

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



February 12, 2026

CA2025-1422

Lisa Ludovici  
Charter Communications  
Director, Government Affairs – Central and Northern California  
270 Bridge Street  
San Luis Obispo, CA 93401

**SUBJECT:** Audit of Charter Communications Orange County Area

Ms. Ludovici:

On behalf of the Electric Safety and Reliability Branch of the California Public Utilities Commission (CPUC), Sultan Tipu of my staff conducted a Communication Infrastructure Provider (CIP) audit of Charter Communications' Orange County area on November 17-21, 2025. The audit included a review of Charter Communications' inspection and maintenance records, and a field inspection of Charter 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 March 4, 2026, by electronic or hard copy, of all corrective measures taken by Charter 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, please contact Sultan Tipu at (213) 660-5524 or [Sultan.Tipu@cpuc.ca.gov](mailto:Sultan.Tipu@cpuc.ca.gov).

Sincerely,

A handwritten signature in cursive script 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: Lee Palmer, Deputy Executive Director for Safety Enforcement, Safety Policy and Water, CPUC  
Eric Wu, Program Manager, Electric Safety and Reliability Branch, CPUC  
Sultan Tipu, Utilities Engineer, Electric Safety and Reliability Branch, CPUC

## AUDIT FINDINGS

### I. Records Review

During the audit, my staff reviewed the following records:

- Patrol and Detailed Inspection Records
- Repair Work Order Records
- Inspection and Maintenance Program Procedures
- Third-Party Safety Hazard Notifications
- Pole Loading Calculations

### 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.*

**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.*

Charter's records indicated that during the twelve months prior to the audit, Charter completed 39 overhead and underground work orders past Charter's due date for corrective action. Additionally, as of the audit, Charter had 434 overhead and underground open work orders that were past Charter 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.*

The pole loading calculations provided by Charter Communications for the pole number 4702530E had a missing four feet secondary crossarm at the height of 37.5 feet.

### III. Field Inspections

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

No.	Structure ID	Type of Structure	Location
1	347694E	Pole	Placentia
2	333978E	Pole	Placentia
3	333977E	Pole	Placentia
4	333976E	Pole	Placentia
5	333980E	Pole	Placentia
6	333981E	Pole	Placentia
7	333982E	Pole	Placentia
8	333983E	Pole	Placentia
9	2159737E	Pole	Placentia
10	1307113E	Pole	Placentia
11	1498402E	Pole	Fullerton
12	1498401E	Pole	Fullerton
13	1497700E	Pole	Fullerton
14	1497699E	Pole	Fullerton
15	1497698E	Pole	Fullerton
16	1497697E	Pole	Fullerton
17	1497696E	Pole	Fullerton
18	1497695E	Pole	Fullerton
19	1497694E	Pole	Fullerton
20	1542173E	Pole	La Habra
21	W14416Y	Pole	La Habra
22	1542174E	Pole	La Habra
23	1542175E	Pole	La Habra
24	1542176E	Pole	La Habra
25	1148724E	Pole	La Habra
26	1148719E	Pole	La Habra
27	1148720E	Pole	La Habra
28	11487211E	Pole	La Habra
29	1148722E	Pole	La Habra
30	1148723E	Pole	La Habra
31	4324064E	Pole	Brea
32	4452199E	Pole	Brea

33	4324063E	Pole	Brea
34	800445H	Pole	Brea
35	815577H	Pole	Brea
36	2074748E	Pole	Brea
37	4008717E	Pole	Brea
38	4008718E	Pole	Brea
39	800446H	Pole	Brea
40	800444H	Pole	Brea
41	2340626E	Pole	Yorba Linda
42	1954023E	Pole	Yorba Linda
43	1954024E	Pole	Yorba Linda
44	1954025E	Pole	Yorba Linda
45	4695070E	Pole	Yorba Linda
46	348314E	Pole	Yorba Linda
47	348313E	Pole	Yorba Linda
48	1355767E	Pole	Yorba Linda
49	348312E	Pole	Yorba Linda
50	745040H	Pole	Yorba Linda
51	716389H	Pole	Anaheim
52	5221 Pauline St.	Pole	Anaheim
53	528 Pauline St.	Pole	Anaheim
54	610 Pauline St.	Pole	Anaheim
55	716384H	Pole	Anaheim
56	636990	Pole	Anaheim
57	705 Wilhelmina St.	Pole	Anaheim
58	707 Wilhelmina St.	Pole	Anaheim
59	600 E. Wilhelmina St	Pole	Anaheim
60	551447H	Pole	Anaheim
61	1114406E	Pole	Garden Grove
62	4433948E	Pole	Garden Grove
63	114404E	Pole	Garden Grove
64	1088354E	Pole	Garden Grove
65	1088353E	Pole	Garden Grove
66	1088352E	Pole	Garden Grove
67	4110757E	Pole	Garden Grove
68	39264E	Pole	Garden Grove
69	39265E	Pole	Garden Grove
70	4462518E	Pole	Garden Grove
71	1066915E	Pole	Buena Park
72	1066914E	Pole	Buena Park
73	1066913E	Pole	Buena Park
74	1066912E	Pole	Buena Park
75	1066911E	Pole	Buena Park
76	1066907E	Pole	Buena Park
77	1066908E	Pole	Buena Park
78	2280905E	Pole	Buena Park
79	4245090E	Pole	Buena Park

80	1171947E	Pole	Buena Park
81	2006821E	Pole	Anaheim
82	995731E	Pole	Anaheim
83	4231662E	Pole	Anaheim
84	995732E	Pole	Anaheim
85	2006822E	Pole	Anaheim
86	1293684E	Pole	Santa Ana
87	1436919E	Pole	Santa Ana
88	1293685E	Pole	Santa Ana
89	1293686E	Pole	Santa Ana
90	1293683E	Pole	Santa Ana
91	4702530E	Pole	Westminister
92	1880568E	Pole	Westminister
93	2047328E	Pole	Westminister
94	4681314E	Pole	Westminister
95	2050503E	Pole	Westminister
96	GT73652	Pole	Westminister
97	1881319E	Pole	Westminister
98	1410862E	Pole	Westminister
99	1425408	Pole	Westminister
100	468905E	Pole	Westminister
101	7172 Park St.	Vault	Westminister
102	7174 Parkside Pl.	Vault	Westminister
103	7176 Parkside Pl.	Vault	Westminister
104	7174 Park St.	Vault	Westminister
105	4120 Fernwood Ave.	Pedestal	Orange
106	4138 Fernwood Ave.	Vault	Orange
107	4226 Fernwood Ave.	Vault	Orange
108	729 Schug St.	Vault	Orange
109	705 Schug St.	Pedestal	Orange
110	4222 Lark Stone Ave.	Pedestal	Orange
111	14841 Sampso Ct.	Pedestal	Tustin
112	14841 Bouquet Ct.	Pedestal	Tustin
113	14841 Dove Tree Ct.	Pedestal	Tustin
114	14850 Honey Ct.	Pedestal	Tustin
115	14841 Tarocco Ct.	Pedestal	Tustin
116	1230 Tustin Grove	Pedestal	Tustin
117	1507 Coons Ln	Pedestal	Placentia
118	1530 Cyrus Ln	Pedestal	Placentia
119	1538 Hastings Wy	Pedestal	Placentia
120	1550 E. Hastings Wy	Pedestal	Placentia

#### IV. Field Inspection - Violations List

My staff observed the following violations during the field inspections portion of the audit:

**GO 95, Rule 56.2 – 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 Charter communications down guy wires for the following poles were loose and not taut:

- Pole No. 1497694E
- Pole No. 1542173E
- Pole No. 348312E
- Pole No. 745040H
- Pole No. 468905E

**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 Charter Communications' facilities on each of the following poles required maintenance:

- Pole No. 2159737E – The service drop cable was not secured to the P-Hook.
- Pole No. 1148720E – The service supporting messenger wire was loose.
- Pole No. 815577H – The service drop cable was loose, not secured to the pole and also entangled with 3<sup>rd</sup> party cable.
- Pole No. 800446H – The service drop cable were not secured to the pole.
- Pole No. 1293684E – The fiber cable of Charter not secured to the strand.
- Pole No. 1410862E – The Charter main line cable was not secured to the pole.
- Pole No. 1066908E – Fiber storage mainline cable is not secured and dangling.
- Pole No. 1148720E – A Pole Step supported at public level was damaged.

The following Pole tag numbers were damaged or illegible:

- Pole No. 1954025E
- Pole located in front of 5221 Pauline St.
- Pole located in front of 528 Pauline St.
- Pole located in front of 610 Pauline St.
- Pole located in front of 705 Wilhelmina St.
- Pole located in front of 707 Wilhelmina St.
- Pole No. 1293685E

**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.*

Charter communications cables attached to each of the following poles were permanently abandoned and not removed:

- Pole No. 114404E
- Pole No. 1066908E
- Pole No. 1881319E
- Pole No. 333982E
- Pole No. 1497697E
- Pole No. 1497696E
- Pole No. 1497695E
- Pole No. 800445H
- Pole No. 800444H
- Pole No. 1954023E
- Pole No. 1954024E
- Pole No. 348313E
- Pole No. 348312E
- Pole No. 1497698E

**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).*

Charter communications cables attached to each of the following poles were strained by vegetation:

- Pole No. 333976E
- Pole at 5221 Pauline Street.
- Pole at 528 Pauline Street.
- Pole at 610 Pauline Street.
- Pole No. 1066915E
- Pole No. 1066914E
- Pole No. 1066913E

- Pole No. 1066912E
- Pole No. 1425408E

**General Order 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.*

Charter Communications down guy wire attached to the following poles did not have a marker:

- Pole No. 333983E
- Pole No. 1497694E
- Pole No. 1542173E
- Pole No. 745040H
- Pole No. 716384H
- Pole No. 1114406E
- Pole No. 1066908E

**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.

Charter communications conductors or service drops supported on each of the following poles had less than 12 inches of vertical clearance from a third-party communications conductors or service drops supported on the same pole:

- Pole 11487211E – a Charter communications conductor was in contact with a third-party communications conductor at midspan.
- Pole 815577H – a Charter communications service drop was in contact with a third-party communications conductor.
- Pole 800446H – a Charter communications service drop was in contact with a third-party communications service drop.
- Pole 800444H – a Charter communications service drop was in contact with a third-party communications conductor.
- Pole 4110757E – a Charter communications service drop was in contact with a third-party communications service drop.

**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.

Charter communications service drop supported on pole numbers 333978E, 333977E and 333980E were in contact with AT&T cable attached to the same poles.

**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. 1498401E
- Pole No. 1497697E
- Pole No. 1497696E
- Pole No. 1497695E
- Pole No. W14416Y
- Pole No. 1148722E
- Pole located in front of 610 Pauline St.
- Pole No. 636990
- Pole No. 1114406E

**GO 95, Rule 84.8-C4, Service Drops, Clearances above Ground and Buildings, From Buildings and Structures** states in part:

*Service drops are not required to clear the roofs of buildings on the premises served any specified vertical distance. The vertical clearance above buildings on premises other than the one being served shall not be less than 8 feet, except that a reduction to not less than 2 feet is permitted under either of the following conditions.*

A Charter service drop supporting Pole No. 636990 was contacting the roof of the home it was servicing.

**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.*

Unauthorized foreign attachments were attached on each of the following poles:

- Pole No. 333982E supported an unauthorized “Private party camera” monitor.
- Pole No. 1498402E supported an unauthorized “Cash 4 Junk Cars” sign.
- Pole No. 1542173E supported an unauthorized “Cash 4 Junk Cars” sign as well as second sign reading “We Buy Junk Cars.”
- Pole No. 1148724E supported an unauthorized “Faded and Illegible” sign.
- Pole No. 1148723E supported an unauthorized “We Buy Junk Cars” sign.
- Pole No. 716389H supported an unauthorized “Cash 4 Junk Cars” sign.

**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 pedestals located at 1538 Hastings Way; Placentia was missing grounding.

The following facilities required maintenance:

- The cover of the pedestal in front of 14841 Bouquet Ct, Tustin could not be closed securely.
- The cover of the pedestal in front of 14841 Dove Tree Ct, Tustin could not be closed securely.
- The cover of the pedestal in front of 14850 Honey Ct, Tustin had a missing lock.
- The pedestal in front of 1507 Coons Ln, Placentia had a missing lock.
- The pedestal in front of 1530 Cyrus Ln, Placentia is tilted sideways and could not be closed securely.
- The cover of the pedestal in front of 1538 Hastings Way had a missing lock.
- The cover of the pedestal in front of 1550 Hastings Way had a missing lock.