

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



April 16, 2015

Del Heintz
Director of Government Relations and Public Affairs
Charter Communications
4781 Irwindale Avenue
Irwindale, CA 91706

CA2014-009

SUBJECT: Audit of Charter Communications' Burbank/Glendale District

Mr. Heintz,

On behalf of the Electric Safety and Reliability Branch of the California Public Utilities Commission, Zelalem Ewnetu of my staff conducted an audit of Charter Communications' Burbank/Glendale District from September 8, 2014 to September 12, 2014. The audit included a review of Charter Communications' records and field inspections of facilities.

During the audit, my staff identified violations of one or more General Orders. A copy of the audit findings itemizing the violations is enclosed. Please advise me no later than May 29, 2015, of all corrective measures taken by Charter Communications to remedy and prevent such violations.

If you have any questions, you can contact Zelalem Ewnetu at (213) 576-7042 or zel@cpuc.ca.gov.

Sincerely,

A handwritten signature in dark ink, appearing to read "Fadi Daye".

Fadi Daye, P.E.
Program and Project Supervisor
Electric Safety and Reliability Branch
California Public Utilities Commission

Enclosure: Audit Findings

Cc: Elizaveta Malashenko, Director, Safety and Enforcement Division, CPUC
Charlotte TerKeurst, Program Manager, Electric Safety and Reliability Branch, CPUC

AUDIT FINDINGS

The following violations were not documented and/or addressed by Charter Communications during its last inspection as required by General Order (GO) 95:

1.	Location:	Poles Numbered 17748A, 14010A, 792497E, 23206B, 25160B, 25161B and pole located at 552 E San Jose St - Burbank
	Previous Charter Visit:	Various (2014)
	Date of CPUC Inspection:	09/08/14 – 09/12/14
Explanation of Violation(s):		
<u>Damaged Ground Wires and Molding</u>		
<p>GO 95, Rule 31.1, 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 ... to enable the furnishing of safe, proper, and adequate service.</i></p> <p>These poles had damaged ground wires and ground molding.</p>		
2.	Location:	Pole Number 23998A and pole located at 1020 Lake St - Burbank
	Previous Charter Visit:	Various (2014)
	Date of CPUC Inspection:	09/08/14
Explanation of Violation(s):		
<u>Vegetation Management</u>		
<p>General Order 95, Rule 35, states in part:</p> <p style="text-align: center;"><i>When a supply or communication company has actual knowledge... that its circuits shows strain or evidences of abrasion from vegetation contact, the condition shall be corrected.</i></p> <p>Charter Communications cables were strained by vegetation.</p>		

3.	Location:	Pole Number 24051B and pole located at 1129 Melrose St - Glendale
	Previous Charter Visit:	Various (2014)
	Date of CPUC Inspection:	09/08/14
Explanation of Violation(s):		
<p><u>Conductor Clearance</u></p> <p><i>GO 95, Table 2, Case 8-C, requires communication companies to maintain a minimum of 12 inches vertical separation between their overhead cables.</i></p> <p>Charter Communications cables were in contact with third party communications cables.</p>		

4.	Location:	Poles Numbered 792497E, 792496E and 25120B
	Previous Utility Visit:	Various (2014)
	Date of CPUC Inspection:	09/10/14
Explanation of Violation(s):		
<p><u>Third Party Notification</u></p> <p>GO 95, Rule 18-B, states in part:</p> <p><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/ facility owner of such safety hazard(s) no later than 10 business days after discovery. The notification shall be documented.</i></p> <p>Poles numbered 79247E and 792496E had broken third party down guy wires, and pole number 25120B had broken third party lashing wires. Charter Communications did not document the conditions and notify the third party companies of these GO violations when it last inspected the poles.</p>		

5.	Location:	Pole located at 1011 Lake St - Burbank
	Previous Utility Visit:	06/27/14
	Date of CPUC Inspection:	09/08/14
Explanation of Violation(s):		
<u>Guy Wire Clearance</u>		
<p><i>GO 95, Rule 38, Table 2, Case 18-C, requires utilities to maintain three inch separation between supply guy wires and communication wires.</i></p> <p>A Charter Communications cable and a down guy wire were in contact.</p>		

6.	Location:	Poles Numbered 22496B and 25607B
	Previous Utility Visit:	Various (2014)
	Date of CPUC Inspection:	09/08/14
Explanation of Violation(s):		
<u>Loose Guy Wires</u>		
<p>General Order 95, Rule 56.2, requires utilities to maintain guy wires taut.</p> <p>The guy wires were not taut.</p>		