

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



October 4, 2013

CA2013-005

Lorraine A. Kocen  
Verizon California Inc.  
State Government Affairs  
2535 W. Hillcrest Drive  
Newbury Park, California 91320

Subject: Audit of Verizon, Fresno County

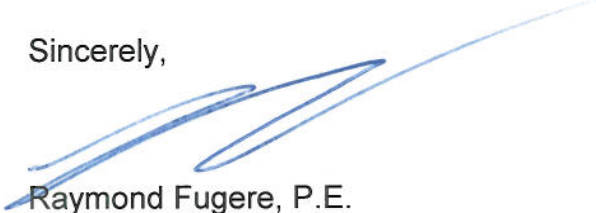
Dear Ms. Kocen:

On behalf of the Electric Safety and Reliability Branch of the California Public Utilities Commission, Ivan Garcia and Raymond Cho conducted an audit of Verizon California, Fresno County on May 6-9, 2013. The audit included a review of Verizon's maintenance records and inspection of Verizon facilities.

During audit, we identified violations of one or more General Orders. A copy of the audit summary itemizing the violations is enclosed. Please advise me no later than November 15, 2013, by electronic or hard copy, of all corrective measures taken by Verizon California to remedy and prevent such violations.

If you have any questions concerning this audit you can contact, Ivan Garcia of my staff at (916) 928-5875 or [ivan.garcia@cpuc.ca.gov](mailto:ivan.garcia@cpuc.ca.gov).

Sincerely,



Raymond Fugere, P.E.  
Program and Project Supervisor  
Electric Safety and Reliability Branch  
Safety and Enforcement Division  
California Public Utilities Commission

Enclosures: CPUC Audit Summary

CC: Raymond Fugere, Program and Project Supervisor, CPUC  
Ivan Garcia, Utilities Engineer, CPUC  
Raymond Cho, Utilities Engineer, CPUC

## AUDIT SUMMARY

**Company: Verizon California – Fresno County  
Communication Infrastructure Provider Audit  
Date: May 6-10, 2013**

<b>1.</b>	<b>Location:</b>	<b>Fresno County</b>
	<b>Date Visited by CPUC:</b>	5/6-5/10/13
	<b>Explanation of Violation(s):</b>	
	<b><u>Inspection &amp; Maintenance Program Deficiencies</u></b>	
	<p>GO 95, Rule 80.1A-2, Statewide Inspection Requirements, states in part:</p> <p style="text-align: center;"><i>Each company shall prepare, follow, and modify as necessary, procedures for conducting patrol or detailed inspections for all of its Communication Lines throughout the State. Consistent with Rule 31.2, the type, frequency, and thoroughness of inspections shall be based upon...</i></p> <p>GO 128, Rule 12.2, Maintenance, states in part:</p> <p style="text-align: center;"><i>Systems shall be maintained in such condition as to secure safety to workmen and the public in general. Systems and portions thereof constructed, reconstructed, or replaced on or after the effective date of these rules shall be kept in conformity with the requirement of these rules.</i></p> <p>GO 128, Rule 17.2, Inspection, states:</p> <p style="text-align: center;"><i>Systems shall be inspected by the operator frequently and thoroughly for the purpose of ensuring [sic] that they are in good condition and in conformance with all applicable requirements of these rules.</i></p> <p>Verizon does not <b>frequently</b> and <b>thoroughly</b> inspect its facilities. The frequency of inspections must be determined by Verizon at a level adequate enough to ensure that your facilities are in good condition and in compliance with GOs 95 and 128. Verizon's current inspection program does not meet the requirements of GO 95, Rule 80.1-A2 and GO 128, Rules 12.2 and 17.2.</p>	

2.	<b>Location:</b>	JPA Pole P110401360, 9489 Academy Dr., <b>Reedley</b> , Fresno County
	<b>Previous Visit by Verizon:</b>	1/27/2012
	<b>Date Visited by CPUC:</b>	5/7/2013
<b>Explanation of Violation(s):</b>		
<p data-bbox="345 489 995 520"><b><u>Down Guy In Contact With Verizon Conductor</u></b></p> <p data-bbox="345 562 773 594">GO 95, Table 2, Case 19C states:</p> <p data-bbox="475 636 1438 709"><i>Guys and span wires passing conductors supported on the same poles must have a minimum clearance of 3 inches from communication conductors</i></p> <p data-bbox="345 789 1471 856">PG&amp;E's down guy was in contact with Verizon's communication conductor at this pole. This violation was not documented when Verizon last inspected the pole.</p>		

3.	<b>Location:</b>	JPA Pole P110333258, rear of 956 Frankwood Ave., Reedley, Fresno County
	<b>Previous Visit by Verizon:</b>	4/2013
	<b>Date Visited by CPUC:</b>	5/7/2013
	<b>Explanation of Violation(s):</b>	
	<p data-bbox="345 499 883 531"><b><u>Low Vertical Clearance Of Conductors</u></b></p> <p data-bbox="345 573 764 604">GO 95, Table 1, Case 5B, states:</p> <p data-bbox="472 646 1490 720"><i>The minimum allowable vertical clearance above ground in areas accessible to pedestrians only for communication conductors is 10 feet.</i></p> <p data-bbox="345 762 1474 835">The vertical clearances at this address were measured at 6 and 8 feet for the two Verizon conductors. This violation was not documented when Verizon inspected the pole.</p>	

4.	<b>Location:</b>	JPA Pole P110473117, 1123 Frankwood Ave., Reedley, Fresno County
	<b>Previous Visit by AT&amp;T:</b>	1/27/2012
	<b>Date Visited by CPUC:</b>	5/7/2012
	<b>Explanation of Violation(s):</b>	
	<p data-bbox="345 499 995 531"><b><u>Down Guy In Contact With Verizon Conductor</u></b></p> <p data-bbox="345 573 773 604">GO 95, Table 2, Case 19C states:</p> <p data-bbox="475 646 1438 720"><i>Guys and span wires passing conductors supported on the same poles must have a minimum clearance of 3 inches from communication conductors</i></p> <p data-bbox="345 804 1422 867">Verizon's down guy was in contact with Verizon's communication conductor at this pole. This violation was not documented when Verizon last inspected the pole.</p>	

5.	<b>Location:</b>	JPA Pole 110365488, across from 956 Frankwood Ave., Reedley, Fresno County
<b>Previous Visit by AT&amp;T:</b>		4/2013
<b>Date Visited by CPUC:</b>		5/7/2013
<b>Explanation of Violation(s):</b>		
<b><u>Riser Guard Detaching From Pole</u></b>		
GO 95, Rule 54.6E, Vertical and Lateral Conductor Risers, states in part:		
<p style="text-align: center;"><i>Risers and vertical runs shall be covered from ground level to 8 ft. above ground...</i></p>		
The riser guard was not attached securely to the pole and exposed the vertical run. This violation was not documented when AT&T inspected the pole.		
<b><u>Ground Wire Exposed</u></b>		
GO 95, Rule 54.6B, Ground Wires, states:		
<p style="text-align: center;"><i>Ground Wires of supply circuits must be protected by suitable covering and be in good repair throughout their length....</i></p>		
The ground wire was exposed at the bottom of the pole at this location. This violation was not documented when Verizon inspected the pole.		

6.	<b>Location:</b>	54 N. Frankwood Ave., Reedley, Fresno County
<b>Previous Visit by AT&amp;T:</b>		4/22/2013
<b>Date Visited by CPUC:</b>		5/7/2013
<b>Explanation of Violation(s):</b>		
<p data-bbox="345 489 781 520"><b><u>Riser Guard Missing From Pole</u></b></p> <p data-bbox="345 562 1276 594">GO 95, Rule 54.6E, Vertical and Lateral Conductor Risers, states in part:</p> <p data-bbox="475 636 1406 709"><i>Risers and vertical runs shall be covered from ground level to 8 ft. above ground...</i></p> <p data-bbox="345 751 1474 854">The riser guard was missing from the ground level to approximately 5 feet above ground level and exposed the vertical run. This violation was not documented when Verizon inspected the pole.</p>		

7.	<b>Location:</b>	Pole adjacent to 9569 S. Peach Ave., Fresno, Fresno County
	<b>Previous Visit by AT&amp;T:</b>	5/1/2013
	<b>Date Visited by CPUC:</b>	5/7/2013
<b>Explanation of Violation(s):</b>		
<p data-bbox="345 489 597 520"><b><u>Abandoned Cable</u></b></p> <p data-bbox="345 562 911 594">GO 95, Rule 31.6, Abandoned Lines, states:</p> <p data-bbox="475 636 1463 821"><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="345 863 1442 1003">At this location, Verizon completed the job ticket as required but did not identify the abandoned line found on the adjacent pole. Verizon's T-Zone Procedures would not have identified this violation. SED believes an assessment of the adjacent pole should have been made.</p>		



<b>8.</b>	<b>Location:</b>	14209 E. Goodfellow Ave., Sanger, Fresno County
<b>Previous Visit by AT&amp;T:</b>		5/3/2013
<b>Date Visited by CPUC:</b>		5/8/2013
<b>Explanation of Violation(s):</b>		
<p data-bbox="344 451 782 483"><b><u>Riser Guard Missing From Pole</u></b></p> <p data-bbox="344 525 1279 556">GO 95, Rule 54.6E, Vertical and Lateral Conductor Risers, states in part:</p> <p data-bbox="474 598 1409 672"><i>Risers and vertical runs shall be covered from ground level to 8 ft. above ground...</i></p> <p data-bbox="344 714 1453 781">The riser guard was missing from the ground level to 8 feet above ground and exposed the vertical run. This violation was not documented when Verizon inspected the pole.</p>		

9.	<b>Location:</b>	18666 Vino Rd., Reedley, Fresno County
<b>Previous Visit by AT&amp;T:</b>		4/19/2013
<b>Date Visited by CPUC:</b>		5/9/2013
<b>Explanation of Violation(s):</b>		
<p data-bbox="345 489 565 520"><b><u>Joint Pole Split</u></b></p> <p data-bbox="345 562 1068 594">GO 95, Rule 18B, Notification of Safety Hazards states::</p> <p data-bbox="475 636 1482 1003"><i>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 company and/or facility owner of such safety hazard(s) no later than 10 business days after the discovery. To the extent the inspection company cannot determine the facility owner/operator, it shall contact the pole owner(s), who shall be responsible for promptly notifying the company owning/operating the facility with the safety hazard(s), normally not to exceed five business days after being notified of the safety hazard. The notification shall be documented and such documentation must be preserved by all parties for at least ten years.</i></p> <p data-bbox="345 1052 1442 1119">A third party notification was not sent to PG&amp;E about the joint pole found split at this address. This violation was not documented when Verizon last inspected the pole.</p>		

10.	<b>Location:</b>	20344 Thermal Rd., Sanger, Fresno County
<b>Previous Visit by AT&amp;T:</b>		4/25/2013
<b>Date Visited by CPUC:</b>		5/8/2013
<b>Explanation of Violation(s):</b>		
<p data-bbox="349 451 625 483"><b><u>Guy Guard Missing</u></b></p> <p data-bbox="349 525 836 556">GO 95, Rule 86.9 Guy Marker, states:</p> <p data-bbox="470 598 1485 745"><i>A substantial marker of suitable material, including but not limited to metal or plastic, not less than 8 feet in length, shall be securely attached to all anchor guys. Where more than one guy is attached to the anchor rod, only the outermost guy is required to have a marker.</i></p> <p data-bbox="349 787 1453 850">The pole at this location was missing a guy guard. This violation was not documented when AT&amp;T inspected the pole.</p> <p data-bbox="349 892 592 924"><b><u>Abandoned Cable</u></b></p> <p data-bbox="349 966 909 997">GO 95, Rule 31.6, Abandoned Lines, states:</p> <p data-bbox="470 1039 1469 1228"><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="349 1270 1445 1417">At this location, Verizon completed the job ticket as required but did not identify the abandoned line found on the adjacent pole. Verizon's T-Zone Procedures would not have identified this violation. SED believes an assessment of the adjacent pole should have been made.</p>		