

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE

SAN FRANCISCO, CA 94102-3298



October 2, 2008

Susie Evans
Charter Communications
5797 Eastside Road
Redding, CA 96001

CPUC File No.: CIP2008-02**SUBJECT:** Audit of Charter Communications' GL ID: 43101 (Los Angeles)

On behalf of the Utilities Safety and Reliability Branch of the California Public Utilities Commission (CPUC), I conducted an audit of Charter Communications' GL ID: 43101 on September 8-9, 2008. The audit included a review of Charter Communications' maintenance programs for compliance with General Orders (GOs) 95 and 128.

GO 95, Rule 31.2 Inspection of Lines states:

"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. Lines temporarily out of service shall be inspected and maintained in such condition as not to create a hazard."

I found that Charter Communications does not frequently and thoroughly inspect its overhead system for the purpose of ensuring that it is in good condition so as to conform with GO 95.

GO 128, Rule 17.2 Inspection states:

"Systems shall be inspected by the operator frequently and thoroughly for the purpose of insuring that they are in good condition and in conformance with all applicable requirements these rules."

GO 128, Rule 22.4 states:

"A Maintenance Program means a written policy that shall include the following key elements:

- 1) Inspection intervals*
- 2) Rejection criteria*
- 3) Corrective actions"*

I found that Charter Communications does not frequently and thoroughly inspect its underground system for the purpose of ensuring that it is in good condition, and does not have a written policy that includes inspection intervals and correction actions.

Also, Charter Communications did not document all GOs 95 and 128 violations when it inspected its facilities.

Please advise me within 30 days of corrective measures taken by Charter Communications to ensure compliance with GOs 95 and 128. If you have any questions, please contact me at (213) 576-7099.

Sincerely,

A handwritten signature in black ink, appearing to read "Ryan T. Yamamoto". The signature is fluid and cursive, with a long horizontal stroke at the end.

Ryan T. Yamamoto
Utilities Engineer
Utilities Safety and Reliability Branch
Consumer Protection and Safety Division

c: Gerald R. Anstine, Vice President of Engineering – Charter Communications
4031 Via Oro Avenue, Long Beach, CA 90810

James P. Huddleston, JR, Director of Technical Operations – Charter Communications
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