STATE OF CALIFORNIA Gavin Newsom, *Governor*

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

December 17, 2025 CA2025-1338

Lisa Ludovici
Director, Government Affairs Sierra Nevada
Charter Communications
270 Bridge Street
San Luis Obispo, CA 93401

SUBJECT: Audit of Charter Communication's North Los Angeles County

Ms. Ludovici:

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 Charter's North Los Angeles County on October 20-24, 2025. The audit included a review of Charter Communications' inspection and maintenance records and a field inspection of Charter'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 19, 2025 by electronic or hard copy, of all corrective measures taken by Charter 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,

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, ESRB, CPUC
Majed Ibrahim, Senior Utilities Engineer Supervisor, ESRB, SED, CPUC
Stacey Ocampo, Utilities Engineer, ESRB, SED, CPUC
SM Arafat Kamal, Utilities Engineer, ESRB, 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
- Charter's Overhead Lines Maintenance Plan
  Charter'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 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 Charter Communications' pole loading records and conditions in the field:

- The loading calculations by Charter Communications for Pole No. 268720M were missing a 4-foot crossarm at an above ground clearance of 26.5 feet.

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.*

Charter Communications' records indicated that from September 2024 to September 2025, Charter completed 30 overhead work orders past Charter Communications' 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	147744M	Pole	Panorama City
2	408898M	Pole	Panorama City
3	206967M	Pole	Panorama City
4	Corner of Cedros Ave and Nordoff St	Pole	Panorama City
5	148074M	Pole	Panorama City
6	352226M	Pole	Panorama City
7	357830M	Pole	Panorama City
8	148078M	Pole	Panorama City
9	355336M	Pole	Panorama City
10	393442M	Pole	Panorama City
11	355240M	Pole	Panorama City
12	388308M	Pole	Panorama City
13	388309M	Pole	Panorama City
14	GT9724	Pole	Panorama City
15	422480M	Pole	Sun Valley
16	422481M	Pole	Sun Valley
17	520302M	Pole	Sun Valley
18	520303M	Pole	Sun Valley
19	520304M	Pole	Sun Valley
20	520305M	Pole	Sun Valley
21	520306M	Pole	Sun Valley
22	520307M	Pole	Sun Valley
23	520308M	Pole	Sun Valley
24	520309M	Pole	Sun Valley
25	520310M	Pole	Sun Valley
26	520148M	Pole	Sun Valley
27	520149M	Pole	Sun Valley
28	Across 10944 Stagg St	Pole	Sun Valley
29	520038M	Pole	Sun Valley
30	445907M	Pole	Sun Valley
31	339410M	Pole	Van Nuys
32	528516M	Pole	Van Nuys
33	15203 Oxnard St	Pole	Van Nuys
34	339408M	Pole	Van Nuys
35	404701M	Pole	Van Nuys
36	391584M	Pole	Van Nuys
37	391476M	Pole	Van Nuys
38	415770M	Pole	Van Nuys
39	23895M	Pole	Van Nuys
40	376507M	Pole	Van Nuys
41	444375M	Pole	Granada Hills
42	444376M	Pole	Granada Hills

43	444377M	Pole	Granada Hills
44	359492M	Pole	Granada Hills
45	444378M	Pole	Granada Hills
46	444379M	Pole	Granada Hills
47	527803M	Pole	Granada Hills
48	527804M	Pole	Granada Hills
49	GT202763	Pole	Granada Hills
50	112864M	Pole	Granada Hills
51	258972M	Pole	Granada Hills
52	258494S	Pole	Granada Hills
53	GT202774	Pole	Granada Hills
54	435918M	Pole	Granada Hills
55	254349M	Pole	Northridge
56	370388M	Pole	Northridge
57	254347M	Pole	Northridge
58	254346M	Pole	Northridge
59	254345M	Pole	Northridge
60	254344M	Pole	Northridge
61	254343M	Pole	Northridge
62	254342M	Pole	Northridge
63	8709 Corbin Ave	Pole	Northridge
64	534923M	Pole	Northridge
65	534924M	Pole	Northridge
66	331629M	Pole	Northridge
67	661416H	Pole	Northridge
68	661415H	Pole	Northridge
69	251158M	Pole	Northridge
70	251157M	Pole	Northridge
71	402100M	Pole	Reseda
72	436764M	Pole	Reseda
73	436763M	Pole	Reseda
74	436762M	Pole	Reseda
75	436761M	Pole	Reseda
76	436760M	Pole	Reseda
77	436759M	Pole	Reseda
78	436758M	Pole	Reseda
79	436757M	Pole	Reseda
80	436756M	Pole	Reseda
81	377890M	Pole	Reseda
82	402099M	Pole	Reseda
83	402097M	Pole	Reseda
84	186322M	Pole	Reseda
85	402095M	Pole	Reseda
86	402094M	Pole	Reseda
87	385178M	Pole	Encino
88	385177M	Pole	

89	385176M	Pole	Encino
90	385175M	Pole	Encino
91	187423M	Pole	Encino
92	385174M	Pole	Encino
93	187421M	Pole	Encino
94	385173M	Pole	Encino
95	187419M	Pole	Encino
96	385172M	Pole	Encino
97	187417M	Pole	Encino
98	187416M	Pole	Encino
99	385171M	Pole	Encino
100	187414M	Pole	Encino
101	5600 Lindley Ave	Pole	Encino
102	268719M	Pole	Van Nuys
103	268720M	Pole	Van Nuys
104	367714M	Pole	Van Nuys
105	34862M	Pole	Van Nuys
106	319497M	Pole	Sylmar
107	Side of 12680 Encinitas Ave	Handhole	Sylmar
108	361924M	Pole	Sylmar
109	231165M	Pole	Sylmar
110	368290M	Pole	Sylmar
111	393273M	Pole	Sylmar
112	15829 Cobalt St	Handhole	Sylmar
113	189985M	Pole	Sylmar
114	371800M	Pole	Sylmar
115	189983M	Pole	Sylmar
116	GT65659	Pole	Sylmar
117	GT58324	Pole	Sylmar
118	180368M	Pole	Sylmar
119	180367M	Pole	Sylmar
120	15752 Cobalt St	Pole	Sylmar
121	393272M	Pole	Sylmar
122	23500 The Old Rd - Space 50	Handhole	Newhall
123	23500 The Old Rd - Space 53	Handhole	Newhall
124	23500 The Old Rd- Space 64	Handhole	Newhall
125	23500 The Old Rd - Space 74	Handhole	Newhall
126	23500 The Old Rd - Space 77	Pedestal	Newhall
127	23500 The Old Rd - Space 85	Pedestal	Newhall
128	23500 The Old Rd - Space 83	Handhole	Newhall
129	23500 The Old Rd - Space 48	Pedestal	Newhall
130	22665 Devonshire Ct (Bottom)	Handhole	Santa Clarita
131	22665 Devonshire Ct (Top)	Handhole	Santa Clarita
132	22670 Devonshire Ct (Bottom)	Handhole	Santa Clarita
133	22670 Devonshire Ct (Top)	Handhole	Santa Clarita
134	22652 Devonshire Ct	Handhole	Santa Clarita

135	22625 Oxford Ln	Handhole	Santa Clarita
136	22606 Oxford Ln	Power Supply	Santa Clarita
137	22606 Oxford Ln	Pedestal	Santa Clarita
138	22605 Oxford Ln	Handhole	Santa Clarita
139	27574 Cherry Creek Dr	Handhole	Valencia
140	27558 Cherry Creek Dr	Handhole	Valencia
141	27558 Cherry Creek Dr	Handhole	Valencia
142	27548 Cherry Creek Dr	Handhole	Valencia
143	27542 Cherry Creek Dr	Handhole	Valencia
144	27526 Cherry Creek Dr	Handhole	Valencia
145	27516 Cherry Creek Dr (Bottom)	Handhole	Valencia
146	27516 Cherry Creek Dr (Top)	Handhole	Valencia
147	27511 Cherry Creek Dr	Handhole	Valencia
148	27608 Cherry Creek Dr	Handhole	Valencia
149	27618 Cherry Creek Dr	Handhole	Valencia
150	27624 Cherry Creek Dr	Handhole	Valencia
151	27632 Cherry Creek Dr	Handhole	Valencia

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.*

Each of the following poles required maintenance:

- Charter Communications' facilities on Pole No. 339410M should be transferred to the newly installed pole.

- The ground wire of Charter Communications attached to each of the following pole was damaged:

  - Pole No. 408898M
  - Pole No. 388309M
  - Pole No. 180368M

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. 408898M
- Pole No. 388308M– exposed ground wire at the base of pole
- Pole No. 388309M
- Pole No. 371800M
- Pole No. 180368M

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 Charter Communications conductor attached to Pole No. 357830M was approximately 15 feet over a public thoroughfare.

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

- Pole No. 254347M
- Pole No. 436757M
- Pole No. 187421M
- Pole No. 393272M

A Charter 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. 444375M
- Pole No. 534924M
- Pole No. 402095M

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

- Pole No. 339408M
- Pole No. 436762M

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 Charter Communications conductor supported on each of the following poles was in contact with a streetlight pole:

- Pole No. 520303M
- Pole No. 376507M

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. GT9724
- Pole No. 187416M
- Pole No. 331629M
- Pole No. 385175M

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 Charter Communications conductor attached to each of the following poles was strained by vegetation:

- Pole No. 357830M
- Pole No. 148078M
- Pole No. 355240M
- Pole No. 534924M
- Pole No. 361924M

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

- Pole No. 355336M
- Pole No. 436759M
- Pole No. 385176M
- Pole No. 187416M
- Pole No. 231165M

GO 95, Rule 38 - Minimum Clearances of Wires from Other Wires, Table 2, Column C, Case 19 requires the minimum radial clearance between guys and span wires passing communication conductors supported on the same poles to be 3 inches.

The radial clearance between a Charter Communications conductor and an LADWP span guy wire on Pole No. 393272M was less than 3 inches.

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.*

A permanently abandoned service drop on Pole No. 355336M was not removed.

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 Charter Communications riser conduit attached to Pole No. 393442M was damaged.

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 handhole located at 27548 Cherry Creek Dr contained a disconnected ground wire.
- The handhole cover located at 23500 The Old Rd – Space 53 was obstructed by a large planter and could not be opened.
- The locking mechanism of the pedestal located at 27526 Cherry Creek Dr was damaged.

The lid on each of the following underground structures was damaged:

- The handhole located at 23500 The Old Rd – Space 64
- The handhole located at 23500 The Old Rd – Space 74
- The pedestal located at 23500 The Old Rd – Space 77
- The handhole located at 27558 Cherry Creek Dr

The cover of the following underground structures located at each of the following locations was not securely closed, allowing unauthorized access to the structures:

- The pedestal located at 23500 The Old Rd – Space 85
- The pedestal located at 23500 The Old Rd – Space 48
- The pedestal located at 27632 Cherry Creek Rd

Each of the following Charter Communications' handhole cover was missing bolts (not properly secured):

- Structure located at side of 12680 Encinitas Ave
- Structure located at 15829 Cobalt St
- Structure located 23500 The Old Rd - Space 83
- Structure located at 22665 Devonshire Ct
- Structure located at 22670 Devonshire Ct
- Structure located at 27548 Cherry Creek Dr
- Structure located at 27542 Cherry Creek Dr
- Structure located at 27608 Cherry Creek Dr
- Structure located at 27618 Cherry Creek Dr
- Structure located at 27574 Cherry Creek Dr
- Structure located at 27558 Cherry Creek Dr
- Structure located at 27624 Cherry Creek Dr
- Structure located at 27511 Cherry Creek Dr