

PUBLIC UTILITIES COMMISSION

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CA2023-1108

Sherri Murillo
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1415 L Street, Ste 1250
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Subject: Audit of Verizon's San Bernadino County area

Ms. Murillo:

On behalf of the Electric Safety and Reliability Branch (ESRB) of the California Public Utilities Commission (CPUC), Stacey Ocampo and Sultan Tipu of my staff conducted a Communication Infrastructure Provider (CIP) audit of Verizon's San Bernadino County area from July 24, 2023 to July 28, 2023. The audit included a review of Verizon's inspection and maintenance records and a field inspection of Verizon's facilities.

During the audit, my staff identified violations of one or more General Orders (GOs). A copy of the audit findings itemizing the violations is enclosed. Please advise me no later than October 30, 2023, by electronic or hard copy, of all corrective measures taken by Verizon to remedy and prevent such violations.

If you have any questions concerning this audit, you can contact Stacey Ocampo at (213) 266 – 4712 or Stacey.Ocampo@cpuc.ca.gov.

Sincerely,

A handwritten signature in blue ink that reads "Fadi Daye".

Fadi Daye, P.E.
Program and Project Supervisor
Electric Safety and Reliability Branch
Safety and Enforcement Division
California Public Utilities Commission

Enclosure: Audit Findings

Cc: Lee Palmer, Director, Safety and Enforcement Division, CPUC
Nika Kjensli, Program Manager, ESRB, SED, CPUC
Majed Ibrahim, Senior Utilities Engineer, ESRB, SED, CPUC
Stacey Ocampo, Utilities Engineer, ESRB, SED, CPUC
Sultan Tipu, Utilities Engineer, ESRB, SED, CPUC

Audit Findings

I. Records Review

During the audit, my staff reviewed the following records:

- Overhead and underground detailed inspection records
- Patrol records
- Completed and pending corrective action work orders
- Safety hazard notifications
- Pole-loading calculations
- Verizon's documented inspection program

II. Records Review – Violations List

GO 95, Rule 18, Rule 18-B1, Maintenance Programs, states in part:

Companies shall undertake corrective actions within the time periods stated for each of the priority levels set forth below. Scheduling of corrective actions within the time periods below may be based on additional factors, including the following factors, as appropriate ...

GO 95, Rule 31.1, Design, Construction and Maintenance, states in part:

For all particulars not specified in these rules, design, construction, and maintenance should be done in accordance with accepted good practice for the given local conditions known at the time by those responsible for the design, construction, or maintenance of communication or supply lines and equipment.

Verizon's records indicated that from June 2022 to June 2023, Verizon had 7 open overhead work orders that were past Verizon's scheduled due date for corrective action.

III. Field Inspection

My staff inspected the following facilities during the field inspection:

No.	Structure ID	Type of Structure	Location
1	100 S. Wineville ave.	Pole	Ontario
2	H7280Y	Pole	Ontario
3	GT4077B	Pole	Ontario
4	GT133214	Pole	Ontario
5	H7283Y	Pole	Ontario
6	1 Pole East of H7283Y	Pole	Ontario
7	2 Poles East of H7283Y	Pole	Ontario
8	3 Poles East of H7283Y	Pole	Ontario
9	GT89259	Pole	Ontario
10	GT64676	Pole	Ontario
11	H5549Y	Pole	Ontario
12	Across 5075 Airport Dr.	Pole	Ontario
13	2177645E	Pole	Ontario
14	2177646E	Pole	Ontario
15	4733485E	Pole	Ontario
16	2241971E	Pole	Ontario
17	4389856E	Pole	San Bernadino
18	4389855E	Pole	San Bernadino
19	674478E	Pole	San Bernadino
20	4389854E	Pole	San Bernadino
21	4389853E	Pole	San Bernadino
22	4389852E	Pole	San Bernadino
23	4389851E	Pole	San Bernadino
24	122908E	Pole	San Bernadino
25	4383117E	Pole	San Bernadino
26	4383118E	Pole	San Bernadino
27	4328712E	Pole	San Bernadino
28	4328711E	Pole	San Bernadino
29	4439538E	Pole	Rancho Cucamonga
30	2103120E	Pole	Rancho Cucamonga
31	4439589E	Pole	Rancho Cucamonga
32	4439590E	Pole	Rancho Cucamonga
33	4439591E	Pole	Rancho Cucamonga
34	4439592E	Pole	Rancho Cucamonga
35	4439593E	Pole	Rancho Cucamonga
36	4123373E	Pole	Rancho Cucamonga
37	4100207E	Pole	Rancho Cucamonga
38	4100202E	Pole	Rancho Cucamonga
39	4100204E	Pole	Rancho Cucamonga

40	4100205E	Pole	Rancho Cucamonga
41	4100206E	Pole	Rancho Cucamonga
42	4100201E	Pole	Rancho Cucamonga
43	4168382E	Pole	Rancho Cucamonga
44	4168381E	Pole	Rancho Cucamonga
45	4168386E	Pole	Rancho Cucamonga
46	4168388E	Pole	Rancho Cucamonga
47	4428301E	Pole	Rancho Cucamonga
48	4428302E	Pole	Rancho Cucamonga
49	4428303E	Pole	Rancho Cucamonga
50	4558560E	Pole	Rancho Cucamonga
51	1377686E	Pole	Upland
52	1377687E	Pole	Upland
53	1377688E	Pole	Upland
54	4304174E	Pole	Upland
55	1377691E	Pole	Upland
56	1377692E	Pole	Upland
57	1377693E	Pole	Upland
58	1377694E	Pole	Upland
59	1377695E	Pole	Upland
60	1377696E	Pole	Upland
61	1377697E	Pole	Upland
62	1377698E	Pole	Upland
63	1377699E	Pole	Upland
64	1377700E	Pole	Upland
65	1377705E	Pole	Upland
66	G17737Y	Pole	Montclair
67	1452524E	Pole	Montclair
68	1781056E	Pole	Montclair
69	1781055E	Pole	Montclair
70	1781054E	Pole	Montclair
71	1781053E	Pole	Montclair
72	1418511E	Pole	Montclair
73	Corner of Moreno St & Felipe Ave	Pole	Montclair
74	GT129712	Pole	Montclair
75	GT129713	Pole	Montclair
76	4920238E	Pole	Colton
77	202774	Pole	Colton
78	4923425E	Pole	Colton
79	2349015E	Pole	Colton
80	1239999E	Pole	Colton
81	1239998E	Pole	Colton
82	1239997E	Pole	Colton
83	4548361E	Pole	Colton
84	1239995E	Pole	Colton

85	2177541E	Pole	Colton
86	1239993E	Pole	Colton
87	2177542E	Pole	Colton
88	381337E	Pole	Colton
89	835293H	Pole	Colton
90	835294H	Pole	Colton
91	4796431E	Pole	Colton
92	835295H	Pole	Colton
93	381335E	Pole	Colton
94	4021F	Pole	Colton
95	Pole South of 4021F	Pole	Colton
96	835292H	Pole	Colton
97	835291H	Pole	Colton
98	817890H	Pole	Colton
99	2124545E	Pole	Colton
100	74257H	Pole	Colton
101	1259935E	Pole	Colton
102	1259936E	Pole	Colton
103	1259937E	Pole	Colton
104	1031972H	Pole	Bloomington
105	1031971E	Pole	Bloomington
106	422785E	Pole	Bloomington
107	422784E	Pole	Bloomington
108	789718H	Pole	Bloomington
109	2158077E	Pole	Bloomington
110	789719E	Pole	Bloomington
111	772892E	Pole	Bloomington
112	1056459E	Pole	Bloomington
113	772891E	Pole	Bloomington
114	4631990E	Pole	Bloomington
115	4940585E	Pole	Bloomington
116	1126063E	Pole	Bloomington
117	1629630E	Pole	Bloomington
118	1245024E	Pole	Bloomington
119	2202626E	Pole	Bloomington
120	2202625E	Pole	Bloomington
121	4415799E	Pole	Ontario
122	4415798E	Pole	Ontario
123	00139ATC	Pole	Chino Hills
124	1598124E	Pole	Chino Hills
125	1654424E	Pole	Chino Hills
126	MCG1	Fiber Vault	Chino Hills
127	MCG1	Splice Vault	Chino Hills
128	0419	Pedestal	Chino Hills
129	0420	Vault	Chino Hills

130	0421	Vault	Chino Hills
131	0422	Vault	Chino Hills
132	0433	Vault	Chino Hills
133	0436	Vault	Chino Hills
134	0392	Vault	Ontario
135	0395	Vault	Ontario
136	0398	Vault	Ontario

IV. Field Inspection – Violations List

My staff observed the following violations during the field inspections portion of the audit:

GO 95, Rule 31.1, Design Construction and Maintenance, states in part:

Electrical supply and communication systems shall be designed, constructed, and maintained for their intended use, regard being given to the conditions under which they are to be operated, to enable the furnishing of safe, proper, and adequate service.

Verizon’s facilities on the following poles required maintenance:

- Pole HT280Y – damaged pole
- Pole 4389856E - the “eye” of the Verizon down guy anchor attached the pole was buried.
- Pole 4923425E - the Verizon communication span was attached to a third-party communication conductor via a rope.

A Verizon lashing wire on the following poles was broken:

- 4328712E
- 4168386E
- 4428301E
- 4389855E
- 4923425E

A Verizon communication conductor on each of the following poles was in contact mid-span with a street light and needs a box guard:

- 4439592E
- 4100204E
- 1377686E

GO 95, Rule 54.6-B, Ground Wires, states in part:

That portion of the ground wires attached on the face or back of wood crossarms or on the surface of wood poles and structures shall be covered by a suitable protective covering (see Rule 22.8).

The ground moulding attached to each of the following poles was damaged:

- 4428301E
- 817890H

General Order 95, Rule 38 - Minimum Clearances of Wires from Other Wires, Table 2, Column C, Case 19 requires the minimum radial clearance between guys and span wires passing communication conductors supported on the same poles to be 3 inches.

The radial clearance between an SCE down guy wire and a Verizon communication conductor on Pole 4558560E was less than 3 inches.

GO 95, Rule 34, Foreign Attachments, states in part:

Nothing in these rules shall be construed as permitting the unauthorized attachment, to supply, streetlight or communication poles or structures, of antennas, signs, posters, banners, decorations, wires, lighting fixtures, guys, ropes and any other such equipment foreign to the purposes of overhead electric line construction.

Unauthorized foreign attachments were observed on the following poles:

- Pole 835295H had an unauthorized “No Parking” sign attached to it.
- Pole 4631990E had an unauthorized “Plomero” sign attached to it.
- Pole 4940585E had an unauthorized “Plomero” sign attached to it.
- Pole 2202626E had an unauthorized “Gran Campaña Evangelistica” sign attached to it.

GO 95, Rule 35, Vegetation Management, states in part:

When a supply or communication company has actual knowledge, obtained either through normal operating practices or notification to the company, that its circuit energized at 750 volts or less shows strain or evidences abrasion from vegetation contact, the condition shall be corrected by reducing conductor tension, rearranging or replacing the conductor, pruning the vegetation, or placing mechanical protection on the conductor(s).

A Verizon communication conductor attached to each of the following poles was strained by vegetation:

- GT89259
- 438117E
- 4168381E
- 4168386E
- 1377698E
- 1452524E

GO 95, Rule 87.7-D1, Covered from Ground Level to 8 Feet above the Ground, states in part:

*Risers shall be protected from the ground level to a level not less than 8 feet above the ground by:
b) Non-metallic conduit or rigid U-shaped moulding. Such conduit or moulding shall be of material as specified in Rule 22.8.*

The conduit protecting the Verizon riser attached to Pole GT89259 was damaged.

GO 95, Rule 84.7-A, Climbing Space, states in part:

Climbing space shall be maintained on one side or quadrant of all poles or structures supporting communications conductors excepting at the level of the one pair of conductors attached to the pole below the lowest crossarm (Rules 84.4–C1c, 84.4–D1 and 87.4–C3) and the top 3 feet of poles carrying communication conductors only which are attached directly to pole in accordance with the provisions of Rule 84.4–C1c.

The climbing space on each of the following poles was obstructed by vegetation:

- 4383118E
- 835293H

GO95, Rule 84.4, Clearances(A)(6), Across or Along Public Thoroughfares, states in part:

Communication conductors over or across public thoroughfares shall have a clearance of 18 feet above ground.

The above ground clearance over a public thoroughfare of a Verizon conductor on Pole 4168386E was approximately 13 feet.

GO 128, Rule 17.1, Design, Construction and Maintenance, states in part:

Electrical supply and communication systems shall be designed, constructed, and maintained for their intended use, regard being given to the conditions under which they are to be operated, to enable the furnishing of safe, proper, and adequate service.

The following Verizon underground facilities were not maintained for their intended use:

- The Verizon vault lid 0395 was corroded.
- The lock securing the pedestal cover 0149 was inoperable.

The following Verizon vault covers were missing bolts (not properly secured):

- MCG1 Fiber Vault
- 0420
- 0421
- 0422
- 0433
- 0436
- 0395
- 0398