

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



February 23, 2026

CA2026-1343

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

**SUBJECT:** Audit of Frontier Communications Riverside County East Region

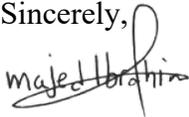
Ms. Geise:

On behalf of the Electric Safety and Reliability Branch of the California Public Utilities Commission (CPUC), Norvik Ohanian of my staff conducted a Communication Infrastructure Provider (CIP) audit of Frontier Communications' Riverside County East Region on February 2-6, 2026. The audit included a review of Frontier Communications' inspection and maintenance records, and a field inspection of Frontier 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 23, 2026, by electronic or hard copy, of all corrective measures taken by Frontier 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 Norvik Ohanian at (213) 660-5528 or [Norvik.Ohanian@cpuc.ca.gov](mailto:Norvik.Ohanian@cpuc.ca.gov).

Sincerely,  


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  
Norvik Ohanian, 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
- Frontier Communications' Maintenance, Inspection, and Repair Programs
- 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.*

Frontier's records indicated that from January 2023 to December 2025, Frontier completed 11 overhead work orders past Frontier's scheduled due date for corrective action. Additionally, Frontier had 77 open overhead work orders that were 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.	Type of Structure	Location	Latitude	Longitude
1	96157D	Pole	Thousand Palms	33.819374	-116.379249
2	96156D	Pole	Thousand Palms	33.816558	-116.378349
3	920582D	Pole	Thousand Palms	33.817455	-116.379080
4	96155	Pole	Thousand Palms	33.818200	-116.379005
5	920584D	Pole	Thousand Palms	33.815977	-116.379166
6	916582D	Pole	Thousand Palms	33.816191	-116.379111
7	916581	Pole	Thousand Palms	33.815788	-116.379258
8	H2002	Pedestal	Thousand Palms	33.816094	-116.378586
9	1198144	Pole	Thousand Palms	33.816269	-116.379547
10	Adjacent to Pole 1198144	Handhole	Thousand Palms	33.816272	-116.379577
11	919017D	Pole	Thousand Palms	33.819458	-116.379524
12	1091236D	Pole	Thousand Palms	33.819783	-116.379722
13	919018D	Pole	Thousand Palms	33.817538	-116.378455
14	1209066	Pole	Thousand Palms	33.820155	-116.380394
15	921832D	Pole	Thousand Palms	33.819980	-116.380766
16	921831D	Pole	Thousand Palms	33.820238	-116.380425
17	921830	Pole	Thousand Palms	33.820366	-116.380486
18	1242580	Pole	Thousand Palms	33.821516	-116.380705
19	1211272	Pole	Thousand Palms	33.821974	-116.380547
20	918961D	Pole	Thousand Palms	33.821219	-116.380447
21	918964D	Pole	Thousand Palms	33.827319	-116.380250
22	918926D	Pole	Thousand Palms	33.827494	-116.380272
23	918925D	Pole	Thousand Palms	33.827513	-116.380255
24	1081918D	Pole	Thousand Palms	33.827336	-116.379738
25	96168	Pole	Thousand Palms	33.827311	-116.379997
26	One Pole South of Pole 96168	Pole	Thousand Palms	33.826283	-116.379713
27	96165D	Pole	Thousand Palms	33.825508	-116.379952
28	96164D	Pole	Thousand Palms	33.824691	-116.380005
29	1934305E	Pole	Palm Springs	33.792494	-116.514497
30	1934306E	Pole	Palm Springs	33.792647	-116.514191
31	1934307E	Pole	Palm Springs	33.793730	-116.514450
32	4030931E	Pole	Palm Springs	33.792866	-116.513794
33	1935078E	Pole	Palm Springs	33.793533	-116.512772
34	1705558E	Pole	Palm Springs	33.793694	-116.512261
35	4829652E	Pole	Palm Springs	33.793822	-116.512397
36	5001914E	Pole	Palm Springs	33.794136	-116.514344
37	4025930E	Pole	Palm Springs	33.793002	-116.514313
38	1863974E	Pole	Palm Springs	33.797097	-116.513336
39	232220	Pole	Palm Springs	33.797736	-116.536933

40	4526932E	Pole	Palm Springs	33.797375	-116.536391
41	4853522E	Pole	Palm Springs	33.797191	-116.536833
42	4920392E	Pole	Palm Springs	33.797072	-116.536858
43	4853521E	Pole	Palm Springs	33.798038	-116.536474
44	In Front of 1005 Apache Rd	Pole	Palm Springs	33.799319	-116.536461
45	232204	Pole	Palm Springs	33.800091	-116.536863
46	H4012	Pedestal	Palm Springs	33.799980	-116.536980
47	4805973E	Pole	Palm Springs	33.831161	-116.549330
48	In Front of 471 W Chio Dr	Manhole	Palm Springs	33.830883	-116.551802
49	In Front of 421 W Alejo Rd	Handhole	Palm Springs	33.830502	-116.551911
50	1597518E	Pole	Palm Springs	33.856808	-116.559149
51	1597519E	Pole	Palm Springs	33.856383	-116.559233
52	335423S	Pole	Palm Springs	33.855991	-116.559547
53	1597520E	Pole	Palm Springs	33.857647	-116.558669
54	4854654E	Pole	Palm Springs	33.856108	-116.560066
55	4854653E	Pole	Palm Springs	33.856102	-116.560097
56	4854651E	Pole	Palm Springs	33.854947	-116.561516
57	4500585E	Pole	Palm Springs	33.859424	-116.544547
58	Adjacent to Pole 4500585E	Handhole	Palm Springs	33.859305	-116.544699
59	334571S	Pole	Palm Springs	33.858994	-116.544777
60	In Front of 3130 N Indian Canyon Dr	Handhole	Palm Springs	33.859263	-116.545066
61	In Front of 3130 N Indian Canyon Dr	Handhole	Palm Springs	33.858383	-116.544730
62	H2013	Pedestal	Palm Desert	33.797199	-116.383955
63	Adjacent to Pedestal H2013	Vault	Palm Desert	33.797175	-116.384002
64	In Front of 34300 Gateway Dr	Manhole	Palm Desert	33.798458	-116.382744
65	In Front of 34250 Gateway Dr	Manhole	Palm Desert	33.798355	-116.382888
66	In Front of 34220 Gateway Dr	Manhole	Palm Desert	33.798952	-116.382911
67	In Front of 34130 Gateway Dr	Manhole	Palm Desert	33.798694	-116.381600
68	In Front of 70935 Ironwood Dr	Handhole	Rancho Mirage	33.783916	-116.424736
69	In Front of 70895 Ironwood Dr	Handhole	Rancho Mirage	33.784022	-116.425177
70	In Front of 70855 Ironwood Dr	Handhole	Rancho Mirage	33.783869	-116.425683
71	In Front of 70815 Ironwood Dr	Pedestal	Rancho Mirage	33.783950	-116.426269

72	In Front of 70805 Ironwood Dr	Handhole	Rancho Mirage	33.783886	-116.426841
73	In Front of 70785 Ironwood Dr	Handhole	Rancho Mirage	33.783838	-116.427222
74	In Front of 70765 Ironwood Dr	Pedestal	Rancho Mirage	33.783874	-116.427566
75	In Front of 70740 Ironwood Dr	Handhole	Rancho Mirage	33.783930	-116.428152
76	34339S	Pole	Cathedral City	33.776780	-116.466797
77	4916221E	Pole	Cathedral City	33.776813	-116.466447
78	4916222E	Pole	Cathedral City	33.776822	-116.466102
79	One Pole East of Pole 4916222E	Pole	Cathedral City	33.776852	-116.465697
80	4829047E	Pole	Cathedral City	33.776822	-116.465408
81	32213S	Pole	Cathedral City	33.776852	-116.464897
82	4829025E	Pole	Cathedral City	33.776230	-116.465408
83	32012S	Pole	Cathedral City	33.776169	-116.465186
84	4859618E	Pole	Cathedral City	33.776263	-116.464997
85	4824878E	Pole	Cathedral City	33.776344	-116.465027
86	4851001E	Pole	Cathedral City	33.775647	-116.464630
87	1934253E	Pole	Cathedral City	33.775636	-116.465058
88	4232784E	Pole	Cathedral City	33.775691	-116.465194
89	4916224E	Pole	Cathedral City	33.775691	-116.465347
90	1934254E	Pole	Cathedral City	33.775477	-116.465972
91	4829048E	Pole	Cathedral City	33.775755	-116.466583
92	4825828E	Pole	Cathedral City	33.775966	-116.466597
93	4662145E	Pole	Cathedral City	33.775683	-116.466811
94	4662103E	Pole	Cathedral City	33.776236	-116.466827
95	4850456E	Pole	Cathedral City	33.776147	-116.466652
96	4625826E	Pole	Cathedral City	33.776341	-116.466447
97	68517	Pedestal	Cathedral City	33.776236	-116.466522
98	4829049E	Pole	Cathedral City	33.776244	-116.466233
99	432293S	Pole	Cathedral City	33.776194	-116.465744
100	79609S	Pole	Cathedral City	33.778458	-116.463783
101	CJ	Cross-Connect Cabinet	Cathedral City	33.778325	-116.463638
102	4883358E	Pole	Cathedral City	33.779019	-116.464066
103	26508CWT	Pole	Cathedral City	33.779052	-116.463433
104	4909235E	Pole	Cathedral City	33.779152	-116.463616
105	4805617E	Pole	Cathedral City	33.779288	-116.463708
106	GT101090	Pole	Cathedral City	33.779183	-116.463425
107	233440S	Pole	Cathedral City	33.779766	-116.464377
108	1863969E	Pole	Cathedral City	33.779197	-116.464163
109	34262S	Pole	Cathedral City	33.779305	-116.464280
110	4322787E	Pole	Cathedral City	33.779736	-116.464744

#### 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 communications' facilities on each of the following poles required maintenance:

- Pole No. 1934305E – The Frontier communications cables were not properly attached to the pole, resulting in noncompliance with required clearance from other third-party communication cables.
- Pole No. 1934306E – The Frontier communications lashing wire attached to pole was damaged.
- Pole No. 4829025E – The Frontier communications service drop was bundled together with other third-party communication service drops.

The Frontier communications terminal boxes were damaged at each of the following poles:

- Pole No. 1935078E
- Pole No. 334571S
- Pole No. 4916221E

The Frontier communications cables were not transferred to the new pole in place at each of the following poles:

- Pole No. 1198144
- Pole No. 1935078E
- Pole No. 335423S
- Pole No. 4854654E
- Pole No. 1934254E

**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 communications service drops attached to each of the following poles were abandoned and not removed:

- Pole No. 4526932E

- Pole No. 232204
- Pole No. 4916222E
- Pole No. 4859618E
- Pole No. 4662145E

**GO 95, Rule 87.7-D(1) – Risers, 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 by ...*

The Frontier communications risers attached to each of the following poles were not protected by a covering properly:

- Pole No. 916581
- Pole No. 1198144
- Pole No. 921830
- Pole No. 1242580
- Pole No. 1211272
- Pole No. 4526932E
- Pole No. 4920392E
- Pole in Front of 1005 Apache Rd (Palm Springs)
- Pole No. 4916221E
- Pole No. 4824878E
- Pole No. 4232784E
- Pole No. 1934254E
- Pole No. 4662145E
- Pole No. 4909235E

**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 Frontier communications' facilities required maintenance:

- The handhole located in front of 421 W Alejo Rd (Palm Springs) was filled with dirt.
- The manhole located in front of 34130 Gateway Dr (Palm Springs) was filled with dirt.
- The grounding clamp was detached from the terminal box rack inside the manhole located in front of 34300 Gateway Dr (Palm Springs).