

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



December 5, 2025

CA2025-1337

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

SUBJECT: Audit of Frontier Communications' East Los Angeles County

Ms. Geise:

On behalf of the Electric Safety and Reliability Branch (ESRB) of the California Public Utilities Commission, Stacey Ocampo of my staff conducted a Communication Infrastructure Provider (CIP) audit of Frontier's East Los Angeles County on October 6-10, 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 January 5, 2026 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.

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, Deputy Executive Director for Safety Enforcement, Safety Policy and Water, 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

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. Records Review – Violations List

My staff observed the following violations during the records review portion of the audit:

GO 95, 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.

Frontier's records indicated that from August 2024 to August 2025, Frontier completed 151 overhead work orders past Frontier's scheduled due date for corrective action.

III. Field Inspection

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

No.	Structure ID	Structure Type	Location
1	1525651E	Pole	Pomona
2	1525652E	Pole	Pomona
3	1525661E	Pole	Pomona
4	1525662E	Pole	Pomona
5	1525663E	Pole	Pomona
6	2269570E	Pole	Pomona
7	1525664E	Pole	Pomona
8	742197E	Pole	Pomona
9	G14778Y	Pole	Pomona
10	G14777Y	Pole	Pomona
11	714713E	Pole	Pomona
12	G14776Y	Pole	Pomona
13	G14775Y	Pole	Pomona
14	4450498E	Pole	Pomona
15	1277746E	Pole	Pomona
16	810159E	Pole	Claremont
17	GT143436	Pole	Claremont
18	810158E	Pole	Claremont
19	810157E	Pole	Claremont
20	810156E	Pole	Claremont
21	810155E	Pole	Claremont
22	GT143454	Pole	Claremont
23	810154E	Pole	Claremont
24	810153E	Pole	Claremont
25	1477022E	Pole	Claremont
26	GT254292	Pole	Claremont
27	4949729E	Pole	Claremont
28	18759E	Pole	Claremont
29	4809111E	Pole	Glendora
30	873612E	Pole	Glendora
31	4796430E	Pole	Glendora
32	4090649E	Pole	Glendora
33	4173963E	Pole	Glendora
34	1155608E	Pole	Glendora
35	4774016E	Pole	Glendora
36	1155607E	Pole	Glendora
37	1034431E	Pole	Glendora
38	1034435E	Pole	Glendora
39	4531092E	Pole	Glendora
40	761756E	Pole	Glendora
41	1180030E	Pole	Covina
42	E18103Y	Pole	Covina

43	1180029E	Pole	Covina
44	4264419E	Pole	Covina
45	1180028E	Pole	Covina
46	1490129E	Pole	Covina
47	1290181E	Pole	Covina
48	4264420E	Pole	Covina
49	1180027E	Pole	Covina
50	1290196E	Pole	Covina
51	4818750E	Pole	Covina
52	E74646Y	Pole	Covina
53	1290195E	Pole	Covina
54	1290194E	Pole	Covina
55	1290193E	Pole	Covina
56	4759574E	Pole	Baldwin Park
57	1623870E	Pole	Baldwin Park
58	129610E	Pole	Baldwin Park
59	862948E	Pole	Baldwin Park
60	862954E	Pole	Baldwin Park
61	4570493E	Pole	Baldwin Park
62	1054400E	Pole	Baldwin Park
63	4463340E	Pole	Baldwin Park
64	4501058E	Pole	Baldwin Park
65	1054018E	Pole	Baldwin Park
66	1054017E	Pole	Baldwin Park
67	1054016E	Pole	Baldwin Park
68	1054014E	Pole	Baldwin Park
69	GT87444	Pole	Baldwin Park
70	5136MA	Pole	Azusa
71	2889MA	Pole	Azusa
72	2888MA	Pole	Azusa
73	3322MA	Pole	Azusa
74	4377MA-1	Pole	Azusa
75	4103MA-2	Pole	Azusa
76	2886MA	Pole	Azusa
77	1504MA	Pole	Azusa
78	2127MA	Pole	Azusa
79	2497MA	Pole	Azusa
80	1502MA	Pole	Azusa
81	1503MA	Pole	Azusa
82	4013MA	Pole	Azusa
83	1845MA	Pole	Azusa
84	2471MA	Pole	Azusa
85	2470MA	Pole	Azusa
86	2180679E	Pole	Arcadia
87	1224105E	Pole	Arcadia
88	1224104E	Pole	Arcadia

89	1224103E	Pole	Arcadia
90	1224107E	Pole	Arcadia
91	1224108E	Pole	Arcadia
92	1224110E	Pole	Arcadia
93	1224111E	Pole	Arcadia
94	4946204E	Pole	Arcadia
95	4936CWT	Pole	Arcadia
96	902555E	Pole	Arcadia
97	3500CWT	Pole	Arcadia
98	3420CWT	Pole	Arcadia
99	861655E	Pole	Arcadia
100	1705073E	Pole	Monrovia
101	GT120300	Pole	Monrovia
102	4450371E	Pole	Monrovia
103	GT215562	Pole	Monrovia
104	GT101730	Pole	Monrovia
105	GT116097	Pole	Monrovia
106	4502932E	Pole	Monrovia
107	FTR126803	Pole	Monrovia
108	1596767E	Pole	Monrovia
109	28339CWT	Pole	Monrovia
110	4209314E	Pole	Monrovia
111	458711E	Pole	Monrovia
112	178CWT	Pole	Monrovia
113	4168186E	Pole	Monrovia
114	458713E	Pole	Monrovia
115	2310631E	Pole	Monrovia
116	E13679Y	Pole	Glendora
117	4809116E	Pole	Covina
118	4323674E	Pole	Baldwin Park
119	1490448E	Pole	La Puente
120	215724E	Pole	La Puente
121	2217671E	Pole	La Puente
122	GT93612	Pole	La Puente
123	1208042E	Pole	La Puente
124	1892571E	Pole	La Puente
125	E10207Y	Pole	La Puente
126	1046073E	Pole	La Puente
127	4447320E	Pole	La Puente
128	E4050Y	Pole	La Puente
129	GT61398	Pole	La Puente
130	1384617E	Pole	La Puente
131	410E	Manhole	Pomona
132	HH*3	Pedestal	Pomona
133	H2026	Handhole	Pomona
134	PB277E	Handhole	Pomona

135	2423201	Handhole	La Verne
136	2423202	Handhole	La Verne
137	2423203	Handhole	La Verne
138	2423204	Handhole	La Verne
139	PB158E	Pole box	La Verne
140	PB159E	Pole box	La Verne
141	2423205	Handhole	La Verne
142	2423206	Handhole	La Verne

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.

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

- Pole No. 2180679E – the lashing wire supported on the pole was broken.
- Pole No. 2497MA – riser not properly secured to pole.
- Pole No. GT61398 - the Frontier service drop was not properly secured to pole.
- Pole No. 810157E – incomplete pole transfer.
- Pole No. 1180027E – the down guy anchor supporting the pole was buried.

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 Pole No. 1892571E was located at a height less than eight feet.

GO 95, Rule 84.4-D4a [Clearances] From Nonclimbable Street Lighting or Traffic Signal Poles or Standards (including mastarms, brackets, and lighting fixtures) states:

When passing street lighting, traffic signal poles or standards (including mastarms, brackets and lighting fixtures) a clearance of 12 inches, as specified in Table 1, Case 10, Column B, may be reduced when suitable insulation for the highest voltage of open wire involved and mechanical protection from abrasion is provided where necessary. Such mechanical protection shall extend not less than 15 inches in each direction from centerline of pole, standard, attaching mastarm or fixture, whether passing above, below or alongside.

A Frontier communications conductor attached to Pole No. GT254292 was in contact with a streetlight pole.

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:

- Pole No. 1525651E
- Pole No. 1525663E
- Pole No. 2269570E
- Pole No. 1224108E
- Pole No. 3420CWT

The Frontier service drop attached to each of the following poles was strained by vegetation:

- Pole No. 1525662E
- Pole No. 761756E
- Pole No. 1224107E

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.

An unauthorized camera was attached to Pole No. 1180029E.

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.

Permanently abandoned service drops were observed on or near the following poles:

• 1525663E	• E74646Y	• 4377MA-1
• G14778Y	• 1290195E	• 2886MA
• 714713E	• 1290194E	• 1504MA
• 4809111E	• 5136MA	• 2127MA
• 1155607E	• 2889MA	

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.

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

- Pole No. 2471MA
- Pole No. 1224108E
- Pole No. 458711E

A Frontier communications conductor supported on each of the following poles had less than 12 inches of vertical clearance from a third-party communications conductors supported on the same pole:

- Pole No. 1503MA
- Pole No. E10207Y

A Frontier communications conductor on Pole No. 4502932E was in contact with a third-party communication service drop.

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

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 Frontier riser conduit attached to Pole No. 4103MA-2 was damaged.

GO 95, Rule 84.8-C3(b), Service Drops, Clearances above Ground and Buildings, Above Ground in Areas Accessible to Pedestrians Only, Residential Premises states in part:

Over areas accessible to pedestrians only, the vertical clearance shall not be less than 10 feet. EXCEPTION: If the building served does not permit an attachment which will provide this 10 foot clearance without the installation of a structure on the building, the clearance shall be as great as possible but in no case less than 8 feet 6 inches.

A Frontier communications service drop supported on each of the following poles and servicing a nearby home had an above ground vertical clearance of less than 8 feet, 6 inches in a pedestrian accessible area:

- Pole No. 1054016E
- Pole No. 1054014E

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 Pole No. 1224105E was obstructed by vegetation.

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 a SCE's secondary service drop on Pole No. 1525662E.

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 pole box Structure No. PB158E was damaged and corroded.
- The cover of the pole box Structure No. PB159E was damaged and corroded.
- The casing of Handhole Structure No. 2423204 was damaged.

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

- Manhole Structure No. 410E
- Pole Box Structure No. PB158E
- Pole box Structure No. PB159E
- Handhole Structure No. 2423205
- Handhole Structure No. 2423206