

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



January 8, 2026

CA2025-1339

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

SUBJECT: Audit of Frontier Communications' North San Bernardino 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 North San Bernardino County on November 3-7, 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 February 9, 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 cursive script that reads "Majed Ibrahim".

Majed Ibrahim, P.E.
Senior Utilities Engineer (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
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 September 2024 to September 2025, Frontier completed 448 overhead work orders past Frontier’s scheduled due date for corrective action.

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 Frontier Communication's pole loading records and conditions in the field:

- The loading calculations by Frontier Communications for Pole No. 23887CIT were missing an 8-foot double crossarm at an above ground clearance of 31.5 feet, an 8-foot single crossarm at an above ground clearance of 30.5 feet and two (2) transformers at an above ground clearance of 31 feet.
- The loading calculations by Frontier Communications for Pole No. 1756520E were missing a 10-foot single crossarm at an above ground clearance of 35.5 feet, two (2) span guys at above ground clearances at heights of 21.5 feet and 22 feet and an SCE pole-to-pole span guy at an above ground clearance of 30 feet.
- The loading calculations by Frontier Communications for Pole No. 4858538E were missing a transformer at an above ground clearance of 29.5 feet.

III. Field Inspection

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

No.	Structure ID	Structure Type	Location
1	1600297E	Pole	Victorville
2	1591884E	Pole	Victorville
3	1591883E	Pole	Victorville
4	1591882E	Pole	Victorville
5	1966526E	Pole	Victorville
6	1966525E	Pole	Victorville
7	2184970E	Pole	Victorville
8	529CTC	Pole	Victorville
9	2156333E	Pole	Victorville
10	2156334E	Pole	Victorville
11	2253987E	Pole	Victorville
12	2156335E	Pole	Victorville
13	2156714E	Pole	Victorville
14	2233948E	Pole	Victorville
15	2374926E	Pole	Victorville
16	2156713E	Pole	Victorville
17	465163S	Pole	Apple Valley
18	27013S	Pole	Apple Valley
19	27097S	Pole	Apple Valley
20	465162S	Pole	Apple Valley
21	465151S	Pole	Apple Valley
22	465160S	Pole	Apple Valley
23	465159S	Pole	Apple Valley
24	465164S	Pole	Apple Valley
25	33263CIT	Pole	Apple Valley
26	4694229E	Pole	Hesperia
27	1907338E	Pole	Hesperia
28	1906916E	Pole	Hesperia
29	4694228E	Pole	Hesperia
30	4694227E	Pole	Hesperia
31	4694226E	Pole	Hesperia
32	4694225E	Pole	Hesperia
33	4694224E	Pole	Hesperia
34	4946856E	Pole	Hesperia
35	4946748E	Pole	Hesperia
36	CTC52529	Pole	Hesperia
37	2260003E	Pole	Hesperia
38	6340CTC	Pole	Daggett
39	30438CTC	Pole	Daggett
40	34521CIT	Pole	Daggett
41	34519CIT	Pole	Daggett

42	34518CIT	Pole	Daggett
43	34517CIT	Pole	Daggett
44	34516CIT	Pole	Daggett
45	34515CIT	Pole	Daggett
46	34514CIT	Pole	Daggett
47	34513CIT	Pole	Daggett
48	4870031E	Pole	Daggett
49	29202S	Pole	Yermo
50	428229S	Pole	Yermo
51	29203S	Pole	Yermo
52	429839S	Pole	Yermo
53	429838S	Pole	Yermo
54	1093403E	Pole	Yermo
55	1903402E	Pole	Yermo
56	4881099E	Pole	Yermo
57	1569701E	Pole	Yermo
58	429945S	Pole	Yermo
59	81031S	Pole	Yermo
60	1593982E	Pole	Yermo
61	1210530CTC	Pole	Barstow
62	1793028E	Pole	Barstow
63	CTC121054S	Pole	Barstow
64	4830019E	Pole	Barstow
65	2260177E	Pole	Barstow
66	62352CTC	Pole	Barstow
67	4429733E	Pole	Barstow
68	CTC83471	Pole	Barstow
69	CTC63472	Pole	Barstow
70	CTC63455	Pole	Barstow
71	63472CTC	Pole	Barstow
72	2260178E	Pole	Barstow
73	GT20733	Pole	Barstow
74	4750275E	Pole	Barstow
75	2263399E	Pole	Barstow
76	23887CIT	Pole	Barstow
77	1738547E	Pole	Barstow
78	1756520E	Pole	Desert Knolls
79	4853538E	Pole	Hesperia
80	21070 Thunderbird Rd	Handhole	Apple Valley
81	21070 Thunderbird Rd	Pedestal	Apple Valley
82	20971 Thunderbird Rd	Pedestal	Apple Valley
83	20971 Thunderbird Rd	Handhole	Apple Valley
84	20963 Thunderbird Rd	Pedestal	Apple Valley
85	15347 Blackfoot Rd	Pedestal	Apple Valley
86	15347 Blackfoot Rd	Handhole	Apple Valley
87	15377 Blackfoot Rd	Pedestal	Apple Valley

88	15445 Blackfoot Rd	Pedestal	Apple Valley
89	15635 Blackfoot Rd	Pedestal	Apple Valley
90	15615 Blackfoot Rd	Pedestal	Apple Valley
91	15615 Blackfoot Rd	Handhole	Apple Valley
92	15635 Erie Rd	Handhole	Apple Valley

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 Frontier facilities on each of the following poles required maintenance:

- Pole No. 465161S – the guard arm attached to the pole was damaged.

The Frontier Communications lashing wire supported on the following poles was broken:

- Pole No. 465159S
- Pole No. 34519CIT

The Frontier Communications down guy anchor supporting on the following poles was buried:

- Pole No. 1093403E
- Pole No. CTC83471
- Pole No. CTC63472
- Pole No. 2263399E

Frontier Communications' facilities on the following poles should be transferred to the newly installed pole:

- Pole No. 1966525E
- Pole No. 2156714E
- Pole No. 4429733E

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 Pole No. 4694229E was strained by vegetation.

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.

Pole No. 34521CIT supported an unauthorized “Reward” sign.

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

Risers shall be protected from the ground level to a level not less than 8 feet above the ground...

The Frontier riser casing on the following poles was missing:

- Pole No. 465161S
- Pole No. 465160S
- Pole No. 465164S
- Pole No. 4694225E
- Pole No. 4946748E

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. 1591884E
- Pole No. 2156334E
- Pole No. 27097S
- Pole No. 4694229E

A Frontier communications service drop supported on Pole No. 1600297E had less than 12 inches of vertical clearance from a third-party communications conductor supported on the same pole.

A Frontier communications conductor on Pole No. 2156334E was in contact with a third-party communication service drop.

A Frontier communications conductor on Pole No. 29202S was in contact with a third-party communication conductor.

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.

An abandoned service drop was observed on Pole No. 2253987E.

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.

A Frontier down guy wire attached to each of the following poles was not taut:

- Pole No. 1591883E
- Pole No. 34521CT
- Pole No. 1093403E
- Pole No. GT207333
- Pole No. 2263399E

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 pedestal located at 15377 Blackfoot Rd was damaged.
- The pedestal located at 15615 Blackfoot Rd was damaged.
- The handhole located at 15635 Erie Rd was not properly secured due to a large fiber coil located inside.

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

- Structure located at 21070 Thunderbird Rd
- Structure located at 20971 Thunderbird Rd
- Structure located at 15347 Blackfoot Rd
- Structure located at 15615 Blackfoot Rd
- Structure located at 15635 Erie Rd