

PUBLIC UTILITIES COMMISSION

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January 21, 2010

John Gutierrez
Director - Government Affairs
Comcast
3055 Comcast Place
Livermore, CA 94551

SUBJECT: Audit of Comcast – City of San Mateo

On behalf of the Utilities Safety and Reliability Branch (USRB) of the California Public Utilities Commission, Jadwindar Singh, Kenneth How, and I conducted an audit of Comcast's San Mateo area on 12/2-12/4/2009. The audit included a review of Comcast's maintenance programs for compliance with General Orders (GOs) 95 and 128.

During the inspection, we identified violations of one or more General Orders. A copy of the audit summary itemizing the violations is enclosed. Within 30 days, please advise me by electronic or hard copy of all the corrective measures taken, or planned to be taken by the Utility regarding the violation(s) and the date on which they were or will be corrected.

If you have any questions, please contact me at (415) 703-2055.

Sincerely,

Aimee Cauguiran

Aimee Cauguiran
Utilities Engineer
Utilities Safety and Reliability Branch
Consumer Protection and Safety Division

Enclosure: Audit Summary

CC: Jadwindar Singh, Utilities Engineer, CPSD
Kenneth How, Utilities Engineer, CPSD

Audit Summary

A. Records Review

General Order 95, Rule 18A Reporting and Resolution of Safety Hazards Discovered by Utilities states in part

"All companies shall establish an auditable maintenance program for their facilities and lines."

General Order 95, Rule 31.2 Inspection of Lines

"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."

General Order 128, Rule 17.2 Inspection

"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 of these rules."

(1) Review of Comcast's Methods & Procedures

General Order (GO) 95, Rule 18A requires all companies to establish an auditable maintenance program for their facilities and lines. The maintenance program shall include written procedures on the frequency and thoroughness of its inspections, as such is required by GO 95 Rule 31.2 and GO 128 Rule 17.2. The utility is required to demonstrate, with records, that it has frequently and thoroughly inspected all its lines and systems for GO 95 and 128 compliance.

It is our understanding that Comcast is in the process of creating and/or updating the company's Methods and Procedures (M&P) to conform with this requirement. During the audit, we were provided copies of the following M&P:

- G.O. 95/128 & System Maintenance M&P Day to Day Business (Version 4)
- GO 95/128 #1 CLI Drive Out
- GO 95/128 violation reporting for ATT and PGE
- GO95/128 # 3 Pole Transfer Process

Our review of the M&P revealed areas required by the General Order that are not addressed in the M&P.

a) *M&P for Day to Day Business*

The M&P does not clarify the technician's scope of inspection when performing work. During the audit, Comcast representatives explained that inspections are performed as a part of the company's day to day business. Comcast technicians, QC personnel, and contractors are trained to identify General Order violations as a part of their daily work. Further, it was explained to us that the technicians are instructed to do a visual inspection of all the services on the pole that they are working on, the attachment to the home or building, and also to look at one span on each direction. The same is required for technicians doing underground work, wherein technicians are instructed to check the pedestal or vault for GO 128 violations. However, we did not find in Comcast's written procedures where these requirements are clearly stated. To define the thoroughness of Comcast's inspections, the M&P must clearly describe the technician's scope of inspection during his/her daily work.

b) *M&P for GO or GO 95/128 violation reporting to AT&T and PG&E*

The M&P must clearly describe Comcast's requirements for inspecting its own facilities as well as those by other joint-pole users. If Comcast requires its technicians and contractors to identify GO 95/128 violations including those posed by facilities owned by other utilities,

then this should be clearly stated on the M&P. Further, the M&P does not mention the requirements of GO 95, Rule 18-B which states in part:

"The inspecting company shall notify the other company and/or facility owner of such safety hazard no later than 10 business days after the discovery. The inspecting company shall also provide a copy of the notice to pole owner(s)."

(2) Procedure for prioritizing and scheduling for corrective work and record-keeping

General Order 95, Rule 18 requires that utility's records shall document current status of safety hazards, including its priority level, and a scheduled date of corrective action. Upon completion of corrective work, the records shall show the nature of the work, the date and the identity of persons performing the work. There was no written procedure provided during the audit as to how the identified infractions are prioritized and scheduled for corrective work.

(3) Frequency of inspections and record-keeping

General Order 95, Rule 31.2 and GO 128 Rule 17.2 require "frequent" inspections of facilities. Although the frequency of inspection is determined by the utility, GO 95 Rule 18 requires that the frequency of inspections be made "auditable". Therefore, Comcast must be able to demonstrate through records that each portion of its line or system is frequently inspected for compliance with the Commission's General Orders.

(4) Follow up question(s)/data request(s)

In your response, please answer to the following:

- a) How are the identified infractions currently prioritized and scheduled for corrective work?
- b) How is the list of PG&E and AT&T contacts (M&P for GO 95/128 violation reporting for ATT and PGE) maintained for its accuracy?
- c) How does Comcast conform with GO 95, Rule 44.2 and D09-08-029 Ordering Paragraphs #3 and #4 for pole loading calculations? Please provide written procedure.

B. Field Violations

Comcast representatives explained that as part of normal daily work, regardless if the work performed was inside a structure or outside, field personnel are expected to evaluate the attachment to the home, the service drop, the originating pole and its tap, and one span in each direction for GO violations. Comcast personnel are asked to correct violations if possible; otherwise they are to fill out a Special Request Order (SRO) so that the violation can be corrected at a later time.

As noted above and also stated during the previous Comcast inspection in San Leandro, Comcast's written procedures should clearly describe the thoroughness of its inspections. It is apparent from this audit that this issue has not been completely addressed as all violations noted below are within the scope of work described by Comcast representatives present during the audit, unless otherwise noted. Thus, the infractions should have been identified by Comcast personnel during their visit.

The field locations were randomly selected from: (1) List of completed SROs from the last 120 days, (2) Pole transfers from the last 120 days, and (3) QC records from last 120 days.

The following is a list of General Order 95 and 128 rules referenced in the list of violations found during the field review:

General Order 95, Rule 34 Foreign Attachments

"Nothing herein contained shall be construed as requiring utilities to grant permission for such use of their overhead facilities; or permitting any use of joint poles or facilities for such permanent or temporary construction without the consent of all parties having any ownership whatever in the poles or structures to which attachments may be made; or granting authority for the use of any poles, structures or facilities without the owner's or owners' consent.

General Order 95, Rule 38 Minimum Clearance of Wires from Other Wires Table 2, Case 16, Column C

Conductors, taps or lead wires of different circuits shall be at least 3 inches from Communications Conductors (Including open wire, cables and service drops).

General Order 95, Rule 84.6-D Vertical and Lateral Conductors: Vertical Runs

"Where bridled runs are not required to be covered by these rules, they shall be supported by bridle hooks or rings spaced at intervals of not more than 24 inches."

General Order 95, Rule 84.8-B(3)(b) Above Ground in Areas Accessible to Pedestrians Only

"Residential Premises: Over areas accessible to pedestrians only, the vertical clearance shall not be less than 10 feet.

Exception: If the building served does not permit an attachment which will provide this 10 foot clearance without the installation of a structure on the building, the clearance shall be as great as possible but in no case less than 8 feet 6 inches."

General Order 95, Rule 86.2 Guys: Use

"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."

General Order 95, Rule 87.7-D(1) Risers: Covered from Ground Level to 8 Feet above the Ground

"Risers shall be protected from the ground level to a level not less than 8 feet above the ground..."

General Order 128, Rule 41.6 Sealing Service Laterals

"Service conduits, by which water may enter buildings, shall be suitably plugged or sealed at the source of supply such as utilities' transformer or secondary handhole, and at the supply end of the conduit that enters the bottom of customer's terminating enclosure."

12/3/09 Field Work - Completed SRO

1	2625 Hosmer St.	- Drip loop is touching the telephone cable - Disconnected service needs to be tied to the span	- GO 95, Rule 38
2	3920 Regan Dr.	- Loose cable needs to be tied up to the span	
3	3916 Regan Dr.	- Low service drop	- GO 95, Rule 84.8-B(3)(b)
4	3917 Regan Dr.	- Drip loop is touching the telephone span - Loose cable needs to be tied up to the span - Same point of attachment as the other cable company	- GO 95, Rule 38 - GO 95, Rule 38
5	3928 Regan Dr.	- Low service drop (6' 11")	GO 95, Rule 84.8-B(3)(b)
6	4010 Edison St.	- Point of attachment to the house was pulled off and not attached to the building	
7	3045 Fernwood St.	- Slack down guy - Service drop lead is disconnected and needs to be tied up to span	- GO 95, Rule 86.2
8	1537 Locust St.	- Same point of attachment as the other cable company	- GO 95, Rule 38
9	1415 S. B St.	- Service drop to 202 14 th Ave is wrapped around the telephone cable	- GO 95, Rule 38
10	120 N. Delaware St.	- The telephone company's service tap from across the street is attached to Comcast's cable midspan - Disconnected service tap needs to be tied up to the span	- GO 95, Rule 38
11	11 S. Delaware St.	- No riser guard on the pole	- GO 95, Rule 87.7-D(1)
12	Pole at SW corner of Poplar and Amphlett	- Comcast facilities need to be transferred to new pole; Follow up on pole transfer	- This was identified outside the scope of field inspection work
13	652 Fathom Dr.	- Terminal box door would not close	
14	427 37 th St.	- Drip loop within 3" from telephone span	- GO 95, Rule 38
15	408 37 th St.	- Loose cable hanging off the terminal box and needs to be tied up to span	

16	318 37 th St.	- Service tap is not tied up to the span	
17	321 37 th St.	- After riser guard, cable needs to be supported at least every 24 inches	- GO 95, Rule 84.6-D

12/4/2009 Field Work - QC, Pole transfer and completed SRO

1	1301 David St (QC)	- The terminal box was not found outside of the building; It appears to be inside the building which would then require a plug or sealant at the source of supply	- GO 128, Rule 41.6
2	149 29 th Ave (SRO)	- Slack span; Cable within 3" from telephone span	- GO 95, Rule 38
3	2111 Palm Ave (Pole transfer)	- Midspan clearance of fiber splice - Cut off cable needs to be tied up to the span	- GO 95, Rule 38
4	2155 Palm Ave (Pole transfer and SRO)	- Service drop to this address is touching the telephone cable and down guy	- GO 95, Rule 38
5	2163 Palm Ave (Pole transfer and SRO)	- Splice enclosure within 3" from telephone and other cable company's span	- GO 95, Rule 38
6	146 16 th Ave (SRO)	- Service drop to 138 16 th Ave intertwined with the other cable company's service drop - Service drop to 138 16 th Ave has the same point of attachment with the other cable company	- GO 95, Rule 38 - GO 95, Rule 38
7	100 15 th Ave (QC)	- Cable span within 3" from telephone span - Adjacent pole in front of 1511 15 th Ave found Comcast cable wrapped around the pole	- GO 95, Rule 38 - GO 95, Rule 38
8	861 N. Claremont (SRO)	- Same point of attachment as the other cable company - Service drop to 865 N. Claremont also sharing the same point of attachment with the other cable company	- GO 95, Rule 38 - GO 95, Rule 38
9	605 N. Claremont (SRO)	- Same point of attachment as the other cable company	- GO 95, Rule 38

Concerns and Recommendations

(1) Identifying GO Violations During the Course of Normal Business Work

Since GO 95, Rule 18 requires an auditable maintenance program, the utility's records of violations need to indicate how the infraction was identified (i.e. during CLI/Drive out, day-to-day business, customer complaint, etc). This will allow the Commission to validate the effectiveness of Comcast's maintenance program in identifying and correcting violations (e.g. An SRO created as a result of a CLI/Drive out versus an SRO created by a customer or CPUC complaint).

(2) Quality of QC Inspections

During our field audit, we visited three recently QC inspected locations and were surprised to still have found General Order violations on two locations. Comcast need to continue working on its QC Inspection program to better capture and correct General Order violations and also identify potential areas for improvement.