

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



September 8, 2015

CA2015-02

Doug Kyler
Construction Manager
Charter Communications
9335 Prototype Dr.
Reno, NV 89521

SUBJECT: Audit of the Charter Communications Redding Region

Dear Mr. Kyler:

On behalf of the Electric Safety and Reliability Branch (ESRB) of the California Public Utilities Commission, Ivan Garcia of my staff conducted an audit of Charter Communications' Redding Region from June 16 to June 18, 2015. The audit included a review of Charter Communications' inspection and maintenance records and field inspections of Charter Communications 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 October 12, 2015, by electronic or hard copy, of all corrective measures taken by Charter Communications to remedy and prevent such violations.

If you have any questions concerning this audit please contact Ivan Garcia at (916) 928-5875 or iag@cpuc.ca.gov.

Sincerely,

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

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

Enclosure: Audit Findings

Cc:

Elizaveta Malashenko, Director, Safety and Enforcement Division
Charlotte F. TerKeurst, Program Manager, Electric Safety and Reliability Branch
Alok Kumar, Senior Utilities Engineer, Supervisor, CPUC
Ivan Garcia, Utilities Engineer, CPUC

AUDIT FINDINGS

A.	Location:	Charter Communications Redding Region
	Date Visited by CPUC:	6/16/2015 – 6/18/2015
	Explanation of Violation(s):	
	<u>No Prioritization on Work Orders</u>	
	<p>GO 95, Rule 18-A(2)(a) Resolution of Safety Hazards and General Order 95 Nonconformances, states in part:</p> <p style="text-align: center;"><i>All companies shall establish an auditable maintenance program for their facilities and lines. All companies must include a timeline for corrective actions to be taken following the identification of a Safety Hazard or nonconformances with General Order 95 on the company's facilities.</i></p> <p style="text-align: center;"><i>The auditable maintenance program shall prioritize corrective actions consistent with the priority levels set forth below and based on the following factors, as appropriate:</i></p> <p>Charter Communications does not prioritize nonconformances and does not include a date for corrective actions for nonconformances of GO 95 it discovers during its inspections.</p>	

My staff identified the following violations during the field inspection that were not documented and/or addressed by Charter Communications during its last inspection.

B.	Location:	2900 Cascade Blvd., Shasta Lake
	Pole No.:	N/A
	Previous Visit by Charter Communications:	3/15/2015
	Date Visited by CPUC:	6/17/2015
Explanation of Violation(s):		
<u>Conductors Passing Supply Poles and Unattached</u>		
<p>GO 95, Rule 84.4-D4, requires that the center line clearance between poles supporting supply conductors and any communication conductors which pass such poles unattached shall be not less than 15 inches if the poles are less than 10 feet apart.</p> <p>Charter's cable facilities were less than 15 inches from the center of a newly installed pole and unattached. The new and old poles are less than 10 feet apart. Charter's cable should be transferred to the new pole.</p>		

C.	Location:	17752 Shasta Dam Blvd. (Toyon Learning Center), Shasta Lake
	Pole No.:	N/A
	Previous Visit by Charter Communications:	3/15/2015
	Date Visited by CPUC:	6/17/2015
Explanation of Violation(s):		
<p><u>Exposed Ground</u></p> <p>GO 95, Rule 84.6B , Ground Wires, states in part:</p> <p><i>“Ground wires, other than lightning protection wires not attached to equipment or ground wires on grounded structures, shall be covered by metal pipe or suitable covering of wood or metal, or of plastic conduit material as specified in Rule 22.8–A , for a distance above ground sufficient to protect against mechanical injury, but in no case shall such distance be less than 7 feet.”</i></p> <p>The ground wire attached to the pole was exposed.</p>		

D.	Location:	Corner of Shasta Lake Blvd. and Duvall Dr., Shasta Lake
	Pole No.:	N/A
	Previous Visit by Charter Communications:	3/15/2015
	Date Visited by CPUC:	6/17/2015
Explanation of Violation(s):		
<u>Conductors Passing Supply Poles and Unattached</u>		
<p>GO 95, Rule 84.4-D4, requires that the center line clearance between poles supporting supply conductors and any communication conductors which pass such poles unattached shall be not less than 15 inches if the poles are less than 10 feet apart.</p> <p>Charter's cable facilities were less than 15 inches from the center of a newly installed pole and unattached. The new and old poles are less than 10 feet apart. Charter's cable should be transferred to the new pole.</p>		

E.	Location:	Corner of Lassen St. and Pine Ave., Shasta Lake
	Pole No.:	N/A
	Previous Visit by Charter Communications:	3/15/2015
	Date Visited by CPUC:	6/17/2015
Explanation of Violation(s):		
<u>Conductors Passing Supply Poles and Unattached</u>		
<p>GO 95, Rule 84.4-D4, requires that the center line clearance between poles supporting supply conductors and any communication conductors which pass such poles unattached shall be not less than 15 inches if the poles are less than 10 feet apart.</p> <p>Charter's cable facilities were less than 15 inches from the center of a newly installed pole and unattached. The new and old poles are less than 10 feet apart. Charter's cable should be transferred to the new pole.</p>		

F.	Location:	13711 Hill Blvd. (Tupperware Home), Shasta Lake
	Pole No.:	N/A
	Previous Visit by Charter Communications:	3/15/2015
	Date Visited by CPUC:	6/17/2015
Explanation of Violation(s):		
<u>AT&T Service Drop in Contact with Charter Service Cable</u>		
GO 95, Table 2, Case 8, Column C, requires the minimum radial separation between communication conductors supported on the same pole to be 12 inches.		
An AT&T cable was in contact with a Charter service cable.		

G.	Location:	13728 Hill Blvd., Shasta Lake
	Pole No.:	N/A
	Previous Visit by Charter Communications:	3/15/2015
	Date Visited by CPUC:	6/17/2015
Explanation of Violation(s):		
<u>Abandoned Charter Service Drop</u>		
GO 95, Rule 31.6 states:		
<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>		
Charter Communications had an abandoned service drop at this address.		

H.	Location:	626 Reeds Ave., Red Bluff
	Pole No.:	N/A
	Previous Visit by Charter Communications:	3/15/2015
	Date Visited by CPUC:	6/17/2015
Explanation of Violation(s):		
<p data-bbox="250 598 505 630"><u>Slack Down Guy</u></p> <p data-bbox="250 667 708 699">GO 95, Rule 86.2 states in part:</p> <p data-bbox="342 741 1317 846"><i>“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...”</i></p> <p data-bbox="250 926 854 957">The down guy at this address was not taut.</p>		