

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



October 28, 2010

CIP 2010-03

Mr. Del J. Heintz
California Director of Government Relations
Charter Communications
4781 Irwindale Ave
Irwindale, CA 91706-2175

Subject: Charter Communications Electric Audit, Turlock Service Area

Dear Mr. Heintz:

On behalf of the Utilities Safety and Reliability Branch of the California Public Utilities Commission, I conducted an electric audit of Charter Communications' Turlock service area from October 10-13, 2010. The audit included a review of Charter's General Order 95 and 128 compliance programs.

During our audit, I identified violations of one or more General Orders. I have enclosed an audit summary that itemizes those violations. By November 28, 2010, Charter must send me a response to this letter detailing its plans to address those violations and when Charter expects to complete them. You may email an electronic copy of the response to kh2@cpuc.ca.gov, or send a hard copy to:

Attn: Kenneth How
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102-3298

Should you have any questions concerning this letter I can be reached at by phone at (415) 703-2875 or by email at kh2@cpuc.ca.gov.

Sincerely,

A handwritten signature in blue ink that reads "Kenneth How".

Kenneth How
Utilities Engineer
Utilities Safety and Reliability Branch
Consumer Protection and Safety Division
California Public Utilities Commission

Enclosures: CPUC Audit Summary; General Order 95 Rule 18

CC: Raymond Fugere, Program and Project Supervisor, CPUC
Dave Houghtlin, Technical Operations Manager, Charter Communications
Janet Spatz, VP of Operations - San Luis Obispo, Charter Communications
Susie Evans-Wood, Government Relations Consultant, Charter Communications

AUDIT SUMMARY

I. Programmatic Violations

This section discusses GO violations found while reviewing Charter Communications' (Charter's) maintenance procedures. These violations may be systemic in nature and may not be specific to the Turlock service area.

A. Inspection of Lines

General Order 95 Rule 31.2: Inspection of [Overhead] 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.

And General Order 128 Rule 17.2: Inspection of [Underground] Lines states in part:

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.

Charter's Turlock office (Charter Turlock) inspects its service area for GO violations and safety hazards using a variety of methods, including:

- 1) Inspections during cumulative leakage index (CLI) surveys – Charter Turlock's CLI surveys involve vehicular patrols of its entire system every quarter. While performing these surveys, Turlock surveyors note any GO violations or safety hazards that they see.
- 2) Inspections during dedicated plant audits – Charter Turlock performs walk-out audits of its system that are dedicated to finding safety hazards and GO violations. Charter Turlock aims to audit 10% of its system using this method each year.
- 3) Inspections during routine maintenance and construction- Charter Turlock technicians are expected to inspect for GO violations and safety hazards at locations where they perform routine maintenance (e.g. service calls, repair work, etc.) Charter Turlock construction personnel also check for GO violations and safety hazards after new builds, pole transfers, etc.

Currently, Charter Turlock does not inspect its facilities frequently and thoroughly due to the following reasons:

- a) Charter Turlock does not currently complete 10% of its system per year. Specifically, Charter Turlock cannot always complete walk out inspections on 10% of its system per year.
- b) Charter Turlock procedures do not require its area offices to define which 10% of their systems must be inspected using walk-out inspections each year. This potentially allows the same 10% of Charter's system to be inspected year after year.
- c) Charter Turlock does not expect its contractors to perform inspections of its facilities when visiting sites for routine maintenance.
- d) Charter Turlock does not define the scope of its routine maintenance inspections. Charter procedures currently do not define what is required to be looked at while performing inspections when conducting routine maintenance (i.e. just the service drop, pole to pole spans, equipment on pole, etc.). Without defining the scope of these inspections, this method cannot be considered thorough.

B. Priorities of Violations and Safety Hazards

GO 95 Rule 18 requires that communication infrastructure providers (CIPs) assign priorities to safety hazards and GO violations they identify on their facilities. These priorities must include timeframes for corrective actions on those hazards and violations.

Charter Turlock does not assign priorities to the safety hazards and GO violations that it finds in the field. Attached to this summary is a copy of GO 95 Rule 18 for your reference.

II. Record Violations

This section summarizes the GO violations found during the review of Charter Turlock's maintenance records.

A. Not all Records Available

GO 95 Rule 18 requires CIPs to have an auditable maintenance program. In order to be auditable, all records must be made available to Commission staff during inspections.

During the audit, Charter Turlock could not provide all of its walk-out inspection records.

B. Inaccurate Repair Records

GO 95 Rule 18 A3 states:

Upon completion of [a] corrective action, the company's records shall show the nature of the work, the date, and the identity of persons performing the work. These records should be preserved by the company for at least five years.

During the audit, records were found showing completed repairs that were not actually completed in the field (see section IIIA items 1, 2 and 3).

III. Field Violations

This section lists the GO 95 and 128 violations identified during the field portion of the audit

A. Violations Found While Verifying Recent Corrective Work

This subsection lists the GO 95 and 128 violations that Charter records indicated were corrected but were still existent in the field.

1.	Location:	3713 Madera Ct, Riverbank, CA
	Previous Charter Visit Details:	10/6/25 Damaged Pedestal Repair (ID # 138131) Identified During 9/20/10 CLI Patrol Assigned to Technician # 3472
	Date of CPUC Inspection:	10/12/10
Explanation of Violation(s):		
<p><u>Record Discrepancy (Broken Pedestal Repair)</u></p> <p>GO 95 Rule 18 A3:</p> <p style="text-align: center;"><i>Upon completion of [a] corrective action, the company's records shall show the nature of the work, the date, and the identity of persons performing the work. These records should be preserved by the company for at least five years.</i></p> <p>Charter repair records indicate that a broken pedestal was repaired at this location. The pedestal was still broken upon field verification of that record.</p>		
<p><u>Exposed Surface Mounted Equipment (Broken Pedestal)</u></p> <p>GO 128 Rule 17.1 states in part:</p> <p style="text-align: center;"><i>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.</i></p> <p style="text-align: center;"><i>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 [the] communication or supply lines and equipment</i></p> <p>Charter procedures require its pedestal covers to be locked and secure. At this location, a pedestal cover was broken.</p>		

2.	Location:	2965 Rocky Ln, Riverbank, CA
	Previous Charter Visit Details:	10/6/26 Hanging Drop Removal (ID # 138116) Identified During 8/27/10 CLI Patrol Assigned to Technician # 3472
	Date of CPUC Inspection:	10/12/10
Explanation of Violation(s):		
<p><u>Record Discrepancy (Hanging Drop Removal)</u></p> <p>GO 95 Rule 18 A3:</p> <p><i>Upon completion of [a] corrective action, the company's records shall show the nature of the work, the date, and the identity of persons performing the work. These records should be preserved by the company for at least five years.</i></p> <p>Charter repair records indicate that a hanging drop was removed at this location. The hanging drop was still present upon field verification of that record.</p>		
<p><u>Hanging Service Drop</u></p> <p>GO 95 Rule 31.6:</p> <p><i>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.</i></p> <p>At this location, a service drop had been cut and was hanging.</p>		

3.	Location:	3695 Colorado Ave, Turlock CA
	Previous Charter Visit Details:	7/6/10 Visit to Complete Pole Transfer (ID # 139189) Identified During 7/6/10 CLI Patrol Assigned to Technician # 3487
	Date of CPUC Inspection:	10/13/10
Explanation of Violation(s):		
<p><u>Record Discrepancy (Pole Transfer)</u></p> <p>GO 95 Rule 18 A3:</p> <p><i>Upon completion of [a] corrective action, the company's records shall show the nature of the work, the date, and the identity of persons performing the work. These records should be preserved by the company for at least five years.</i></p> <p>Charter repair records indicate that a pole transfer was completed at this location. Charter facilities were still not attached to the new pole at this location upon field verification of that record.</p>		
<p><u>Hanging Service Drop</u></p> <p>GO 95 Rule 31.6:</p> <p><i>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.</i></p> <p>At this location, a service drop had been cut and was hanging.</p>		

B. Violations Not Identified During Charter Turlock Walk Out Inspections

The locations in this subsection were chosen because they had been recently inspected during a walk-out inspection by Charter Turlock. During the inspections, Charter Turlock staff should have either identified and/or corrected the violations at these locations.

1.	Location:	2790 Jeannie Ct, Turlock, CA
	Previous Charter Visit Details:	10/6/10 Walk-Out Inspection Node TR 006 Completed by Marcus Deitch
	Date of CPUC Inspection:	10/12/10
	Explanation of Violation(s):	
	<p><u>Exposed Underground Service Cable</u></p> <p>GO 128 Rule 43.3 C. requires underground communication cables installed on private property to be buried 12 inches minimum below the surface.</p> <p>A service cable from the pedestal at this location was partially unburied. This condition was not noted in the walk out inspection log.</p>	

2.	Location:	2670 Ball Ct, Turlock, CA
	Previous Charter Visit Details:	10/6/10 Walk-Out Inspection Node TR 006 Completed by Marcus Deitch
	Date of CPUC Inspection:	10/12/10
Explanation of Violation(s):		
<p data-bbox="250 657 1024 688"><u>Exposed Surface Mounted Equipment (Overturned Pedestal)</u></p> <p data-bbox="250 730 662 762">GO 128 Rule 17.1 states in part:</p> <p data-bbox="331 804 1317 947"><i>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.</i></p> <p data-bbox="331 989 1317 1167"><i>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 [the] communication or supply lines and equipment</i></p> <p data-bbox="250 1209 1422 1314">Charter procedures require its pedestal covers to be locked and secure. At this location, a pedestal cover had been overturned, exposing the surface mounted equipment that had been under it. The walk-out inspection log did not note this condition.</p>		

C. Violations Not Identified During Charter Turlock CLI Patrols

The locations in this subsection were chosen because they had been recently patrolled by Charter Turlock. During the patrols, Charter Turlock staff should have either identified and/or corrected the violations at these locations.

1.	Location:	2030 Golf Rd, Turlock, CA
	Previous Charter Visit Details:	7/15/10 CLI Patrol Completed by Marcus Deitch
	Date of CPUC Inspection:	10/12/10
Explanation of Violation(s):		
<p><u>Hanging Service Drop</u></p> <p>GO 95 Rule 31.6:</p> <p style="text-align: center;"><i>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.</i></p> <p>At this location, a service drop had been cut and was hanging. Charter’s CLI patrol records did not note this condition.</p>		

2.	Location:	6125 Roselle Ave, Riverbank, CA
	Previous Charter Visit Details:	7/22/10 CLI Patrol Completed by Marcus Deitch
	Date of CPUC Inspection:	10/12/10
Explanation of Violation(s):		
<p data-bbox="250 625 537 657"><u>Hanging Service Drop</u></p> <p data-bbox="250 695 477 726">GO 95 Rule 31.6:</p> <p data-bbox="337 768 1321 947"><i>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.</i></p> <p data-bbox="250 989 1411 1056">At this location, a service drop had been cut and was hanging. Charter's CLI patrol records did not note this condition.</p>		

D. Violations Not Identified During Routine Maintenance

The locations in this subsection were chosen because they had been recently inspected during routine maintenance work conducted by Charter Turlock. During the inspections, Charter Turlock staff should have either identified and/or corrected the violations at these locations.

1.	Location:	2000 Golf Rd, Turlock, CA
	Previous Charter Visit Details:	10/11/10 Service Call - Trouble Call (TC1,FE1,605) Job ID 494081 Completed by Gerald Maciel
	Date of CPUC Inspection:	10/12/10
Explanation of Violation(s):		
<p><u>Insufficient Radial Clearance Between Charter Drop and Phone Drop</u></p> <p>GO 95 Table 2 Case 17C requires a 3 inch radial clearance between communication service taps on different circuits.</p> <p>At this location, a Charter drop lying on a tree was contacting a telephone drop. While performing the routine maintenance at this location, the technician should have also corrected or noted this condition.</p>		
<p><u>Insufficient Radial Clearance Between Charter Drip Loop and Phone Main Line at Tap</u></p> <p>GO 95 Table 2 Case 17C requires a 3 inch radial clearance between communication Service taps and communication conductors on different circuits.</p> <p>At this location, the drip loops on a Charter service had insufficient clearance from the telephone main line. While performing the routine maintenance at this location, the technician should have also corrected or noted this condition.</p>		

2.	Location:	5901 Terminal Ave, Turlock, CA
	Previous Charter Visit Details:	10/11/10 Service Call - Digital Upgrade (DU/15) Job ID 494023 Completed by Gerald Maciel
	Date of CPUC Inspection:	10/12/10
Explanation of Violation(s):		
<p><u>Insufficient Radial Clearance Between Two Charter Service Drops</u></p> <p>GO 95 Table 2 Case 16C requires a 3 inch radial clearance between communication service taps on the same circuit.</p> <p>At this location, a two Charter service drops were touching. While performing the routine maintenance at this location, the technician should have also corrected or noted this condition.</p>		
<p><u>Insufficient Radial Clearance Between Charter Drop and Phone Drop</u></p> <p>GO 95 Table 2 Case 17C requires a 3 inch radial clearance between communication Service taps on different circuits.</p> <p>At this location, a Charter drop resting on a tree was in contact with a telephone drop. While performing the routine maintenance at this location, the technician should have also corrected or noted this condition.</p>		

3.	Location:	6506 Lane Ave, Riverbank, CA
	Previous Charter Visit Details:	10/6/26 Visit to Remove Hanging Drop (ID # 138121) Identified During 8/27/10 CLI Patrol Completed Technician # 3472
	Date of CPUC Inspection:	10/12/10
Explanation of Violation(s):		
<p><u>Insufficient Radial Clearance Between Disconnected Drop “Tails” at tap and Phone Main Line</u></p> <p>GO 95 Table 2 Case 17C requires a 3 inch radial clearance between communication Service taps and communication conductors on a different circuit.</p> <p>At this location, there were disconnected Charter services at the tap, the ends of which were hanging less than 3 inches from the main telephone span under them. While performing the routine maintenance at this location, the technician should have also corrected or noted this condition.</p>		

4.	Location:	2616 Sierra St, Riverbank, CA
	Previous Charter Visit Details:	10/18/08 Visit to Correct Lashing Wire Issue (ID # 142484) Identified During 8/27/10 CLI Patrol Completed by Triple J Construction
	Date of CPUC Inspection:	10/12/10
Explanation of Violation(s):		
<p data-bbox="250 646 1122 678"><u>Evidence of Strain on Communication Main Line from Tree Branch</u></p> <p data-bbox="250 720 456 751">GO 95 Rule 35:</p> <p data-bbox="337 793 1341 1224"><i>When a utility has actual knowledge, obtained either through normal operating practices or notification to the utility, that any 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). For the purpose of this rule, abrasion is defined as damage to the insulation resulting from the friction between the tree and conductor. Scuffing or polishing of the insulating covering is not considered abrasion. Strain on a conductor is present when deflection causes additional tension beyond the allowable tension of the span. Contact between vegetation and conductors, in and of itself, does not constitute a violation of the rule.</i></p> <p data-bbox="250 1266 1321 1413">There was evidence of strain on the Charter main line span due to a nearby tree branch. There were indications of recent pruning on the tree, but the strain on the cable was not alleviated. While performing the routine maintenance at this location, the technician should have also corrected or noted this condition.</p> <p data-bbox="250 1455 1409 1560">* Note: It is not clear whether Charter would have expected its contractor to perform a GO inspection. If not, this violation does not reflect on Charter’s routine maintenance inspections. It is however, a violation regardless and should be addressed.</p>		

5.	Location:	2116 Park Ridge, Riverbank, CA
	Previous Charter Visit Details:	10/18/08 Visit to Correct Lashing Wire Issues (ID # 142482, 142483) Identified During 8/27/10 CLI Patrol Completed by Triple J Construction
	Date of CPUC Inspection:	10/12/10
Explanation of Violation(s):		
<p data-bbox="250 663 1398 737"><u>Insufficient Radial Clearance Between Disconnected Drop “Tails” at tap and Phone Main Line</u></p> <p data-bbox="250 774 1425 848">GO 95 Table 2 Case 17C requires a 3 inch radial clearance between communication Service taps and communication conductors on a different circuit.</p> <p data-bbox="250 886 1422 1026">At this location, there were disconnected Charter services at the tap, the ends of which were hanging less than 3 inches from the main telephone span under them. While performing the routine maintenance at this location, the technician should have also corrected or noted this condition.</p> <p data-bbox="250 1064 1406 1178">* Note: It is not clear whether Charter would have expected its contractor to perform a GO inspection. If not, this violation does not reflect on Charter’s routine maintenance inspections. It is however, a violation regardless and should be addressed.</p>		

6.	Location:	93 Bothun Rd, Turlock, CA
	Previous Charter Visit Details:	09/24/10 Visit to Complete Pole Transfer (ID # 139646) Identified During 7/14/10 CLI Patrol Completed by Technician 3487
	Date of CPUC Inspection:	10/13/10
Explanation of Violation(s):		
<p><u>Insufficient Radial Clearance Between Disconnected Drop “Tails” at tap and Phone Main Line</u></p> <p>GO 95 Table 2 Case 17C requires a 3 inch radial clearance between communication Service taps and communication conductors on a different circuit.</p> <p>At this location, there were disconnected Charter services at the tap, the ends of which were hanging less than 3 inches from the main telephone span under them. While performing the routine maintenance at this location, the technician should have also corrected or noted this condition.</p>		

7.	Location:	411 Bothun Rd, Turlock, CA
	Previous Charter Visit Details:	09/24/10 Visit to Complete Pole Transfer (ID # 139646) Identified During 7/14/10 CLI Patrol Completed by Technician 3487
	Date of CPUC Inspection:	10/13/10
Explanation of Violation(s):		
<p><u>Evidence of Strain on Service Drop from Tree Branch</u></p> <p>GO 95 Rule 35:</p> <p><i>When a utility has actual knowledge, obtained either through normal operating practices or notification to the utility, that any 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). For the purpose of this rule, abrasion is defined as damage to the insulation resulting from the friction between the tree and conductor. Scuffing or polishing of the insulating covering is not considered abrasion. Strain on a conductor is present when deflection causes additional tension beyond the allowable tension of the span. Contact between vegetation and conductors, in and of itself, does not constitute a violation of the rule.</i></p> <p>There was evidence of strain on a Charter service drop from an adjacent tree branch at this location. While performing the routine maintenance at this location, the technician should have also corrected or noted this condition.</p>		

8.	Location:	703 S Verduga Rd, Turlock, CA
	Previous Charter Visit Details:	09/24/10 Visit to Correct Lashing Wire Issues (ID # 139612) Identified During 7/13/10 CLI Patrol Completed by Technician 3487
	Date of CPUC Inspection:	10/13/10
Explanation of Violation(s):		
<p><u>Insufficient Radial Clearance Between Phone Drop and Charter Main Line</u></p> <p>GO 95 Table 2 Case 17C requires a 3 inch radial clearance between communication Service taps and communication conductors on different circuits.</p> <p>At this location, there was a phone service line attached to a main Charter Line span midspan. Though Charter may not be responsible for the third party attachment, they must note these conditions as they are violations on Charter facilities. If Charter believes that the third party is responsible for the corrective action, Charter should notify that party of the infraction.</p>		

9.	Location:	1840 Wyndfair Dr, Turlock, CA
	Previous Charter Visit Details:	10/12/10 Service Call – Additional Outlet (AO/12) Job ID 495788 Completed by Chris Greer
	Date of CPUC Inspection:	10/13/10
Explanation of Violation(s):		
<p data-bbox="250 674 492 705"><u>Unlocked Pedestal</u></p> <p data-bbox="250 747 664 779">GO 128 Rule 17.1 states in part:</p> <p data-bbox="331 821 1317 961"><i>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.</i></p> <p data-bbox="331 1003 1317 1182"><i>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 [the] communication or supply lines and equipment</i></p> <p data-bbox="250 1224 1338 1329">Charter procedures require its pedestal covers to be locked and secure. The pedestal serving this location was unlocked. While performing the routine maintenance at this location, the technician should have also corrected or noted this condition.</p>		

10.	Location:	2120 Mira Flores Dr, Turlock, CA
	Previous Charter Visit Details:	09/24/10 Visit to Complete Pole Transfer (ID # 139601) Identified During 7/13/10 CLI Patrol Completed by Technician 3487
	Date of CPUC Inspection:	10/13/10
Explanation of Violation(s):		
<p><u>Insufficient Clearance Between Charter Drop and Phone Main Line</u></p> <p>GO 95 Table 2 Case 17C requires a 3 inch radial clearance between communication service taps and communication conductors on a different circuit.</p> <p>At this location, a Charter drop was sagging into the Phone main line span under it. While performing the routine maintenance at this location, the technician should have also corrected or noted this condition.</p>		

11.	Location:	1900 CharlesPl, Turlock, CA
	Previous Charter Visit Details:	09/24/10 Visit to Complete Pole Transfer (ID # 139609) Identified During 7/13/10 CLI Patrol Completed by Technician 3487
	Date of CPUC Inspection:	10/13/10
	Explanation of Violation(s):	
	<p><u>Insufficient Radial Clearance Between Charter Drop and Phone Drop</u></p> <p>GO 95 Table 2 Case 17C requires a 3 inch radial clearance between communication Service taps on different circuits.</p> <p>At this location, a Charter service drop was touching a telephone service drop. While performing the routine maintenance at this location, the technician should have also corrected or noted this condition.</p>	

12.	Location:	1855 E Marshall St, Turlock, CA
	Previous Charter Visit Details:	09/24/10 Visit to Correct Lashing Wire Issues (ID # 139612) Identified During 7/13/10 CLI Patrol Completed by Technician 3487
	Date of CPUC Inspection:	10/13/10
Explanation of Violation(s):		
<p><u>Insufficient Radial Clearance Between Disconnected Drop “Tails” at tap and Phone Main Line</u></p> <p>GO 95 Table 2 Case 17C requires a 3 inch radial clearance between communication Service taps and communication conductors on a different circuit.</p> <p>At this location, there were disconnected Charter services at the tap, the ends of which were hanging less than 3 inches from the main telephone span under them. While performing the routine maintenance at this location, the technician should have also corrected or noted this condition.</p>		

13.	Location:	1560 Sycamore St, Turlock, CA
	Previous Charter Visit Details:	09/24/10 Visit to Complete Pole Transfer (ID # 139652) Identified During 7/13/10 CLI Patrol Completed by Technician 3487
	Date of CPUC Inspection:	10/13/10
Explanation of Violation(s):		
<p><u>Insufficient Radial Clearance Between Disconnected Drop “Tails” at tap and Phone Main Line</u></p> <p>GO 95 Table 2 Case 17C requires a 3 inch radial clearance between communication Service taps and communication conductors on a different circuit.</p> <p>At this location, there were disconnected Charter services at the tap, the ends of which were hanging less than 3 inches from the main telephone span under them. While performing the routine maintenance at this location, the technician should have also corrected or noted this condition.</p>		

14.	Location:	121 Shasta St, Turlock, CA
	Previous Charter Visit Details:	09/24/10 Visit to Complete Pole Transfer (ID # 139602) Identified During 7/13/10 CLI Patrol Completed by Technician 3487
	Date of CPUC Inspection:	10/13/10
Explanation of Violation(s):		
<p><u>Insufficient Radial Clearance Between Drop and Phone Main Line</u></p> <p>GO 95 Table 2 Case 17C requires a 3 inch radial clearance between communication Service taps and communication conductors on a different circuit.</p> <p>At this location, a Charter service drop was in contact with a telephone main line span. While performing the routine maintenance at this location, the technician should have also corrected or noted this condition.</p>		

15.	Location:	1220 Akron Dr, Turlock, CA
	Previous Charter Visit Details:	10/12/10 Service Call – Digital Upgrade (VP/24) Job ID 490831 Completed by Ryan Mattos
	Date of CPUC Inspection:	10/13/10
Explanation of Violation(s):		
<p data-bbox="256 657 496 688"><u>Unlocked Pedestal</u></p> <p data-bbox="256 730 669 762">GO 128 Rule 17.1 states in part:</p> <p data-bbox="337 804 1318 947"><i>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.</i></p> <p data-bbox="337 989 1312 1167"><i>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 [the] communication or supply lines and equipment</i></p> <p data-bbox="256 1209 1334 1314">Charter procedures require its pedestal covers to be locked and secure. The pedestal serving this address was unlocked. While performing the routine maintenance at this location, the technician should have also corrected or noted this condition.</p>		

16.	Location:	2725 E Monte Vista, Turlock, CA
	Previous Charter Visit Details:	09/24/10 Visit to Repair Damaged Cable (ID # 139187) Identified During 7/7/10 CLI Patrol Completed by Technician 3487
	Date of CPUC Inspection:	10/13/10
Explanation of Violation(s):		
<p><u>Insufficient Clearance: Charter Main Line Sagging into Phone Main Line</u></p> <p>Go 95 Table 2 Case 8 C requires the vertical clearance between communication conductors on different levels to be 12 inches.</p> <p>At this location, a Charter main line span was sagging below the telephone main line span under it. While performing the routine maintenance at this location, the technician should have also corrected or noted this condition.</p>		

17.	Location:	1220 Akron Dr, Turlock, CA
	Previous Charter Visit Details:	10/12/10 Service Call – To Port Phone Number (VP/24) Job ID 490831 Completed by Ryan Mattos
	Date of CPUC Inspection:	10/13/10
Explanation of Violation(s):		
<p data-bbox="256 667 496 701"><u>Unlocked Pedestal</u></p> <p data-bbox="256 741 669 774">GO 128 Rule 17.1 states in part:</p> <p data-bbox="337 814 1318 957"><i>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.</i></p> <p data-bbox="337 997 1308 1178"><i>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 [the] communication or supply lines and equipment</i></p> <p data-bbox="256 1218 1297 1320">Charter procedures require its pedestal covers to be locked and secure. A pedestal was unlocked at this location. While performing the routine maintenance at this location, the technician should have also corrected or noted this condition.</p>		

18.	Location:	2609 Kay Cir, Ceres, CA
	Previous Charter Visit Details:	10/12/10 Service Call – To Reconnect Service (LR/37, C3/21) Job ID 495192 Completed by Ryan Mattos
	Date of CPUC Inspection:	10/13/10
Explanation of Violation(s):		
<p data-bbox="256 636 1117 667"><u>Insufficient Clearance Between Charter Drop and Phone Main Line</u></p> <p data-bbox="256 709 1430 779">GO 95 Table 2 Case 17C requires a 3 inch radial clearance between communication Service taps and communication conductors on a different circuit.</p> <p data-bbox="256 821 1414 926">At this location, a Charter service drop was touching the telephone main line span under it. While performing the routine maintenance at this location, the technician should have also corrected or noted this condition.</p>		

19.	Location:	2700 Blaker Rd, Ceres, CA
	Previous Charter Visit Details:	10/12/10 Service Call – Digital Upgrade (DU/11) Job ID 496081 Completed by Uriel Viramontes
	Date of CPUC Inspection:	10/13/10
Explanation of Violation(s):		
<p><u>Insufficient Clearance Between Charter Main Span and Streetlight</u></p> <p>GO 95 Rule 84.4D4</p> <p><i>When passing street lighting, traffic signal poles or standards (including mastarms, brackets and lighting fixtures) a clearance of 12 inches, as specified in Table 1, Case 10, Column B , may be reduced when suitable insulation for the highest voltage of open wire involved and mechanical protection from abrasion is provided where necessary .Such mechanical protection shall extend not less than 15 inches in each direction from centerline of pole, standard, attaching mastarm or fixture, whether passing above, below or alongside. There shall be no interference with light distribution from lighting fixtures and workers shall not be hampered or endangered in the performance of their duties.</i></p> <p>At this location, a Charter Main Line Span was touching a streetlight near 2617 Blaker. There was no mechanical protection between the light and the cable.</p>		

E. Other Field Violations

The below violation was found at a site that was not recently inspected.

1.	Location:	3109 Farris Ave, Ceres, CA
	Previous Charter Visit Details:	None
	Date of CPUC Inspection:	10/13/10
Explanation of Violation(s):		
<p><u>Insufficient Vertical Drop Clearance</u></p> <p>GO 95 Rule 84.8C1 Requires an 18 ft vertical clearance for drops above the center of public thoroughfares and 16 ft clearance at the curb.</p> <p>At this location, a Charter service drop had insufficient vertical clearance (15.5' at center of road, 13.3' at curb)</p>		

18 Reporting and Resolution of Safety Hazards Discovered by Utilities

A. Resolution of Safety Hazards And General Order 95 Violations

Each company (including utilities and CIPs) is responsible for taking appropriate corrective action to remedy safety hazards and GO 95 violations posed by their facility. Upon completion of the corrective action, the company records shall show the nature of the work, the date and identity of persons performing the work. Prior to the work being completed, the company shall document the current status of the safety hazard, including whether the safety hazard is located in an Extreme and Very High Fire Threat Zone in Southern California, and shall include a scheduled date of corrective action. These records shall be preserved by the company for at least five years, and shall be of sufficient detail to allow Commission staff during an audit, if any, to determine that the safety hazard has been remedied. The records shall be made available to Commission staff immediately upon request. Additionally, for any work completed after the initial scheduled date of corrective action, the company shall document the reason or reasons that the work was not completed by the original scheduled date of corrective action.

For purposes of this rule, "safety hazard" means a condition that poses a significant threat to life or property, including, but not limited to, the ignition of a wildland or structure fire. "Extreme and Very High Fire Threat Zones" are defined in the Commission decision issued in Phase I of R.08-11-005. "Southern California" is defined as the following: Santa Barbara, Ventura, San Bernardino, Riverside, Los Angeles, Orange, and San Diego Counties.

Companies that have existing [General Order 165](#) auditable inspection and maintenance programs that are consistent with the purpose of Rule 18 shall continue to follow their [General Order 165](#) programs. All companies shall establish an auditable maintenance program for their facilities and lines. Further, all companies must include a timeline for corrective actions to be taken following the identification of a safety hazard or violation of General Orders 95 or 128 on the companies' facilities.

The auditable maintenance program should be developed and implemented based on the following principles.

- (1)** Priorities shall be assigned based on the specifics of the safety hazard or violation as related to direct impact and the probability for impact on safety or reliability using the following factors:
 - * Type of facility or equipment;
 - * Location;
 - * Accessibility;
 - * Climate;
 - * Direct or potential impact on operations, customers, electrical company workers, communications workers, and the general public;
 - * Whether the safety hazard or violation is located in an Extreme or Very High Fire Threat zone.

- (2)** There will be three priority levels, as follows:
 - a)** Level 1:
 - Immediate safety and/or reliability risk with high probability for significant impact.
 - Take action immediately, either by fully repairing the condition, or by temporarily repairing and reclassifying the condition to a lower priority.

 - b)** Level 2:
 - Variable(non-immediate high to low) safety and/or reliability risk.
 - Take action to correct within specified time period (fully repair, or by temporarily repairing and reclassifying the condition to a lower priority).
 - Time period for correction to be determined at the point of identification by a qualified company representative:
 - * Overhead: 0-59 months

- Where communications company actions result in electric utility GO violations, the electric utility's remedial action will be to transmit a single documented notice of identified violations to the communications company for compliance.
- c) Level 3:
- Acceptable safety and/or reliability risk.
 - Take action (re-inspect, re-evaluate, or repair) at or before the next detailed inspection.
- d) Exceptions (Levels 2 and 3 only) –Correction times may be extended under reasonable circumstances, such as:
- Third party refusal
 - Customer issue
 - No access
 - Permits required
 - System emergencies (e.g. fires, severe weather conditions)
- (3) Upon completion of the corrective action, the company's records shall show the nature of the work, the date, and the identity of persons performing the work. These records should be preserved by the company for at least five years.
- (4) The company shall prioritize implementing this maintenance plan within the Extreme and Very High Fire Threat Zones of Southern California. With the exception of a safety hazard or violation requiring immediate correction, a company must correct a violation or safety hazard within 30 days of discovering or being notified of a violation or safety hazard, if the violation or safety hazard violates a clearance requirement listed in [columns E, F, or G of Table 1](#) in this General Order, or violates a pole overloading requirement in [Rule 44.3](#) of this General Order, and is located in an Extreme and Very High Fire Threat Zone in Southern California. The company must correct a violation or safety hazard within 30 days if the utility is notified that the violation must be corrected to alleviate a significant safety risk to any utility's employees.

B. Notification of Safety Hazards

If a company, while inspecting its facilities, discovers a safety hazard on or near a communications facility, electric transmission or distribution facility involving another company, 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 the pole owner(s). The inspecting company shall include in such notice whether the safety hazard which requires corrective action is located in a designated Extreme and Very High Fire Threat Zone in Southern California. To the extent the inspecting company cannot determine the owner/operator of other company, it shall contact the pole owner(s), who shall be responsible for promptly notifying the company owning/operating the facility with the safety hazard. The notification shall be in writing and must be preserved by all parties for at least five years. It is the responsibility of each pole owner to know the identity of each entity using or maintaining equipment on its pole.