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

November 3, 2026 CA2026-1483

Jane Whang
Regulatory and State Government Affairs
Verizon Communications
360 Spear Street
San Francisco, CA 94105

Subject: Audit of Verizon's San Diego County Area

Ms. Whang:

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 Verizon's San Diego County Area from July 6-10, 2026. The audit included a review of Verizon's inspection and maintenance records and a field inspection of Verizon's facilities.

During the audit, my staff identified violations of one or more General Orders (GOs). A copy of the audit findings itemized the violations is enclosed. Please advise me no later than December 3, 2026, by electronic or hard copy, of all corrective measures taken by Verizon 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, 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
- Verizon's overhead inspection & maintenance program
- Verizon's underground inspection & maintenance program
- Third-Party Safety Hazard Notifications
- Pole Loading Calculations

II. Records Review – Violations List

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.*

Verizon's records indicated that from 2023 to 2025, Verizon completed 9 overhead work orders past Verizon's scheduled due date for corrective action. Also, during the time of audit, Verizon did not provide the pending number of overhead work orders past Verizon's scheduled due date for corrective action.

GO 165, Section III-B, Standards for Inspection, states:

> *Each utility subject to this General Order shall conduct inspections of its distribution facilities, as necessary, to ensure reliable, high-quality, and safe operation, but in no case may the period between inspections (measured in years) exceed the time specified in Table 1.*

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

> *Lines shall be inspected frequently and thoroughly for the purpose of insuring that they are in good condition so as to conform with these rules.*

Verizon's records indicated that from 2023 to 2025, Verizon completed 2 overhead patrol and 3 detailed inspections past Verizon's scheduled due date. Also, Verizon had pending 1395 overhead patrol and 262 detailed inspections past Verizon's scheduled due date.

GO 95, Rule 44.1, Installation and Reconstruction, states in part:

> *Lines and elements of lines, upon installation or reconstruction, shall provide as a minimum the safety factors specified in Table 4. The design shall consider all supply and communication facilities planned to occupy the structure. For purposes of this rule, the term "planned" applies to the facilities intended to occupy the structure that are actually known to the constructing company at the time of design.*
>
> *The entity responsible for performing the loading calculation(s) for an installation or reconstruction shall maintain records of these calculations for the service life of the pole or other structure for which a loading calculation was made and shall provide such information to authorized joint use occupants and the Commission upon request.*

The pole loading calculations provided by Verizon communications for pole P121026 and Pole P132522 did not include all equipment (like third-party SDG&E primary and secondary conductors, transformer and streetlight) that were present at the time of the field inspection.

III. 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	In front of address 5005	Pole	32.8965962211679	-117.207743233618
2	P90208	Pole	32.8968115404498	-117.207934747994
3	P166967S	Pole	32.8968008614263	-117.207931454507
4	Next to Pole P97230	Pole	32.897237686373	-117.208493131403
5	P205822	Pole	32.6963961336014	-117.116792061573
6	Next to Pole 205822	Hand Hole	32.6963877415924	-117.116826793857
7	P231883	Pole	32.6965027724418	-117.11677537571
8	P193857	Pole	32.6965374419786	-117.116587272924
9	P193857	Pole	32.6965353856515	-117.116041310314
10	P193857	Pole	32.6965242638538	-117.115719330961
11	P193857	Pole	32.6965380133585	-117.115389723438
12	P1938573415	Pole	32.69657684172	-117.115038433433
13	P1938573425	Pole	32.6965075460545	-117.114698004897
14	P1938573440	Pole	32.6965703598236	-117.114208331257
15	P1938573445	Pole	32.6965592502907	-117.113890509264
16	HL3-127	Pole	32.6965627786853	-117.113536010274
17	P737291	Pole	32.6965964396534	-117.113270180185
18	P737616	Pole	32.6965934214898	-117.112903561664
19	P193857	Pole	32.6965330838385	-117.112548840238
20	P1940273431	Pole	32.6969476721944	-117.112517961272
21	P931575	Pole	32.6972561234866	-117.112542284912
22	P193686	Pole	32.6965864749243	-117.112115786804
23	P733757	Pole	32.6965593763591	-117.111680957655
24	P205872	Pole	32.6962557398921	-117.112532414871
25	ACPT..HH..501684152	Hand Hole	32.6961298561538	-117.112587406944
26	ACPT..HH..502204882	Hand Hole	32.694152511026	-117.112510862808
27	P132522	Pole	32.6092950003463	-117.08493020471
28	Z89400	Pole	32.6093917336962	-117.084602914819
29	Z89401	Pole	32.6096996340064	-117.083517698825
30	237134	Pole	32.6098191554354	-117.083238710074
31	Z89402	Pole	32.6099933015469	-117.08256567647
32	P283280	Pole	32.6101444057137	-117.081998335604
33	Z89403	Pole	32.6102445955658	-117.081751492343
34	P84673	Pole	32.6102083991824	-117.081919153136
35	84674	Pole	32.6107303983053	-117.082168542061
36	P84675	Pole	32.610968885402	-117.082272255843
37	P84676	Pole	32.6112193612564	-117.082376810146
38	P84677	Pole	32.6116160798065	-117.082499114134
39	P84629	Pole	32.6117984168287	-117.082618082229
40	P283395S	Pole	32.6118180515588	-117.082415856393
41	84631	Pole	32.6115233065387	-117.083562478049

42	P187660	Pole	32.611425243736	-117.083909276037
43	P84632	Pole	32.6113588514166	-117.084165196513
44	P84633	Pole	32.6112377387239	-117.084568233579
45	463921H	Pole	32.6111421477005	-117.084921678033
46	P84634	Pole	32.6110415609938	-117.085242124926
47	Corner of Louisiana and Howard	Hand Hole	32.7541255363341	-117.140302358336
48	Florida and Howard	Hand Hole	32.7541519847219	-117.14345541566
49	P36941	Pole	32.8298746153167	-117.132960125753
50	P213004	Pole	32.8300862175256	-117.13297592203
51	Next to location 50	Pole	32.8294391830796	-117.132968679046
52	P36942	Pole	32.8293197384421	-117.132960792057
53	P92712	Pole	32.8291876826246	-117.133303614829
54	P92711	Pole	32.8292006884436	-117.13430919565
55	P97088	Pole	32.8291923133822	-117.134830844115
56	P96710	Pole	32.8291883368966	-117.135325831048
57	Z92709	Pole	32.8291541089769	-117.136211935099
58	Z679568	Pole	32.8291649259497	-117.136725042911
59	P92708	Pole	32.8291847245398	-117.137187735322
60	Z731125	Pole	32.8291580879199	-117.13770210672
61	TL 672	Pole	32.829087020318	-117.138137365533
62	Z731126	Pole	32.8291578595985	-117.138653485646
63	Z91811	Pole	32.8291165739926	-117.139126328078
64	Z96121	Pole	32.8290749226369	-117.139546914641
65	Nextlink box	Hand Hole	32.8288879701829	-117.134949235768
66	P570794	Pole	32.7823552614029	-117.018409969246
67	P378737	Pole	32.7877072450558	-117.017489356549
68	P278788	Pole	32.7870867745065	-117.017720415998
69	Next to Pole 370774	Hand Hole	32.786899883897	-117.017318662813
70	P378788	Pole	32.7870794814811	-117.017708242017
71	P378739	Pole	32.78668729961	-117.01791872878
72	P570852	Pole	32.7864775379871	-117.018038514508
73	P570820	Pole	32.7861072560002	-117.018239965451
74	P570819	Pole	32.7857535233376	-117.01861190522
75	P570834	Pole	32.7855758225437	-117.018153863365
78	P570833	Pole	32.7854700017441	-117.017721956212
77	P570832	Pole	32.7853802782327	-117.01741035338
76	P570831	Pole	32.7852589339602	-117.017264324958
79	P570830	Pole	32.7848317718643	-117.017026069224
80	P570829	Pole	32.7844978785423	-117.016933043539
81	P570828	Pole	32.7841473724836	-117.016835130024
82	P570827	Pole	32.7836842169548	-117.016832931969
83	P570799	Pole	32.7835032625388	-117.016597153429
84	P570798	Pole	32.7832249469718	-117.016899306321
85	P570797	Pole	32.7829566103747	-117.017222689094
86	P570796	Pole	32.7826799640171	-117.017542430894
87	P570795	Pole	32.7824535329275	-117.017932112594

88	P570794	Pole	32.7822977613111	-117.018420623787
89	P232315	Pole	32.7476172000163	-117.134351712715
90	P232316	Pole	32.7473713335882	-117.134160133923
91	P136853	Pole	32.7470981539051	-117.134168199522
92	P136852	Pole	32.746743218338	-117.134117296124
93	P136851	Pole	32.7464100917756	-117.134131207855
94	P136850	Pole	32.746135586722	-117.134144470143
95	P232296	Pole	32.7457284024525	-117.134167168944
96	P2116772839	Pole	32.7454167972012	-117.134163087992
97	P232294	Pole	32.7450710549108	-117.134170059738
98	P232293	Pole	32.7447324042752	-117.134139410886
99	P232292	Pole	32.7444811638691	-117.134160271161
100	P72837	Pole	32.7441940582654	-117.134171196863
101	P232288	Pole	32.7439117148333	-117.134168788626
102	P232289	Pole	32.7438954834683	-117.13402658824
103	P136849	Pole	32.743591492879	-117.134134282918
104	P136848	Pole	32.7433367562912	-117.134159582439
105	P136847	Pole	32.7430490320038	-117.134142073966
106	P232259	Pole	32.7427740095603	-117.134137901003
107	P232260	Pole	32.7424900963723	-117.134142662214
108	P232255	Pole	32.7420967346747	-117.134161105312
109	P232254	Pole	32.7420901442681	-117.133748118136
110	P232253	Pole	32.7421141265552	-117.133252309698
111	P232252	Pole	32.7420743306434	-117.132952416161
112	P221886	Pole	32.9801538718246	-117.267041572387
113	P121026	Pole	33.0352776526313	-117.288177592165
114	P226071	Pole	33.1876979947323	-117.373770334031
115	P138643	Pole	33.1877223730164	-117.373765646343
116	P167642S	Pole	33.187789969396	-117.3738455471

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 in part:

> *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.*

Verizon did not notify the third-party responsible for the following safety hazards:

- P193857: Abandoned Buddy Pole
- P283280: Abandoned Buddy Pole
- P232252: Abandoned Buddy Pole
- P193857: Abandoned Buddy Pole

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.*

Verizon facilities supported on the following poles required maintenance:

- P193857: Visibility Strip Damaged
- P193857: Damaged Visibility Strip
- Z731125: Buried anchor guard

GO 95, Rule 34: Foreign Attachments states in part:

> *Nothing in these rules shall be construed as permitting the unauthorized attachment, to supply, street light or communication poles or structures, of antennas, signs, posters, banners, decorations, wires, lighting fixtures, guys, ropes and any other such equipment foreign to the purposes of overhead electric line construction.*

Pole number P1938573425 had an unauthorized attachment.

GO 95, Rule 38 – Minimum Clearances of Wires from Other Wires, Table 2, Column C, Case 8 requires the minimum vertical separation between "Communication Conductors (Including Open Wire, Cables and Service Drops)" from "Communication Conductors and Supply Drops" on the same pole and in adjoining midspans to be 12 inches.

Verizon communications conductors supported on the following poles did not have the minimum required 12-inch clearance from a third-party communication conductor (AT&T):

- P84677
- Z92709
- P232315
- P136853
- P136850
- P2116772839
- P232294
- P232293
- P136849
- P136847

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 Verizon ground molding supported on the following poles was damaged:

- P92708
- P232254

GO 95, Rule 86.2: 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 Verizon down guy wire supporting P931575 was not taut.