

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



October 21, 2026

CA2026-1478

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

Subject: Audit of Frontier Communications' Orange County

Ms. Smith:

On behalf of the Electric Safety and Reliability Branch (ESRB) of the California Public Utilities Commission, SM Arafat Kamal and Stacey Ocampo of my staff conducted a Communication Infrastructure Provider (CIP) audit of Frontier's Orange County on September 14-18, 2026. The audit included a review of Frontier Communication'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 November 23, 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 SM Arafat Kamal (213) 902-0325 or SMArafat.Kamal@cpuc.ca.gov.

Sincerely,

A handwritten signature in black ink that reads "Majed Ibrahim".

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

Enclosures: Audit Findings

Cc: Koko Tomassian, Director for Safety and Enforcement Division, CPUC
Eric Wu, Program Manager, Electric Safety and Reliability Branch, CPUC
Saimon Islam, Senior Utilities Engineer, Supervisor, ESRB, CPUC
SM Arafat Kamal, Utilities Engineer, Electric Safety and Reliability Branch, CPUC
Stacey Ocampo, Utilities Engineer, Electric Safety and Reliability Branch, 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 April 2025 to August 2026, Frontier completed 883 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	City	Latitude	Longitude
1	4000510E	Pole	Huntington Beach	33.66957725	-118.0068724
2	4248534E	Pole	Huntington Beach	33.66950777	-118.0069242
3	1787786E	Pole	Huntington Beach	33.66925252	-118.0071964
4	912172E	Pole	Huntington Beach	33.66903365	-118.0074158
5	1039552E	Pole	Huntington Beach	33.6688209	-118.0076596
6	1787787E	Pole	Huntington Beach	33.66871882	-118.0077538
7	1787788E	Pole	Huntington Beach	33.66841343	-118.0080608
8	1928196E	Pole	Huntington Beach	33.66809757	-118.0083899
9	1521268E	Pole	Huntington Beach	33.66787772	-118.0086031
10	1787790E	Pole	Huntington Beach	33.6675666	-118.0089197
11	1787791E	Pole	Huntington Beach	33.66725237	-118.0092384
12	1454042E	Pole	Huntington Beach	33.66661404	-118.0084861
13	908812E	Pole	Huntington Beach	33.66687622	-118.0082453
14	1521270E	Pole	Huntington Beach	33.66732564	-118.0077843
15	100285E	Pole	Huntington Beach	33.66754594	-118.0075863
16	743133E	Pole	Huntington Beach	33.6678275	-118.0072508
17	2046062E	Pole	Huntington Beach	33.66804017	-118.0070379
18	1016491E	Pole	Huntington Beach	33.66827174	-118.0068326
19	2050479E	Pole	Huntington Beach	33.66844214	-118.0066529
20	370218E	Pole	Huntington Beach	33.66861395	-118.0064942
21	141796Y	Pole	Huntington Beach	33.66877679	-118.0062287
22	785773E	Pole	Seal Beach	33.73764025	-118.1004572
23	931507E	Pole	Seal Beach	33.73755363	-118.1001109
24	1267461E	Pole	Seal Beach	33.73746545	-118.0997985
25	40084E	Pole	Seal Beach	33.73760272	-118.0994501
26	4403420E	Pole	Seal Beach	33.73784214	-118.098998
27	B139257Y	Pole	Seal Beach	33.7388736	-118.1000981
28	1788420E	Pole	Seal Beach	33.73863437	-118.1002602
29	1788419E	Pole	Seal Beach	33.73831051	-118.1004551
30	1788418E	Pole	Seal Beach	33.73811175	-118.1006421
31	1788417E	Pole	Seal Beach	33.73791941	-118.1007645
32	1788416E	Pole	Seal Beach	33.73781101	-118.1008409
33	2295274E	Pole	Westminster	33.76060799	-118.0061677
34	1850002E	Pole	Westminster	33.7602178	-118.0061433
35	1850009E	Pole	Westminster	33.75993275	-118.0061303
36	4291114E	Pole	Westminster	33.75965273	-118.0061256

37	1841550E	Pole	Westminster	33.75946825	-118.0061254
38	C4526Y	Pole	Westminster	33.75963579	-118.0060174
39	4973923E	Pole	Westminster	33.75963946	-118.0056675
40	4291115E	Pole	Westminster	33.75963285	-118.0053104
41	1548562E	Pole	Westminster	33.75957211	-118.0052942
42	4702560E	Pole	Westminster	33.75962982	-118.0050583
43	4291116E	Pole	Westminster	33.76006764	-118.0052998
44	4291117E	Pole	Westminster	33.76034566	-118.0053345
45	4291118E	Pole	Westminster	33.7607813	-118.0053343
46	Manhole 600 (Plaza Ln)	Manhole	Huntington Beach	33.71713592	-118.0360758
47	Handhole 3 (Haviland Dr)	Hand Hole	Huntington Beach	33.71790036	-118.036212
48	Handhole 6 (Haviland Dr)	Hand Hole	Huntington Beach	33.71792049	-118.0359249
49	Handhole 5 (Haviland Dr)	Hand Hole	Huntington Beach	33.71792295	-118.0354885
50	Handhole 7 (Barclay Ln)	Hand Hole	Huntington Beach	33.71812122	-118.0351834
51	Handhole 8 (Barclay Ln)	Hand Hole	Huntington Beach	33.71843861	-118.0352033
52	Handhole 9 (Charlotta Dr)	Hand Hole	Huntington Beach	33.71854399	-118.035488
53	Handhole 10 (Charlotta Dr)	Hand Hole	Huntington Beach	33.7185392	-118.0359218
54	Handhole 1 (Ashwood Ln)	Hand Hole	Huntington Beach	33.71851337	-118.036357
55	Handhole 2 (Ashwood Ln)	Hand Hole	Huntington Beach	33.71872239	-118.0363938
56	Handhole 11 (Rosecrest Dr)	Hand Hole	Huntington Beach	33.7190577	-118.0360028
57	Handhole 12 (Rosecrest Dr)	Hand Hole	Huntington Beach	33.71907183	-118.0356861
58	Handhole 13 (Rosecrest Dr)	Hand Hole	Huntington Beach	33.71907385	-118.035257
59	Handhole 18 (Rosecrest Dr)	Hand Hole	Huntington Beach	33.71889843	-118.0346956
60	Handhole 19 (Pembroke Ln)	Hand Hole	Huntington Beach	33.71876928	-118.0345709
61	Handhole 20 (Pembroke Ln)	Hand Hole	Huntington Beach	33.71853246	-118.0345937

62	Manhole 601 (Plaza Ln)	Manhole	Huntington Beach	33.71801171	-118.0365102
63	Handhole 13 (Foxglove Dr)	Hand Hole	Huntington Beach	33.71847675	-118.0374902
64	Handhole 12 (Foxglove Dr)	Hand Hole	Huntington Beach	33.71846954	-118.0377831
65	Handhole 11 (Foxglove Dr)	Hand Hole	Huntington Beach	33.71846425	-118.0385762
66	Handhole 10 (Harvest Ln)	Hand Hole	Huntington Beach	33.71815722	-118.0385945
67	Handhole 9 (Harvest Ln)	Hand Hole	Huntington Beach	33.71792212	-118.0385477
68	Handhole 8 (Harvest Ln)	Hand Hole	Huntington Beach	33.71773737	-118.038507
69	Handhole 7 (Harvest Ln)	Hand Hole	Huntington Beach	33.71754009	-118.0384972
70	Handhole 6 (Acorn Dr)	Hand Hole	Huntington Beach	33.71740912	-118.0379989
71	Handhole 5 (Acorn Dr)	Hand Hole	Huntington Beach	33.71741821	-118.0371267
72	Handhole 4 (Acorn Dr)	Hand Hole	Huntington Beach	33.71742786	-118.0366139
73	Handhole 21 (Roderick Ln)	Hand Hole	Huntington Beach	33.6776609	-117.9708372
74	Handhole 20 (Roderick Ln)	Hand Hole	Huntington Beach	33.67736592	-117.9708337
75	Handhole 19 (Roderick Ln)	Hand Hole	Huntington Beach	33.67703762	-117.97082
76	Handhole 22 (Roderick Ln)	Hand Hole	Huntington Beach	33.67800986	-117.9708408
77	Handhole 23 (Roderick Ln)	Hand Hole	Huntington Beach	33.67835373	-117.9708325
78	VZ98853	Pole	Huntington Beach	33.68655752	-117.9929179
79	VZ98854	Pole	Huntington Beach	33.68655361	-117.9927196
80	D849Y	Pole	Laguna Beach	33.52999033	-117.7710469
81	D848Y	Pole	Laguna Beach	33.52970084	-117.7707855
82	D850Y	Pole	Laguna Beach	33.53031498	-117.7715063
83	4826568E	Pole	Laguna Beach	33.53059162	-117.7718435
84	4825596E	Pole	Laguna Beach	33.53091539	-117.7722021
85	D853Y	Pole	Laguna Beach	33.53125844	-117.7726335
86	1220769E	Pole	Laguna Beach	33.53173835	-117.7728497

87	4617415E	Pole	Laguna Beach	33.53185449	-117.7729259
88	1220764E	Pole	Laguna Beach	33.5318478	-117.7729662
89	2148379E	Pole	Laguna Beach	33.53414435	-117.7747153
90	GT7895	Pole	Laguna Beach	33.53430239	-117.7744933
91	GT7896	Pole	Laguna Beach	33.53446951	-117.774271
92	GT7592	Pole	Laguna Beach	33.53466167	-117.7739339
93	GT7528	Pole	Laguna Beach	33.53488349	-117.7736333
94	GT7530	Pole	Laguna Beach	33.53511553	-117.773265
95	GT7526	Pole	Laguna Beach	33.53532935	-117.77294
96	600 Brooks St	Pole	Laguna Beach	33.53555876	-117.7725978
97	GT7897	Pole	Laguna Beach	33.5356453	-117.7724015
98	GT7527	Pole	Laguna Beach	33.53583217	-117.7721153
99	298144E	Pole	Laguna Beach	33.53600155	-117.7716335
100	298143E	Pole	Laguna Beach	33.53640861	-117.7717079
101	297760E	Pole	Laguna Beach	33.53680675	-117.7717963
102	D1856Y	Pole	Laguna Beach	33.53680648	-117.7718781
103	4884314E	Pole	Laguna Beach	33.53664674	-117.7721629
104	822453E	Pole	Laguna Beach	33.53638252	-117.7726581
105	1518Y	Pole	Laguna Beach	33.53632731	-117.772931
106	Manhole 123L (ALTA Laguna Blvd)	Manhole	Laguna Beach	33.55051443	-117.7554773
107	L27912	Pole	South Laguna Beach	33.50204376	-117.7415784
108	P26013	Pole	South Laguna Beach	33.50239883	-117.7415904
109	P26689	Pole	South Laguna Beach	33.50243969	-117.7418376
110	P27463	Pole	South Laguna Beach	33.50283757	-117.7421527
111	P28136	Pole	South Laguna Beach	33.50306787	-117.7423022
112	P27117	Pole	South Laguna Beach	33.5028778	-117.7426426
113	P28377	Pole	South Laguna Beach	33.50256614	-117.7424164
114	P121934	Pole	South Laguna Beach	33.50225442	-117.7422162
115	P321706	Pole	South Laguna Beach	33.50218446	-117.7421803
116	L22483	Pole	South Laguna Beach	33.50260449	-117.7415789
117	P27483	Pole	South Laguna Beach	33.50279266	-117.741575
118	P26012	Pole	South Laguna Beach	33.50307223	-117.7415803
119	P28314	Pole	South Laguna Beach	33.50343541	-117.7415524
120	P26011	Pole	South Laguna Beach	33.50370095	-117.7415557
121	892290E	Pole	La Habra Heights	33.94972746	-117.9688522
122	4735156E	Pole	La Habra Heights	33.9497306	-117.9683903
123	437784E	Pole	La Habra Heights	33.94973939	-117.9678335
124	4245400E	Pole	La Habra Heights	33.95021624	-117.9678575
125	4180882E	Pole	La Habra Heights	33.95065545	-117.967858

126	1397907E	Pole	La Habra Heights	33.95115403	-117.9679365
127	4533690E	Pole	La Habra Heights	33.95147913	-117.9679271
128	GT93382	Pole	La Habra Heights	33.9498209	-117.9692262
129	W3570Y	Pole	La Habra Heights	33.95014912	-117.9692076
130	W481Y	Pole	La Habra Heights	33.95057891	-117.9695253
131	W12884Y	Pole	La Habra Heights	33.95096572	-117.9699298
132	512868E	Pole	La Habra	33.93102745	-117.9505725
133	1543281E	Pole	La Habra	33.93115549	-117.9505638
134	863964E	Pole	La Habra	33.93080493	-117.9510369
135	863965E	Pole	La Habra	33.93077991	-117.9505676
136	GT11484	Pole	La Habra	33.93079524	-117.9504038
137	863966E	Pole	La Habra	33.93080543	-117.9498642
138	863967E	Pole	La Habra	33.93063639	-117.949885
139	863968E	Pole	La Habra	33.93021589	-117.9498877

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.

Frontier's facilities on the following poles required maintenance:

- Pole No. 863964E – visibility strip was damaged.
- Pole No. 4180882E – the down guy anchor was buried.
- Pole No. 1039552E – a Frontier conductor not properly secure to its messenger.

The pole steps attached to the following poles were damaged:

- Pole No. 4248534E
- Pole No. 1787791E
- Pole No. 908812E
- Pole No. 512868E

The Frontier lashing wire on the following poles were broken:

- Pole No. W481Y
- Pole No. 1397907E
- Pole No. 1543281E

The Frontier pole cleats on the following poles were damaged:

- Pole No. 1039552E
- Pole No. 1787787E
- Pole No. 4248534E

The following poles require cleats to secure the Frontier riser cable to the pole:

- Pole No. 912172E
- Pole No. 1928196E
- Pole No. 1454042E
- Pole No. 2046062E
- Pole No. D1856Y
- Pole No. 863964E
- Pole No. 1787786E
- Pole No. 1787790E
- Pole No. 370218E
- Pole No. GT7528

The Frontier incomplete pole transfer on each of the following poles:

- Pole No. P26013
- Pole No. P28314

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.

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

- Pole No. 1787790E
- Pole No. 100285E
- Pole No. 4403420E
- Pole No. B139257Y
- Pole No. 2295274E
- Pole No. 4291115E
- Pole No. 4702560E
- Pole No. 4291118E
- Pole No. P26011
- Pole No. 437784E
- Pole No. 785773E
- Pole No. 40084E
- Pole No. 370218E
- Pole No. W481Y

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).

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

- Pole No. 1850002E
- Pole No. 4825596E
- Pole No. 892290E
- Pole No. D850Y
- Pole No. GT7526

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

Nothing in these rules shall be construed as permitting the unauthorized attachment, to supply, streetlight 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 “NO PARKING” sign was attached to Pole No. P121934.

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

- Pole No. 141796Y
- Pole No. 1267461E
- Pole No. 40084E
- Pole No. 1788419E
- Pole No. 298144E
- Pole No. 4884314E
- Pole No. 822453E
- Pole No. P27117
- Pole No. P27483
- Pole No. D1856Y
- Pole located at 600 Brooks St.

A Frontier 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. 1787788E
- Pole No. 785773E
- Pole No. 1397907E
- Pole No. 437784E
- Pole No. 1543281E
- Pole No. 892290E

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

- Pole No. 4735156E
- Pole No. 912172E

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 Frontier ground moulding attached to Pole No. 1787786E was damaged.

GO 95, Rule 84.8-C(4) – From Buildings and Structures, states:

Service drops are not required to clear buildings any specified horizontal distance but shall be so installed that they do not interfere with the free use of fire escapes, exits, windows, doors and other points at which ingress or egress might be expected.

The Frontier service drop attached to Pole No. 1267461E was interfering with a townhouse window at 1514 Marine Ave.

GO 95, Rule 86.9, Guy Marker (Guy Guard), states:

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 Frontier down guy wire attached to Pole No. 1548562E had a damaged guy guard.

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.

The Frontier down guy wire attached to Pole No. 1543281E was loose and not taut.

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 the following poles were missing/damaged:

- Pole No. 1787787E
- Pole No. 1521268E
- Pole No. GT7528
- Pole No. 4248534E

The Frontier riser conduit attached to Pole No. 2050479E was below 8 ft above the ground level.

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 Frontier splice case cover for the following handhole was damaged:

- Handhole 20 (Pembroke Ln)
- Handhole 12 (Foxglove Dr)
- Handhole 10 (Harvest Ln)
- Handhole 4 (Acorn Dr)
- Handhole 11 (Foxglove Dr)