

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



September 3, 2025

CA2025-1328

Judy Geise  
Manager, Regulatory  
Frontier Communications  
1919 McKinney Avenue  
Dallas, TX 75201

**SUBJECT:** Audit of Frontier Communications' San Bernardino East Metropolitan District

Ms. Geise:

On behalf of the Electric Safety and Reliability Branch (ESRB) of the California Public Utilities Commission, Stacey Ocampo and SM Arafat Kamal of my staff conducted a Communication Infrastructure Provider (CIP) audit of Frontier's San Bernardino East Metropolitan District on July 7-11, 2025. The audit included a review of Frontier's inspection and maintenance records and a field inspection of Frontier's communication 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 3, 2025, by electronic or hard copy, of all corrective measures taken by Frontier to remedy and prevent such violations.

Please note that ESRB will be posting the audit report and your response to our audit on the CPUC website. If there is any information in your response that you would like us to consider as confidential, we request that in addition to your confidential response, you also provide us with a public or redacted version of your response that can be posted publicly on our website.

If you have any questions concerning this audit, you can contact Stacey Ocampo (213) 266-4712 or [stacey.ocampo@cpuc.ca.gov](mailto: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

Enclosures: CPUC Audit Findings

Cc: Leslie Palmer, Director, Safety and Enforcement Division, CPUC  
Eric Wu, Program Manager, Electric Safety and Reliability Branch, CPUC  
Majed Ibrahim, Senior Utilities Engineer Supervisor, ESRB, SED, CPUC  
Stacey Ocampo, Utilities Engineer, ESRB, SED, CPUC  
SM Arafat Kamal, Utilities Engineer, ESRB, SED, CPUC

## **AUDIT FINDINGS**

### **I. Records Review**

During the audit, my staff reviewed the following records:

- Overhead detailed and patrol inspections records
- Completed and pending corrective action work orders
- Pole loading calculations
- Frontier's Overhead Lines Maintenance Plan
- Frontier's Visual Inspections of Overhead Lines

## II. Field Inspection

My staff inspected the following structures during the field inspection portion of the audit:

| No. | Structure ID          | Structure Type | Location       |
|-----|-----------------------|----------------|----------------|
| 1   | 1884601E              | Pole           | Crestline      |
| 2   | 1818939E              | Pole           | Crestline      |
| 3   | 4421525E              | Pole           | Crestline      |
| 4   | GT140867              | Pole           | Crestline      |
| 5   | 1056803E              | Pole           | Crestline      |
| 6   | 1056802E              | Pole           | Crestline      |
| 7   | 2250603E              | Pole           | Crestline      |
| 8   | 1009063E              | Pole           | Crestline      |
| 9   | 1009064E              | Pole           | Crestline      |
| 10  | 1261351E              | Pole           | Crestline      |
| 11  | 1261352E              | Pole           | Crestline      |
| 12  | 1261353E              | Pole           | Crestline      |
| 13  | 405486E               | Pole           | Lake Arrowhead |
| 14  | 405487E               | Pole           | Lake Arrowhead |
| 15  | 405488E               | Pole           | Lake Arrowhead |
| 16  | 405489E               | Pole           | Lake Arrowhead |
| 17  | 1589784E              | Pole           | Lake Arrowhead |
| 18  | 405490E               | Pole           | Lake Arrowhead |
| 19  | 1818829E              | Pole           | Lake Arrowhead |
| 20  | 4323899E              | Pole           | Lake Arrowhead |
| 21  | 4323900E              | Pole           | Lake Arrowhead |
| 22  | GT107966              | Pole           | Lake Arrowhead |
| 23  | 549381E               | Pole           | Lake Arrowhead |
| 24  | 1854879E              | Pole           | Lake Arrowhead |
| 25  | 4027172E              | Pole           | Lake Arrowhead |
| 26  | 4450226E              | Pole           | Muscoy         |
| 27  | F15033Y               | Pole           | Muscoy         |
| 28  | 2121459E              | Pole           | Muscoy         |
| 29  | 18556 Arrowhead Blvd. | Pole           | Muscoy         |
| 30  | 1714955E              | Pole           | Muscoy         |
| 31  | 1714999E              | Pole           | Muscoy         |
| 32  | 4631047E              | Pole           | Muscoy         |
| 33  | 1714997E              | Pole           | Muscoy         |
| 34  | 1714996E              | Pole           | Muscoy         |
| 35  | 1714995E              | Pole           | Muscoy         |
| 36  | CIT37130              | Pole           | Big Bear Lake  |
| 37  | CIT37131              | Pole           | Big Bear Lake  |
| 38  | CIT37129              | Pole           | Big Bear Lake  |
| 39  | CIT37128              | Pole           | Big Bear Lake  |
| 40  | 7407BV                | Pole           | Big Bear Lake  |
| 41  | CIT37392              | Pole           | Big Bear Lake  |
| 42  | CIT37138              | Pole           | Big Bear Lake  |

|    |                   |      |                 |
|----|-------------------|------|-----------------|
| 43 | 12526BV           | Pole | Big Bear Lake   |
| 44 | CTC2211075        | Pole | Big Bear Lake   |
| 45 | 12690BV           | Pole | Big Bear Lake   |
| 46 | 12689BV           | Pole | Big Bear Lake   |
| 47 | 13840BV           | Pole | Big Bear Lake   |
| 48 | BV12211           | Pole | Big Bear Lake   |
| 49 | 3717BV            | Pole | Big Bear Lake   |
| 50 | 13845BV           | Pole | Big Bear Lake   |
| 51 | 4869057E          | Pole | Running Springs |
| 52 | 1056841E          | Pole | Running Springs |
| 53 | 1056842E          | Pole | Running Springs |
| 54 | 21266CIT          | Pole | Running Springs |
| 55 | 4879008E          | Pole | Running Springs |
| 56 | 988538E           | Pole | Running Springs |
| 57 | 4558826E          | Pole | Running Springs |
| 58 | 739386E           | Pole | Running Springs |
| 59 | 739385E           | Pole | Running Springs |
| 60 | 1384264E          | Pole | Running Springs |
| 61 | 739384E           | Pole | Running Springs |
| 62 | 4879009E          | Pole | Running Springs |
| 63 | 739383E           | Pole | Running Springs |
| 64 | 709873E           | Pole | Running Springs |
| 65 | 4983848E          | Pole | Running Springs |
| 66 | 4603523E          | Pole | San Bernardino  |
| 67 | 103 E Ninth St.   | Pole | San Bernardino  |
| 68 | 5036583E          | Pole | San Bernardino  |
| 69 | 4691105E          | Pole | San Bernardino  |
| 70 | GT206145          | Pole | San Bernardino  |
| 71 | 4438199E          | Pole | San Bernardino  |
| 72 | 4542911E          | Pole | San Bernardino  |
| 73 | 2101654E          | Pole | San Bernardino  |
| 74 | 1480796E          | Pole | San Bernardino  |
| 75 | 215 E Ninth St.   | Pole | San Bernardino  |
| 76 | 2042510E          | Pole | San Bernardino  |
| 77 | 4986863E          | Pole | San Bernardino  |
| 78 | 2013561E          | Pole | Redlands        |
| 79 | 782443E           | Pole | Redlands        |
| 80 | 2013560E          | Pole | Redlands        |
| 81 | 2013559E          | Pole | Redlands        |
| 82 | 4407979E          | Pole | Redlands        |
| 83 | 2013558E          | Pole | Redlands        |
| 84 | 4703638E          | Pole | Redlands        |
| 85 | 2013556E          | Pole | Redlands        |
| 86 | 33 W Lugonia Ave  | Pole | Redlands        |
| 87 | 1004 Columbia St. | Pole | Redlands        |
| 88 | 930 Columbia St.  | Pole | Redlands        |

|     |                      |                        |          |
|-----|----------------------|------------------------|----------|
| 89  | 918 Columbia St.     | Pole                   | Redlands |
| 90  | 420 W Sun Ave.       | Pole                   | Redlands |
| 91  | 1588994E             | Pole                   | Yucaipa  |
| 92  | 1044648E             | Pole                   | Yucaipa  |
| 93  | 1806054E             | Pole                   | Yucaipa  |
| 94  | 1215194E             | Pole                   | Yucaipa  |
| 95  | 1215193E             | Pole                   | Yucaipa  |
| 96  | 1215192E             | Pole                   | Yucaipa  |
| 97  | 1215191E             | Pole                   | Yucaipa  |
| 98  | 33792 Washington Dr. | Pole                   | Yucaipa  |
| 99  | 1215190E             | Pole                   | Yucaipa  |
| 100 | 33816 Washington Dr. | Pole                   | Yucaipa  |
| 101 | H2048                | Fiber Distribution Hub | Banning  |
| 102 | FT2055202            | Handhole               | Banning  |
| 103 | FT2055203            | Handhole               | Banning  |
| 104 | FT2055204            | Handhole               | Banning  |
| 105 | H2051                | Fiber Distribution Hub | Banning  |
| 106 | H2052                | Fiber Distribution Hub | Banning  |
| 107 | FC741                | Vault                  | Banning  |
| 108 | 1054 Gilman St.      | Vault                  | Banning  |
| 109 | T8158A               | Pedestal               | Beaumont |
| 110 | T8159A               | Pedestal               | Beaumont |
| 111 | T8160                | Pedestal               | Beaumont |
| 112 | T8164A               | Pedestal               | Beaumont |
| 113 | T8170A               | Pedestal               | Beaumont |
| 114 | T8166A               | Pedestal               | Beaumont |
| 115 | T8167                | Pedestal               | Beaumont |
| 116 | T8168A               | Pedestal               | Beaumont |
| 117 | T8169A               | Pedestal               | Beaumont |

### III. 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.*

The Frontier facilities on each of the following poles required maintenance:

- The Frontier lashing wire supported on pole 1714996E was broken.
- The Frontier communication span supported on pole CIT37130 was attached to a third-party communication conductor via a rope.
- The Frontier ground wire attached to pole located at 420 W Sun Ave was damaged.
- A Frontier pole located at 18556 Arrowhead Blvd had a rope tied around the pole.
- The Frontier service drop was not properly secured to pole 7407BV.

A damaged visibility strip was observed on each of the following poles:

- 103 E Ninth St
- 930 Columbia St

Incomplete pole transfer on each of the following poles:

- |            |            |            |
|------------|------------|------------|
| • 1714999E | • 12690BV  | • 4879008E |
| • 4631047E | • 3713BV   | • 4879009E |
| • 1714995E | • 1056841E | • 1588994E |

**GO 95, Rule 91.3 Stepping, B. Location of Steps**, states in part:

*The lowest step shall be not less than 8 feet from the ground line, or any easily climbable foreign structure from which one could reach or step. Above this point steps shall be placed, with spacing between steps on the same side of the pole not exceeding 36 inches, at least to that conductor level above which only circuits operated and maintained by one party remain. Steps or fixtures for temporary steps shall be installed as part of a pole restoration process. Steps shall be so placed that runs or risers do not interfere with the free use of the steps.*

The lowest pole step on each of the following poles was located at a height less than eight feet:

- 18556 Arrowhead Blvd
- 918 Columbia St

**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 Frontier communication conductor attached to each of the following poles was strained by vegetation:

- 1261352E
- 405486E
- 405487E
- 405488E
- 1818829E
- 4323899E

The Frontier service drop attached to Pole 4450226E was strained by a tree branch.

**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...*

The Frontier riser casing on pole 1818829E was missing.

**GO 95, Rule 38 - Minimum Clearances of Wires from Other Wires, Table 2, Column C, Case 8**, requires the minimum vertical clearance of “Communication Conductors (Including Open Wire, Cables and Service Drops),” and “Communication Conductors and Supply Drops” supported on the same pole to be 12 inches.

Frontier communications conductor was in contact with a third-party communications conductor on or near each of the following poles:

- 405489E
- CIT37131

A Frontier communications service drop on Pole 4450226E was in contact with a third-party communication service drop.

**GO 95, Rule 86.2, Use**, states in part:

*Guys shall be attached to structures as nearly as practicable at the center of load. They shall be maintained taut and of such strength as to meet the safety factors of Rule 44.*

A Frontier down guy wire attached to each of the following poles was not taut:

- 1884601E
- GT140867
- 1056803E
- 4323899E
- 4323900E
- CIT37129
- 103 E Ninth St.
- 2042510E

**GO 95, Rule 31.6, Abandoned Lines**, states:

*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. For the purposes of this rule, lines that are permanently abandoned shall be defined as those lines that are determined by their owner to have no foreseeable future use.*

Abandoned service drops were observed on or near the following poles:

- 1884601E
- 1261353E
- 405486E
- F15033Y
- 1056842E
- 709873E
- 4691105E
- 215 E Ninth St.
- 2042510E
- 4323900E
- 1004 Columbia St.
- 420 W Sun Ave
- 1215193E
- 33792 Washington Dr.

**GO 95, Rule 86.9 - Guy Marker (Guy Guard)**, states in part:

*A substantial marker of suitable material, including but not limited to metal or plastic, not less than 8 feet in length, shall be securely attached to all anchor guys. Where more than one guy is attached to an anchor rod, only the outermost guy is required to have a marker.*

The marker (guard) on the down guy wire supporting each of the following poles was missing:

- 1714955E
- 103 E Ninth St
- 2042510E

**GO 95, Rule 38, Minimum Clearances of Wires from other Wires, Table 2, Case 8, Column D** requires the vertical separation between secondary and communications conductors supported on the same pole to be not less than 48 inches.

Frontier's service drop was in contact with an SCE's secondary service drop on Pole 1056803E.

**GO 95, Rule 84.4-A6, Clearances, 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 of a Frontier conductor attached to Pole 2250603E was approximately 14 feet over a public thoroughfare.
- The above ground clearance of a Frontier conductor attached to Pole 4323899E was approximately 14 feet over a public thoroughfare.
- The above ground clearance of a Frontier conductor attached to Pole 549381E was approximately 14 feet over a public thoroughfare.

**GO 128, Rule 17.1 – 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 [the] communication or supply lines and equipment.*

The following facilities required maintenance:

- The cover of the underground vault located in front of 1054 Gilman St was corroded.
- The cover of the pedestal T8167A was damaged.
- The cover of the pedestal T8169A was damaged.

Each of the following Frontier handhole covers was missing bolts (not properly secured):

- FT2055202
- FT2055203
- FT2055204
- H2051
- H2052