YRC Worldwide Inc.
10990 Roe Avenue
Overland Park, KS 66211-1213
Phone 913 696 6100
yrcw.com

November 25, 2008

To Whom It May Concern:

Attached is the "Shallow Monitoring Well Installation Workplan" for the Roadway Express, Inc. property located at 1708 Wood Street in Oakland, CA 94607. I declare, under penalty of perjury, that the information and/or recommendations contained in the attached report are true and correct to the best of my knowledge.

Roadway Express, Inc. is a subsidiary of YRC Worldwide, Inc. I am authorized by YRC Worldwide, Inc. to represent Roadway Express, Inc. regarding environmental matters.

Sincerely,

Ruben D. Byerley
Supervisor-Environmental Services

November 21, 2008

Mr. Paresh C. Khatri
Hazardous Materials Specialist
Alameda County Environmental Health
1131 Harbor Bay Parkway, 2nd Floor
Alameda, California 94502

Subject: Shallow Monitoring Well Installation Workplan
Roadway Express, Inc.
1708 Wood Street
Oakland, California
Fuel Leak Case No. RO0000039
Burns & McDonnell Project No. 48791

Dear Mr. Khatri:

Burns & McDonnell Engineering Company, Inc. (Burns & McDonnell) has been retained by YRC North American Transportation (YRC) to install and sample three new shallow groundwater monitoring wells at the Roadway Express, Inc. truck terminal, located at 1708 Wood Street, Oakland, CA (Site). Figure 1 shows the location of the Site. This workplan is the first step in the remedial action plan for the area of the former USTs at the Site. The installation of these wells was recommended in Burns & McDonnell's *Additional Site Assessment Report* (September, 2008) and approved of by the Alameda County Environmental Health Service (ACEH) in a letter, dated September 25, 2008, included as Appendix A.

In order to define a remedial action, Burns & McDonnell proposes to first install shallow monitoring wells in order to establish the groundwater flow direction and gradient of the shallow groundwater zone, as well as determine the impacts outside the pea-gravel backfill located inside the underground storage tanks (UST) excavation. Once these parameters have been established, a remedial action plan can be prepared.

1.0 Site Description and Location

The Site is currently operating as a trucking facility, which includes a terminal, loading dock, warehouse, business office, and the perimeter is used for trailer storage (Figure 2). The Site is secured with a full perimeter fence and staffed by professional security guards.

The Site is situated between Wood Street to the west, 18th Street to the north, 17th Street to the south, and Campbell Street to the east. Across 18th Street is a community park and surrounding businesses are industrial complexes.

2.0 Regional and Site Geology

The Site is located approximately 1 mile east of the central-east portion of the San Francisco Bay, at an elevation of approximately 10 feet above mean sea level (MSL). The Site is near the current eastern extent of the San Francisco Bay, and in the recent geologic past, was part of the San Francisco Bay. The near-surface geology has largely been controlled by the changing morphology of the San Francisco Bay over geologic time. The closest surface-water bodies to the Site are the Oakland Outer Harbor, located approximately 1 mile west of the Site, and the Oakland Inner Harbor, located approximately 1.75 miles south of the Site.

The Site's lithology is characterized by: dark gray, very soft, moist clay to a depth of approximately 15 feet below ground surface (bgs); overlying approximately 10 feet of brown, soft, wet, silty sandy clay that extends from approximately 15 to 25 feet bgs; approximately 4 feet of brown, wet, silty clayey sand that extends from approximately 25 to 29 feet bgs; and a gray, very soft, wet clay of unknown thickness.

3.0 Site History and Underground Storage Tank Overview

According to an internal document review conducted by the consultant firm Marshal Miller & Associates, (*Marshall Miller & Associates 2006*) between the years 1987 to 1996, three USTs were properly removed and two USTs were abandoned-in-place.

In March 1987, two USTs (one 10,000 gallon gasoline tank and one 2,000 gallon motor oil tank) were removed from the central-eastern area of the Site (Figure 2). During this work, two other USTs were identified at the northwest corner of the property (one 2,000 gallon waste oil tank and one 10,000 gallon tank of unknown contents). These two USTs were abandoned-in-place (filled with sand slurry and grout) by R.S. Eagan & Co. At that time, R.S. Eagan & Co. installed two monitoring wells, MW-1 and MW-2, within the footprint of the central-eastern excavation.

In April 1996, the remaining 10,000 gallon diesel UST and all associated piping was removed from the central-eastern area of the Site.

In September 2000, One Environment installed three monitoring wells (MW-3, MW-4, and MW-5) around the location of the removed USTs in the central-eastern area of the Site. Well construction details are summarized in Table 1.

On August 7, 2008, Burns & McDonnell removed monitoring wells MW-1 and MW-2. These wells were constructed without a proper sanitary seal and posed a risk as a pathway to the subsurface for contaminants.

4.0 Previous Investigations

In March 2007, Burns & McDonnell was retained by YRC to locate and sample the Site's monitoring wells. Monitoring wells MW-3, MW-4, and MW-5 were located and sampled for MTBE as requested by the ACEH.

In December 2007, Burns & McDonnell initiated subsurface characterization at the Site, which consisted of nine direct push borings, advanced to a maximum depth of 15 feet bgs. The purpose of this phase of investigation was to assess subsurface conditions due to a potential sale of the property. Six of the borings (BM-1 through BM-6) were in the central-eastern area of the Site, where the former fuel and waste oil USTs had been removed. Three borings (BM-7, BM-8, and BM-9) were advanced in the area near the corner of 18th Street and Wood Street, where the USTs that were abandoned-in-place are estimated to be located. Boring locations are illustrated on Figure 3.

In the central-eastern portion of the Site where the USTs had been removed, petroleum-hydrocarbon impacts were seen in the shallow groundwater samples at approximately 3 to 10 feet bgs. The highest concentrations in this area were seen in grab groundwater samples from boring BM-2, with TPH-d concentrations of 28,000 micrograms per liter (µg/L). This boring was located below the former fueling island and was advanced through the pea gravel fill that was placed in the excavation after the tank was removed.

In the northwest corner of the Site where the two USTs were abandoned in place, petroleum-hydrocarbon constituents were seen in soil and grab groundwater samples from all three borings. Benzene, toluene, ethylbenzene, and xylenes (BTEX) were not detected in any of the groundwater samples, and the only detected volatile organic compound (VOC) was limited to Methyl tert-butyl ether (MTBE), which was detected in BM-7 at a concentration of 2.3 µg/L.

The groundwater monitoring wells screened between 10 and 30 feet bgs (MW-3, MW-4, and MW-5) have not shown any petroleum-hydrocarbon constituents in the any of the sampling events since they were started in December 2007 . Monitoring well MW-2, which was screened between 0.5 and 9.2 feet bgs, was the only monitoring well at the Site that has recently shown any petroleum hydrocarbon constituents.

Recent soil and groundwater sampling conducted as part of Burns & McDonnell's *Additional Site Assessment* Report (September 2008) confirmed that petroleum impacts appear to be predominantly in the shallow soil and groundwater. The limited detections of petroleum hydrocarbons that were found in soil samples decreased with depth. None of the groundwater sampled below the clayey Bay Mud layer; at approximately 8 feet bgs, showed any petroleum impacts.

5.0 Monitoring Well Installation

As summarized above, impacts in the central-eastern portion of the site appear to be limited to the shallow water zone. Our goal is to establish the extent of the shallow zone impacts and create a monitoring well network, screened in the shallow zone.

5.1 Permitting and Utility Clearance

Burns & McDonnell will obtain boring and well installation permits from the Alameda County Public Works Agency (ACPWA) prior to conducting field activities. Prior to drilling, all proposed drilling locations will be cleared for subsurface utilities. Burns & McDonnell will notify Underground Service Alert (USA) of the proposed drilling locations. A field representative will meet with utility company representatives, if necessary, for on-Site verification of the proposed drilling locations. Additionally, Burns & McDonnell will contract with a subsurface geophysical company to identify piping, utilities, or other subsurface obstructions at each proposed drilling location. If underground utilities are present around the proposed drilling location, the drilling location will be shifted accordingly.

5.2 Drilling and Soil Sampling

Burns & McDonnell will direct an experienced C-57 licensed contractor in drilling and well construction activities. Drilling operations will be supervised by an experienced field geologist, under the oversight of a Burns & McDonnell California Professional Geologist. A Geoprobe 6600 type rig will be used to advance the borings to a maximum drilling depth of 15 feet bgs. Borings will be advanced in five foot intervals. It is anticipated that first encountered groundwater will be at approximately 4 to 5 feet bgs.

Soil will be screened with a photo ionization detector (PID) for volatile organic compounds (VOCs). A soil sample will be taken above the first encountered groundwater and submitted to the lab for analysis. Samples will be labeled, designated by boring number, documented on a chain-of-custody form, and placed on ice in a cooler for transport to the project laboratory.

An 8-inch diameter Geoprobe mounted hollow-stem auger will be used to ream out the boreholes for completion as monitoring wells. During drilling activities, soil will be retained for visual classification according to the Unified Soil Classification System. Lithologic description and drilling observations will be recorded on a boring log.

5.3 Well Installation

Burns & McDonnell will supervise the C-57 contractor in construction of a monitoring well in each of the boreholes. It is assumed the well will not be installed past a depth of approximately 15 feet bgs; however, final well construction will depend on hydrogeologic observations made at the time of drilling. Previous borings in the area have encountered groundwater at between 3 and 4 feet bgs. Each well will be constructed of clean, flush-threaded, 1-inch diameter schedule 40 PVC well materials. Well screen, with 0.01-inch perforations, will extend from the bottom of each boring to no more than 3.5 feet below the ground surface. Blank casing will be coupled to the screen and extend to ground surface. A filter pack of Lonestar #2/12 sand, or equivalent, will

extend from the bottom of each boring to a half a foot above the screened interval. The filter pack will be sealed by a one-foot layer of hydrated bentonite. The remaining annular space will be filled with cement and a tamper-resistant box will be concreted in place over the wellhead. The new wells will be designated "MW-6, MW-7, and MW-8". A schematic of the proposed wells is shown in Figure 4.

5.4 Wellhead Survey and Development

Burns & McDonnell will retain a California Licensed Land Surveyor to survey the location and elevation of the new wells relative to Mean Sea Level, accurate to within ±0.01-feet. Surveying will comply with the California State Water Resources Control Board requirements for the GEOTRACKER database.

Following a minimum of 48 hours after installation, the new wells will be developed by a combination of surging and bailing with pre-cleaned field equipment. Development will involve the removal of water from each of the wells until such time that it is relatively free of sediment, which usually occurs by the removal of 10 wetted casing volumes or less. The development water will be stored on-Site in labeled 55-gallon drums, pending disposal.

5.5 Decontamination and Investigation Derived Waste Management

Drilling equipment will be steam cleaned prior to, and after drilling. Decontamination of this drilling equipment will be performed within a self-contained unit provided by the drilling subcontractor. Gauging and non-disposable purging devices will cleaned between uses by an Alconox wash followed by double rinse in clean tap water to prevent cross-contamination.

Post drilling activities will include the disposal of investigation derived waste (IDW). IDW will be temporarily stored on-Site in 55-gallon drums until it can be profiled and transported off-Site for disposal at an appropriate facility.

6.0 Groundwater Sampling

Following a minimum of 72 hours after development, Burns & McDonnell will return to monitor and sample the wells. An electronic oil/water interface probe will be used to gauge depth to water and free-phase petroleum, if present, accurate to within ±0.01-foot.

In preparation for sampling, each of the new wells will be purged with a disposable polyethylene bailer until sampling groundwater parameters (temperature, pH, and conductivity) stabilize. Due to the nature of the shallow water zone it is possible that the wells will draw down before thee well volumes and/or the parameters are able to stabilize. In this case the wells will be left to recover. Following recovery of the water level to at least 80% of the static level, a groundwater sample will collected from each well with a disposable bailer and transferred to laboratory supplied containers. Sample containers will be labeled, designated by well number, documented on a chain-of-custody form, and placed on ice in a cooler for transport to the project laboratory. Chain-of-custody documentation will be completed and will accompany the water sample to the analytical laboratory.

7.0 Groundwater and Soil Analysis

Soil and groundwater samples will be analyzed by a California State-certified laboratory, for the following compounds using Environmental Protection Agency (EPA) Methods:

- Total Petroleum Hydrocarbons in the diesel range (TPH-d), gasoline range (TPH-g), and in the motor oil range (TPH-mo) by EPA Method 8015M;
- Benzene, toluene, ethylbenzene, and xylenes (BTEX) by EPA Method 8021B;
- Methyl tert-butyl ether (MTBE) by EPA 8021B (confirmed by EPA Method 8260B if detected).

8.0 Reporting

A summary of all well installation activities will be included with the next quarterly sampling event. Details of field activities and analytical results will be discussed, and appendices containing boring logs and certified analytical reports will be included.

As required by the ACPWA, State Department of Water Resources (DWR) well completion reports (DWR 188 Forms) will be submitted to the ACPWA within 60 days from the completion of work.

9.0 Certification

This workplan was prepared under the supervision of a California Professional Geologist. All statements, conclusions and recommendations are based solely upon published results from previous consultants, field observations by Burns & McDonnell and laboratory analysis performed by a California state-certified laboratory related to the work performed by Burns & McDonnell.

If you have any questions regarding this project please feel free to contact the undersigned at (650) 871-2926.

Sincerely,

Patrick Bratton
Project Manager

Gary P. Messerotes, P.G.
Senior Geologist

Attachments:
Figure 1 – Site Location Map
Figure 2 – Site Map
Figure 3 – Proposed Shallow Monitoring Wells – Former USTs Area
Figure 4 – Proposed Shallow Well Schematic Diagram

Appendix A – Alameda County Environmental Health Letter, September 25, 2008

FIGURES

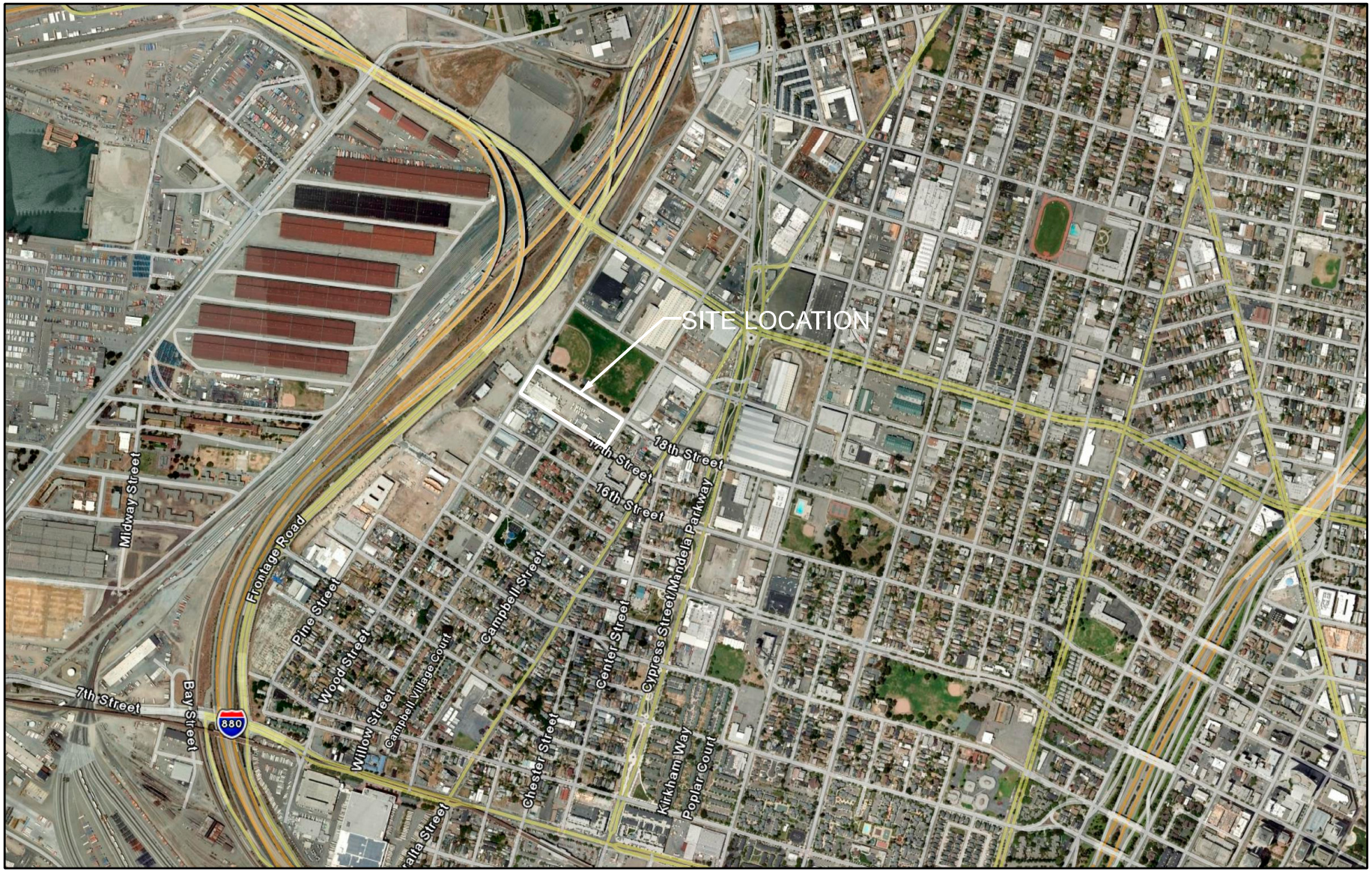
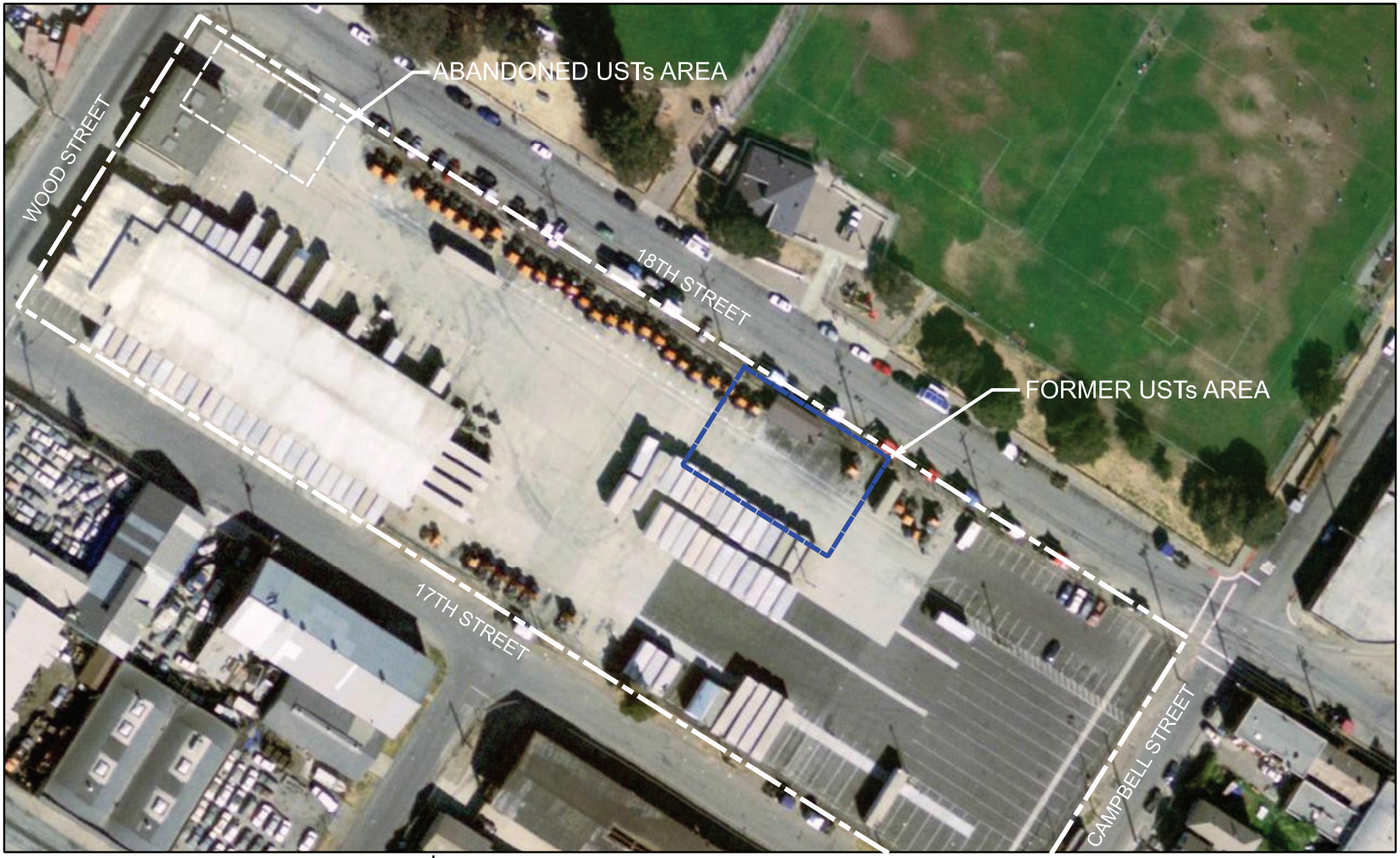
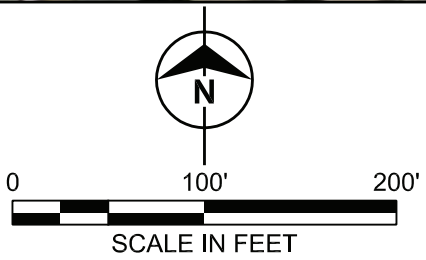


Figure 1

SITE LOCATION MAP
ROADWAY EXPRESS
1708 WOOD STREET
OAKLAND, CA

K:\YRC ENTERPRISE SERVICES INC\YRCW OAKLAND, CA\USTN\SITE\YRC OAKLAND FIG 1.DGN 12-04-2007 16:40 F_BITTNE

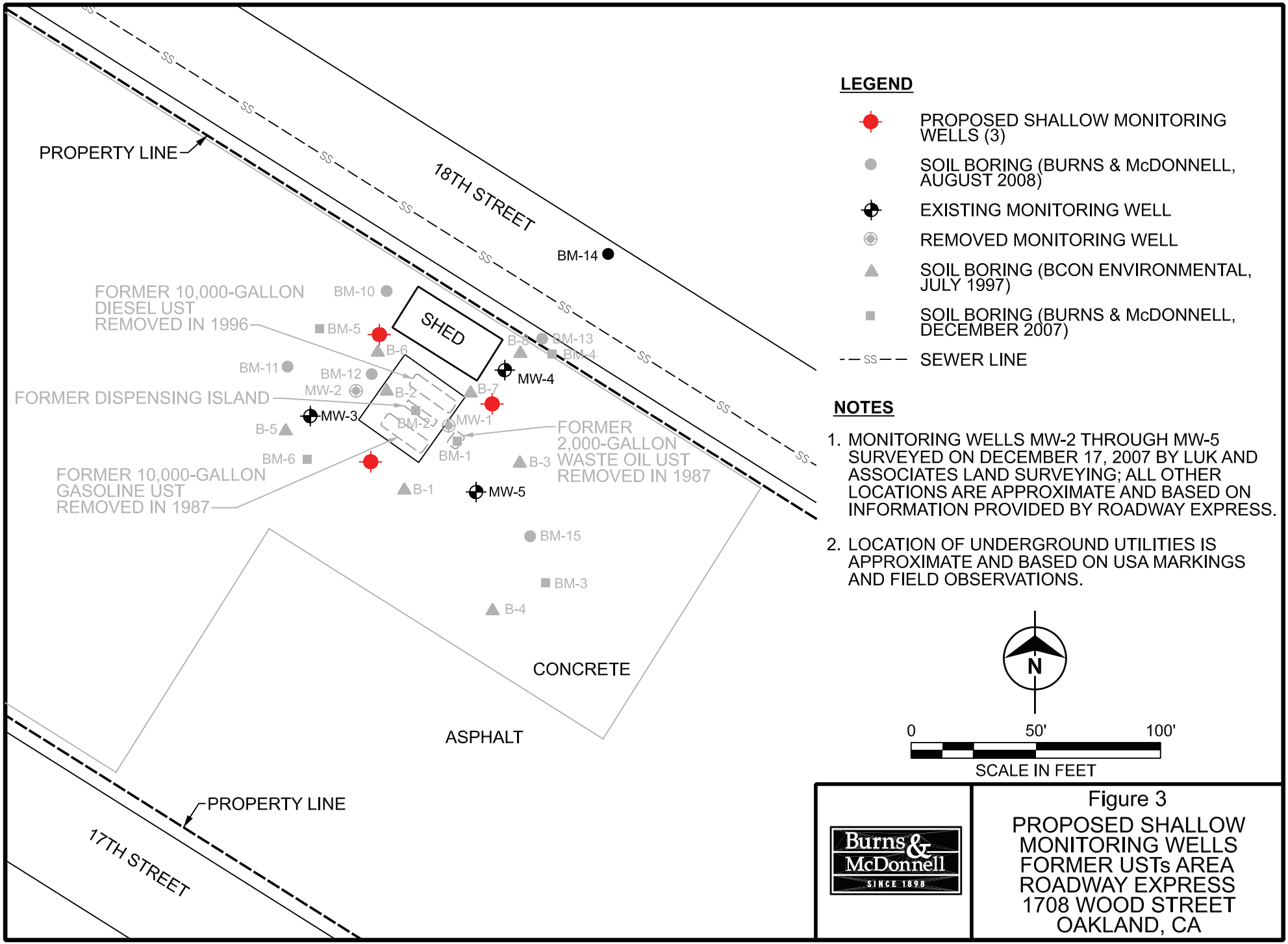




Burns & McDonnell
SINCE 1898

Figure 2

SITE MAP
ROADWAY EXPRESS
1708 WOOD STREET
OAKLAND, CA



LEGEND

- PROPOSED SHALLOW MONITORING WELLS (3)
- SOIL BORING (BURNS & McDONNELL, AUGUST 2008)
- EXISTING MONITORING WELL
- REMOVED MONITORING WELL
- SOIL BORING (BCON ENVIRONMENTAL, JULY 1997)
- SOIL BORING (BURNS & McDONNELL, DECEMBER 2007)
- SS SEWER LINE

NOTES

1. MONITORING WELLS MW-2 THROUGH MW-5 SURVEYED ON DECEMBER 17, 2007 BY LUK AND ASSOCIATES LAND SURVEYING; ALL OTHER LOCATIONS ARE APPROXIMATE AND BASED ON INFORMATION PROVIDED BY ROADWAY EXPRESS.
2. LOCATION OF UNDERGROUND UTILITIES IS APPROXIMATE AND BASED ON USA MARKINGS AND FIELD OBSERVATIONS.

N

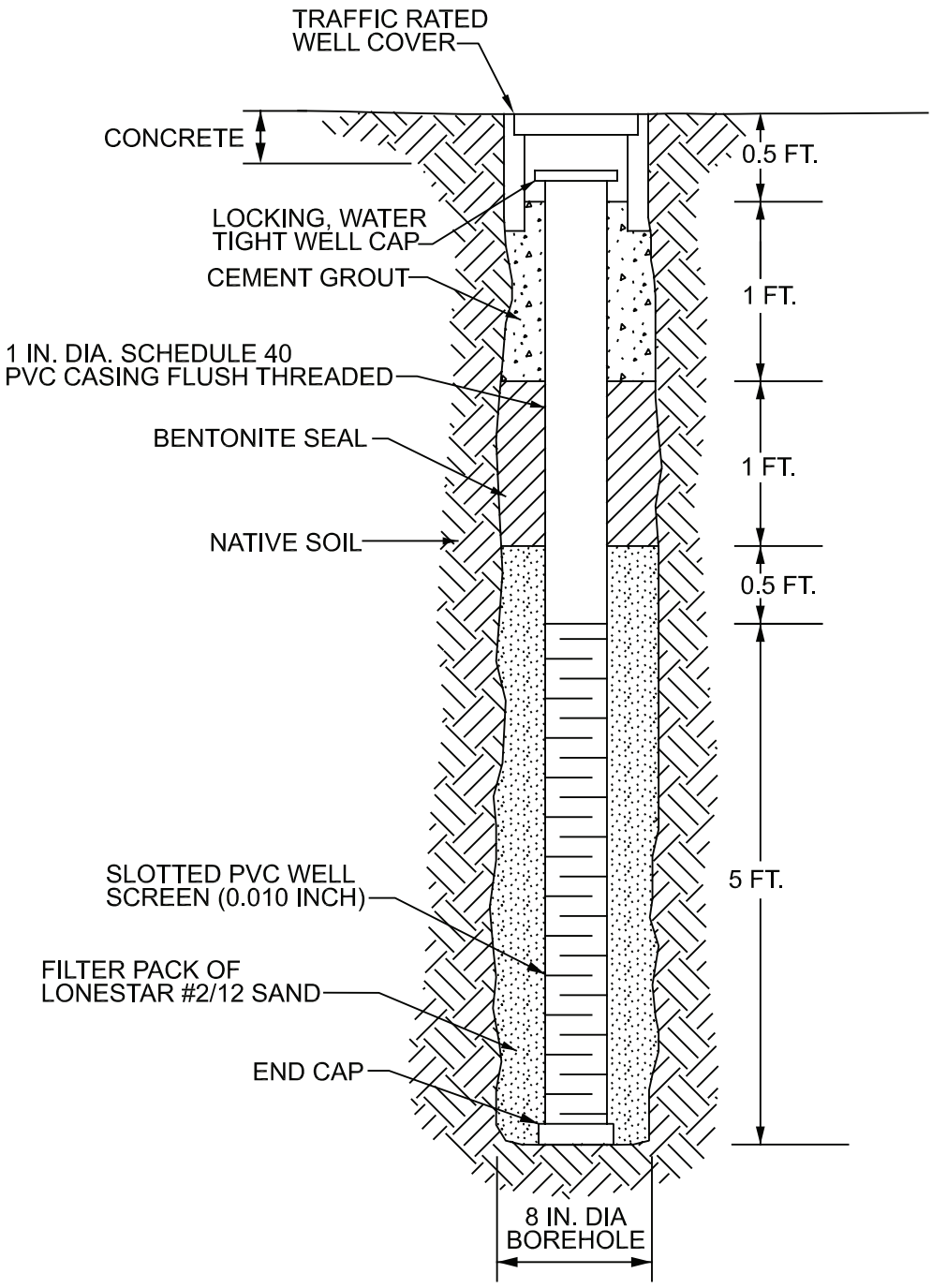
0 50' 100'

SCALE IN FEET

Burns & McDonnell SINCE 1898

Figure 3

PROPOSED SHALLOW MONITORING WELLS
FORMER USTs AREA
ROADWAY EXPRESS
1708 WOOD STREET
OAKLAND, CA



NOTES

1. Proposed well specifications are approximate. Final construction will depend on observed depth of groundwater.
2. Final monitoring well depth will vary based on conditions encountered during drilling.

NOT TO SCALE

Figure 4

PROPOSED SHALLOW WELL
SCHEMATIC DIAGRAM
ROADWAY EXPRESS
1708 WOOD STREET
OAKLAND, CA

APPENDIX A

ALAMEDA COUNTY ENVIRONMENTAL HEALTH LETTER
SEPTEMBER 25, 2008

ALAMEDA COUNTY
HEALTH CARE SERVICES
AGENCY
DAVID J. KEARS, Agency Director

ENVIRONMENTAL HEALTH SERVICES
ENVIRONMENTAL PROTECTION
1131 Harbor Bay Parkway, Suite 250
Alameda, CA 94502-6577
(510) 567-6700
FAX (510) 337-9335

September 25, 2008

Mr. Steve Shinners
Senior Manager – Safety, Health and Environmental Services
YRC Worldwide, Inc.
10990 Roe Avenue – A605
Overland Park, Kansas 66211

Subject: Fuel Leak Case No. RO0000039 and Geotracker Global ID T0600102107, Roadway Express, 1708 Wood Street, Oakland, CA 94607

Dear Mr. Shinners:

Alameda County Environmental Health (ACEH) staff has reviewed the case file for the above-referenced site including the recently submitted document entitled, "Additional Site Assessment Report," dated September 5, 2008, which was prepared by Burns & McDonnell for the subject site. Burns & McDonnell report that most of the petroleum impact appears "to be predominantly in the shallow soil and groundwater," and that the most elevated concentrations of contaminants in groundwater were detected in the former UST area within or immediately adjacent to the footprint of the previous excavations and that pea gravel used to backfill the excavation was "retaining shallow groundwater and acting as a source for the shallow petroleum impacts." Burns and McDonnell also report that the improperly constructed shallow wells (MW-1 and MW-2) were properly decommissioned. Based on those conclusions, Burns and McDonnell recommend installing three shallow groundwater monitoring wells in the vicinity of the central-eastern USTs. It is also recommended that this area be excavated, the pea gravel removed, and clean backfill be placed and compacted into the excavation.

ACEH generally concurs with the proposed recommendations and conclusions and requests that you send us the technical reports requested below.

TECHNICAL REPORT REQUEST

Please submit technical reports to ACEH (Attention: Paresh Khatri), according to the following schedule:

- **November 24, 2008** – Remedial Action Plan & Quarterly Monitoring Report (3rd Quarter 2008)
- **January 30, 2009** – Quarterly Monitoring Report (4th Quarter 2008)
- **April 30, 2009** – Quarterly Monitoring Report (1st Quarter 2009)
- **July 30, 2009** – Quarterly Monitoring Report (2nd Quarter 2009)

These reports are being requested pursuant to California Health and Safety Code Section 25296.10. 23 CCR Sections 2652 through 2654, and 2721 through 2728 outline the responsibilities of a responsible party in response to an unauthorized release from a petroleum UST system, and require your compliance with this request.

ELECTRONIC SUBMITTAL OF REPORTS

ACEH's Environmental Cleanup Oversight Programs (LOP and SLIC) require submission of reports in electronic form. The electronic copy replaces paper copies and is expected to be used for all public information requests, regulatory review, and compliance/enforcement activities. Instructions for submission of electronic documents to the Alameda County Environmental Cleanup Oversight Program FTP site are provided on the attached "Electronic Report Upload Instructions." Submission of reports to the Alameda County FTP site is an addition to existing requirements for electronic submittal of information to the State Water Resources Control Board (SWRCB) Geotracker website. In September 2004, the SWRCB adopted regulations that require electronic submittal of information for all groundwater cleanup programs. For several years, responsible parties for cleanup of leaks from underground storage tanks (USTs) have been required to submit groundwater analytical data, surveyed locations of monitoring wells, and other data to the Geotracker database over the Internet. Beginning July 1, 2005, these same reporting requirements were added to Spills, Leaks, Investigations, and Cleanup (SLIC) sites. Beginning July 1, 2005, electronic submittal of a complete copy of all reports for all sites is required in Geotracker (in PDF format). Please visit the SWRCB website for more information on these requirements (http://www.swrcb.ca.gov/ust/electronic_submittal/report_rqmts.shtml.

PERJURY STATEMENT

All work plans, technical reports, or technical documents submitted to ACEH must be accompanied by a cover letter from the responsible party that states, at a minimum, the following: "I declare, under penalty of perjury, that the information and/or recommendations contained in the attached document or report is true and correct to the best of my knowledge." This letter must be signed by an officer or legally authorized representative of your company. Please include a cover letter satisfying these requirements with all future reports and technical documents submitted for this fuel leak case.

PROFESSIONAL CERTIFICATION & CONCLUSIONS/RECOMMENDATIONS

The California Business and Professions Code (Sections 6735, 6835, and 7835.1) requires that work plans and technical or implementation reports containing geologic or engineering evaluations and/or judgments be performed under the direction of an appropriately registered or certified professional. For your submittal to be considered a valid technical report, you are to present site specific data, data interpretations, and recommendations prepared by an appropriately licensed professional and include the professional registration stamp, signature, and statement of professional certification. Please ensure all that all technical reports submitted for this fuel leak case meet this requirement.

UNDERGROUND STORAGE TANK CLEANUP FUND

Please note that delays in investigation, later reports, or enforcement actions may result in your becoming ineligible to receive grant money from the state's Underground Storage Tank Cleanup Fund (Senate Bill 2004) to reimburse you for the cost of cleanup.

AGENCY OVERSIGHT

If it appears as though significant delays are occurring or reports are not submitted as requested, we will consider referring your case to the Regional Board or other appropriate agency, including the County District Attorney, for possible enforcement actions. California Health and Safety Code, Section 25299.76 authorizes enforcement including administrative action or monetary penalties of up to $10,000 per day for each day of violation.

If you have any questions, please call me at (510) 777-2478 or send me an electronic mail message at paresh.khatri@acgov.org.

Sincerely,

Paresh C. Khatri
Hazardous Materials Specialist

Donna L. Drogos, PE
Supervising Hazardous Materials Specialist

Enclosure: ACEH Electronic Report Upload (ftp) Instructions

cc: Ruben Byerley, YRC North American Transportation, Inc., 10990 Roe Avenue, Overland Park, KS 66211
Gary Messerotes, Burns & McDonnell, 393 East Grand Avenue, Suite J, South San Francisco, CA 94080
Patrick Bratton, Burns & McDonnell, 393 East Grand Avenue, Suite J, South San Francisco, CA 94080
Leroy Griffin, Oakland Fire Department, 250 Frank H. Ogawa Plaza, Ste. 3341, Oakland, CA 94612-2032
Donna Drogos, ACEH
Paresh Khatri, ACEH
File

Alameda County Environmental Cleanup Oversight Programs (LOP and SLIC)	**ISSUE DATE:** July 5, 2005
	REVISION DATE: December 16, 2005
	PREVIOUS REVISIONS: October 31, 2005
SECTION: Miscellaneous Administrative Topics & Procedures	**SUBJECT:** Electronic Report Upload (ftp) Instructions

Effective **January 31, 2006**, the Alameda County Environmental Cleanup Oversight Programs (LOP and SLIC) require submission of all reports in electronic form to the county's ftp site. Paper copies of reports will no longer be accepted. The electronic copy replaces the paper copy and will be used for all public information requests, regulatory review, and compliance/enforcement activities.

REQUIREMENTS

- Entire report including cover letter must be submitted to the ftp site as **a single portable document format (PDF) with no password protection**. (Please do not submit reports as attachments to electronic mail.)
- It is **preferable** that reports be converted to PDF format from their original format, (e.g., Microsoft Word) rather than scanned.
- Signature pages and perjury statements **must** be included and have either original or electronic signature.
- **Do not password protect the document.** Once indexed and inserted into the correct electronic case file, the document will be secured in compliance with the County's current security standards and a password. **Documents with password protection will not be accepted.**
- Each page in the PDF document should be rotated in the direction that will make it easiest to read on a computer monitor.
- Reports must be named and saved using the following naming convention:
  RO#_Report Name_Year-Month-Date (e.g., RO#5555_WorkPlan_2005-06-14)

Additional Recommendations

- A separate copy of the tables in the document should be submitted by e-mail to your Caseworker in **Excel** format. These are for use by assigned Caseworker only.

Submission Instructions

1) Obtain User Name and Password:
   a) Contact the Alameda County Environmental Health Department to obtain a User Name and Password to upload files to the ftp site.
      i) Send an e-mail to dehloptoxic@acgov.org
         or
      ii) Send a fax on company letterhead to (510) 337-9335, to the attention of Alicia Lam-Finneke.
   b) In the subject line of your request, be sure to include **"ftp PASSWORD REQUEST"** and in the body of your request, include the **Contact Information, Site Addresses**, and the **Case Numbers (RO# available in Geotracker) you will be posting for**.

2) Upload Files to the ftp Site
   a) Using Internet Explorer (IE4+), go to ftp://alcoftp1.acgov.org
      (i) Note: Netscape and Firefox browsers will not open the FTP site.
   b) Click on File, then on Login As.
   c) Enter your User Name and Password. (Note: Both are Case Sensitive.)
   d) Open "My Computer" on your computer and navigate to the file(s) you wish to upload to the ftp site.
   e) With both "My Computer" and the ftp site open in separate windows, drag and drop the file(s) from "My Computer" to the ftp window.

3) Send E-mail Notifications to the Environmental Cleanup Oversight Programs
   a) Send email to dehloptoxic@acgov.org notify us that you have placed a report on our ftp site.
   b) Copy your Caseworker on the e-mail. Your Caseworker's e-mail address is the entire first name then a period and entire last name at acgov.org. (e.g., firstname.lastname@acgov.org)
   c) The subject line of the e-mail must start with the RO# followed by **Report Upload**. (e.g., Subject: RO1234 Report Upload)