

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
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February 10, 2023

CA2022-937

Sherri Murillo
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Verizon Communications
1415 L Street, Ste 1250
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Subject: Audit of Verizon Communications' (Verizon) Orange County Area

Ms. Murillo:

On behalf of the Electric Safety and Reliability Branch (ESRB) of the California Public Utilities Commission (CPUC), Richard Le of my staff conducted a Communication Infrastructure Provider (CIP) audit of Verizon's Orange County Area from December 19, 2022 to December 23, 2022. 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 March 10, 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 Richard Le at (213) 999 – 9053 or Richard.Le@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
Richard Le, 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 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.

The following pole load calculations were incorrect:

- The pole load calculation for pole 1641645E shows a down-guy at a height of approximately 20 feet which was missing in the field.
- The pole load calculation for pole 719530H does not show a streetlight, present in the field, at a height of approximately 22-23 feet.
- The pole load calculation for pole 4009252E shows a span-guy wire at a height of approximately 18 feet which was missing in the field.

III. Field Inspection

My staff inspected the following facilities during the field inspection:

No.	Structure ID.	Type of Structure	Location
1	2028763E	Pole	Anaheim
2	2028764E	Pole	Anaheim
3	2028765E	Pole	Anaheim
4	1321902E	Pole	Anaheim
5	1321870E	Pole	Anaheim
6	Vault near Nohl Ranch Road and Shannon St	Vault	Anaheim
7	Vault near Nohl Ranch Road and Kingsgate Dr	Vault	Anaheim
8	Vault near 1020 Euclid St	Vault	Anaheim
9	Vault near 820 Euclid St	Vault	Anaheim
10	4617000E	Pole	Brea
11	1314075E	Pole	Brea
12	4677606E	Pole	Brea
13	815073H	Pole	Brea/Carbon Canyon
14	1251968E	Pole	Brea/Carbon Canyon
15	4320794H	Pole	Brea/Carbon Canyon
16	43700957E	Pole	Brea/Carbon Canyon
17	4796415E	Pole	Chino Hills
18	2103105E	Pole	Chino Hills
19	4240485E	Pole	Chino Hills
20	2132822E	Pole	Chino Hills
21	4796414E	Pole	Chino Hills
22	1552009E	Pole	Chino Hills
23	00149ATC	Pole	Chino Hills
24	1628931E	Pole	Fountain Valley
25	1954025E	Pole	Fountain Valley
26	1954026E	Pole	Fountain Valley
27	1954027E	Pole	Fountain Valley
28	1954028E	Pole	Fountain Valley
29	1954029E	Pole	Fountain Valley
30	1954030E	Pole	Fountain Valley
31	4299553E	Pole	Garden Grove
32	1590499E	Pole	Garden Grove
33	1106823E	Pole	Garden Grove
34	1106824E	Pole	Garden Grove
35	1106825E	Pole	Garden Grove
36	4458798E	Pole	Garden Grove
37	1679424E	Pole	Irvine
38	1810032E	Pole	Irvine
39	1679425E	Pole	Irvine
40	1679426E	Pole	Irvine
41	1679427E	Pole	Irvine

42	1679428E	Pole	Irvine
43	2029888E	Pole	Irvine
44	1679430E	Pole	Irvine
45	1679431E	Pole	Irvine
46	Vault near 17810 Gillette Ave	Vault	Irvine
47	Vault near 17800 Gillette Ave	Vault	Irvine
48	Vault near the 73 and Bonita Canyon Dr	Vault	Newport Beach
49	P128394	Pole	San Juan Capistrano
50	1047340H	Pole	San Juan Capistrano
51	P128395	Pole	San Juan Capistrano
52	1047339H	Pole	San Juan Capistrano
53	P128396	Pole	San Juan Capistrano
54	00159ATC	Pole	San Juan Capistrano
55	P251055	Pole	San Juan Capistrano
56	P128397	Pole	San Juan Capistrano
57	P128432	Pole	San Juan Capistrano
58	P128431	Pole	San Juan Capistrano
59	P128430	Pole	San Juan Capistrano
60	P128429	Pole	San Juan Capistrano
61	P128428	Pole	San Juan Capistrano
62	P128427	Pole	San Juan Capistrano
63	P128426	Pole	San Juan Capistrano
64	P128425	Pole	San Juan Capistrano
65	00161ATC	Pole	San Juan Capistrano
66	P128424	Pole	San Juan Capistrano
67	4329899E	Pole	Santa Ana
68	1611203E	Pole	Santa Ana
69	1225986E	Pole	Santa Ana
70	1225987E	Pole	Santa Ana
71	1225988E	Pole	Santa Ana
72	465533E	Pole	Santa Ana
73	733862E	Pole	Santa Ana
74	4503631E	Pole	Santa Ana
75	1174743E	Pole	Silverado
76	1174744E	Pole	Silverado
77	1174745E	Pole	Silverado
78	1174746E	Pole	Silverado
79	4055498E	Pole	Silverado
80	Pole east of 4055498E	Pole	Silverado
81	1174749E	Pole	Silverado
82	1174750E	Pole	Silverado
83	1174751E	Pole	Silverado
84	2341422E	Pole	Silverado
85	1115203E	Pole	Silverado
86	1115211E	Pole	Silverado
87	4195252E	Pole	Silverado

88	4603281E	Pole	Silverado
89	1247627E	Pole	Silverado
90	4435564E	Pole	Silverado
91	1810299E	Pole	Trabuco Canyon
92	1680974E	Pole	Trabuco Canyon
93	4197459E	Pole	Trabuco Canyon
94	1680975E	Pole	Trabuco Canyon
95	1680976E	Pole	Trabuco Canyon
96	1680977E	Pole	Trabuco Canyon
97	4687325E	Pole	Trabuco Canyon
98	1680979E	Pole	Trabuco Canyon
99	1678638E	Pole	Trabuco Canyon
100	1680981E	Pole	Trabuco Canyon
101	1680982E	Pole	Trabuco Canyon
102	1680983E	Pole	Trabuco Canyon
103	4359851E	Pole	Trabuco Canyon
104	4228855E	Pole	Trabuco Canyon
105	4415051E	Pole	Tustin
106	4531872E	Pole	Tustin
107	1977790E	Pole	Tustin
108	1254984E	Pole	Tustin
109	1254985E	Pole	Tustin
110	1254986E	Pole	Tustin
111	1254987E	Pole	Tustin
112	1283759E	Pole	Tustin
113	1641645E	Pole	Orange
114	4195087E	Pole	Orange
115	719530H	Pole	Orange
116	4009252E	Pole	Placentia

IV. Field Inspection – Violations List

My staff observed the following violations during the field inspection 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:

- 1174751E – Verizon's conductor was attached to both the newly set pole and the old pole.
- 1679424E – The lashing wire was secured to the strand wire by electrical tape.
- 2028765E – The crossarm down-brace bolt was loose off the pole.

Verizon's facilities on the following poles need to be transferred to the newly set pole:

- P128432
- P128425
- P128424

GO 95, Rule 31.6, Abandoned Lines, states in part:

Lines or portions of lines permanently abandoned shall be removed by their owners so that such lines shall not become a public nuisance or a hazard to life or property.

A permanently abandoned Verizon conductor on each of the following poles was not removed:

- 1174746E
- 1174751E

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

Nothing in these rules shall be construed as permitting the unauthorized attachment, to supply, street light 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.

Pole 4687325E had a "cross" attached to it.

GO 95, Rule 38 - Minimum Clearances of Wires from Other Wires, Table 2, Case 8, Column C, requires the minimum vertical separation between communications conductors on separate crossarms or other supports at different levels on the same pole and in adjoining midspans to be 12 inches.

The separation between Verizon communications facilities and a third-party communications conductor on each of the following poles had less than 12 inches of vertical separation:

- 1678638E – Spool of Verizon’s conductor in contact with another communication conductor
- 1590499E – Verizon’s conductor in contact with another communication messenger strand
- 4329899E – Verizon’s conductor in contact with another communication conductor

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 vault north of the intersection of the 73 Freeway and Bonita Canyon Dr was flooded with water.