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

January 23, 2026 CA2025-1340

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

SUBJECT: Audit of Crown Castle Communications San Bernardino County

Mr. Arzubiaga:

On behalf of the Electric Safety and Reliability Branch of the California Public Utilities Commission (CPUC), Stacey Ocampo of my staff conducted a Communication Infrastructure Provider (CIP) audit of Crown Castle Communications' San Bernardino County on November 17-21, 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 February 23, 2026, 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, you can contact Stacey Ocampo (213) 266-4712 or stacey.ocampo@cpuc.ca.gov.

Sincerely,

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
- Crown Castle's Overhead Lines Maintenance Plan
- Crown Castle's Visual Inspections of Overhead Lines

II. Field Inspection

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

No.	Structure ID	Structure Type	Location	GPS Coordinates
1	4440680E	Pole	Chino	33.95927, -117.67265
2	4239641E	Pole	Chino	33.95969, -117.67299
3	2101869E	Pole	Chino	33.95944, -117.67328
4	4389359E	Pole	Chino	33.96029, -117.67355
5	1868813E	Pole	Chino	33.96065, -117.67385
6	1868812E	Pole	Chino	33.96104, -117.67421
7	1868811E	Pole	Chino	33.96141, -117.67454
8	1868810E	Pole	Chino	33.96218, -117.67420
9	1868809E	Pole	Chino	33.96222, -117.67523
10	4259713E	Pole	Chino	33.96261, -117.67562
11	1868807E	Pole	Chino	33.96298, -117.67589
12	1868806E	Pole	Chino	33.96340, -117.67674
13	4409333E	Pole	Chino	33.96355, -117.67674
14	4907957E	Pole	Chino	33.963946, -117.676763
15	4239640E	Pole	Chino	33.96418, -117.67695
16	4548817E	Pole	Chino	33.964704, -117.677521
17	4548816E	Pole	Chino	33.96499, -117.67779
18	2036070E	Pole	Chino	34.04107, -117.67648
19	4494388E	Pole	Ontario	34.04075, -117.67639
20	4521035E	Pole	Ontario	34.04125, -117.67640
21	4494390E	Pole	Ontario	34.04158, -117.67642
22	4521036E	Pole	Ontario	34.042249, -117.676313
23	2266383E	Pole	Ontario	34.04279, -117.67637
24	GT94408	Pole	Ontario	34.04319, - 117.67643
25	48083E	Pole	Ontario	34.04351, -117.67637
26	2194036E	Pole	Ontario	34.04412, -117.67641
27	4123401E	Pole	Ontario	34.04461, -117.67646
28	GT101111	Pole	Ontario	34.04480, -117.67646
29	48086E	Pole	Ontario	34.04531, -117.67645
30	GT10119E	Pole	Ontario	34.04551, -117.67635
31	48087E	Pole	Ontario	34.04589, -117.67639
32	1885941E	Pole	Ontario	34.04622, -117.67634
33	1064934E	Pole	Montclair	34.07028, -117.68737
34	1064943E	Pole	Montclair	34.07029, -117.68678
35	4736239E	Pole	Montclair	34.07031, -117.68617
36	1064941E	Pole	Montclair	34.070.2, -117.68554
37	4438547E	Pole	Montclair	34.07031 -117.68507
38	4566652E	Pole	Montclair	34.07032, -117.68466
39	1598418E	Pole	Montclair	34.07034, -117.68425
40	1598419E	Pole	Montclair	34.07034, -117.68355
41	1598420E	Pole	Montclair	34.07028, -117.68305

42	1598421E	Pole	Montclair	34.07036, -117.68249
43	1598423E	Pole	Montclair	34.07039, -117.68192
44	1598424E	Pole	Montclair	34.07030, -117.68151
45	1598426E	Pole	Montclair	34.07032, -117.68102
46	905268E	Pole	Upland	34.10345, -117.65767
47	4282681E	Pole	Upland	34.10350, -117.65751
48	905270E	Pole	Upland	34.10342, -117.65691
49	905271E	Pole	Upland	34.10346, -117.65630
50	4763779E	Pole	Upland	34.10345, -117.65568
51	4664141E	Pole	Upland	34.10347, -11765562
52	905273E	Pole	Upland	34.10348, -117.65533
53	4623134E	Pole	Upland	34.10344, -117.65479
54	1029128E	Pole	Upland	34.10346, -117.65444
55	787839E	Pole	Upland	34.10343, -117.65415
56	1756390E	Pole	Apple Valley	34.53647, -117.26759
57	1756391E	Pole	Apple Valley	34.53648, -117.26709
58	1756392E	Pole	Apple Valley	34.53649, -117.26605
59	1756393E	Pole	Apple Valley	34.5360, -117.26543
60	4186153E	Pole	Apple Valley	34.53651, -117.26486
61	4186152E	Pole	Apple Valley	34.53561, -117.26418
62	4186154E	Pole	Apple Valley	34.53655, -117.26361
63	4186155E	Pole	Apple Valley	34.53650, -117.26277
64	4186156E	Pole	Apple Valley	34.53647, -117.26231
65	4186157E	Pole	Apple Valley	34.53646, -117.26183
66	4186158E	Pole	Apple Valley	34.53649, -117.26116
67	4593581E	Pole	Apple Valley	34.53648, -117.26836
68	4434979E	Pole	Apple Valley	34.53644, -117.26922
69	1756387E	Pole	Apple Valley	34.53635, -117.26957
70	1756386E	Pole	Apple Valley	34.5364., -117.27010
71	1756385E	Pole	Apple Valley	34.53646, -117.27072
72	1756384E	Pole	Apple Valley	34.53638, -117.27113
73	1601396E	Pole	Victorville	34.53091, -117.29230
74	1599401E	Pole	Victorville	34.53056, -117.29271
75	4084860E	Pole	Victorville	34.53056, -117.29242
76	4084861E	Pole	Victorville	34.53016, -117.29244
77	4084862E	Pole	Victorville	34.52971, -117.29241
78	4084863E	Pole	Victorville	34.52935, -117.29243
79	4084864E	Pole	Victorville	34.52910, -117.29240
80	1984684E	Pole	Victorville	34.52911, -117.29232
81	2122620E	Pole	Victorville	34.52910, -117.29180
82	4520935E	Pole	Victorville	34.52909, -117.29160
83	4969240E	Pole	Hesperia	34.43378, -117.30107
84	26308CIT	Pole	Hesperia	34.433820, -117.30162
85	4968226E	Pole	Hesperia	34.43391, -117.30215
86	2363593E	Pole	Hesperia	34.43404, -117.30251
87	2363592E	Pole	Hesperia	34.43405, -117.30316

88	2363591E	Pole	Hesperia	34.43414, -117.30370
89	4020118E	Pole	Hesperia	34.43419, -117.30420
90	4882161E	Pole	Hesperia	34.43352, -117.30424
91	2252698E	Pole	Hesperia	34.43300, -117.30452
92	4989914E	Pole	Hesperia	34.43230, -117.30326
93	400117E	Pole	Hesperia	34.43184, -117.30474
94	4020116E	Pole	Hesperia	34.43147, -117.30485
95	4710741E	Pole	Ontario	34.06758, -117.66052
96	1309091E	Pole	Ontario	34.06706, -117.66047
97	4707843E	Pole	Ontario	34.06651, -117.66053
98	1309094E	Pole	Ontario	34.06612, -117.66053
99	H7183Y	Pole	Ontario	34.06659, -117.67712
100	987250E	Pole	Montclair	34.07400, -117.68302
101	Front of 7889 Elm Ave	Handhole	Rancho Cucamonga	34.11078, -117.56303
102	Side of 7889 Elm Ave	Handhole	Rancho Cucamonga	34.11170, -117.56412
103	7765 Devonshire Ct	Handhole	Rancho Cucamonga	34.11278, -117.56527
104	Side of 7760 Devonshire Ct	Handhole	Rancho Cucamonga	34.11292, -117.56574
105	Corner of Spruce Ave & Elm Ave (West)	Handhole	Rancho Cucamonga	34.11298, -117.56669
106	Corner of Spruce Ave & Elm Ave (East)	Handhole	Rancho Cucamonga	34.11298, -117.56669
107	Front of 7800 Spruce Ave	Handhole	Rancho Cucamonga	34.1322, -117.56729
108	Mountainview Dr & Spruce Ave	Handhole	Rancho Cucamonga	34.11604, -117.56719
109	2489 W Via Lindo Dr	Handhole	Rialto	34.16450, -117.42295
110	2431 W Via Lindo Dr	Handhole	Rialto	34.16378, -117.42183
111	2377 W Via Lindo dr	Handhole	Rialto	34.16323, -117.42042
112	3525 N Orangewood Ave	Handhole	Rialto	34.6319, -117.41902
113	2548 W Tierra Vista Dr	Handhole	Rialto	34.16545, -117.42418
114	745 E Citrus Ave	Handhole	Rialto	34.05592, -117.17394

III. 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. 4500935E – the down guy anchor supporting the pole was buried.

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

- Pole No. 4494390E
- Pole No. 1598418E
- Pole No. 905271E
- Pole No. 1756387E
- Pole No. 1756386E
- Pole No. 1756385E

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

- Pole No. 2252698E
- Pole No. 4989914E
- Pole No. 4020166E

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. 1756390E was loose and not taut.

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. 203070E was in contact with SCE span guy wire.

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 the following poles was strained by vegetation:

- Pole No. 4763779E
- Pole No. 905273E
- Pole No. 4623134E
- Pole No. 787839E

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 Pole No. 2036070E had less than 12 inches of vertical clearance from a third-party communications conductors supported on the same pole.

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.*

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

- Structure located in front of 7889 Elm Ave
- Structure located at side of 7889 Elm Ave
- Structure located at 7765 Devonshire Ct

- Structure located at side of 7760 Devonshire Ct
- Structure located at the corner of Spruce Ave and Elm Ave (West)
- Structure located at the corner of Spruce Ave and Elm Ave (East)
- Structure located in front of 7800 Spruce Ave
- Structure located at the corner of Mountainview Dr and Spruce Ave
- Structure located at 2489 W Via Lindo Dr
- Structure located at 2431 W Via Lindo Dr
- Structure located at 2377 W Via Lindo Dr
- Structure located at 3525 N Orangewood Ave
- Structure located at 2549 W Tierra Vista Dr
- Structure located at 745 E Citrus Ave