address:	77 N. Almaden Avenue, Suite 510
State:	California
City:	San Jose (San Jose Division)
Zip Code:	95110
Telephone:	408-449-3443

PERSONS

1 OF 2

Person Role:	Construction Company Owner
Associated Company Name:	Chandler Plumbing
Involvement Type:	Not Present When Damage Occurred
Damage Should Be Billed to This Party:	No
Last Name:	Chandler Plumbing
First Name:	Ismael Chandler
Address:	Same

PERSONS

2 OF 2

Person Role:	Equipment Operator
Associated Company Name:	Chandler Plumbing
Involvement Type:	Person Causing Damage
Damage Should Be Billed to This Party:	No
Last Name:	Cuevas
First Name:	Mario
Address:	Same

PG&E EMPLOYEES

1 OF 3

Employee Role:	GSR
Involvement Type:	Not Present When Damage Occurred
Last Name:	[REDACTED]
First Name:	[REDACTED]
LAN ID:	[REDACTED]

PG&E EMPLOYEES

2 OF 3

Employee Role:	M&C Supervisor
Involvement Type:	Not Present When Damage Occurred
Last Name:	[REDACTED]
First Name:	[REDACTED]
LAN ID:	[REDACTED]

PG&E EMPLOYEES

3 OF 3

Employee Role:	M&C
Involvement Type:	Not Present When Damage Occurred
Last Name:	[REDACTED]
First Name:	[REDACTED]

LAN ID: [REDACTED]

LOCATE AND MARK

Was Jobsite Delineated? No

Was a USA Ticket Obtained by the Damaging Party? No

Was Location Marked? No

Were PG&E Facilities Located/Marked by the USA Ticket Due Date/Time? N/A

Approximate Depth When Damaged (inches): 42

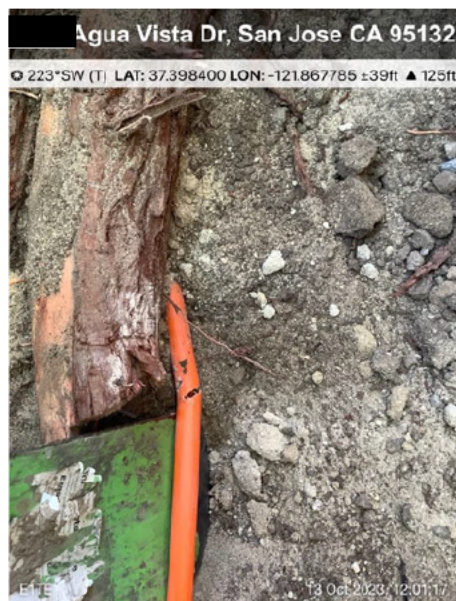
Pre-Incident Images Available? No

Post-Incident Images Taken at Scene After Dig-In? Yes

Post-Incident Scene Images Taken By: [REDACTED]

Post-Incident Scene Images Taken By (LAN ID): [REDACTED]

Associated Post-Incident Images:



Investigation Narrative/Field Notes (PG&E Internal Use Only)

INVESTIGATION:

On 10/13/2023 at 1046 hours, I received notification from PG&E Dispatch regarding a possible dig-in to PG&E's gas facilities at the above address. I responded and arrived at 1115 hrs.

Upon arrival, GSR [REDACTED] advised third party contractor crew struck and damaged 1/2" plastic gas service causing a release of gas; faded USA field marks were observed near the site. I completed a search of USA current/recent USA tickets at [REDACTED] Agua Vista Drive, San Jose; no active or expired USA ticket were found at residence/and damage site.

I contacted Chandler's Plumbing Owner Ismael Chandler; he told me his company was hired by the property owner to excavate for an updated electrical panel. Prior to excavation, he observed (prior) PG&E USA field marks along the sidewalk in front of the residence (field marks associated to unrelated contractor). No field marks were observed near the damage site. He told me today, his crew arrived on site and began digging north of the driveway to install electrical conduits. This morning, his crew was hand digging to an approximate depth of 36" when they began to expose numerous tree roots at the bottom of the trench. Laborer Mario (Cuevas) was using a reciprocating saw to remove the tree roots; he began cutting a

large root when he struck and damaged a buried gas line causing a leak. The crew contacted his office to advise they struck a gas line. The property owner contacted 911 and requested emergency services.

I asked Chandler if he or his company (Chandler Plumbing) had obtained a USA ticket prior to excavation; he told me "No, I don't think so." I explained there was no valid USA ticket for [REDACTED] Agua Vista Drive, San Jose. I explained contractors are required to contact 811 prior to excavation and wait for positive response (proposed excavation site). He told me his company would cease excavation and contact 811 prior to resuming excavation.

CONCLUSION:

On October 13, 2023 an employee of Chandlers Plumbing damaged 1/2" plastic gas service during power excavation causing release of gas. The 1/2" plastic gas service was struck and damaged with reciprocating saw causing a release of gas. This dig-in was a direct result of Chandlers Plumbing failing to obtain a USA ticket prior to excavation in violation of California Government Code 4216.2 (b).

PREPARED BY:

[REDACTED]
Investigator
Dig-in Reduction Team (DiRT)
San Jose Division
Pacific Gas & Electric, Co.

CAUSE/INVOICING

Cause of Incident:

Notification Issue:

Why Was a USA Ticket Not Obtained?

PG&E at Fault?

Should Damage Be Billed?

Damage Should Be Billed:

Notification Issue:

No USA Ticket [GC 4216.2 (b)]

Knew about USA ticket requirement but chose not to call

No

Yes

USA Ticket Not Obtained

**Did Dig-In Occur on a Public Right-of-Way
(Public Street/Sidewalk)?** No

CAP SUBMISSION

DiRT CAP Issue Submission No

NOTICE OF UNSAFE EXCAVATION

**Will a Notice of Unsafe Excavation Be Issued
to the Responsible Party?** Yes

Name/Title of Person Receiving Notice: Ismael Chandler

Primary Violation: No USA Ticket

Primary Violation - Category: Call 811 Before You Dig

Primary Violation - Code: [GC 4216.2 (b)]

Secondary Violations? No

**Notes to Contractor/Reason for Notice of
Unsafe Excavation:** See narrative

Investigator Signature:



Date Notice Issued: Oct 13, 2023

Action Taken: Issued for Information and Advisory Purposes
Only

INCIDENT REPORTING

**Was a Police/Fire Department Report
Generated?** No





Agua Vista Dr, San Jose CA 95132

☉ 57°NE (T) LAT: 37.398511 LON: -121.867751 ±45ft ▲ 125ft



Agua Vista Dr, San Jose CA 95132

☉ 223°SW (T) LAT: 37.398400 LON: -121.867785 ±39ft ▲ 125ft



PGESJO 0084143150 USA NORTH 811 10/13/23 11:41:17 2023101301822-00 NEW NORM

Ticket: 2023101301822 Rev: 00 Created: 10/13/23 11:41:17 User: Ishmael Chandler Chan: CSR

Work Start: 10/17/23 17:01:00 Legal Start: 10/17/23 17:01:00 Expires: 11/10/23 23:59:59
Response required: Y

Previous Ticket Number: N/A
Previous Revision: N/A

Excavator Information
Company: Chandlers Plumbing
Co Addr: 77 N Almaden Ave Apt 17
City : San Jose State: CA Zip: 95110
Created By: Ishmael Chandler Language: N/A
Office Phone: 408-449-3443 SMS/Cell: N/A
Office Email: chandlersplumbing@gmail.com

Site Contact: Caller
Site Phone: 408-449-3443 Site SMS/Cell: N/A
Site Email: N/A

Excavation Area
State: CA County: Santa Clara County Place: San Jose /U
Zip: 95132
Location: Address/Street: 2794 Agua Vista Dr
: X/ST1: Lucena Dr
:
: Work is on the front yard of property
Delineated Method: White Paint
Work Type: Utility Work - Private - Owned By Property Owner
Work For : Homeowner/Property Owner/Tenant/HOA
Permit:unknown Job/Work order: N/A
1 Year: N Boring: N Street/Sidewalk: N Vacuum: N Explosives: N

Lat/Long
Center Generated (NAD83): 37.398398, -121.867690

Excavator Provided: N/A

Comments: N/A

Members:
CTYSJO COMNCA PGESJO SJOWT2 ATTDNORCAL

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Work Log on 10/16/2023 12:39

View Photos

RESPONSE TYPE: NO_EXCAVATION_TO_TAKE_PLACE

Added By: A4W4

Start Time: 10/16/2023 11:50

End Time: 10/16/2023 12:39

End Latitude: 37.39828565598991

End Longitude: -121.86786617286953

Did you contact the excavator? : Yes

What was the method used? : Phone

Excavator Name : Ishmael C

What phone number was used? : 4084493443

Date and time contacted : 10/16/2023 12:06 pm

Additional Comments : Arrived and found no delineations. Called and spoke to Ishmael Chandler, who states there is no more excavation to take place. Spoke to J8AO about how to handle closing ticket since there was a damage ticket. Closing this ticket with no excavation to take place. Please call in a new ticket if you need to do any digging.

Positive Response 10/16/2023 12:39

status: success

Contact Type: email

To: chandlersplumbing@gmail.com

Subject: Job update.

Body:

=====

To: Chandlers Plumbing Attn: Caller

Voice: 408-449-3443

Re: PG&E Response to a USA Locate Request

This is a message from Pacific Gas & Electric Company replying to your request to mark our facilities.

=====

Ticket: 2023101301822

County: Santa Clara County Place: San Jose

Address: 2794 Agua Vista Dr

PGESJO:

Per communication with excavator, PG&E facility markings are not needed for this ticket, at this time.

Attempted to contact the excavator: Yes

Excavator name: Ishmael C

Date and time contacted: 10-16-2023 12:06 PM

Method to contact the excavator: Phone 4084493443

Additional comments: Arrived and found no delineations. Called and spoke to Ishmael Chandler, who states there is no more excavation to take place. Spoke to J8AO about how to handle closing ticket since there was a damage ticket. Closing this ticket with no excavation to take place. Please call in a new ticket if you need to do any digging.

=====

Please call USA at 8-1-1 if you have questions about white paint or the USA process. If you have a question for PG&E, please call 1-800-743-5000.

=====

This message was generated by an automated system. Please do not reply to this email.

PGESJO 0184144451 USA NORTH 811 10/13/23 11:43:21 2023101301822-01 DMGE NORM

Ticket: 2023101301822 Rev: 01 Created: 10/13/23 11:43:21 User: Ishmael Chandler Chan: CSR

Work Start: 10/17/23 17:01:00 Legal Start: 10/17/23 17:01:00 Expires: 11/10/23 23:59:59
Response required: N

Previous Ticket Number: 2023101301822
Previous Revision: 000

Excavator Information
Company: Chandlers Plumbing
Co Addr: 77 N Almaden Ave Apt 17
City : San Jose State: CA Zip: 95110
Created By: Ishmael Chandler Language: N/A
Office Phone: 408-449-3443 SMS/Cell: N/A
Office Email: chandlersplumbing@gmail.com

Site Contact: Caller
Site Phone: 408-449-3443 Site SMS/Cell: N/A
Site Email: N/A

Excavation Area
State: CA County: Santa Clara County Place: San Jose /U
Zip: 95132
Location: Address/Street: 2794 Agua Vista Dr
: X/ST1: Lucena Dr
:
: Work is on the front yard of property
Delineated Method: White Paint
Work Type: Utility Work - Private - Owned By Property Owner
Work For : Homeowner/Property Owner/Tenant/HOA
Permit:unknown Job/Work order: N/A
1 Year: N Boring: N Street/Sidewalk: N Vacuum: N Explosives: N

Lat/Long
Center Generated (NAD83): 37.398398, -121.867690

Excavator Provided: N/A

Comments: **DAMAGE** Damage to previously marked PG&E gas line, Line was struck but not cut: On-site contact is Ishmael Chandler at # (408) 449-3443-10/13/2023 11:43 AM

Members:
CTYSJO COMNCA PGESJO SJOWT2 ATTDNORCAL

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Work Log on 10/16/2023 12:39

View Photos

RESPONSE TYPE: NO_EXCAVATION_TO_TAKE_PLACE

Added By: A4W4

Start Time: 10/16/2023 11:50

End Time: 10/16/2023 12:39
End Latitude: 37.39828565598991
End Longitude: -121.86786617286953

Did you contact the excavator? : Yes

What was the method used? : Phone

Excavator Name : Ishmael C

What phone number was used? : 4084493443

Date and time contacted : 10/16/2023 12:06 pm

Additional Comments : Arrived and found no delineations. Called and spoke to Ishmael Chandler, who states there is no more excavation to take place. Spoke to J8AO about how to handle closing ticket since there was a damage ticket. Closing this ticket with no excavation to take place. Please call in a new ticket if you need to do any digging.

take place. Please call in a new ticket if you need to do any digging.

Positive Response 10/16/2023 12:39

status: success

Contact Type: email

To: chandlersplumbing@gmail.com

Subject: Job update.

Body:

=====

To: Chandlers Plumbing Attn: Caller

Voice: 408-449-3443

Re: PG&E Response to a USA Locate Request

This is a message from Pacific Gas & Electric Company replying to your request to mark our facilities.

=====

Ticket: 2023101301822

County: Santa Clara County Place: San Jose

Address: 2794 Agua Vista Dr

PGESJO:

Per communication with excavator, PG&E facility markings are not needed for this ticket, at this time.

Attempted to contact the excavator: Yes

Excavator name: Ishmael C

Date and time contacted: 10-16-2023 12:06 PM

Method to contact the excavator: Phone 4084493443

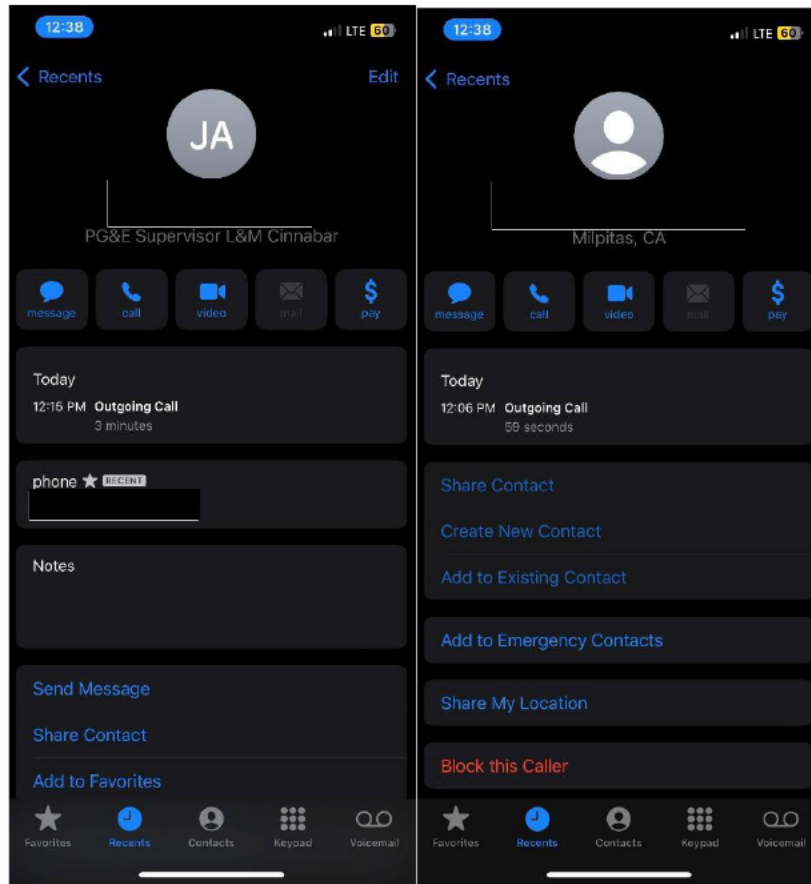
Additional comments: Arrived and found no delineations. Called and spoke to Ishmael Chandler, who states there is no more excavation to take place. Spoke to J&AO about how to handle closing ticket since there was a damage ticket. Closing this ticket with no excavation to take place. Please call in a new ticket if you need to do any digging.

=====

Please call USA at 8-1-1 if you have questions about white paint or the USA process. If you have a question for PG&E, please call 1-800-743-5000.

=====

This message was generated by an automated system. Please do not reply to this email.



From: [Sisemore, Steve](#)
To: McClenahan, Jeff@EnergySafety
Cc: [ACLH](#)
Subject: RE: Underground Safety Board: Information Request 114 involving a dig-in at 2794 Agua Vista Drive San Jose
Date: Tuesday, November 14, 2023 4:13:59 PM
Attachments: [Index 16764 Response.docx](#)
[Index 16764-01 Cover Sheet Redacted.pdf](#)
[Index 16764-01 DiRT Investigation Form Redacted.pdf](#)
[Index 16764-01 DiRT Investigator Photos Redacted.pdf](#)
[Index 16764-01 USA 2023101301822-00.pdf](#)
[Index 16764-01 USA 2023101301822-01.pdf](#)
[Index 16764-01 USA Ticket Photos 2023101301822 Redacted.pdf](#)

Classification: Confidential

Hi Jeff,

I received all the documents. Please see attached.

Thank you,

Steve Sisemore

Supervisor | Dig-In Reduction Team

Pacific Gas and Electric Company

Cell: (559) 573-5361 | Email: Steve.Sisemore@pge.com



From: McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov>
Sent: Monday, October 30, 2023 9:51 AM
To: Sisemore, Steve <STSQ@pge.com>
Cc: Lindh, Aaron <ACLH@pge.com>
Subject: Underground Safety Board: Information Request 114 involving a dig-in at 2794 Agua Vista Drive San Jose

CAUTION: EXTERNAL SENDER!

This email was sent from an EXTERNAL source. Do you know this person? Are you expecting this email? Are you expecting any links or attachments? If suspicious, do not click links, open attachments, or provide credentials. Don't delete it. **Report it by using the "Report Phish" button.**

Hi Steve,

I'm looking in to a dig-in to a PG&E gas facility in San Jose and wondering if your team investigated this incident.

Please see the information request for full details; I believe this was a residential hit at 2794 Agua Vista Drive, San Jose California 95132 involving ticket 2023101301822-001, copy attached for reference.

Please provide any records you have of this incident by November 14, 2023, and let me know if I can address anything in the meantime.

Thanks,

Jeff McClenahan (He/him)

Investigator | Underground Investigations Division

Office of Energy Infrastructure Safety

715 P Street, 20th Floor

Sacramento, CA 95814

(279) 789-1818

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

You can read about PG&E's data privacy practices at [PGE.com/privacy](https://www.pge.com/privacy).

Exhibit 4



**CALIFORNIA UNDERGROUND SAFETY BOARD
INVESTIGATION DIVISION
REPORT OF TELEPHONE CALL**

REPORT DATE: March 20, 2025

CASE NO: D232860001

DATE AND TIME OF INTERVIEW: March 20, 2025, 4:12 PM

LOCATION OF INTERVIEW: Telephone

INTERVIEWER: Gabrielle Zeps with Vibalita, Spanish Interpreter with Focus Interpreting & Translating

NAME, TITLE, AND COMPANY OF INTERVIEWEE(S):

Mario
Chandlers Plumbing

Note: I called Mario and explained why I was calling. I put him on hold while I called the interpreter. While arranging for the interpreter services with Focus, Mario hung up. Once I had Vibalita on the phone, I called Mario again and connected the three of us.

INTERVIEW: In Summary

Please tell him that I want to understand what happened at this jobsite. Nothing that he tells me today is going to get him in trouble.

Q: Do you remember this jobsite?

A: Yes – I remember the address.

Q: What were your original directions?

A: Everything was fine. I connected to the main drain. I was working in the back of the house in the yard. Everything was good. The inspector came.

Q: Why did the Inspector come?

A: Every time we do that type of job, an inspector comes to see if everything is in place. He came to see if everything was in place.

Q: Is The inspector usually from the City or PG&E?

A: I don't know the question. Doing the electric part to the drain from the back of the house. We did 2 different things: open trench for electric and for water & sewer.

Q: So, you had both of those parts done before you called the inspector?

A: Inspector was before the hole. Had to be ok for everything so that it could be closed.

Q: Was he ok with everything?

A: He was ok.

Q: Did he ask you to dig more?

A: It was impossible to dig more. The pipe was too close to that.

Q: While the inspector was there, was there any damage to the NG pipeline?

A: We were talking more. Dig more. Problem with the gas. The guy in the house asked us to dig more. Can't because of the pipe.

Q: Explain where the gas pipe was re: where you were digging.

A: The gas and the electric were very close to each other.

Q: What does that closeness have to do with what he was doing?

A: The owner wanted me to dig more. When we tried, he insisted. Fire trucks came to fix it.

Q: Who else was part of this conversation?

A: The inspector told him (Mario) to dig 3 feet. Both the inspector and the homeowner.

Q: Was that 3 feet deeper or longer?

A: Deeper.

Q: What did the inspector say after the damage happened?

A: The one from PG&E – working for the electricity – asked me what I was doing?

Q: Was anyone other than you (Mario), the inspector, the homeowner present?

A: Another person was helping him dig and the fire company.

Q: Did you call your boss and ask if the 3 feet was part of your job?

A: When they fix the gas problem, roots, do the job like expected.

Q: Was digging that 3 feet deeper part of the original contract?

A: Yes, because the house in the back wanted more power.

Q: I am confused. Why call for the inspector if there was still 3 feet to be dug?

A: The owner told me....told me the inspector wanted 3 feet deeper. I didn't want to as it was very close to the gas.

Q: I don't want to be rude but if you didn't want to do it, why did you?

A: Because he was my boss, and he gave me orders.

Q: The owner was your boss?

A: I was receiving orders from my boss. Inspector and owner. You have to go deep. I knew it was close.

Q: He did feel that the owner and the inspector were his bosses then?

A: I have my boss. They not my boss. They can talk to my boss. Because the gas was very close. 2 guys. If I don't obey, they could complain to my boss. My boss knows everything that happened.

Q: But he wasn't there – you were.

Thanked both Mario and Vibalita and ended the call at 5:00 PM.

Exhibit 5



**CALIFORNIA UNDERGROUND SAFETY BOARD
INVESTIGATION DIVISION
REPORT OF TELEPHONE CALL**

REPORT DATE: March 5, 2025

CASE NO: D232860001

DATE AND TIME OF INTERVIEW: March 5, 2025, 2:29 pm

LOCATION OF INTERVIEW: Telephone

INTERVIEWER: Gabrielle Zeps

NAME, TITLE, AND COMPANY OF INTERVIEWEE(S):

Ismeal Chandler, Owner of Chandler Plumbing

INTERVIEW: Mr. Chandler was not at the jobsite

- The whole thing was a shit show
 - They made us bust the gas line
 - Told us to dig the line
 - Made us dig deeper sure enough
 - I want to fight it
 - I feel like I had a knife to my throat
 - I have never hit a gas line – never
 - Until I had a knife to my throat
 - Never had a problem like this before
 - Power box was in the ground
 - Right up to the drive
 - He also marked where we had to dig
 - Dig all the box out
 - He was making it up as they went
 - First this and then that
-
- PG&E inspector was there as it was the final hook-up of the ADU to PG&E
 - The conduit from the ADU (trench) was all electrical
 - He has been a plumbing contractor for 10 years and has done lots of digging
 - The job was supposed to be ½ & ½ job, but we ended up doing all the work by digging right up to the box
 - It was a “partnership” dig
 - We were supposed to dig up to the box
 - Our pipe from the ADU was ready, to grade
 - It was the electrical conduit part

- Then this PG&E guy started saying “no – all the way here” “over here” “down to here”
 - He told us to do it and then he left
 - Then he came back
 - Owner, PG&E inspector and Mario all looking
 - Mario said you need to take over - there is a gas line
 - PG&E inspector told Mario he needed to go deeper
 - Next day
 - Mr. Chandler felt he had a knife to his neck
 - He had never felt that way before in his life
 - Mario had just started going deeper when he nicked the gas line
 - Mr. Chandler was glad then and is still glad that no one got hurt
 - Up until that day he had had an A+ safety rating
 - He is very disappointed
 - The PG&E guy had no feelings about the incident and never apologized
 - We had been at depth, and he told us to dig deeper
-
- PG&E billed us \$8,000.00 for the 30 minutes it took it to repair the nick
 - The bill really made us feel bullied

Exhibit 6

Ticket Status: Original
Transmission ID 130

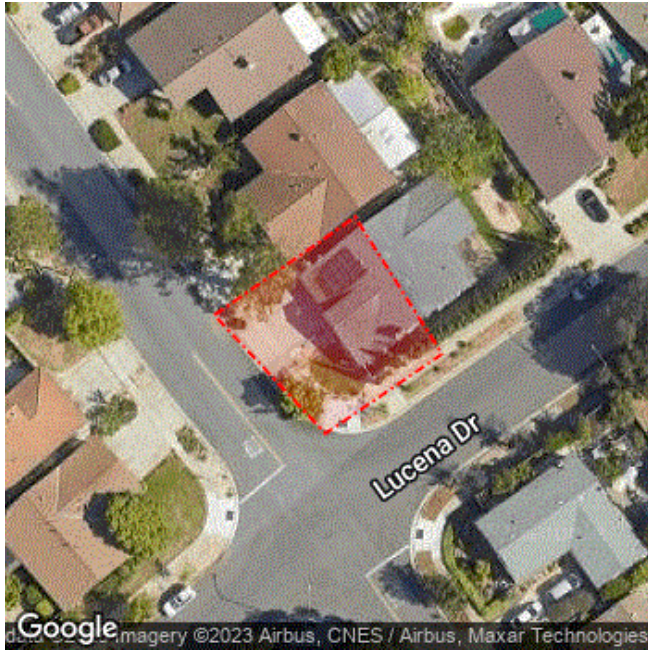
Ticket Type: Normal
Response Required: Yes

Excavator Details

Contact: Ishmael Chandler
Company: Chandlers Plumbing
Excavator Type: Contractor (or other professional excavator)
Address: 77 N Almaden Ave San Jose California 95110
Apt 17

Phone: 408-449-3443
Mobile: 408-449-3443
Email: chandlersplumbing@gmail.com
Language: Not Supplied
Excavator ID: 59721

Dig Site and Ticket Details



[Open Map](#)

Latitude/Longitude: 37.398398 -121.867690
GIS coordinate system: WGS84 (WKID 4326)

Ticket Action Reason:

Excavator Remarks:

Work is on the front yard of property

Previous Ticket #		Rev.#	
Submitted	10/13/2023 11:41	Medium	CSR
Work Begin Date	10/17/2023 17:01		
Legal Start Date	10/17/2023 17:01		
Ticket Expiration	11/10/2023 23:59		
Work Duration	1 day or less		
Address/Location	2794 Agua Vista Dr		
City/Town/Place	San Jose		
County	Santa Clara County		
State	CA	Zip Code	95132
Nearby Cross Street	Lucena Dr		
Subdivision/Lot			
Delineated Method	White Paint		
Work Type	Residential property work		
Work Activity	Utility Work - Private - Owned By Property Owner		
Excavation Method	Hand digging		
Anticipated Depth	24 to 48 inches		
Boring	No	Explosive	No
Street/Sidewalk	No	Pavement Only	No
Vacuum Excavation	No		
Project Owner	Homeowner/Property Owner/Tenant/HOA		
Permit	unknown		
Job #/Name	Not Supplied		
Onsite Contact Name	Caller		
Onsite Contact Phone	4084493443		

Additional Information

Log in to One Call Access and click Positive Response on the menu to view responses from member facility operators and confirm that all operators have responded before you begin digging. <https://onecallca.undergroundservicealert.org>.

Be sure the work location is accessible to facility owners/operators and their contract locators.

- Review your ticket details and utility members notified. If you notice anything that is in error or incorrect, please login to your One Call Access account and amend or create a new ticket to include the correct and accurate information. It is your responsibility to provide clear and accurate information on every ticket
- Do not proceed with your work until the legal start date/response due date has passed and ALL facility owners/operators have responded.
- When working within 24" tolerance zone of any facility marking, you are required by state law to hand dig and expose and protect the facility.
- If you make contact with a line even scrapes, nicks, dents or other contact, you are required to report it to 811 and the facility operator immediately.
- If you would like free training regarding the 811 process and state excavation laws, please visit www.811pro.com.
- If you need assistance, please contact us visiting www.undergroundservicealert.org, or information@usanorth811.org.

Members Operator Notified

Total members impacted: 5

Seq. No.	Authority Name	Phone	Status
6679601	ATT Distribution - California	5106452929	Notification Sent
6679597	City of San Jose	4082030090	Notification Sent
6679598	Comcast	3233425552	Notification Sent
6679599	Pacific Gas & Electric	4088008064	Notification Sent
6679600	San Jose Water Company	4082797817	Notification Sent

-----End of Member List-----

Ticket Revision History

Total revision history showing: 1

REV	DATE/TIME	STATUS	TYPE	USER	MEDIUM
000	10/13/2023 11:41:17 AM	Original	Normal	JMM.USAN811	Phone

-----End of Revision History-----

-----End of Transmission-----

Exhibit 7

Ticket Status: DMGE
Transmission ID 133

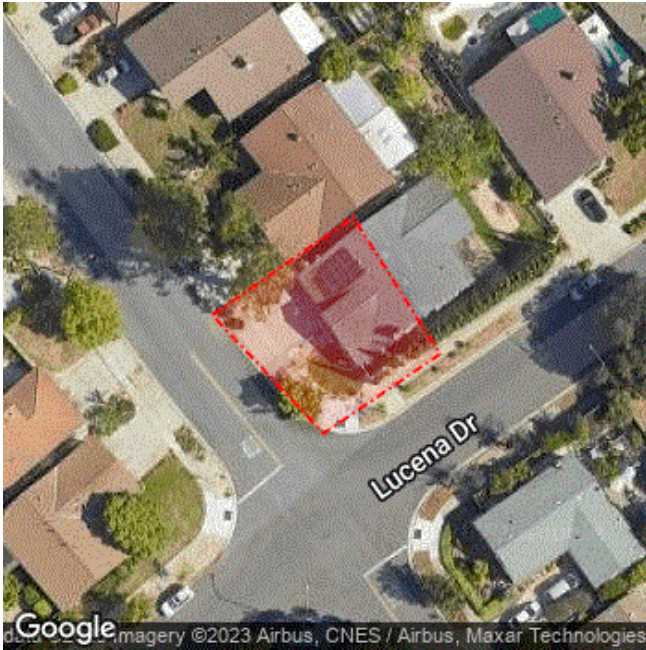
Ticket Type: Normal
Response Required: No

Excavator Details

Contact: Ishmael Chandler
Company: Chandlers Plumbing
Excavator Type: Contractor (or other professional excavator)
Address: 77 N Almaden Ave San Jose California 95110
Apt 17

Phone: 408-449-3443
Mobile: 408-449-3443
Email: chandlersplumbing@gmail.com
Language: Not Supplied
Excavator ID: 59721

Dig Site and Ticket Details



[Open Map](#)

Latitude/Longitude: 37.398398 -121.867690
GIS coordinate system: WGS84 (WKID 4326)

Ticket Action Reason:

****DAMAGE**** Damage to previously marked PG&E gas line, Line was struck but not cut: On-site contact is Ishmael Chandler at # (408) 449-3443-10/13/2023 11:43 AM

Excavator Remarks:

Work is on the front yard of property

Previous Ticket #	2023101301822	Rev.#	000
Submitted	10/13/2023 11:43	Medium	CSR
Work Begin Date	10/17/2023 17:01		
Legal Start Date	10/17/2023 17:01		
Ticket Expiration	11/10/2023 23:59		
Work Duration	1 day or less		
Address/Location	2794 Agua Vista Dr		
City/Town/Place	San Jose		
County	Santa Clara County		
State	CA	Zip Code	95132
Nearby Cross Street	Lucena Dr		
Subdivision/Lot			
Delineated Method	White Paint		
Work Type	Residential property work		
Work Activity	Utility Work - Private - Owned By Property Owner		
Excavation Method	Hand digging		
Anticipated Depth	24 to 48 inches		
Boring	No	Explosive	No
Street/Sidewalk	No	Pavement Only	No
Vacuum Excavation	No		
Project Owner	Homeowner/Property Owner/Tenant/HOA		
Permit	unknown		
Job #/Name	Not Supplied		
Onsite Contact Name	Caller		
Onsite Contact Phone	4084493443		

Additional Information

Log in to One Call Access and click Positive Response on the menu to view responses from member facility operators and confirm that all operators have responded before you begin digging. <https://onecallca.undergroundservicealert.org>.

Be sure the work location is accessible to facility owners/operators and their contract locators.

- Review your ticket details and utility members notified. If you notice anything that is in error or incorrect, please login to your One Call Access account and amend or create a new ticket to include the correct and accurate information. It is your responsibility to provide clear and accurate information on every ticket
- Do not proceed with your work until the legal start date/response due date has passed and ALL facility owners/operators have responded.
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- If you need assistance, please contact us visiting www.undergroundservicealert.org, or information@usanorth811.org.

Members Operator Notified

Total members impacted: 5

Seq. No.	Authority Name	Phone	Status
6679698	ATT Distribution - California	5106452929	Notification Sent
6679694	City of San Jose	4082030090	Notification Sent
6679695	Comcast	3233425552	Notification Sent
6679696	Pacific Gas & Electric	4088008064	Notification Sent
6679697	San Jose Water Company	4082797817	Notification Sent

-----End of Member List-----

Ticket Revision History

Total revision history showing: 2

REV	DATE/TIME	STATUS	TYPE	USER	MEDIUM
000	10/13/2023 11:41:17 AM	Original	Normal	JMM.USAN811	Phone
001	10/13/2023 11:43:21 AM	DMGE	Normal	JMM.USAN811	Phone

-----End of Revision History-----

-----End of Transmission-----

Exhibit 8

Phone call
Wednesday November 29 at 3pm

Ishmael Chandler
Owner, Chandler's Plumbing

Who from your team was on site at the time of the accident?

1 person – Mario I think.

And what happened?

Doing this for 20 years, never hit a gas line. Had a trench ready for inspection. I wasn't there at that inspection. The inspector insisted that dig deeper near the meter box. In the beginning said didn't have to dig to that meter box. I said hey the gas line is here. Why would want us to go deeper, already to grade. Stuck between a rock and a hard place.

Gas line was clipped immediately after went deeper.

Came to find out that they were replacing that gas line. Came back after they shut the gas off.

They had a project already lined up to replace that gas line. We could have done this the same day as the shutoff. That was 1 or 2 days after the incident.

Felt like was setup. Never worked with them before.

Was a bad experience. Safely dug the trench and got to grade.

The guy from PGE was I dunno, didn't matter to him.

The photo you shared has a yellow gas mark?

The gas mark was there and running to the left of the trench. Was basing that off. We dug correctly and believe should have passed.

Guys were replacing that box later day.

Who was the inspector you mentioned?

PG&E inspector.

We were digging a trench for the electrical line for the main panel. We are a general contractor. We built an ADU in the back and this was like the final thing. And then PGE comes in and PGE comes in to inspect that. This is to grade for the new electrical.

Do you know the USA ticket that was for those marks?

No.

So you come to find out later that the marks were for the replacement part of this?

Can you tell me anything about the ongoing work?

Ongoing work, they were replacing the gas lines throughout the entire street.

Did the inspector say the reasoning to go deeper or anything like that?

Those guys were going to do that digging anyway. They had me pissed. Been through thousands of inspections through San Jose, but our first year general contracting.

What were you working with or your guy when your team hit the gas line?

Was cutting roots with the sawsall, redwood tree right there.

You didn't have the USA Ticket, were going off the lines there?

Yes. Normally pull it, but the lines were already in the scope of the gas line. We had inspection of PGE and came with it to grade.

You said you built the ADU in the back? So how did you know where the electrical was?

Electrical knew from the ADU to the panel.

What equipment use to do the trench?

That was all hand digging and then had the electric hand shovel to do that as well. Like the Bosch, small one, sixty seventy pounds but not sure the exact one.

And you created a damage ticket?

Yeah, PGE told me to do that and put that in the same day.

And now, 2 days later the entire gas line was replaced, so not even a repair there.

Did you know anything about the gas line replacement?

I didn't and the homeowner did either.

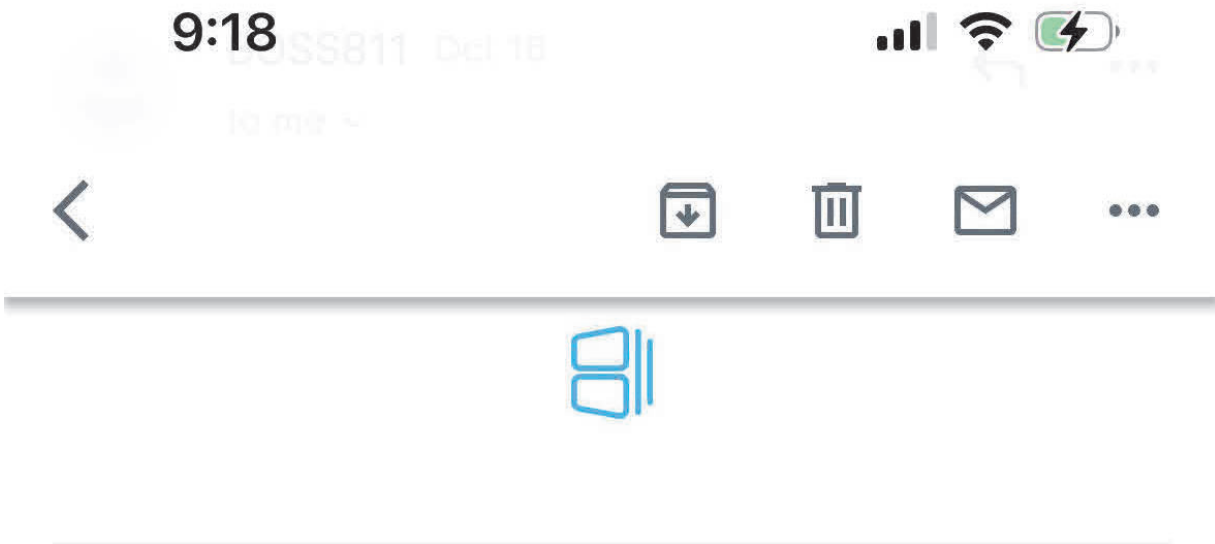
Anything else to share?

Glad nobody got hurt and there wasn't any damage to the property.

Exhibit 9

From: [Ishmael Chandler](#)
To: McClenahan, Jeff@EnergySafety
Subject: Re: Underground Safety Board: Case Announcement D232860001 - 2794 Agua Vista Drive
Date: Tuesday, November 14, 2023 9:21:22 PM
Attachments: [IMG_0.MOV](#)

Please give me a call any time this week to discuss what happened at the job site



City of San Jose - Utility Locate Notification - 2023101301822

Ticket #: **2023101301822**

Address: [2794 Agua Vista Dr, San Jose, CA](#)

Caller name: **Ishmael Chandler**

Caller phone: **408-449-3443**

Locate instructions:

Resolution: Ticket has been closed with the response codes:

* CTYSJO: 003 - Existing Markings Adequate

The City of San Jose is not required to mark non-pressurized sanitary or storm sewer pipelines per California Government Code 4216 (s). When utility/facility markings are not reasonably visible, the excavator is required to request a remark. If the delineation markings are no longer reasonably visible, the excavator shall re-delineate the area to be remarked. The City has two working days, not including holidays, to remark the subsurface installation(s).

Contact Information:

Any questions pertaining to the One Call request should be directed to: _____



On Mon, Nov 13, 2023 at 8:47 AM McClenahan, Jeff@EnergySafety
<Jeff.McClenahan@energysafety.ca.gov> wrote:

Hi Ishmael,

Just checking in; could you please forward your documentation, photos, other records by end of day tomorrow?

And then let me know if your schedule for a call this week still works in the afternoons.

Thanks,

Jeff McClenahan (He/him)

Investigator | Underground Investigations Division

(279) 789-1818

Office of Energy Infrastructure Safety

From: Ishmael Chandler <chandlersplumbing@gmail.com>
Sent: Monday, October 30, 2023 11:03 AM
To: McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov>
Subject: Re: Underground Safety Board: Case Announcement D232860001 - 2794 Agua Vista Drive

Sounds great, I'll go ahead and get everything we do have over to you then we can set up a call.

This has never happened before so I wasn't sure the process.

Thank you,

On Mon, Oct 30, 2023 at 11:00 AM McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov> wrote:

Great, thanks for the quick response, Ishmael.

Do you have any photos or other documentation you can provide prior to that? If you can provide your records beforehand, then we can probably talk through everything in one call.

Jeff McClenahan (He/him)

Investigator | Underground Investigations Division

(279) 789-1818

Office of Energy Infrastructure Safety

From: Ishmael Chandler <chandlersplumbing@gmail.com>
Sent: Monday, October 30, 2023 10:30 AM
To: McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov>
Subject: Re: Underground Safety Board: Case Announcement D232860001 - 2794 Agua Vista Drive

Good Morning Jeff,

You can call me anytime, afternoon or evening is best.

Thank you!

Ishmael Chandler 408-449-3443

On Mon, Oct 30, 2023 at 9:46 AM McClenahan, Jeff@EnergySafety <Jeff.McClenahan@energysafety.ca.gov> wrote:

Hi Ishmael,

I'm following up on your damage notification report to the Underground Safety Board about a gas line hit on October 13, 2023 at 2794 Agua Vista Drive in San Jose.

The Board investigates these incidents to understand what happened, determine whether any potential violations were involved, and figure out how we can prevent these accidents in the future.

See the information request attached and by November 14 please forward all records you have associated with this dig-in such as photos, USA Tickets, or other documentation.

Please let me know a good day for an interview with the members of your team that were involved and please retain all records that pertain to this incident for our discussion.

Cases are handled in the order of receipt and interviews are scheduled accordingly. If you have any questions in the meantime, please feel free to contact me.

Thanks for your time,

Jeff McClenahan (He/him)

Investigator | Underground Investigations Division

Office of Energy Infrastructure Safety

[715 P Street](#), 20th Floor

Sacramento, CA 95814

(279) 789-1818

EnergySafety.ca.gov

Exhibit 10

Ticket Status: Original
Transmission ID 240

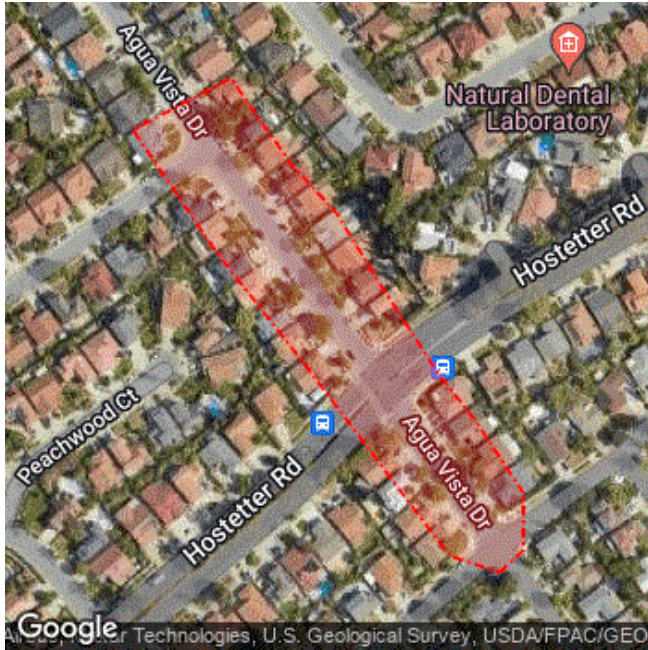
Ticket Type: Normal
Response Required: Yes

Excavator Details

Contact: Joe Franke
Company: Daleo Inc.
Excavator Type: Contractor (or other professional excavator)
Address: 550 E Luchessa Ave
Phone: 408-639-1133
California 95020

Mobile: 408-639-1133
Email: joe@daleoinc.com
Language: Not Supplied
Excavator ID: 31340

Dig Site and Ticket Details



[Open Map](#)

Latitude/Longitude: 37.399167 -121.868586
GIS coordinate system: WGS84 (WKID 4326)

Ticket Action Reason:

Excavator Remarks:

From the entire intersection of Agua Vista Dr & Lucena Dr go N/W on all of Agua Vista Dr to 60' N/W of Mignon Dr (approx. 900') to include 120' into properties on all sides for the entire distance.

Previous Ticket #		Rev.#	
Submitted	09/13/2023 15:25	Medium	WEB
Work Begin Date	09/15/2023 17:01		
Legal Start Date	09/15/2023 17:01		
Ticket Expiration	10/11/2023 23:59		
Work Duration	Unknown		
Address/Location	Agua Vista Dr		
City/Town/Place	San Jose		
County	Santa Clara County		
State	CA	Zip Code	95132
Nearby Cross Street	Lucena Dr		
Subdivision/Lot			
Delineated Method	White Paint		
Work Type	Utilities - Distribution		
Work Activity	Gas - Install New Facilities		
Excavation Method	Mechanical/Multiple Methods		
Anticipated Depth	Unknown		
Boring	Yes	Explosive	No
Street/Sidewalk	Yes	Pavement Only	No
Vacuum Excavation	Yes		
Project Owner	Pacific Gas & Electric		
Permit			
Job #/Name	Not Supplied		
Onsite Contact Name	Bruce Mayhood		
Onsite Contact Phone	4086395675		

Additional Information

Log in to One Call Access and click Positive Response on the menu to view responses from member facility operators and confirm that all operators have responded before you begin digging. <https://onecallca.undergroundservicealert.org>.

Be sure the work location is accessible to facility owners/operators and their contract locators.

- Review your ticket details and utility members notified. If you notice anything that is in error or incorrect, please login to your One Call Access account and amend or create a new ticket to include the correct and accurate information. It is your responsibility to provide clear and accurate information on every ticket
- Do not proceed with your work until the legal start date/response due date has passed and ALL facility owners/operators have responded.
- When working within 24" tolerance zone of any facility marking, you are required by state law to hand dig and expose and protect the facility.
- If you make contact with a line even scrapes, nicks, dents or other contact, you are required to report it to 811 and the facility operator immediately.
- If you would like free training regarding the 811 process and state excavation laws, please visit www.811pro.com.
- If you need assistance, please contact us visiting www.undergroundservicealert.org, or information@usanorth811.org.

Members Operator Notified

Total members impacted: 7

Seq. No.	Authority Name	Phone	Status
5945423	ATT Distribution - California	5106452929	Notification Sent
5945417	City of San Jose	4082030090	Notification Sent
5945418	Comcast	3233425552	Notification Sent
5945419	Pacific Gas & Electric	4088008064	Notification Sent
5945420	San Jose Water Company	4082797817	Notification Sent
5945421	Santa Clara Valley Water District	4087096243	Notification Sent
5945422	Zayo Group - California	8009616500	Notification Sent

-----End of Member List-----

Ticket Revision History

Total revision history showing: 1

REV	DATE/TIME	STATUS	TYPE	USER	MEDIUM
000	9/13/2023 3:25:58 PM	Original	Normal	Daleojoe	Web

-----End of Revision History-----

-----End of Transmission-----

Exhibit 11

Ticket Status: RNEW
Transmission ID 82

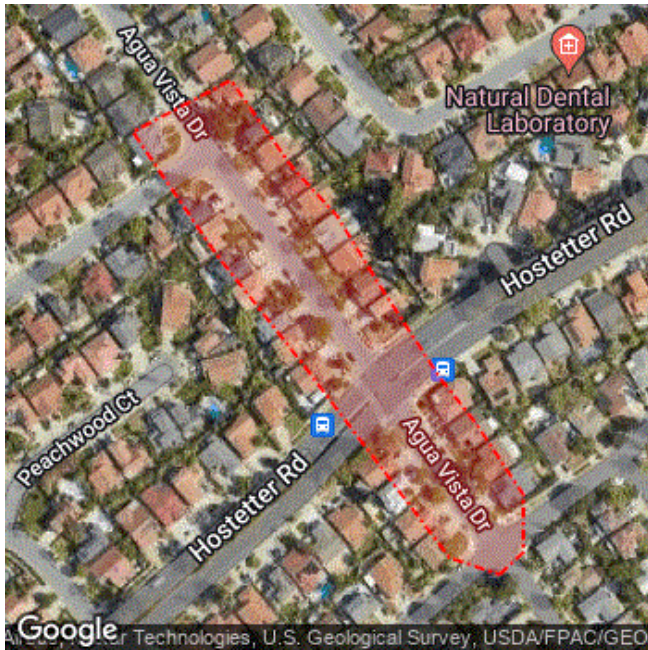
Ticket Type: Normal
Response Required: No

Excavator Details

Contact: Joe Franke
Company: Daleo Inc.
Excavator Type: Contractor (or other professional excavator)
Address: 550 E Luchessa Ave
Phone: 408-639-1133
California 95020

Mobile: 408-639-1133
Email: joe@daleoinc.com
Language: Not Supplied
Excavator ID: 31340

Dig Site and Ticket Details



[Open Map](#)

Latitude/Longitude: 37.399167 -121.868586
GIS coordinate system: WGS84 (WKID 4326)

Ticket Action Reason:

Excavator Remarks:

From the entire intersection of Agua Vista Dr & Lucena Dr go N/W on all of Agua Vista Dr to 60' N/W of Mignon Dr (approx. 900') to include 120' into properties on all sides for the entire distance.

Previous Ticket #	2023091302800	Rev.#	000
Submitted	10/09/2023 08:00	Medium	WEB
Work Begin Date	09/15/2023 17:01		
Legal Start Date	09/15/2023 17:01		
Ticket Expiration	11/06/2023 23:59		
Work Duration	Unknown		
Address/Location	Agua Vista Dr		
City/Town/Place	San Jose		
County	Santa Clara County		
State	CA	Zip Code	95132
Nearby Cross Street	Lucena Dr		
Subdivision/Lot			
Delineated Method	White Paint		
Work Type	Utilities - Distribution		
Work Activity	Gas - Install New Facilities		
Excavation Method	Mechanical/Multiple Methods		
Anticipated Depth	Unknown		
Boring	Yes	Explosive	No
Street/Sidewalk	Yes	Pavement Only	No
Vacuum Excavation	Yes		
Project Owner	Pacific Gas & Electric		
Permit			
Job #/Name	Not Supplied		
Onsite Contact Name	Bruce Mayhood		
Onsite Contact Phone	4086395675		

Additional Information

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Be sure the work location is accessible to facility owners/operators and their contract locators.

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- When working within 24" tolerance zone of any facility marking, you are required by state law to hand dig and expose and protect the facility.
- If you make contact with a line even scrapes, nicks, dents or other contact, you are required to report it to 811 and the facility operator immediately.
- If you would like free training regarding the 811 process and state excavation laws, please visit www.811pro.com.
- If you need assistance, please contact us visiting www.undergroundservicealert.org, or information@usanorth811.org.

Members Operator Notified

Total members impacted: 7

Seq. No.	Authority Name	Phone	Status
6536577	ATT Distribution - California	5106452929	Notification Sent
6536571	City of San Jose	4082030090	Notification Sent
6536572	Comcast	3233425552	Notification Sent
6536573	Pacific Gas & Electric	4088008064	Notification Sent
6536574	San Jose Water Company	4082797817	Notification Sent
6536575	Santa Clara Valley Water District	4087096243	Notification Sent
6536576	Zayo Group - California	8009616500	Notification Sent

-----End of Member List-----

Ticket Revision History

Total revision history showing: 2

REV	DATE/TIME	STATUS	TYPE	USER	MEDIUM
000	9/13/2023 3:25:58 PM	Original	Normal	Daleojoe	Web
001	10/9/2023 8:00:28 AM	RNEW	Normal	Daleojoe	Web

-----End of Revision History-----

-----End of Transmission-----