PUBLIC UTILITIES COMMISSION
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298

November 3, 2026 CA2026-1470

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

SUBJECT: Audit of Charter Communications San Diego District

Ms. Ludovici:

On behalf of the Electric Safety and Reliability Branch (ESRB) of the California Public Utilities Commission, Mily Vaidya of my staff conducted a Communication Infrastructure Provider (CIP) audit of Charter Communications San Diego District from September 21-25, 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 December 3, 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 Mily Vaidya at (213) 999-8528 or Mily.Vaidya@cpuc.ca.gov.

Sincerely,

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: Koko Tomassian, Director, Safety and Enforcement Division, CPUC
Eric Wu, Program Manager, Electric Safety and Reliability Branch, CPUC
Derek Fong, Senior Utilities Engineer, Electric Safety and Reliability Branch, CPUC
Mily Vaidya, 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
- Charter's inspection/maintenance overhead and underground program procedures
- Third-Party Safety Hazard Notifications
- Pole Loading Calculations

II. Field Inspection

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

No.	Asset Tag (Pole) Number	Structure Type	Latitude	Longitude
1	P712360	Pole	33.3586185126507	-117.231952047074
2	Z610531	Pole	33.3590294765351	-117.231933491057
3	713701	Pole	33.3591619195321	-117.232258472568
4	P255180	Pole	33.3591450111338	-117.232565489265
5	Next to D151923	Connection Box	33.3591070694315	-117.232574779
6	P713702	Pole	33.3591778845511	-117.233047831897
7	54	Connection Box	33.3591123477501	-117.231592577677
8	74	Connection Box	33.359134910468	-117.231326438292
9	72	Connection Box	33.358821898698	-117.231345145154
10	48	Connection Box	33.3586130252802	-117.231338400383
11	51	Connection Box	33.3586813712694	-117.231537765633
12	45	Connection Box	33.3585584157085	-117.23088476418
13	71	Connection Box	33.3586902617112	-117.230808394435
14	Club house	Connection Box	33.358696401451	-117.230487135951
15	31	Connection Box	33.3589831225854	-117.230559619516
16	33	Connection Box	33.3589976781047	-117.230357909645
17	68	Connection Box	33.3591681353633	-117.230826854447
18	62	Connection Box	33.3598395037891	-117.231291367784
19	58	Connection Box	33.3597509095064	-117.231602403594
20	77	Connection Box	33.3594211382971	-117.231371904075
21	56	Connection Box	33.3592909840941	-117.231555696678
22	Z712845	Pole	33.3728703104066	-117.236299731236
23	Next to Pole Z712845	Connection Box	33.372889936871	-117.236321649003
24	Z412456	Pole	33.3730575480859	-117.236356595438
25	Next to Pole Z412456	Connection Box	33.3730568715216	-117.236333707134
26	1640	Connection Box	33.1656694681907	-117.335571002801
27	1606	Connection Box	33.165588765996	-117.336147678786
28	1624	Connection Box	33.1658448307288	-117.33635207954
29	1630	Connection Box	33.1661710288398	-117.33645910732
30	1648	Connection Box	33.1663623851269	-117.336401603946
31	1653	Connection Box	33.1663372172093	-117.336109087715
32		Connection Box	33.166446056511	-117.336171397194
33	1662	Connection Box	33.1666358713007	-117.33589082681
34	1659	Connection Box	33.1664918047583	-117.335856101706
35	1677	Connection Box	33.1666987401277	-117.335485566998
36	1678	Connection Box	33.1668117815947	-117.335543084047
37	P28159	Pole	33.1667321485547	-117.335199496905
38	P125906	Pole	33.1667450209493	-117.335186113994
39	P325256	Pole	33.1664515966998	-117.334979966032
40	P120584	Pole	33.1664311583411	-117.334927474771
41	3075	Connection Box	33.1663086891352	-117.334848194822
42	1651	Connection Box	33.1660039604504	-117.334598553719

43	P125905	Pole	33.1660138453833	-117.33461170029
44	P27809	Pole	33.1661223643885	-117.334478150599
45	P223867	Pole	33.1657113225611	-117.334354648788
46	P252437	Pole	33.1652854840061	-117.334026392097
47	Next to P252437	Connection Box	33.1653027074541	-117.334012505847
48	P221829	Pole	33.1650896877148	-117.333825703102
49	P125903	Pole	33.1647560114222	-117.33354798071
50	P221828	Pole	33.1643362612271	-117.333185851455
51	P125902	Pole	33.1639639270011	-117.332943308023
52	P127669	Pole	33.1640381634524	-117.332815083492
53	P126489	Pole	33.1636357762198	-117.332635413403
54	P125901	Pole	33.1631116806264	-117.332201791027
55	P129248	Pole	33.162718093568	-117.332803801225
56	P129247J	Pole	33.1624559959344	-117.333232492092
57	3312	Connection Box	33.163119706326	-117.333913641511
58	3303	Connection Box	33.1631778430344	-117.334101047452
59	3286	Connection Box	33.1633757504389	-117.334068077009
60	3245	Connection Box	33.1637822070443	-117.33453964771
61	3219	Connection Box	33.1640939589948	-117.334735682883
62	3210	Connection Box	33.1641210168324	-117.334653679146
63	3200	Connection Box	33.1643946909825	-117.33476390395
64	3209	Connection Box	33.1643435406325	-117.334913922822
65	1610	Connection Box	33.1649571685909	-117.335054337486
66	1613	Connection Box	33.1650858707216	-117.334644606211
67	1633	Connection Box	33.1652764499221	-117.334266760337
68	1641	Connection Box	33.1659559319557	-117.334841471088
69	1631	Connection Box	33.165756033876	-117.335177087415
70	P27808	Pole	33.1656541117393	-117.335257475106
71	P22126	Pole	33.1615237186276	-117.339605007149
72	P120457	Pole	33.1610468008371	-117.33920832742
73	P27692	Pole	33.1606397433503	-117.339189342267
74	P120052	Pole	33.1603172909621	-117.339165736815
75	P24625	Pole	33.1598671421934	-117.33908627623
76	P22781	Pole	33.1591235727814	-117.339041006739
77	P122042	Pole	33.1589173726767	-117.339072183575
78	P22780	Pole	33.1585121821194	-117.339064317491
79	P22779	Pole	33.1582893127467	-117.338962832372
80	P122010	Pole	33.1582932587675	-117.338582693738
81	P22778	Pole	33.1582534694169	-117.33816906419
82	P22777	Pole	33.1582116660968	-117.33733535626
83	P125993	Pole	33.1586830054405	-117.337334214986
84	P22776	Pole	33.1590426659425	-117.337356200656
85	P26866	Pole	33.1594640849593	-117.337339918331
86	P22376	Pole	33.1598483043949	-117.33734335246
87	P22375	Pole	33.1603461683204	-117.337354544436
88	P121580	Pole	33.1608973255023	-117.337397481776
89	P22123	Pole	33.1611528946292	-117.337381075512

90	P22122	Pole	33.1614355990471	-117.337493217491
91	P22124	Pole	33.1614576118792	-117.338371363512
92	P22125	Pole	33.1614801270134	-117.338770257178
93	P25960J	Pole	33.1616371266989	-117.339690398392
94	P20965	Pole	33.1630800931969	-117.356284660264
95	P129696	Pole	33.1633813213916	-117.355623941765
96	P325385	Pole	33.1635815148506	-117.355234186479
97	P24341	Pole	33.1636623140282	-117.355019377467
98	10191	Connection Box	32.8058988491342	-117.109876496731
99	10209	Connection Box	32.8059096580872	-117.10938599488
100	10213	Connection Box	32.8058219762098	-117.109218845075
101	South/Glorietta	Hand Hole	32.6885819448245	-117.169452444229
102	South/Glorietta	Access Hole	32.6885728633212	-117.169468210454
103	South/Glorietta	Connection Box	32.6885738720423	-117.169467951094
104	19121P71734	Pole	32.688734743387	-117.169772460274
105	P71722	Pole	32.6888961839547	-117.170162011003
106	P71715	Pole	32.6890148631689	-117.170346247496
107	P71707	Pole	32.6890857024835	-117.170609567074
108	P132592	Pole	32.6892674454417	-117.171028950475
109	P13259	Pole	32.6893966402229	-117.171357168222
110	P166045	Pole	32.6891094589757	-117.171263988333
111	P191287	Pole	32.6889068119746	-117.171165142225
112	P71695	Pole	32.6884755117949	-117.171005220736
113	P830977	Pole	32.6881566070043	-117.170915480203
114	P830976	Pole	32.6877369413625	-117.17075088399
115	P830974	Pole	32.6873558931152	-117.170602449644
116	P830972	Pole	32.6869999939333	-117.170460320761
117	P830971	Pole	32.6865693328316	-117.170302042404
118	P832210	Pole	32.6866987169972	-117.169946770674
119	P830961	Pole	32.6869519784144	-117.169728345209
120	14015	Connection Box	32.9524595601313	-117.248679294601
121	13995	Connection Box	32.9519020058188	-117.248553439532
122	13985	Connection Box	32.9515065972994	-117.248547992776
123	13955	Connection Box	32.9512305994318	-117.248567584675
124	13935	Connection Box	32.950956574303	-117.248602363477
125	13915	Connection Box	32.9506909781384	-117.248588876026
126	13897	Connection Box	32.950408905705	-117.248597728531
127	13895	Hand Hole	32.950216027059	-117.248608060577
128	13875	Connection Box	32.949934727603	-117.248638389582
129	13855	Connection Box	32.9496458552725	-117.248619845528
130	13845	Connection Box	32.9494089217786	-117.248606264942
131	13825	Connection Box	32.9491096450671	-117.248543747371
132	2531	Connection Box	32.9502612185843	-117.249155373379
133	14043	Connection Box	32.9525847914457	-117.248579360972

III. Field Inspection – Violations List

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

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.*

The following Charter Communications underground facilities required maintenance:

- 72: Not secured/ not locked
- 31: Not secured/ not locked
- 33: Not Secured/ not locked
- 68: Not secured/ not locked
- 3312: Not secured/ not locked
- 3303: Not secured/not locked
- 3219: Not secured/ not locked
- 3210: Vegetation obstruction
- 10213: Damaged connection box
- South/Glorietta: Bolt missing/ not secured
- 13895: Could not be opened due to vegetation

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 Charter Communications overhead facilities required maintenance:

- P20965: Damaged lashing wire
- P830977: Equipment touching third party communication conductor

GO 95, Rule 31.6: Abandoned lines states in part:

> *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.*

On Pole number P132592, an abandoned down guy wire was touching a service drop.

GO 95, Rule 35: Vegetation 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 conductors supported on the following poles was strained by vegetation:

- P71707
- P830974

GO 95, Rule 38, Table 2, Case 3, Column C requires the clearance between "communication conductors" and "communication conductors" not supported on the same poles at crossings to be 24 inches.

Charter Communications conductors supported on the following poles had less than 24 inches of clearance:

- P255180: Service drop touching AT&T communication conductor
- P221829: Service drop touching AT&T communication conductor
- P221828: Service drop touching AT&T communication conductor
- P26866: Service drop touching AT&T communication conductor
- P22123: Communication conductor touching AT&T communication conductor
- P71722: Service drop touching AT&T communication conductor
- P71715: Service drop touching AT&T communication conductor
- P71695: Service drop touching AT&T communication service drop
- P13259: Communication conductor touching AT&T communication conductor

GO 95, Rule 38, Table 2, Case 8, Column C requires the vertical separation between "Communication Conductors and Service Drops" and "Communication Conductors" on separate crossarms or other supports at different levels on the same pole and in adjoining midspans to be 12 inches.

Charter Communications conductors supported on the following poles had less than 12 inches of clearance:

- P127669: Communication conductors are less than 12 inches
- P22776: Communication conductors clearance from third-party communication conductor was less than 12 inches

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.*

Charter Communications ground molding supported on the following poles was damaged:

- P129248
- P13259
- P830977

GO 95, Rule 87.7-D1: 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 …*

Charter Communications riser supported on the following poles were damaged or missing:

- P27692: Missing riser
- P122010: Riser missing / Riser less than 8ft
- P22778: Riser missing / Riser less than 8ft
- P22777: Damaged riser
- P125993: Missing riser
- P22376: Riser missing / Riser less than 8ft
- P22375: Riser missing / Riser less than 8ft
- P830976: Riser less than 8ft
- P830972: Riser less than 8ft