PUBLIC UTILITIES COMMISSION
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298

September 24, 2025 CA2025-1341

Alfredo Arzubiaga
Crown Castle Communications
District Director – I&O
2055 S. Stearman Dr
Chandler, AZ 85286

SUBJECT: Audit of Crown Castle Communications Riverside County

Mr. Arzubiaga:

On behalf of the Electric Safety and Reliability Branch of the California Public Utilities Commission (CPUC), Stacey Ocampo and SM Arafat Kamal of my staff conducted a Communication Infrastructure Provider (CIP) audit of Crown Castle Communications' Riverside County on July 21-25, 2025. The audit included a review of Crown Castle Communications' inspection and maintenance records, and a field inspection of Crown Castle Communications' 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 24, 2025, by electronic or hard copy, of all corrective measures taken by Crown Castle Communications 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, please contact Stacey Ocampo at (213) 266-4712 or Stacey.Ocampo@cpuc.ca.gov.

Sincerely,

Fadi Daye

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

Enclosures: Audit Findings

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

AUDIT FINDINGS

I. Records Review

During the audit, my staff reviewed the following records:

- Patrol and Detailed Inspection Records
- Repair Work Order Records
- Inspection and Maintenance Program Procedures
- Third-Party Safety Hazard Notifications
- Pole Loading Calculations

II. Records Review – Violations List

My staff observed the following violations during the records review 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.*

GO 95, Rule 44.1 – Installation and Reconstruction, states in part:

> *Lines and elements of lines, upon installation or reconstruction, shall provide as a minimum the safety factors specified in Table 4. The design shall consider all supply and communication facilities planned to occupy the structure. For purposes of this rule, the term "planned" applies to the facilities intended to occupy the structure that are actually known to the constructing company at the time of design.*
>
> *The entity responsible for performing the loading calculation(s) for an installation or reconstruction shall maintain records of these calculations for the service life of the pole or other structure for which a loading calculation was made and shall provide such information to authorized joint use occupants and the Commission upon request.*

My staff discovered the following discrepancies between Crown Castle's pole loading records and conditions in the field:

- My staff observed that loading calculations by Crown Castle communication for Pole 4207066E was missing two SCE down guys at heights of 55.5 ft and 36 ft,

- My staff observed that loading calculations by Crown Castle communication for Pole 1667852E was missing a SCE secondary service drop at a height of 28 ft.

- My staff observed during inspection that Pole 4207506E was a composite pole; however, the pole load calculation provided by Crown Castle communication lists the pole species as Douglas Fir, thus, the pole load calculation are not accurate.

III. Field Inspection

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

No.	Structure ID	Type of Structure	Location
1	2283877E	Pole	Menifee
2	4726113E	Pole	Menifee
3	2283882E	Pole	Menifee
4	2283883E	Pole	Menifee
5	2283884E	Pole	Menifee
6	2283885E	Pole	Menifee
7	2283887E	Pole	Menifee
8	2283888E	Pole	Menifee
9	2283889E	Pole	Menifee
10	2283891E	Pole	Menifee
11	2039769E	Pole	Perris
12	059097E	Pole	Perris
13	15000S	Pole	Perris
14	4062154E	Pole	Perris
15	74652S	Pole	Perris
16	74653S	Pole	Perris
17	4751069E	Pole	Perris
18	4863020E	Pole	Perris
19	4230101E	Pole	Perris
20	4751070E	Pole	Perris
21	1623124E	Pole	Perris
22	4222701E	Pole	Perris
23	Corner of F Street & Fourth Street	Pole	Perris
24	18286J	Pole	Riverside
25	18287J	Pole	Riverside
26	18288J	Pole	Riverside
27	17790J	Pole	Riverside
28	17789J	Pole	Riverside
29	2534 Gibson Street	Pole	Riverside
30	17787J	Pole	Riverside
31	17786J	Pole	Riverside
32	2610 Gibson Street	Pole	Riverside
33	17784J	Pole	Riverside
34	17783J	Pole	Riverside
35	17782J	Pole	Riverside
36	Corner of Fifth Street & Pedley Ave	Pole	Norco
37	1822155E	Pole	Norco
38	1298972E	Pole	Norco
39	1822156E	Pole	Norco
40	1822158E	Pole	Norco

41	1822159E	Pole	Norco
42	1822160E	Pole	Norco
43	1822161E	Pole	Norco
44	1822162E	Pole	Norco
45	1822163E	Pole	Norco
46	1463546E	Pole	Norco
47	1453547E	Pole	Norco
48	1463548E	Pole	Norco
49	1463549E	Pole	Norco
50	1463550E	Pole	Norco
51	1463701E	Pole	Norco
52	2201980E	Pole	Norco
53	656480H	Pole	Norco
54	4904329E	Pole	Norco
55	656482H	Pole	Norco
56	4972696E	Pole	Norco
57	4808447E	Pole	Norco
58	4816884E	Pole	Norco
59	656486H	Pole	Norco
60	656487H	Pole	Norco
61	448335E	Pole	Jurupa Valley
62	1888196E	Pole	Jurupa Valley
63	1888197E	Pole	Jurupa Valley
64	1885929E	Pole	Jurupa Valley
65	1885928E	Pole	Jurupa Valley
66	1888109E	Pole	Jurupa Valley
67	1888198E	Pole	Jurupa Valley
68	1888199E	Pole	Jurupa Valley
69	1859721E	Pole	Jurupa Valley
70	1888200E	Pole	Jurupa Valley
71	1888203E	Pole	Jurupa Valley
72	1888100E	Pole	Jurupa Valley
73	4427823E	Pole	Jurupa Valley
74	4282163E	Pole	Jurupa Valley
75	1904295E	Pole	Jurupa Valley
76	4782805E	Pole	Jurupa Valley
77	2295615E	Pole	Moreno Valley
78	4627016E	Pole	Moreno Valley
79	4960013E	Pole	Moreno Valley
80	2295614E	Pole	Moreno Valley
81	4390059E	Pole	Moreno Valley
82	1767871E	Pole	Moreno Valley
83	120112S	Pole	Moreno Valley
84	4175126E	Pole	Moreno Valley
85	4390060E	Pole	Moreno Valley
86	1767873E	Pole	Moreno Valley
87	4561924E	Pole	Moreno Valley

88	1767874E	Pole	Moreno Valley
89	4861429E	Pole	Moreno Valley
90	4169798E	Pole	Moreno Valley
91	4169638E	Pole	Wildomar
92	4169637E	Pole	Wildomar
93	4169636E	Pole	Wildomar
94	4169635E	Pole	Wildomar
95	4410933E	Pole	Wildomar
96	4169633E	Pole	Wildomar
97	4169632E	Pole	Wildomar
98	4169631E	Pole	Wildomar
99	4169630E	Pole	Wildomar
100	4169629E	Pole	Wildomar
101	4169628E	Pole	Wildomar
102	4169627E	Pole	Wildomar
103	4169626E	Pole	Wildomar
104	4169625E	Pole	Wildomar
105	4169624E	Pole	Wildomar
106	4169623E	Pole	Wildomar
107	4169622E	Pole	Wildomar
108	4169621E	Pole	Wildomar
109	4169620E	Pole	Wildomar
110	4169619E	Pole	Wildomar
111	4169618E	Pole	Wildomar
112	4169617E	Pole	Wildomar
113	1667852E	Pole	Lake Elsinore
114	4873711E	Pole	Lake Elsinore
115	4207509E	Pole	Lake Elsinore
116	4207508E	Pole	Lake Elsinore
117	4207506E	Pole	Lake Elsinore
118	4207507E	Pole	Lake Elsinore
119	4207505E	Pole	Lake Elsinore
120	4207504E	Pole	Lake Elsinore
121	Pole located between 4207504E and 4207503E	Pole	Lake Elsinore
122	4207503E	Pole	Lake Elsinore
123	4207502E	Pole	Lake Elsinore
124	4207501E	Pole	Lake Elsinore
125	4207066E	Pole	Lake Elsinore
126	4100 Golden Ave	Handhole	Riverside
127	Side of 11306 Parkfield Street	Handhole	Riverside
128	Side of 11307 Trailstone Ct	Handhole	Riverside
129	Corner of Golden Ave & Collett Ave	Handhole	Riverside
130	Corner of Riverwalk Pkwy and Collett Ave (Sunesys)	Handhole	Riverside
131	Corner of Riverwalk Pkwy and Collett Ave (Crown Castle)	Handhole	Riverside
132	Corner of Riverwalk Pkwy and Collett Ave (Freedom)	Handhole	Riverside
133	Corner of Raley Dr & Riverwalk Pkwy	Handhole	Riverside
134	Corner of Sierra Vista Way & Riverwalk Pkwy	Handhole	Riverside

135	Corner of Fullerton Ave & Magnolia Ave (Sunesys)	Handhole	Corona
136	Corner of Fullerton Ave & Magnolia Ave (Wilcon)	Handhole	Corona
137	Near 854 Magnolia Ave	Handhole	Corona
138	Near 1820 Fullerton Ave (Wilcon)	Handhole	Corona
139	Near 1820 Fullerton Ave (Sunesys)	Handhole	Corona
140	Near 1906 Fullerton Ave	Handhole	Corona
141	Near 1980 Fullerton Ave	Handhole	Corona
142	Corner of Monarch Dr & Fullerton Ave	Handhole	Corona

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.*

The Crown Castle Communications' facilities on each of the following poles required maintenance:

- Pole No. 4207502E – incomplete pole transfer
- Pole No. 1623124E – the lashing wire of Crown Castle communications conductors attached to pole was loose.
- Pole No. 2283889E – the ground wire of Crown Castle communications attached to the pole was damaged.
- Pole No. 2610 Gibson Street – shoes were observed hanging on the Crown Castle communications conductor.
- Pole No. Pole 74653S – a Crown Castle communications conductor was in contact with a third-party wire strand.
- Pole No. 17786J – a Crown Castle communications fiber enclosure was in contact with a third-party communications conductor.

GO 95, Rule 84.6-B, Ground Wires, states in part:

> *Ground wires, other than lightning protection wires not attached to equipment or ground wires on grounded structures, shall be covered by metal pipe or suitable covering of wood or metal, or of plastic conduit material as specified in Rule 22.8–A, for a distance above ground sufficient to protect against mechanical injury, but in no case shall such distance be less than 7 feet.*

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

- Pole No. 2283885E
- Pole No. 1822156E

GO 95, Rule 86.2 – Overhead Guys, Anchor Guys and Span Wire 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.*

Crown Castle communications down guy wire attached to Pole No. 4726113E was loose and not taut.

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).*

Crown Castle communications conductor attached to Pole No. 4861429E was strained by vegetation.

GO 95, Rule 38 – Minimum Clearances of Wires from Other Wires, Table 2, Column C, Case 8, requires the minimum vertical separation between "Communication Conductors (Including Open Wire, Cables and Service Drops)" from "Communication Conductors and Supply Drops" on the same pole and in adjoining midspans to be 12 inches.

Crown Castle communications conductors 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. 2283888E – a Crown Castle communications conductor was in contact with a third-party communications conductor.
- Pole No. 2283891E – a Crown Castle communications conductor was in contact with a third-party communications conductor.
- Pole No. 4751070E – a Crown Castle communications conductor was in contact with a third-party communications conductor.
- Pole No. 656486H – a Crown Castle communications conductor was in contact with a third-party communications conductor.
- Pole No. 4561924E – a Crown Castle communications conductor was in contact with a third-party communications conductor.
- Pole No. 4169638E – a Crown Castle communications conductor was in contact with a third-party communications conductor.

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.*

Crown Castle communications conductor supported on Pole No. 4169624E was in contact with a streetlight pole.

GO 95, Rule 38 – Minimum Clearances of Wires from Other Wires, Table 2, Column C, Case 19, requires the minimum radial separation between "Communication Conductors (Including Open Wire, Cables and Service Drops)" from "Guys and span wires passing conductors supported on the same poles" to be 3 inches.

Crown Castle communications conductor supported on Pole No. 74653S was in contact with SCE down guy attached to the same pole.

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:

- Pole No. 1888196E
- Pole No. Pole located between pole 4207504E and 4207503E

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 handhole located in the corner of Raley Dr & Riverwalk Pkwy was filled with a large amount of dirt.

Each of the following Crown Castle handhole covers for each of the following structure was missing bolts (not properly secured):

- Sructure located at 4100 Golden Ave
- Sructure located at Side of 11306 Parkfield Street
- Sructure located at Side of 11307 Trailstone Ct
- Sructure located at Corner of Golden Ave & Collett Ave
- Sructure located at Corner of Riverwalk Pkwy and Collett Ave (Sunesys)
- Sructure located at Corner of Riverwalk Pkwy and Collett Ave (Crown Castle)
- Sructure located at Corner of Riverwalk Pkwy and Collett Ave (Freedom)
- Sructure located at Corner of Raley Dr & Riverwalk Pkwy
- Sructure located at Corner of Sierra Vista Way & Riverwalk Pkwy
- Sructure located at Corner of Fullerton Ave & Magnolia Ave (Sunesys)
- Sructure located at Corner of Fullerton Ave & Magnolia Ave (Wilcon)

- Sructure located at Near 854 Magnolia Ave
- Sructure located at Near 1820 Fullerton Ave (Wilcon)
- Sructure located at Near 1820 Fullerton Ave (Sunesys)
- Sructure located at Near 1906 Fullerton Ave
- Sructure located at Near 1980 Fullerton Ave
- Sructure located at Corner of Monarch Dr & Fullerton Ave