



BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA

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C2502020

Qian Liu, Complainant

vs.

Southern California Gas Company (U904G), Defendant

Case No. C.25-02-020

(Filed February 24, 2025)

PETITION OF QIAN LIU FOR MODIFICATION OF DECISION 26-08-006

Qian Liu

3981 E Emory Ln, #7, Ontario, CA 91761

Phone: 626-560-0398; 626-905-8515

Email: Qliu2173@gmail.com

Dated: Aug 26, 2026

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA

Qian Liu, Complainant

vs.

Southern California Gas Company (U904G), Defendant

Case No. C.25-02-020

(Filed February 24, 2025)

PETITION OF QIAN LIU FOR MODIFICATION OF DECISION 26-08-006

I. INTRODUCTION AND SUMMARY

Pursuant to Rule 16.4 of the Commission's Rules of Practice and Procedure, Complainant Qian Liu petitions for modification of Decision (D.) 26-08-006, the Modified Presiding Officer's Decision Dismissing Complaint and Denying Relief, dated August 13, 2026 and issued August 14, 2026. This petition is filed within one year of the effective date of the Decision. (Rule 16.4(d).)

On August 21, 2026 — seven days after the Decision issued — Complainant received from the management company for her homeowners association three contractor invoices documenting a gas-leak investigation conducted at her building in December 2024. Those records were not available to Complainant during the proceeding, and their contents were not before the Commission when the Decision was made.

The Decision contains several determinations that the newly obtained records bear upon directly: a finding, stated without temporal limitation, that no other gas leaks were reported at the

condominium building; and a determination that further factual development would not produce evidence beyond what had already been submitted. Complainant asks that these determinations be modified, and that the dismissal be modified from one with prejudice to one without prejudice. Proposed specific wording is set forth in Section V, as Rule 16.4(b) requires.

Complainant intends to file an Application for Rehearing of D.26-08-006 under Rule 16.1 within the period allowed by Rule 16.1(a). That Application rests entirely on the existing record and does not rely on the documents presented here. Complainant files this petition because, as Rule 16.4(a) provides, a petition for modification is the vehicle for asking the Commission to change an issued decision, while an application for rehearing is the vehicle for preserving appellate rights.

II. THE NEWLY OBTAINED DOCUMENTS

The documents, attached as Exhibits A through D and authenticated by the declaration of Qian Liu attached as Exhibit E, are:

A. Splash Plumbing Invoice No. 55342540, invoice and completed date December 13, 2024, billed to Belcourt Neighborhood c/o PCM-Associa, job address 3981 East Emory Lane, concerning a gas leak affecting Unit #10. The invoice reports a slow gas leak on the segment between the gas meter and the pressure regulator associated with Unit #10, and describes tracing the gas line through adjacent garages, noting that the line can be traced through the remaining garages.

B. PBM Construction Services Invoice No. 3981-10-12, dated December 30, 2024, billed to Belcourt HOA, concerning Unit #10. The invoice reports that, upon pressurizing the line from the regulator back toward the meters, pressure was lost; that no leak was found at the meter location or within Unit #10 itself; and that the pressure loss "is happening in at some point in a different unit."

C. PBM Construction Services Invoice No. 3981-3-12, dated December 30, 2024, billed to Belcourt HOA, concerning Unit #7. The invoice reports a "previously unknown" leak at a faulty connection in the attic of Unit #7, located only after removing multiple sections of drywall, and states that video of the leak was taken and provided to the manager.

D. Transmittal correspondence between the association's management company and Complainant, August 19 through August 25, 2026.

Complainant offers these records for what they state on their face. She does not ask the Commission to adopt the contractors' technical conclusions, and she does not contend that they establish a violation. She asks only that the Decision not rest on determinations these records call into question.

III. THE RECORDS WERE NOT AVAILABLE TO COMPLAINANT DURING THE PROCEEDING

Throughout this proceeding Complainant stated that, as an individual unit owner, she had no access to association records, contractor findings, or information concerning adjacent units, and she requested subpoenas or other factual development directed to the HOA-retained contractors. (Appeal of the Presiding Officer's Decision, Sections C and F, Requested Relief C.5.) No such development was permitted before dismissal.

Complainant does not hold the gas accounts for other units and cannot obtain SoCalGas service records for accounts she does not hold. She obtained these invoices only after a written records request to the association's management company dated August 19, 2026, answered August 21, 2026. The management company declined to produce vendor correspondence. On August 22, 2026, Complainant served a further written request to inspect and copy association records under Civil Code sections 5200 and 5205, seeking the underlying contracts, work orders, inspection reports, photographs, and video; that request was confirmed by HOA/PCM with Case No. 04945526, but remains pending under the statutory response periods. These facts are set forth in the attached declaration.

IV. JUSTIFICATION FOR THE REQUESTED RELIEF

A. The Decision's finding concerning other units is stated without temporal limitation, while its cited source is expressly bounded.

At page 23, in the passage rejecting Complainant's principal appeal argument, the Decision states: "Additionally, there were no other reported gas leaks at the condominium building where the Complainant's residence is located." The statement carries no date limitation and no citation.

At page 12, the Decision states: "The record also reveals that there was no other gas leaks reported at the complex where the subject property is located from the date of the Complainant's original complaint." Footnote 13 cites a single source: SoCalGas's Opening Brief of April 17, 2026, at page 7.

The Presiding Officer's Decision of June 16, 2026 stated the same proposition with a closing date: "...from the date of the Complainant's original complaint up until March 13, 2026." (POD at 13 & fn. 13, citing the same page of the same brief.)

The cited source is bounded on both ends. SoCalGas's response to Issue 2 reads in full: "There have been no other reports of gas leaks at other units at the same complex as the property in question from the date of the original complaint filed up to the date of the Ruling." (SoCalGas Opening Brief, April 17, 2026, at 7.) It answered a question the assigned ALJ framed within the same bounds. (D.26-08-006 at 8, reproducing the March 13, 2026 ruling.)

The bounded period is February 24, 2025 through March 13, 2026. The events at issue occurred between September 2024 and January 2025 — the chronology recited in the Decision runs from September 17, 2024 to January 11, 2025. The attached records show that during that earlier, unexamined period, the association retained two contractors to investigate a gas leak at this building, one of whom reported that the pressure loss was occurring in a unit that had not been identified.

This Petition does not require the Commission to determine whether SoCalGas's response was accurate or complete as to the period it addressed. The difficulty is that the limitation carried by that response is not apparent from the face of the Decision. As restated at page 12, the response appears to run from the date of the original complaint with no closing date; as restated at page 23, it appears as an unqualified statement about the building, with no date and no citation. A reader of the Decision would not know that the underlying response was confined to February 24, 2025 through March 13, 2026. The finding as stated is therefore broader than the only source cited to support it, and the period it does not reach is the period in which the events at issue occurred.

B. The determination that further factual development would be futile.

At pages 24-25 the Decision states: "If the Complainant had additional evidence she wished to submit in this matter, she could have submitted it on multiple different occasions. Further factual development will not create evidence that has not already been submitted."

The attached records were produced seven days after the Decision issued, by a third party, in response to a written request, after Commission process for obtaining them had been denied. They had not been submitted because Complainant did not possess them and could not compel their production.

Relatedly, at pages 16-17 the Decision states that Complainant's account of HOA-retained plumbers and shared gas lines rested on verbal communications and that this "provides zero evidence." The attached records are contemporaneous written records of that same activity. The newly obtained records do not establish Complainant's ultimate theory, but they demonstrate that the prior record was not the complete documentary record of the HOA-retained investigation activity during the period at issue.

C. The invoices reveal unresolved issues, not a proven technical conclusion.

The newly obtained invoices do not establish, and Complainant does not ask the Commission to decide in this Petition, which unit owned or was served by the gas piping found in the attic of Unit 7. The available records do not establish whether that piping served Unit 7, Unit 8, Unit 9, Unit 10, or common/shared facilities.

However, the invoices document facts that materially call for caution in broad factual findings. Splash Plumbing described a suspected leak associated with the line between the Unit 10 meter and pressure regulator and anticipated tracing the line through adjacent garages. PBM later reported pressure loss on the line tested in connection with Unit 10 and stated that the loss was occurring in a different unit. PBM then reported a faulty connection in the Unit 7 attic, but the underlying video, photographs, work orders, testing data, and documentation supporting its statement that the leak was unrelated to Unit 10 have not been produced.

Thus, the invoices do not resolve the issue; they demonstrate that the routing, ownership, and service relationship of the piping remain unresolved and that additional contemporaneous evidence exists or may exist.

Complainant therefore seeks only the limited modifications proposed in Section V, while reserving the legal issues raised in her separate Application for Rehearing.

V. PROPOSED SPECIFIC WORDING

Modification 1 — Page 12.

Existing text: "The record also reveals that there was no other gas leaks reported at the complex where the subject property is located from the date of the Complainant's original complaint."

Proposed text: "The record reveals that SoCalGas stated that there were no other reports of gas leaks at other units at the complex where the subject property is located during the period from February 24, 2025 to March 13, 2026, the period addressed by the March 13, 2026 ruling. The record does not address whether gas leaks were reported at other units during the period from September 2024 through January 2025."

Modification 2 — Page 23.

Existing text: "Additionally, there were no other reported gas leaks at the condominium building where the Complainant's residence is located."

Proposed text: Strike the sentence. In the alternative, replace it with: "Additionally, SoCalGas reported no other gas leaks at other units at the condominium building during the period from February 24, 2025 to March 13, 2026."

Modification 3 — Pages 24-25.

Existing text: "Further factual development will not create evidence that has not already been submitted."

Proposed text: Strike the sentence.

Modification 4 — Pages 16-17.

Existing text: "This statement provides zero evidence that there was a gas leak or hazardous condition associated with any infrastructure before the meter."

Proposed text: " At the time the record closed in this proceeding, this statement was not supported by documentary evidence."

Modification 5 — Ordering Paragraph 2.

Existing text: "Complaint Case No. C.25-02-020 is dismissed with prejudice."

Proposed text: "Complaint Case No. C.25-02-020 is dismissed without prejudice."

Because the newly obtained contemporaneous records demonstrate that material factual questions concerning the source, routing, and ownership of gas piping remained unresolved during the period at issue, dismissal with prejudice would improperly foreclose consideration of materially different evidence that was not available to Complainant when the record closed. At minimum, the newly obtained records warrant modification of the prejudice designation so that the Decision does not foreclose future Commission consideration based on materially different facts or evidence that could not reasonably have been obtained during the original proceeding.

VI. CONCLUSION

For the foregoing reasons, Complainant respectfully requests that the Commission modify D.26-08-006 as set forth in Section V.

Respectfully submitted,

/s/ Qian Liu 

Dated: Aug 26, 2026

Qian Liu, Complainant, pro se, C.25-02-020

3981 E. Emory Lane, Unit 7, Ontario, CA 91761

Phone: 626-560-0398; 626-905-8515 Email: Qliu2173@gmail.com

EXHIBITS A-E

- A. Splash Plumbing Invoice No. 55342540 (completed December 13, 2024)
- B. PBM Construction Services Invoice No. 3981-10-12 (December 30, 2024) — Unit #10
- C. PBM Construction Services Invoice No. 3981-3-12 (December 30, 2024) — Unit #7
- D. HOA/PCM records-request correspondence, Case No. 04945526, August 19–25, 2026
- E. Declaration of Qian Liu

EXHIBIT A.

Splash Plumbing Invoice No. 55342540 (completed
December 13, 2024)



Splash Plumbing
1500 S. Lewis Street
Anaheim, CA 92805

Invoice 55342540
Invoice Date 12/13/2024
Completed Date 12/13/2024
Payment Term Net 30
Due Date 1/12/2025

Billing Address
Belcourt Neighborhood c/o PCM-Associa - PRO543-33611 11860
Pierce Street #100
Riverside, CA 92505 USA

Job Address
3981 East Emory Lane
3981 East Emory Lane #APT 10
Ontario, CA 91761 USA

Service #	Description	Quantity	Your Price	Total
TC08	Call Out Fee for gas leak affecting unit 10	1.00	\$169.00	\$169.00
PROJ.00	- upon arrival, spoke with homeowner of unit 10 and was informed of all work previously done by other Splash plumbing tech - While on site confirmed slow gas leak from meter to connection before pressure regulator within garage of unit 10 - Require asbestos testing prior to opening up drywall around meter located at exterior closet adjacent to unit 2 as well as directly behind wall where unit 2 garage is located - Accessed Unit two garage and taped up areas for asbestos testing - Once testing comes back negative will be able to continue and expose three-quarter inch galvanized gas line and see how it runs through adjacent garages and follow it until it leads into unit 10 garage - unit 2 is starting point but highly recommend asbestos testing for all other garages as drywall will need to be opened once gas line is located and can be traced through all remaining garages	6.00	\$205.00	\$1,230.00
TCD.T6	Assist as needed with gas leak investigation	1.00	\$1,230.00	\$1,230.00
CR.AT	ONE TIME - Partial Credit Back on Additional Technician Required	6.00	\$51.25	\$307.50
Potential Savings \$210.32 - \$262.90			Sub-Total	\$2,321.50
			Tax	\$0.00
			Total	<u>\$2,321.50</u>
			Payment	\$0.00
			Balance Due	\$2,321.50
PLEASE NOTE OUR NEW ADDRESS: 1500 S Lewis Street, Anaheim, CA 92805 Thank you for the opportunity to serve!				

From: Ashley Struiksma <Ashley.Struiksma@pcrm
Sent: Tuesday, December 31, 2024 10:59:00 AM
To: PRO Invoices <proinvoices@associa.us>
Subject: Belcourt - Splash Plumbing Invoice

Hi,

Please see attached invoice for Belcourt HC

Thank you,

Ashley Struiksma

Assistant Community Association Manager

Professional Community Management, APCM

3193 S Edenglen Ave, Ontario Ca 91761

Offices: Orange County, Los Angeles, San Diego

O: (909)923-7875

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EXHIBIT B.

PBM Construction Services Invoice No. 3981-10-12

(December 30, 2024) — Unit #10

INVOICE NO. 3981-10-12

909,489,2266

Owner's Name: Bellcourt HOA	Owner's Address: 3981 e. Emory #10	
Owner's City, State, Zip: Ontario ca	Owner's Phone:	Owner's Alt. Phone:
Project Name & Address:		

APPROVED BY OWNER: _____ SUBMITTED BY: _____
(Owner's Signature) (Contractor's Signature)

From: Charles Brewer <pbmconstruction@gmail.com>
Sent: Monday, December 30, 2024 1:37:34 PM (UTC-5)
To: PRO Invoices <pro.invoices@associa.us>; Kim
Subject: Invoices for 3981 #7 & #10 leak detection

Caution: [EXTERNAL EMAIL] This email and any attachments are UNCLASSIFIED//FOR OFFICIAL USE ONLY (U//FOUO). Please see the attached invoices for payment.

*Further work is required for these repairs.

EXHIBIT C.

PBM Construction Services Invoice No. 3981-3-12
(December 30, 2024) — Unit #7

PBM Construction Services**INVOICE NO. 3981-3-12**8780 19th St., Ste. 312

Alta Loma, CA 91701

909,489,2266

CA Contractor License No. 864862

(A), (B), (C33), (D6), (D41), (D52), (D63)

Owner's Name: Bellcourt HOA	Owner's Address: 3981 e. Emory #7	
Owner's City, State, Zip: Ontario ca	Owner's Phone:	Owner's Alt. Phone:
Project Name & Address:		Email:

ITEM	DESCRIPTION	AMOUNT
	W/O VENDOR CODE :	
Emergency		
Gas repairs		
	#1-Pressurize unit #7 gas system in an attempt to located the suspect gas leak	
	Test was negative for any gas leak in the gas system of unit #7.	
	#2- Cut out and remove 6 areas of drywall in the garage of unit #7 to try and locate	
	The source of gas leak.	
	#3- Gas leak was located in the attic of unit #7. Leak was a faulty connection	
	*Video was taken of the leak and provided to the manager.	
	**This leak is NOT related to unit #10, this is a leak that was previously unknown.	
	It was photographed and repaired.	
	#4, Repair the drywall that was removed for the inspections.	
		\$3100.00
TOTAL OF THIS INVOICE		\$3100.00

Date Submitted: 12/30/2024
(Date)APPROVED BY OWNER: _____ SUBMITTED BY: _____
(Owner's Signature) (Contractor's Signature)

Form INV2-C. Copyright © 1996-2023 ACT Contractors Forms (800) 820-5656 www.calform.com

From: Charles Brewer <pbmconstruction@gmail.c
Sent: Monday, December 30, 2024 1:37:34 PM (L
To: PRO Invoices <pro.invoices@associa.us>; Kir
Subject: Invoices for 3981 #7 & #10 leak detection

Caution: [EXTERNAL EMAIL] This email contains confidential information.
Please see the attached invoices for pay

*Further work is required for these repairs.

EXHIBIT D.

HOA/PCM records-request correspondence, Case No.
04945526, August 19–25, 2026



Q Liu <qliu2173@gmail.com>

Request documents

3 messages

Q Liu <qliu2173@gmail.com>

Wed, Aug 19, 2026 at 3:05 PM

To: Kirstie Wright <Kirstie.wright@associa.us>

Cc: Arlene Soto <ASoto@pcominternet.com>

Bcc: Ashley Struiksma <Ashley.Struiksma@pcominternet.com>

HOA Manager,

I am requesting documents regarding the gas-leak inspection around mid-December 2024 at 3981 E. Emory Ln. At that time, the HOA asked Units #7, #8, #9, #10, and possibly other units to provide access to their garages or residences for inspection by HOA-hired plumbers—initially Splash Plumbing and later Charles from PBM.

Could you please provide the following records:

1. Any written report or communication made by the HOA or Unit #10 to SoCalGas regarding the gas leak in mid-December 2024. If the report was made by phone only, please confirm by email that SoCalGas was contacted by phone at that time.
2. The SoCalGas record showing when gas service was shut off, including any service slip or notice stating the shutoff date and time.
3. The SoCalGas record showing when gas service was restored.
4. Any other documents related to the gas-leak investigation.

Thank you for your assistance.

Best regards,

Qian Liu

3981 E. Emory Ln., Unit #7

626-560-0398

8/21/26, 7:58 PM

Gmail - Request documents

Pro Free

Q Liu <qliu2173@gmail.com>
To: Kirstie Wright <Kirstie.wright@associa.us>
Cc: Arlene Soto <ASoto@pcmineternet.com>

Wed, Aug 19, 2026 at 3:08 PM

I attached an email history for your reference. Thanks.

Regards.

Qian Liu
[Quoted text hidden]

 12182024-12262024 Emails between Qian and HOA Ashley regarding HOA hired Plumbers Splash Plumbing and PBM Charles.pdf
1215K

Q Liu <qliu2173@gmail.com>

Fri, Aug 21, 2026 at 4:16 PM

<https://mail.google.com/mail/u/1/?ik=f1bfddcfe2&view=pt&search=all&permthid=thread-act4018004826022793176&simpl=msg-act-5046112982860141...> 2/3

8/21/26, 7:58 PM

Gmail - Request documents

To: Kirstie Wright <Kirstie.wright@associa.us>
Cc: Arlene Soto <ASoto@pcmineternet.com>

After, Kirstie and Arlene:

I would like to follow up my request on documents regarding the gas leak inspection at Dec 2024, thank you.

Regards

Qian Liu
[Quoted text hidden]

8/21/26, 8:01 PM

Gmail - Documentation request



Q Liu <qliu2173@gmail.com>

Documentation request

3 messages

Stephanie Fitivale <Stephanie.Fitivale@pcminternet.com>
To: "qliu2173@gmail.com" <qliu2173@gmail.com>
Cc: Brian Paris <Brian.Paris@pcminternet.com>

Fri, Aug 21, 2026 at 4:59 PM

Good afternoon,

Thank you for reaching out regarding the reported gas leak in December of 2024. The responsibility records indicate that the Gas meter is a homeowner responsibility, I have included a snippet of this below. Upon review of your email thread, it shows the association took initiative to investigate the source of the reported leak. Per civil code, I can provide invoices for the repairs made and paid for by the association, please see attached. Any discussions or correspondence I am unable to provide to you at this time. I recommend contacting the Gas Co. for more information .

<https://www.davis-stirling.com/HOME/R/Right-to-Inspect-Records>

Telephone wiring exclusively serving a Unit.	Maintain.	
Utility Service	Maintain gas lines not serviced by Gas Company or Association and water and electrical utilities not serviced by provider or Association.	Maintain all utilities serving Association Property or more than one Unit.

126-18143-0008 1261112
91A07

Thank you and have a wonderful day,

Stephanie Fitivale, CCAM, CMCA, AMS

Senior Community Association Manager

Professional Community Management, An Associa® Company

1285 Corona Pointe Ct, Ste 101, Corona, CA 92879

Offices: Orange County, Los Angeles, San Diego & Inland Empire

O: (951) 359-2854

<https://mail.google.com/mail/u/1/?ik=f1bfddcfe2&view-pt&search=all&permthid=thread-f:1874168142479122789&simpl=msg-f:1874168142479122789...> 1/4



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2 attachments

PBM invoice gas #10.pdf
194K

PMB invoice gas #7.pdf
210K

Q Liu <qliu2173@gmail.com>
To: Stephanie Fitivale <Stephanie.Fitivale@pcminternet.com>
Cc: Brian Paris <Brian.Paris@pcminternet.com>

Fri, Aug 21, 2026 at 5:59 PM

Afternoon, Stephanie,

Thank you for your response and for providing the PBM invoices.

I respectfully request the following additional records and clarification related to the December 2024 gas-leak investigation at 3981 E. Emory Ln.:

1. Please provide Splash Plumbing's invoice(s) and inspection report(s).
2. Please provide PBM's invoice(s) for the inspections of Units #8, #9, and any other units inspected, in addition to Units #7 and #10.
3. The PBM invoice for Unit #7 states that a video of the leak in Unit #7's attic was taken and provided to the manager. Please provide a copy of that video.
4. Please clarify which unit's gas pipeline was involved in the leak found in the attic of Unit #7, or whether it was part of the 3981 common gas pipeline. Although the PBM invoice states that the leak was not related to Unit #10, the pipeline serving a unit may physically pass through other units. For example, Unit #10's pipeline may run through Units #1-#9. Therefore, the pipeline found in Unit #7's attic could potentially serve Unit #7, #8, #9, #10, or a common line. Please provide the basis for the determination.
5. Most importantly, please confirm whether the HOA or another party reported the gas leak to SoCalGas. Please also provide any record of SoCalGas's notice or order shutting off gas service to Units #7, #8, #9, #10, and any other affected units, including the date and time of the shutoff. I understand that this may include a SoCalGas

<https://mail.google.com/mail/u/1/?ik=f1bfddcf2&view-pt&search-all&permthid=thread-f:1874168142479122789&siml=msg-f:1874168142479122789...> 2/4

8/21/26, 8:01 PM

Gmail - Documentation request

service slip or shutoff notice. This information is important because the HOA's engagement of Splash Plumbing and PBM to inspect the gas pipelines appears to have followed the gas-leak report and service interruption.

.

Thank you for your assistance.

Sincerely,
Qian Liu
3981 E. Emory Ln., Unit #7
626-560-0398

[Quoted text hidden]

Stephanie Fitivale <Stephanie.Fitivale@pcminternet.com>
To: Q Liu <qliu2173@gmail.com>
Cc: Brian Paris <Brian.Paris@pcminternet.com>

Fri, Aug 21, 2026 at 8:24 PM

Hello,

Please see the attached invoice for splash plumbing, all invoices from PBM have been provided at this time.

As previously provided, I am unable to share any correspondence with or from Any vendors. As previously recommended, contact the SoCal Gas company for assistance for their service records.

Thank you and have a wonderful day,

Stephanie Fitivale, CCAM, CMCA, AMS

Senior Community Association Manager

Professional Community Management, An Associa® Company

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<https://mail.google.com/mail/u/1/?ik=f1bfddcfe2&view-pt&search=all&permthid=thread-f:1874168142479122789&simpl=msg-f:1874168142479122789...> 3/4

8/21/26, 8:01 PM

Gmail - Documentation request

communication does not reflect an intention by the sender or the sender's client or principal to conduct a transaction or make any agreement by electronic means. Nothing contained in this message or in any attachment shall satisfy the requirements for a writing, and nothing contained herein shall constitute a contract or electronic signature under the Electronic Signatures in Global and National Commerce Act, any version of the Uniform Electronic Transactions Act or any other statute governing electronic transactions.

From: Q Liu <qliu2173@gmail.com>
Sent: Friday, August 21, 2026 2:59 PM
To: Stephanie Fitivale <Stephanie.Fitivale@pcminternet.com>
Cc: Brian Paris <Brian.Paris@pcminternet.com>
Subject: Re: Documentation request

EXTERNAL EMAIL - This email was sent by a person from outside your organization. Exercise caution when clicking links, opening attachments or taking further action, before validating its authenticity.

Secured by Check Point

[Quoted text hidden]

 splash plumbing invoice.pdf
481K



Q Liu <qliu2173@gmail.com>

WRITTEN REQUEST TO INSPECT AND COPY ASSOCIATION RECORDS

Q Liu <qliu2173@gmail.com>

Sat, Aug 22, 2026 at 11:39 AM

To: Stephanie Fitivale <Stephanie.Fitivale@pcminternet.com>, Brian Paris <Brian.Paris@pcminternet.com>, Kirstie Wright <Kirstie.wright@associa.us>, Arlene Soto <ASoto@pcminternet.com>, pro.info@pcminternet.com

WRITTEN REQUEST TO INSPECT AND COPY ASSOCIATION RECORDS*(California Civil Code §§ 5200, 5205, 5210, 5215)*

Date: Aug 22, 2026

Via email and U.S. Mail

Belcourt Homeowners Association

c/o Professional Community Management, An Associa Company

1285 Corona Pointe Ct., Suite 101

Corona, CA 92879

Attn: Stephanie Fitivale, Senior Community Association Manager; Board of Directors

Re: Member Records Request — December 2024 Gas-Leak Investigation at 3981 E. Emory Lane, Ontario, CA 91761

Dear Ms. Fitivale and Members of the Board:

I am the owner of Unit #7 at 3981 E. Emory Lane, Ontario, CA 91761, and a member of the Association. Pursuant to California Civil Code sections 5200 and 5205, I request to inspect and receive copies of the association records identified below. This request is made for a purpose reasonably related to my interest as a member, namely to understand the Association's investigation of, and expenditures relating to, the gas leak condition affecting the 3981 building in and around December 2024, including the shared or common gas piping serving the units in that building.

I acknowledge and appreciate the three vendor invoices previously provided on August 21, 2026 (Splash Plumbing Invoice No. 55342540; PBM Construction Services Invoice Nos. 3981-10-12 and 3981-3-12). This request seeks the remaining records relating to the same matter.

Records Requested

1. All executed contracts, work orders, proposals, bids, or written authorizations issued by or on behalf of the Association to Splash Plumbing and to PBM Construction Services relating to the gas-leak investigation or repairs at 3981 E. Emory Lane in 2024.
2. All invoices, statements, check registers, ledger entries, and records of payment reflecting amounts paid by the Association to Splash Plumbing, PBM Construction Services, or any other vendor for work relating to that investigation or repairs, including any invoices for units other than Units #7 and #10.
3. All inspection reports, field reports, scope-of-work documents, findings, photographs, and video recordings prepared by or delivered to the Association or its managing agent in connection with that investigation. This specifically includes the video of the gas leak in the attic of Unit #7 that PBM Construction Services states was taken and provided to the manager (Invoice No. 3981-3-12).
4. All asbestos testing authorizations, reports, or results relating to the opening of drywall in the garages at 3981 E. Emory Lane in connection with that investigation.

5. Agendas and minutes (including draft minutes) of any meeting of the Board of Directors, or of any committee with decision-making authority, at which the gas leak, the retention of Splash Plumbing or PBM Construction Services, or the associated expenditures were discussed or approved. Board minutes are subject to inspection permanently under Civil Code section 5210(a)(2).
6. Any records reflecting notice to, or communication with, Southern California Gas Company regarding the gas leak or the resulting interruption or restoration of gas service at 3981 E. Emory Lane in 2024, including any service slip, shutoff notice, red tag, or work order provided to the Association or its managing agent.
7. Any written communications between the Association or its managing agent and Splash Plumbing or PBM Construction Services concerning the scope, findings, results, or completion of that investigation, including the vendor transmittal emails dated December 30, 2024 and December 31, 2024 that accompanied the invoices already produced.
8. Any records identifying the location, routing, or ownership of the gas piping serving the units at 3981 E. Emory Lane, including plans, as-builts, maintenance records, or reserve study components addressing that piping.

Form of Production and Timing

I request electronic copies delivered by email to Qliu2173@gmail.com. I understand that under Civil Code section 5210(b), records prepared during the current fiscal year must be made available within 10 business days of the Association's receipt of this request, and records prepared during the previous two fiscal years within 30 calendar days. I am prepared to pay the Association's actual costs of duplication and, if applicable, the reasonable cost of redaction as permitted by statute; please advise of any such cost in advance.

Designated Recipient for Delivery of Documents

In addition, please provide a copy of the Association's most recent annual policy statement prepared pursuant to Civil Code section 5310, or, alternatively, please identify in writing the name and address of the person designated to receive documents on behalf of the Association pursuant to Civil Code section 4035(a). If the Association assents to delivery of documents by email under Civil Code section 4035(b)(1), please confirm that in writing and identify the email address to be used. Please also confirm receipt of this request.

If Any Record Is Withheld or Redacted

Pursuant to Civil Code section 5215(d), I hereby request that, as to any record that is withheld or redacted in whole or in part, the Association provide a written explanation specifying the legal basis for withholding or redacting that record, identified item by item. I further note that under section 5215(b), except as provided by the attorney-client privilege, the Association may not withhold or redact information concerning compensation paid to vendors or contractors.

Thank you for your attention to this request. Please confirm receipt.

Sincerely,

Qian Liu, Owner, Unit #7
3981 E. Emory Ln., Unit 7, Ontario, CA 91761
626-560-0398 | Qliu2173@gmail.com

 Civil_Code_5200_Records_Inspection_Request.docx
27K

8/26/26, 11:28 AM

Gmail - We received your inquiry



Q Liu <qliu2173@gmail.com>

We received your inquiry

4 messages

Associa Customer Support <pro.info@associa.us>

Mon, Aug 24, 2026 at 1:30 PM

To: "qliu2173@gmail.com" <qliu2173@gmail.com>

Cc: "brian.paris@pcminternet.com" <brian.paris@pcminternet.com>, "kirstie.wright@associa.us" <kirstie.wright@associa.us>, "stephanie.fitivale@pcminternet.com" <stephanie.fitivale@pcminternet.com>, "asoto@pcminternet.com" <asoto@pcminternet.com>

Belcourt Neighborhood Association
Qian Liu

qliu2173@gmail.com
3981 East Emory Lane 7

Good Day Qian Liu,

Thank you for reaching out to Professional Community Management (PCM) Customer Care Team.

We value your message and are fully committed to resolving your concern as quickly as possible. Please find your case# 04945526

If further information is required, we may reach out to you for clarification.

We will provide you with an update on the status of your request in the order in which it was received, ensuring fair and timely assistance.

For immediate answers to many of your questions, we encourage you to visit www.townsq.io or download the TownSq App.

The TownSq platform offers a wealth of information that may address your inquiries.

Should you require any additional support, please do not hesitate to contact us again. We are here to help.

Best regards,
Professional Community Management (PCM) Customer Care Team

Did you know?
Say goodbye to inefficient communications and payment processes. With TownSq's secure online payment solutions, you can quickly pay dues straight from your smartphone or computer. For more information log on to townsq.io

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Q Liu <qliu2173@gmail.com>

Mon, Aug 24, 2026 at 8:50 PM

To: Associa Customer Support <pro.info@associa.us>

Cc: "brian.paris@pcminternet.com" <brian.paris@pcminternet.com>, "kirstie.wright@associa.us" <kirstie.wright@associa.us>, "stephanie.fitivale@pcminternet.com" <stephanie.fitivale@pcminternet.com>, "asoto@pcminternet.com" <asoto@pcminternet.com>

<https://mail.google.com/mail/u/1/?ik=f1bdfdcfe2&view-pt&search=all&permthid=thread-f:1874426720203085311&simpl=msg-f:1874426720203085311...> 1/4

8/26/26, 11:28 AM

Gmail - We received your Inquiry

Good afternoon,

Thank you for the acknowledgment and for case number 04945526. For the record, my August 22, 2026 letter is a written request to inspect and copy association records under California Civil Code sections 5200 and 5205, addressed to Belcourt Homeowners Association and its Board of Directors. It is not a general customer service inquiry. Please confirm that it has been forwarded to the Board and to the person designated under Civil Code section 4035(a) to receive documents on behalf of the Association, and please note the statutory response periods under Civil Code section 5210 run from the Association's receipt of the request. My letter also asks that, as to any record withheld or redacted, the Association provide a written explanation of the legal basis under Civil Code section 5215(d).

Regards.

Qian Liu
Phone: 626-560-0398; 626-905-8515
qliu2173@gmail.com
3981 East Emory Lane 7
[Quoted text hidden]

Stephanie Fitivale <Stephanie.Fitivale@pcminternet.com>
To: Q Liu <qliu2173@gmail.com>, PRO Info <pro.info@associa.us>
Cc: Brian Paris <brian.paris@pcminternet.com>

Mon, Aug 24, 2026 at 11:35 PM

Hello,

Please specify which records you are requesting to receive? Also, please update your records to reflect that Kirstie and Arlene no longer work at PCM.

Thank you and have a wonderful day,

Stephanie Fitivale, CCAM, AMS
Senior Community Association Manager
Professional Community Management, An Associa® Company
1285 Corona Pointe Ct, Ste 101, Corona, CA 92879
Offices: Orange County, Los Angeles, San Diego & Inland Empire
O: (951) 359-2854



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2/4

8/26/26, 11:28 AM

Gmail - We received your inquiry

From: Q Liu <qliu2173@gmail.com>
Sent: Monday, 24 August 2026 17:50:08
To: PRO Info <pro.info@associa.us>
Cc: Brian Paris <brian.paris@pcminternet.com>; Kirstie Wright <kirstie.wright@associa.us>; Stephanie Fitvale <stephanie.fitvale@pcminternet.com>; Arlene Soto <asoto@pcminternet.com>
Subject: Re: We received your inquiry

EXTERNAL EMAIL - This email was sent by a person from outside your organization. Exercise caution when clicking links, opening attachments or taking further action, before validating its authenticity.

Secured by Check Point

[Quoted text hidden]

Q Liu <qliu2173@gmail.com>
To: Stephanie Fitvale <Stephanie.Fitvale@pcminternet.com>
Cc: PRO Info <pro.info@associa.us>, Brian Paris <brian.paris@pcminternet.com>

Tue, Aug 25, 2026 at 11:18 AM

Subject: RE: Records request – 3981 E. Emory Ln., Unit 7 – PCM case no. 04945526 (priority items)

Good morning, Stephanie,

Thank you for your reply, and thank you for letting me know that Kirstie Wright and Arlene Soto are no longer with PCM.

Before anything else: if any of the items below are readily at hand, I would be grateful if you could send those first, without waiting for the rest. Even a partial response now would be very helpful, and I do not want the easier items held up by the harder ones.

My full written request of August 22, 2026 (PCM case no. 04945526) stands, and I am attaching it again for reference. This message is a courtesy re-transmittal and a narrowing of priorities, not a new request; the response periods under Civil Code section 5210(b) run from the Association's receipt of the August 22 request. What follows is simply the order in which the items matter most to me.

A. RECORDS REQUESTED (highest priority)

1. Any records of communication between the Association or PCM and Southern California Gas Company concerning 3981 E. Emory Lane in 2024 and early 2025 — emails, letters, call logs, phone notes, service tickets, or notes of any conversation. This includes any request by the Association or PCM that SoCalGas shut off, secure, or restore gas service to Unit #10 or to any other unit.
2. Any document SoCalGas provided to the Association or PCM concerning 3981 E. Emory Lane in 2024 and early 2025 — service slips, door tags, shutoff notices, red tags, work orders, or correspondence of any kind.
3. The video recording of the gas leak in the attic of Unit #7 that PBM Construction Services states was taken and provided to the manager (PBM Invoice No. 3981-3-12). As the owner of Unit #7, I would particularly appreciate this.
4. Any photographs taken by PBM Construction Services or Splash Plumbing in connection with the December 2024 and Jan 2025 gas-leak investigation at this address.
5. Any inspection reports, field reports, written findings, work orders, or scope-of-work documents from either contractor for that investigation.

B. INFORMATION REQUESTED (assistance appreciated)

I recognize the following may not be reflected in a single document, and I am asking for your help rather than asserting that a record must exist:

6. The actual dates, and approximate times of day, on which Splash Plumbing and PBM Construction Services were on site at 3981 E. Emory Lane in December 2024 and January 2025. I understand invoice dates do not necessarily correspond to the dates work was performed. If either contractor was on site more than once, the date of each visit would be helpful. Access logs, gate or garage entry records, scheduling emails, or your own calendar notes would all be useful.

<https://mail.google.com/mail/u/1/?ik=f1bfddcfe2&view-pt&search=all&permthid=thread-f:1874426720203085311&simpl=msg-f:1874426720203085311...> 3/4

8/26/26, 11:28 AM

Gmail - We received your Inquiry

7. Whether anyone from the Association or PCM contacted SoCalGas about a gas leak at this address in 2024, and if so, approximately when and what SoCalGas said or did in response.

As stated in my August 22 letter, as to any record withheld or redacted in whole or in part, I would appreciate a written explanation specifying the legal basis, identified item by item, as contemplated by Civil Code section 5215(d).

I am glad to receive everything electronically at this address, and I am prepared to pay the Association's actual duplication costs; please advise of any cost in advance. If it would be quicker to discuss by phone, I am reachable at the number below.

Thank you again for your help.

Sincerely,
Qian Liu
Owner, Unit #7
3981 E. Emory Ln., Unit 7, Ontario, CA 91761
626-560-0398

Attachment: Written Request to Inspect and Copy Association Records, dated August 22, 2026

[Quoted text hidden]

EXHIBIT E.
Declaration of Qian Liu

EXHIBIT E — DECLARATION OF QIAN LIU

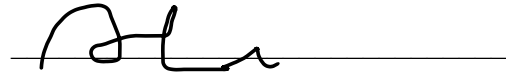
I, Qian Liu, declare:

1. I am the Complainant in Case C.25-02-020 and the owner of Unit #7 at 3981 E. Emory Lane, Ontario, California 91761. I make this declaration of my own personal knowledge, and if called upon to testify I could and would testify competently to the matters stated herein.
2. On August 19, 2026, I sent a written request for records to Professional Community Management, the management company for the Belcourt homeowners association.
3. On August 21, 2026, I received by email from that management company the three contractor invoices attached to this petition as Exhibits A, B, and C. Exhibits A, B, and C are true and correct copies of those invoices as I received them, and I have not altered them. Exhibit D consists of true and correct copies of my correspondence with the management company between August 19 and August 25, 2026.
4. Prior to August 21, 2026, I did not possess these invoices, and I had not been provided with their contents in written form. I first learned of their contents on August 21, 2026, after Decision 26-08-006 issued.
5. I do not hold the gas service accounts for any unit at 3981 E. Emory Lane other than Unit #7, and I have been unable to obtain gas service records for accounts I do not hold.
6. On August 22, 2026, I served a further written request to inspect and copy association records under California Civil Code sections 5200 and 5205, seeking underlying contracts, work orders, inspection reports, photographs, and video. As of the date of this declaration, those records have not been produced.
7. On August 24, 2026, PCM acknowledged Case No. 04945526. On August 25, 2026, I re-transmitted my August 22 records request and identified priority items, including records of communications with SoCalGas, service slips or notices, the video referenced in PBM Invoice No. 3981-3-12, photographs, and contractor reports or work orders.
8. As of the date of this declaration, neither the Association nor PCM has produced the video, photographs, inspection reports, work orders, underlying technical records, or records that

identify the routing, ownership, or service relationship of the gas piping found in the attic of Unit 7. I therefore do not know whether that piping served Unit 7, Unit 8, Unit 9, Unit 10, or common/shared facilities.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Executed on Aug 26, 2026, at Ontario, California.

A handwritten signature in black ink, appearing to be 'Qian Liu', is written over a horizontal line.

/s/Qian Liu