

<b>CONFIDENTIAL ATTACHMENT 1</b>
----------------------------------

**RECORDS FINDING**

ESRB's review of Comcast's work orders submitted for the period from May 2019 through May 2024 found that Comcast had a total of 2,069 late work orders in the South Bay Region. Table 1 below lists the late work orders in the South Bay Region by county and priority level. Table 2 below lists the most overdue work orders in the South Bay Region.

**Table 1: South Bay Region Late Work Orders**

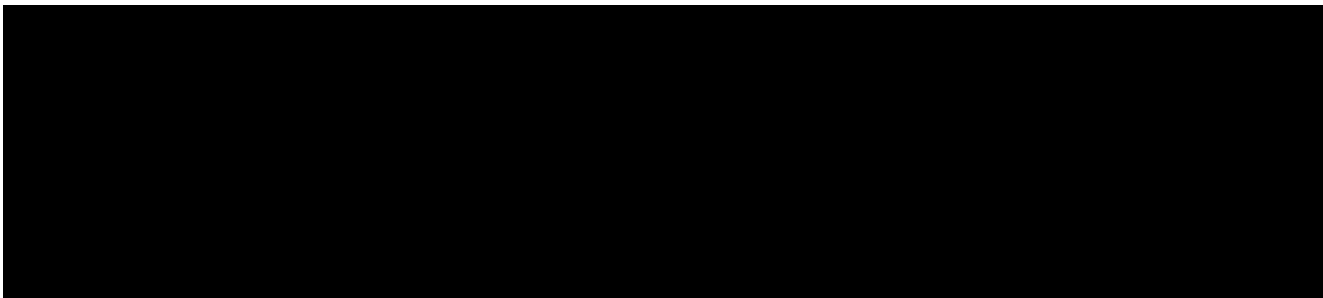
Priority Levels	Monterey	Santa Clara	Santa Cruz	Total
1	541	438	591	1,570
2	23	441	35	499
<b>Total</b>	<b>564</b>	<b>879</b>	<b>626</b>	<b>2,069</b>

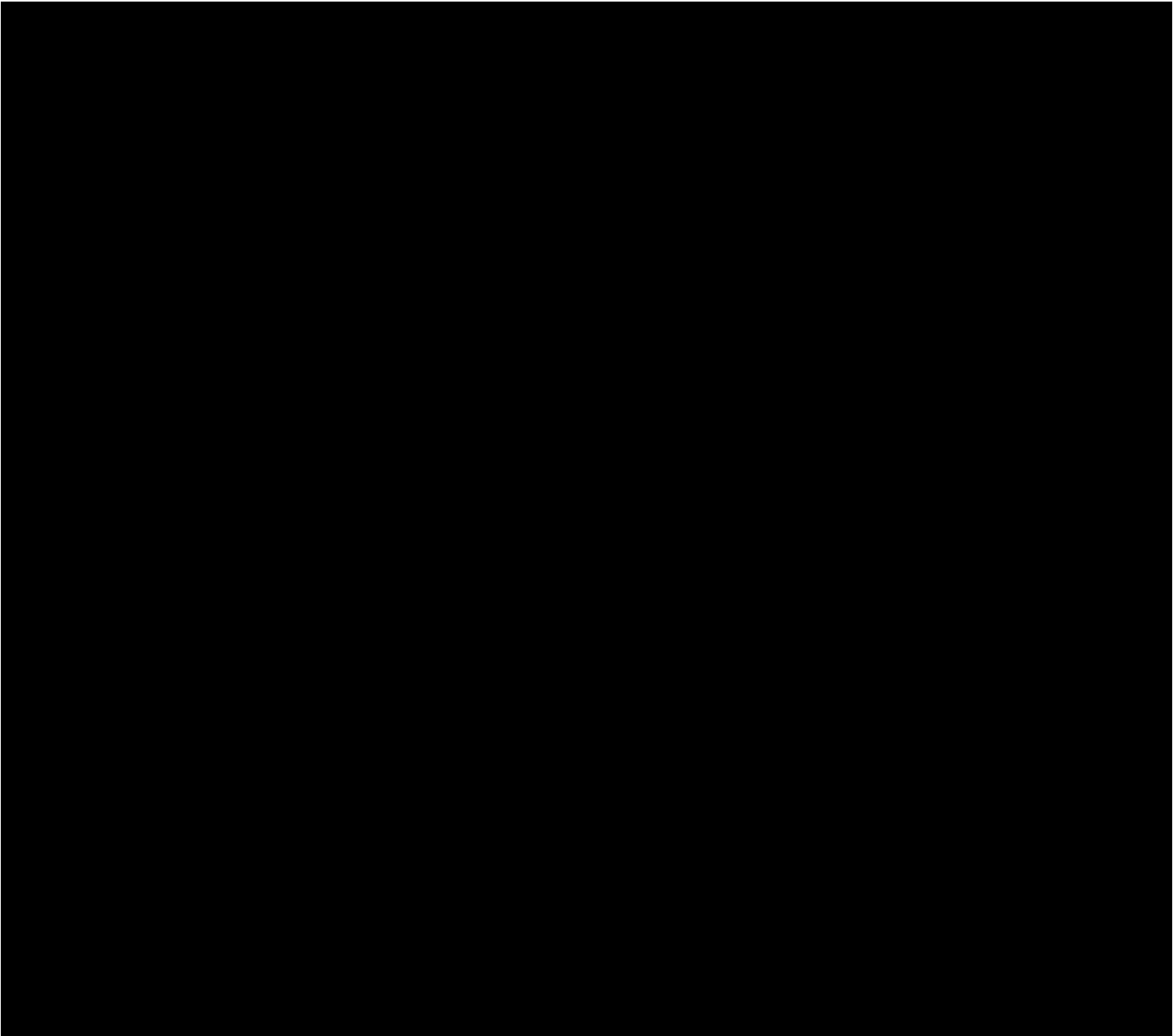
**Table 2: South Bay Region Most Overdue Work Orders**

Location	Priority Levels	Inspection date	Due Date	Days Late	Deficiency Description
14381 Elva Ave 95070	1	2022-04-01	2022-04-02	616	HVY TT (HEAVY TREE TRIMMING, TREES PULLING DOWN CABLE BUNDLE?)
6012 Shawcroft Dr.	2	2019-05-01	2022-05-01	761	CVC RC

Late completed work orders are those completed after their assigned due dates based on their repair categories; and late pending work orders are those that had not been completed as of May 31, 2024, the end of the reporting period for the CIP audit of Comcast's South Bay Region.

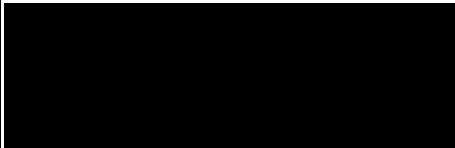
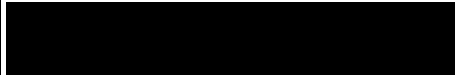
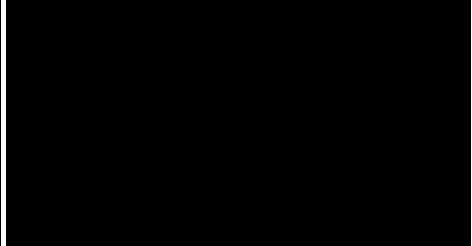
**COMCAST'S RESPONSE:**





**CONFIDENTIAL ATTACHMENT 1 (continued)**

**FIELD INSPECTION FINDINGS**

Location #	Approximate GPS Coordinates	Structure Type	Findings	Date of Remedial Action	Preventative Measure / Corrective Action
<b>Table 3: GO 95, Rule 12.2 Finding</b>					
81	-122.0791294, 37.07727108	Wood Pole	Equipment located on pole with extensive woodpecker damage.	9/26/2024	[BEGIN CONFIDENTIAL]  [END CONFIDENTIAL]
<b>Table 4: GO 95, Rule 31.1 Finding</b>					
46	-121.92936285, 36.54210044	Wood Pole	Cable has separated from its messenger cable.	8/6/2024	[BEGIN CONFIDENTIAL]  [END CONFIDENTIAL]
<b>Table 5: GO 95, Rule 31.6 Findings</b>					
11	-121.66215151, 36.69935526	Wood Pole	Abandoned cable hanging at midspan.	Pending access to the property	[BEGIN CONFIDENTIAL] 

Location #	Approximate GPS Coordinates	Structure Type	Findings	Date of Remedial Action	Preventative Measure / Corrective Action
					[REDACTED] [END CONFIDENTIAL]
42	-121.90212768, 36.53855655	Wood Pole	Abandoned service line.	7/23/2024	[REDACTED] [BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
46	-121.92936285, 36.54210044	Wood Pole	Abandoned service drop on tree.	7/23/2024	[REDACTED] [BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
110	-122.04435207, 37.25969549	Wood Pole	Abandoned service drop on tree.	7/25/2024	[REDACTED] [BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
<b>Table 6: GO 95, Rule 35 Findings</b>					
45	-121.92901476, 36.54205852	Wood Pole	Messenger cable rubbing vegetation.	10/16/2024	[REDACTED] [BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
46	-121.92936285, 36.54210044	Wood Pole	Vegetation pushing on span.	10/16/2024	[REDACTED] [BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]

Location #	Approximate GPS Coordinates	Structure Type	Findings	Date of Remedial Action	Preventative Measure / Corrective Action
<b>Table 7: GO 95, Rule 38 Findings</b>					
7	-122.07369632, 37.37302756	Wood Pole	Contact between Comcast and AT&T service drop.	8/8/2024	[BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
8	-122.07375335, 37.37283037	Wood Pole	Contact between Comcast and AT&T at two points.	7/22/2024	[BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
9	-122.0736855, 37.37229037	Wood Pole	Comcast service drop is taped to another service drop.	7/22/2024	[BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
78	-121.97979368, 36.98057939	Wood Pole	Service drops have been tied together. This was resolved on site.	7/24/2024	[BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
110	-122.04435207, 37.25969549	Wood Pole	Comcast line touching AT&T line.	7/25/2024	[BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
115	-122.06987463, 37.3205416	Wood Pole	Two different Comcast drops are contacting AT&T drops.	7/25/2024	[BEGIN CONFIDENTIAL] [REDACTED]

Location #	Approximate GPS Coordinates	Structure Type	Findings	Date of Remedial Action	Preventative Measure / Corrective Action
					[END CONFIDENTIAL]
123	-121.95827164, 37.28490411	Wood Pole	Service drops touching telecom lines.	7/25/2024	[BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
145	-121.81946062, 37.33886271	Wood Pole	Comcast line contacting other cable.	7/26/2024	[BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
<b>Table 8: GO 95, Rule 84.6-B Findings</b>					
23	-121.60358228, 36.67412608	Wood Pole	There is an exposed ground rod.	8/8/2024	[BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
40	-121.90209957, 36.54103492	Wood Pole	Exposed ground wire.	8/8/2024	[BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
122	-121.95846549, 37.28525583	Wood Pole	Exposed ground wire.	8/8/2024	[BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
<b>Table 9: GO 95, Rule 37 Findings</b>					
5	-122.07246142, 37.39064813	Wood Pole	Cable within minimum clearance from streetlight.	7/22/2024	[BEGIN CONFIDENTIAL] [REDACTED]

Location #	Approximate GPS Coordinates	Structure Type	Findings	Date of Remedial Action	Preventative Measure / Corrective Action
					[REDACTED] [END CONFIDENTIAL]
22	-121.60322572, 36.67416479	Wood Pole	Cable has 17' 7" ground clearance.	7/23/2024	[BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
62	-121.90196637, 36.97175863	Wood Pole	Service drop has low clearance going to customer.	7/24/2024	[BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
<b>Table 10: GO 95, Rule 86.2 Finding</b>					
83	-122.07950822, 37.07818641	Wood Pole	Span guy is not taught.	8/8/2024	[BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
<b>Table 11: GO 95, Rule 86.7-B Findings</b>					
43	-121.92827202, 36.54179824	Wood Pole	Vegetation contact above down guy insulator.	10/16/2024	[BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
103	-122.0216718, 37.23861472	Wood Pole	Vegetation touching anchor guys above insulator.	10/2/2024	[BEGIN CONFIDENTIAL] [REDACTED]

Location #	Approximate GPS Coordinates	Structure Type	Findings	Date of Remedial Action	Preventative Measure / Corrective Action
					[REDACTED] [END CONFIDENTIAL]
107	-122.02208935, 37.23723561	Wood Pole	Vegetation touching anchor guy above insulator.	10/14/2024	[BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
<b>Table 12: GO 95, Rule 87.7-D(1) Findings</b>					
6	-122.07368821, 37.37337604	Wood Pole	Loose cable riser needs to be covered.	8/8/2024	[BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
44	-121.92872961, 36.54200603	Wood Pole	Missing riser cover.	8/8/2024	[BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
47	-121.9295035, 36.5417538	Wood Pole	Missing riser cover.	8/8/2024	[BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
65	-121.90259024, 36.97116639	Wood Pole	Missing riser cover.	8/8/2024	[BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
82	-122.07931949, 37.07773219	Wood Pole	Riser needs to be covered to 8 feet above ground.	8/8/2024	[BEGIN CONFIDENTIAL] [REDACTED]



Location #	Approximate GPS Coordinates	Structure Type	Findings	Date of Remedial Action	Preventative Measure / Corrective Action
					[REDACTED] [END CONFIDENTIAL]
115	-122.06987463, 37.3205416	Wood Pole	Missing riser cover.	8/6/2024	[REDACTED] [END CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
118	-122.0699053, 37.31982167	Wood Pole	Missing riser cover.	8/6/2024	[REDACTED] [END CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
<b>Table 13: GO 128, Rule 17.1 Findings</b>					
16	-121.60603861, 36.70987531	Underground Vault	Loose ground wire. Reattached on site.	7/23/2024	[REDACTED] [END CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
18	-121.60532154, 36.70921454	Pedestal	Loose ground wire. Fixed on site.	7/23/2024	[REDACTED] [END CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
86	-122.00375607, 37.06646041	Pedestal	Animal nest in the pedestal.	10/14/2024	[REDACTED] [END CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
99	-121.98206305, 37.21685737	Underground Vault	Ground wire not clamped. Resolved onsite.	7/25/2024	[REDACTED] [END CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]

Location #	Approximate GPS Coordinates	Structure Type	Findings	Date of Remedial Action	Preventative Measure / Corrective Action
124	-121.95854724, 37.28535413	Pedestal	Coax cable sticking out of enclosure.	7/25/2024	[BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
<b>Table 14: GO 128, Rule 32.7 Findings</b>					
94	-122.00278278, 37.0651352	Pedestal	Unsecure pedestal. Bottom is corroded.	By 11/30/2024	[BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
126	-121.88709027, 37.23016942	Pedestal	Lid not secured.	By 11/30/2024	[BEGIN CONFIDENTIAL] [REDACTED] [END CONFIDENTIAL]
<b>Table 15: Third-Party Observations</b>					
3	-122.07200435, 37.39130428	Wood Pole	AT&T cable is run to Comcast level.	10/10/2024	Comcast sent notice to AT&T.
5	-122.07246142, 37.39064813	Wood Pole	Abandoned drop.	10/10/2024	Comcast sent notice to AT&T.
6	-122.07368821, 37.37337604	Wood Pole	Loose cable riser needs to be covered.	10/10/2024	Comcast sent notice to AT&T.
7	-122.07369632, 37.37302756	Wood Pole	Exposed ground wire.	10/10/2024	Comcast sent notice to AT&T.
7	-122.07369632, 37.37302756	Wood Pole	Low service drop.	10/10/2024	Comcast sent notice to AT&T.

**Comcast's Public Response to Audit Report for  
CA2024-1230 CIP Audit of Comcast's South Bay Region  
October 18, 2024  
Page 11**

<b>Location #</b>	<b>Approximate GPS Coordinates</b>	<b>Structure Type</b>	<b>Findings</b>	<b>Date of Remedial Action</b>	<b>Preventative Measure / Corrective Action</b>
7	-122.07369632, 37.37302756	Wood Pole	AT&T service drop runs up pole above Comcast level.	10/10/2024	Comcast sent notice to AT&T.
7	-122.07369632, 37.37302756	Wood Pole	AT&T service drop is contacting PG&E service drop.	10/10/2024	Comcast sent notice to AT&T.
9	-122.0736855, 37.37229037	Wood Pole	AT&T line going up to Comcast level.	10/10/2024	Comcast sent notice to AT&T.
19	-121.60224326, 36.67409566	Wood Pole	Exposed ground wire and rod.	10/10/2024	Comcast sent notice to AT&T.
21	-121.60285405, 36.67414811	Wood Pole	Abandoned cable.	10/10/2024	Comcast sent notice to AT&T.
22	-121.60322572, 36.67416479	Wood Pole	Ground clearance is too low at 15' 10".	10/10/2024	Comcast sent notice to AT&T.
36	-121.90208511, 36.53899761	Wood Pole	Vegetation obstructing climbing space.	10/10/2024	Comcast sent notice to Crown Castle.
39	-121.90213857, 36.54047609	Wood Pole	Vegetation obstructing climbing space up to secondary lines.	10/10/2024	Comcast sent notice to PG&E and Crown Castle.
41	-121.90215428, 36.54146808	Wood Pole	Cable is hanging due to broken lashing wire.	10/10/2024	Comcast sent notice to AT&T.
42	-121.90212768, 36.53855655	Wood Pole	Dropped span guy going to Comcast power box.	10/10/2024	Comcast sent notice to PG&E.
42	-121.90212768, 36.53855655	Wood Pole	Vegetation blocking climbing space.	10/10/2024	Comcast sent notice to PG&E, Astound, and Crown Castle.
44	-121.92872961, 36.54200603	Wood Pole	Missing riser cover.	10/10/2024	Comcast sent notice to AT&T.
45	-121.92901476, 36.54205852	Wood Pole	Top branches are pressing on communications lines. The branches are trimmed and not	10/10/2024	Comcast sent notice to PG&E and Crown Castle.

**Comcast's Public Response to Audit Report for  
CA2024-1230 CIP Audit of Comcast's South Bay Region  
October 18, 2024  
Page 12**

<b>Location #</b>	<b>Approximate GPS Coordinates</b>	<b>Structure Type</b>	<b>Findings</b>	<b>Date of Remedial Action</b>	<b>Preventative Measure / Corrective Action</b>
			connected to trunk but are left in place.		
46	-121.92936285, 36.54210044	Wood Pole	Abandoned equipment.	10/10/2024	Comcast sent notice to AT&T
63	-121.90233748, 36.97162666	Wood Pole	Missing riser cover.	10/10/2024	Comcast sent notice to AT&T.
64	-121.90269256, 36.97148079	Wood Pole	Vines growing on anchor guys above insulator.	10/10/2024	Comcast sent notice to PG&E.
83	-122.07950822, 37.07818641	Wood Pole	Abandoned cable.	10/10/2024	Comcast sent notice to AT&T.
95	-121.98051976, 37.21770077	Wood Pole	Pole splitting at top with woodpecker damage	10/10/2024	Comcast sent notice to PG&E.
96	-121.98120328, 37.2172883	Wood Pole	Possible issue with pole top cracked at top plate and bolt.	10/10/2024	Comcast sent notice to PG&E.
103	-122.0216718, 37.23861472	Wood Pole	Missing riser cover.	10/10/2024	Comcast sent notice to AT&T.
107	-122.02208935, 37.23723561	Wood Pole	Vegetation touching anchor guy above insulator.	10/10/2024	Comcast sent notice to PG&E.
109	-122.04386975, 37.25921378	Wood Pole	Phone riser not covered. The riser was placed in Comcast riser on site.	10/10/2024	Comcast sent notice to AT&T.
113	-122.04528272, 37.26030779	Wood Pole	AT&T riser not covered.	10/10/2024	Comcast sent notice to AT&T.
115	-122.06987463, 37.3205416	Wood Pole	Missing riser cover.	10/10/2024	Comcast sent notice to AT&T.
117	-122.06966855, 37.31979571	Wood Pole	Abandoned cable.	10/10/2024	Comcast sent notice to AT&T.

**PUBLIC VERSION**

**Comcast's Public Response to Audit Report for  
CA2024-1230 CIP Audit of Comcast's South Bay Region  
October 18, 2024  
Page 13**

<b>Location #</b>	<b>Approximate GPS Coordinates</b>	<b>Structure Type</b>	<b>Findings</b>	<b>Date of Remedial Action</b>	<b>Preventative Measure / Corrective Action</b>
118	-122.0699053, 37.31982167	Wood Pole	Loose anchor guy and tree is touching the guy above the insulator.	10/10/2024	Comcast sent notice to PG&E.
119	-121.95875462, 37.28643011	Wood Pole	Riser cover loose.	10/10/2024	Comcast sent notice to AT&T.
121	-121.95852555, 37.2856465	Wood Pole	Missing riser cover.	10/10/2024	Comcast sent notice to AT&T.
149	-121.81831301, 37.33786304	Wood Pole	Riser cover not secured to pole.	10/10/2024	Comcast sent notice to AT&T.
150	-121.81800213, 37.33755832	Wood Pole	Riser cover not secured to pole.	10/10/2024	Comcast sent notice to Astound.
157	-121.89753784, 37.44249279	Pedestal	Open transformer vault.	10/10/2024	Comcast sent notice to PG&E.