

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



April 21, 2026

CA2026-1344

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

**SUBJECT:** Audit of Charter Communications Kern County West District

Ms. Ludovici:

On behalf of the Electric Safety and Reliability Branch (ESRB) of the California Public Utilities Commission, Jose Lastra of my staff conducted a Communication Infrastructure Provider (CIP) audit of Charter Communications Kern County West District from February 23-27, 2026. 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 May 21, 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, you can contact Jose Lastra (213) 507-1438 or [jose.lastra@cpuc.ca.gov](mailto:jose.lastra@cpuc.ca.gov).

Sincerely,

A handwritten signature in black ink 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: CPUC Audit Findings

Cc: Lee Palmer, Deputy Executive Director, Safety Enforcement, Safety Policy, and Water, CPUC  
Eric Wu, Program Manager, Electric Safety and Reliability Branch, CPUC  
Jose Lastra, Utilities Engineer, Electric Safety and Reliability Branch, CPUC

## Audit Findings

### I. Records Review

During the audit, my staff reviewed the following records:

- Overhead and underground detailed inspection records
- Patrol records
- Completed and pending corrective action work orders
- Safety hazard notifications
- Pole-loading calculations
- Charter's documented inspection program

### II. Records Review – Violations List

My staff observed the following violations during the records review portion of the audit:

**General Order (GO) 95, Rule 80.1-A2, Statewide Inspection Requirements**, states in part:

*Each company shall prepare, follow, and modify as necessary, procedures for conducting patrol or detailed inspections for all of its Communication Lines throughout the State.*

**GO 95, Rule 31.2, Inspection of Lines**, states in part:

*Lines shall be inspected frequently and thoroughly for the purpose of ensuring that they are in good condition so as to conform with these rules. Lines temporarily out of service shall be inspected and maintained in such condition as not to create a hazard.*

Charter's records indicated that from September 2024 to January 2026, Charter had 1 pending overhead patrol inspection of its nodes past Charter's scheduled due date.

**GO 128, Rule 17.2, Inspection**, states:

*Systems shall be inspected by the operator frequently and thoroughly for the purpose of insuring that they are in good condition and in conformance with all applicable requirements of these rules.*

Charter's records indicated that from September 2024 to January 2026, Charter had 1 pending underground patrol inspection of its nodes past Charter's scheduled due date.

### III. Field Inspection

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

No.	Structure ID	Structure Type	Location	Coordinates
1	3328 Laurel Hill Ln	Pedestal	Shafter	35.45054752, -119.12034752
2	9001 Lily Crest Way	Pedestal	Shafter	35.45063922, -119.11981442
3	9013 Lily Crest Dr	Pedestal	Shafter	35.45056017, -119.11866907
4	9013 Lily Crest Dr	Access Hole	Shafter	35.45074307, -119.11906256
5	9001 Lily Crest Dr	Access Hole	Shafter	35.45085099, -119.11945312
6	3415 Twin Knolls Ln	Access Hole	Shafter	35.45111564, -119.11945456
7	3407 Twin Knolls Ln	Vault	Shafter	35.45136907, -119.11934219
8	9000 Cloud Crest Way	Access Hole	Shafter	35.45150507, -119.11888306
9	3329 Twin Knolls Dr	Access Hole	Shafter	35.4516482, -119.11928891
10	3321 Twin Knolls Ln	Access Hole	Shafter	35.45191377, -119.11915849
11	3313 Twin Knolls Dr	Access Hole	Shafter	35.45229623, -119.1189703
12	3305 Twin Knolls Dr	Access Hole	Shafter	35.45257138, -119.11887549
13	3300 Rustic Woods Ln	Access Hole	Shafter	35.45267199, -119.1186459
14	3312 Rustic Woods Ln	Access Hole	Shafter	35.45257628, -119.1183736
15	3320 Rustic Woods Ln	Access Hole	Shafter	35.45232347, -119.11819477
16	3328 Rustic Woods Ln	Access Hole	Shafter	35.45204633, -119.11808604
17	3404 Rustic Woods Ln	Access Hole	Shafter	35.45144508, -119.118075
18	3412 Rustic Woods Ln	Access Hole	Shafter	35.45117138, -119.11808
19	9029 Lily Crest Way	Access Hole	Shafter	35.45083504, -119.1180776
20	9017 Lily Crest Way	Access Hole	Shafter	35.45073378, -119.11849027
21	4252774E	Wood Pole	Delano	35.78898985, -119.23866507
22	4252773E	Wood Pole	Delano	35.78845518, -119.23866519
23	4252759E	Wood Pole	Delano	35.78428296, -119.23863919
24	4252760E	Wood Pole	Delano	35.78470768, -119.23864484
25	20830T	Wood Pole	Delano	35.78483929, -119.23881467
26	4252761E	Wood Pole	Delano	35.78498345, -119.23863556
27	4252762E	Wood Pole	Delano	35.78534616, -119.23864922
28	4252764E	Wood Pole	Delano	35.78567122, -119.23865931
29	4252766W	Wood Pole	Delano	35.78608503, -119.23862571
30	660399E	Wood Pole	Delano	35.7860915, -119.23881933
31	4252767E	Wood Pole	Delano	35.78635273, -119.23867084
32	4252769E	Wood Pole	Delano	35.78682402, -119.23863229
33	4252770E	Wood Pole	Delano	35.78730473, -119.23865076
34	4252771E	Wood Pole	Delano	35.78765591, -119.23864092
35	4252772E	Wood Pole	Delano	35.78791973, -119.23866359
36	122215954	Wood Pole	McFarland	35.70070455, -119.24077971
37	122225241	Wood Pole	McFarland	35.69986408, -119.24078052
38	122215746	Wood Pole	McFarland	35.69614482, -119.24142703
39	FTR119959	Wood Pole	McFarland	35.69610793, -119.24096842
40	121735582	Wood Pole	McFarland	35.69610918, -119.24077996
41	CT208421	Wood Pole	McFarland	35.69609101, -119.24079483
42	122012469	Wood Pole	McFarland	35.69677907, -119.2407808

43	121735580	Wood Pole	McFarland	35.69740223, -119.2407694
44	110393575	Wood Pole	McFarland	35.698032, -119.24077836
45	121735577	Wood Pole	McFarland	35.69895246, -119.24077147
46	121735598	Wood Pole	McFarland	35.69958761, -119.2407734
47	122225240	Wood Pole	McFarland	35.69958338, -119.24060596
48	122225239	Wood Pole	McFarland	35.69960943, -119.2399718
49	121780182	Wood Pole	Buttonwillow	35.39993065, -119.46983979
50	121767272	Wood Pole	Buttonwillow	35.3999597, -119.47027261
51	121680090	Wood Pole	Buttonwillow	35.39996626, -119.4702473
52	121027035	Wood Pole	Buttonwillow	35.3999424, -119.47065347
53	121780186	Wood Pole	Buttonwillow	35.39995579, -119.47116335
54	122216450	Wood Pole	Buttonwillow	35.39994979, -119.47163693
55	CTC1202298	Wood Pole	Buttonwillow	35.39997429, -119.47162866
56	121780187	Wood Pole	Buttonwillow	35.39992835, -119.4720037
57	122216448	Wood Pole	Buttonwillow	35.39998716, -119.47238973
58	121680091	Wood Pole	Buttonwillow	35.39994891, -119.47290484
59	121695420	Wood Pole	Buttonwillow	35.3999641, -119.4733912
60	122216439	Wood Pole	Buttonwillow	35.39996307, -119.47342583
61	120246464	Wood Pole	Buttonwillow	35.39996721, -119.47389086
62	288 Front St	Wood Pole	Buttonwillow	35.39954996, -119.47410741
63	CTC1201412	Wood Pole	Buttonwillow	35.40004743, -119.47413971
64	121048413	Wood Pole	Maricopa	35.06406169, -119.40616559
65	121048414	Wood Pole	Maricopa	35.06371762, -119.4061083
66	121048411	Wood Pole	Maricopa	35.06406858, -119.4057591
67	110401606	Wood Pole	Maricopa	35.06405428, -119.40522951
68	121048461	Wood Pole	Maricopa	35.06406745, -119.40473568
69	121048381	Wood Pole	Maricopa	35.06378498, -119.40459666
70	121012427	Wood Pole	Maricopa	35.06404569, -119.40426098
71	121048465	Wood Pole	Maricopa	35.06403816, -119.40377092
72	121048464	Wood Pole	Maricopa	35.06436353, -119.40375356
73	121048463	Wood Pole	Maricopa	35.06438633, -119.4036071
74	121048466	Wood Pole	Maricopa	35.06402182, -119.403319
75	121048468	Wood Pole	Maricopa	35.06403469, -119.40278203
76	121048467	Wood Pole	Maricopa	35.06433586, -119.40277201
77	121048469	Wood Pole	Maricopa	35.06401514, -119.40231139
78	121013675	Wood Pole	Maricopa	35.0638979, -119.4023461
79	121012426	Wood Pole	Maricopa	35.06400573, -119.40207806
80	121048470	Wood Pole	Maricopa	35.06402707, -119.40191435
81	2208122E	Wood Pole	Golden Hills	35.12993539, -118.49486353
82	2208121E	Wood Pole	Golden Hills	35.12962198, -118.49493476
83	2208120E	Wood Pole	Golden Hills	35.12921636, -118.49494278
84	2208119E	Wood Pole	Golden Hills	35.12852775, -118.49493364
85	2208118E	Wood Pole	Golden Hills	35.12784324, -118.4949329
86	1433761E	Wood Pole	Golden Hills	35.12787563, -118.49521354
87	1433762E	Wood Pole	Golden Hills	35.12786362, -118.49615708
88	1433763E	Wood Pole	Golden Hills	35.12785519, -118.497122
89	RC013460	Wood Pole	Golden Hills	35.12787436, -118.497128

90	4664623E	Wood Pole	Golden Hills	35.12783279, -118.4975427
91	4491758E	Wood Pole	Golden Hills	35.1279799, -118.49746553
92	20678 White St	Pedestal	Golden Hills	35.12784841, -118.49814595
93	20678 White St	Pedestal	Golden Hills	35.1273981, -118.49816813
94	20400 Park Rd (Comm Pole)	Wood Pole	Golden Hills	35.12590831, -118.49207337
95	2322855E	Wood Pole	Golden Hills	35.12586418, -118.49230574
96	2322856E	Wood Pole	Golden Hills	35.1258179, -118.49264664
97	2322857E	Wood Pole	Golden Hills	35.12579503, -118.49329243
98	2294288E	Wood Pole	Golden Hills	35.12583233, -118.4938759
99	2294287E	Wood Pole	Golden Hills	35.12584557, -118.49457127
100	Comm Pole Adjacent to 2294287E	Wood Pole	Golden Hills	35.12580883, -118.49458518
101	4954684E	Wood Pole	Golden Hills	35.12581775, -118.49472068

#### IV. Field Inspection – Violations List

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

#### **GO 95, Rule 18-A3, Resolution of Potential Violations of General Order 95 and Safety Hazards, states:**

*(3) If a company, while performing inspections of its facilities, discovers a Safety Hazard(s) on or near a communications facility or electric facility involving another company, the inspecting company shall notify the other entity of such safety hazard(s) no later than 10 business days after the discovery.*

Charter did not notify the responsible third-party of the following safety hazards:

- Pole 4252774E: a third-party communications conductor was hanging around the pole at the public level.
- Pole 660399E: there were wooden vines growing on the pole that were contacting supply service drops, extending from the pole base to the pole top.
- Pole CT208421: due to an incomplete pole transfer, multiple third-party communications conductors passing unattached were touching the pole.
- Pole 122225240: a third-party supply down guy wire was broken and disconnected, left at the base of the pole.
- Pole 121780186: a third-party communications service drop was supported on a third-party supply service drop via a rope.
- Pole 121680091: (1) at the supply level, there were longitudinal cracks on the pole located at the post insulator bracket; (2) the pole mounted transformer has a substantial amount of oil on the exterior and evidence of weeping.
- Pole 121695420: (1) the PG&E pole had burn damage located near the secondary crossarm throughbolt; (2) a third-party communications service drop was approximately 6 feet above ground level
- Pole 110401606: a third-party supply down guy wire was contacting a third-party supply service drop
- Pole 121048461: a third-party communications service drop was disconnected and hanging from the conductor at midspan.
- Pole 121048466: a third-party communications service drop was within 1 foot of a window of the home it was servicing, interfering with its use.
- Pole 121048467: multiple third-party communications service drops were wrapped around the pole and hanging at the public level

**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 facilities on each of the following poles were not maintained for their intended use:

- Pole 121780182 – the pole had damaged pole steps above the public level.
- Pole 121680090 – Charter’s facilities on the buddy pole need to be transferred to the new pole.

**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 Charter communications service drop supported on Pole 121048461 was disconnected and hanging from the conductor down to the ground at midspan.

**GO 95, Rule 38: Minimum Clearances of Wires from Other Wires, Table 2, Column C, Case 3** requires the minimum vertical clearance of “Communication Conductors (Including Open Wire, Cables and Service Drops)” from “Communication Conductors and Supply Drops” not supported on the same pole to be 24 inches.

The Charter communications conductor on Pole RC013460 had less than 24 inches of vertical clearance from a third-party communications conductor not supported on the same pole.

**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)” from “Communication Conductors and Supply Drops” supported on the same pole to be 12 inches.

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

- Pole 4252760E: (1) a Charter communications service drop was contacting a third-party communications service drop near the pole; (2) a third-party communications service drop was attached to a Charter communications conductor at the pole.
- Pole 121780187: a Charter communications service drop was attached to a third-party communications conductor at midspan.

- Pole 121680091: a Charter communications service drop was contacting a third-party communications conductor near the pole.
- Pole 121048414: multiple third-party communications service drops were attached to a Charter communications conductor at the pole.
- Comm Pole Adjacent to 2294287E: a third-party communications conductor was contacting a Charter communications conductor via the use of electrical tape at midspan.

**GO 95, Rule 84.8-D4**, states:

*Above or below Supply Service Drops: The radial clearance between communication service drop conductors and supply service drop conductors may be less than 48 inches as specified in Table 2, Column C, Cases 4 and 9; Column D, Cases 3 and 8, but shall be not less than 24 inches. Where within 15 feet of the point of attachment of either service drop on a building, this clearance may be further reduced but shall be not less than 12 inches.*

A Charter communications service drop supported on Pole 4252766W had 3 inches of radial clearance from a third-party supply service drop (servicing a nearby home) at over 15 feet from the point of attachment to the home.

**GO 95, Rule 38 - Minimum Clearances of Wires from Other Wires, Table 2, Column C, Case 16** requires the minimum radial separation of “Communication Conductors (Including Open Wire, Cables and Service Drops)” from “Conductors, taps, or lead wires of different circuits” supported on the same pole to be 3 inches.

A Charter communications service drop supported on each of the following poles had less than 3 inches of radial clearance required from third-party communications conductors/service drops:

- Pole 4252761E: a Charter communications service drop was contacting a third-party communications service drop servicing a nearby home.
- Pole 4252762E: a Charter communications service drop was contacting a third-party communications service drop servicing a nearby structure.
- Pole 4252766W: a Charter communications service drop was contacting a third-party communications service drop servicing a nearby home.
- Pole 121780187: a Charter communications service drop was contacting a third-party communications service drop servicing a nearby home.
- Pole 122216448: a Charter communications service drop was contacting a third-party communications service drop servicing a nearby home.
- Pole 110401606: a Charter communications service drop was contacting (jumper cable clamp on service drops) a third-party communications service drop servicing a nearby home.

**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 three inches.

A third-party down guy wire supporting Pole 120246464 was touching a Charter communications conductor supported on the same pole.

**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 molding supported on Pole 2322855E was missing at the public level.

**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 Pole 121012426 was obstructed by vegetation.

**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 communications service drop supported on Pole 120246464 was touching the roof of a nearby building without a service connection.

**GO 95, Rule 86.2, Guys, 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 down guy wire supporting Pole 1433761E was not taut.