



**CONTRACTORS STATE LICENSE BOARD**

STATE OF CALIFORNIA

Northern California:  
 Sacramento Intake & Mediation Center  
 P.O. Box 269116, Sacramento, California 95826-9116  
 1-800-321-CSLB (2752)

Southern California:  
 Norwalk Intake & Mediation Center  
 12501 East Imperial Highway, Suite 620, Norwalk, California 90650  
 1-800-321-CSLB (2752)

www.cslb.ca.gov | CheckTheLicenseFirst.com

**Complaint Form**

**NOTICE: INCOMPLETE AND UNSIGNED FORMS WILL BE RETURNED TO YOU.**  
**DO NOT SEND ORIGINALS—DOCUMENTS RECEIVED WILL NOT BE COPIED AND/OR RETURNED.**  
 Please attach COPIES of all pages of contracts (front and back), canceled checks (front and back), invoices, advertisements, business cards, receipts, correspondence, etc.

**PLEASE COMPLETE BOTH SIDES OF THIS FORM**

1. YOUR NAME last first middle Pacific Gas and Electric Company			2. CONTRACTOR NAME (as shown on contract/invoice) MCH Electric Inc.		
ADDRESS number street 6121 Bollinger Canyon Road #Z2206			LICENSE NO. USED, IF ANY 660665		
city county state ZIP code San Ramon Contra Costa CA 94583			ADDRESS number street 31084 S. Highway 33		
PHONE WHERE YOU CAN BE REACHED 8 am-5 pm (925) 328-5560			city state ZIP code Tracy CA 95304		
HOME PHONE ( )		EMAIL ADDRESS DPWarRoom@pge.com	PHONE ( )		EMAIL ADDRESS
1a. <input type="checkbox"/> AM 65 YEARS OF AGE OR OLDER (optional)			WHO PRESENTED THE CONTRACT? <input type="checkbox"/> SALESMAN N/A		
1b. <input checked="" type="checkbox"/> AUTHORIZE THE FOLLOWING PERSON TO HANDLE THE COMPLAINT ON MY BEHALF:			<input type="checkbox"/> CONTRACTOR N/A		
NAME last first middle Redacted			WHERE WAS THE CONTRACT NEGOTIATED? N/A		
PHONE 8 a.m.-5 p.m. Redacted		HOME PHONE ( )			

**PROJECT INFORMATION**

3. OWNER OF CONSTRUCTION SITE N/A			4. CONSTRUCTION SITE ADDRESS number street Redacted		
number street city state ZIP N/A			city state ZIP Redacted		
PHONE ( ) N/A			PHONE ( )		

5. DESCRIBE BRIEFLY THE SCOPE OF THE WORK FOR WHICH YOU CONTRACTED (I.E. PAINTING, PLUMBING, CONCRETE, PATIO COVER, ROOM ADDITION)

6. CONTRACT DATE N/A	7. AMOUNT OF CONTRACT N/A	8. AMOUNT PAID ON CONTRACT N/A	9. DATE WORK STARTED 9/11/2013	10. DATE WORK CEASED
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11. LIST YOUR ITEMS OF COMPLAINT (IF MORE ROOM IS NEEDED, PLEASE ATTACH A SHEET OF PAPER)  
 Please see attached.

12. REMEDY SOUGHT:

FOR OFFICE USE ONLY													
COMPLAINT NUMBER	TYPE CNST	INV	ORG	PRTY	DATE RECEIVED MO DA YR	SPECIAL PROJECT	DT STAT EXP MO DA YR	CSR INIT	ASSIGNED TO CSR MO DA YR	ER INIT	ASSIGNED TO ER MO DA YR	STP	
FY													
LICENSE NUMBER					CLOSURE LETTER	DISPOSITION	DATE CLOSED MO DA YR	STATUS CHANGE				STP	
SECTIONS VIOLATED					C	C		DATE	DATE	DATE	DATE		

13. Have you filed in court to recover damages on this complaint?  Yes (If so, provide documentation with this form.)  No
14. Is this project a:  Residence  Commercial Building  Other
15. Is this project a:  Remodel  Repair/Replace  New Home
16. Was this contract:  Written  Oral  New Home Purchase Agreement
17. Were there any change orders?  Yes  No If yes, were they:  Written  Oral  Both
18. Is your complaint:  Abandonment  Workmanship  Other
19. Building permit obtained by:  Contractor  You  Do not know  
(Provide a copy if available.) Name of building department: \_\_\_\_\_
20. Did the contractor have employees?  Yes If so, how many? \_\_\_\_\_  No  Do not know  
Names of employees, if known: \_\_\_\_\_
21. Were employees, subcontractors, or material companies paid?  Yes  No  Do not know
22. Were any mechanics' liens filed on this job?  Yes (Provide a copy if available.)  No  
If yes, by whom? \_\_\_\_\_ How much? \$ \_\_\_\_\_
23. What attempts have you made to contact the contractor?  Unable to locate  Personal contact  Telephone  Letter (Provide copies.)
24. Have you notified your contractor in writing of the issue in dispute?  Yes (Provide copies.)  No
25. Have you obtained an estimate from another contractor to correct and/or complete the project?  Yes  No  
(If yes, provide copies.) Amount \$ \_\_\_\_\_
26. Have you had the job corrected or completed?  Yes  No  
(If yes, provide copies of the contract and proof of payment.) Amount \$ \_\_\_\_\_

**NOTICE ON COLLECTION OF PERSONAL INFORMATION**

**Collection and Use of Personal Information.** The Department of Consumer Affairs and the Contractors State License Board (CSLB) collects the information requested on this form to follow up on your complaint.

**Providing Personal Information Is Voluntary.** You do not have to provide the personal information requested. If you do not wish to provide personal information, such as your name, home address, or home telephone number, you may remain anonymous. In that case, however, we may not be able to contact you or help you resolve your complaint.

I would like to keep my information confidential.

**Access to Your Information.** You may review the records maintained by the CSLB that contain your personal information, as permitted by the Information Practices Act. See below for contact information.

**Possible Disclosure of Personal Information.** We make every effort to protect the personal information you provide us. In order to follow up on your complaint, however, we may need to share the information you

give us with the business you complained about or with other government agencies. This may include sharing any personal information you gave us.

The information you provide may also be disclosed in the following circumstances:

- In response to a Public Records Act request, as allowed by the Information Practices Act;
- To another government agency as required by state or federal law; or
- In response to a court or administrative order, a subpoena, or a search warrant.

**Contact Information.** For questions about the Department of Consumer Affairs' privacy policy or the Information Practices Act, contact the Office of Information Security and Privacy Protection, 1325 J Street, Suite 1650, Sacramento, CA 95814, or email [privacy@oispp.ca.gov](mailto:privacy@oispp.ca.gov).

I declare under penalty of perjury that the information contained on this Complaint Form is true and correct to the best of my knowledge, and that this declaration was signed at (city) San Ramon, (state) CA on (date) 9/18/2013.

I will assist in the investigation or in the prosecution of the contractor or other parties, and will, if necessary, attend hearings and testify to facts.

28. SIGN HERE Redacted DATE 9/18/2013

Attachment to complaint dated September 18, 2013:

Contractor Name: MCH Electric, Inc.

### 11. Items of Complaint

On September 11, 2013 at 8:45 am, an employee of MCH Electric, Inc. severed a PG&E- owned one inch plastic gas pipeline while digging to install a street light at [Redacted] PG&E verified that an employee of MCH Electric, Inc., was the damaging party, and that there was no USA ticket in place for that location or this contractor.

PG&E Supervisor [Redacted] investigated this dig-in. She was told by an employee of MCH Electric, Inc. that the gas pipeline was damaged with an auger. The use of mechanical equipment is prohibited when digging within 24" on either side of the outside edge of an underground facility.

MCH Electric, Inc. failed to call for a USA ticket prior to this work, a violation of California Code 4216. (f), that there must be an active USA ticket number during the entire duration of the excavation. Additionally, MCH Electric, Inc. has hit a PG&E gas line on 17 other occasions since 2006, 12 of those (listed below) without having called in a USA ticket. PG&E believes this contractor is well aware of the California One Call laws, but chooses not to follow them.

#### History:

- Hit on 2/7/2006 –No USA
- Hit on 3/22/2007 – No USA
- Hit on 8/28/2007 –No USA
- Hit on 9/14/2007 – No USA
- Hit on 1/24/2008 – No USA
- Hit on 4/10/2008 – No USA
- Hit on 4/18/2008 – No USA
- Hit on 8/28/2008 – No USA
- Hit on 9/11/2008 –No USA
- Hit on 6/3/2009 – No USA
- Hit on 2/22/2012 – No USA
- Hit on 8/21/2012 – No USA

[Redacted]

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