

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



May 05, 2026

CA2026-1346

Lisa Ludovici  
Director, Government Affairs Sierra Nevada  
270 Bridge Street  
San Luis Obispo, CA 93401

Subject: Audit of Charter's San Bernardino County - Metro District

Ms. Ludovici:

On behalf of the Electric Safety and Reliability Branch of the California Public Utilities Commission (CPUC), James Miller of my staff conducted a communications infrastructure provider audit of Charter's San Bernardino County - Metro District from March 9, 2026 to March 13, 2026. The audit included a review of Charter's records and field inspections of Charter's 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 June 5, 2026, by electronic or hard copy, of all corrective measures taken by Charter 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 James Miller at (213) 660-8898 or [James.Miller@cpuc.ca.gov](mailto:James.Miller@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: Audit Findings

Cc: Leslie Palmer, Deputy Executive Director for Safety Enforcement, Safety Policy and Water, CPUC  
Eric Wu, Program Manager, ESRB, SED, CPUC  
James Miller, Utilities Engineer, ESRB, SED, CPUC

## AUDIT FINDINGS

### I. Records Review

My staff reviewed the following records during the audit:

- Inspection records
- Work order and notification records
- Third party notifications
- Pole loading calculation records
- Inspection and maintenance procedures

### 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 22 work orders past Charter's due date for corrective action. Additionally, as of the audit, Charter had 96 open work orders that were past Charter's scheduled due date for corrective action.

### III. Field Inspections

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

No.	Facility ID No.	Facility Type	City	Coordinates
1	1884233E	Utility Pole	Fontana	34.08483 °N , 117.46693 °W
2	387309E	Utility Pole	Fontana	34.08519 °N , 117.46690 °W
3	387310E	Utility Pole	Fontana	34.08547 °N , 117.46691 °W
4	4506458E	Utility Pole	Fontana	34.08582 °N , 117.46691 °W
5	470358E	Utility Pole	Fontana	34.08620 °N , 117.46691 °W
6	470359E	Utility Pole	Fontana	34.08659 °N , 117.46690 °W
7	608331E	Utility Pole	Fontana	34.08674 °N , 117.46686 °W
8	4382580E	Utility Pole	Fontana	34.08462 °N , 117.46705 °W
9	4004595E	Utility Pole	Fontana	34.118433 °N , 117.410522 °W
10	4004596E	Utility Pole	Fontana	34.119527 °N , 117.409483 °W
11	4004597E	Utility Pole	Fontana	34.120120 °N , 117.409578 °W
12	4004598E	Utility Pole	Fontana	34.120527 °N , 117.409645 °W
13	4794085E	Utility Pole	Fontana	34.120891 °N , 117.409615 °W
14	4004594E	Utility Pole	Fontana	34.118606 °N , 117.409660 °W
15	4004593E	Utility Pole	Fontana	34.118040 °N , 117.409601 °W
16	4004592E	Utility Pole	Fontana	34.117552 °N , 117.409598 °W
17	533223H	Utility Pole	Rialto	34.098938 °N , 117.369861 °W
18	4816193E	Utility Pole	Rialto	34.099147 °N , 117.369719 °W
19	262200S	Utility Pole	Rialto	34.099703 °N , 117.369682 °W
20	4816194E	Utility Pole	Rialto	34.100236 °N , 117.369660 °W
21	4103400E	Utility Pole	Rialto	34.100638 °N , 117.369676 °W
22	1883624E	Utility Pole	Rialto	34.100681 °N , 117.369065 °W
23	1883623E	Utility Pole	Rialto	34.100642 °N , 117.368754 °W
24	1883622E	Utility Pole	Rialto	34.100656 °N , 117.367912 °W
25	4190225E	Utility Pole	Highland	34.12080 °N , 117.20710 °W
26	692132E	Utility Pole	Highland	34.12060 °N , 117.20710 °W
27	692133E	Utility Pole	Highland	34.12060 °N , 117.20710 °W
28	692134E	Utility Pole	Highland	34.11975 °N , 117.20709 °W
29	692135E	Utility Pole	Highland	34.11933 °N , 117.20716 °W
30	692136E	Utility Pole	Highland	34.11890 °N , 117.20722 °W
31	746698E	Utility Pole	Highland	34.11849 °N , 117.20722 °W
32	746697E	Utility Pole	Highland	34.11805 °N , 117.20721 °W
33	4704508E	Utility Pole	Highland	34.11767 °N , 117.20721 °W
34	No ID Tag	Pedestal w/Amplifier	Highland	34.11693 °N , 117.20707 °W
35	No ID Tag	Vault w/Tap	Highland	34.11658 °N , 117.20707 °W
36	No ID Tag	Vault w/Tap	Highland	34.11642 °N , 117.20705 °W

37	2292809E	Utility Pole	Redlands	34.05298 °N , 117.17636 °W
38	2292808E	Utility Pole	Redlands	34.05259 °N , 117.17606 °W
39	2292810E	Utility Pole	Redlands	34.05335 °N , 117.17670 °W
40	827766E	Utility Pole	Redlands	34.05364 °N , 117.17693 °W
41	4515430E	Utility Pole	Redlands	34.05390 °N , 117.17711 °W
42	2290867E	Utility Pole	Redlands	34.05422 °N , 117.17735 °W
43	2290868E	Utility Pole	Redlands	34.05464 °N , 117.17770 °W
44	1044657E	Utility Pole	Redlands	34.05489 °N , 117.17850 °W
45	4861800E	Utility Pole	Redlands	34.05472 °N , 117.17877 °W
46	4418453E	Utility Pole	Redlands	34.05457 °N , 117.17906 °W
47	No ID Tag	Utility Pole	Redlands	34.05433 °N , 117.17948 °W
48	891625E	Utility Pole	Redlands	34.05418 °N , 117.17974 °W
49	GT135640	Utility Pole	Redlands	34.05415 °N , 117.17977 °W
50	No ID Tag	Utility Pole	Redlands	34.05392 °N , 117.18026 °W
51	2192295E	Utility Pole	Redlands	34.05363 °N , 117.17997 °W
52	1262069E	Utility Pole	Redlands	34.05338 °N , 117.17978 °W
53	569964E	Utility Pole	Redlands	34.05284 °N , 117.17932 °W
54	2302537E	Utility Pole	Redlands	34.05260 °N , 117.17914 °W
55	T-3435	Utility Pole	Redlands	34.05252 °N , 117.17896 °W
56	No ID Tag	Utility Pole	Redlands	34.05265 °N , 117.17855 °W
57	GT57005	Utility Pole	Redlands	34.05942 °N , 117.22345 °W
58	No ID Tag	Vault	Redlands	34.05944 °N , 117.22346 °W
59	T-4486	Utility Pole	Redlands	34.05942 °N , 117.22396 °W
60	ID Tag Illegible	Utility Pole	Redlands	34.05942 °N , 117.22459 °W
61	15908CWT	Utility Pole	Redlands	34.05942 °N , 117.22515 °W
62	T-1575	Utility Pole	Redlands	34.05942 °N , 117.22575 °W
63	GT57821	Utility Pole	Redlands	34.05943 °N , 117.22614 °W
64	1388499E	Utility Pole	Redlands	34.05932 °N , 117.22612 °W
65	2326395E	Utility Pole	Redlands	34.05930 °N , 117.22417 °W
66	GT103805	Utility Pole	Redlands	34.05943 °N , 117.22279 °W
67	1008685E	Utility Pole	Bloomington	34.07390 °N , 117.38773 °W
68	1008684E	Utility Pole	Bloomington	34.07351 °N , 117.38768 °W
69	4797153E	Utility Pole	Bloomington	34.07319 °N , 117.38769 °W
70	1152921E	Utility Pole	Bloomington	34.07265 °N , 117.38768 °W
71	4282598E	Utility Pole	Bloomington	34.07222 °N , 117.38768 °W
72	4796450E	Utility Pole	Bloomington	34.07171 °N , 117.38769 °W
73	1152918E	Utility Pole	Bloomington	34.07132 °N , 117.38768 °W
74	1152917E	Utility Pole	Bloomington	34.07089 °N , 117.38768 °W
75	1346647E	Utility Pole	Bloomington	34.07412 °N , 117.38785 °W
76	No ID Tag	Utility Pole	Bloomington	34.07459 °N , 117.38784 °W
77	1346646E	Utility Pole	Bloomington	34.07491 °N , 117.38785 °W

78	1029103H	Utility Pole	Bloomington	34.07534 °N , 117.38786 °W
79	1346645E	Utility Pole	Bloomington	34.07573 °N , 117.38783 °W
80	1346644E	Utility Pole	Bloomington	34.07625 °N , 117.38785 °W
81	1031974H	Utility Pole	Bloomington	34.05589 °N , 117.38128 °W
82	1057444H	Utility Pole	Bloomington	34.05585 °N , 117.38059 °W
83	1057448H	Utility Pole	Bloomington	34.05587 °N , 117.38013 °W
84	1057447H	Utility Pole	Bloomington	34.05587 °N , 117.38013 °W
85	No ID Tag	Pedestal w/Amplifier	San Bernardino	34.16323 °N , 117.30779 °W
86	No ID Tag	Pedestal w/Tap	San Bernardino	34.16341 °N , 117.30805 °W
87	No ID Tag	Pedestal w/Tap	San Bernardino	34.16362 °N , 117.30856 °W
88	No ID Tag	Pedestal w/Tap	San Bernardino	34.16288 °N , 117.30778 °W
89	No ID Tag	Pedestal w/Tap	San Bernardino	34.16242 °N , 117.30809 °W
90	No ID Tag	Pedestal w/Amplifier	San Bernardino	34.16253 °N , 117.30853 °W
91	No ID Tag	Pedestal w/Tap	San Bernardino	34.16264 °N , 117.30891 °W
92	No ID Tag	Pedestal w/Amplifier	San Bernardino	34.16274 °N , 117.30935 °W
93	No ID Tag	Pedestal w/Amplifier	San Bernardino	34.16206 °N , 117.30975 °W
94	No ID Tag	Pedestal w/Tap	San Bernardino	34.16217 °N , 117.30951 °W
95	No ID Tag	Pedestal w/Tap	San Bernardino	34.16200 °N , 117.30910 °W
96	540239E	Utility Pole	San Bernardino	34.15647 °N , 117.29672 °W
97	4721297E	Utility Pole	San Bernardino	34.15655 °N , 117.29694 °W
98	801573E	Utility Pole	San Bernardino	34.15645 °N , 117.29737 °W
99	4721298E	Utility Pole	San Bernardino	34.15657 °N , 117.29735 °W
100	801574E	Utility Pole	San Bernardino	34.15642 °N , 117.29784 °W
101	4823598E	Utility Pole	San Bernardino	34.15654 °N , 117.29779 °W
102	801575E	Utility Pole	San Bernardino	34.15643 °N , 117.29855 °W
103	801576E	Utility Pole	San Bernardino	34.15615 °N , 117.29855 °W
104	4437303E	Utility Pole	San Bernardino	34.15590 °N , 117.29855 °W
105	872665E	Utility Pole	San Bernardino	34.15573 °N , 117.29842 °W
106	1825487E	Utility Pole	Muscoy	34.14670 °N , 117.32820 °W
107	919003E	Utility Pole	Muscoy	34.14669 °N , 117.32861 °W
108	873014E	Utility Pole	Muscoy	34.14615 °N , 117.32808 °W
109	1572690E	Utility Pole	Muscoy	34.14566 °N , 117.32806 °W
110	No ID Tag	Utility Pole	Muscoy	34.14544 °N , 117.32807 °W
111	1115568E	Utility Pole	Muscoy	34.14544 °N , 117.32807 °W
112	919005E	Utility Pole	Muscoy	34.14669 °N , 117.32761 °W
113	1825493E	Utility Pole	Muscoy	34.14669 °N , 117.32761 °W
114	919008E	Utility Pole	Muscoy	34.14683 °N , 117.32650 °W
115	919009E	Utility Pole	Muscoy	34.14723 °N , 117.32652 °W

116	No ID Tag	Utility Pole	Muscoy	34.14726 °N , 117.32647 °W
117	No ID Tag	Vault w/Tap	Muscoy	34.16865 °N , 117.35591 °W
118	No ID Tag	Pedestal w/Tap	Muscoy	34.16833 °N , 117.35624 °W
119	No ID Tag	Vault	Muscoy	34.16802 °N , 117.35657 °W
120	No ID Tag	Pedestal w/Amplifier	Muscoy	34.16692 °N , 117.35672 °W
121	No ID Tag	Vault w/Tap	Muscoy	34.16678 °N , 117.35672 °W
122	No ID Tag	Pedestal w/Tap	Colton	34.06949 °N , 117.30827 °W
123	No ID Tag	Pedestal w/Tap	Colton	34.06994 °N , 117.30802 °W
124	No ID Tag	Pedestal w/Tap & Line Extender	Colton	34.07045 °N , 117.30793 °W
125	No ID Tag	Pedestal w/Tap	Colton	34.07091 °N , 117.30788 °W
126	No ID Tag	Pedestal w/Amplifier	Colton	34.07113 °N , 117.30791 °W
127	No ID Tag	Pedestal w/Tap	Colton	34.07146 °N , 117.30820 °W
128	113721E	Utility Pole	San Bernardino	34.11821 °N , 117.29297 °W
129	3981	Utility Pole	San Bernardino	34.11821 °N , 117.29297 °W
130	F13938Y	Utility Pole	San Bernardino	34.11796 °N , 117.29298 °W
131	GT96882	Utility Pole	San Bernardino	34.11761 °N , 117.29208 °W
132	F17800Y	Utility Pole	San Bernardino	34.11718 °N , 117.29206 °W
133	1289578E	Utility Pole	Yucaipa	34.02982 °N , 117.09982 °W
134	4823326E	Utility Pole	Yucaipa	34.03220 °N , 117.09860 °W
135	71675E	Utility Pole	Yucaipa	34.02849 °N , 117.09862 °W
136	1339340E	Utility Pole	Yucaipa	34.02308 °N , 117.09761 °W
137	1733392E	Utility Pole	Yucaipa	34.02461 °N , 117.10064 °W
138	291859E	Utility Pole	Yucaipa	34.02933 °N , 117.10299 °W

#### IV. Field Inspection – Violations List

**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 following overhead facilities were in need of maintenance:

- A down guy wire attached to Pole No. 608331E had been cut and was dangling from the pole.
- The ground molding on Pole No. 4794085E was damaged.
- The lashing wire north of Pole No. 4004592E was broken.
- The ground molding on Pole No. 262200S was damaged.
- A crossarm on Pole No. 1883623E was cracked.
- The lashing wire west of the pole at 34.05433°N, 117.17948°W was broken.

- The wooden spacer on the hardline west of Pole No. T-4486 was falling apart.
- The messenger guy west of Pole No. T-4486 was broken.
- The guard arm on Pole No. 4823598E was damaged.
- The ground molding on Pole No. F13938Y was damaged and its ground wire cut.

**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 unused section of messenger guy wire was dangling from Pole No. 801576E.

**GO 95, Rule 92.4-D1 – Exposed Cables and Messengers** states in part:

*The exposed communications conductors and messengers shall be grounded: At all deadend poles and at intervals not greater than every one-quarter of a mile (1320 feet).*

Messenger wires were not grounded at the following deadend poles:

- 470359E
- 4190225E
- 1152917E
- 4437303E

**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.

Charter communications conductors were in contact with third-party communications conductors on or near each of the following poles:

- |            |                                       |
|------------|---------------------------------------|
| • 470358E  | • 2292808E                            |
| • 4382580E | • 2292810E                            |
| • 4004596E | • 827766E                             |
| • 4004593E | • 2290867E                            |
| • 692132E  | • 1044657E                            |
| • 692133E  | • 2302537E                            |
| • 692135E  | • T-3435                              |
| • 692136E  | • The pole at 34.05265°N, 117.17855°W |
| • 746698E  | • GT57005                             |
| • 746697E  | • T-4486                              |
| • 4704508E | • The pole at 34.05942°N, 117.22459°W |
| • 2292809E | • 2326395E                            |

- GT103805
- 4282598E
- 540239E
- 4721297E
- 801573E
- 4721298E
- 801574E
- 4823598E
- 801576E
- 872665E
- 873014E
- 1115568E
- 919005E
- 71675E

**GO 95, Rule 56.9, 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.*

The outermost anchor guy attached to the pole at 34.14726 °N, 117.32647 °W did not have a guy marker.

**GO 95, Rule 84.4, Clearances, Section D(4)(a), From Nonclimbable Street Lighting or Traffic Signal Poles or Standards,** states in part:

*When passing street lighting, traffic signal poles or standards (including mastarms, brackets and lighting fixtures) a clearance of 12 inches, as specified in Table 1, Case 10, Column B, may be reduced when suitable insulation for the highest voltage of open wire involved and mechanical protection from abrasion is provided where necessary.*

A Charter/Spectrum hardline conductor was in contact with a street light pole just south of Pole No. 4004595E.

**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 underground facilities were in need of maintenance:

- The ground wire for the pedestal at 1128 Hurd Creek Way in San Bernardino had come apart from its attachment point.
- The frame support for the amplifier at 1123 Glenwood Court in San Bernardino had detached.
- The ground wire for the amplifier at 1139 Glenwood Court in San Bernardino was not attached to the amplifier.
- The base of the pedestal at 1137 Shady Creek Drive in San Bernardino was misshapen such that its cover could not be secured.
- The base of the vault at 4395 Bronson Street in Muscoy was damaged.

- The frame of the pedestal at 578 Award Drive in Colton was bent.
- The base of the pedestal at 638 Award Drive in Colton was broken.
- The frame of the pedestal at 786 Award Drive in Colton was damaged.

**GO 128 Rule 34.3, Self-contained Surface-mounted Equipment**, states in part:

*Equipment installed partially or completely above the ground surface and not enclosed by a vault, room or fence shall conform to the following:*

*C. Locking Compartments and enclosures shall be made secure against entry by unauthorized persons by means of locks or other suitable means.*

The following above-ground enclosures were not secured against entry by unauthorized persons by means of locks or other suitable means:

- The Pedestal at 7515 Bonita Drive in Highland.
- The Pedestal at 1112 Hurd Creek Way in San Bernardino.
- The Pedestal at 1120 Hurd Creek Way in San Bernardino.
- The Pedestal at 3883 Amberwood Court in San Bernardino.
- The Pedestal at 3867 Amberwood Court in San Bernardino.
- The Pedestal at 1123 Glenwood Court in San Bernardino.
- The Pedestal at 1139 Glenwood Court in San Bernardino.
- The Pedestal at 1137 Shady Creek Drive in San Bernardino.
- The Pedestal at 1140 Shady Creek Drive in San Bernardino.
- The Pedestal at 1132 Shady Creek Drive in San Bernardino.
- The Pedestal at 4279 Bronson Street in Muscoy.
- The Pedestal at 578 Award Drive in Colton.
- The Pedestal at 638 Award Drive in Colton.
- The Pedestal at 742 Award Drive in Colton.
- The Pedestal at 786 Award Drive in Colton.
- The Pedestal at 763 Award Drive in Colton.

**GO 128, Rule 42.7, Covers**, states in part:

*Manholes and handholes, while not being worked in shall be securely closed by covers of sufficient strength to sustain such loads as may reasonably be imposed upon them, and arrangement shall be such that a tool or appliance shall be required for their opening and cover removal.*

The following underground facilities were not secured such that a tool or appliance would be required for their opening and cover removal:

- The vault at 7557 Bonita Drive in Highland.
- The vault at 4461 Bronson Street in Muscoy.
- The vault at 4265 Bronson Street in Muscoy.

**GO 128, Rule 36.5, Grounding and Bonding of Conductors and Equipment**, states in part:

*A. General Supply conductors and equipment of the following types shall be bonded in manholes and at other locations where conductors and equipment are accessible and in proximity to one another, and shall be grounded in accordance with Rule 36.5–C.*

...

*(5) Metal Cases Supply Equipment: Metal cases of transformers, switches, and other supply equipment.*

The metal case of the amplifier at 7515 Bonita Drive in Highland was not grounded.