

the American Red Cross. All DRG vehicles are equipped with company supplied First Aid kit and 2.5 lbs. ABC fire extinguisher. All field employees are trained in the full DRG First Aid Course every two years and in CPR every year.

Hazardous Materials Training

DRG's Hazard Communication (HazCom) Standard Training Program is provided to field operations. The Program consists of eight written sessions, a video, and a Session #1 Test. DRG's HazCom is united with the Department of Transportation (DOT) Hazardous Materials Law HM-126F to form a HazCom and HazMat compliance package. To achieve compliance, employees are educated in the components of the Occupational Safety and Health Administration (OSHA) standard and trained in safe hazardous materials usage, handling, and transport. Each employee is certified as being trained in HazCom and HazMat by a valid and certified Instructor/Trainer. DRG's monthly Safety Tailgates provide continuing education and training under the OSHA standard. All field employees are trained in the HazCom program on a two- year basis.

Electric/Communication Distribution Identification

Each DRG field technician is trained in the identification of electrical and communication distribution equipment in the classroom and field environments. Each DRG field technician is trained in the identification of electrical distribution hazards as well as minimum approach distances. Stray Voltage training is also provided, to ensure that contact with unnecessary facilities are avoided, unless strictly described by the scope of work.

Vehicle Inspection

Each DRG driver inspects his vehicle daily before its first use and the vehicle surroundings before movement (after being parked).

Temporary Traffic Control

Each DRG field technician when parking a vehicle will use at a minimum the 3-cone taper traffic control system.

Company Attire and Vehicles

The team outfits its field staff with the best tools to perform the work at the highest level and work as safely as possible. All vehicles will be outfitted with DRG logo, safety lights, and safety-first identification.

Drug and Alcohol Policy

Davey Resource Group, INC recognizes that the future of the Company is dependent upon the physical and psychological health of all its employees, both in the field and in the office. The misuse and abuse of drugs and alcohol poses a serious threat to the well-being and safety of employees, impairs their efficiency and judgment, and could damage customer property and goodwill, thereby injuring Davey Tree's reputation and standing in the community. Davey Tree recognizes that it is the responsibility of both the Company and the employees to maintain a safe and efficient working environment, free from the effects of alcohol and drug abuse, and has therefore adopted the following policies:

- Davey Tree employees are expected to report for work and remain at work in a condition to perform their assigned duties free from the effects of alcohol and drugs. Any involvement with alcohol or drugs on the part of Davey Tree employees that adversely affects the workplace or working environment will not be tolerated.

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- The possession, use, or sale of alcohol, unauthorized or illegal drugs, or the misuse of any legal drugs on Company premises or while on Company business is prohibited and will constitute grounds for disciplinary action or termination of employment.
- All prospective new hires will be tested for use of drugs/alcohol. Positive test results will be considered in employment decisions and may result in the withholding of qualification for employment.
- Davey Tree will initiate such procedures as are necessary to effectively enforce this policy. This may include the requirement that employees cooperate in personal or facility searches when the presence of drugs or alcohol is suspected and in employee medical screening (urine and/or blood testing), where employee judgment or performance is impaired, employee behavior is erratic, or employee accidents or near accidents indicate possible drug or alcohol use. Refusal to cooperate with these procedures may subject employees to discipline and/or termination.
- Davey Tree maintains an Employee Assistance Program (EAP) and strongly encourages employees to use the program for help with alcohol or drug problems. It is each employee's responsibility to seek assistance from the EAP before his problem begins to affect his performance, judgment, or behavior in the workplace.

Davey Personal Excellence

Davey Personal Excellence (DPE) is more than a safety initiative. It is a distinct way of thinking and behaving that helps reduce human error and organizational conditions that create situations where error is likely to occur. When applied to safety, DPE is designed to identify and mitigate these situations that greatly increase the risk of incidents. The overwhelming majority of incidents are caused or triggered by human error.

DPE is adapted from Human Performance Excellence principles that were developed in response to critical organizational incidents in the nuclear power and commercial aviation industries. These five principles are not safety specific. They apply to every aspect of the Davey Mission. "Always deliver a superior tree, landscape and environmental service experience to every residential, utility, commercial and government client." The success of our mission depends on four key values of our culture: our safety, the quality of our service, our productivity and the client experience that we face every day.

DPE Principles:

- *People are fallible, even the best make mistakes.* It is important to understand we cannot eliminate all errors. We can, however, reduce the frequency and impact of errors.
- *Situations that are likely to result in error are predictable, manageable and preventable.* Things like time pressure, distractions, stress and poor communications skills are error precursors that can create situations ripe for error to occur. Enhanced awareness of error precursors allows us to adjust behaviors and conditions to reduce the likelihood of error.
- *Individual behavior is influenced by organizational pressures and values.* Our Espoused Values are tested every day against our Values-in-Use. Any gaps between our espoused values and values in use put our mission at risk.



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- *People achieve high levels of performance based largely on the encouragement and reinforcement received from leaders, peers and subordinates. High performance cannot be achieved without discretionary effort (effort beyond the minimum we need to get by). This is a key leadership concept. People cannot be threatened or punished into providing discretionary effort. Discretionary effort can only be elicited by encouragement and positive reinforcement of desired behaviors.*
- *Incidents can be avoided by understanding the reasons mistakes occur and applying lessons learned from past incidents. A key component of high performing organizations is a “Just Culture” or “and atmosphere of trust in which people are encouraged, even rewarded, for providing essential safety related information, but in which they are clear about where the line must be drawn between acceptable and unacceptable behavior.”*

Safety is created every day by people negotiating between safety and the other values of our organization in actual operating conditions. Davey Personal Excellence is about leadership and helping people make good decisions in all our offices and all our job sites.

Project Scope

In addition to our safety planning, listed below are the field components for project success:

Scope of Work for FirstEnergy Random Pole Sample Project
Verizon Owned Poles
<i>Field visit each of 1,519 poles owned by Verizon and provided as a source material by FirstEnergy @95%.</i>
FirstEnergy Space Measurement: Provide a measurement of FirstEnergy space on Verizon owned pole. To determine the FirstEnergy space on the Verizon-owned poles, the Auditor will count the distance from the top of the pole down to the lowest FirstEnergy attachment in the <i>usable space</i> . For locations with a streetlight, the lowest power attachment will not include streetlights located in the communication worker safety zone, but if the streetlight is located more than 40" below the lowest power attachment, the lowest FirstEnergy attachment will recorded as the lowest physical point of the street light bracket or street light drip loop. Power down guys will not be counted as the lowest FEOC attachment on the pole. The pole top measurement, lowest power measurements and FE Space will be recorded in the spreadsheet in inches.
Minimum FEOC Space Required for FEOC Attachments: The purpose of this field is to help determine the minimum amount of space FEOC needs on each pole. DRG will determine visually if there is additional space on the pole that is not required for that pole construction type. DRG will enter YES into the 'minimum_feoc_space_required_for_feoc_attachments' field when they visually determine that there is more space allotted in the power zone than is required for the pole construction type.
FE Space Needed – document the required FE space needed on the pole as provided by FirstEnergy construction standards.
FirstEnergy Owned Poles
<i>Field visit each of 1,519 poles owned by FirstEnergy and provided as a source material by FirstEnergy @95%.</i>
Pole Height and Length: To calculate pole height, the Auditor will measure from ground level to the top of the pole, then add the standard pole depth of 10% of the pole height plus 2 feet, and then round up to the nearest five-foot increment so that the pole length equals one of the five-foot increments. Additionally, pictures of the birthmark and pole tags will be taken (if available) of each pole and the pole length on the birthmark will be recorded as an attribute of the pole.
Unusable Space: To calculate the amount of unusable space, the pole depth underground will be added to the FCC's presumptive height above ground of 18 feet. DRG will calculate the unusable space as 10% final pole length + 2 feet + 18 feet of presumptive height above ground level.
Attachment Location on Pole: Each individual attaching entity will be documented from top of pole to bottom of pole. Only FirstEnergy and Verizon will be denoted by name; others will be denoted by Company1, Company2, Company3, etc. If not marked clearly in the field or identical construction in the field, each thru bolt will be identified as an additional company attached to the pole. DRG will not count any down guys
Average Number of Attaching Entities: The number of attaching entities per pole will be calculated based on the number of different companies documented as being attached to the pole regardless of the number of actual attachments on the pole. Holiday attachments will not be counted.

PUBLIC VERSION

Space Occupied: For each non-FEOC attacher on the pole, the Auditor will count any individual attacher's equipment located in the usable space on the pole (i.e., at and above the lower of 18' above grade or the height above grade of the lowest horizontal wireline attachment on the pole), except for riser cables and riser covers. Each communications Attacher is deemed to occupy six (6) inches of clearance above its highest usable space attachment and six (6) inches below its lowest usable space attachment. For example, if Verizon has two adjacent attachments separated by ten (10) inches, then Verizon is deemed to occupy 10" + 6" below + 6" above for a total of 22". If Verizon has more than two (2) adjacent attachments in the usable space, then the auditor will count the distance between six (6) inches below the lowest adjacent attachment to six (6) inches above the highest of the adjacent attachments. If Verizon has non-adjacent attachments (e.g., which might be connected with a riser cable), then Verizon is deemed to occupy 6" below + 6" above each non-adjacent attachment. J-hooks and equipment will be used to calculate the space used on the pole when they are attached in the usable space but outside of the +/- 6" of the trunk line thru bolt. Adjacent attachments by a single owner (e.g. Company 1) will be denoted as Company1a, Company1b, etc. as needed. For two non-adjacent attachments by the same Company (e.g. Company 1), one will be identified as belonging to Company1a and the other as belonging to Company1and in that way will be identified as attachments of the same company. Down guys will NOT be used to calculate space occupied for any company attached to the pole.

Midspan Heights: The northeastern most mainline midspan will be visited and captured in conjunction with each random pole location. This one midspan location will have all communication trunk line heights recorded and denoted to match Verizon and Company1, Company2, Company3, etc. at the pole. The ground is the reference point for all measurements. DRG will note the current temperature at the time of measurement. DRG will also capture the 2nd pole attached to the mainline midspan with the same measurements / information as the source pole. DRG will include a hallway photograph and three annotated photographs (random pole, midspan, and 2nd pole) of each FirstEnergy owned location.

Lowest Verizon Attachment – Height above ground. This is the height of the lowest Verizon attachment above ground as measured at the source pole.

Verizon Sag (As Found) – This is the difference between the lowest measured height above ground at the source pole and the lowest measured height above ground at midspan

Lowest Comm Sag (As Found) – This is the difference between the measured height above ground at the source pole and the measured height above ground at midspan for the lowest communication company other than Verizon.

Sag Difference (As Found) – This is the mathematical difference between the Verizon Sag (As Found) and the Lowest Comm Sag (As Found).

*****No inspections or NESC violations are being documented at each pole as part of this project.**

Delivery

DRG will provide the following deliverables for the project:

Verizon Owned Poles (Random Sample Set)

- Annotated Photo for each randomly selected pole location. Each annotated photo will show the following information
 - Pole Tag Information - Shows Electric and Telephone tag numbers
 - SCID - unique identifier that links the data to the annotated photo and spreadsheet

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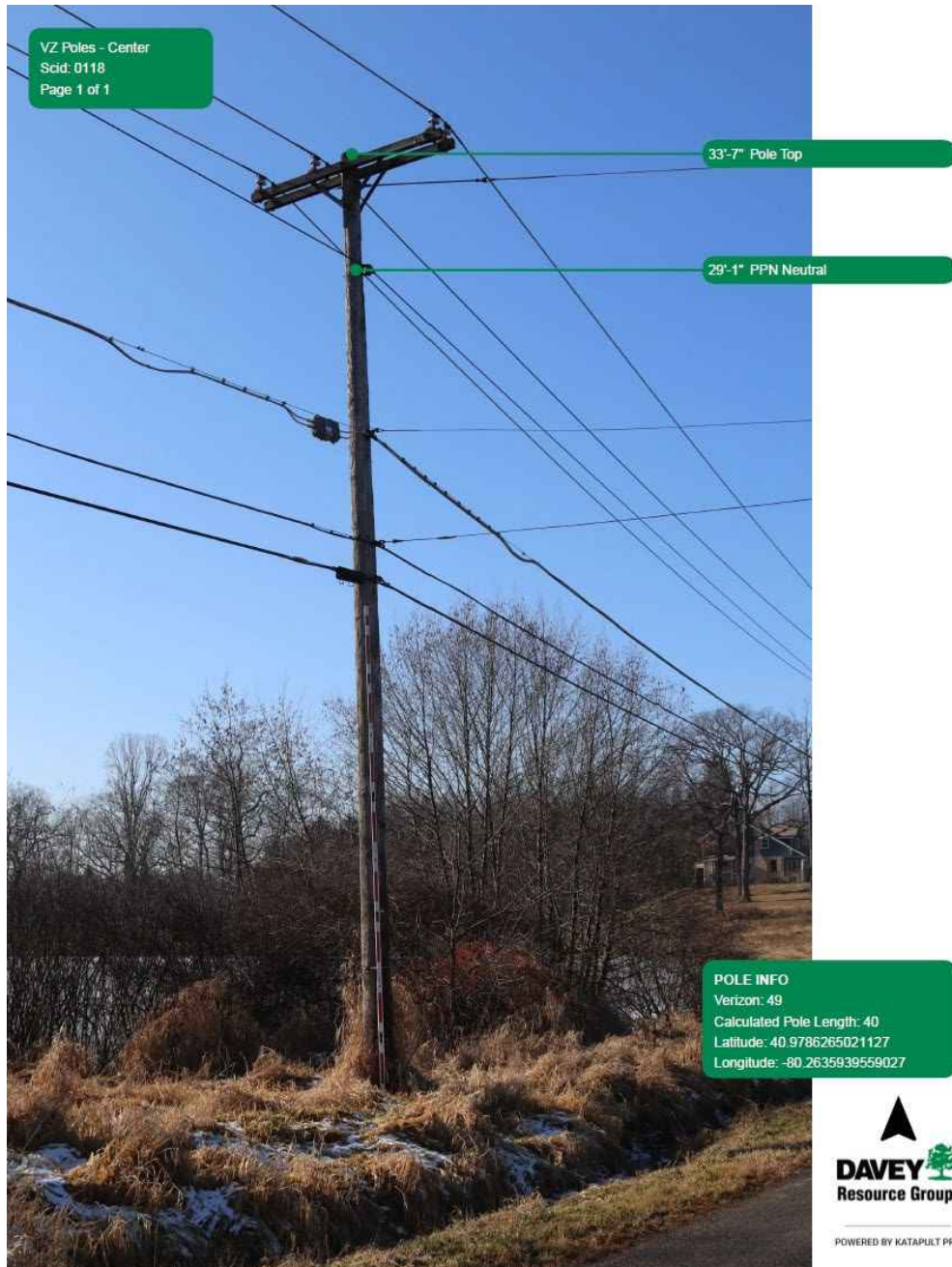
- Pole Length - Calculated measurement based on the measured pole top height + 10% + 2 feet. The final value will be rounded up to the nearest 5-foot increment.
- Latitude and Longitude
- Pole Top Height
- Lowest electric facility height above grade measurement
- Master Spreadsheet - the master spreadsheet will contain all the source data provided, as well as the following fields:
 - Column A: source data from FirstEnergy - Database Site Number - The Pole tag number provided by FirstEnergy
 - Column B: source data from FirstEnergy - Latitude - Y Coordinate provided by FirstEnergy
 - Column C: source data from FirstEnergy - Longitude - X Coordinate provided by FirstEnergy
 - Column D: source data from FirstEnergy - Database Owner - Identifies who the owner of the pole is
 - Column E: source data from FirstEnergy - Operating Company - Identifies the operating power company for the location
 - Column F: source data from FirstEnergy - Database attachments - the total number of attaching entities to the pole.
 - Column G: source data from FirstEnergy - Source Pole Length - The length of the pole as provided by FirstEnergy
 - Column H: source data from FirstEnergy - Node Type (all locations are indicated as poles; this field helps to filter the Katapult program to ensure locations are added properly to the spreadsheet
 - Column I: source data from FirstEnergy - Done - This is indicating if the location has been completed (True) or not (False)
 - Column J: SCID No - This is a unique identifier that will link the pole data with the annotated photo and the spreadsheet
 - Column K: FE Pole Tag No - The FirstEnergy pole tag will be recorded if it exists in the field
 - Column L: VZ Pole Tag No - The Verizon pole tag will be recorded if it exists in the field
 - Column M: Pole Height Brand - This field will capture the pole height and class from the pole birthmark, if one exists in the field
 - Column N: Pole Length Calculated - This field will calculate the pole length. The formula to calculate the pole length is Pole Top Height (inches) * 1.10 (10%) + 2 feet, rounded up to the nearest 5-foot increment. This value will be shown in inches
 - Column O: Pole Top Measurement - This field will capture the pole top height of the pole from the ground up. This value will be shown in inches
 - Column P: Low Power Measurement - This field will capture the lowest power facility height measurement on the pole. It will be recorded in inches.
 - Column Q: FirstEnergy Space - This field will capture the total FirstEnergy space on each pole from the pole top to the lowest power attachment on the pole. The value will be recorded in inches.
 - Column R: Streetlight Present - This field will indicate if there is a streetlight or not and if there is if it's in the power space, or below the power space
 - Column S: Clearance Space Required - This field indicates if the pole requires 40” of worker safety space or if some other amount of space is required due to streetlight placement.

PUBLIC VERSION

- Column T: Total FE Space- This will calculate the FirstEnergy space plus the additional clearance space required.
- Column U: Minimum FirstEnergy Space - DRG will visually review each pole and determine whether the FirstEnergy facilities can be compressed on the pole. This is a visual evaluation and subjective and therefore is only meant to point out the poles that appear to have excessive unoccupied space available.
- Column V: Annotated Photo Link - This field will contain a link that provides direct access to each annotated photo.
- Column W: FE_Space_Needed – This field will document the pole space required for FirstEnergy attachments as prescribed by FirstEnergy construction standards.
- Column X: Construction Std. This field is populated by FirstEnergy and references the specific constructions standard that the source pole is built to
- Column Y: NESC Ref. – This field is populated by FirstEnergy
- Column Z: Comment – This field is populated by First Energy
- Supporting Photos (not delivered, but backed up on DRG servers) - DRG is collecting the following photos for each pole location
 - Full length Pole Photo with measuring rod
 - Pole Brand (if available)
 - Pole Tag (if available) - DRG will capture
- Additional Information
 - Source Pole: This is the randomly selected pole to field verify.
 - Midspan: This is the area where heights are field verified between the source and the reference poles
 - Reference Pole: This is the pole field verified in line with the source pole. Preferably to the NE direction if possible.
 - Hallway: This is the fielded photo of the source pole and reference pole in line that captures both the pole top and bottom of each pole and the ground between.
 - Anchor, Down guy, or Span Guy information will not be collected as the lowest power attachment on any pole with other electrical distribution. Span Guys will be collected if they are the only electrical distribution attachment on the pole)
 - If a pole is inaccessible, not tagged with source provided tag number, or no pole is in the immediate area, DRG will collect the next closest pole to the geographic location that has the same ownership as the pole being replaced. The replaced pole will have its X and Y coordinates reported back as part of the final deliverable.
 - Underground fed streetlight poles will be documented with a SL*Tag Number* and will be removed from the audit.

Pictorial for Verizon Owned Poles

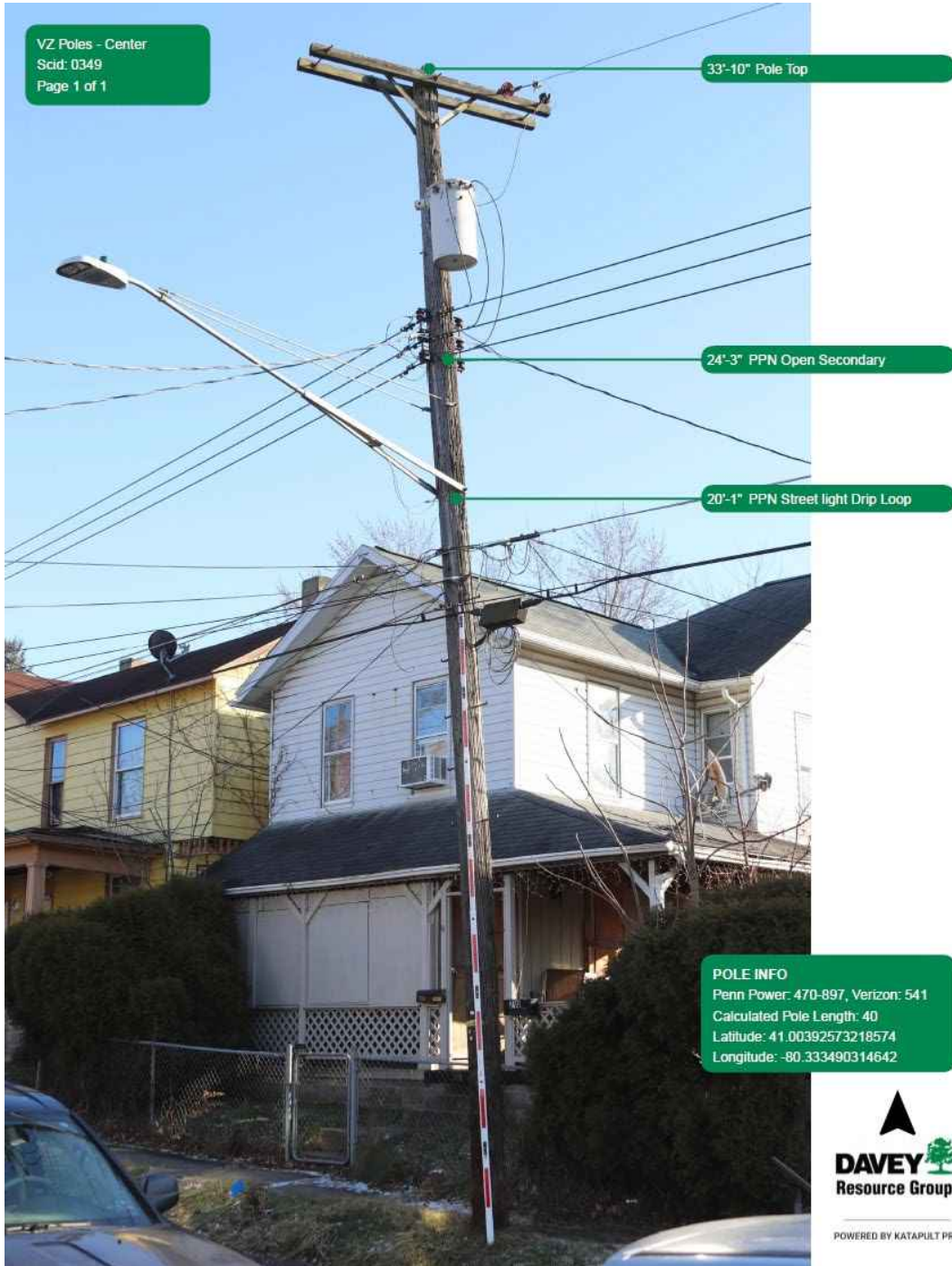
The following images are examples of the annotated photos to be provided. Each image shows the location where measurements will be made on Verizon owned poles. On each photo, the following information will be displayed: In the upper left, the name of the group the location has been associated with in the data collection system and the system unique identifier (SCID) is shown; from top to bottom, along the right side of the photograph, the pole top measurement and lowest power measurement will be annotated; in the lower right, pole tags information, pole length calculation, and latitude / longitude will be documented.



Data Note: Verizon Owned Pole, VZ Center Area, SCID 0118, Pole Top 33'-7", PPN Neutral 29'-1", Verizon Tag 49, Calculated Pole Length of 40', latitude of 40.97862, longitude of -80.26359

PUBLIC VERSION

For locations with a streetlight, the lowest power attachment will be captured (which includes the power neutral, secondary attachments, and transformer drip loops.), and the lowest streetlight attachment will be recorded at the lowest physical point of the streetlight. If the Street Light is below the required 40" of worker safety space from the lowest power attachment, then the Clearance Space Required (Column S) will be calculated as 12" from the lowest streetlight attachment.



Data Note: Verizon Owned Pole, VZ Center Area, SCID 0349, Pole Top 33'-10", PPN Open Secondary 24'-3", PPN Street light Drip Loop 20'-1", Penn Power Tag 470-897, Verizon Tag 541, Calculated Pole Length of 40', latitude of 41.003925, longitude of -80.333490

FirstEnergy Owned Poles (Random Sample Set)

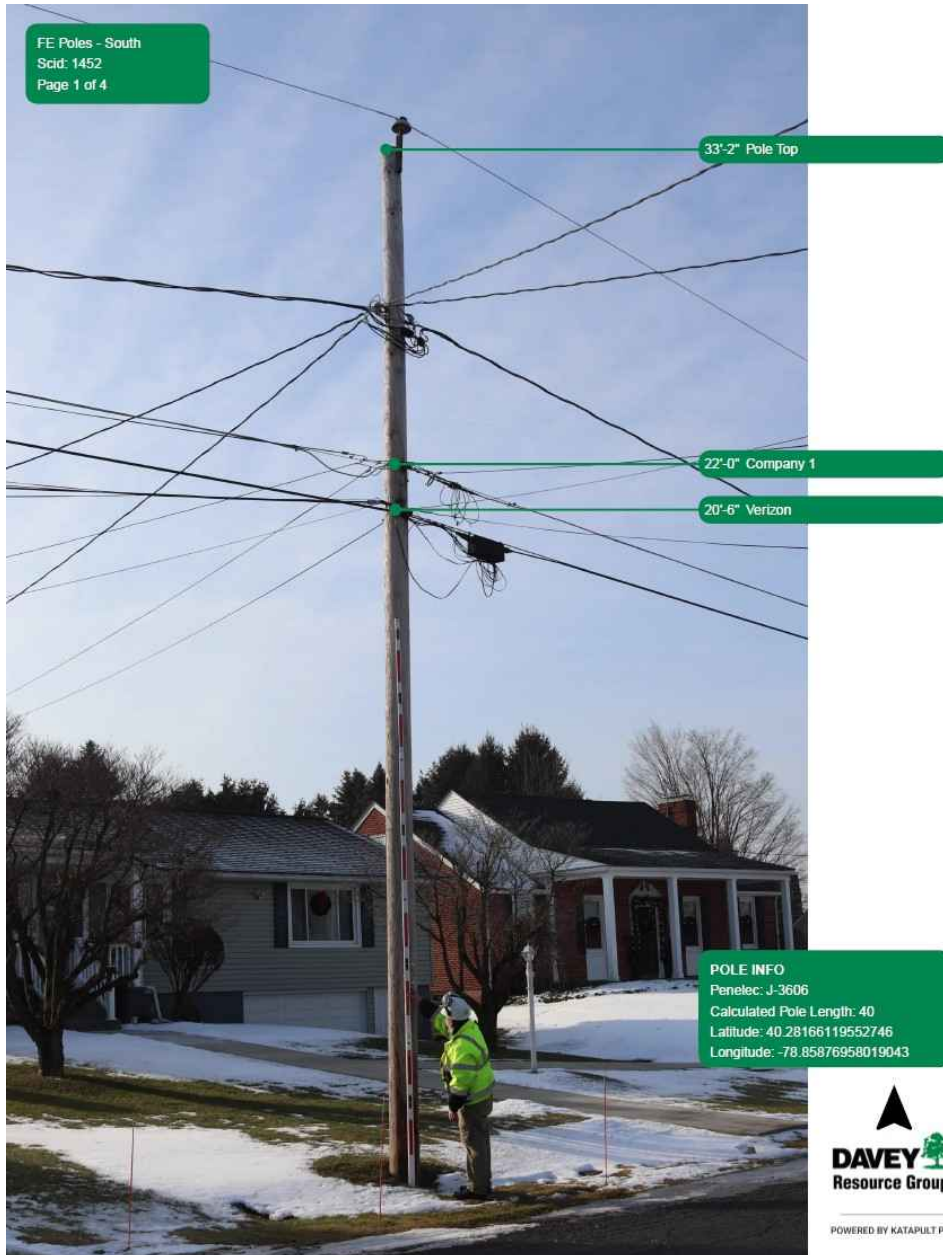
- Annotated Source Pole Photo will show the following information.
 - Pole Tag Information - Shows Electric and Telephone tag numbers
 - SCID - unique identifier that links the data to the annotated photo and spreadsheet
 - Pole Length - Calculated measurement based on the measured pole top height + 10% + 2 feet. The final value will be rounded up to the nearest 5-foot increment.
 - Latitude and Longitude
 - Pole Top Height
- Annotated Midspan Photo for each randomly selected Source pole location. Each annotated Midspan photo will show the following information
 - Lowest power height measurement
 - Communications height measurements
 - Communications messenger and wire size
- Annotated Reference Photo for each randomly selected Source pole location. Each annotated Reference pole photo will show the following information
 - Communications attachment height measurements
 - Pole Top Height
- Master Spreadsheet - the master spreadsheet will contain all the source data as well as the following fields:
 - Column A: source data from FirstEnergy - Database Site Number - The Pole tag number provided by FirstEnergy.
 - Column B: source data from FirstEnergy - Latitude - Y Coordinate provided by FirstEnergy.
 - Column C: source data from FirstEnergy - Longitude - X Coordinate provided by FirstEnergy.
 - Column D: source data from FirstEnergy - Database Owner - Identifies the owner of the pole.
 - Column E: source data from FirstEnergy - Operating Company - Identifies the operating power company for the location.
 - Column F: source data from FirstEnergy - Database attachments - the total number of attaching entities to the pole.
 - Column G: source data from FirstEnergy - Source Pole Length - The length of the pole provided by FirstEnergy.
 - Column H: Node Type (all locations are indicated as poles; this field helps to filter the Katapult program to ensure locations are added properly to the spreadsheet.
 - Column I: Done - This is indicating if the location has been completed (True) or not (False).
 - Column J: SCID No - This is a unique identifier that will link the pole data with the annotated photo and the spreadsheet.
 - Column K: FE Pole Tag No - The FirstEnergy pole tag will be recorded if it exists in the field
 - Column L: VZ Pole Tag No - The Verizon pole tag will be recorded if it exists in the field
 - Column M: Pole Height Brand - This field will capture the pole height and class from the pole birthmark, if one exists in the field
 - Column N: Pole Length Calculated - Calculated measurement based on the measured pole top height + 10% + 2 feet. The final value will be rounded up to the nearest 5-foot increment.

PUBLIC VERSION

- Column O: Pole Top Measurement - This field will capture the pole top height of the pole from the ground up. This value will be shown in inches.
- Columns P - BR: Communication Attachment Information - These fields will capture wire size, attachment heights in inches, midspan heights in inches, and total attachment space occupied (inches) on the source pole.
- Column BS: Environment - Reference at the midspan between the source pole and the reference pole.
 - Body of Water
 - Swimming Pool
 - Street
 - Building
 - Driveway
 - Railroad
 - Field
 - Yard
 - Turnpike/Interstate
 - Parking Lot
- Columns BT - CJ: Verizon attachment information. These fields will capture wire size, attachment heights in the usable space, midspan heights, and the total amount of usable space occupied by Verizon on the source pole.
- Columns CK - CT: Reference Pole attachment heights. These fields will include all communication attachment heights in the usable space on the reference pole.
- Column CU: Unusable Space. Column M * .1(10%) + 2' + 18'. For example, $(35 * .1) + 2' + 18' / 12 = xxx$ This value will be shown in inches.
- Column CV: Quantity of Attaching Companies - The number of unique attachers on the pole, including Verizon and FirstEnergy, but not including holiday attachments.
- Column CW: Temperature - The temperature at the time of field data collection.
- Column CX: Minimum FEOC Space required for FEOC attachments - This field will be a YES/NO answer to whether a determination has been made for a further look at the pole by an FE engineer. The DRG assessment of usable space is greater than necessary will warrant a YES in this column and then passed along to the FE engineer for further assessment of consolidation. ***This field is a carry over from the Verizon Owned Poles data set will not be populated.***
- Columns CY: Annotated Photos - This column will have a single link to a PDF of the Annotated Source Height Pole, Annotated Midspan Height, Annotated Reference Pole, and a Hallway Photo
- Column CZ: Lowest Verizon Attachment – This is the height of the lowest Verizon attachment as measured above at the source pole
- Column DA: Verizon Sag (As Found) – This is the difference between the measured height above ground at the source pole and the measured height above ground at midspan
- Column DB: Lowest Comm Sag (As Found) - This is the difference between the measured height above ground at the source pole and the measured height above ground at midspan for the lowest communication company other than Verizon.
- Column DC: Sag Difference (As Found) - This is the mathematical difference between the Verizon Sag (As Found) and the Lowest Comm Sag (As Found).

Pictorial for FirstEnergy Owned Poles

The following images are examples of the annotated photos file to be provided. There are four images included for each location: source height photo, midspan height photo, reference height photo, and hallway photo. Each image shows the location where measurements will be made on FirstEnergy owned poles. On the Source Pole photo, the following information will be displayed: in the upper left, the name of the group the location has been associated with in the data collection system and the system unique identifier (SCID) is shown; from top to bottom, along the right side of the photograph, the pole top measurement and all attachments of communication wires, and they will be annotated as Company 1, Company 2, etc. and Verizon; in the lower right, pole tags information, pole length calculation, and latitude / longitude will be documented.



Data Note Source Pole: FirstEnergy Owned Pole, FE South Area, SCID 1452, Pole Top 33'- 2", Company 1 22'-0", Verizon 20'-6", Penelec Tag J-3606, Calculated Pole Length of 40', latitude of 40.281661, longitude of -78.858769

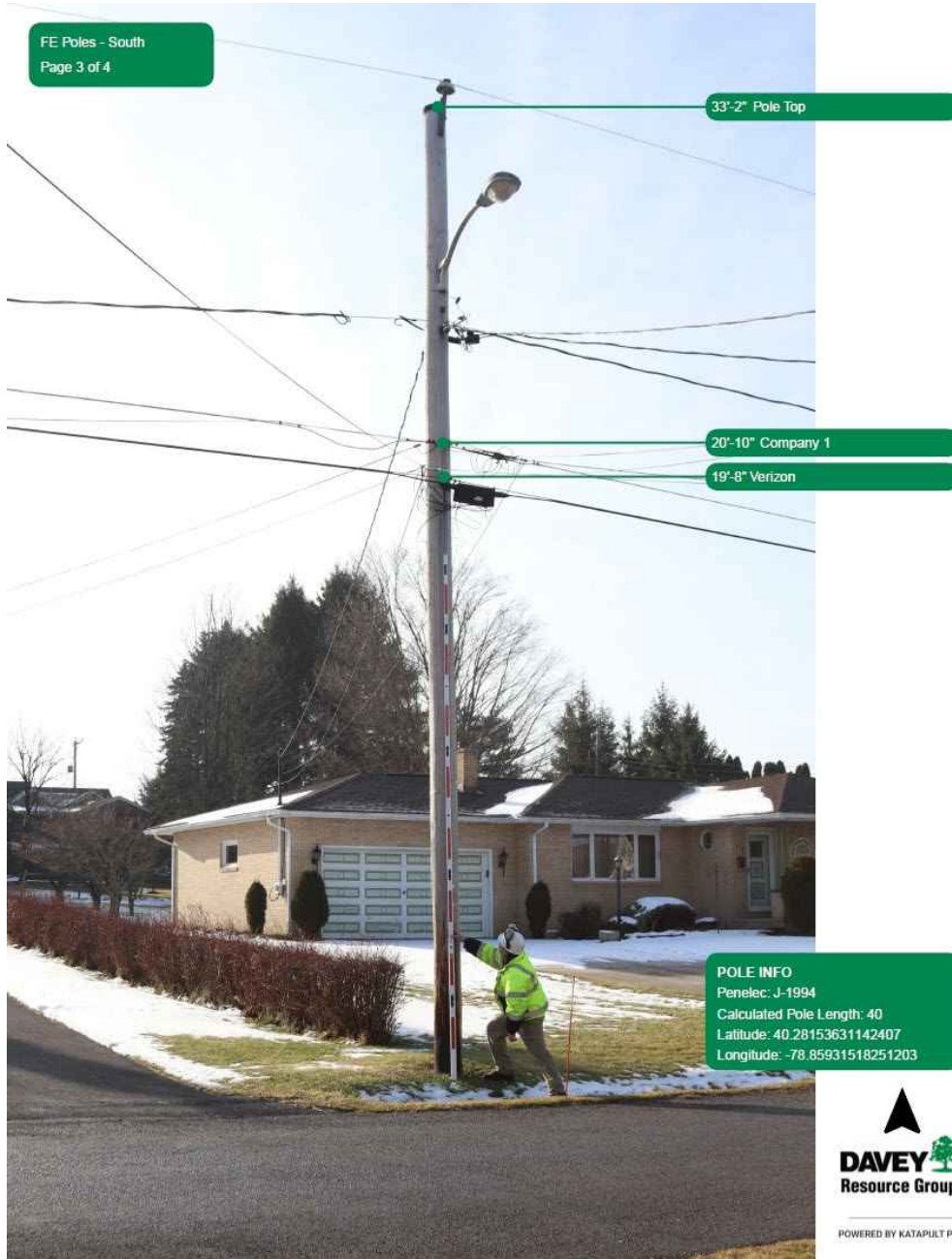
On the Midspan Photo in the upper left, the name of the group the location has been associated with in the data collection system; from top to bottom, along the right side of the photograph, the midspan measurements of the lowest power measurement and the communications attachers will be annotated, with their wire size, and identified as Company 1, Company 2 etc. and Verizon.



Data Note Midspan Pole: FirstEnergy Owned Midspan, FE South Area, Penelec Secondary 22'-6", Company 1 19'-11" C6.6M0750, Verizon 18'-9" T16M1000

PUBLIC VERSION

On the Reference Pole Height annotated photo the following information will be displayed: in the upper left, the name of the group the location has been associated with in the data collection system; from top to bottom, along the right side of the photograph, the pole top measurement and all attachments of communication wires, and they will be annotated as Company 1, Company 2 Etc. and Verizon; in the lower right, pole tags information, pole length calculation, and latitude / longitude will be documented.



Data Note Reference Pole: FirstEnergy Owned Pole, FE South Area, Penelec Tag J-1994, Pole Top 33'-2", Company 1 20'-10", Verizon 19'-8", Calculated Pole Length of 40', latitude of 40.281536, longitude of -78.859315

PUBLIC VERSION

The Hallway shot is the fielded photo of the source pole and reference pole in line that captures both the pole top and bottom of each pole and the ground between



Data Note: Hallway Photo - photograph used to see the surrounding area of source pole, midspan, and reference pole.

ATTACHMENT L

PUBLIC VERSION

Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554

_____)	
)	
Verizon Pennsylvania LLC and)	
Verizon North LLC,)	
<i>Complainants,</i>)	
)	Proceeding Number 19-354
v.)	Bureau ID Number EB-19-MD-008
)	
Metropolitan Edison Company,)	
Pennsylvania Electric Company, and)	
Penn Power Company,)	
<i>Defendants</i>)	
_____)	

DECLARATION OF CLARK GUO

I, Clark Guo, declare as follows:

1. My name is Clark Guo. I am the Chief Executive Officer of Precision Consulting LLC.
2. I make this declaration in support of Metropolitan Edison Company, Pennsylvania Electric Company, and Penn Power Company’s (“FirstEnergy”) Answer to the Pole Attachment Complaint in the above-captioned proceeding.
3. I was asked to produce a statistically valid random sample that would produce estimates of rate formula input variables sufficient to produce a 95% confidence level for analysis.
4. Using FirstEnergy’s GIS database as a starting point, I used a random number generator to select a random sample of poles of sufficient quantity to be used in a field audit survey.
5. FirstEnergy provided me with the results of the field audit survey data which I analyzed to produce the descriptive statistics found in my report, which is attached hereto at Exhibit CG-1.
6. The mean (average) values calculated for these variables are statistically valid estimators of the population values for poles in service territories of the three operating utilities and another FirstEnergy operating utility Potomac Edison that have both FirstEnergy and Verizon attachments.

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7. My sample and report comports with Commission Rule 47 C.F.R. § 1.363, regarding the introduction of statistical data.

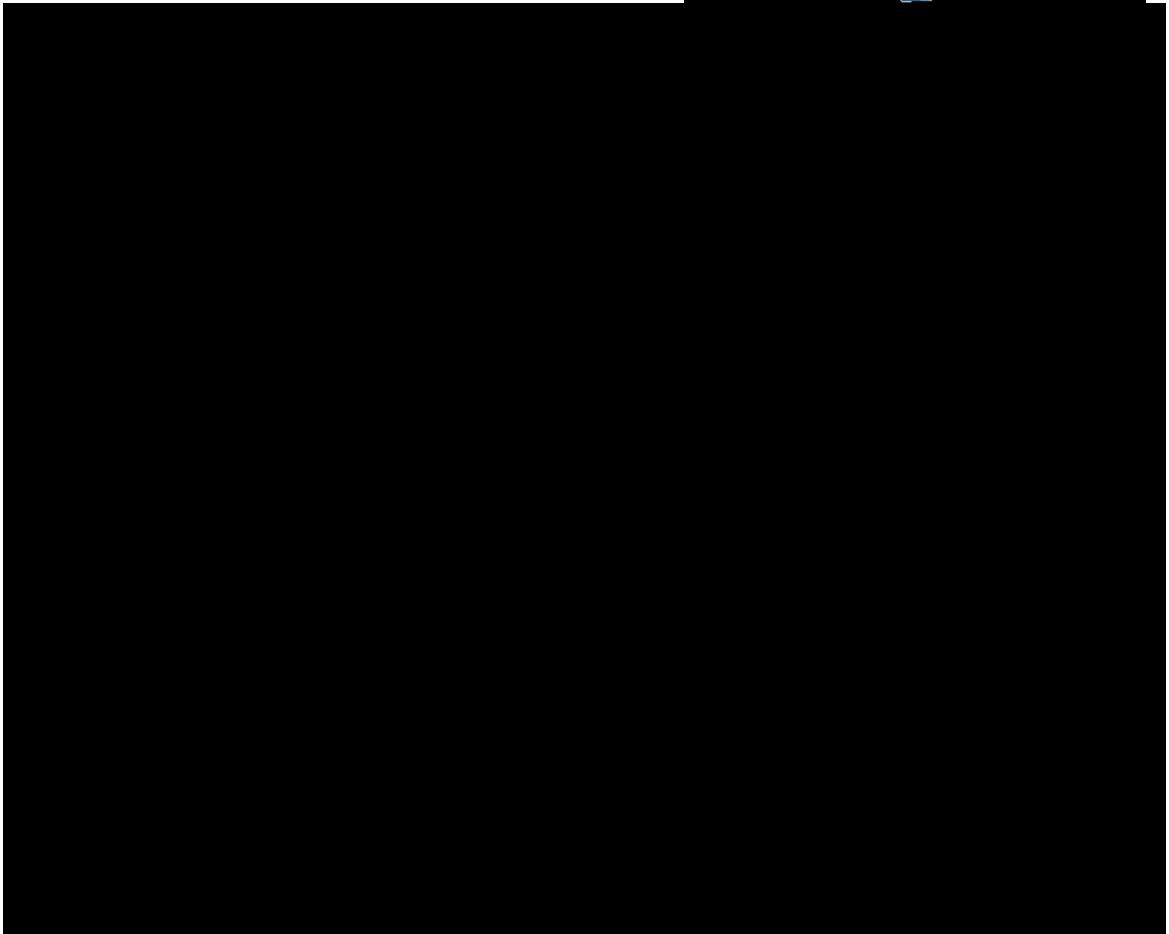
I declare under penalty of perjury under the laws of the United States that the foregoing is true and correct to the best of my knowledge.

By: 

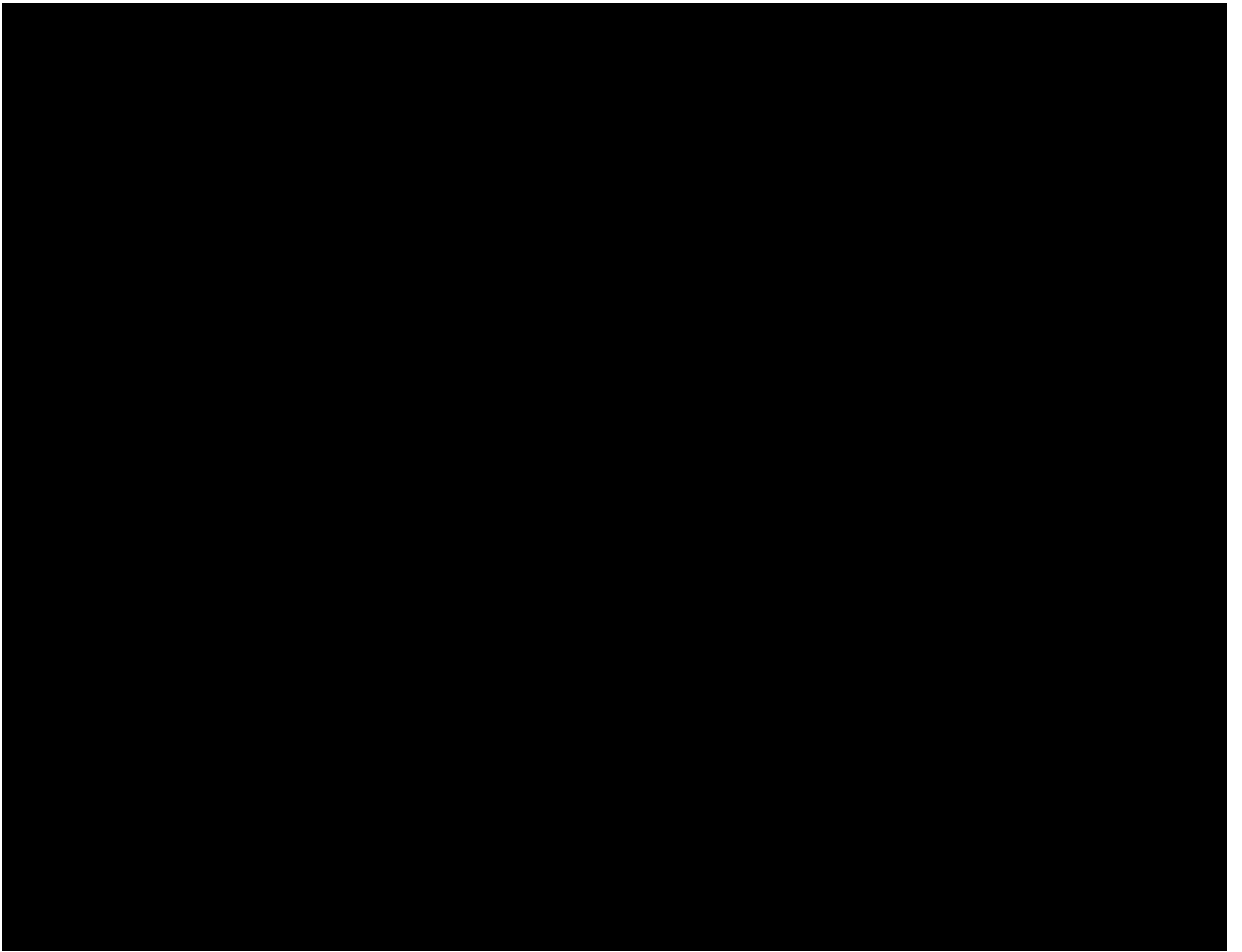
Clark Guo
Chief Executive Officer
Precision Consulting LLC

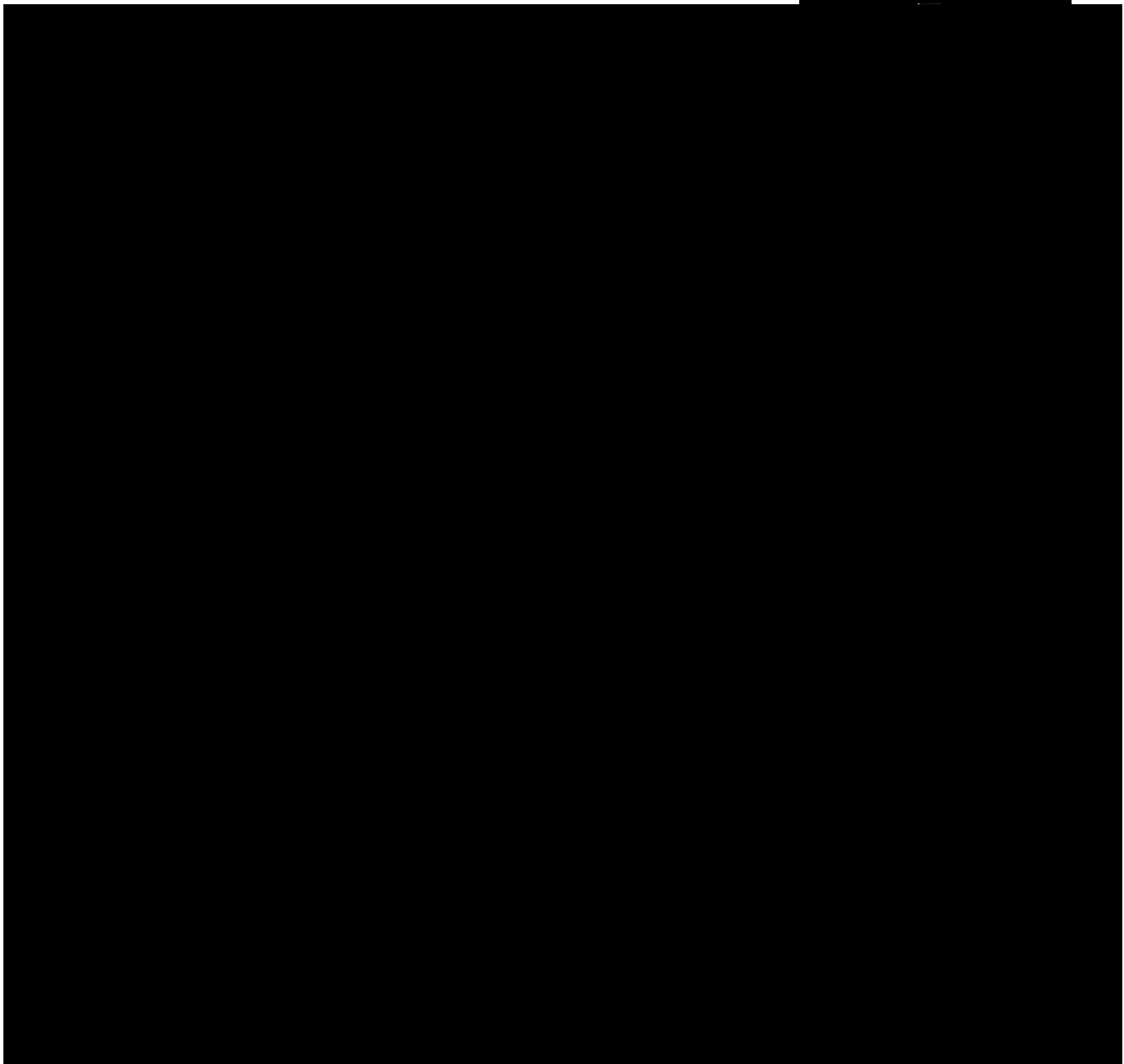
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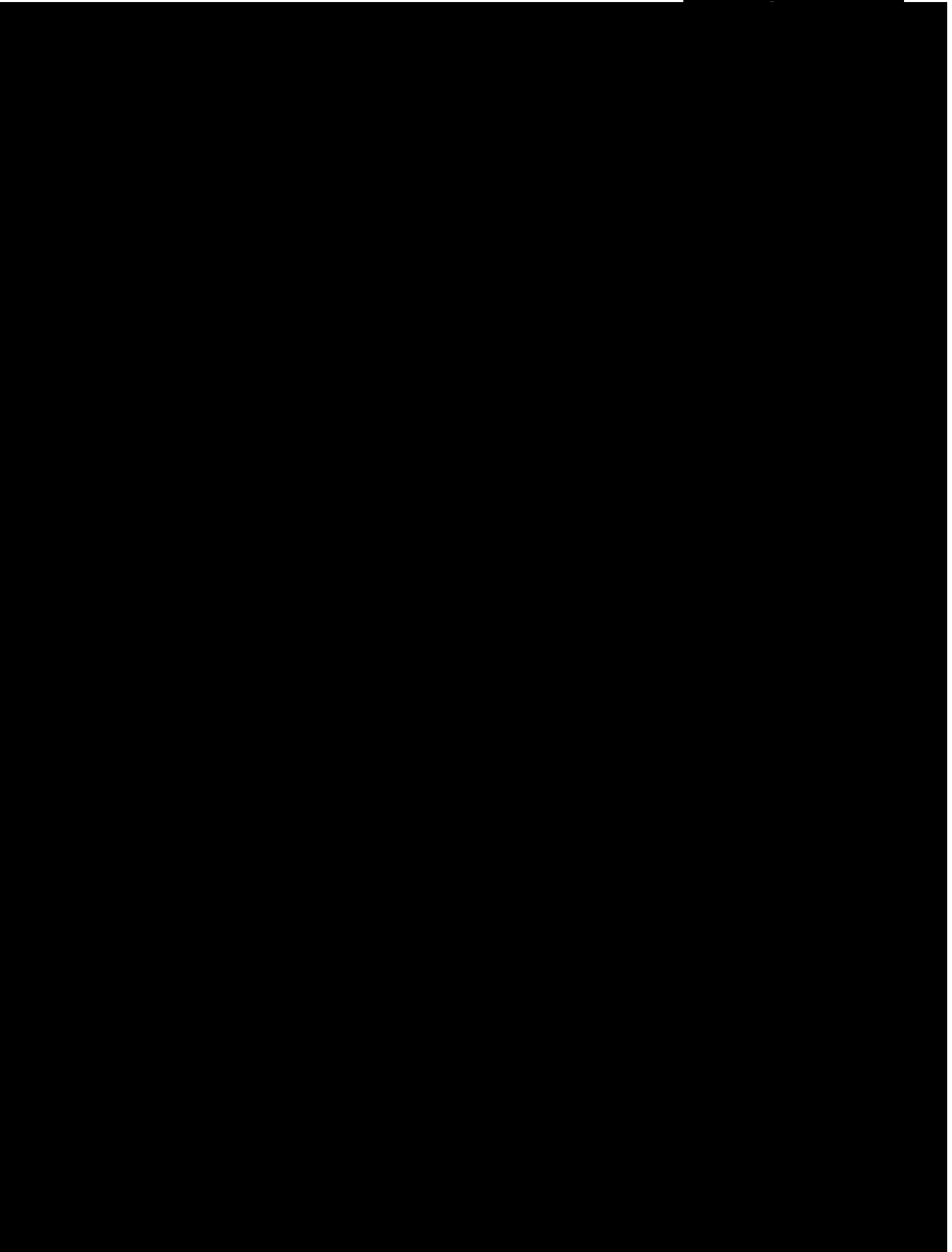
EXHIBIT CG-1

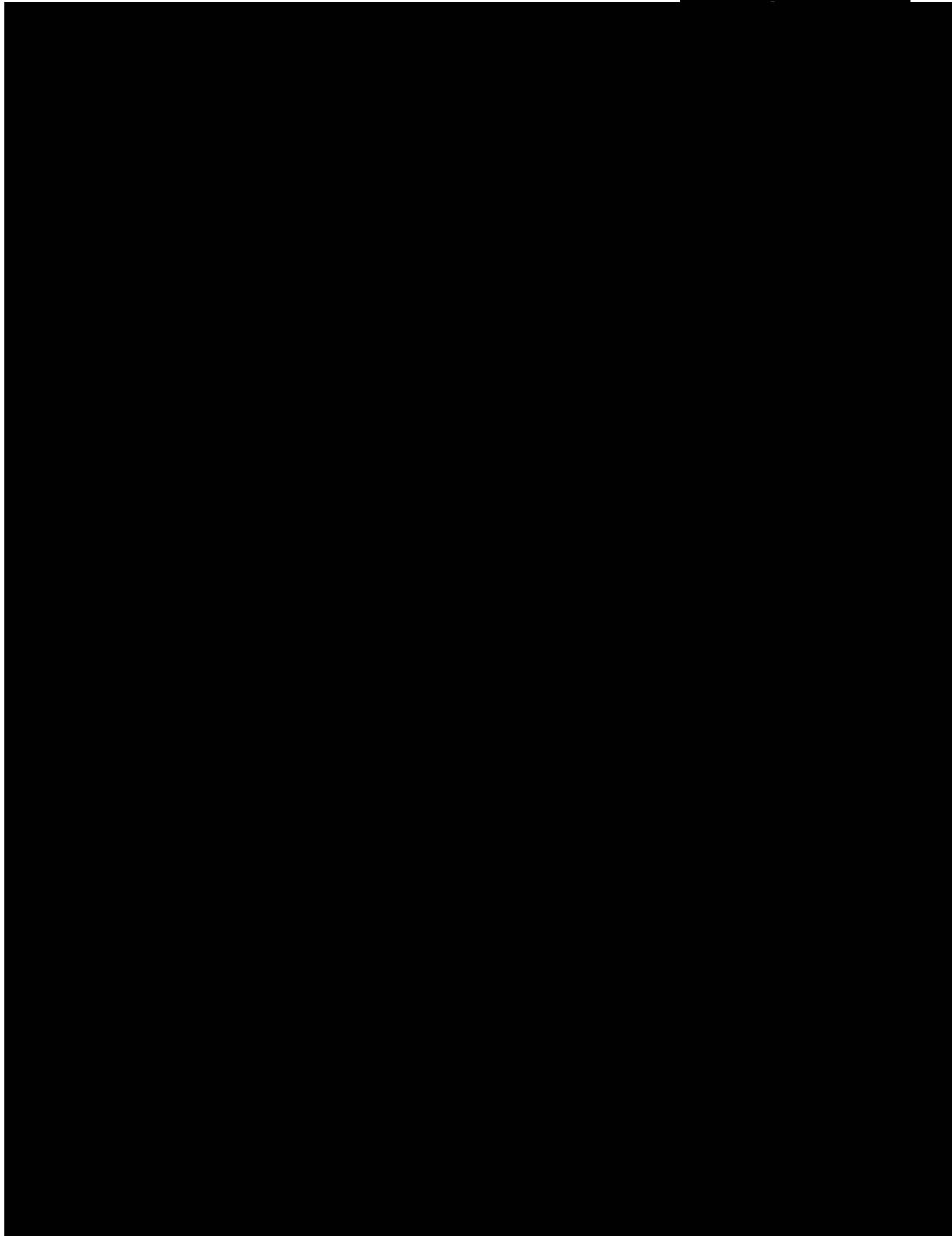


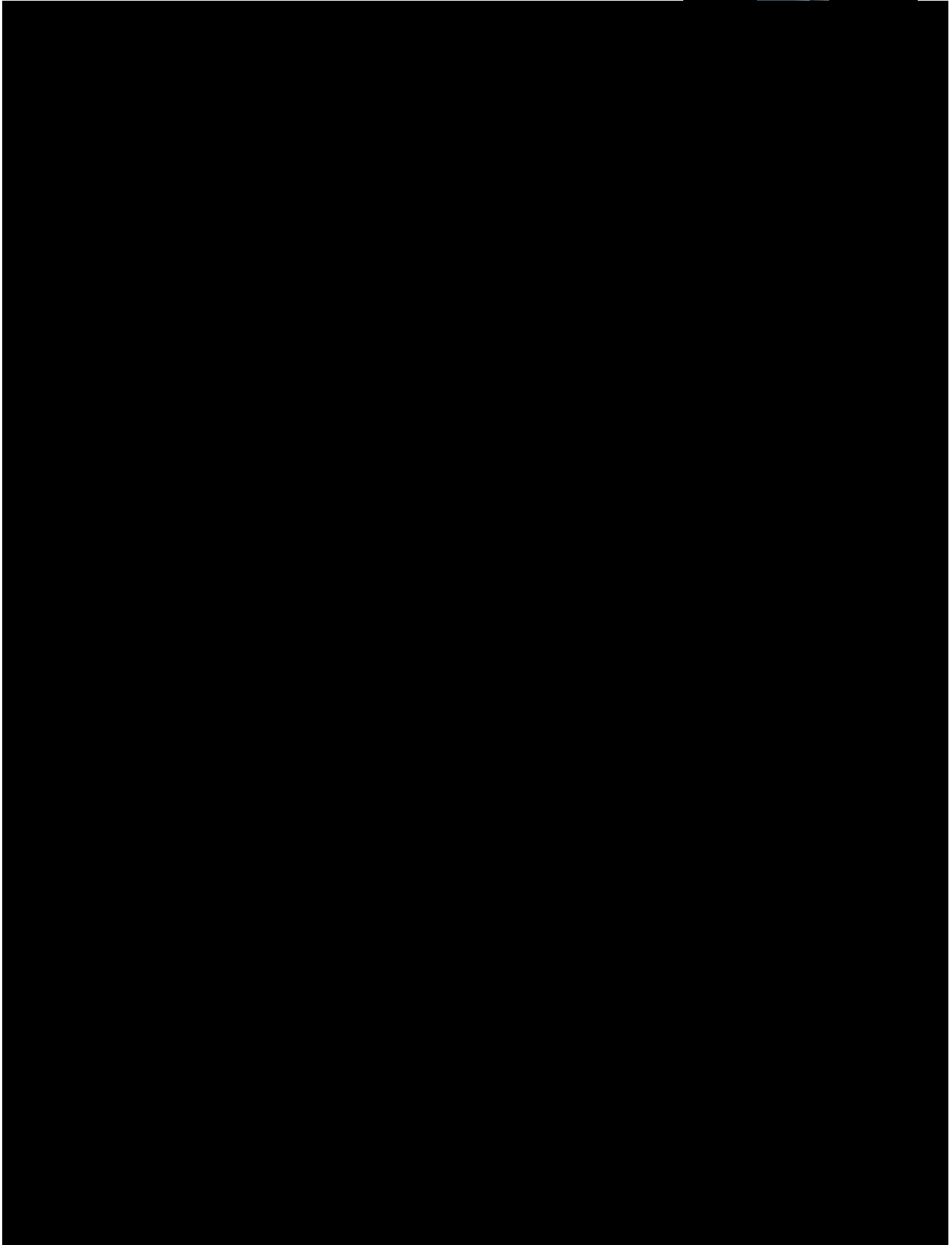


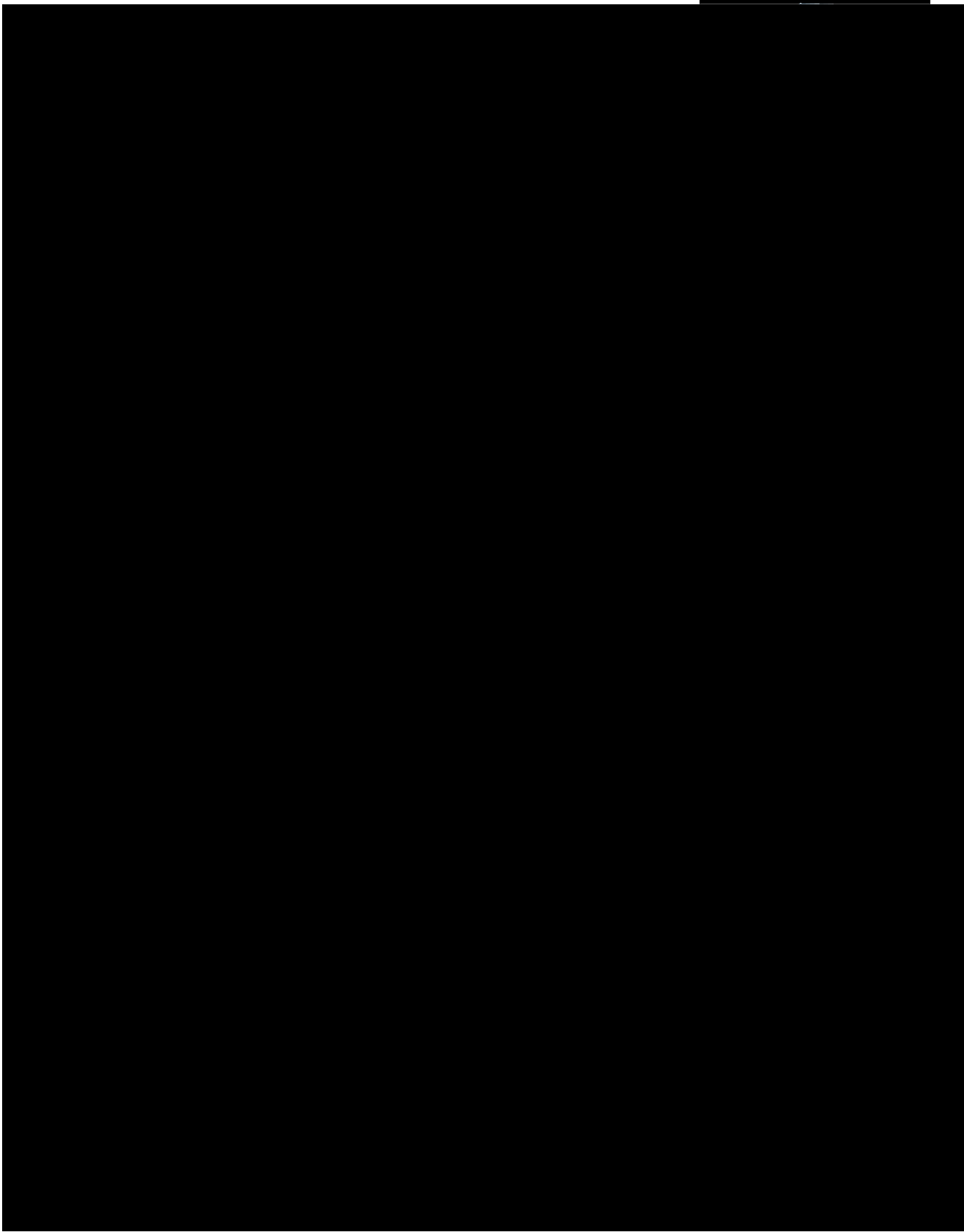


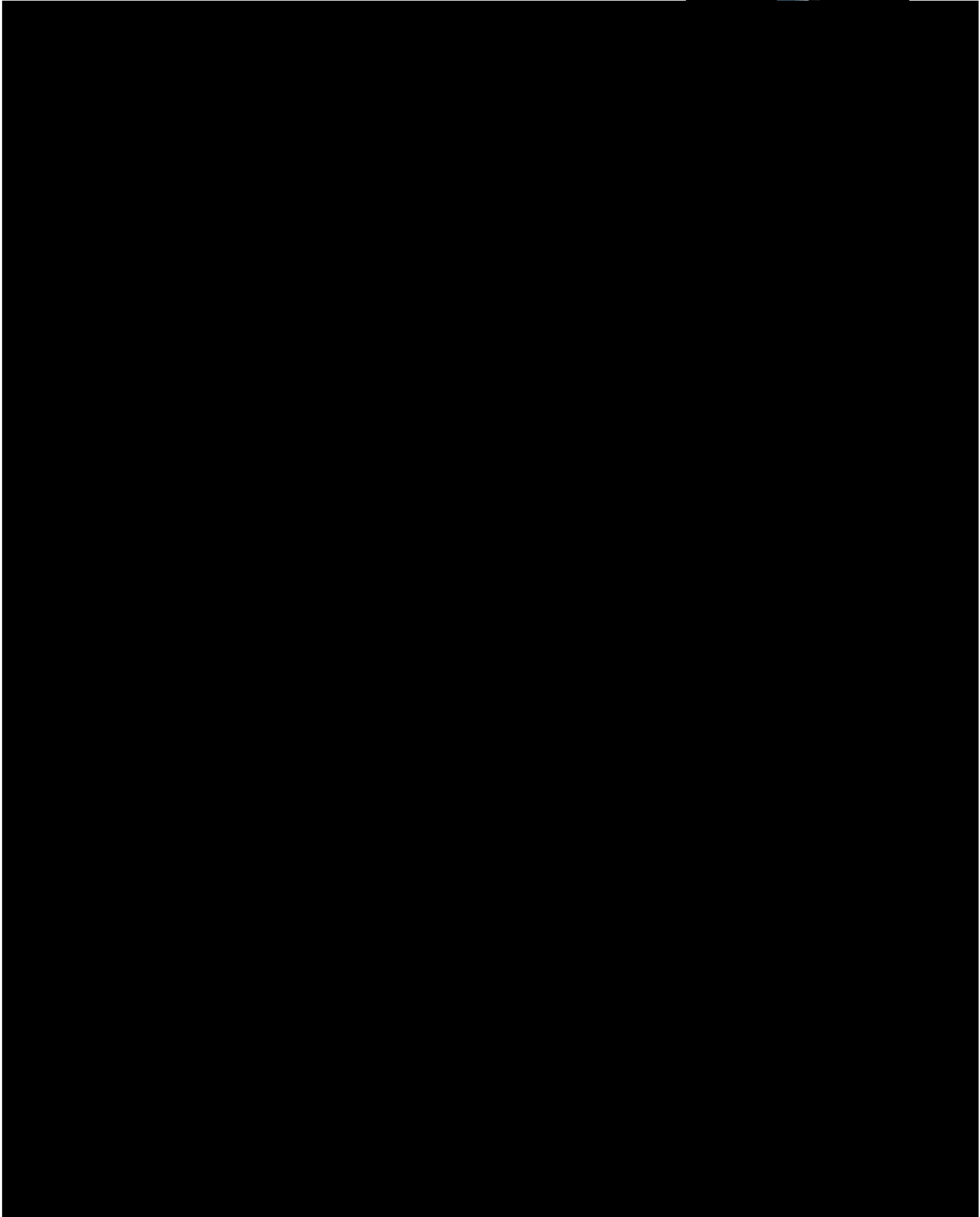


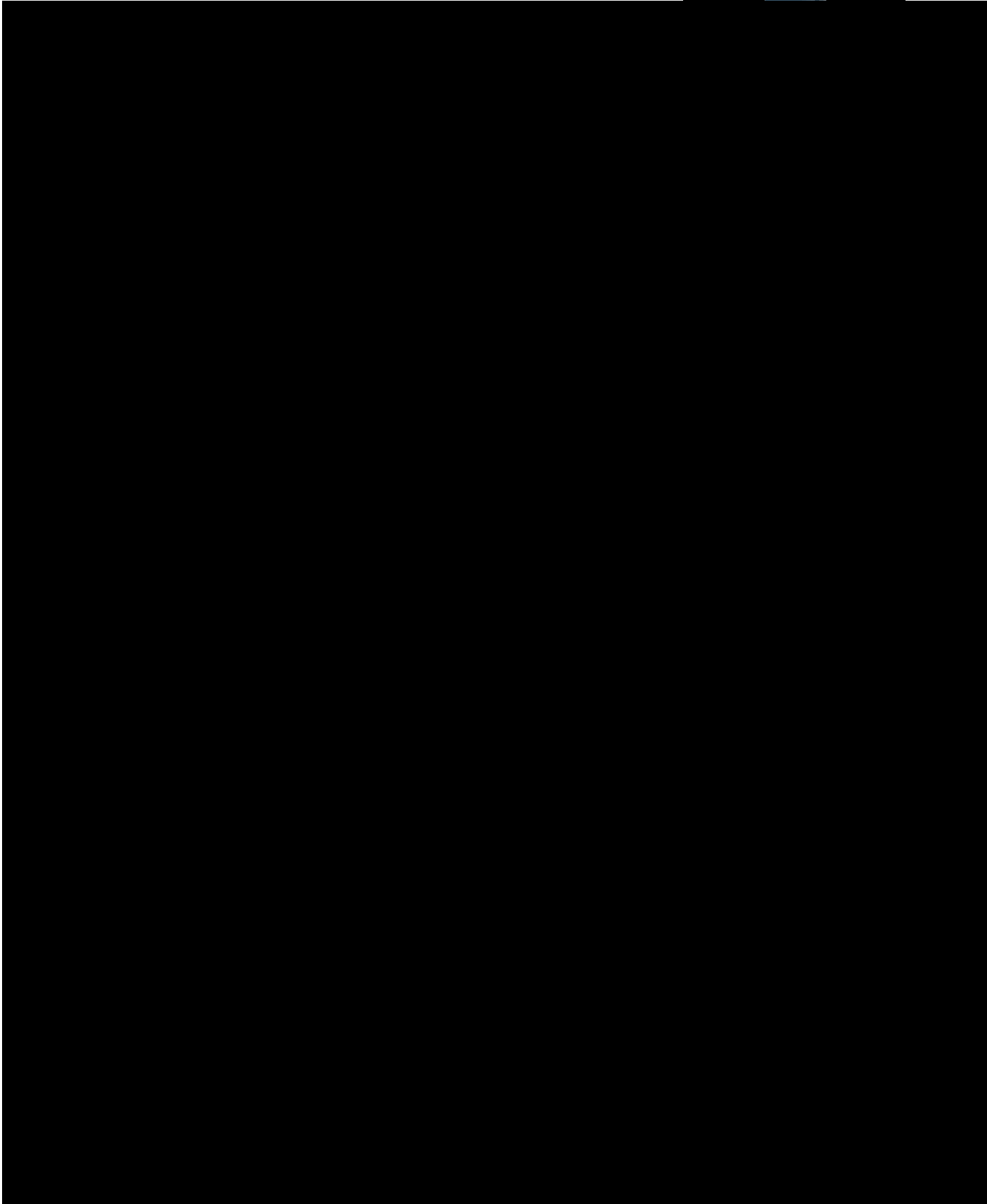


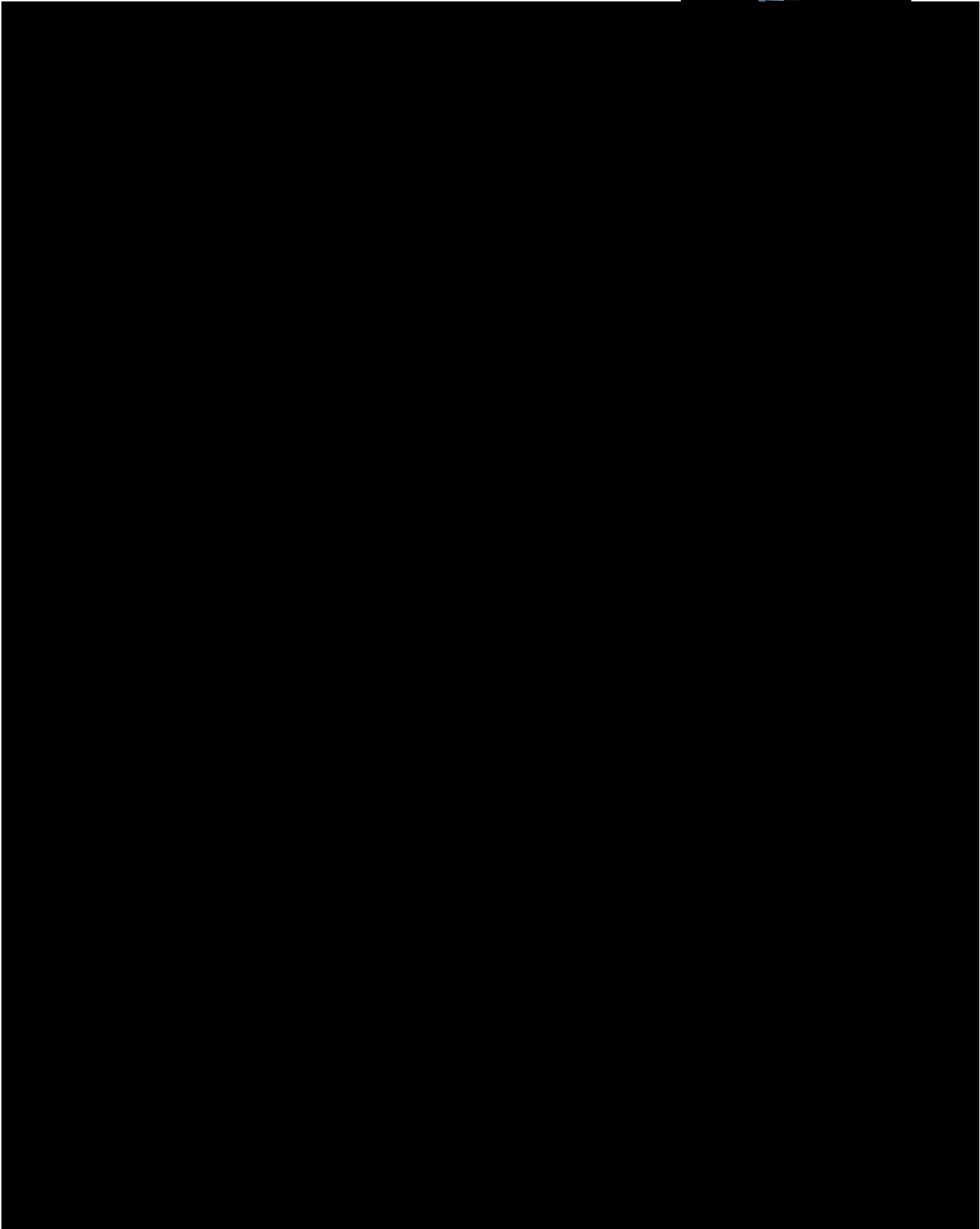


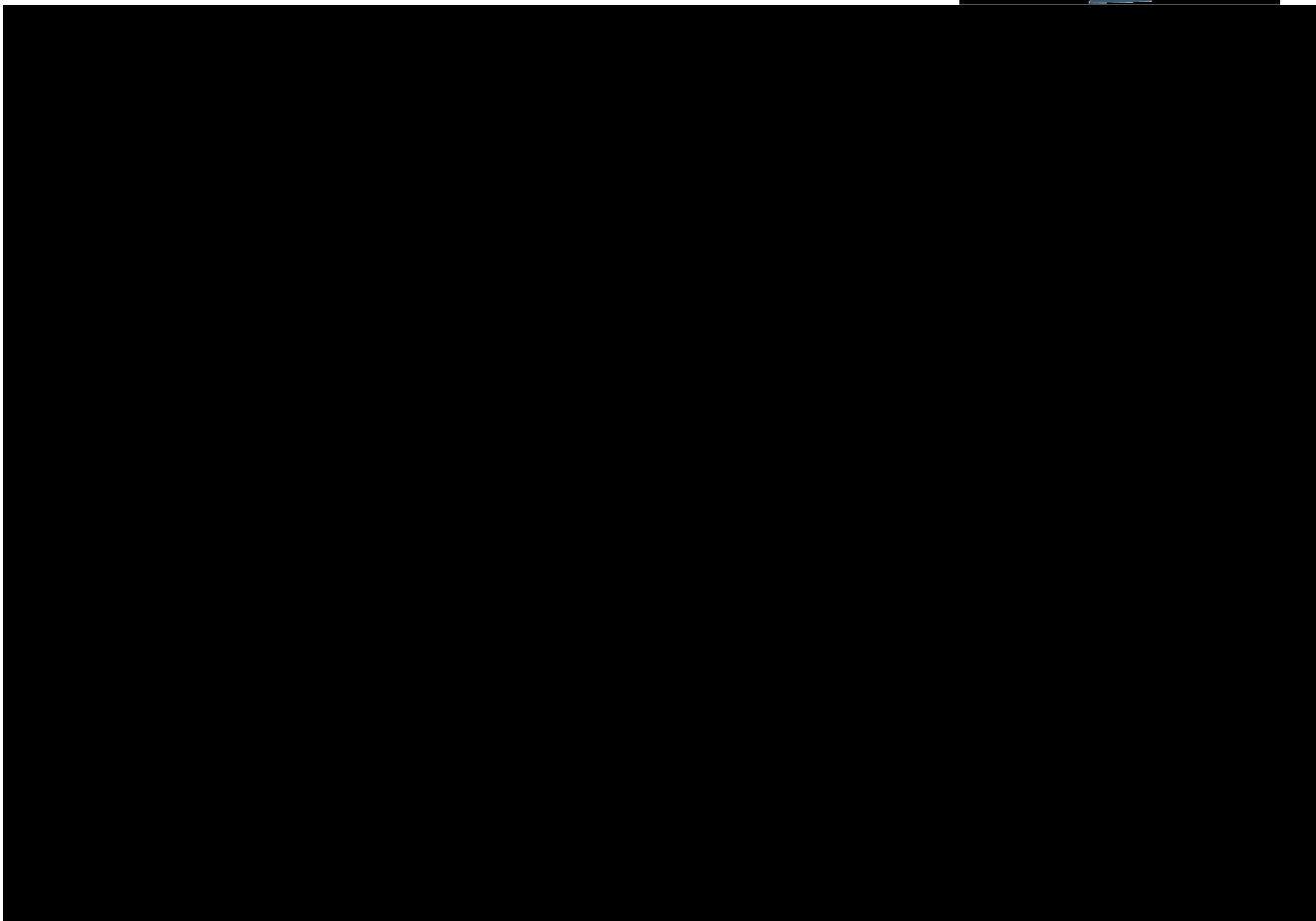


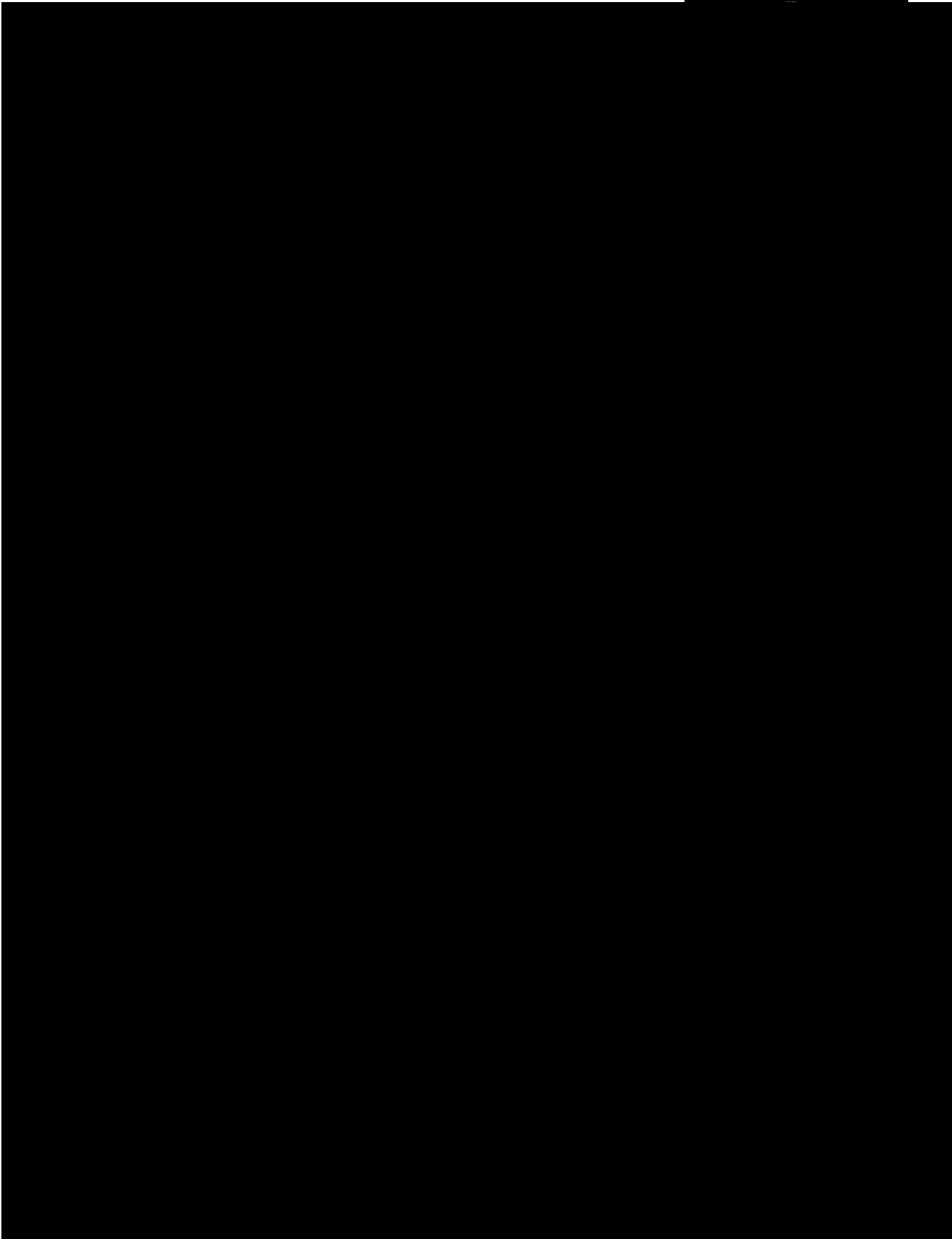


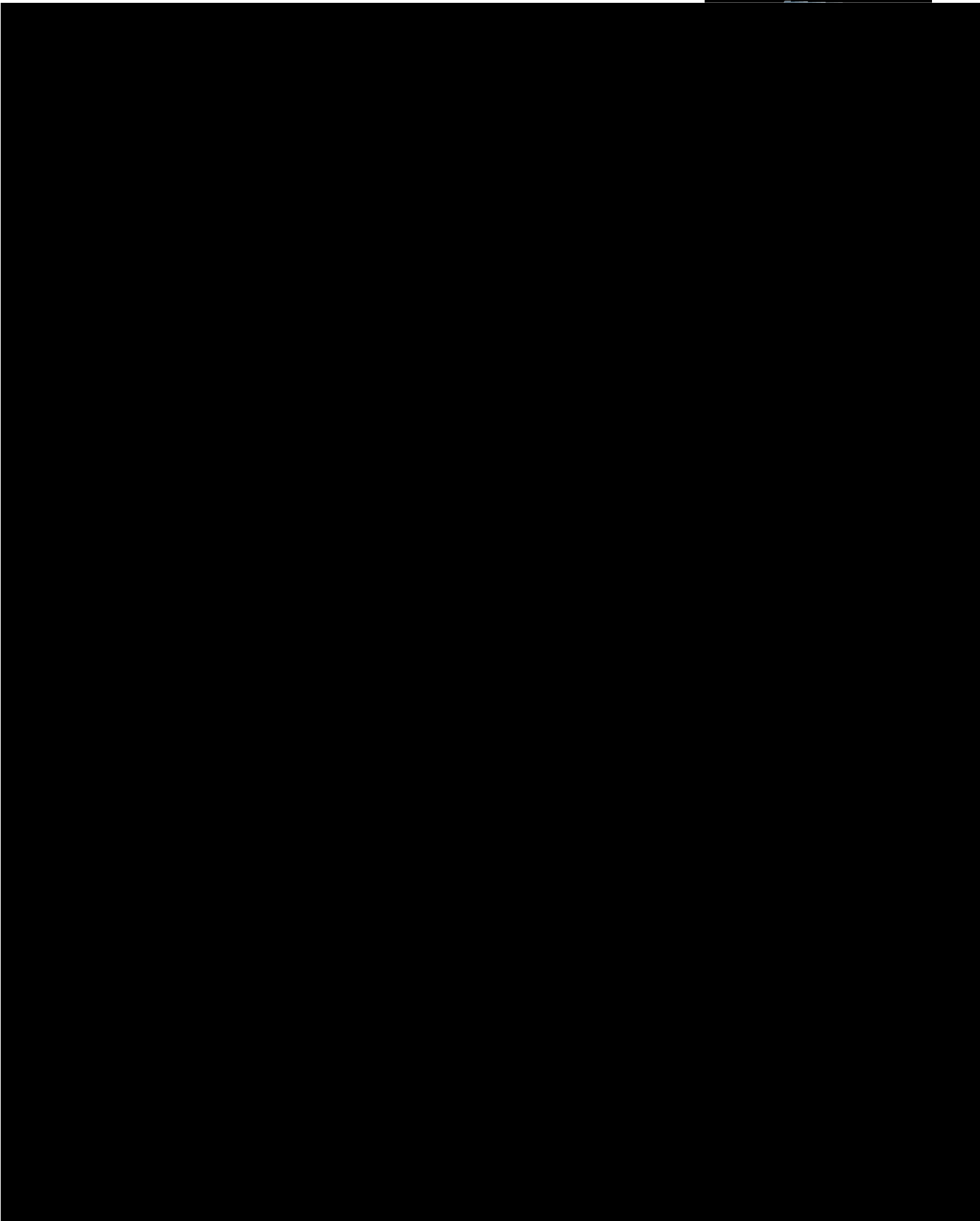




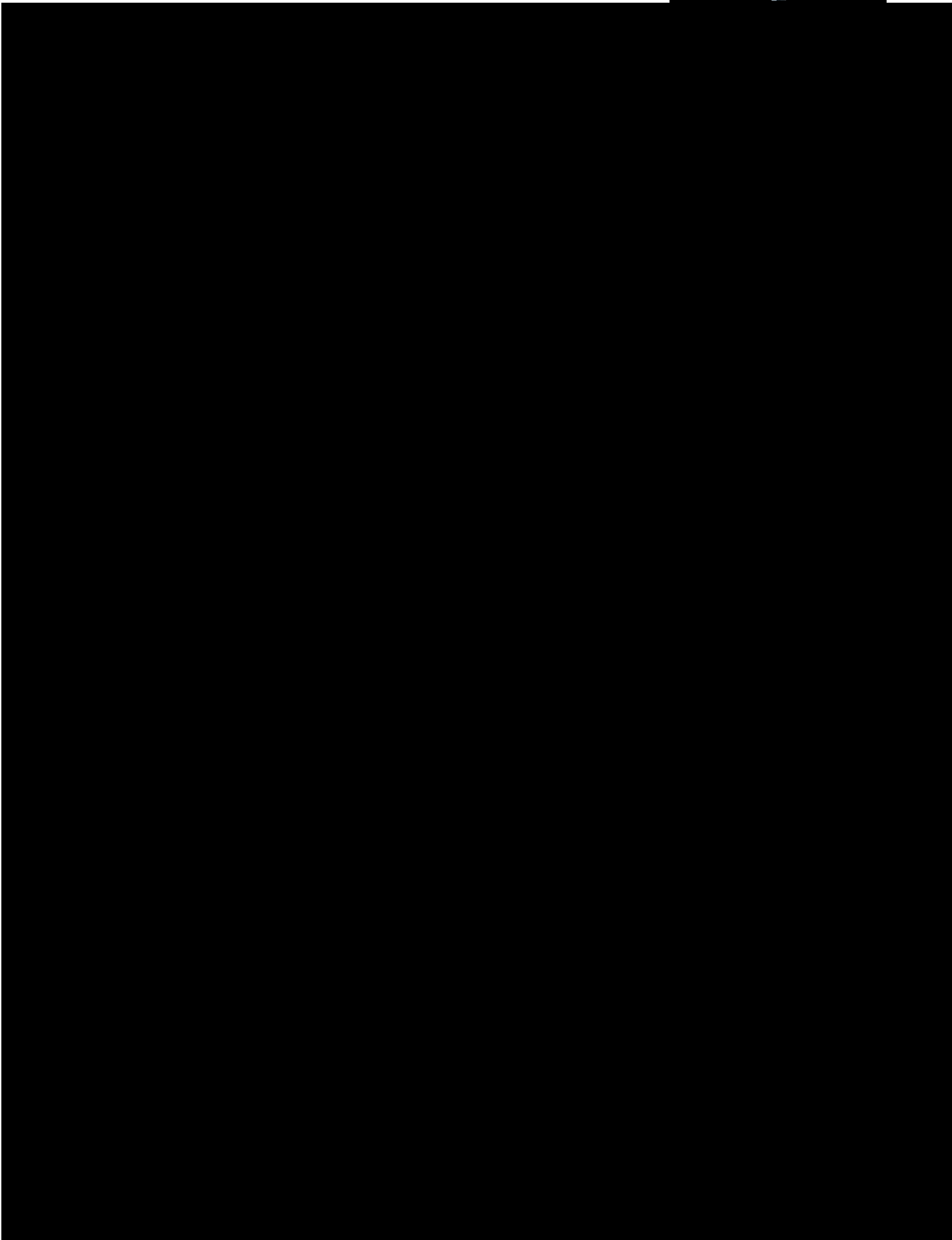


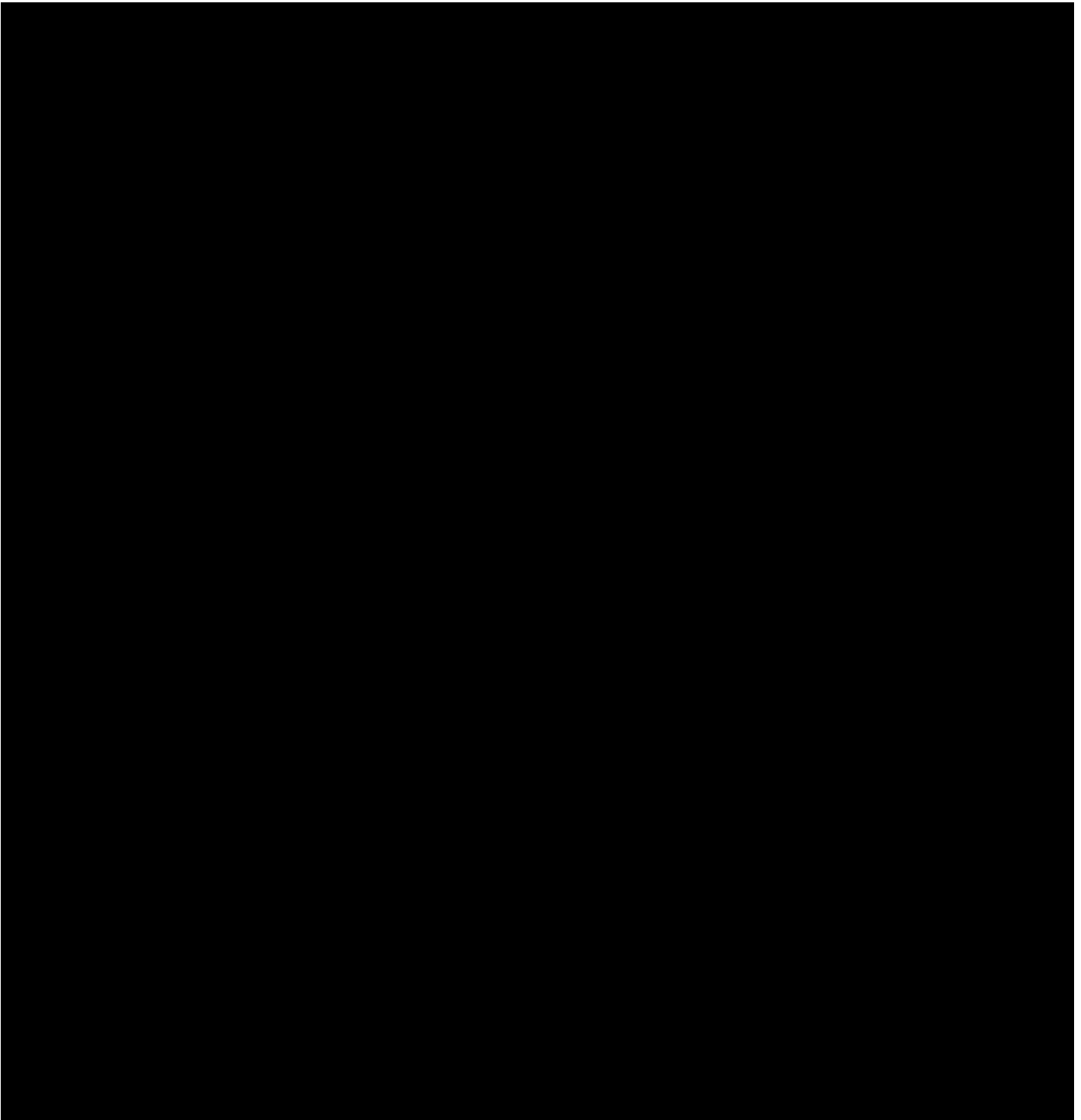












ATTACHMENT M

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CELL: (570) 850-9317

October 21, 2015


Rosemary Chiavetta, Secretary
Pa. Public Utility Commission
P.O. Box 3265
Harrisburg PA 17105-3265

Re: Petition of Communications Workers of America
for a Public, On-the-Record Commission
Investigation of the Safety, Adequacy, and
Reasonableness of Service Provided by Verizon
Pennsylvania LLC
Docket No. P-2015-_____

Dear Secretary Chiavetta:

Enclosed for filing please find the Petition of Communications Workers of America requesting the Commission to open an Investigation of the safety, adequacy, and reasonableness of service provided by Verizon Pennsylvania LLC. The document was served on Verizon Pennsylvania LLC and the statutory parties as shown on the attached Certificate of Service.

The document was filed electronically with the Commission on this date.

Sincerely,


Enclosure

cc: Per certificate of service

FE00169

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Petition of Communications Workers of :
America for a Public, On-the-Record :
Commission Investigation of the Safety, : Docket No. P-2015-_____
Adequacy, and Reasonableness of Service :
Provided by Verizon Pennsylvania LLC :

PETITION OF COMMUNICATIONS WORKERS OF AMERICA

Pursuant to 52 Pa. Code § 5.41, the Communications Workers of America ("CWA") hereby petitions the Pennsylvania Public Utility Commission ("Commission") to initiate a public, on-the-record investigation into the safety, adequacy, and reasonableness of the facilities and service of Verizon Pennsylvania LLC ("VZPA"). The reasons for this Petition and the suggested scope of the investigation are as follows:

Part I. Introduction

1. CWA is the authorized bargaining unit for approximately 4,700 employees of VZPA and is also a customer of VZPA at two offices in Pennsylvania: 230 S. Broad Street, Philadelphia, PA, and 1370 Washington Pike, Suite 407, Bridgeville, PA.
2. CWA members include VZPA employees who are directly responsible for operating and maintaining the physical facilities (such as poles, wires, cables, and conduits) that are used to provide telecommunications service to the public.
3. CWA will be represented in this case by, and all documents should be served upon, its attorney:

PUBLIC VERSION

Scott J. Rubin
333 Oak Lane
Bloomsburg, PA 17815-2036
Voice: 570-387-1893
Fax: 570-387-1894
Email: scott.j.rubin@gmail.com

4. Pursuant to 52 Pa. Code § 1.54(b)(3), the undersigned counsel consents to the electronic service of all documents at the e-mail address shown above.

5. VZPA is the incumbent local exchange carrier in the former Bell Atlantic region that provides service throughout the majority of Pennsylvania.

6. On information and belief, CWA states that VZPA's Utility Code is 310200 and its address for service of Commission documents is 1717 Arch St., 3rd Floor, Philadelphia, PA 19103.

7. As part of its on-going obligation to its members, CWA conducted an investigation of the conditions at VZPA under which its members work. The investigation focused on the condition of outside plant (readily observable from public streets and sidewalks) in the areas of Pennsylvania where VZPA has not deployed its fiber-to-the-home facilities known as FiOS.

8. CWA expected its investigation to show deferred maintenance or other indications that VZPA should be increasing its budget (and frontline workforce) for non-FiOS repair and maintenance. What CWA found, however, as detailed below, were numerous instances throughout the Commonwealth of physical plant in an appalling state of disrepair that pose a safety hazard to utility employees and the public.

9. As set forth more fully below, CWA is asking that the Commission conduct an in-depth in-person examination and audit of VZPA records and physical plant throughout VZPA's service area, with a particular emphasis on areas where VZPA has

PUBLIC VERSION

not deployed FiOS; adopt detailed findings of fact; order VZPA to take specific, detailed remedial actions; and impose substantial civil penalties on VZPA for its repeated and willful failure to comply with the Public Utility Code, Commission regulations, and standard industry practices for protecting the safety of the public and utility employees.

Part II. Legal Authority

10. CWA is petitioning the Commission to exercise the Commission's authority pursuant to the Public Utility Code to conduct a public, on-the-record investigation into whether VZPA is meeting its statutory obligation to provide "adequate, efficient, safe, and reasonable service and facilities" and to "make all such repairs, changes, alterations, substitutions, extensions, and improvements in or to such service and facilities as shall be necessary or proper for the accommodation, convenience, and safety of its patrons, employees, and the public." 66 Pa. C.S. § 1501.

11. In addition to Section 1501, CWA is asking the Commission to invoke its authority pursuant to the following sections of the Public Utility Code:

- A. Section 331(a) authorizes the Commission to "investigate and examine the condition and management of any public utility."
- B. Section 501 gives the Commission "full power and authority ... to enforce, execute and carry out ... the provisions of this part."
- C. Section 506 empowers the Commission "to enter upon the premises, buildings, machinery, system, plant, and equipment, and make any inspection, valuation, physical examination, inquiry, or investigation of any and all plant and equipment, facilities, property, and pertinent records, books, papers, accounts, maps,

PUBLIC VERSION

inventories, appraisals, valuations, memoranda, documents, or effects whatsoever, of any public utility ... and to hold any hearing for such purposes."

D. Section 1505(a) authorizes the Commission, after notice and hearing, to "prescribe ... the reasonable, safe, adequate, sufficient, service or facilities to be observed, furnished, enforced, or employed, including all such repairs, changes, alterations, extensions, substitutions, or improvements in facilities as shall be reasonably necessary and proper for the safety, accommodation, and convenience of the public."

E. Section 3301 permits the Commission to impose civil penalties of up to \$1,000 per day for each violation of the Public Utility Code, a Commission order or regulation, with "each and every day's continuance in the violation" being a "separate and distinct offense."

Part III. VZPA is Jeopardizing the Safety of its Employees and the Public by Failing to Maintain Safe Facilities

12. For many years, VZPA has intentionally failed to maintain its physical plant in non-FiOS areas of the Commonwealth. The state of deterioration is now so advanced that poles are literally falling over, cables are sagging to the ground, animals and insects are infesting broken wiring cabinets, and the safety of VZPA's employees and the public is being jeopardized every day.

13. As explained more fully in Part VI below, CWA's members are subject to a Verizon "Code of Conduct" that may be read to impose restrictions on an employee's ability to share information about VZPA with those outside the company. Violations of the "Code of Conduct" can subject an employee to disciplinary action, including the loss of employment. In order to avoid the possibility of violations of the "Code of Conduct",

PUBLIC VERSION

CWA cannot provide in this Petition many of the details it would like to share with the Commission concerning VZPA's neglect of its non-FiOS plant.

14. CWA, in the course of representing our members, has learned of VZPA policies and practices that systematically neglect copper facilities and customers on the copper networks. CWA has documented some of the most blatant effects of these policies and practices through photographs of VZPA facilities in plain sight from public areas throughout VZPA's non-FiOS service area. A few of the photographs received by CWA are provided and discussed in this Part of the Petition.

15. We focus below on four areas in which VZPA is failing to provide safe facilities by refusing to 1) replace damaged, bent, and broken poles; 2) repair or replace damaged cross-connect boxes and remote terminals; 3) repair or replace damaged cable; and 4) properly control falling trees and vegetation near its facilities. The following pages contain a few examples of VZPA's gross neglect of its physical plant in non-FiOS areas.

16. When a new pole is installed, VZPA fails to move its facilities to the new pole, resulting in what is known as a double pole. CWA does not know the full extent of the double pole problem in Pennsylvania, but it expects the number of double poles to be in the thousands because at least some VZPA managers claim that there is little money in the budget to move facilities to the new poles.



A. **Dangerous Double Poles.** The picture at left from Chester County shows two sets of double poles (one in the foreground and one in the background). The old pole in the foreground is clearly marked with an "X" indicating it is to be removed. This pole is so bent that it is tied to the new pole at the top to keep it from falling over (see blow-up below of area outlined in yellow). It appears that VZPA's facilities are the only ones still attached to the old poles.





B. Double poles are not only unsightly, they also pose a hazard to line workers who must climb poles to work on the lines and other equipment. Having two poles in such close proximity reduces worker maneuverability (which can be essential when an animal or insect infestation or other hazard requires the worker to move quickly to avoid harm).

C. Unfortunately, when a double pole is left in place, it continues to deteriorate, resulting in old poles that are bent, broken, and even sheared off at the base, as shown in the accompanying pictures. The picture at left from Berks County shows an old double pole that has sheared off at the bottom and is suspended over a sidewalk -- apparently hanging from a couple of cables. The scraps of wood that litter the base of the pole (yellow arrows) look like old, decayed wooden supports that had been pounded into the ground to try to shore up the old pole. Verizon's facilities are still attached to this pole. Verizon fails to remove its facilities even from poles that are in a deplorable state of repair and represent an immediate safety hazard to the public and utility workers.



D. In the picture below left, an old double pole in Cumberland County has broken. The blow up shows that the base of the pole is being held together by a wooden post. The top of the old pole apparently is kept upright by a single brace to the newer pole (yellow arrow).



PUBLIC VERSION

E. Old double poles can become so bent that they require supports to try to keep them upright. The picture at right from Berks County shows a seriously bent old double pole. A blow-up of the base of the pole (below) shows a metal bar has been sunk into the ground and tied to the old pole to try to keep it from falling over. Once again, VZPA's facilities are the only ones still attached to the old pole. The blow-up also shows grass growing right up to the base of the newer pole, indicating that the newer pole has been in place for quite some time.



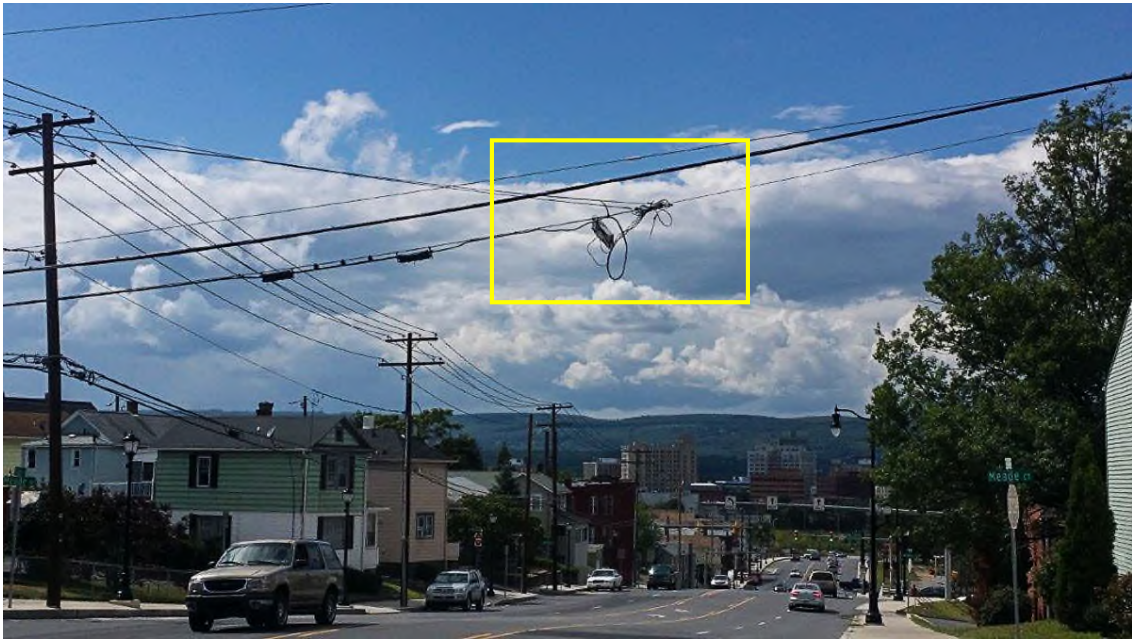


F. **Dangling Pieces of Old Poles.** There are times, of course, when there simply is no room for the old pole. Even in those situations, VZPA does everything it can to avoid the expense of moving its facilities to the new pole. When VZPA does nothing, and the electric utility must remove the pole from the base, it may leave the portion of the old pole containing VZPA facilities just dangling over the right of way, tied to the new pole by a single cable or a make-shift wooden support. The pictures on this page come from throughout the Commonwealth (Cumberland, Luzerne, Monroe, and Washington counties) and show a few of the many examples of this incredibly dangerous practice.

G. Leaving a portion of the old pole hanging is not only dangerous to the public (for obvious reasons if the support were to break), but also poses a serious hazard to utility workers who must navigate this heavy foreign object and try to find a safe and secure way to work on the facilities attached to the old bit of pole (you certainly cannot prop up a ladder against it). Note how some of these dangling bits of pole are perilously close to the ground.



H. **Unattached Facilities.** In other circumstances, it is simply impossible to leave the old pole hanging. For example, a highway widening project in Monroe County required the complete removal and relocation of poles. VZPA had to remove its facilities from the old pole, but instead of spending the money to run new, longer cable to attach to the new pole, VZPA simply left its old facilities dangling over the highway, as shown in the picture below. This includes a terminal that is supposed to be attached to a pole to secure the conductor inside -- conductor that directly serves individual customers along the highway -- as shown in the blow-up below the main picture.



PUBLIC VERSION

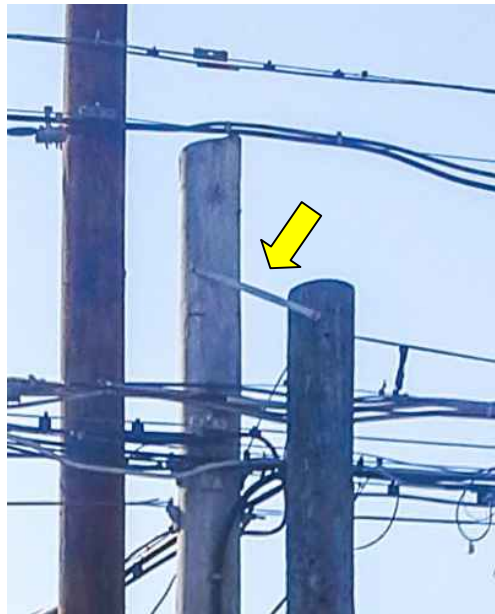
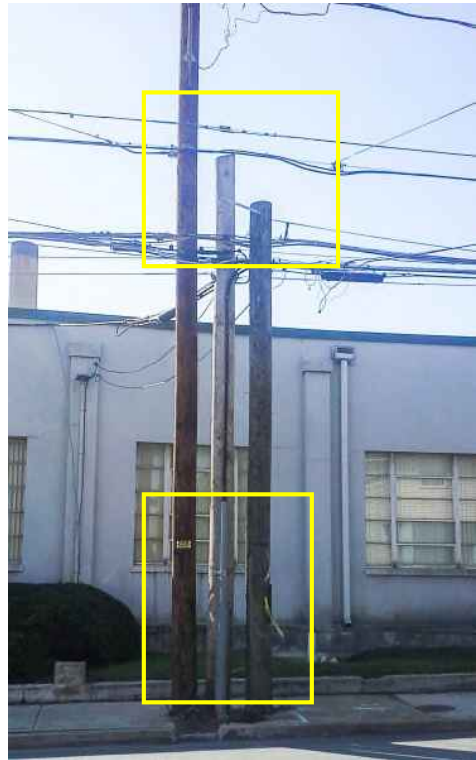
I. Incredibly, there are even circumstances where VZPA's failure to spend money to maintain its non-FiOS network has resulted in cables being unattached to any pole at all. The picture below from Luzerne County shows VZPA's cables attached to a fence, so the cables run underneath a bridge instead of over the top (as the electricity cables do). Needless to say, this condition, which has cables just a foot or two above ground level, is extremely hazardous to the integrity of the cable (animal infestation, unauthorized human contact, etc.), the public who may pass within inches of the cable, and utility workers who are somehow supposed to work safely on cable attached in this manner.



J. Symptoms of the same problem occur in the accompanying pictures from Chester and Lancaster Counties. VZPA has simply left terminals and other facilities dangling over the road or sidewalk, rather than spending the money to properly attach them to the new pole.



K. Further, VZPA's failure to spend the money to move its facilities and remove double poles has been an ongoing practice for many years. An astounding example of this is the picture at right from Berks County showing a triple pole. This represents two generations of poles that VZPA has allowed to remain in place without regard to the safety of line workers and the public. VZPA's facilities remain attached to the oldest (right) pole. In the blow-up below left, it can be seen that the right and center poles are each marked with an "X" indicating that the poles are to be removed. It also appears that the center pole has split causing a metal support and band to be installed to try to keep the pole together. Incredibly, despite this defect in the center pole, the right pole remains attached to the center pole for support, as shown in the blow-up below right (yellow arrow).



L. VZPA's unconscionable neglect of its non-FiOS network is not limited to double poles. When other facilities are damaged, at least some VZPA managers say there is little or no money to spend for maintenance or repair.

M. **Damaged Cross-Connect Cabinets and Remote Terminals.** Cross-connect cabinets are vitally important facilities on the non-FiOS network. Large cables (containing hundreds of pairs of the individual conductors that serve customers) enter the cabinet and are then split into their individual circuits. A remote terminal ("RT") serves as a miniature central office, providing dial tone and data services to customers who are distant from a central office. Damaged cross-connect boxes and RTs have a direct impact on the reliability of service to customers as wires get damaged, rained on, chewed by animals, or disconnected. Damaged cabinets (even seemingly small openings) also are subject to infestation by insects and animals creating a significant safety hazard to utility workers who must access the cabinet, as well as a potential public health problem.

N. VZPA does not replace damaged cross-connect cabinets and RTs and allows these types of hazards (and resulting poor service quality) to proliferate. Following are a few examples of damaged cross-connect cabinets from two areas in Chester County (top row) and Lycoming County, and a damaged RT from Centre County (below right).



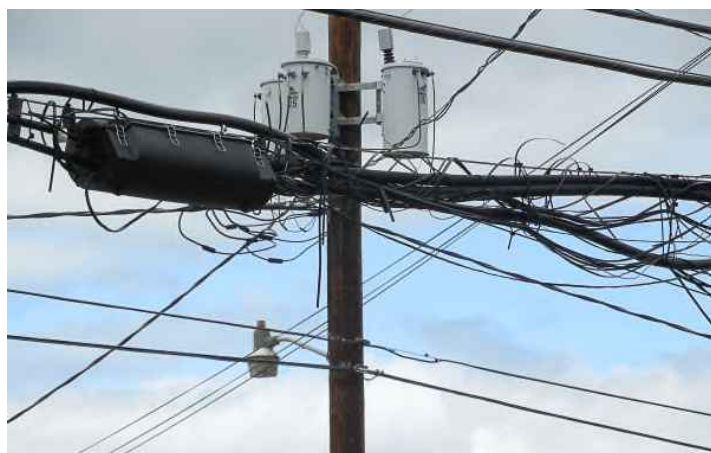
O. **Damaged Cable.** VZPA's unconscionable neglect of its network also is apparent in its failure to spend money on routine maintenance and repairs. For example, VZPA routinely fails to authorize the replacement of damaged cable. Instead, employees are directed to cover damaged areas of cable with splice boxes or even plastic coverings and run simple conductor line around the problem. Conductors are not designed for this type of outdoor use, lack a ground (offering the circuit no protection from lightning strikes), and have only thin coverings that are easily penetrated by animals and weather. Unfortunately, these practices appear to be "business as usual" throughout VZPA's non-FiOS network, as shown below.



P. The picture at left from Monroe County shows a single cable that has become so damaged there are at least 10 splice boxes on a single span of a few hundred feet. Each splice box covers a portion of damaged or defective cable. Each of the numerous thin wires would have been installed in response to a separate customer complaint of either no dial tone or static on the line. Rather than replacing this

span of cable, which almost certainly has deteriorated to the point where conductors are damaged or exposed to weather (rain, ice, snow), VZPA has directed a series of make-shift fixes that do not address the long-term problem.

Q. The picture at right from Luzerne County exhibits the same problem (defective cable that should be replaced). The number of work-arounds on this portion of cable are astounding. Each small wire represents a response to a different customer's service complaint, and likely represents a separate service call and trip up the pole for a VZPA field worker. Obviously, it will become increasingly difficult to apply these "band aids" to this cable, as there is little ability to work safely to install yet another patch within this limited space.



R. At other times, cable becomes so deteriorated that VZPA simply directs that it be covered with plastic to try to keep out the weather. These plastic coverings, which resemble heavy-duty plastic trash bags, themselves deteriorate as animals chew through them. The result can be animals and insects nesting inside which poses a serious hazard to utility workers if they must work near and inside the coverings. This problem can be seen in the following pictures. The picture below left from Lehigh County shows early signs of deterioration in a plastic covering (tearing on the left). The picture below right from Luzerne County shows significantly advanced deterioration of what is supposed to be a protective covering. Here the covering is split open and some type of animal has built a nest inside.



S. As seen in the picture below from Luzerne County, there are, unfortunately, times when VZPA is not even willing to put this level of effort into a repair. The picture below shows deteriorated cable that has not been repaired in any manner (or perhaps its plastic covering has completely deteriorated). The contents of the cable are simply exposed to the elements, allowing the cable, and service to customers, to further deteriorate. (This is a close-up of the cable at ground level running under the bridge in paragraph I, above.)



T. **Falling Trees and Poor Vegetation Control.** VZPA also is failing in its obligation to control vegetation near its facilities. The failure to control vegetation damages facilities and poses a significant safety hazard to utility workers who must try to access facilities in need of repair while maintaining sufficient maneuverability and clearances to



work in a safe manner. The following pictures from Centre and Chester counties provide just a few examples of VZPA facilities that are covered by fallen trees or almost completely overgrown by vegetation.



U. **Dangerously Sagging Cables.** Further evidence of VZPA's neglect of its non-FiOS network is apparent in the prevalence of cables sagging below their normal space on the pole, and in some cases sagging just a few feet off the ground. Sagging cables usually occur because lashing wire has broken and, at VZPA's direction to save money, not been replaced. Sagging cables create a safety hazard to utility workers, as the cables become too close to other cables on the pole (restricting line worker maneuverability). When cables sag too close to the ground, they also pose a hazard to the public, placing the cable



within easy reach of pedestrians, vehicles, and even children. Sagging cables also threaten the integrity of the conductor inside the cables, as strain is placed on the thin conductor which is improperly bearing the weight of the cable. The accompanying pictures show VZPA cables that are sagging perilously close to the ground. The picture at left from Luzerne County shows a VZPA cable that is only 3 or 4 feet above the ground. The picture below from Centre County shows a

VZPA cable (yellow arrow) that is sagging so badly the homeowner apparently tied it to a tree to try to keep it out of the road (red arrow).



PUBLIC VERSION

17. Each of these instances, and the hundreds (if not thousands) more like them across the Commonwealth, represents a direct and immediate threat to the safety of the VZPA employees who are expected to maintain these facilities and to members of the public who walk, drive, go to school, play, and live near these facilities.

18. Many of these deficiencies also constitute direct violations of the National Electrical Safety Code ("NESC") which VZPA is required to obey. Until recently, a Commission regulation required VZPA to comply with the NESC. 52 Pa. Code § 63.23. In March of this year, the Commission issued an order that granted VZPA a waiver of that section, but expressly required VZPA to "construct and maintain its public utility equipment, facilities, and wire or cable crossings in accordance with the safety standards as set forth in the most up-to-date version of the National Electrical Safety Code." *Joint Petition of Verizon Pennsylvania LLC And Verizon North LLC for Competitive Classification of all Retail Services in Certain Geographic Areas and for a Waiver of Regulations for Competitive Services*, Docket Nos. P-2014-2446303 and P-2014-2446304 (Mar. 14, 2015), slip op. p. 81. For example, the following are a few of the NESC requirements that VZPA willfully and repeatedly violates, as partially documented above:

A. NESC 213 requires a utility to maintain overhead communications lines with adequate clearances for climbing and work space. Double poles, cut-off poles, and damaged poles restrict the space necessary for utility workers to climb and work on poles while remaining maneuverable (to avoid insects and animals, for example).

B. NESC 214 requires a utility to "promptly repair" any defects that are reasonably expected to endanger life or property. It is abundantly clear that VZPA is not complying with this provision. VZPA is continually allowing unsafe conditions to

exist on its non-FiOS network, apparently just hoping that something doesn't fall and injure someone.

C. NESC 232 requires a utility to maintain minimum vertical clearances for communications conductors of at least 4.7 meters (approximately 15.4 feet) above any land or road subject to vehicular traffic, and at least 2.9 meters (approximately 9.5 feet) above pedestrian-only areas. Unfortunately, there are numerous areas in Pennsylvania where Verizon has failed to repair broken lashings or install replacement poles, allowing its cables to sag perilously close to the ground, and well below the minimum clearances required by the NESC.

D. NESC 236 and 237 contain minimum space requirements to ensure the safety of utility employees who are climbing and working on poles. VZPA's practice of allowing double poles, broken poles, and cut-off poles to remain in place severely impinges on this climbing and working space available to utility line workers, further jeopardizing the safety of utility employees.

Part IV. VZPA is Not Providing the Public with Safe, Adequate, and Reasonable Service

19. Millions of residential, business, and wholesale customers in Pennsylvania rely on VZPA's traditional copper network for telephone and Internet access service. But due to VZPA's longstanding and systematic neglect of its copper infrastructure, many of these customers do not receive the safe, adequate, and reasonable service that the statute mandates.

20. The safety deficiencies outlined above provide compelling evidence that VZPA is not providing safe, adequate, and reasonable service to its customers. Many of

PUBLIC VERSION

the safety hazards illustrated above also manifest themselves in service outages or deficiencies (such as static on the line or loss of dial tone when it rains) which severely affect the quality of service received by the customer. For example, damaged cross-connect boxes and plastic coverings that allow the wiring inside of the boxes and plastic coverings to become exposed to the weather or animal activity damages the conductor that serves customer premises. Similarly, deteriorated cable that requires multiple splice boxes or plastic coverings is exposed to the weather (rain, snow, ice, lightning) and leads to intermittent or permanent deterioration of customers' service. As noted above, sagging cables also are likely to cause service quality problems for customers, as some of the conductor that is effectively holding up the cable will stretch and ultimately break leading to a loss of service to customers.

21. Over the years, customers have filed numerous complaints with the Commission regarding service interruptions, static on the line, loss of service when it rains, incomplete or improper installations and other deficiencies. Records obtained from the Commission by CWA show that since 2012, more than 6,000 customers submitted informal complaints to the Commission about the quality and reliability of service they receive from VZPA. Moreover, these complaints vastly understate the true extent of the problem because the Commission's "warm transfer" procedure allows most complaints about VZPA's service to be diverted to VZPA before they even reach a Commission employee.

22. In addition, several VZPA customers have filed formal complaints with the Commission that provide further evidence of the way in which VZPA's lax and dangerous maintenance practices affect customers. Following are just a few examples of

PUBLIC VERSION

the problems customers experience that are directly related to the unsafe and unreasonable practices documented above:

A. In May 2015 a customer in Washington County complained: "This service problem has been going on for years. My phone service is not reliable. In February 2015 I was without service 4th 5th 6th 23rd & 24th. In April 2015 I had no service 7th 8th & 9th. And as I fill out this form 5-13-15 I am without service. ... Verizon should be forced to upgrade their equipment and do preventative maintenance on said equipment to ensure reliable service. I was told on numerous occasions by Verizon technicians that Verizon does not want to spend the money to upgrade or do preventive maintenance. This is the reason I am filing this formal complaint. It is time Verizon corrects the problem permanently and not put a 'band aid' on it." C-2015-2483647.

B. In January 2015, a Chester County resident complained: "No dial tone, noise on the line on: July 4-10, 2014; Aug. 2-3; Oct. 21-24; Nov. 1-3; Nov. 6-7; Nov. 17-18; Dec. 22-31; Jan. 3-5, 2015." C-2015-2464196.

C. Last year, two different Potter County customers explained the serious consequences to health and safety of VZPA's failure to repair and maintain its copper network. One complaint states, in part: "For many years people who call me often tell me that they get a message that my phone line has been disconnected. IT HAS NOT! ... On June 12, 2014, the pharmacy at Walmart in Mansfield Pa. tried to call me TWICE about a problem with my meds. My phone rang and Caller ID showed it was Walmart - but when I picked up & said hello, all I got was dead air! Twice this happened - so I called the pharmacy and got right through. The pharmacist told me when she tried to call me my phone would NOT ring. I said to her yet but it did ring & I answered but nothing

PUBLIC VERSION

happened. She said both times it was as if the phone needed more numbers cause all she got was dead air waiting for her call to go through to me." C-2014-2430764.

A separate complaint stated: "I would like Verizon to give me clear line that does not get noisy when it rains or snows. The problems as it was put to me is the underground wires plus the pedestals are defective from moisture and critters. ... I have a medical situation and rely on my phone. Last year the lines came down and I was without service for a week. I have had this ... for 4 years and hoped the problem would be corrected if they would not use the Band Aid approach." C-2014-2408707.

D. In February 2014, several neighbors in Lycoming County filed a complaint stating that for many years their telephone service has experienced frequent outages, false busy signals, periodic static, and poor connection quality. They explained: "We had had opportunities to speak with various repair technicians that have worked on our lines over the last several years. Generally, these technicians have advised us that they bypassed or repaired the line in any number of locations ... in order to restore service. Some have told us that they suggest in their service reports, due to the poor condition of the phone cable to our area, it should be replaced." The customers also note that cell phone service is not available where they live and that "six of the eight individuals included in this complaint have known heart conditions." The customers also included several pictures of the phone cable serving them. The pictures show the cable dragging on the ground and being tied to a tree limb. C-2014-2407348, C-2014-2407353, C-2014-2407359, and C-2014-2407367.

E. A customer in Monroe County explained his inability to call 911 in a complaint filed in January 2014, stating: "Ongoing issue with two residential lines over

the past 1 1/2 - 2 years. Lines will not dial out many times. This is a 911 safety issue as well as a regular usage issue. Outside callers attempting to reach the house are disconnected before phone can be answered on one ring. ... Calls are disconnected randomly in the middle of conversations. ... Verizon has been to my home 10-20 times in past 1 1/2 - 2 yrs. Nothing has been rectified." The customer, understandably, asks for the following relief: "Reliable 911 via landline service and reliable landline service for normal usage." C-2014-2399869.

23. In summary, VZPA has neglected its copper network in the Commonwealth to the point where numerous unsafe conditions exist throughout VZPA's copper network. Poles are falling over, cables are sagging near the ground, terminals and bits of pole are hanging in mid-air above public streets and sidewalks, and customers are unable to get a reliable dial tone, access 911 and medical providers, or have important calls completed. The deplorable state of VZPA's physical plant and the public records received by CWA from the Commission support such a conclusion, but likely only begin to scratch the surface.

Part V. Need for Commission Investigation

24. Accordingly, CWA requests that the Commission conduct a comprehensive, state-wide investigation into the adequacy, safety, efficiency, and reasonableness of VZPA's service and facilities in the non-FiOS portions of Pennsylvania; a proceeding in which VZPA would bear the burden of proof pursuant to 66 Pa. C.S. §§ 315(b) and 315(c). The investigation should include (i) an in-depth in-person examination and audit of VZPA records and physical plant throughout VZPA's service area, with a particular emphasis on areas where VZPA has not deployed FiOS; (ii) the adoption of detailed

PUBLIC VERSION

findings of fact; (iii) an order that VZPA take specific, detailed remedial actions; and (iv) the imposition of substantial civil penalties on VZPA for its repeated and purposeful failure to comply with the Public Utility Code, Commission regulations, and standard industry practices for protecting the safety of the public and utility employees.

25. The Commission is also requested to evaluate and determine whether to conduct a financial analysis of copper network revenue and expenditures over the past ten years; the current state of the copper infrastructure; staffing levels dedicated to preventive maintenance, repair, installation, and customer service over the past ten years; policies and procedures that impact the safety of facilities and the quality of service that customers receive; and other items relevant to such an inquiry. Such additional analyses and audits, however, should not delay the immediate investigation and repair of the safety violations that appear to be pervasive across VZPA's copper network.

Part VI. Protection for VZPA Employees

26. Finally, the Commission order initiating the investigation should include an injunction prohibiting VZPA from enforcing its "Code of Conduct" or taking any employment action against any employee who provides evidence to the Commission as part of this investigation, as explained in the following paragraphs.

27. Evidence that VZPA is not providing safe, adequate, and reasonable telephone service because it is allowing the copper infrastructure to deteriorate is available from frontline VZPA technicians and customer service employees. The employees are in a position to observe firsthand how VZPA's policies, procedures, and inadequate investment have led to the virtual abandonment of the copper network and have created roadblocks to providing customers with the quality service they deserve.

PUBLIC VERSION

28. Such evidence is not included in this Petition, however, because VZPA has adopted a "Code of Conduct" that may prohibit employees from discussing in detail company procedures and practices, or from providing information to the Commission without first clearing it through Verizon's legal department. Additionally, employees fear reprisal and retaliation by VZPA for their participation in providing information to the Commission.

29. VZPA's employees would welcome the opportunity to participate fully in a Commission investigation. This would give the Commission first-hand, on-the-ground knowledge of the ways in which VZPA continually and intentionally allows its facilities and service to deteriorate and pose a safety hazard to employees and the public. CWA is, therefore, asking the Commission to issue an injunction that prohibits VZPA from enforcing its "Code of Conduct" or taking any employment action against any employee who provides evidence to the Commission as part of this investigation. In particular, CWA requests that the Commission issue an injunction barring VZPA or any affiliate from coercing, discriminating against, intimidating, or taking adverse employment actions of any character (including but not limited to disciplinary action) against any employee who participates in the Commission's investigation; and from otherwise enforcing its Code of Conduct against employees who participate in the Commission's investigation and proceedings, with respect to any aspect of their testimony or participation therein.

30. The Commission has the authority to issue such an injunction pursuant to the following sections of the Public Utility Code: section 332(f) (Commission power to prohibit parties from obstructing a proceeding); section 3316 (protection of public utility

PUBLIC VERSION

employees against retaliation by a public utility when the employee provides information to the Commission concerning "wrongdoing or waste" by the utility); and section 3019(i) (protection of telecommunications utility employees against retaliation when the employee provides information to the Commission concerning "wrongdoing, waste or a potential violation of the commission's orders or regulations or of this title").

WHEREFORE, the Communications Workers of America respectfully petitions the Pennsylvania Public Utility Commission to conduct a thorough investigation into the adequacy, safety, efficiency, and reasonableness of VZPA's service and facilities in the non-FiOS portions of Pennsylvania.

As described above, the investigation should include the following:

- (i) an in-depth in-person examination and audit of VZPA records and physical plant throughout VZPA's service area, with a particular emphasis on areas where VZPA has not deployed FiOS;
- (ii) the adoption of detailed findings of fact;
- (iii) an order that VZPA take specific, detailed remedial actions;
- (iv) the imposition of substantial civil penalties on VZPA for its repeated and purposeful failure to comply with the Public Utility Code, Commission regulations, and standard industry practices for protecting the safety of the public and utility employees; and
- (v) an injunction barring VZPA or any affiliate from coercing, discriminating against, intimidating, or taking adverse employment actions of any character (including but not limited to disciplinary action) against any

PUBLIC VERSION

employee who participates in the Commission's investigation; and from otherwise enforcing its Code of Conduct against employees who participate in the Commission's investigation and proceedings, with respect to any aspect of their testimony or participation therein.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Scott J. Rubin". The signature is fluid and cursive, with the first name "Scott" and last name "Rubin" clearly distinguishable.

Scott J. Rubin (PA Sup. Ct. ID 34536)
333 Oak Lane
Bloomsburg, PA 17815-2036
Voice: 570-387-1893
Fax: 570-387-1894
Email: scott.j.rubin@gmail.com

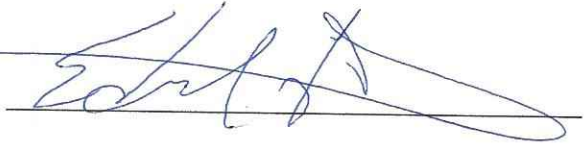
Counsel for Communications Workers of America

Date: October 21, 2015

VERIFICATION

I, Edward F. Mooney, the District 2-13 Vice-President of Communications Workers of America, hereby state that the facts above set forth are true and correct to the best of my knowledge, information and belief, and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Date: 10-19-15



A handwritten signature in blue ink, appearing to read 'Edward F. Mooney', is written over a horizontal line.

PUBLIC VERSION

CERTIFICATE OF SERVICE

I hereby certify that I have caused to be served this day a true copy of the foregoing document upon the parties listed below by electronic mail and U.S. mail, first-class, postage prepaid, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a party).

Johnnie E. Simms, Director
Bureau of Investigation & Enforcement
Pa. Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265
josimms@pa.gov

Tanya McCloskey, Acting Consumer Advocate
Office of Consumer Advocate
555 Walnut Street, 5th Floor
Harrisburg, PA 17101-1923
tmccloskey@paoca.org

John Evans, Small Business Advocate
Office of Small Business Advocate
300 North Second St., Suite 202
Harrisburg, PA 17101

Verizon Pennsylvania LLC
1717 Arch St., 3rd Floor
Philadelphia, PA 19103

Dated: October 21, 2015



Scott J. Rubin
*Counsel for
Communications Workers of America*

ATTACHMENT N

PUBLIC VERSION

From: stephen.c.mills@verizon.com [mailto:stephen.c.mills@verizon.com]
Sent: Friday, July 07, 2017 7:12 AM
To: Schafer, Stephen F <sschafer@firstenergycorp.com>; DeWitt, Deanna R <ddewitt@firstenergycorp.com>
Subject: *EXTERNAL* Verizon/First Energy Joint Use Negotiations - Verizon 2016 ARMIS Data

Deanna and Steve:

Thank you for meeting with us by telephone last week. Attached is the 2016 Pennsylvania ARMIS data that you wanted for use in your next rate proposal.

Please let me know as soon as possible what you have learned about the other issues we discussed. As you know, it is essential that we receive copies of Met-Ed's license agreements with CLECs and cable attachers (or at least a boilerplate agreement) and the 2016-2017 new telecom rates (or ranges of rates) that Met-Ed has charged its licensees so that we can understand and evaluate your claim that the joint use agreements have and will continue to provide Verizon benefits that justify higher rental rates.

PUBLIC VERSION

We are concerned that these negotiations have been dragging on for years. We would appreciate receiving Met-Ed's rate proposal, and the information about its license agreements and rates, by July 21. Please let me know if there is some reason why that will not be possible.

Sincerely,



Steve Mills
Consultant Contract Management
Network Operations & Engineering
Verizon Wireline Network

502 E. Piedmont St
Culpeper, VA 22701

O 540.829.2711
stephen.c.mills@verizon.com

ATTACHMENT O

PUBLIC VERSION

FEDERAL COMMUNICATIONS COMMISSION
Enforcement Bureau
Market Disputes Resolution Division
445 12th St., SW
Washington, DC 20554

April 4, 2014

Copies by E-Mail; Original by U.S. Mail

Petition of Salsgiver Telecom, Inc.)
for Temporary Stay Pursuant to Section)
1.1403(d) of the Federal Communications) File No. EB-14-MD-005
Commission Rules)

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Counsel for Respondent

Dear Counsel:

This letter order denies the Petition for Temporary Stay that Salsgiver Telecom, Inc. (Salsgiver) filed on February 28, 2014, under Commission rule 1.1403(d), 47 C.F.R. § 1.1403(d). In short, Salsgiver seeks to stay the removal of its unauthorized attachments from poles owned by Pennsylvania Electric Company (Penelec) in Altoona, Pennsylvania. As discussed below, the Petition fails to make a showing of irreparable harm as required by Commission rule 1.1403(d).

Background

In 2007, Salsgiver entered into a pole attachment agreement with Penelec.¹ In March 2013, Salsgiver submitted applications under the parties' agreement to attach to over 190 Penelec poles in and around Altoona, Pennsylvania.² On March 27, 2013, the parties engaged in a ride-out to review the poles at issue in the application. At that time, Penelec informed Salsgiver that make-ready would be necessary

¹ Petition for Temporary Stay, File No. EB-14-MD-005 (filed Feb. 28, 2014) (Petition), Exhibit 3 (Declaration of Loren Salsgiver) (Salsgiver Decl.) at 3, para. 7.

² Petition at 5; Salsgiver Decl. at 4, para. 11.

on many of the poles before Salsgiver could attach.³ On July 30, 2013, Penelec provided Salsgiver an estimate of approximately \$20,000 for the make-ready work.⁴ But Salsgiver “determined that the make-ready proposed by Penelec” was not necessary and proceeded to attach to Penelec’s poles without permission.⁵ These unauthorized attachments are the subject of the Petition. To date, Salsgiver has not filed a complaint challenging Penelec’s pole attachment policies.

Petition for Temporary Stay

A Petition for Temporary Stay is a “form of temporary relief pending resolution by the Commission of the underlying dispute.”⁶ Section 1.1403(d) of the Commission’s rules states that a Petition for Temporary Stay “shall not be considered” unless it includes, among other things, the reasons for the relief sought “including a showing of irreparable harm and likely cessation of cable television service or telecommunication service.”⁷ The Commission “adhere[s] to a strict threshold showing” of irreparable harm and likely cessation of service, and “will not hesitate to dismiss [a Petition for Temporary Stay] where inadequate support is provided.”⁸

The Petition fails to show that Salsgiver will suffer “irreparable harm” if a stay is not granted.⁹ In order to demonstrate “irreparable harm,” a party must show that the alleged harm is “both certain and great; ... actual and not theoretical. ... Bare allegations of what is likely to occur” are not sufficient, because the test is whether the harm “will in fact occur.”¹⁰ Thus, to demonstrate irreparable harm,

³ Salsgiver Decl. at 4, para. 11. The participants in the joint ride-out observed Salsgiver’s crews in the process of attaching to the Penelec poles that were the subject of the ride-out. Penelec directed the crews to stop. *Id.* at 4, para. 11; February 11 Letter at 1.

⁴ Salsgiver Decl. at 5, para. 16.

⁵ Petition, Exhibit 1 (Letter from Eric J. Dickson, FirstEnergy, to Loren Salsgiver, Salsgiver Telecom (dated Feb. 11, 2014) (February 11 Letter)); Salsgiver Decl. at 4, para. 12. Salsgiver alleges that its “dealings” with Penelec personnel “have proceeded on the principle that if make-ready is not necessary to provide room for Salsgiver’s proposed attachment, then Salsgiver is free to attach.” *Id.* at 6, para. 17. However, as a result of the joint-ride out and subsequent correspondence with Penelec, Salsgiver was well aware that Penelec required make-ready before Salsgiver could attach.

⁶ *In the Matter of Adoption of Rules for the Regulation of Cable Television Pole Attachments*, First Report and Order, 68 F.C.C.2d 1585, 1587, para. 8 (1978) (*Cable Television Pole Attachments*). *See id.* at 1587, para. 7 (noting that Congress intended to grant the Commission “power to protect cable television operators from irreparable injury pending resolution of facially supportable complaints”).

⁷ 47 C.F.R. § 1.1403(d).

⁸ *Cable Television Pole Attachments*, 68 F.C.C.2d at 1588, para. 8. Salsgiver attempts to challenge the lawfulness of the removal provision in the parties’ pole attachment agreement, and also whether Penelec’s notice complied with the agreement. Petition at 7-10. However, the Commission’s rules state only that a utility must give “no less than 60 days *written notice*” prior to removing attachments, which Penelec gave. 47 C.F.R. § 1.1403(c).

⁹ 47 C.F.R. § 1.1403(d). According to Penelec, Salsgiver also has not demonstrated that cable or telecommunications services are being provided over its attachments, which is a prerequisite to there being a likely cessation of such services. Answer to Petition for Temporary Stay, File No. EB-14-MD-005 (filed Mar. 12, 2014) (Answer) at 10-11. Because we find that Salsgiver has not made a showing of irreparable harm, we need not address the cessation of services issue.

¹⁰ *In the Matter of Implementation of Section 224 of the Act; A National Broadband Plan for Our Future*, Order, 26 FCC Rcd 7792, 7794, para. 6 (WCB 2011) (*Broadband Order*) (citing *Wisconsin Gas Co. v. FERC*, 758 F.2d 669, 674 (D.C. Cir. 1985) (*Wisconsin Gas*)).

PUBLIC VERSION

Salsgiver must provide “proof indicating that the harm is certain to occur in the near future.”¹¹ Economic loss “does not, in and of itself, constitute irreparable harm.”¹² A purely monetary injury resulting from the alleged wrongdoing is not “irreparable” if “adequate compensatory or other corrective relief will be available at a later date, in the ordinary course of litigation.”¹³

Salsgiver claims that Penelec’s proposed make-ready charges (1) failed to provide sufficient detail,¹⁴ and (2) would have required Salsgiver to “correct existing violations of previous attachers.”¹⁵ Yet Salsgiver had the option of first paying Penelec’s make-ready charges, under protest; filing a complaint with the Commission alleging that the charges violate section 224 of the Act;¹⁶ and, if successful, recovering those overcharges.¹⁷ Such a course would have obviated any alleged harm, and Salsgiver offers no explanation of why it could not have proceeded this way. Rather, Salsgiver, by its own admission, attached in violation of various communications and electrical standards.¹⁸ We cannot condone Salsgiver’s decision simply to disregard Penelec’s application/make-ready process.

In sum, the only harm facing Salsgiver was economic harm, which Salsgiver could have addressed in a complaint proceeding.

Conclusion

This letter ruling is issued pursuant to sections 4(i), 4(j), and 224 of the Communications Act of 1934, as amended (the Act), 47 U.S.C. §§ 154(i), 154(j), 224, section 1.1403 of the Commission’s rules, 47 C.F.R. § 1.1403, and the authority delegated in sections 0.111 and 0.311 of the Commission’s rules, 47 C.F.R. §§ 0.111, 0.311.

FEDERAL COMMUNICATIONS COMMISSION



Lisa B. Griffin
Deputy Chief, Market Disputes Resolution Division
Enforcement Bureau

¹¹ *Id.*

¹² See *Broadband Order*, 26 FCC Rcd at 7794, para. 6 (citing *Wisconsin Gas*, 758 F.2d at 674); see also *Virginia Petroleum Jobbers Ass’n v. FPC*, 259 F.2d 921, 925 (D.C. Cir. 1958) (“[m]ere injuries, however substantial, in terms of money, time and energy necessarily expended in the absence of a stay are not enough”).

¹³ *Broadband Order*, 26 FCC Rcd at 7794, para. 6 (citing *Sampson v. Murray*, 415 U.S. 61, 90 (1974)).

¹⁴ Salsgiver Decl. at 5, para. 16.

¹⁵ Salsgiver Decl. at 6, para. 17.

¹⁶ 47 U.S.C. § 224.

¹⁷ See *Fiber Technologies Networks, L.L.C. v. Duquesne Light Co.*, Order, 18 FCC Rcd 10628, 10632, para. 12 (EB 2003).

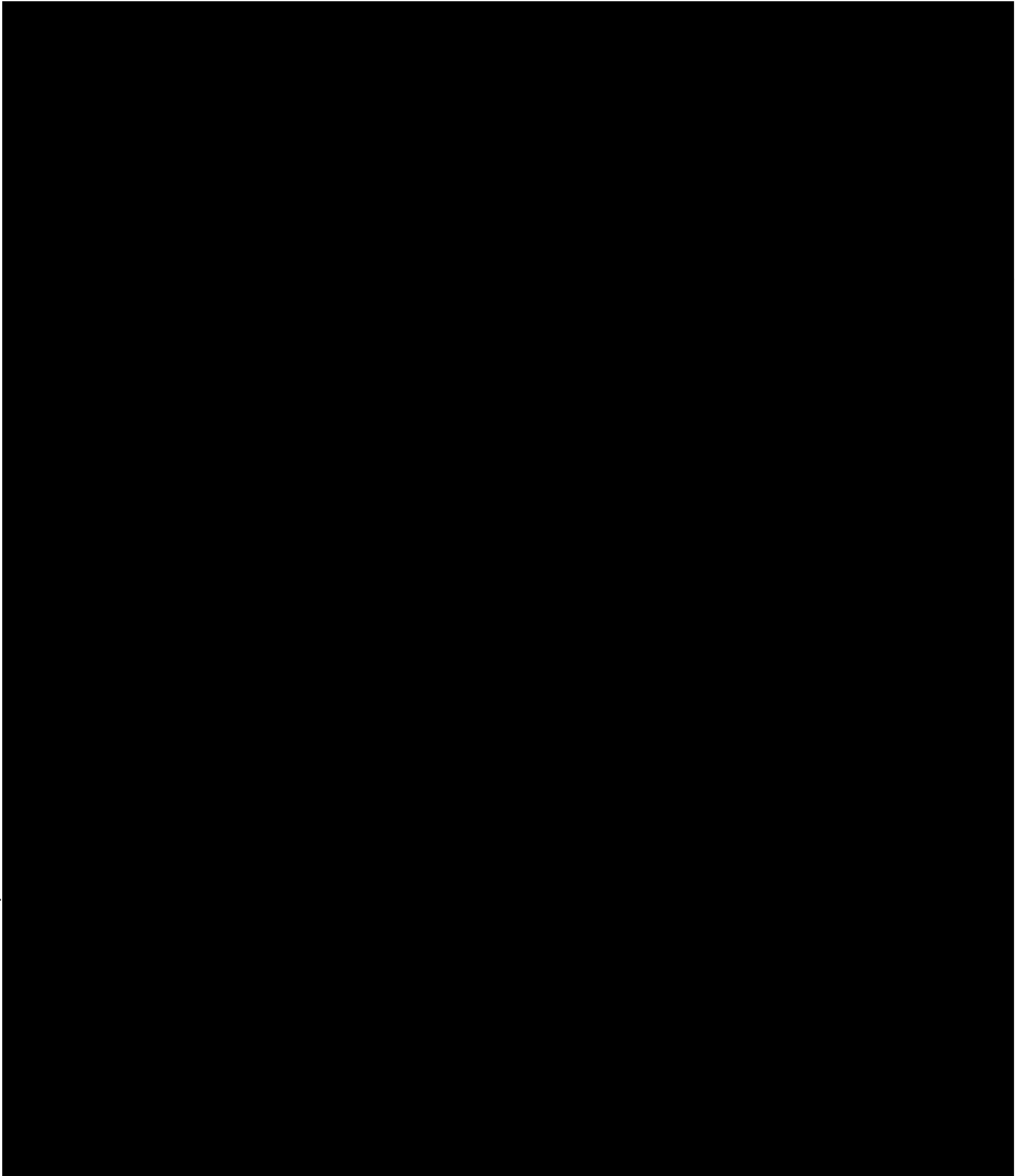
¹⁸ See Salsgiver Decl. at 9, para. 23 (describing “a few cases” where Salsgiver attached less than 10 inches from other communications attachers and admitting that corrections to the attachments will be required); *id.* at 10, para. 25 (describing nine poles where Salsgiver’s attachments “should be adjusted”); *id.* at 10, para. 26 (describing one pole where Salsgiver, and other communications attachers, are “in electric violation”).

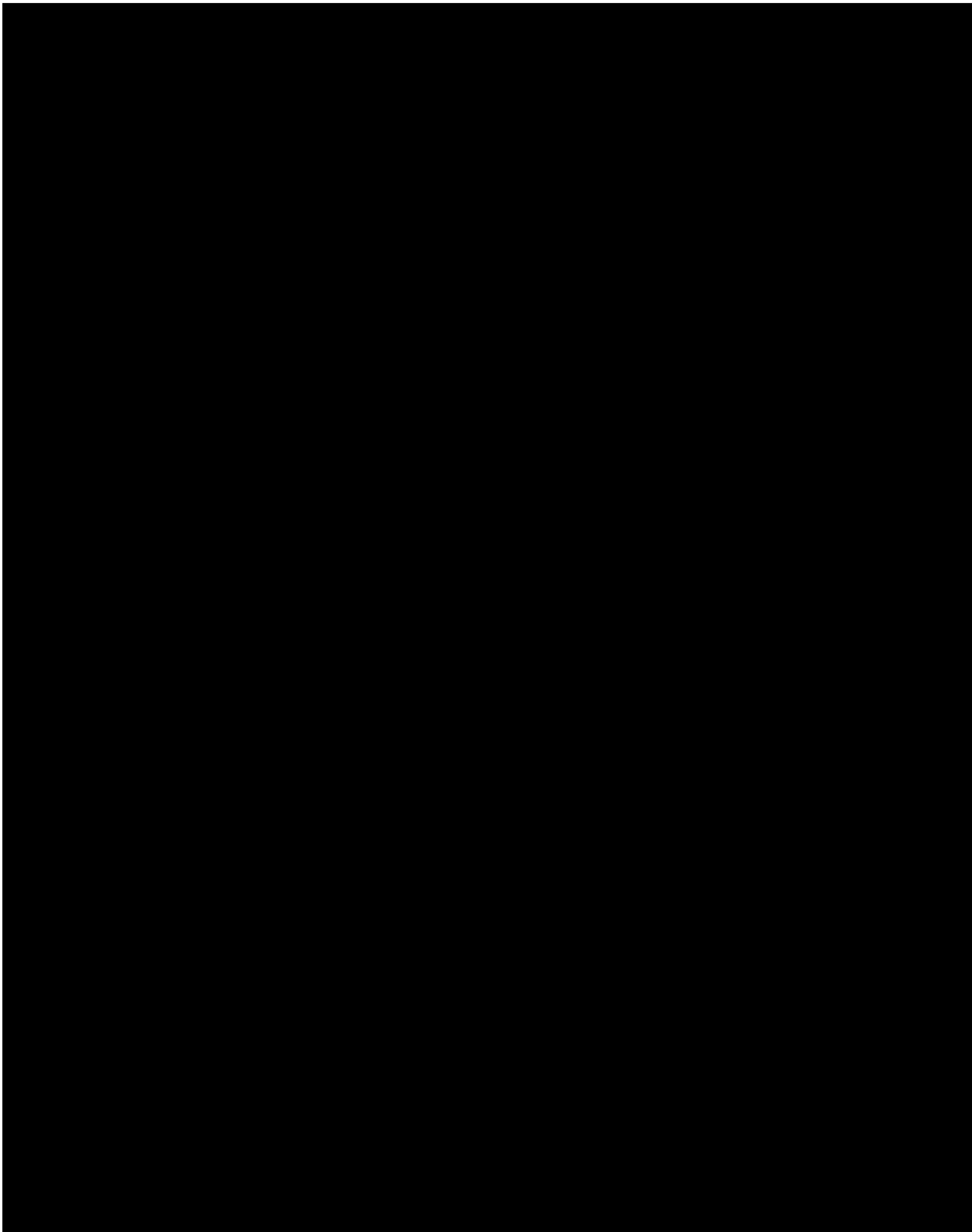
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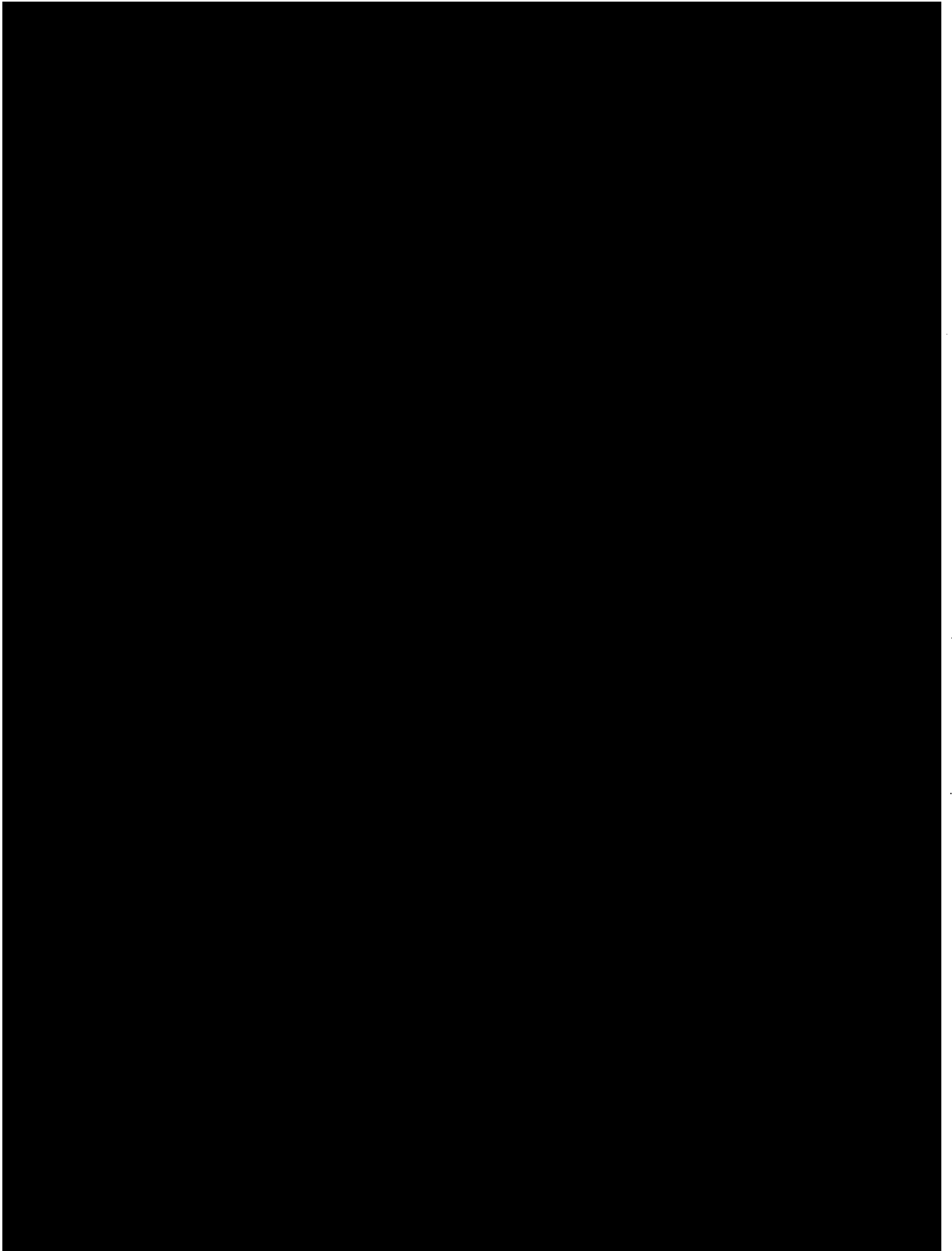
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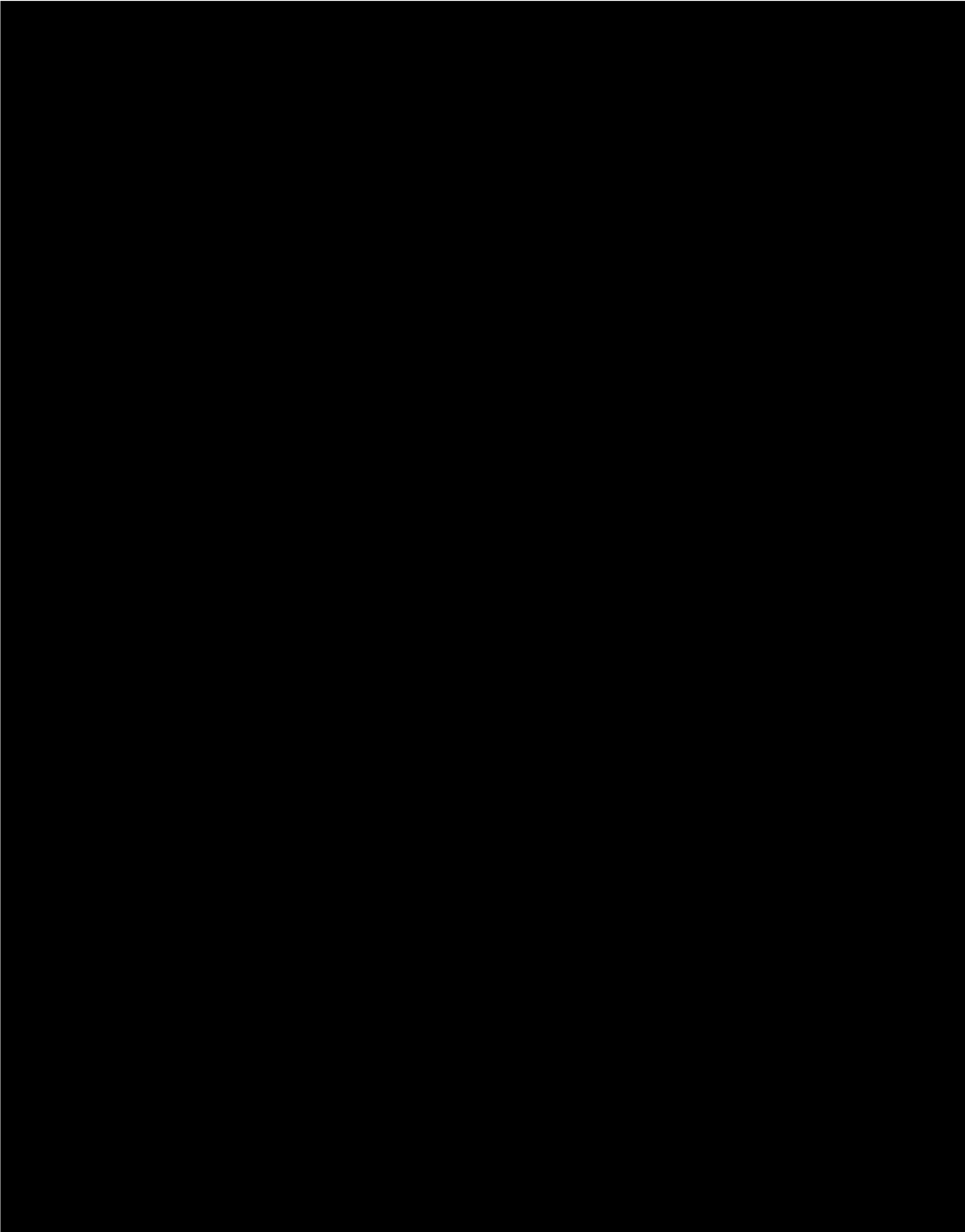
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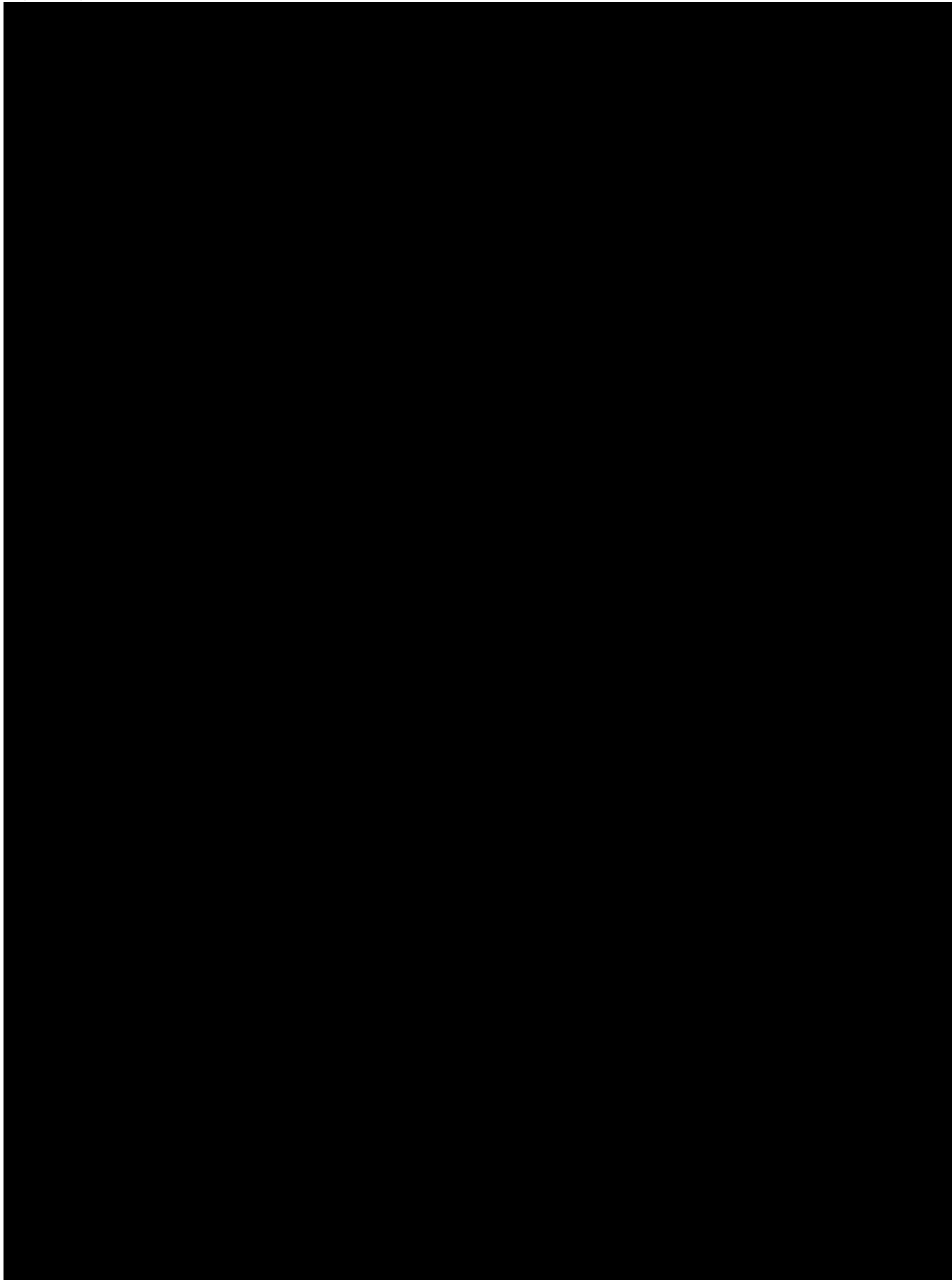
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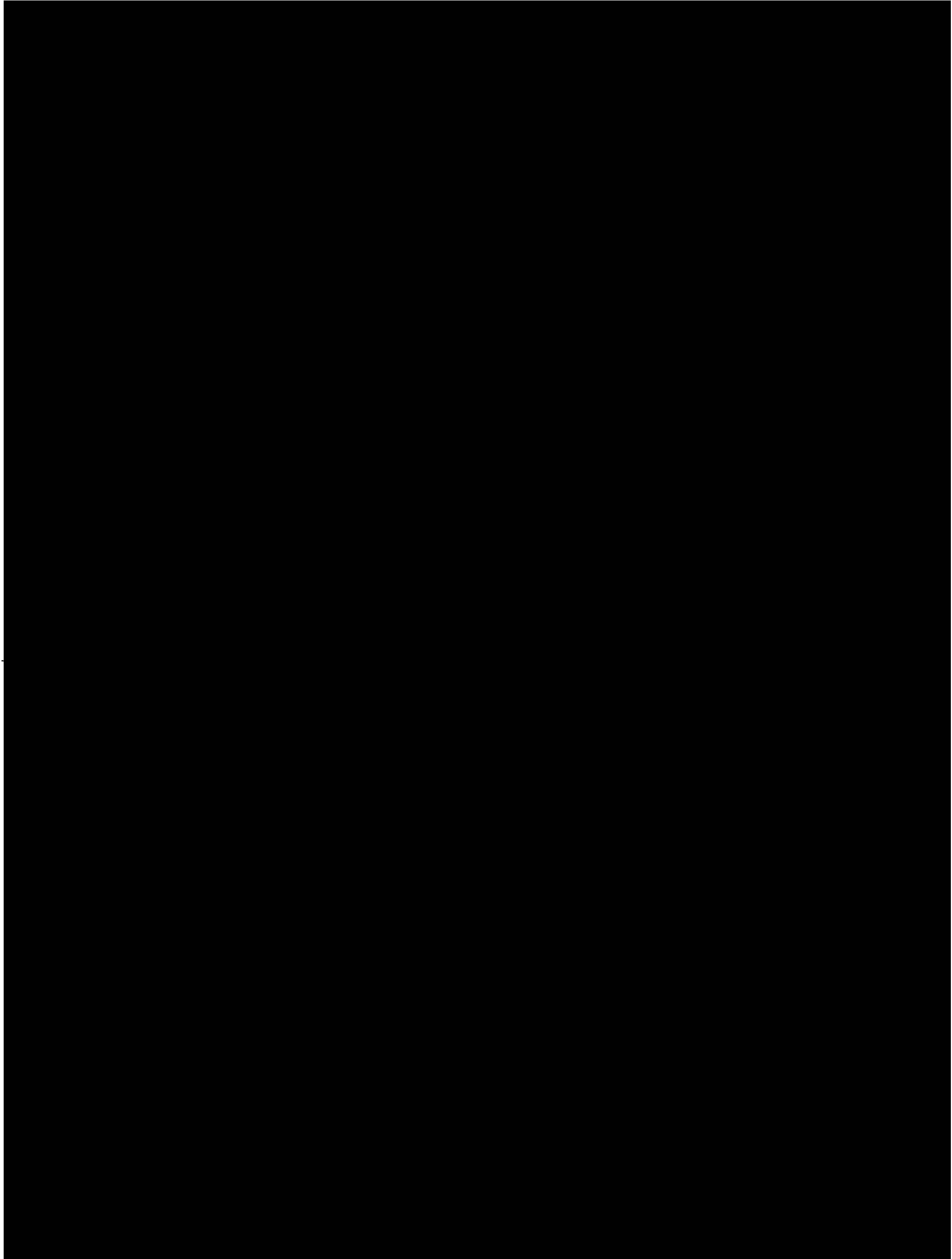


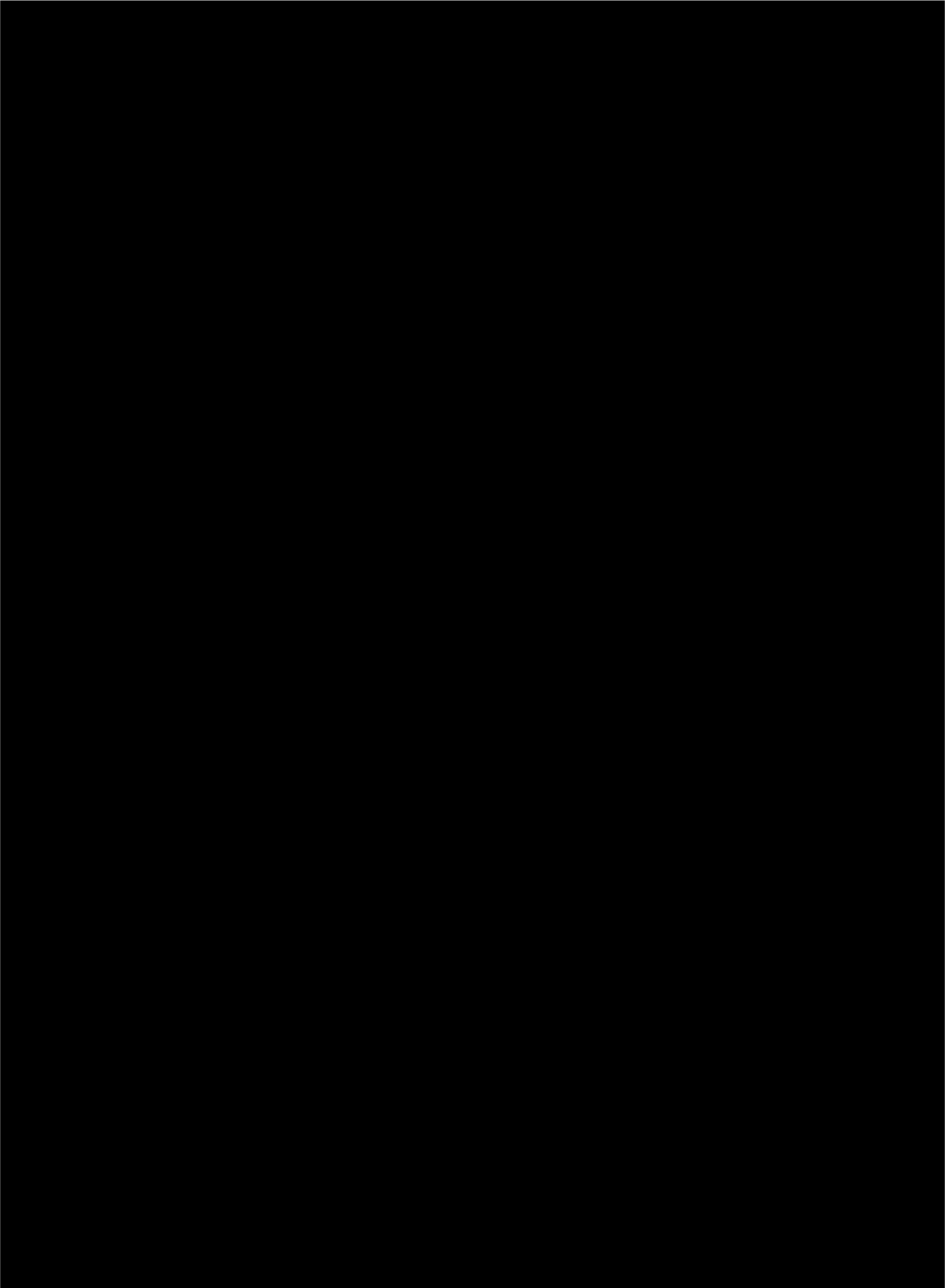


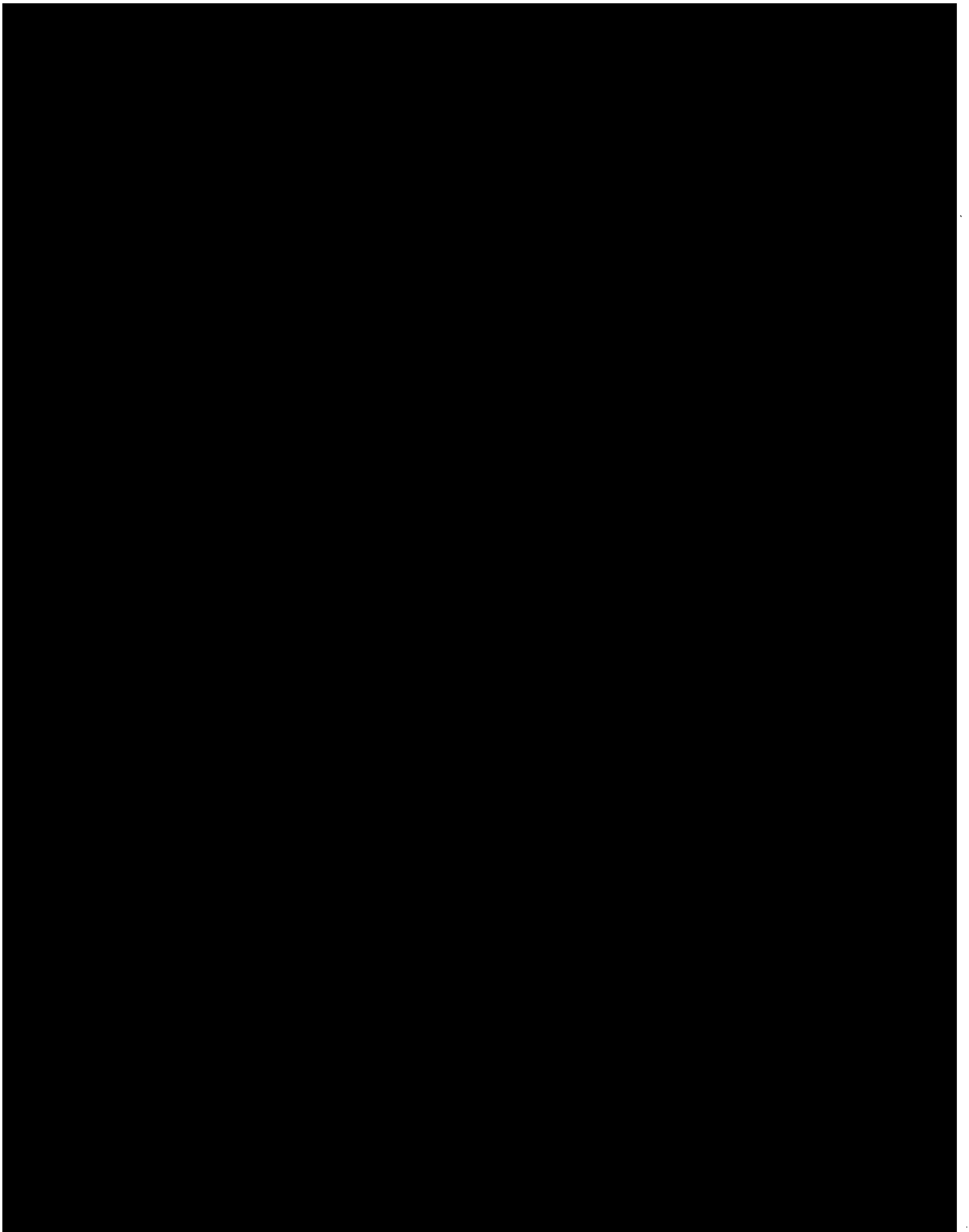


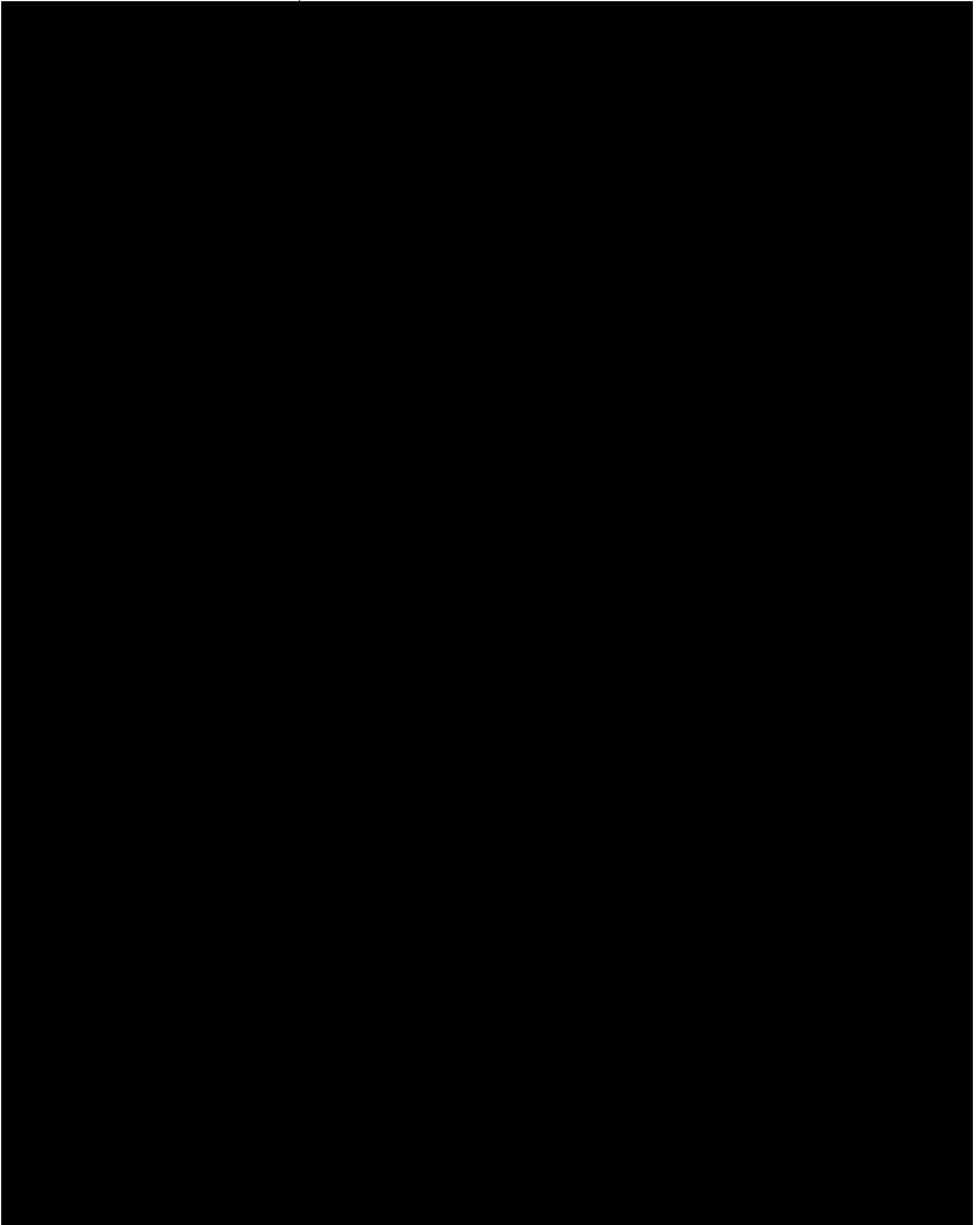












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