

To the families of those who suffered the loss of their pet in the Ponderosa fire:

I am writing this to you all as a sincere and meaningful apology for the tragic event that occurred at Ponderosa Pet Resort on the evening of September 18, 2021. As the owner and operator of Ponderosa Pet Resort, I take full responsibility for the lapses and failures (***other than the lapses and failures which resulted in the device causing heat/sparks which caused the fire***) that caused this otherwise preventable tragedy.

I know that you have incurred unimaginable grief with the loss of your pet. My team and I shared this grief with you and still do to this day, as I know you continue to grieve as well.

I understand your anger about what happened, how it could happen, and how this may be prevented in the future so that no one should experience the pain you have felt during this process.

We were told early on that the fire was electrical in nature and that several devices were in question as to whether they may be the cause of the fire.

While I personally have not been told the cause of the fire, we feel certain that it was indeed a device failure. The fire spread to the walls that had exposed spray foam insulation. We had this installed back in 2016 by a company who was referred to us.

As I've stated in sworn testimony, my greatest regret was not having a working smoke alarm. We had a working alarm for many years that began to malfunction and give us false alarms resulting in our decision to remove it pending a new device. After that, I simply failed to replace it and never thought of it again. That is my greatest regret because I believe it could have saved some of the pets' lives. I also regret and apologize that our statement on the website was not clearer that the 24-hour video monitor was not monitored by a person 24-hours each day. I see now how the statement could be misleading.

Like you, I want to ensure that this never happens to anyone else again. As you may know, I work as a consultant in the pet industry. Prior to this event, I never taught or consulted on kennel safety in terms of fire, natural disasters, etc. Since then, every single client I have worked with, I have shared my story of what happened and have encouraged them to have a monitored smoke alarm. Many did not have one and are now making those changes along with other fire safety changes.

When visiting facilities across the US that use exposed spray foam, I have made it a priority to discuss my concerns with them after the tragedy we encountered. Those facilities are now making plans to address the foam and cover it with the proper materials.

The pet industry has not traditionally focused on topics like this, but since the fire at Ponderosa Pet Resort, it is now our focus. And in my work, I will continue to make this a priority with owners I work with to ensure pet safety. I am not an expert in this part of our industry but have since made it a point to become more informed about strategies and devices that may prevent this from happening at other facilities.

I am honest in my commitment to do my part to better inform, educate and prepare other facilities in best practices.

I pray that time will heal all of those that have been impacted by the fire.

A handwritten signature in red ink, appearing to read "P. Pan". The signature is written in a cursive style with a large, looped initial "P" and a smaller "P" followed by "an".