

PUBLIC UTILITIES COMMISSION

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August 13, 2026

CA2026-1443

Jane Whang
Government Affairs
Verizon Communications Inc.
375 West Trimble Road
San Jose, CA 95131

SUBJECT: Communication Infrastructure Provider (CIP) Audit of Verizon Placer County Group

Ms. Whang:

On behalf of the Electric Safety and Reliability Branch (ESRB) of the California Public Utilities Commission (CPUC), Javier Ochoa Reyes and Thomas Roberts of ESRB staff conducted a CIP audit of Verizon's Placer County Group from April 27 through May 1, 2026. During the audit, ESRB staff conducted field inspections of Verizon's facilities and reviewed pertinent documents and records.

As a result of the audit, ESRB staff identified violations of one or more General Orders (GOs). A copy of the audit findings itemizing the violations is enclosed. Please provide a response no later than September 10, 2026, by electronic copy of all corrective actions and preventive measures taken by Verizon to correct the identified violations and prevent the recurrence of such violations.

Please note that ESRB will be posting the audit report and your response to the audit on the CPUC website. If there is any information in your response that you want us to consider as confidential, we request that, in addition to your confidential response, you provide us with a public version (a redacted version of your confidential response) to be posted on our website.

If you have any questions concerning this audit, please contact Javier Ochoa Reyes at (415) 470-3628 or Javier.Reyes@cpuc.ca.gov.

Sincerely,

A handwritten signature in blue ink, appearing to read "Rickey Tse".

Rickey Tse, P.E.
Program and Project Supervisor
Electric Safety and Reliability Branch
Safety and Enforcement Division
California Public Utilities Commission

Enclosure: CPUC CIP Audit Report of Verizon Placer County Group

Cc: Lee Palmer, Deputy Executive Director, Safety Policy Division, Water

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Rex Knowles, Director of Government Affairs, Verizon

CPUC AUDIT FINDINGS OF VERIZON PLACER COUNTY GROUP

I. Records Review

During the audit, Electric Safety and Reliability Branch (ESRB) staff reviewed the following records:

- Verizon's Overhead Inspection Program, Inspection Policies and Procedures, and Training Materials.
- Verizon's Placer County Facility Location Records.
- Verizon's Northern California Inspection Spreadsheets (2021–2026).
- Verizon's General Order (GO) 95 Pole Loading Calculations.
- Verizon's Third-Party Non-Conformance (GO 95, Rule 18) Notifications.
- Verizon's Placer County Underground Structure Records.
- Verizon's Site Tracker Inspection Guidelines and Documentation Requirements.
- Verizon's Patrol Inspection Checklists for Antenna and Fiber Facilities.

II. Records Violations

ESRB observed the following violations during the record review portion of the audit:

1. GO 95, Rule 80.1A(1) – Inspection Requirements for Joint-Use Poles in High Fire-Threat District states in part:

“In Tiers 2 and 3 of the High Fire-Threat District, inspection intervals for (i) Communication Lines located on Joint Use Poles (see Rule 21.8) that contain Supply Circuits (see Rule 20.6-D), and (ii) Communication Lines attached to a pole that is within three spans of a Joint Use Pole with Supply Circuits, shall not exceed the time specified in the following Table.”

Inspection	Tier 2	Tier 3
Patrol	2 Years	1 Year
Detailed	10 Years	5 Years

Verizon operates communication facilities located within Tier 2 and Tier 3 High Fire-Threat Districts in Placer County and provided facility location records and patrol inspection records completed during 2025. However, Verizon did not provide patrol and detailed inspection records for its business operations (VzB) covering the entire audit

period requested by ESRB (2021–2026).¹ Consequently, ESRB was unable to verify whether Verizon completed patrol and detailed inspections within the inspection intervals required by GO 95, Rule 80.1.A(1).

2. GO 95, Rule 18-B – Maintenance Programs states in part:

“Each company (including electric utilities and communications companies) shall establish and implement an auditable maintenance program for its facilities and lines for the purpose of ensuring that they are in good condition so as to conform to these rules...

The auditable maintenance program must include, at a minimum, records that show the date of the inspection, type of equipment/facility inspected, findings, and a timeline for corrective actions to be taken following the identification of a potential violation of GO 95 or a Safety Hazard on the company’s facilities.”

GO 95, Rule 18-B includes two interrelated requirements: 1) the company must have an *auditable* maintenance program, and 2) it defines the minimum requirements for such a program to be deemed *auditable*. ESRB requested Verizon’s documentation for its maintenance and inspection policies, procedures, and programs, as well as records of Verizon’s inspections and maintenance work orders. While Verizon’s procedures describe a remediation engineering process for identified deviations, including remediation forms and supporting engineering documentation, ESRB’s review of this information identified the following:

- Verizon’s maintenance program does not refer to GO 95, Rule 18-B or define the minimum required data to be collected,
- Verizon’s maintenance program records do not include a timeline for corrective actions,
- Verizon did not provide maintenance work order records which document that corrective actions were performed. For example, in Verizon Wireless’ (VzW) 2024 and 2025 inspection records, Verizon identified deviations such as “exposed ground buss” and “tree trimming”.² However, Verizon could not provide those associated corrective action records in response to the Pre-Audit Data Request.

Based on these findings, Verizon is in violation of the minimum requirements for an auditable maintenance program per GO 95, Rule 18-B. Additionally, ESRB is unable to verify that corrective actions associated with identified deviations were documented, scheduled, and remediated in accordance with GO 95, Rule 18-B.

¹Verizon Business (VzB) is responsible for all of Verizon’s wired (fiber) facilities.

²Verizon Wireless (VzW) is responsible for all of Verizon’s wireless facilities.

III. Field Inspection

During the field inspection from April 27 - May 1, 2026, ESRB staff inspected Verizon's wireless communication facilities in the locations listed in Table 1.

Table 1: Field Inspection Locations

Location #	Latitude	Longitude	Structure Type
1	38.7442566	-121.2345972	Underground Junction Box
2	38.7441510	-121.2316092	Underground Junction Box
3	38.7440921	-121.2286820	Underground Junction Box
4	38.7431227	-121.2259444	Underground Junction Box
5	38.7516519	-121.3140637	Underground Junction Box
6	38.7517677	-121.3158615	Pole
7	38.7517677	-121.3158615	Underground Junction Box
8	38.7517855	-121.3164127	Underground Junction Box
9	38.7517855	-121.3164127	Pole
10	38.7517777	-121.3368300	Underground Junction Box
11	38.7517777	-121.3368300	Underground Junction Box
12	38.7517777	-121.3368300	Pole
13	38.7517690	-121.3365503	Pole
14	38.7517356	-121.3363817	Pole
15	38.7517737	-121.3362409	Underground Junction Box
16	38.7517447	-121.3357956	Pole
17	38.7517599	-121.3352609	Pole
18	38.7517489	-121.3349823	Underground Junction Box
19	38.7517651	-121.3346145	Pole
20	38.7338263	-121.3370630	Underground Junction Box
21	38.7287923	-121.3493753	Underground Junction Box
22	38.7279462	-121.3645094	Pole
23	38.7281115	-121.3645194	Pole
24	38.7516088	-121.3653117	Underground Junction Box
25	38.7513661	-121.3651152	Pole
26	38.7546172	-121.3583651	Underground Junction Box
27	38.7546535	-121.3583902	Antennas
28	38.7541390	-121.3583544	Underground Junction Box
29	38.8053495	-121.3500408	Underground Junction Box
30	38.8389124	-121.3175606	Underground Junction Box

Location #	Latitude	Longitude	Structure Type
31	38.8389124	-121.3175606	Pole
32	38.8389216	-121.3179170	Pole
33	38.8819837	-121.2942221	Pole
34	38.8816862	-121.2943753	Pole
35	38.9041735	-121.2934754	Pole
36	38.9043243	-121.2934861	Pole
37	38.9043243	-121.2934861	Underground Junction Box
38	38.9044339	-121.2938053	Underground Junction Box
39	38.9043877	-121.2938080	Underground Junction Box
40	38.7550988	-121.1658998	Underground Junction Box
41	38.7562097	-121.1648806	Underground Junction Box
42	38.7579314	-121.1641487	Underground Junction Box
43	38.7597361	-121.1641265	Underground Junction Box
44	38.7613463	-121.1641188	Underground Junction Box
45	38.7630425	-121.1641628	Pole
46	38.7630425	-121.1641628	Pole
47	38.7973964	-121.1329164	Pole
48	38.7977808	-121.1326753	Pole
49	38.7984526	-121.1325657	Pole
50	38.7992566	-121.1323286	Pole
51	38.8199033	-121.1261649	Pole
52	38.8199033	-121.1261649	Underground Junction Box
53	38.8205438	-121.1261139	Pole
54	38.8209281	-121.1260901	Pole
55	38.8213160	-121.1260814	Pole
56	38.8219902	-121.1260372	Pole
57	38.8251529	-121.1450182	Pole
58	38.8251827	-121.1456890	Pole
59	38.8251994	-121.1466489	Pole
60	38.8252002	-121.1468581	Pole
61	38.8252166	-121.1475619	Pole
62	38.8252067	-121.1484601	Pole
63	38.8252067	-121.1484601	Underground Junction Box
64	38.8413217	-121.1387508	Pole

Location #	Latitude	Longitude	Structure Type
65	38.8413217	-121.1387508	Underground Junction Box
66	38.8417414	-121.1384746	Pole
67	38.8422598	-121.1381222	Pole
68	38.8427209	-121.1378168	Pole
69	38.9031813	-121.0660107	Pole
70	38.8750528	-121.1295244	Pole
71	38.8749538	-121.1300819	Pole
72	38.8748528	-121.1306680	Pole
73	38.8753138	-121.1290054	Pole
74	38.8755458	-121.1282087	Pole
75	39.3088620	-120.3346460	Underground Pedestal
76	39.3081780	-120.3318619	Underground Pedestal
77	39.1806069	-120.8570002	Underground Pedestal
78	39.0349352	-120.9719966	Pole
79	39.0350532	-120.9720757	Underground Pedestal
80	39.0004506	-120.9866468	Underground Pedestal
81	39.0006918	-120.9864996	Underground Pedestal
82	39.0011864	-120.9861362	Underground Pedestal
83	39.0015621	-120.9858103	Pole
84	38.8945573	-121.2884308	Pole
85	38.8948894	-121.2884312	Pole
86	38.8953471	-121.2884369	Pole
87	38.8957028	-121.2884225	Pole
88	38.8961563	-121.2884359	Pole
89	38.8964420	-121.2884386	Pole
90	38.8968606	-121.2884295	Pole
91	38.8969926	-121.2884382	Pole
92	38.8971839	-121.2884248	Pole
93	39.1899237	-120.1141091	Radio and Antenna
94	39.1899237	-120.1141091	Radio and Antenna
95	39.1991163	-120.0977919	Radio and Antenna
96	39.1991163	-120.0977919	Radio and Antenna

IV. Field Inspection Violations

ESRB identified the following violations during the field inspection:

1. 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.

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.

A supply or communications company is in compliance with this rule if it designs, constructs, and maintains a facility in accordance with the particulars specified in General Order 95, except that if an intended use or known local conditions require a higher standard than the particulars specified in General Order 95 to enable the furnishing of safe, proper, and adequate service, the company shall follow the higher standard...”

ESRB’s findings related to above Rule are listed in Table 2:

Table 2: GO 95, Rule 31.1 Findings

Location #	Findings
6	Incomplete pole transfer
35	Incomplete pole transfer
57	Incomplete pole transfer

2. GO 95, Rule 38, Minimum Clearances of Wires from Other Wires states in part:

“The minimum vertical, horizontal or radial clearances of wires from other wires shall not be less than the values given in Table 2 and are based on a temperature of 60° F. and no wind. Conductors may be deadended at the crossarm or have reduced clearances at points of transposition, and shall not be held in violation of Table 2, Cases 8–15, inclusive.”

ESRB's findings related to above Rule are listed in Table 3:

Table 3: GO 95 Rule 38, Table 2, Case 8-C Findings

Location #	Findings
31	Verizon communication cable is contacting another communication company's cable
35	Verizon communication cable is contacting another communication company's cable
47	Verizon communication cable is contacting another communication company's cable
64	Verizon communication cable is contacting another communication company's cable

3. 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. Such covering may be omitted providing the ground wire in this 7 foot section has a mechanical strength at least equal to the strength of No. 6 AWG medium–hard–drawn copper.”

ESRB's findings related to above rule are listed in Table 4:

Table 4: GO 95, Rules 84.6.B

Location #	Findings
57	Exposed ground wire
87	Exposed ground wire

4. GO 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.”

ESRB’s finding related to above Rule is listed in Table 5:

Table 5: GO 95, Rule 86.9 Finding

Location #	Finding
78	Damaged guy marker

5. GO 95, Rule 87.7.D(1), Covering or Guarding, 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:

(a) Securely or effectively grounded iron or steel pipe (or other covering at least of equal strength). When metallic sheathed cable rising from underground non– metallic conduit is protected by metallic pipe or moulding, such pipe or moulding shall be effectively grounded as specified in Rule 21.4–A, or

(b) Non–metallic conduit or rigid U–shaped moulding. Such conduit or moulding shall be of material as specified in Rule 22.8.”

ESRB’s findings related to above Rule are listed in Table 6:

Table 6: GO 95, Rule 87.7.D(1) Findings

Location #	Findings
6	Exposed riser
31	Missing riser cover
34	Damaged riser cover
51	Loose riser cover
61	Exposed riser
64	Riser cover is unattached

Location #	Findings
78	Missing riser cover

6. GO 95, Rule 91.4, Hardware states in part:

“Riser standoff brackets on supporting structures shall be arranged so that there is not less than 8 ft between either:

(1) The lowest bracket and the ground line or other easily climbable surface, or

(2) The two lowest brackets.”

ESRB’s findings related to above Rule are listed in Table 7:

Table 7: GO 95, Rule 91.4 Findings

Location #	Findings
94	Standoff brackets spaced less than 8 feet apart.
96	Standoff brackets spaced less than 8 feet apart.

7. GO 95, Rule 92.4.C(2), Ground Rods (Ground Electrodes) states in part:

“Ground rods shall be driven into the ground so that one end of the ground rod is at a minimum depth of 8 feet below the surface of the ground. The top end of the ground rod shall not be less than 1 foot below the surface of the ground.”

ESRB’s finding related to above rule is listed in Table 8:

Table 8: GO 95, Rule 92.4.C(2)

Location #	Finding
58	Exposed ground rod

8. GO 95, Rule 92.4.D(1), Exposed Cables and Messengers states in part:

“The exposed communication cables and messengers shall be grounded:

At all deadend poles and at intervals not greater than every one-quarter of a mile (1320 feet).”

ESRB’s finding related to above Rule is listed in Table 9:

Table 9: GO 95, Rule 92.4.D(1) Finding

Location #	Finding
62	Messenger not grounded at dead-end pole.

9. GO 128, Rule 17.1, Design, Construction and Maintenance states:

“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.

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.

All work performed on public streets and highways shall be done in such a manner that the operations of other utilities and the convenience of the public will be interfered with as little as possible and no conditions unusually dangerous to workmen, pedestrians, or others shall be established at any time.”

ESRB’s findings related to above Rule are listed in Table 10:

Table 10: GO 128, Rule 17.1 Findings

Location #	Findings
5	Tracer wire not grounded
34	Exposed tracer wire
38	Ground wire not connected

Location #	Findings
52	Tracer wire not grounded

V. Observations

1. GO 95, Rule 18-A, Resolution of Potential Violations of General Order 95 and Safety Hazards states in part:

“(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 ten (10) business days after the discovery.”

“(4) To the extent a company that has a notification requirement under (2) or (3) above cannot determine the facility owner/operator, it shall contact the pole owner(s) within ten (10) business days if the subject of the notification is a Safety Hazard, or otherwise within a reasonable amount of time not to exceed 180 days after discovery. The notified pole owner(s) shall be responsible for promptly (normally not to exceed five business days) notifying the company owning/operating the facility if the subject of the notification is a Safety Hazard, or otherwise within a reasonable amount of time not to exceed 180 days, after being notified of the potential violation of GO 95.”

ESRB’s findings related to the above Rule are listed in Table 11:

Table 11: GO 95, Rule 18-A Findings

Location	Findings	Third-Party Utility
6	Third-Party Notification (TPN) for comms for clearance issues with guy wires	Unknown communication utility company.
6	TPN for comms incomplete pole transfer	Unknown communication utility company.
12	TPN for PG&E for loose guy wire and clearance issue with comms	PG&E is the responsible utility.
13	TPN for AT&T for exposed risers	AT&T is the responsible utility company.
13	TPN for AT&T for missing guy wire marker	AT&T is the responsible utility company.
14	TPN for comms for unattached risers	Unknown communication utility company.
14	TPN for comms for missing riser covers	Unknown communication utility company.

14	TPN for comms for abandoned risers	Unknown communication utility company.
17	TPN for comms for unattached risers and missing riser covers	Unknown communication utility company.
19	TPN for comms for unattached risers and missing riser covers	Unknown communication utility company.
22	TPN for Comcast for contact to Verizon wires	Comcast is the responsible utility company.
23	TPN for AT&T for cable touching guy wire	AT&T is the responsible utility company.
23	TPN for Wave for line touching guy wire	Wave is the responsible utility company.
25	TPN for comms for cable not attached to pole	Unknown communication utility company.
32	TPN for AT&T for low cable over road	AT&T is the responsible utility company.
33	TPN for AT&T for abandoned lines and missing insulator at guy wire	AT&T is the responsible utility company.
33	TPN for an abandoned cable service line and a guy wire missing both a visibility marker and guy insulator	Unknown cable utility company.
36	TPN for comms facilities too close to Verizon	Unknown communications utility company.
48	TPN for Comcast for clearance issues with other communication line	Comcast is the responsible utility company.
49	TPN for Wave for low service drop, unattached risers, missing riser covers and for clearance issues with Verizon and AT&T	Wave is the responsible utility company.
50	TPN for uncovered ground wire	Unknown communications utility company.
51	TPN for AT&T for open box and for missing insulator bob at guy wire	AT&T is the responsible utility company.
53	TPN for comms for low service drop	Unknown communication utility company.

55	TPN for comms for broken lashing	Unknown communication utility company.
56	TPN for comms for missing guy marker and missing guy insulator bob	Unknown communication utility company.
57	TPN for cable company for unattached riser, broken box, exposed ground and risers not attached	Unknown communication utility company.
59	TPN for cable company for riser not attached	Unknown communication utility company.
61	TPN for AT&T for riser exposed and not properly attached	AT&T is the responsible utility company.
62	TPN for AT&T for ground cover not secured every 36 inches	AT&T is the responsible utility company.
67	TPN for comms cables touching guy wires	Unknown communications utility company.
67	TPN for PG&E slack guy wire	PG&E is the responsible utility company.
70	TPN for PG&E for idle secondary wire	PG&E is the responsible utility company.
71	TPN for low service drop, missing lashing and open box	Unknown communications utility company.
72	TPN for PG&E tripping hazard	PG&E is the responsible utility.
73	TPN for communications utility for buddy pole	Unknown communications utility company.
78	TPN for cable tv for damage guy wire marker	Unknown cable utility company.
78	TPN for loose guy wire for Liberty	Liberty is the responsible utility.
78	TPN for Frontier for riser missing cover	Frontier is the responsible utility.
83	TPN for railroad power line down on the ground	Unknown railroad company.
85	TPN for cable for riser cover damage by vegetation	Unknown cable utility company.

86	TPN for Crown Castle for clearance issue with other comms lines	Crown Castle is the responsible utility.
87	TPN for exposed communication ground wire	Unknown communications utility company.
88	TPN for AT&T for unattached risers	AT&T is the responsible utility company.
88	TPN for PG&E for pole in decaying condition	PG&E is the responsible utility.
89	TPN for Crown Castle for clearance issues with comms lines	Crown Castle is the responsible utility.
92	TPN for Comcast for clearance issue with other comms cables and missing grounding	Comcast is the responsible utility.
92	TPN for abandoned anchor for PG&E	PG&E is the responsible utility.
93	Missing enclosure lock	Unknown utility company.
95	Missing enclosure lock	Unknown utility company.
94	TPN for Liberty for a buddy pole and riser brackets less than 8 feet apart.	Liberty is the responsible utility.
96	TPN for AT&T for riser not attached every 36 inch	AT&T is the responsible utility company.