

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



December 2, 2013

Lorraine A. Kocen
State Government Affairs
Verizon California Inc. (Verizon)
2535 W. Hillcrest Drive
Newbery Park, CA 91320

CPUC ID: CA2013-011

SUBJECT: Audit of Verizon Orange County

Dear Ms. Kocen:

On behalf of the Electric Safety and Reliability Branch of the California Public Utilities Commission, Richard Kyo and Yusef Collins of my staff conducted an audit of Verizon's Orange County District from October 21, 2013 to October 25, 2013. The audit included a review of Verizon's records and field inspections of Verizon's facilities.

During the audit, my staff identified violations of one or more General Orders (GOs). A copy of the audit summary itemizing the violations is enclosed. In addition, Verizon staff was not able to locate several overhead facilities during the field inspection. We are concerned that your staff may not be properly trained to locate and inspect overhead facilities. Please advise me no later than January 10, 2014, by electronic or hard copy, of all corrective measures taken by Verizon to remedy and prevent such violations.

If you have any questions, you can contact Richard Kyo at (213) 576-7081 or richard.kyo@cpuc.ca.gov.

Sincerely,

A handwritten signature in dark ink, appearing to read "Raymond G. Fugere".

Raymond G. Fugere, P.E.
Program & Project Supervisor
Electric and Communication Facility Safety Section
Safety and Enforcement Division

Enclosure: Audit Summary

Cc: Elizaveta Malashenko, Deputy Director, Safety and Enforcement Division
Fadi Daye, P.E., Senior Utilities Engineer Supervisor, CPUC – LA

AUDIT SUMMARY

1.	Location:	Verizon Orange County
	Date of CPUC Inspection:	10/22/2013
Explanation of Violation(s):		
<u>Mismarked Poles</u>		
<p>GO 95, Rule 80.1-A4, Record Keeping, states in part:</p> <p style="text-align: center;"><i>Each company shall maintain records for at least ten (10) years that provide the following information for each facility subject to this rule: The location of the facility, the date of each inspection of the facility, the results of each inspection, the personnel who performed each inspection, the date and description of each corrective action, and the personnel who performed each correction action.</i></p> <p>CPUC staff observed that several of your inspection records did not reflect the actual location of the overhead facilities.</p>		

2.	Location:	Pole No. GT128487
	Previous Verizon Visit Details:	03/18/2013
	Date of CPUC Inspection:	10/22/2013
Explanation of Violation(s):		
<u>Damaged Visibility Strip</u>		
<p>GO 95, Rule 31.1, Design, Construction, and Maintenance, 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>This pole had a visibility strip that was damaged and unattached. This violation was not documented when Verizon last inspected the pole.</p>		

3.	Location:	Pole No. GT7419
	Previous Verizon Visit Details:	03/18/2013
	Date of CPUC Inspection:	10/22/2013
Explanation of Violation(s):		
<u>Damaged Anchor Guy</u>		
GO 95, Rule 86.2, Use, states in part:		
<p style="text-align: center;"><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>		
This pole had an anchor guy that was not taut. This violation was not documented when Verizon last inspected the pole.		

4.	Location:	13341 St Andrews Dr., Seal Beach, CA
	Previous Verizon Visit Details:	04/06/2011
	Date of CPUC Inspection:	10/24/2013
Explanation of Violation(s):		
<u>Verizon Cables Not Racked</u>		
GO 128, Rule 42.4, Size and Shape, states in part:		
<p style="text-align: center;"><i>Manholes shall be constructed to provide sufficient working space so that the cables and equipment therein can be properly and safely installed, supported, operated and maintained.</i></p>		
A manhole at this location had underground cables that were lying on the floor and not racked, thus causing an unsafe condition. This violation was not documented when Verizon last inspected the manhole.		

5.	Location:	13341 St Andrews Dr., Unit 87G, Seal Beach, CA
	Previous Verizon Visit Details:	04/06/2011
	Date of CPUC Inspection:	10/24/2013
Explanation of Violation(s):		
<p data-bbox="214 539 609 573"><u>Pullbox Cover Not Secure</u></p> <p data-bbox="214 611 933 644">GO 128, Rule 42.7, Size and Shape, states in part:</p> <p data-bbox="349 682 1494 829"><i>Manholes and handholes, while not being worked in shall be securely closed by covers of sufficient strength to sustain such loads as may reasonably be imposed upon them, and arrangement shall be such that a tool or appliance shall be required for their opening and cover removal.</i></p> <p data-bbox="214 867 1485 966">A handhole at this location was unsecured and able to be opened without the use of a tool or appliance. This violation was not documented when Verizon last inspected the manhole.</p>		