

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



August 18, 2026

CA2026-1408

Jenny Smith  
Director, Regulatory and Government Affairs  
Frontier, A Verizon Company  
9260 E Stockton Blvd  
Elk Grove, CA 95624

Subject: Audit of Frontier Communications' Los Angeles County South

Ms. Smith:

On behalf of the Electric Safety and Reliability Branch of the California Public Utilities Commission (CPUC), Kyle King of my staff conducted a Communications Infrastructure Provider (CIP) audit of Frontier Communications' Los Angeles County South from June 29, 2026 to July 3, 2026. The audit included a review of Frontier's records and field inspections of Frontier'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 September 18, 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 Kyle King at (213) 222-3260 or [Kyle.King@cpuc.ca.gov](mailto:Kyle.King@cpuc.ca.gov).

Sincerely,

A handwritten signature in black ink, appearing to read "Derek Fong".

(Derek Fong for Majed Ibrahim)

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

Cc: Koko Tomassian, Director, Safety and Enforcement Division, CPUC  
Eric Wu, Program Manager, Electric Safety and Reliability Branch, CPUC  
Derek Fong, Senior Utilities Engineer, Electric Safety and Reliability Branch, CPUC  
Kyle King, Utilities Engineer, Electric Safety and Reliability Branch, CPUC

## AUDIT FINDINGS

### I. Records Review

My staff reviewed the following records during the audit:

- Inspection records.
- Work order/corrective ticket records
- Third Party Notifications
- Pole Loading Calculation Records
- Inspection and maintenance procedures

### 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 indicate that from January 2021 to January 2026, Frontier completed 933 overhead work orders past Frontiers' due date for corrective action.

### III. Field Inspections

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

| No. | Facility Identification | Structure Type | City       | Latitude    | Longitude    |
|-----|-------------------------|----------------|------------|-------------|--------------|
| 1   | 1913739E                | Pole           | Long Beach | 33.82501225 | -118.1310541 |
| 2   | 1913738E                | Pole           | Long Beach | 33.82500919 | -118.1295501 |
| 3   | B9911Y                  | Pole           | Long Beach | 33.82499813 | -118.1290594 |
| 4   | 1913737E                | Pole           | Long Beach | 33.82500101 | -118.1285507 |
| 5   | 1913736E                | Pole           | Long Beach | 33.82500688 | -118.1282561 |
| 6   | 1913735E                | Pole           | Long Beach | 33.82499964 | -118.1278072 |
| 7   | B8658Y                  | Pole           | Long Beach | 33.82500723 | -118.127285  |
| 8   | 1913734E                | Pole           | Long Beach | 33.82498287 | -118.127012  |
| 9   | 1774678E                | Pole           | Lakewood   | 33.82500332 | -118.1266553 |
| 10  | 1746796E                | Pole           | Lakewood   | 33.85840587 | -118.1102279 |
| 11  | 1731770E                | Pole           | Lakewood   | 33.85839699 | -118.1099399 |
| 12  | 4228498E                | Pole           | Lakewood   | 33.85839929 | -118.1091017 |
| 13  | 1032865E                | Pole           | Lakewood   | 33.85840729 | -118.1089407 |
| 14  | 1774679E                | Pole           | Lakewood   | 33.85839107 | -118.1106244 |
| 15  | 1746797E                | Pole           | Lakewood   | 33.85840161 | -118.1109129 |
| 16  | 4444283E                | Pole           | Lakewood   | 33.85839372 | -118.1112548 |
| 17  | 1710104E                | Pole           | Lakewood   | 33.85839676 | -118.1117474 |
| 18  | 1710105E                | Pole           | Lakewood   | 33.85839283 | -118.1123649 |
| 19  | 1746799E                | Pole           | Lakewood   | 33.85851551 | -118.112366  |
| 20  | 1032869E                | Pole           | Lakewood   | 33.85839287 | -118.1130587 |
| 21  | 631794E                 | Pole           | Lakewood   | 33.85838345 | -118.1137328 |
| 22  | 1596315E                | Pole           | Lakewood   | 33.8597916  | -118.1208061 |
| 23  | 1258340E                | Pole           | Lakewood   | 33.86002961 | -118.1212909 |
| 24  | 1621696E                | Pole           | Lakewood   | 33.86023855 | -118.1217459 |
| 25  | 1596316E                | Pole           | Lakewood   | 33.86037482 | -118.1222202 |
| 26  | 4454398E                | Pole           | Lakewood   | 33.86046648 | -118.1227425 |
| 27  | 1596318E                | Pole           | Lakewood   | 33.86045411 | -118.1232376 |
| 28  | M3362Y                  | Pole           | Lakewood   | 33.86049608 | -118.1237404 |
| 29  | 1596319E                | Pole           | Lakewood   | 33.86055518 | -118.1236488 |
| 30  | 1596320E                | Pole           | Lakewood   | 33.86049235 | -118.1239222 |
| 31  | 2381992E                | Pole           | Lakewood   | 33.86049213 | -118.1243069 |
| 32  | 4843706E                | Pole           | Artesia    | 33.85956763 | -118.1203289 |
| 33  | 4367427E                | Pole           | Artesia    | 33.86611987 | -118.0792712 |
| 34  | 2365112E                | Pole           | Artesia    | 33.86659342 | -118.0792678 |
| 35  | 4469323E                | Pole           | Artesia    | 33.86702145 | -118.0792584 |
| 36  | 4469324E                | Pole           | Artesia    | 33.86735925 | -118.0792739 |
| 37  | 4843707E                | Pole           | Artesia    | 33.86785755 | -118.0792762 |
| 38  | 1051781E                | Pole           | Artesia    | 33.86827486 | -118.0792756 |
| 39  | 4119781E                | Pole           | Artesia    | 33.86853836 | -118.0783541 |

|    |          |      |            |             |              |
|----|----------|------|------------|-------------|--------------|
| 40 | 487824E  | Pole | Artesia    | 33.86852604 | -118.077904  |
| 41 | 4795969E | Pole | Artesia    | 33.86852959 | -118.0773419 |
| 42 | 4469311E | Pole | Artesia    | 33.86838237 | -118.0773388 |
| 43 | GT13674  | Pole | Artesia    | 33.86801158 | -118.0773408 |
| 44 | 4528847E | Pole | Artesia    | 33.86835314 | -118.0783093 |
| 45 | 663648E  | Pole | Artesia    | 33.86807148 | -118.0782986 |
| 46 | 663647E  | Pole | Artesia    | 33.86794581 | -118.0782935 |
| 47 | 645225E  | Pole | Artesia    | 33.86790608 | -118.0783032 |
| 48 | 4405178E | Pole | Artesia    | 33.86705381 | -118.0782913 |
| 49 | 4367462E | Pole | Artesia    | 33.86660665 | -118.0782822 |
| 50 | 4430228E | Pole | Artesia    | 33.86617975 | -118.0782746 |
| 51 | 1000342E | Pole | Long Beach | 33.86591572 | -118.0782781 |
| 52 | 4546472E | Pole | Long Beach | 33.75671101 | -118.133163  |
| 53 | B140386Y | Pole | Long Beach | 33.75628362 | -118.1334299 |
| 54 | 1710361E | Pole | Long Beach | 33.75596689 | -118.1336078 |
| 55 | 4255466E | Pole | Long Beach | 33.75572205 | -118.133767  |
| 56 | 1710389E | Pole | Long Beach | 33.75535539 | -118.1339999 |
| 57 | 4853486E | Pole | Long Beach | 33.75509259 | -118.1341869 |
| 58 | 2006475E | Pole | Long Beach | 33.75510515 | -118.1346132 |
| 59 | 434644E  | Pole | Long Beach | 33.75523571 | -118.1348814 |
| 60 | 2167004E | Pole | Long Beach | 33.7553562  | -118.1347978 |
| 61 | 434643E  | Pole | Long Beach | 33.75554779 | -118.1346352 |
| 62 | 2167005E | Pole | Long Beach | 33.75581927 | -118.1345025 |
| 63 | B140384Y | Pole | Long Beach | 33.75591835 | -118.1344458 |
| 64 | 2167006E | Pole | Long Beach | 33.75625857 | -118.1342293 |
| 65 | 434642E  | Pole | Long Beach | 33.75655583 | -118.1340345 |
| 66 | 2364758E | Pole | Long Beach | 33.75677821 | -118.1339276 |
| 67 | 444439E  | Pole | Long Beach | 33.75690992 | -118.1338249 |
| 68 | 152929E  | Pole | Long Beach | 33.75720853 | -118.133646  |
| 69 | 1528884E | Pole | Long Beach | 33.757289   | -118.1335611 |
| 70 | 630003E  | Pole | Long Beach | 33.79232881 | -118.1440124 |
| 71 | B8124Y   | Pole | Long Beach | 33.79242988 | -118.1436913 |
| 72 | 4366994E | Pole | Long Beach | 33.79253669 | -118.143379  |
| 73 | 39460E   | Pole | Long Beach | 33.79256946 | -118.1432139 |
| 74 | 143529E  | Pole | Long Beach | 33.78811125 | -118.1805674 |
| 75 | 39458E   | Pole | Long Beach | 33.78809501 | -118.1801432 |
| 76 | 39457E   | Pole | Long Beach | 33.78810705 | -118.1797249 |
| 77 | 36779E   | Pole | Long Beach | 33.78810318 | -118.1793747 |
| 78 | 1402438E | Pole | Long Beach | 33.78809584 | -118.1790424 |
| 79 | 36781E   | Pole | Long Beach | 33.78809974 | -118.1786334 |
| 80 | 1402435E | Pole | Long Beach | 33.78810455 | -118.1782891 |
| 81 | 2283549E | Pole | Long Beach | 33.78810914 | -118.1780169 |
| 82 | 4255464E | Pole | Long Beach | 33.78810615 | -118.1775473 |
| 83 | 4322803E | Pole | Long Beach | 33.78809892 | -118.1771924 |
| 84 | 4466935E | Pole | Long Beach | 33.7881007  | -118.1768837 |

|     |                          |           |              |             |              |
|-----|--------------------------|-----------|--------------|-------------|--------------|
| 85  | B9274                    | Pole      | Long Beach   | 33.78811124 | -118.1765702 |
| 86  | 4912747E                 | Pole      | Long Beach   | 33.78514308 | -118.2152518 |
| 87  | 4730583E                 | Pole      | Long Beach   | 33.78514025 | -118.2148441 |
| 88  | 4730591E                 | Pole      | Long Beach   | 33.78474763 | -118.2160109 |
| 89  | 925339E                  | Pole      | Long Beach   | 33.78489482 | -118.2160268 |
| 90  | 925338E                  | Pole      | Long Beach   | 33.78543791 | -118.2160565 |
| 91  | 4929019E                 | Pole      | Long Beach   | 33.78584985 | -118.2160251 |
| 92  | 738517E                  | Pole      | Long Beach   | 33.78614995 | -118.2160447 |
| 93  | 7385226E                 | Pole      | Long Beach   | 33.8621343  | -118.190965  |
| 94  | 163981E                  | Pole      | Long Beach   | 33.86212276 | -118.1906132 |
| 95  | 163980E                  | Pole      | Long Beach   | 33.86213522 | -118.1902716 |
| 96  | 163979E                  | Pole      | Long Beach   | 33.8621409  | -118.1898101 |
| 97  | 163978E                  | Pole      | Long Beach   | 33.86213061 | -118.1893288 |
| 98  | 4379009E                 | Pole      | Long Beach   | 33.86215353 | -118.1888319 |
| 99  | B11128Y                  | Pole      | Long Beach   | 33.86215753 | -118.1883639 |
| 100 | B11129Y                  | Pole      | Long Beach   | 33.86214821 | -118.1880291 |
| 101 | 4922416E                 | Pole      | Long Beach   | 33.86216467 | -118.1876361 |
| 102 | B11131Y                  | Pole      | Long Beach   | 33.86215602 | -118.1871486 |
| 103 | 445126E                  | Pole      | Long Beach   | 33.8621581  | -118.1867083 |
| 104 | 229G                     | Vault     | Seal Beach   | 33.86213991 | -118.1865469 |
| 105 | 700G                     | Vault     | Seal Beach   | 33.77473407 | -118.0600072 |
| 106 | 4864 Candleberry Ave.    | Hand Hole | Seal Beach   | 33.77476477 | -118.0530003 |
| 107 | 221G                     | Vault     | Seal Beach   | 33.7768356  | -118.0443195 |
| 108 | 16                       | Hand Hole | Garden Grove | 33.77797275 | -118.0524348 |
| 109 | 15                       | Hand Hole | Garden Grove | 33.77736662 | -118.0323039 |
| 110 | 13                       | Hand Hole | Garden Grove | 33.7773355  | -118.0326905 |
| 111 | 12                       | Hand Hole | Garden Grove | 33.77671736 | -118.0322964 |
| 112 | 10                       | Hand Hole | Garden Grove | 33.77663583 | -118.0326863 |
| 113 | 12                       | Hand Hole | Garden Grove | 33.77601593 | -118.0322987 |
| 114 | 7                        | Hand Hole | Garden grove | 33.77592966 | -118.0326789 |
| 115 | 5                        | Hand Hole | Garden grove | 33.77556233 | -118.0323202 |
| 116 | 4                        | Hand Hole | Garden grove | 33.77527475 | -118.0328774 |
| 117 | 6                        | Hand Hole | Garden grove | 33.77510183 | -118.0331127 |
| 118 | 6.5                      | Hand Hole | Garden grove | 33.77516582 | -118.0328963 |
| 119 | 21                       | Hand Hole | Garden Grove | 33.77516621 | -118.032677  |
| 120 | 22                       | Hand Hole | Garden Grove | 33.77800167 | -118.0327043 |
| 121 | 22.5                     | Hand Hole | Garden Grove | 33.77803671 | -118.0323144 |
| 122 | 12683 Alonzo Cook Street | Hand Hole | Garden grove | 33.77866512 | -118.0322748 |
| 123 | 1812993E                 | Pole      | Long Beach   | 33.77893684 | -118.032035  |
| 124 | 2103682E                 | Pole      | Long Beach   | 33.78721587 | -118.1804065 |
| 125 | 1812983E                 | Pole      | Long Beach   | 33.78718386 | -118.1802616 |
| 126 | 1812992E                 | Pole      | Long Beach   | 33.78719959 | -118.1799223 |
| 127 | 1456075E                 | Pole      | Long Beach   | 33.78719768 | -118.1794533 |

|     |          |      |            |             |              |
|-----|----------|------|------------|-------------|--------------|
| 128 | 1812984E | Pole | Long Beach | 33.78719818 | -118.1792446 |
| 129 | 1812990E | Pole | Long Beach | 33.78718075 | -118.1789597 |
| 130 | 1812991E | Pole | Long Beach | 33.78718104 | -118.1784579 |
| 131 | 1812989E | Pole | Long Beach | 33.78718417 | -118.1779835 |
| 132 | 1812988E | Pole | Long Beach | 33.78719586 | -118.17747   |
| 133 | 4666979E | Pole | Long Beach | 33.78717507 | -118.1770997 |
| 134 | 143595Y  | Pole | Long Beach | 33.78717811 | -118.1768414 |

#### **IV. Field Inspection – Violations List**

My staff observed the following violations during the field inspection:

##### **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.*

On Pole number 39458E, a Frontier communications conductor was attached to a down guy wire.

##### **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. 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.*

Frontier facilities supported on the following poles were abandoned:

- 4367427E
- 4405178E
- 4255466E
- 444439E
- 39458E
- 1812984E
- 1812990E
- 4528847E

**GO 95, Rule 37, Table 1, Case 5, Column B** requires the minimum above ground clearance of “Communications Conductors (Including Open Wire, Cables and Service Drops)” in areas accessible to pedestrians only to be 10 feet.

Frontier communications conductors supported on the following poles had less than the minimum required ground clearance:

- 4843706E
- 1051781E
- 4469311E
- 4528847E
- 663647E

- 645225E
- 4367462E
- 4430228E
- 4255464E

**GO 95, Rule 38, Table 2, Case 18, Column C** requires the radial separation between “Communications Conductors” and “guys passing conductors supported on other poles or guys approximately parallel to conductors supported on the same poles” to be 3 inches.

On Pole number 434644E, a Frontier communications conductor was touching a down guy wire.

**GO 95, Rule 38, Table 2, Case 8, Column C** requires the vertical separation between “Communication Conductors and Service Drops” and “Communication Conductors” on separate crossarms or other supports at different levels on the same pole and in adjoining midspans to be 12 inches.

On Pole number 4255464E, a Frontier communications conductor was touching a third-party communications service drop supported on the same pole.

**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.*

The Frontier down guy wire supporting each of the following poles was loose.

- 1913739E
- 1710104E
- 1032869E