

**CALIFORNIA PUBLIC UTILITIES COMMISSION**  
**Communications Division Advice Letter Summary Form**

<b>Date AL served on parties:</b> 07/14/2025		<b>CPUC Utility Number U - 1002 - C</b>	
<b>Company Name:</b> Frontier California Inc. (Frontier)		<input type="checkbox"/> GRC-LEC <input checked="" type="checkbox"/> URF-Carrier <input type="checkbox"/> CMRS	
<b>Address:</b> 9260 East Stockton Blvd		<input type="checkbox"/> Commission Resolution Requested <input type="checkbox"/> Carrier of Last Resort (See D.96-10-066)	
<b>City, State, ZIP:</b> Elk Grove, CA 95624		<b>AL Tier</b> I <input type="checkbox"/> II <input checked="" type="checkbox"/> III <input type="checkbox"/>	
<b>Filing AL #:</b> 12964 Supplemental 1 <b>Requested Effective Date:</b> 07/15/2025		<b>Information-Only</b> <input type="checkbox"/>	
<b>Name:</b>		<b>Email Address:</b>	<b>Phone No.:</b>
<b>Filer</b>	J. Geise	Judy.Geise@ftr.com	(214)-724-7719
<b>Certif.</b>	T. Swanson	Tanya.Swanson@ftr.com	(651) 257-4835

(Name, email address & Phone number are ***Required for "Filer"***)

**Keyword:** Decision / Resolution Compliance      For Contract Keyword, Type: ☐ Government   ☐ Other  
Date Executed \_\_\_\_\_ Contract Total Rev (\$) \_\_\_\_\_

**Subject of filing:** August 19, 2023 Hurricane Hilary Declared State of Emergency

(Service(s) included)

**Authorization for filing:** D.21-10-20 Ordering Paragraph 6, Compliance Filing

(Resolution #, Decision #, etc.)

**Tariff Schedules:** \_\_\_\_\_ **No. of Sheets:** \_\_\_\_\_

**Affected services:** \_\_\_\_\_

(Other services affected, pending or replacement AL filings)

**Rate Element(s) affected and % change:** \_\_\_\_\_

(Non-recurring and / or recurring)

☐ Customer Notice Required (if so, please attach)

**Notes/Comments:** \_\_\_\_\_

(Other information & reference to advice letter, etc.)

**File Protest(s) and/or Response(s) to:**  
Advice Letter Coordinator, Communications Division  
505 Van Ness Ave., San Francisco, CA 94102  
**VIA EMAIL ONLY (DO NOT MAIL HARD COPY)**

**Email to: [TD.PAL@cpuc.ca.gov](mailto:TD.PAL@cpuc.ca.gov)**  
**Protests must be served to the Communications**  
**Division (TD.PAL) and the Utility on the same day**  
Refer to GO 96-B 7.4 for additional information

(FOR CPUC USE ONLY) rev. 12/24/19

(Date Filed / Received Stamp by CPUC Industry Division)	<b>Utility Type:</b> _____	Supv. / Analyst _____ / _____ Due Date to Supv.: _____ CD Suspension Requested: <input type="checkbox"/> Yes, see attached
	<input type="checkbox"/> <b>Logged In:</b> _____	Analyst Completion Date: _____ Supervisor Completion Date: _____
	<input type="checkbox"/> <b>Logged Out:</b> _____	Disposition: <input type="checkbox"/> Accepted <input type="checkbox"/> Withdrawn <input type="checkbox"/> Rejected AL / Tariff Effective Date: _____
		Resolution No.: T- _____ Notes: _____



1919 McKinney Ave., Dallas, TX 75201  
**Frontier.com**

July 14, 2025

**Advice Letter No. 12964**

Frontier California Inc. (Frontier) (U-1002-C), Citizens Telecommunications Company of California Inc. d/b/a Frontier Communications of California (U1024-C), Frontier Communications of the Southwest Inc. (U-1026-C) to the Public Utilities Commission State of California

**Subject:** Supplement 1

D.21-10-20 Ordering Paragraph 6, Compliance Filing – August 19, 2023 Hurricane Hilary  
Declared State of Emergency

**Purpose**

The purpose of this Tier 2 Advice Letter (AL) filing is for Frontier California Inc. (U-1002-C) (Frontier) to demonstrate its compliance with Ordering Paragraph (OP) 6 of D.21-10-20 (Decision) which states:

*Within 60 days after service is restored and all restoration or rebuilding work is complete following a disaster discussed in Ordering Paragraphs 4 and 5, the facilities-based wireline or wireless provider shall file a Tier 2 Advice Letter. The Tier 2 Advice Letter shall be filed with Commission's Communications Division at TD.\_PAL@cpuc.ca.gov, and also provided to the same individuals and entities as required by the initial Tier 1 Advice Letter. This Tier 2 Advice Letter shall include:*

- a. a summary of restoration and/or rebuild activities;*
- b. a summary of the meetings and other communications that took place;*
- c. a summary of any changes made after the meet and confer meeting(s);*
- d. a summary of any energy/communication infrastructure added or changed, as well as the location, including a map; and*
- e. other issues that caused delays, such as land rights, permits, or discussions with certain entities.*

**Report**

On August 19, 2023, Governor Newsom declared a State of Emergency in response to threatening hurricane conditions in the counties of Fresno, Imperial, Inyo, Kern, Los Angeles, Orange, Riverside, San Bernardino, San Diego, Tulare and Ventura. The hurricane brought high winds and persistent heavy rainfall causing dangerous flooding and mudslide conditions in Frontier's Southern California service areas.

As a result of the hurricane's large-scale path, Frontier sustained substantial damages in multiple counties that consisted mainly of destroyed cables and poles. Frontier's access to the damaged areas varied and was dependent upon road closures caused by flooding, mud slides, trees down, and other hazards.



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Initial restoration efforts commenced in service areas where access was not restricted at the request of local government agencies and Frontier personnel determined the damaged area could be safely accessed.

The involved projects to restore all areas were carried out over the course of a year and eight months. The extensive damage to the Seven Oaks and Barton Flats area required months of coordination with San Bernardino County officials and the Forest Service to layout out restoration plans and obtain the necessary permits. Restoration in this area was fully completed as of April 23, 2025.

The following summarizes Frontier's restoration projects for each affected county:

Location	Damage	Restoration Plan and Date	Changes to any energy/communication infrastructure
<b>Inyo County</b>			
Lone Pine/Darwin	Cable (9,500') and 5 Repeaters damaged	Restored with like for like facilities. <b>Completion date: 8/19/24.</b> Caltrans permit was required.	None
<b>Kern County</b>			
Boron	Damaged cable (100') & (2) repeaters	Restored with like for like facilities. <b>Completion date: 9/15/23</b>	None
Kernville	Cable (300') damage, 2 Poles damaged	Restored with like for like facilities. <b>Completion date: 10/27/23</b>	None
<b>Los Angeles County</b>			
Lancaster	Cable (500') damage	Restored with like for like facilities. <b>Completion date: 10/18/23</b>	None
Quartz Hill	Fiber cable (600') and (2) Repeaters damaged	Restored with like for like facilities. <b>Completion date: 9/21/23</b>	None
<b>Riverside County</b>			
Beaumont/Cherry Valley	1 Pole damaged 2 Poles downed	Restored with like for like facilities. <b>Completion date: 8/23/23</b>	None



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Location	Damage	Restoration Plan and Date	Changes to any energy/communication infrastructure
Desert Hot Springs	Cable damage: Fiber 850' & Copper 850'	Restored with like for like facilities. <b>Completion date: 1/22/2024</b>	None
<b>San Bernardino County</b>			
Barstow	Buried cable (300') damage (100pr)	Restored with like for like facilities. <b>Completion date: 11/22/23</b>	None
Big Bear (Knight Ave)	Damaged cable (900pr)	Restored with like for like facilities: <b>Completion date (initial damage) 9/1/2023</b> <b>Additional cable repairs completed 3/7/24.</b>	Placed stubs to bypass wet cable section.
Big Bear (Temple Ln)	Cable (600') 600pr torn off poles. Cable damaged	<b>Completion date: 9/14/23</b>	Downsized cable to 200pr and new strand 600' to restore service
Hesperia	Cable damage (200pr)	Restored with like for like facilities. <b>Completion date: 11/22/23</b>	None
Running Springs	Cable (2,100') 600pr torn off poles. Splice cases damaged	Restored with like for like facilities. <b>Completion date: 10/24/23</b> Required coordination with local forestry authority.	Downsized cable to 300pr and placed new strand on existing poles.
Seven Oaks & Barton Flats	Cable damage 3,500' Fiber & Copper + 5,000' copper (100x). One power pedestal torn from its foundation. 23 poles damaged.	Restored with like for like facilities. <b>Completion date: 4/23/25</b> Area access restricted. Forest Service permit and county coordination required.	None



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Restoration area maps are enclosed as Attachment A.

On September 14, 2023, Frontier sent emails offering meetings with local officials in Inyo, Kern, Los Angeles, Riverside, and San Bernardino counties to discuss restoration plans. A list of the contacted local officials is included in Attachment A.

Example email:

*Mr. Kingsley,*

*On behalf of Frontier, I am reaching out to you to see if there is anything you'd like to discuss related to the status of our Hurricane Hilary restoral efforts.*

*In your district, our field operations and construction teams identified mainly damaged cables and poles and have endeavored to complete these repairs.*

*You may contact me 214-724-7719 or Jenny Smith 916-686-3533 with any questions.*

*Thank you,*

Frontier did not receive direct responses as a result of the outreach letters to the local officials listed in Attachment A. In addition to the above outreach, Frontier engaged with and maintained on-going communications with the following community leaders regarding Frontier's restoration and service restoral.

- Lone Pine/Darwin (Inyo County) - Scott Armstrong Inyo County Broadband Consortium, Noam Shendar, Chief Information Officer and Nate Greenberg, County CAO in person and via his staff.
- Desert Hot Springs: Frank Lukino, City Manager during the time Hurricane Hilary occurred.
- Big Bear: Erik Sund, City Manager, had me work through the public works director and IT director.
- Hesperia: Nils Bentsen, City Manager during the time Hurricane Hilary occurred. Directed to work through Rachel Molina, his Deputy who is now the current City Manager.

These communications did not result in any changes to Frontier's restoration plans. The details on dates, times and specific communications were not retained.

Additionally, Frontier construction teams were engaged with county, forestry and Caltrans personnel as part of the normal course of restoration processes.



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Frontier attests that this advice letter filing complies with General Order 96-B, Telecommunications Industry Rule 8.3, adopted in Decision 07-09-019.

This filing will not change any rate or charge, cause the withdrawal of service, nor conflict with other schedules or rules.

### **Protests**

Anyone may object to this Advice Letter, which was filed on July 14, 2025, by emailing a written protest to TD.\_PAL@cpuc.ca.gov.

The protest must state specifically the grounds on which it is based. The protest must be received by the Telecommunications Advice Letter Coordinator no later than 20 days after the date that the Advice letter was filed. On or before the day that the protest is sent to the Telecommunications Advice Letter Coordinator, the protestant must send a copy of the protest to:

Judy Geise  
Manager, Regulatory  
Frontier Communications  
1919 McKinney Ave.  
Dallas, TX 75201  
Judy.geise@ftr.com

To obtain information about the Commission's procedures for advice letters and protests, go to the Commission's Internet site ([www.cpuc.ca.gov](http://www.cpuc.ca.gov)) and look for document links to General Order 96-B. For information about the revised advice letter process effective January 1, 2020, please visit <https://www.cpuc.ca.gov/General.aspx?id=1097>.

### **Effective Date**

Frontier requests that this Tier 2 Advice Letter become effective on July 15, 2025 which is one calendar day after the date of filing in accordance with General Order 96-B, Telecommunications Industry Rule 7.1.

### **Notice**

In accordance with General Order 96-B, Section 4.3, copies of this Advice Letter are being served electronically to parties shown on the attached list and to those interested parties requesting such notification. In addition, Frontier is sending an email copy of this advice letter to the Commission-Maintained Service List.

If you have any questions, please do not hesitate to contact me at 214-724-7719, or by email [judy.geise@ftr.com](mailto:judy.geise@ftr.com).



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[Frontier.com](http://Frontier.com)

Sincerely,

Judy Geise  
Manager, Regulatory  
[judy.geise@ftr.com](mailto:judy.geise@ftr.com)

Attachments

cc: Jenny Smith [jenny.smith@ftr.com](mailto:jenny.smith@ftr.com)



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### Frontier California Inc. Advice Letter Service List

Via E-Mail

CPUC [TD.\\_PAL@cpuc.ca.gov](mailto:TD._PAL@cpuc.ca.gov)

CPUC [leh@cpuc.ca.gov](mailto:leh@cpuc.ca.gov)

CPUC ORA [chris.ungson@cpuc.ca.gov](mailto:chris.ungson@cpuc.ca.gov)

AT&T [regtss@att.com](mailto:regtss@att.com)

Consolidated Communications [regulatory@surewest.com](mailto:regulatory@surewest.com)

State 9-1-1 Program [Monica.McGrath@state.ca.gov](mailto:Monica.McGrath@state.ca.gov)

Commission-Maintained Service List for “Changes in rates, terms and conditions of service, or initiation of new service” found at: <https://ia.cpuc.ca.gov/alsl/getlist.aspx>

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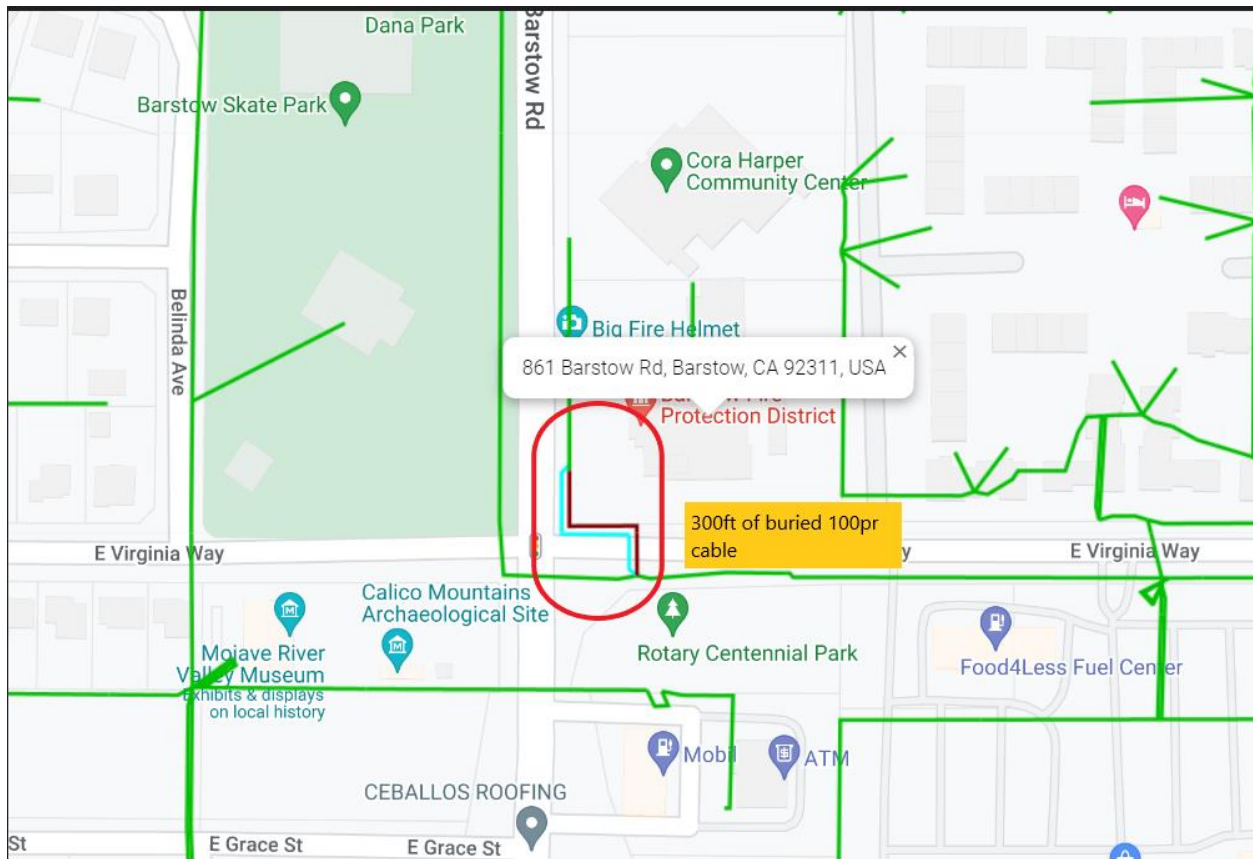


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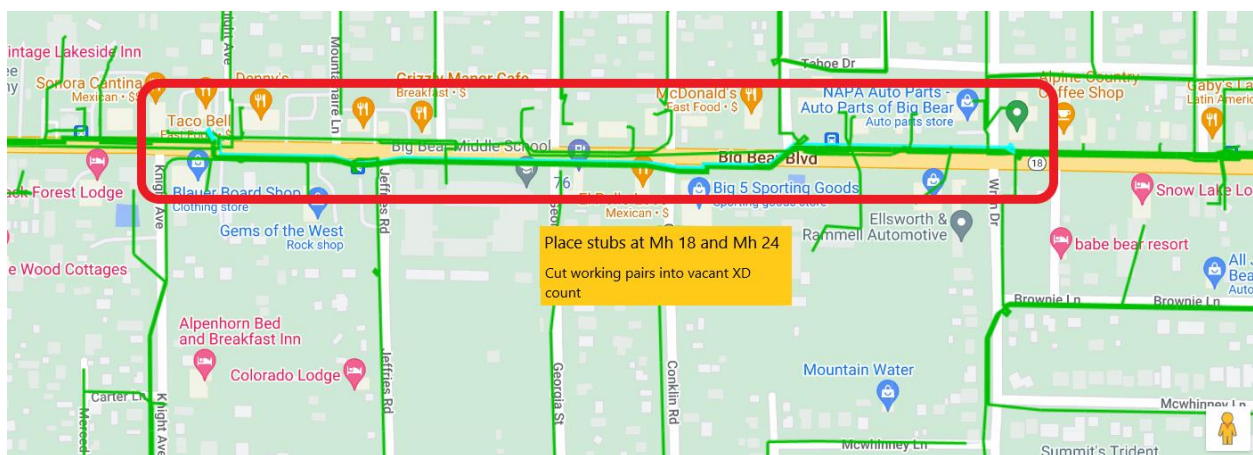
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Brenda	Villanueva	<a href="mailto:bvillanueva@turn.org">bvillanueva@turn.org</a>
Andrew	Cardin	<a href="mailto:acardin@digitalpath.com">acardin@digitalpath.com</a>
Rachelle	Chong	<a href="mailto:rachelle.chong@chonglaw.net">rachelle.chong@chonglaw.net</a>
ISHWAR	SAINI	<a href="mailto:ishwar.saini@macquarie.com">ishwar.saini@macquarie.com</a>
Indy	Nelson	<a href="mailto:admin@sequoiawireless.com">admin@sequoiawireless.com</a>
Peter	Liu	<a href="mailto:Peterliu@megateln.net">Peterliu@megateln.net</a>
Prescott	Matthews	<a href="mailto:prescott.matthews@cpuc.ca.gov">prescott.matthews@cpuc.ca.gov</a>
Jill	Stafford	<a href="mailto:jstafford@buchalter.com">jstafford@buchalter.com</a>

## Restoration area maps

### Barstow

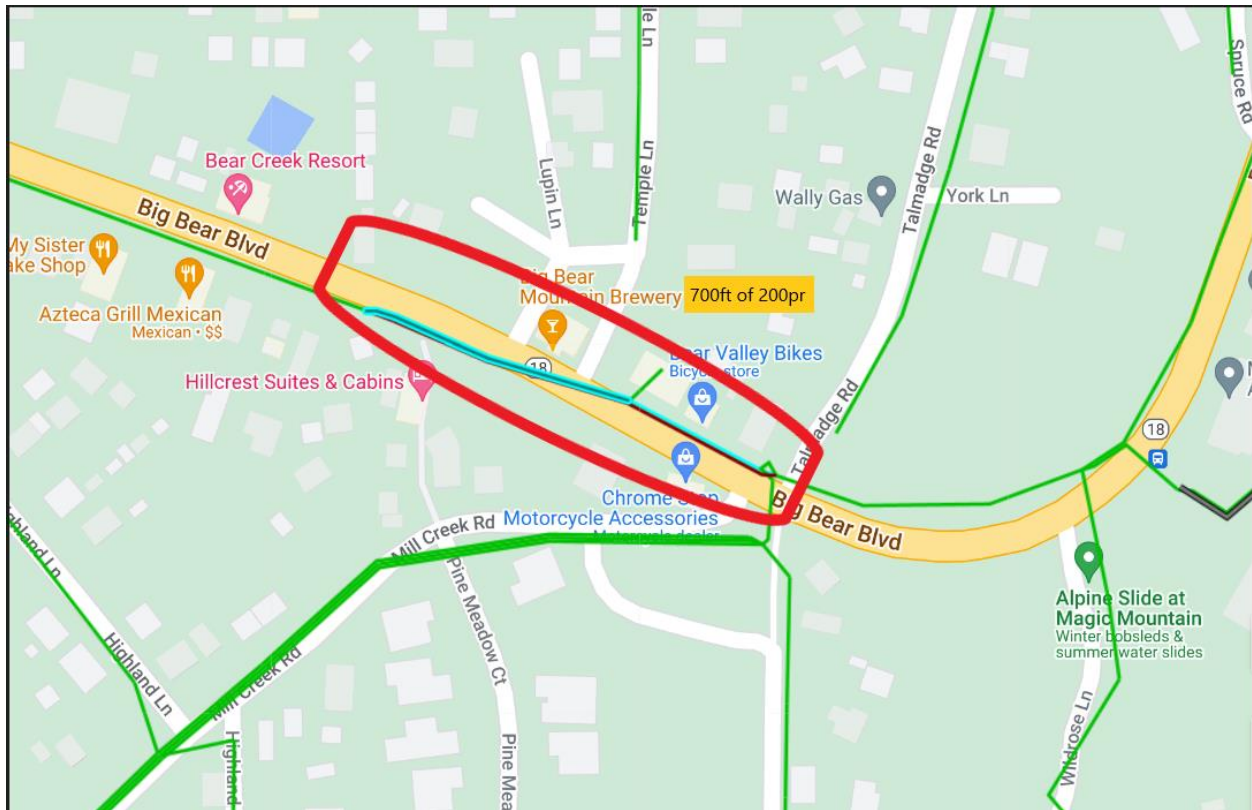


### Big Bear (Knight Ave.)

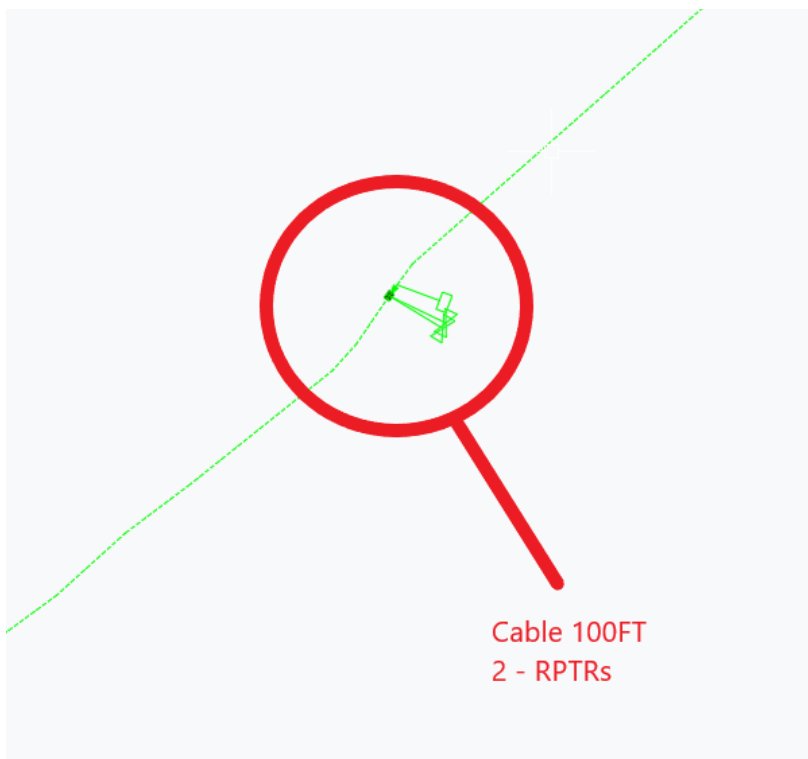


## Attachment A

### Big Bear (Temple Ln.)



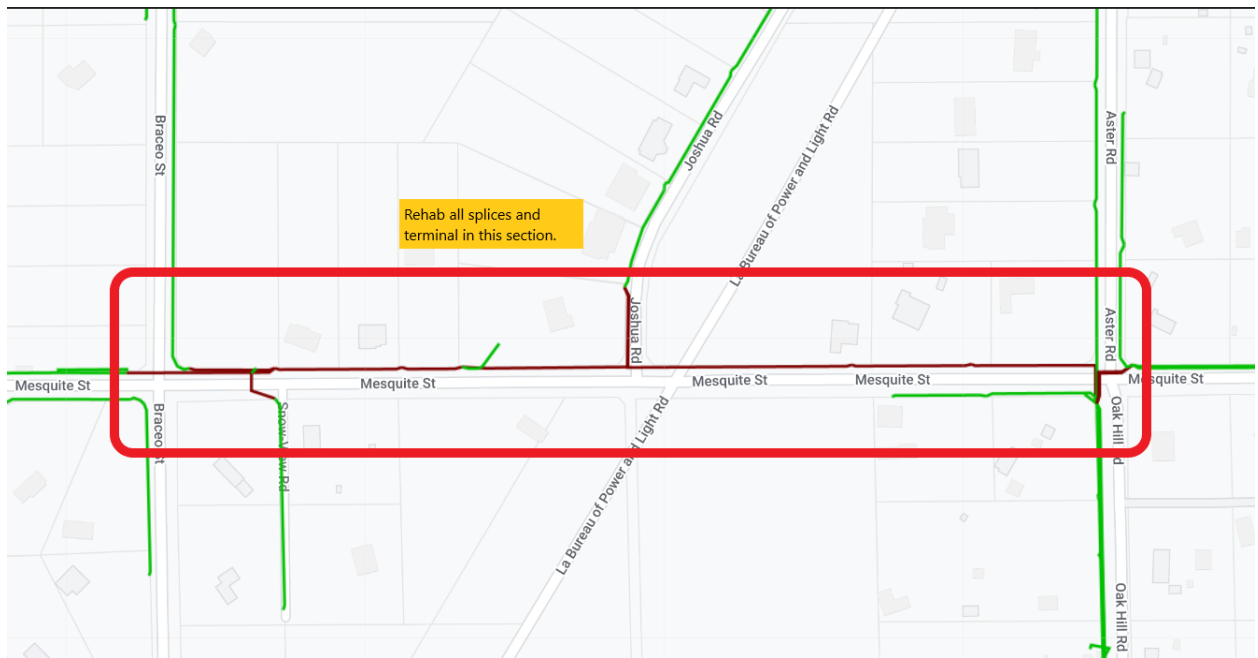
### Boron, CA:



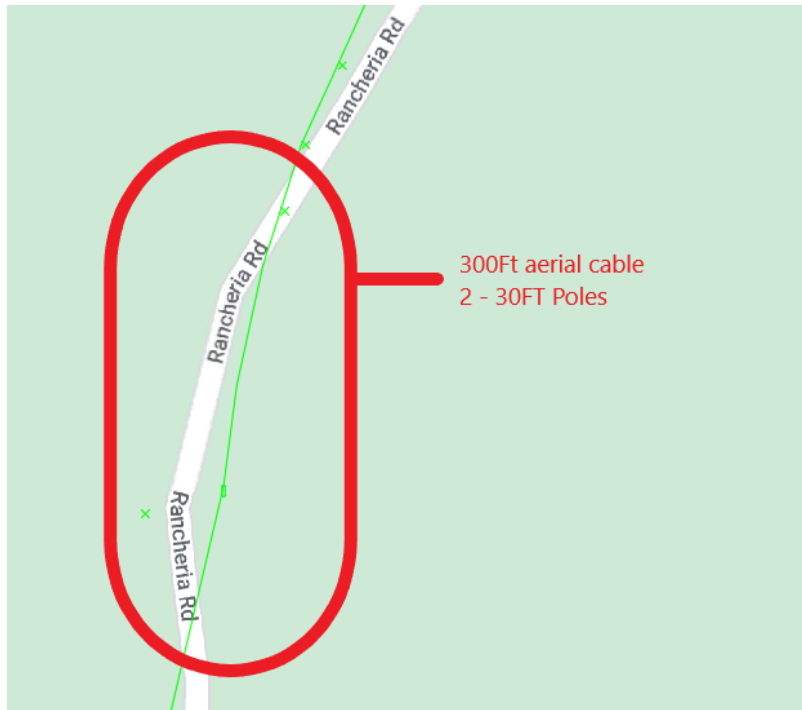


## Attachment A

### Hesperia



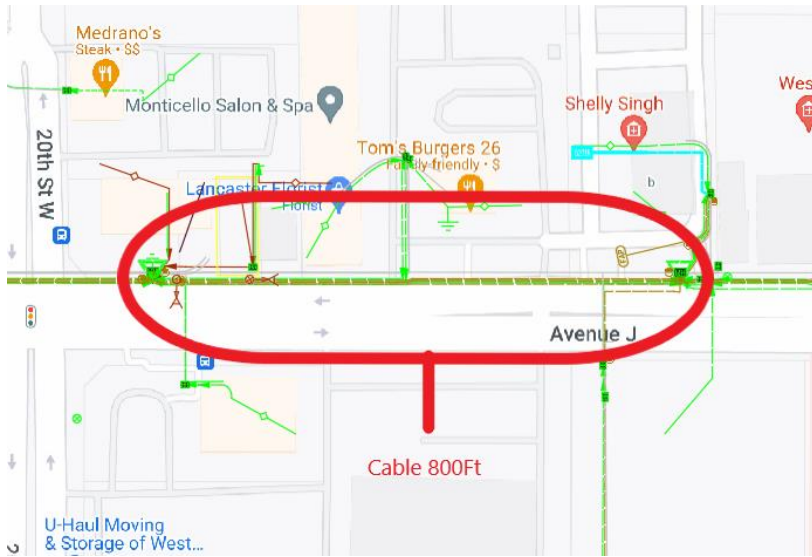
### Kernville, CA:



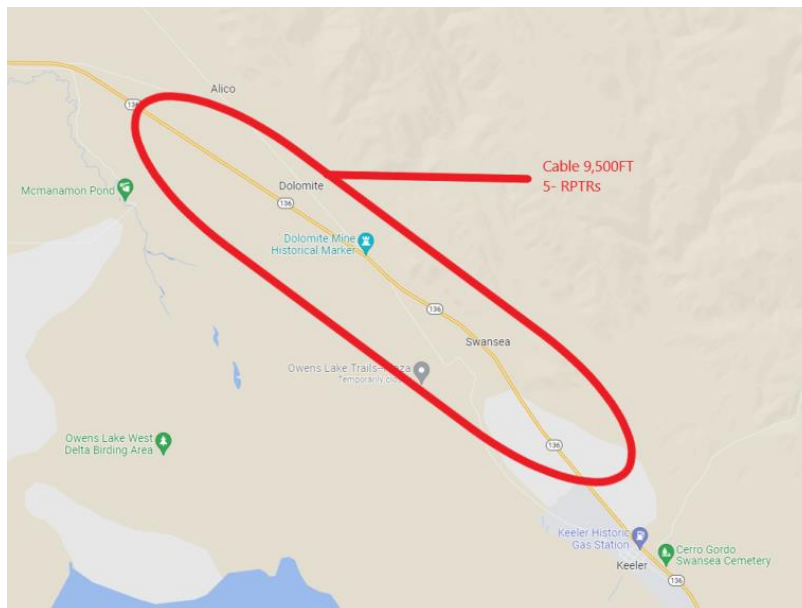


## Attachment A

### Lancaster, CA:

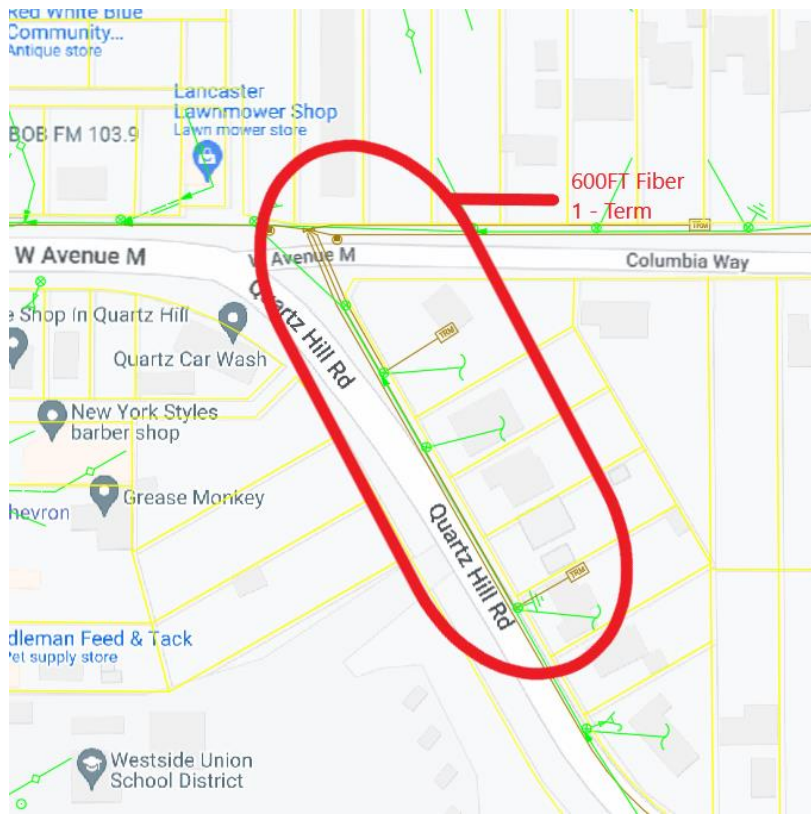


### Lone Pine:



## Attachment A

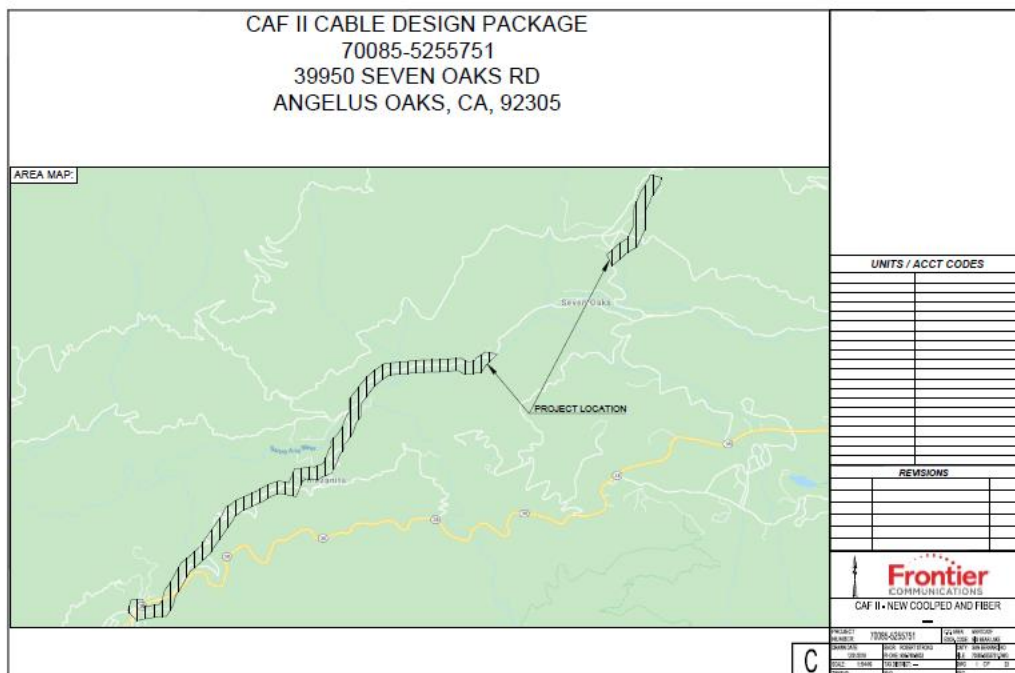
### Quartz Hill, CA:



### Running Springs



**Seven Oaks - red/Barton Flats-blue (Mentone)**



## **Community Engagement**

### County Board of Supervisors:

Inyo County (Lone Pine, Darwin): Matt Kingsley, District 5 [mkingsley@inyocounty.us](mailto:mkingsley@inyocounty.us)

Kern County (Boron): Zack Scrivner ,District 2 [district2@kerncounty.com](mailto:district2@kerncounty.com)

Kern County (Kernville): Phillip Peters, District 1 [district1@kerncounty.com](mailto:district1@kerncounty.com)

Los Angeles County (Lancaster, Quartz Hill): Katherine Barger, Fifth District [Kathryn@bos.lacounty.gov](mailto:Kathryn@bos.lacounty.gov)

Riverside County (Beaumont/Cherry Valley): Yxstian Gutierrez, Fifth District [district5@rivco.org](mailto:district5@rivco.org)

Riverside County (Desert Hot Springs): V. Manuel Perez, Fourth District [district4@rivco.org](mailto:district4@rivco.org)

San Bernardino County (Barstow, Big Bear, Running Springs): Dawn Rowe  
[Supervisor.Rowe@bos.sbcounty.gov](mailto:Supervisor.Rowe@bos.sbcounty.gov)

San Bernardino County (Hesperia): Col. Paul Cook, First District [no direct email] submitted  
communication here: <https://bosd1.sbcounty.gov/contact-supervisor-cook/#contact-us>



## Attachment B

9260 E. Stockton Blvd., Elk Grove, CA 95624  
[Frontier.com](http://Frontier.com)

### SENT VIA ELECTRONIC MAIL

June 20, 2025

Ana Maria Johnson  
Deputy Executive Director – Broadband and Communications  
California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, California 94102

Subject: Advice Letters 12964, 1368, and 219

Dear Deputy Executive Director Johnson,

In regard to the Suspension letter received June 11, 2025 for Advice Letters 12964, 1368 and 219, and the request for additional information, Frontier provides the following response.

1. Confirm that Frontier did not have any in-person meetings; and

As noted in our Advice Letters, Frontier sent a letter out to all the Supervisors responsible for the districts where Frontier restoration areas were being undertaken. In addition to the letters to Supervisors, our Vice President of External Affairs was in direct communication with local leaders during the time of our outages and after. Here are a few examples of individuals Frontier had been in communication with:

Lone Pine/Darwin (Inyo County) - Scott Armstrong Inyo County Broadband Consortium, Noam Shendar, Chief Information Officer and Nate Greenberg, County CAO in person and via his staff.

Desert Hot Springs: Frank Lukino, City Manager during the time Hurricane Hilary occurred.

Big Bear: Erik Sund, City Manager, had me work through the public works director and IT director.

Hesperia: Nils Bentsen, City Manager during the time Hurricane Hilary occurred. Directed to work through Rachel Molina, his Deputy who is now the current City Manager.

In response to Frontier's written and oral outreach to leaders in Inyo, Kern, Los Angeles, Riverside and San Bernardino counties in regard to Frontier's restoration efforts related to Hurricane Hilary, in-person meetings were not requested.



9260 E. Stockton Blvd., Elk Grove, CA 95624  
[Frontier.com](http://Frontier.com)

2. Confirm that Frontier did not contact the chief executive or leader of any affected city, township, or county; and

As noted above, Frontier engaged in multiple outreach efforts regarding the outage events caused by Hurricane Hilary and was in contact with designated representatives of city/county leadership. Please see the response above.

3. Explain whether there were any affected Tribes in the restoration area and, if so, what steps Frontier took to communicate with them.

There were no Tribal lands involved in Frontier's restoration areas.

Frontier is in regular contact with the City and Government officials representing our markets throughout the year and not just during declared State of Emergency events. Our continued collaboration with these officials and their staff decreases their need for formal meetings when restoration is like for like. We appreciate the opportunity to respond to your questions and concerns regarding our Advice Letters and hope this helps clarify our goals to stay in communication with the communities we serve. In the future, Frontier will endeavor to provide more details regarding our outreach efforts when a State of Emergency Advice Letter is required.

If you have any questions, I can be reached at [Jenny.Smith@ftr.com](mailto:Jenny.Smith@ftr.com) or by phone at 916-686-3533.

Sincerely,

Jenny Smith  
Director, Government and Regulatory Affairs