

## DPS Installation Review: FiOS Related Customer Premises Installation Audits

April 2008

### SUMMARY

The April 2008 inspections targeted random FiOS installations in communities where Verizon acquired video franchises in the counties of Nassau, Orange, Rockland, and Westchester. The results indicate Verizon FiOS “drops” (or customer installations) continue to remain non-compliant with applicable codes at the same frequency, i.e., greater than 50%, as in previous inspections.

#### Prior Audit Results and Discussions with Verizon

In the spring of 2006, staff conducted field audits at several locations that included Verizon FiOS customer installations in response to concerns expressed by consumers, municipalities, and competitors. The audits revealed a high proportion, roughly 50% of FiOS customer installations inspected, were not compliant with the NEC requirements for bonding and grounding. Staff subsequently shared its findings<sup>1</sup> with Verizon and then met with Verizon on October 4, 2006 to discuss the concerns. Verizon presented a plan to improve its compliance with applicable safety codes (Verizon’s Method and Procedure bulletin, Doc. No.: 2006-00837-MDP, FiOS Single Family Unit (SFU) ONT Grounding Practices). The bulletin was distributed nationally to all FiOS installation and maintenance personnel with an immediate effective date.

In October 2007 staff concluded a follow-up series of audits to review customer-premise installation and safety matters. One objective was to confirm Verizon had implemented appropriate corrective measures in response to the 2006 findings. The 2007 findings were consistent with those in 2006: a high percentage of FiOS customer installations, again over 50%, were not compliant with NEC requirements for bonding and grounding. The 2007 findings<sup>2</sup> were provided to Verizon and staff met with the company again on December 11, 2007 and January 8, 2008. Verizon indicated it

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<sup>1</sup> DPS Preliminary Review: Verizon FiOS Customer Premises Installation NEC Compliance Issues, August 31, 2006

<sup>2</sup> DPS Installation Review: FiOS Related Customer Premises Installation Audits, October 2007

had instituted additional hands-on training which would be completed by February 2008. To address staff's concern that the stock of existing non-compliant installations was likely growing, Verizon indicated it would correct installations with deficient grounding and bonding during routine service calls.

Staff's April 2008 Audit

Staff's latest audit targeted the counties of Nassau, Orange, Rockland, and Westchester. FiOS-served communities within those counties were visited and FiOS customer installation sites randomly selected for review.<sup>3</sup> Staff conducted random inspections of 303 homes in 24 different municipalities. Staff's focus was the installation practices of Verizon FiOS particularly with regard to proper grounding and bonding.

Similar to the previous audit, the 2008 review found a high degree of grounding and bonding non-compliance (177 of 303, or 58%). Some deficiencies were significant, including the complete lack of grounding and bonding, or facilities grounded to an independent ground rod with no bonding to the building electrode system. The audit also found instances of lesser concern such as using inappropriate connection points and multiple ground wires under one attachment device. The audit also looked at those situations where the new Verizon customer was formerly a customer of the competitive cable company. This revealed instances (32) where the Verizon FiOS ground conductor was incorrectly connected to a competitor's ground facilities placing both in violation of the applicable codes.

The following tables generally summarize the 2008 audit findings.

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<sup>3</sup> Communities visited include: Bellerose, Saddle Rock, Great Neck, Thomaston, Plandome, Plandome Heights, Munsey Park, Centre Island, Bayville, Oyster Bay, Newburgh, Ramapo, Haverstraw, West Haverstraw, Sleepy Hollow, Briarcliff, Ossining (Town & Village), Larchmont, Mamaroneck (Town & Village), Rye, Rye Brook, and Mount Kisco.

**Verizon FiOS Installation Summary**

	<b>Orange/Rockland</b> 78 FIOS drops checked	<b>Westchester</b> 133 FIOS drops checked	<b>Nassau</b> 92 FIOS drops checked
<b>No Ground</b>	6	26	34
<b>Ground rod no bond</b>	0	9	3
<b>Loose ground wire connection</b>	0	3	0
<b>Multiple ground wires on single clamp</b>	6	24	19
<b>Spliced ground wire</b>	3	12	4
<b>Improper grounding point</b>	7	17	4
<b>Total</b>	<b>22</b>	<b>91</b>	<b>64</b>

<b>Issues</b>	<b>Audit results all areas checked</b>	<b>% Sample Failed</b>
<b>Verizon FiOS service code compliance issues</b>	177 of 303	58 %

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RESULTS OF OUTSIDE PLANT INSPECTION  
OF VERIZON FiOS

In The  
County of Westchester

By:

The New York State Department of Public Service  
Telecommunications Division  
Albany, NY 12223  
(518) 474-2213

Report No. T020-08-4205

Test Date: 04/07–11/2008

Report Written By:

Michael Fiorillo  
Utility Specialist 1

**SUMMARY OF INSPECTION OF VERIZON FiOS FACILITIES IN WESTCHESTER COUNTY FOR UNSAFE AND NONSTANDARD SUBSCRIBER INSTALLATION PRACTICES.**

On April 7-11, 2008, Department of Public Service (DPS) Utility Specialists Michael Fiorillo and Michael McTague conducted an inspection of the Verizon FiOS subscriber installations in Westchester County, New York. A total of 167 sites were reviewed within Westchester County. Overall, the subscriber installations in those areas inspected were found to be in poor condition.

Of the 167 FiOS installations inspected, 69 were nonstandard conditions related to grounding, 25 were related to adversely affecting CATV, 34 had no access to the FiOS Network Terminal ground, and 39 with no trouble found. These are listed separately.

**FiOS NONSTANDARD CONDITIONS - GROUNDING**

**Sleepy Hollow – Westchester County**

1. Pole (no #), [REDACTED] Independence Street  
**FiOS not grounded. (Photo 1)**
2. Pole W2, [REDACTED] Independence Street  
**FiOS ground conductor on same clamp as power ground conductor**
3. Pole W3, [REDACTED] Independence Street  
**FiOS not grounded. (Photo 2)**
4. Pole (no #), [REDACTED] Broadway  
**FiOS not grounded.**
5. Pole (no #), [REDACTED] Windle Park  
**FiOS not grounded – attached to ONT power supply lug only.**
6. Pole W7, [REDACTED] Windle Park  
**FiOS not grounded.**

7. Pole W3, [REDACTED] Church Street  
FiOS ground attached to screw on meter pan weather head.  
**(Photo 4)**
8. Pole 8, [REDACTED] Church Street  
FiOS not grounded.

#### **Briarcliff - Westchester County**

9. Pole 2, [REDACTED] Willow Drive  
FiOS not grounded.
10. Pole 11, [REDACTED] Hickory Road  
FiOS ground conductor attached to unbonded driven electrode.
11. Pole 5, [REDACTED] Willow Drive  
FiOS ground conductor attached to screw on Romex connector on meter pan. **(Photo 5)**
12. Pole 17, [REDACTED] Locust Drive  
FiOS and copper telephone ground conductor attached to same single conductor clamp. **(Photo 6)**
13. Pole P3, [REDACTED] Hemlock Road  
FiOS and copper telephone using same ground lug on screw on weather head. **(Photo 8)**
14. Pole P1, [REDACTED] Hemlock Road  
FiOS not grounded.
15. Pole P9, [REDACTED] Hemlock Road  
FiOS ground conductor attached to unbonded driven electrode.

#### **Town of Ossining - Westchester County**

16. Pole W2, [REDACTED] Tuttle Drive  
FiOS and copper telephone ground conductors attached to same single conductor clamp on unbonded driven electrode. **(Photo 10)**
17. Pole 5, [REDACTED] Tuttle Drive  
FiOS not grounded.

18. Pole W1, [REDACTED] Donald Lane  
FiOS ground conductor spliced at copper telephone terminal.  
**(Photo 11)**
19. Pole T12, [REDACTED] Donald Lane  
FiOS ground conductor attached to screw on meter pan weather head. **(Photo 12)**
20. Pole T14, [REDACTED] Donald Lane  
FiOS ground conductor attached to screw on electrical box.  
**(Photo 13)**
21. Pole W21, [REDACTED] Donald Lane  
FiOS ground conductor spliced at copper telephone terminal.
22. Pole 3, [REDACTED] Sleator Street  
FiOS ground conductor spliced at copper telephone terminal to ground lug on nut of weather head.
23. Pole 4867 in front of Blue House on Ganung Drive  
FiOS not grounded.

#### Village of Ossining - Westchester County

24. Pole W13, [REDACTED] Butler Place  
FiOS and copper telephone ground conductors attached to same single conductor clamp on unbonded driven electrode. **(Photo 14)**
25. Pole (no #), [REDACTED] Butler Place  
FiOS not grounded.
26. Pole W4, [REDACTED] Sutton Place  
FiOS not grounded.
27. Pole 7, [REDACTED] Eldridge Avenue  
FiOS not grounded.
28. Pole 7, [REDACTED] Eldridge Avenue  
FiOS ground conductor attached to ground lug on screw on weather head.

### Larchmont - Westchester County

29. Pole W7, [REDACTED] Bonnett Avenue  
FiOS ground conductor spliced at copper telephone terminal.  
**(Photo 16)**
30. Pole W7, [REDACTED] Bonnett Avenue  
FiOS not grounded.
31. Pole W7, [REDACTED] Forest Park Avenue  
FiOS ground conductor attached to loose clamp on meter pan.
32. Pole 5, [REDACTED] Nassau Road  
FiOS not grounded.
33. Pole W4, [REDACTED] Hall Avenue  
FiOS not grounded.
34. Pole W5, [REDACTED] Hall Avenue  
FiOS ground conductor attached to screw on meter pan. **(Photo 17)**
35. Pole 2, [REDACTED] Virginia Place  
FiOS ground conductor spliced at copper telephone terminal.
36. Pole W3, [REDACTED] Harmony Drive  
FiOS not grounded.

### Village of Mamaroneck - Westchester County

37. Pole 10, [REDACTED] Union Avenue  
FiOS not grounded.
38. Pole 7, [REDACTED] Union Avenue  
FiOS not grounded.
39. Pole 4, [REDACTED] Union Avenue  
FiOS ground conductor attached to screw on Romex connector on  
meter pan. **(Photo 18)**
40. Pole 4, [REDACTED] Union Avenue  
FiOS and copper telephone ground conductors attached to same  
single conductor clamp on electric conduit.

41. Pole 3, [REDACTED] Hinman Place  
FiOS not grounded.
42. Pole 7, [REDACTED] Melbourne Avenue  
FiOS ground conductor attached to unbonded driven electrode.

### Town of Mamaroneck - Westchester County

43. Pole (no #), [REDACTED] Prospect Avenue, top ONT  
FiOS ground conductor attached to ground lug on screw on Romex connector on meter pan.
44. Pole (no #), [REDACTED] Prospect Avenue, bottom ONT  
FiOS ground conductor attached to ground lug on screw on Romex connector on meter pan.
45. Pole 8, [REDACTED] Country Road  
FiOS and copper telephone ground conductors attached to same screw on meter pan.
46. Pole 8, [REDACTED] Country Road  
FiOS ground conductor attached to clamp not designed for this purpose. **(Photo 20)**

### Rye - Westchester County

47. Pole (no #), [REDACTED] Grapal Street  
FiOS not grounded.
48. Pole 50, [REDACTED] Midland Avenue  
FiOS ground conductor attached to copper telephone terminal lug.  
**(Photo 23)**
49. Pole W11, [REDACTED] Palisade Road  
FiOS ground conductor attached to unbonded driven electrode.
50. Pole 7, [REDACTED] Palisade Road  
FiOS ground conductor spliced at copper telephone terminal.
51. Pole 2, [REDACTED] Richard Place  
FiOS ONT and FiOS ground block ground conductors attached to same ground lug on screw of Romex connector. **(Photo 24)**

52. Pole 5, [REDACTED] Sanford Street  
**FiOS and copper telephone ground conductors attached to same single conductor clamp on power rod.**
53. Pole 6, [REDACTED] Sanford Street  
**FiOS ground conductor spliced at terminal lug to meter pan.**
54. Pole W3, [REDACTED] Sanford Street  
**FiOS ground conductor attached to screw on weather head.**

#### **Rye Brook - Westchester County**

55. Pole 5, [REDACTED] Westview Avenue  
**FiOS ground conductor attached to unbonded driven electrode.**
56. Pole (no #), [REDACTED] Roanoke Avenue  
**FiOS ground conductor spliced at copper telephone terminals.**
57. Pole 13, [REDACTED] Valley Terrace  
**FiOS ground conductor spliced at copper telephone terminal.**
58. Pole 18, [REDACTED] Valley Terrace  
**FiOS ground conductor attached to screw on Romex connector on meter pan.**
59. Pole 17, [REDACTED] Tamerac Street  
**FiOS not grounded.**

#### **Mt. Kisco - Westchester County**

60. Pole W9, [REDACTED] Beverly Road  
**FiOS and copper telephone ground conductors both attached to loose single conductor strap on power conduit.**
61. Pole W15, [REDACTED] Beverly Road  
**FiOS not grounded.**
62. Pole W1, [REDACTED] Forest Drive  
**FiOS and copper telephone ground conductors attached to same single conductor strap.**

63. Pole 2, Forest Drive  
**FiOS ground conductor attached to screw on Romex connector on meter pan.**
64. Pole W32, Marion Avenue  
**FiOS not grounded.**
65. Pole W9, Manchester Drive  
**FiOS not grounded.**
66. Pole W3, Manchester Drive  
**FiOS ground conductor attached to screw on Romex connector on meter pan. (Photo 26)**
67. Pole 2, Willetts Road  
**FiOS not grounded.**
68. Pole W2, Brookside Avenue  
**FiOS ground conductor attached to unbonded driven electrode.**
69. Pole W6, Brookside Avenue  
**FiOS and copper telephone ground conductors attached to same single conductor clamp.**

### **FiOS INSTALLATIONS ADVERSELY AFFECTING CATV**

#### **Sleepy Hollow – Westchester County**

70. Pole 9, Church Street in Sleepy Hollow  
**Broken CATV box with coax cable removed for use with FiOS.  
(Photo 27)**
71. Pole W2, Church Street  
**FiOS ground conductor tapped to CATV ground conductor.  
(Photo 3)**

#### **Briarcliff - Westchester County**

72. Pole P5, Hemlock Road  
**FiOS and CATV ground conductors attached to same loose, single conductor pipe strap. (Photo 7)**

73. Pole P9, [REDACTED] Hemlock Road  
FiOS and CATV ground conductors attached to same single conductor clamp on power rod. **(Photo 9)**

**Town of Ossining - Westchester County**

74. Pole T18, [REDACTED] Donald Lane  
FiOS and CATV ground conductors attached to same clamp.
75. Pole T19, [REDACTED] Donald  
FiOS and CATV ground conductors attached to same single conductor strap on power conduit.

**Village of Ossining - Westchester County**

76. Pole (no #), [REDACTED] Butler Place  
FiOS and CATV ground conductors attached to same single conductor strap

**Larchmont - Westchester County**

77. Pole 3, [REDACTED] Bonnett Avenue in Larchmont  
CATV input to ground block disconnected. **(Photo 28)**
78. Pole W3, [REDACTED] Harmony Drive in Larchmont  
CATV drop cut before ground block. **(Photo 29)**
79. Pole W2, [REDACTED] Lions Place  
FiOS and CATV ground conductors attached to same single conductor clamp.

**Town of Mamaroneck - Westchester County**

80. Pole 12, [REDACTED] Mohegan Road  
FiOS, CATV and copper telephone ground conductors attached to same single conductor clamp on electrical conduit. **(Photo 19)**
81. Pole 17, [REDACTED] Country Road  
FiOS and CATV ground conductors attached to same single conductor strap on power conduit.

82. Pole 3, [REDACTED] Leatherstocking Road  
FiOS ground conductor spliced at CATV ground block. **(Photo 21)**

**Rye - Westchester County**

83. Pole 4, [REDACTED] Grapal Street  
FiOS and CATV ground conductors attached to same single conductor clamp on power rod. **(Photo 22)**
84. Pole W55, [REDACTED] Midland Avenue  
FiOS and CATV ground conductors attached to same single conductor clamp on electric conduit.
85. Pole 51, [REDACTED] Midland Avenue  
FiOS and 2 CATV ground conductors attached to same single conductor strap on power conduit.
86. Pole W11, [REDACTED] Palisade Road  
FiOS and CATV ground conductors attached to same single conductor strap on power conduit.
87. Pole 3, [REDACTED] Grapal Street  
FiOS and CATV ground conductors attached to same single conductor clamp.
88. Pole 3, [REDACTED] Sanford Street  
FiOS ground conductor spliced to CATV ground block.
89. Pole (no #), [REDACTED] Sanford Street  
FiOS and CATV ground conductors attached to same single conductor clamp on power conduit.

**Rye Brook - Westchester County**

90. Pole 7, [REDACTED] Westview Avenue  
FiOS and CATV ground conductors both attached to loose single conductor strap.
91. Pole 7, [REDACTED] Westview Avenue  
FiOS and CATV ground conductors attached to same single conductor strap on power conduit.

92. Pole W3, [REDACTED] Highview Avenue  
**FiOS, CATV and copper telephone ground conductors attached to same single conductor clamp on unbonded driven electrode.**

**Mt. Kisco - Westchester County**

93. Pole W16, [REDACTED] Beverly Road  
**FiOS and CATV ground conductors attached to same single conductor strap.**
94. Pole W3003, [REDACTED] Lafayette Drive  
**FiOS and CATV ground conductors attached to same single conductor strap.**

The following sites were inspected with no trouble found.

**Sleepy Hollow – Westchester County**

- Pole 1, [REDACTED] Park Avenue and South Broadway  
Pole 3, [REDACTED] Park Avenue  
Pole 4, [REDACTED] Park Avenue  
Pole W3, [REDACTED] Miller Avenue  
Pole (no #), [REDACTED] Independence Street  
Pole W3, [REDACTED] Church Street  
Pole 5, [REDACTED] Church Street  
Pole 9 [REDACTED] Church Street

**Briarcliff - Westchester County**

- Pole 7, [REDACTED] Hickory Road  
Pole 17, [REDACTED] Central Drive

**Town of Ossining – Westchester County**

- Pole W4, [REDACTED] Tuttle Drive  
Pole W3, [REDACTED] Tuttle Drive  
Pole T18, [REDACTED] Donald Lane

**Village of Ossining – Westchester County**

- Pole 11, [REDACTED] Watson Avenue  
Pole W1, [REDACTED] Underhill Road

Larchmont – Westchester County

Pole 3, [REDACTED] Bonnett Avenue  
Pole 1, [REDACTED] Nassau Road  
Pole 4, [REDACTED] Nassau Road  
Pole 5, [REDACTED] Nassau Road  
Pole W2, [REDACTED] Kenmare Road  
Pole W4, [REDACTED] Harmony Drive

Town of Mamaroneck – Westchester County

Pole 9, [REDACTED] Avon Road  
Pole 8, [REDACTED] Avon Road  
Pole 3, [REDACTED] Leatherstocking Road

Rye – Westchester County

Pole 4, [REDACTED] Grapal Street  
Pole 51, [REDACTED] Midland Avenue  
Pole 46, [REDACTED] Midland Avenue  
Pole 44, [REDACTED] Midland Avenue

Rye Brook – Westchester County

Pole W3, [REDACTED] Westview Avenue  
Pole 27, [REDACTED] Highview Avenue  
Pole W24, [REDACTED] Boston Post Road  
Pole 13, [REDACTED] Valley Terrace  
Pole 19, [REDACTED] Valley Terrace  
Pole 19, [REDACTED] Tamerac Street  
Pole 17, [REDACTED] Tamerac Street

Mt. Kisco – Westchester County

Pole 3, [REDACTED] Beverly Road  
Pole W5, [REDACTED] Marion Avenue  
Pole (no #), [REDACTED] Brookside Avenue  
Pole W3, [REDACTED] Brookside Avenue

The following locations could not be verified because the FiOS ground attachment was installed inside the building.

Sleepy Hollow – Westchester County

Pole (no #), [REDACTED] Independence Street  
Pole W3, [REDACTED] Independence Street  
Pole 4, [REDACTED] Church Street

Briarcliff – Westchester County

Pole 11, [REDACTED] Hickory Road  
Pole 7, [REDACTED] Willow Road

Town of Ossining – Westchester County

Pole W4, [REDACTED] Tuttle Drive  
Pole T11, [REDACTED] Donald Lane

Village of Ossining – Westchester County

Pole (no #), [REDACTED] Sutton Place  
Pole 11, [REDACTED] Watson Avenue  
Pole W6, [REDACTED] Eldridge Avenue  
Pole (no #), [REDACTED] Eldridge Avenue

Larchmont – Westchester County

Pole 3, [REDACTED] Bonnett Avenue  
Pole 5, [REDACTED] Forest Park Avenue  
Pole 6, [REDACTED] Nassau Road  
Pole W3, Virginia Place  
Pole W3, [REDACTED] Harmony Drive

Village of Mamaroneck – Westchester County

Pole 6, [REDACTED] Union Avenue  
Pole 3, [REDACTED] Hinman Place  
Pole 11, [REDACTED] Melbourne Avenue  
Pole (no #), [REDACTED] Melbourne Avenue

Rye – Westchester County

Pole 78, [REDACTED] Grace Church Street  
Pole 52, [REDACTED] Grace Church Street  
Pole (no #), [REDACTED] Midland Avenue  
Pole 44, [REDACTED] Midland Avenue, 1<sup>st</sup> ONT  
Pole 44, [REDACTED] Midland Avenue, 2<sup>nd</sup> ONT  
Pole 6, [REDACTED] Sanford Street

Rye Brook – Westchester County

Pole W3, [REDACTED] Highview Avenue  
Pole 15, [REDACTED] Valley Terrace  
Pole W22730, [REDACTED] Tamerac Street  
Pole W22729, [REDACTED] Ridge Boulevard

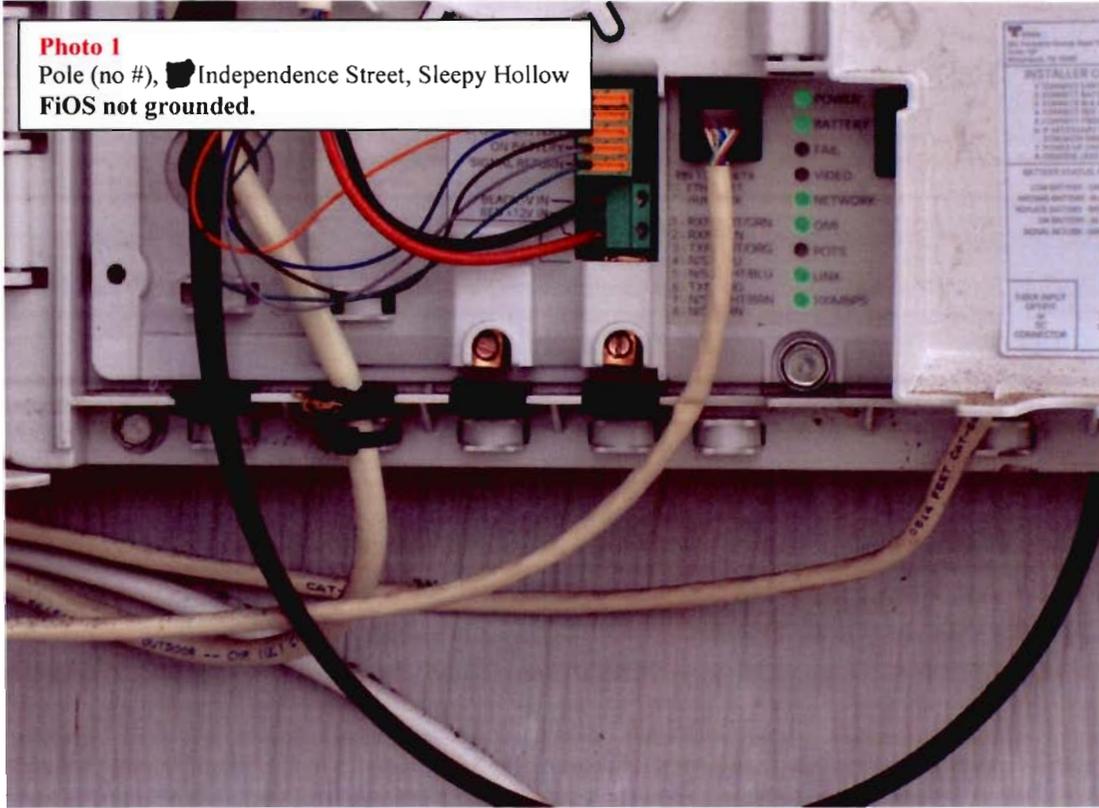
Mt. Kisco – Westchester County

Pole 2, [REDACTED] Beverly Road  
Pole 2, [REDACTED] Forest Drive  
Pole W2, [REDACTED] Marion Avenue  
Pole W7, [REDACTED] Brookside Avenue

Photos attached:

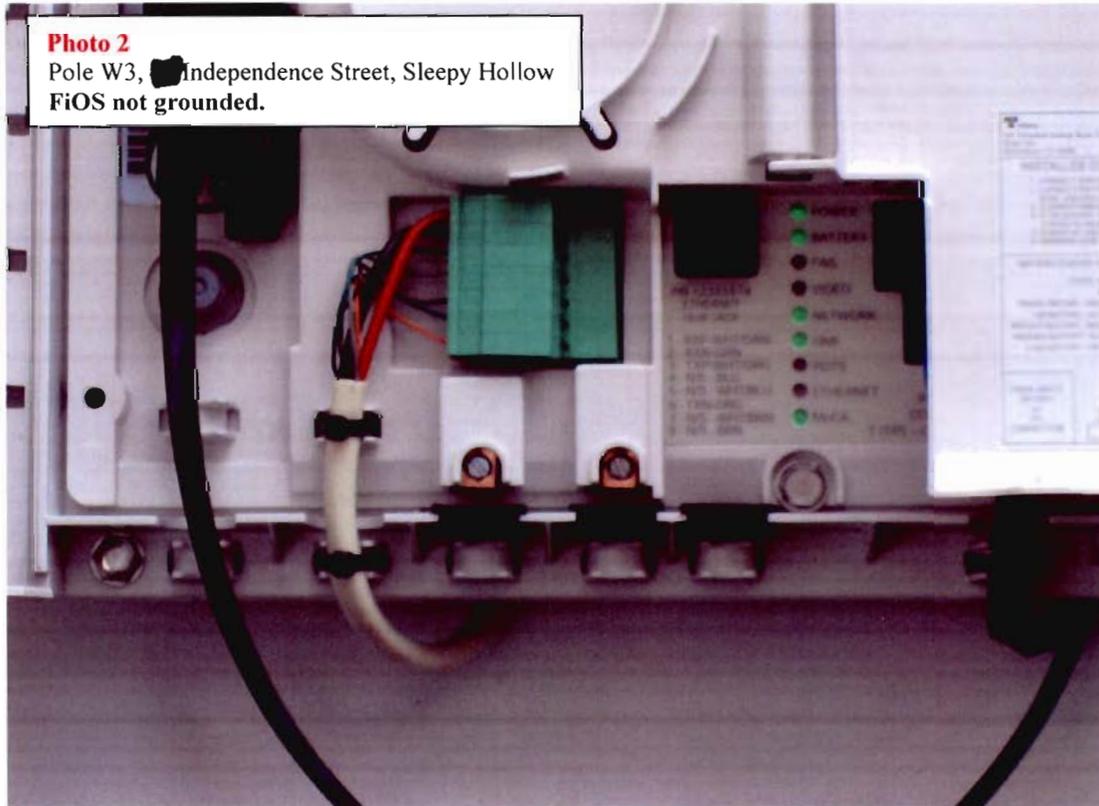
**Photo 1**

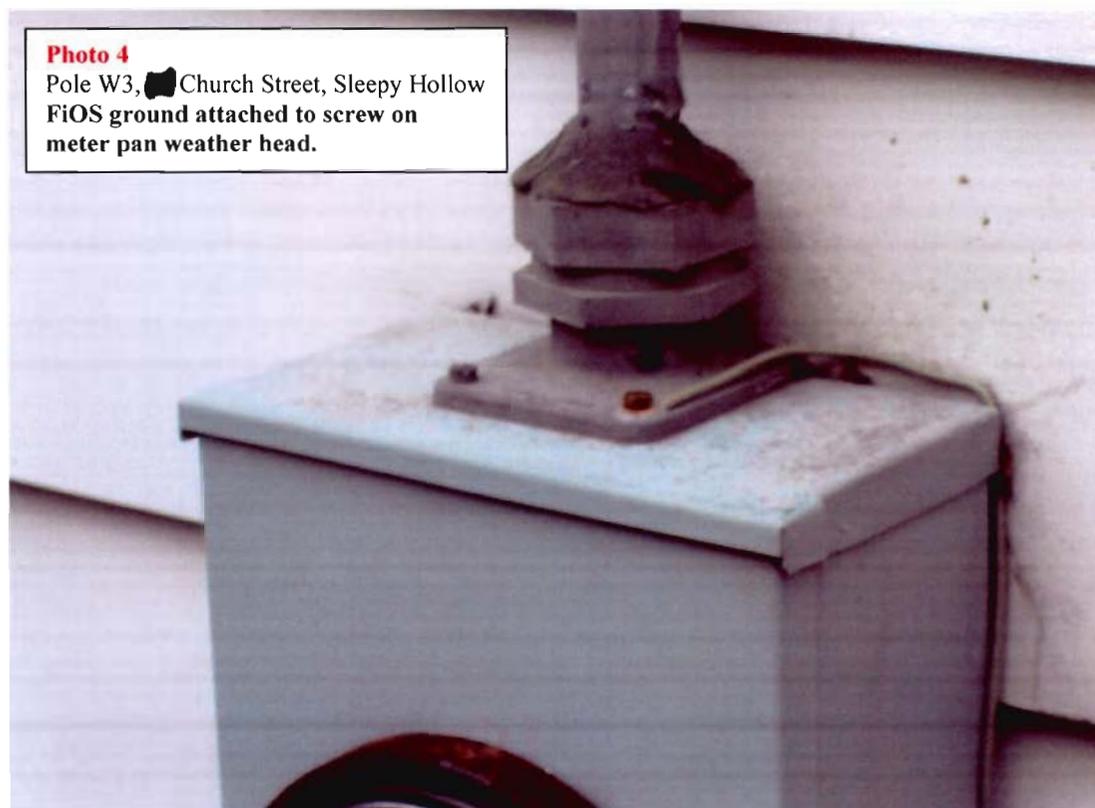
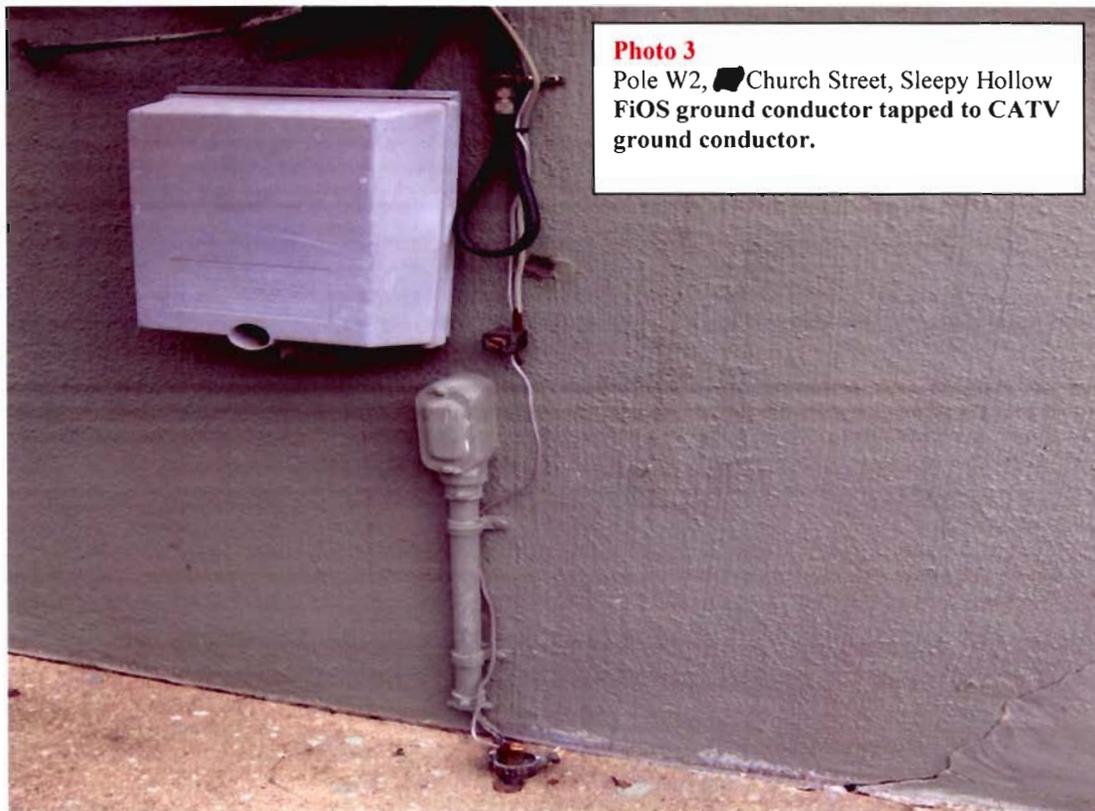
Pole (no #), Independence Street, Sleepy Hollow  
FiOS not grounded.

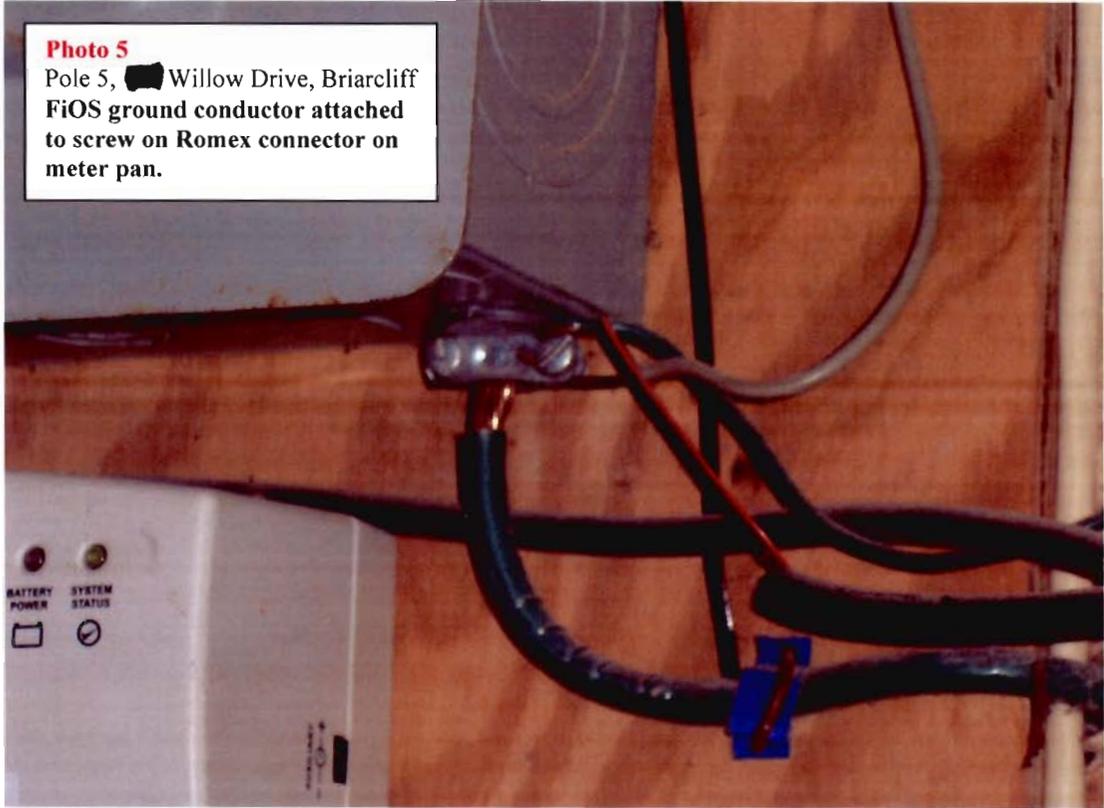


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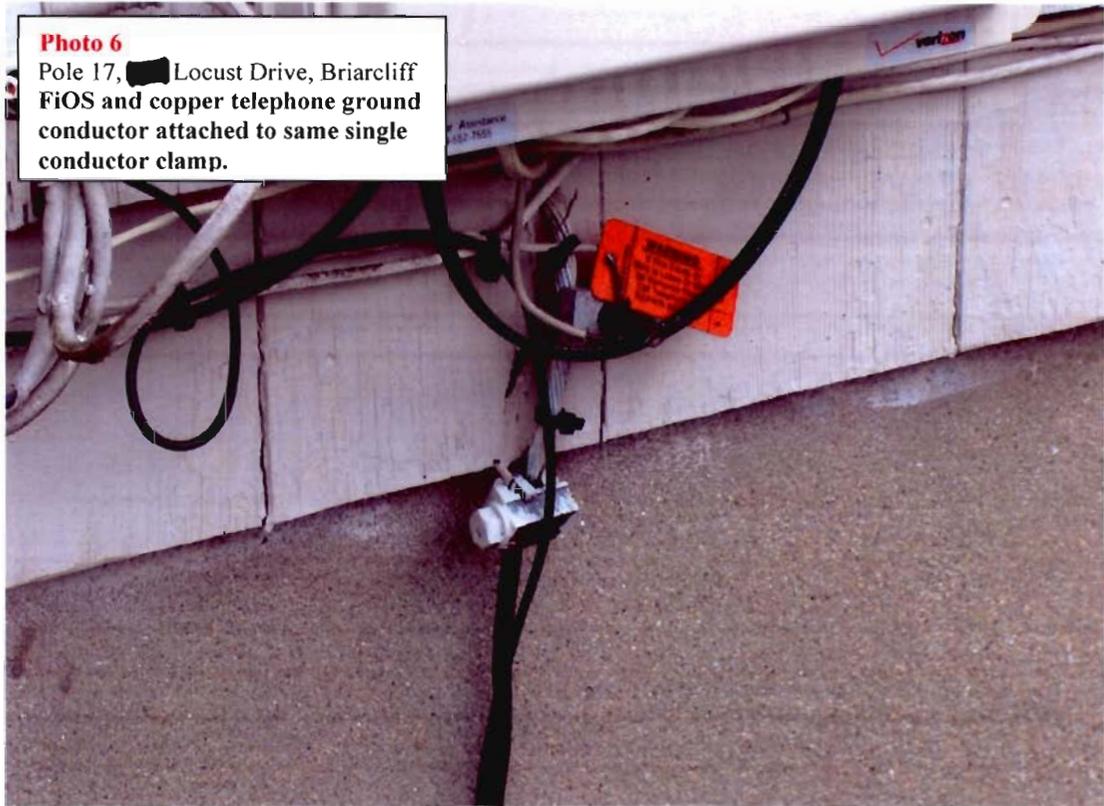
Pole W3, Independence Street, Sleepy Hollow  
FiOS not grounded.







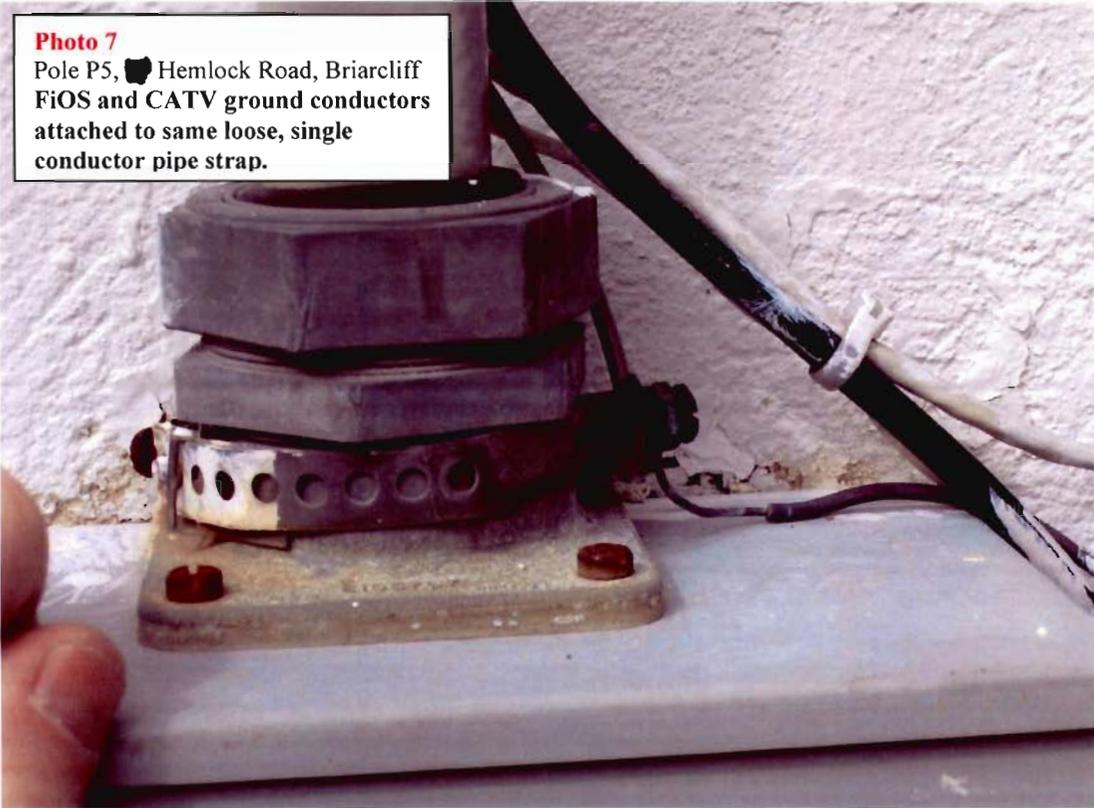
**Photo 5**  
Pole 5, [redacted] Willow Drive, Briarcliff  
FiOS ground conductor attached  
to screw on Romex connector on  
meter pan.



**Photo 6**  
Pole 17, [redacted] Locust Drive, Briarcliff  
FiOS and copper telephone ground  
conductor attached to same single  
conductor clamp.

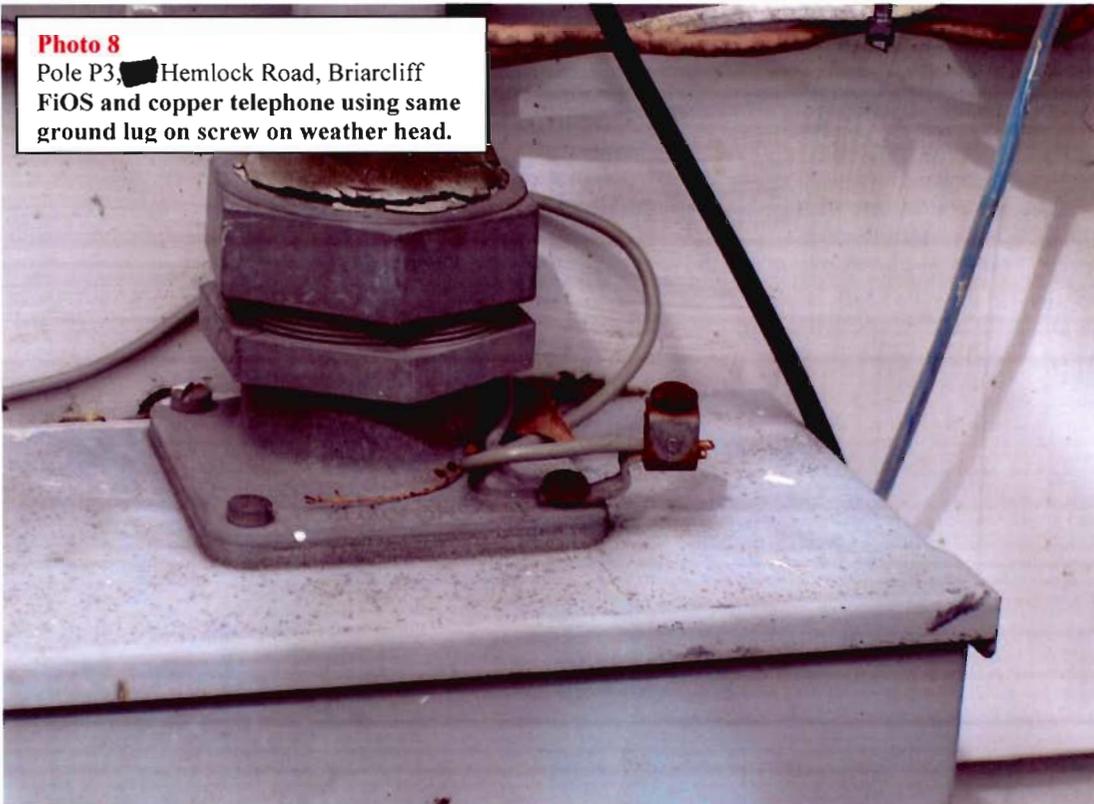
**Photo 7**

Pole P5, [REDACTED] Hemlock Road, Briarcliff  
FiOS and CATV ground conductors  
attached to same loose, single  
conductor pipe strap.



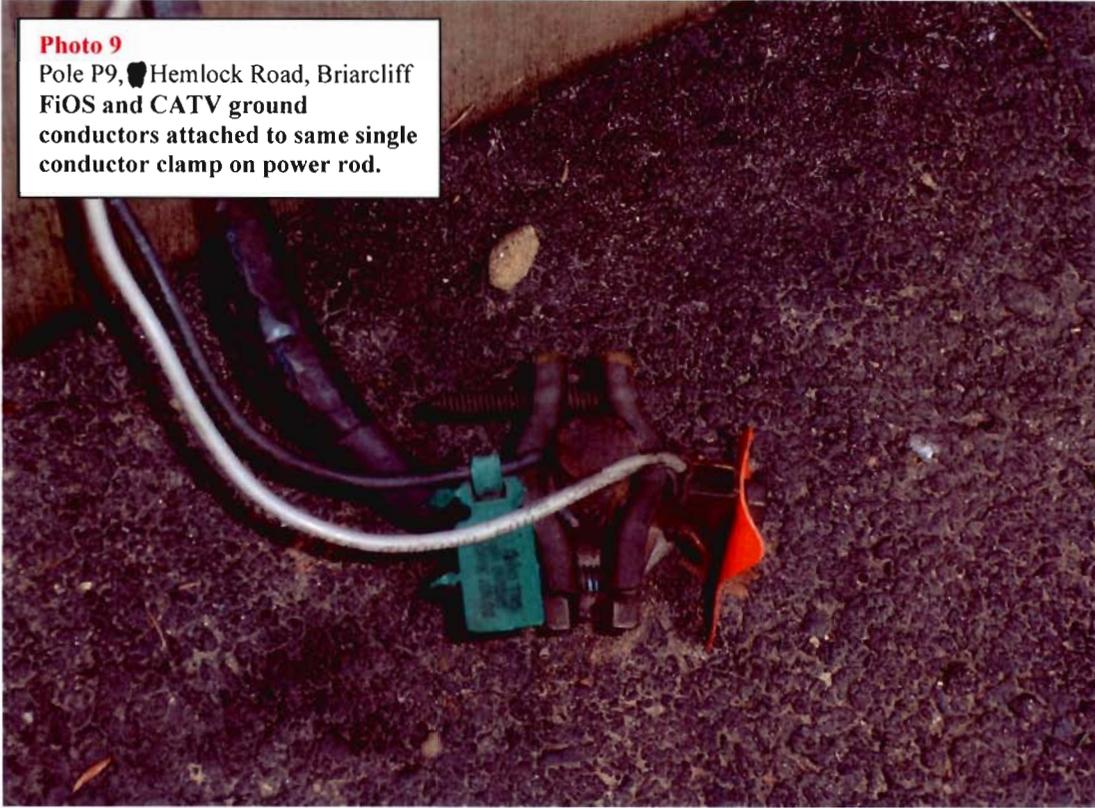
**Photo 8**

Pole P3, [REDACTED] Hemlock Road, Briarcliff  
FiOS and copper telephone using same  
ground lug on screw on weather head.



**Photo 9**

Pole P9, Hemlock Road, Briarcliff  
FiOS and CATV ground  
conductors attached to same single  
conductor clamp on power rod.



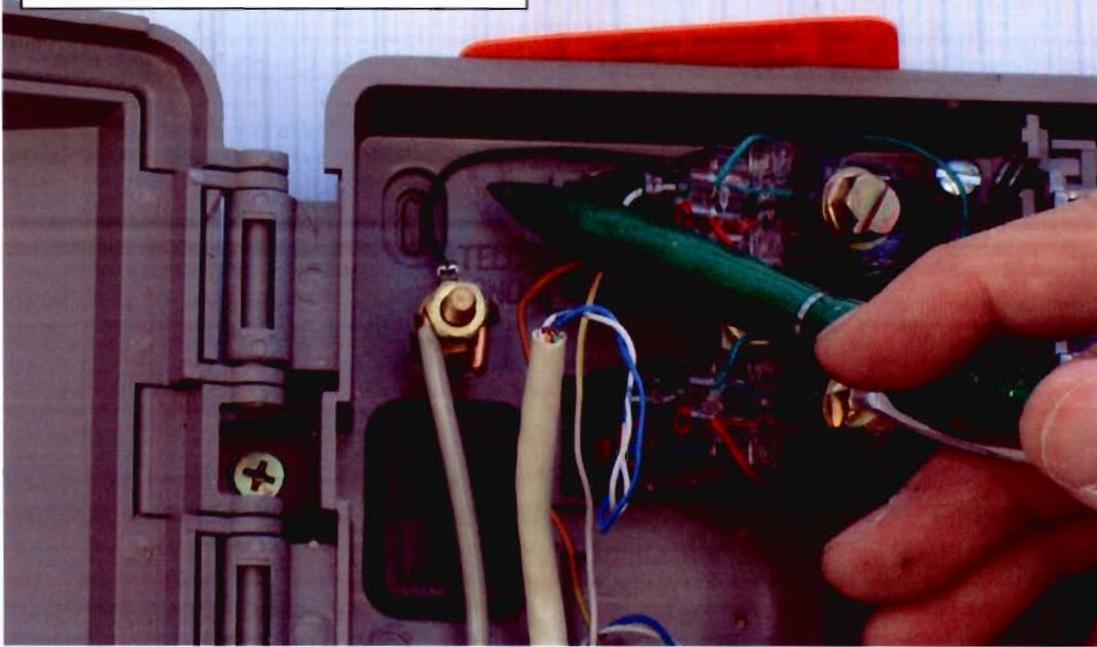
**Photo 10**

Pole W2, Tuttle Drive, Town of Ossining  
FiOS and copper telephone ground  
conductors attached to same single  
conductor clamp on unbonded driven  
electrode.



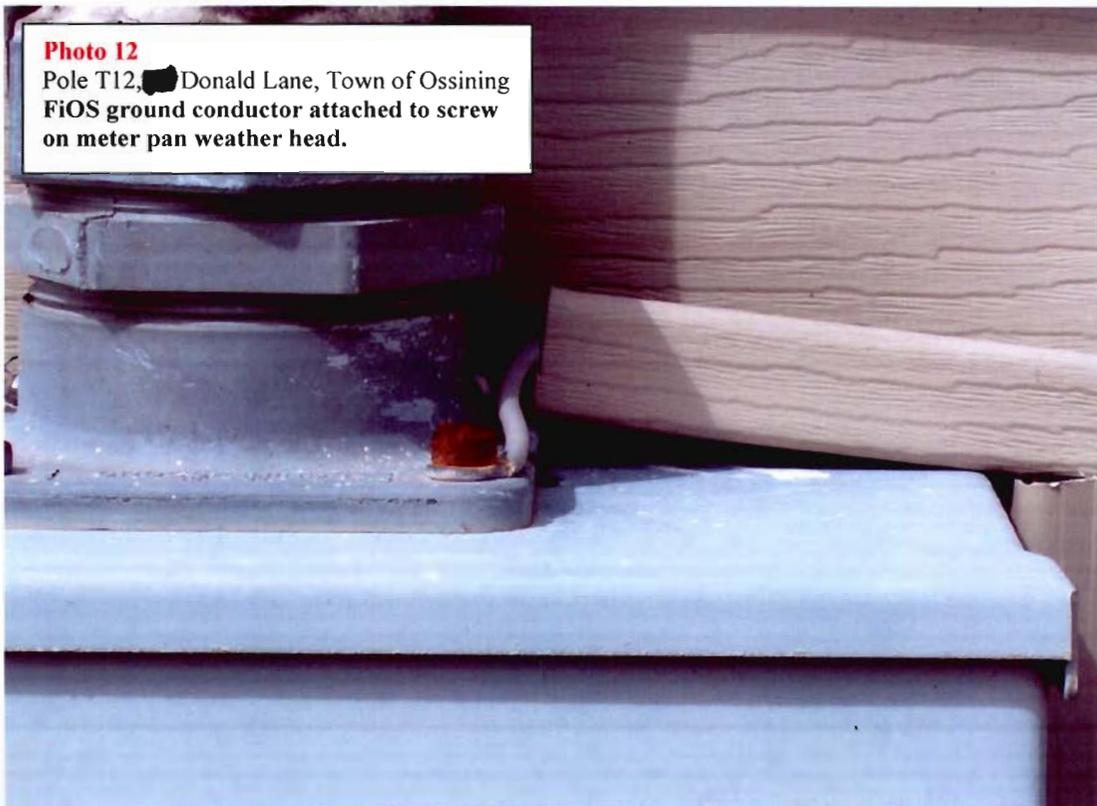
**Photo 11**

Pole W1, [REDACTED] Donald Lane, Town of Ossining  
FiOS ground conductor spliced at copper  
telephone terminal.



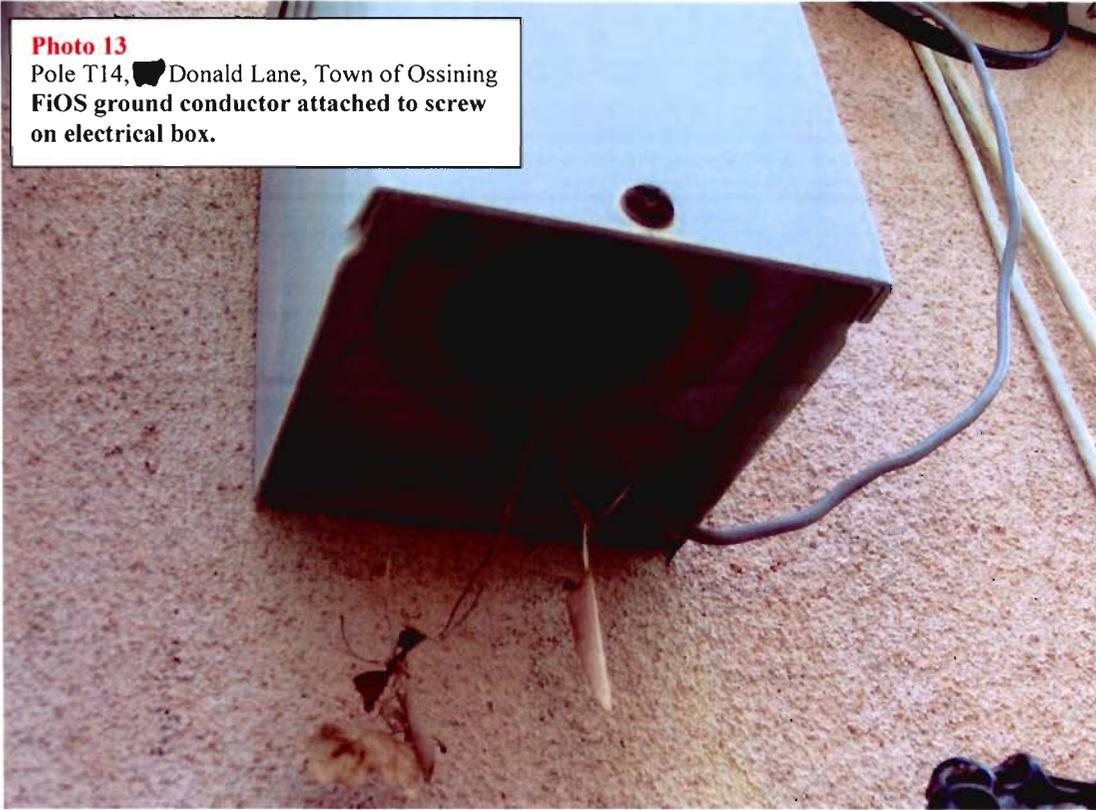
**Photo 12**

Pole T12, [REDACTED] Donald Lane, Town of Ossining  
FiOS ground conductor attached to screw  
on meter pan weather head.



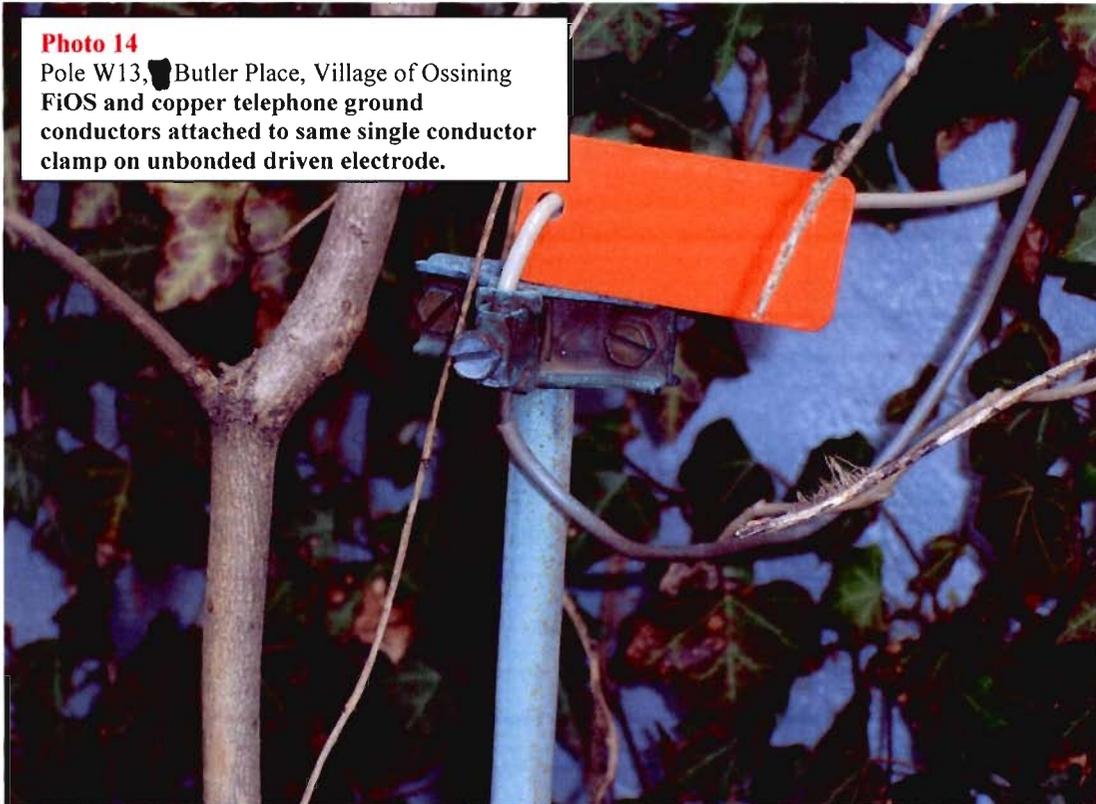
**Photo 13**

Pole T14, █ Donald Lane, Town of Ossining  
FiOS ground conductor attached to screw  
on electrical box.



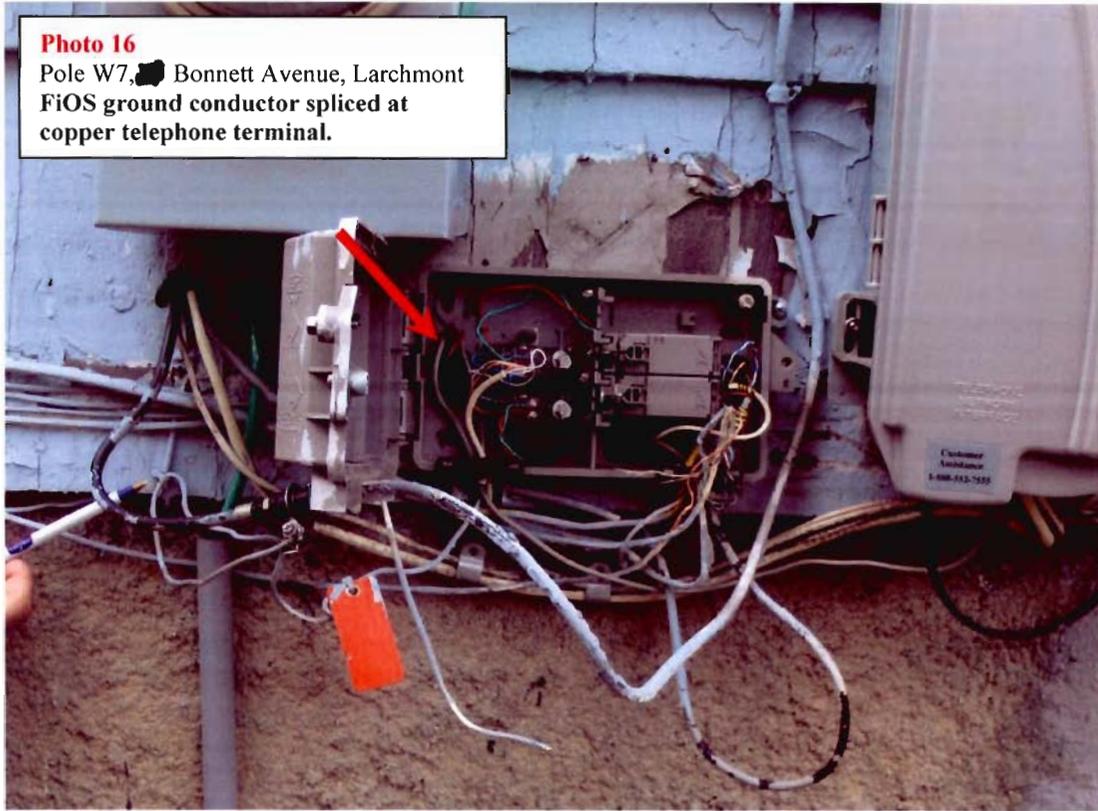
**Photo 14**

Pole W13, █ Butler Place, Village of Ossining  
FiOS and copper telephone ground  
conductors attached to same single conductor  
clamp on unbonded driven electrode.



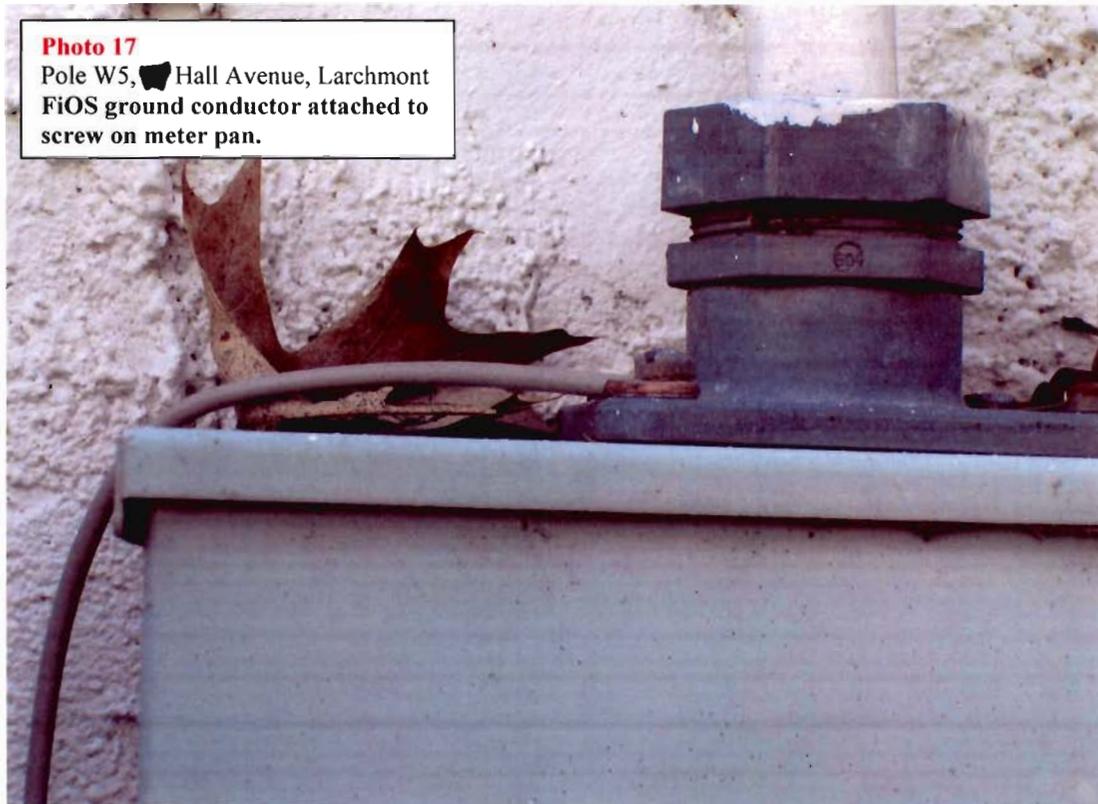
**Photo 16**

Pole W7, [redacted] Bonnett Avenue, Larchmont  
FiOS ground conductor spliced at  
copper telephone terminal.



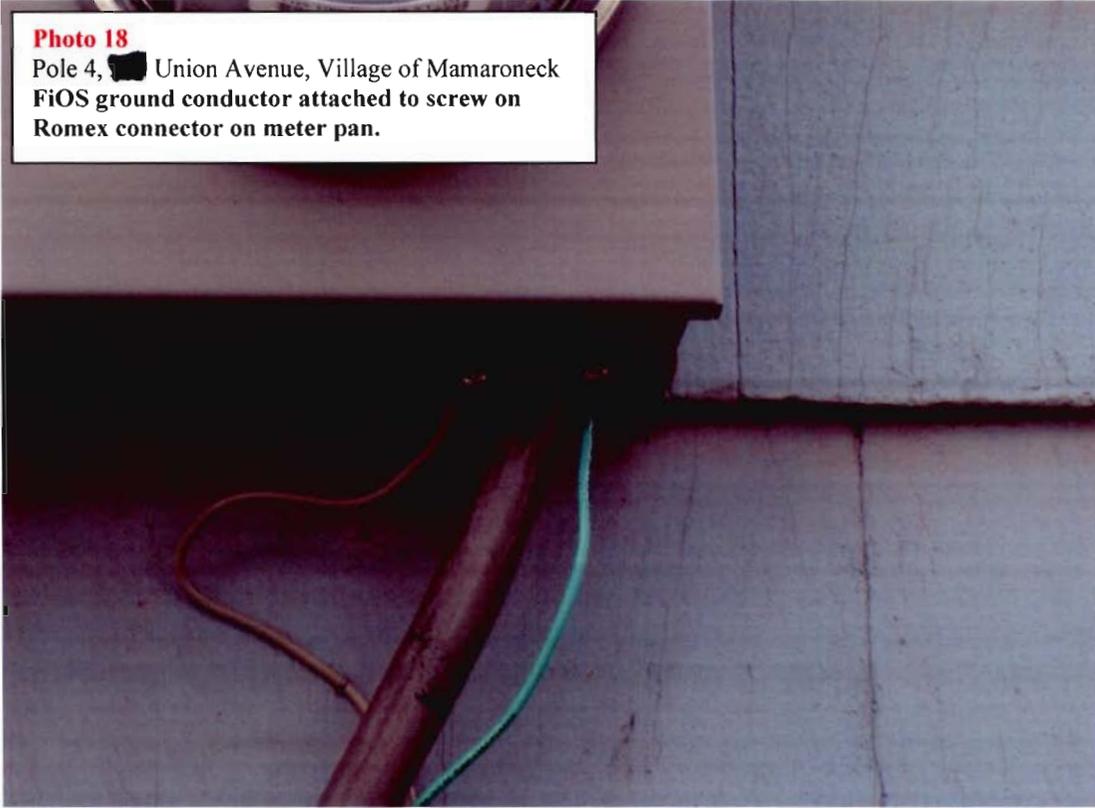
**Photo 17**

Pole W5, [redacted] Hall Avenue, Larchmont  
FiOS ground conductor attached to  
screw on meter pan.



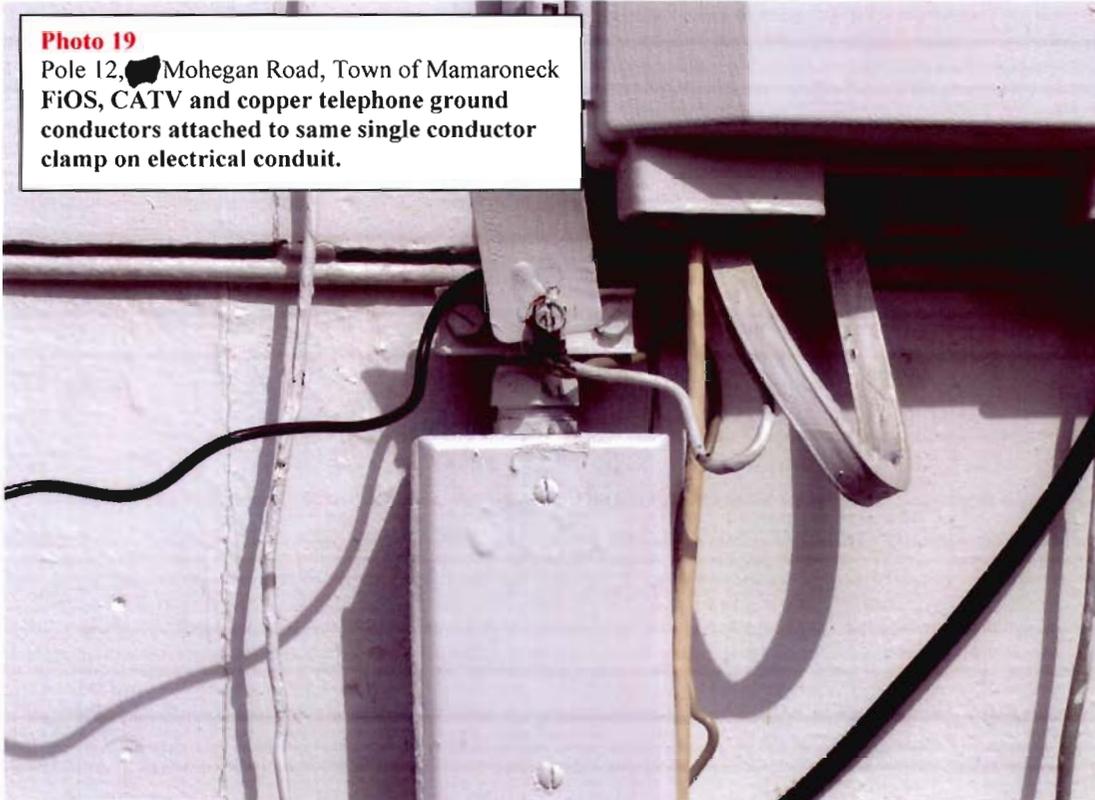
**Photo 18**

Pole 4, [REDACTED] Union Avenue, Village of Mamaroneck  
FiOS ground conductor attached to screw on  
Romex connector on meter pan.



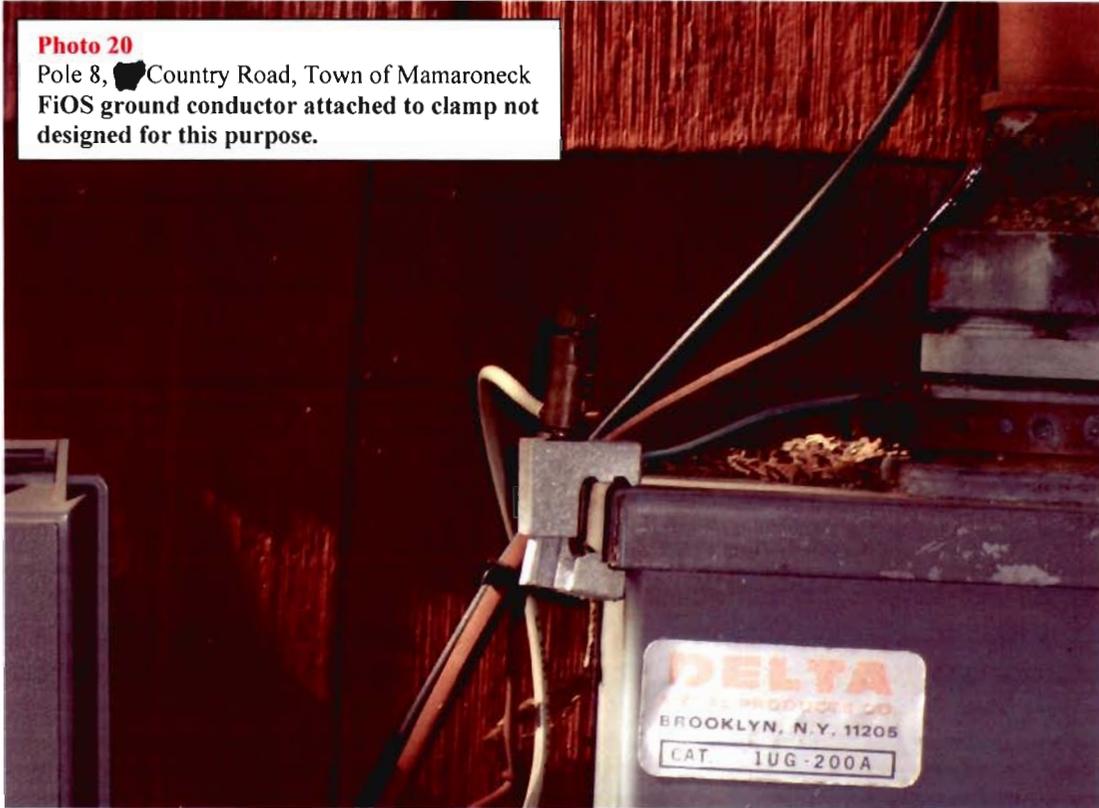
**Photo 19**

Pole 12, [REDACTED] Mohegan Road, Town of Mamaroneck  
FiOS, CATV and copper telephone ground  
conductors attached to same single conductor  
clamp on electrical conduit.



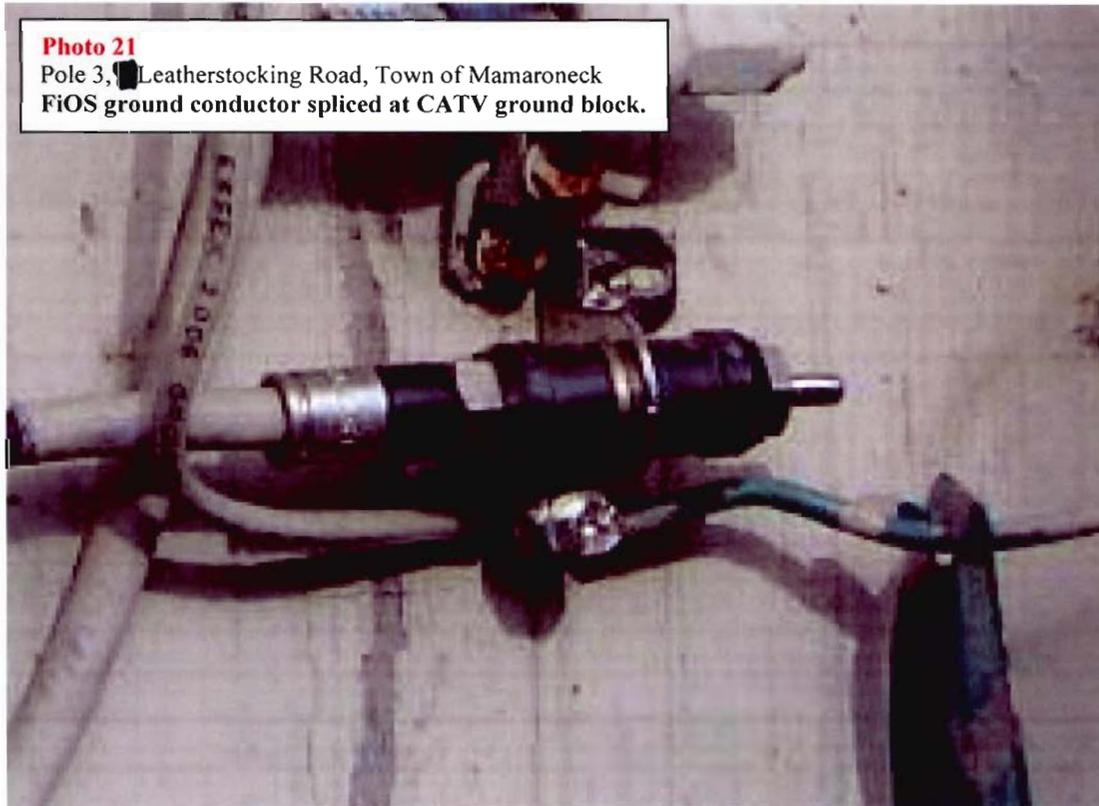
**Photo 20**

Pole 8, Country Road, Town of Mamaroneck  
FiOS ground conductor attached to clamp not designed for this purpose.



**Photo 21**

Pole 3, Leatherstocking Road, Town of Mamaroneck  
FiOS ground conductor spliced at CATV ground block.



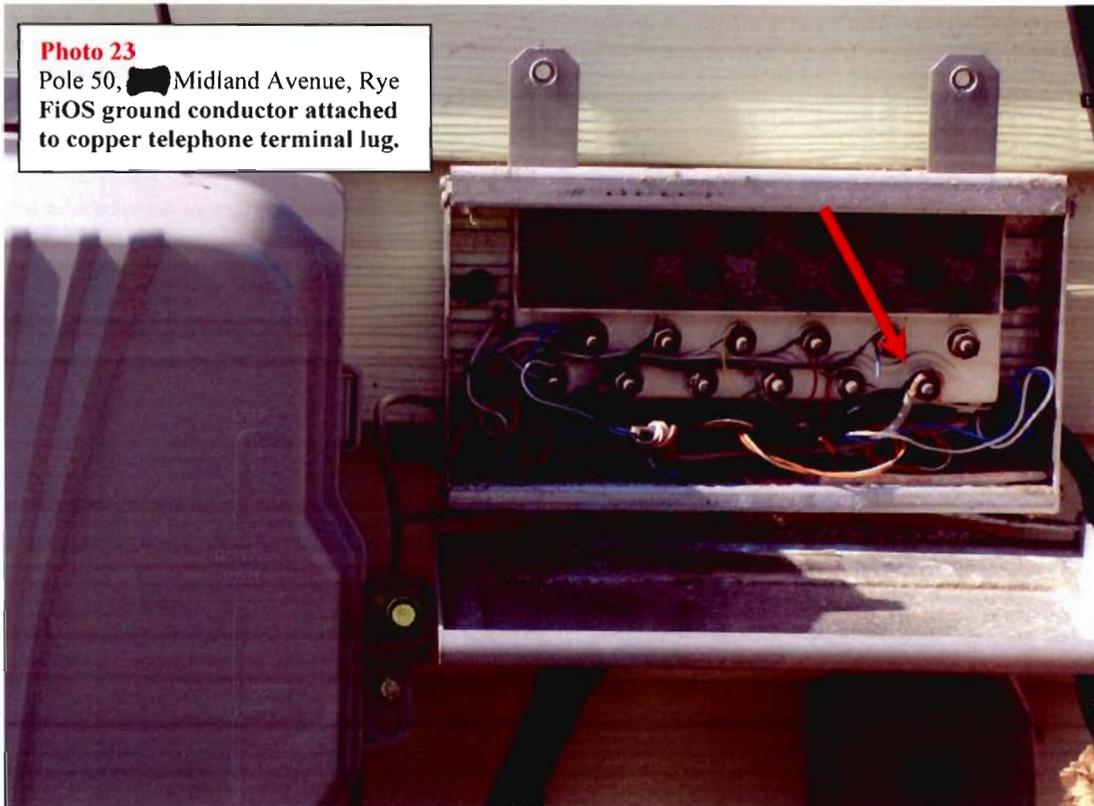
**Photo 22**

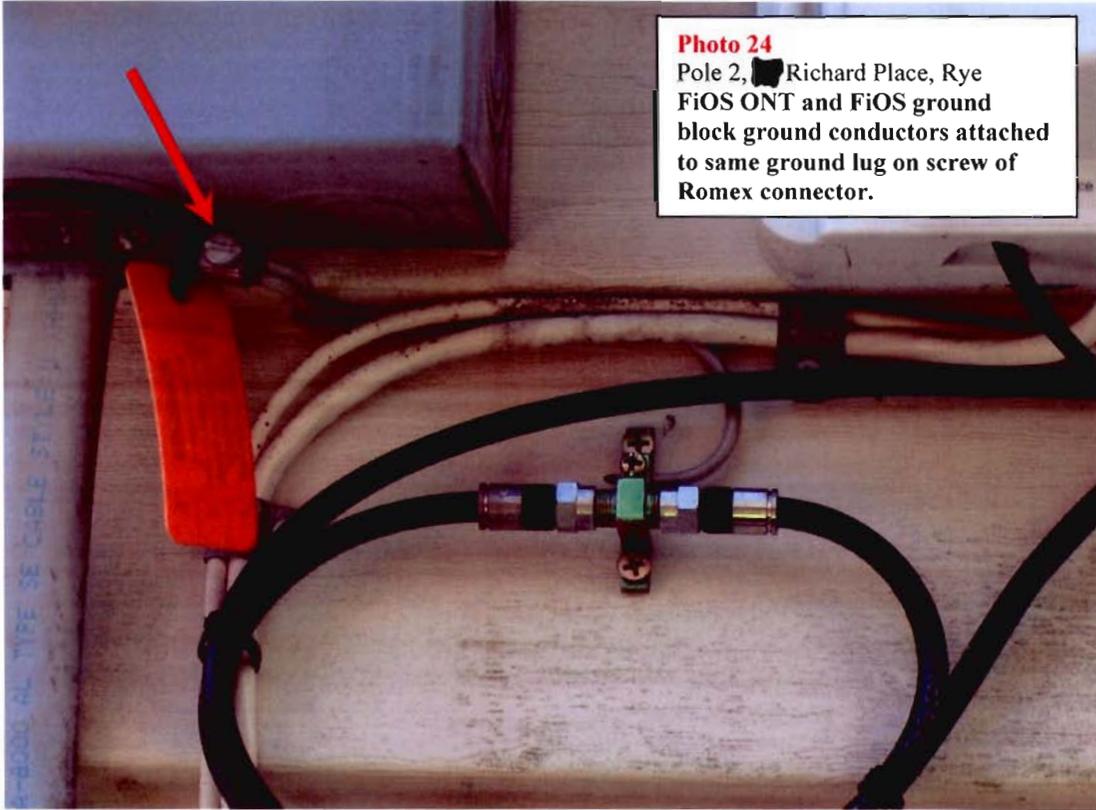
Pole 4, [REDACTED] Grapal Street, Rye  
FiOS and CATV ground  
conductors attached to same single  
conductor clamp on power rod.



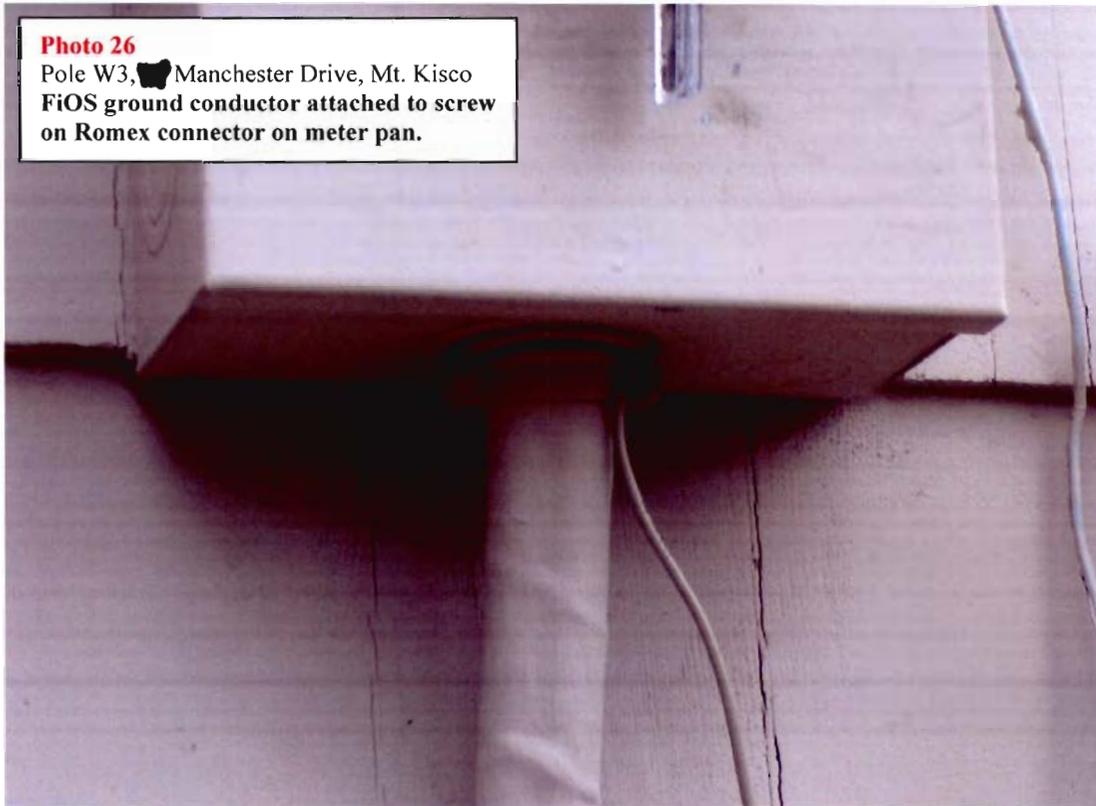
**Photo 23**

Pole 50, [REDACTED] Midland Avenue, Rye  
FiOS ground conductor attached  
to copper telephone terminal lug.

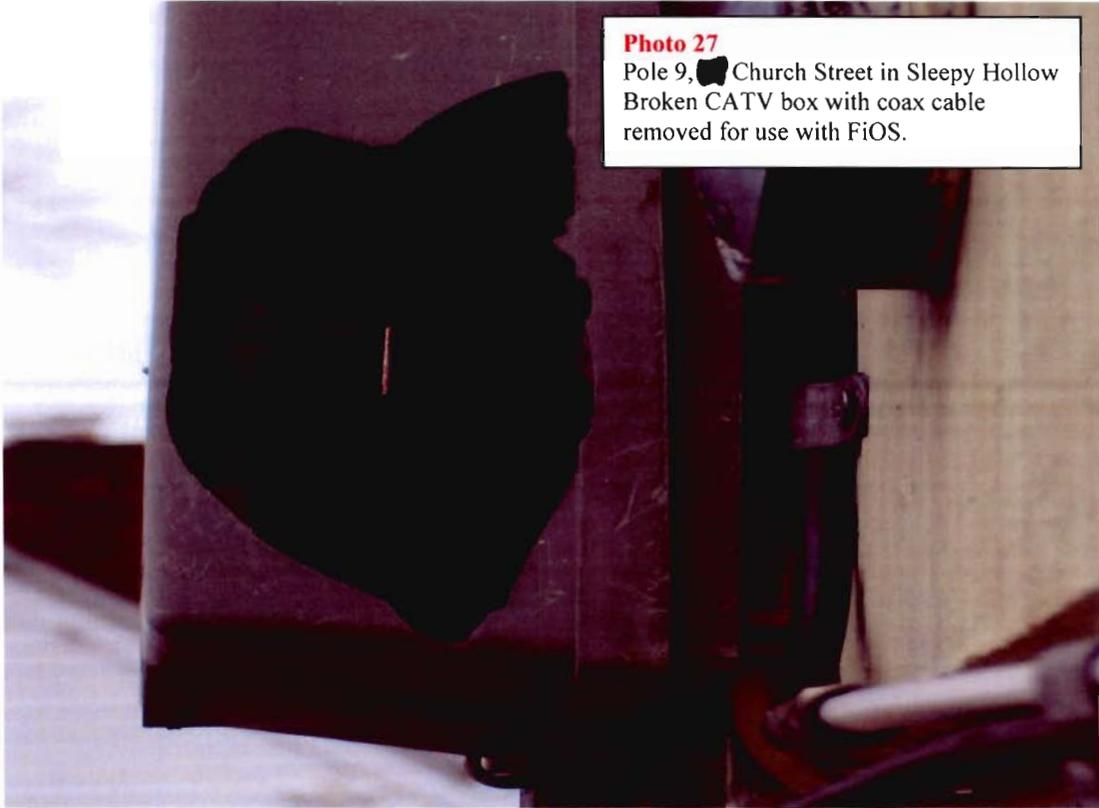




**Photo 24**  
Pole 2, Richard Place, Rye  
FiOS ONT and FiOS ground  
block ground conductors attached  
to same ground lug on screw of  
Romex connector.

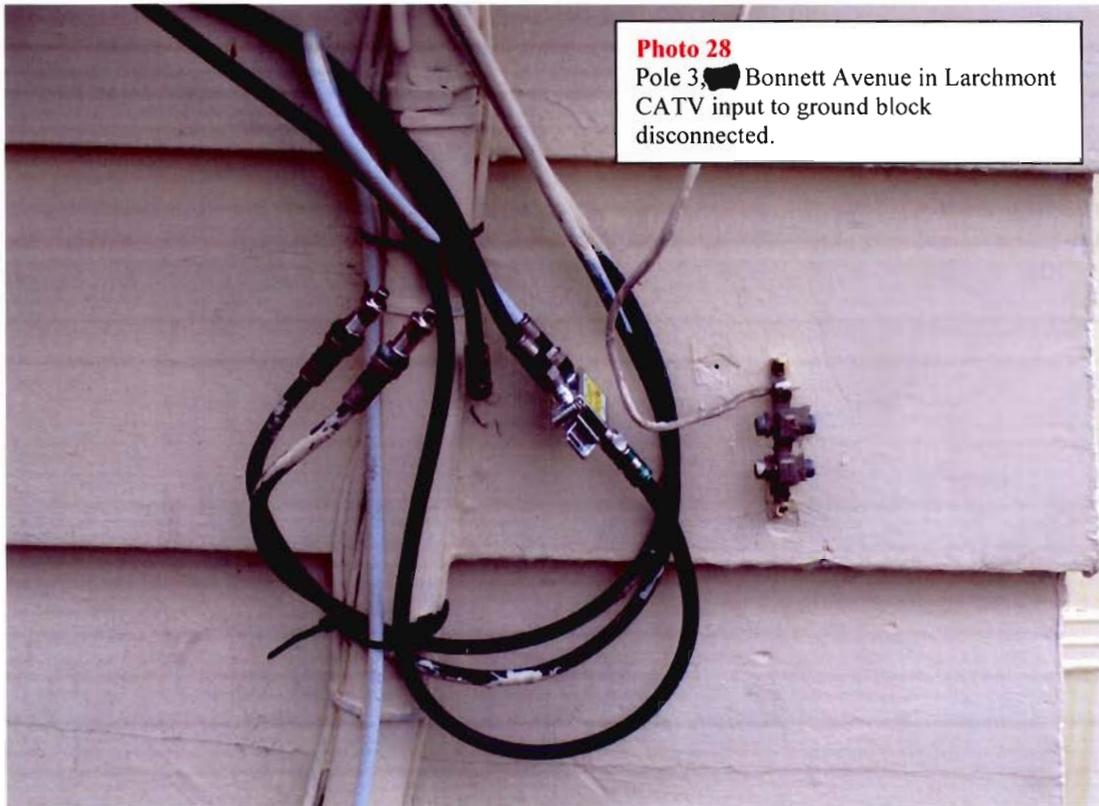


**Photo 26**  
Pole W3, Manchester Drive, Mt. Kisco  
FiOS ground conductor attached to screw  
on Romex connector on meter pan.



**Photo 27**

Pole 9, [REDACTED] Church Street in Sleepy Hollow  
Broken CATV box with coax cable  
removed for use with FiOS.

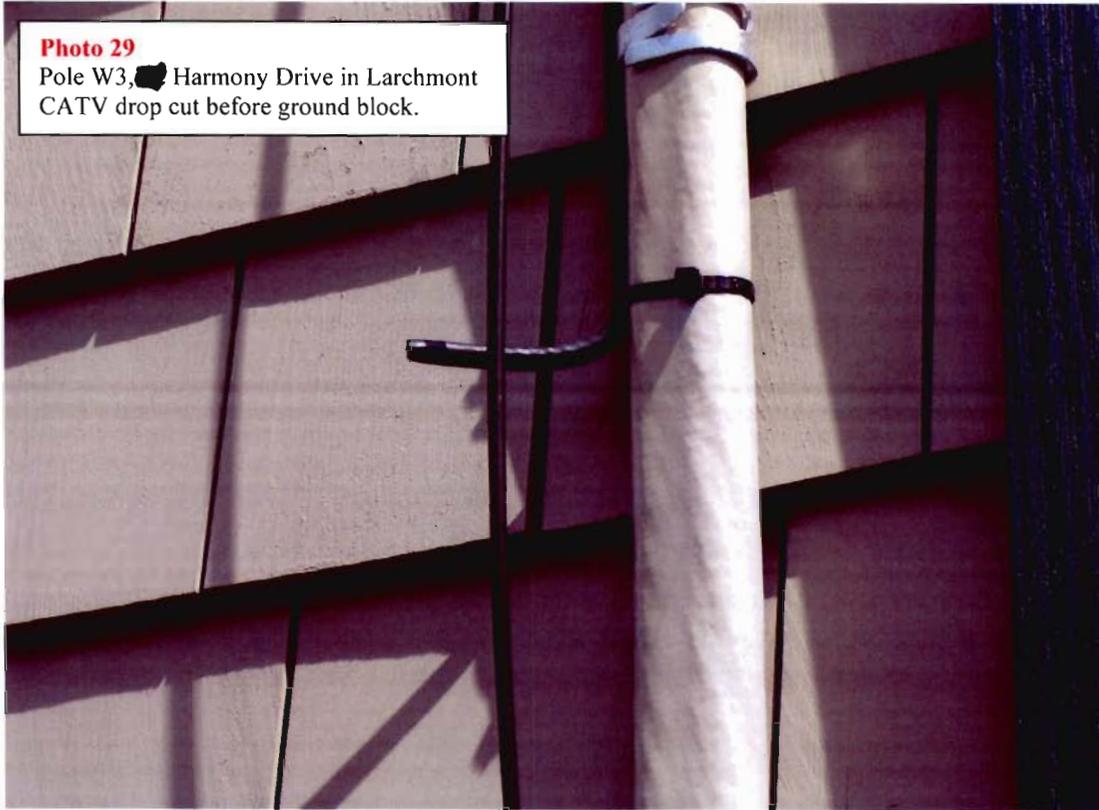


**Photo 28**

Pole 3, [REDACTED] Bonnett Avenue in Larchmont  
CATV input to ground block  
disconnected.

**Photo 29**

Pole W3, [redacted] Harmony Drive in Larchmont  
CATV drop cut before ground block.



STATE OF NEW YORK DEPARTMENT OF PUBLIC SERVICE  
THREE EMPIRE STATE PLAZA, ALBANY, NY 12223-1350

Internet Address: <http://www.dps.state.ny.us>

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RESULTS OF OUTSIDE PLANT INSPECTION  
OF VERIZON FiOS

In The  
County of Nassau

By:  
The New York State Department of Public Service  
Telecommunications Division  
Albany, NY 12223  
(518) 474-2213

Report No. T019-08-4204  
Test Date: 4/7-11/2008

Report Written By:

Tighe G. Massey  
Utility Specialist 2

Report # T019-08-4204

**SUMMARY OF INSPECTION OF VERIZON FiOS FACILITIES IN THE COUNTY OF NASSAU FOR UNSAFE AND NONSTANDARD SUBSCRIBER INSTALLATION PRACTICES.**

On April 4 – 11, 2008 Department of Public Service (DPS) Utility Specialists Gary Simcox and Tighe G. Massey conducted an inspection of the Verizon FiOS subscriber installations in Nassau, New York. A total of 108 sites were reviewed within Nassau County. Overall, the subscriber installations in those areas inspected was found to be in poor condition.

Of the 108 FiOS installations inspected, 52 nonstandard conditions were related to grounding, 3 were related to drops, 12 were related to adversely affecting CATV and 13 with no access to the FiOS Network Terminal ground, which are listed separately. Of the 108 inspected installations, 27 were found to have no trouble.

**VERIZON FiOS NONSTANDARD CONDITIONS/GROUNDING**

**Bellerose**

1) Pole 62/986: [REDACTED], 241 Street.  
**FiOS not grounded.**

2) Pole 62/986: [REDACTED] 241 Street.  
**FiOS ground spliced.**

3) Pole 355: [REDACTED] 241 Street.  
**FiOS not grounded.**

4) Pole 62/991: [REDACTED] 241 Street  
**FiOS not grounded.**

**Saddle Rock**

5) Pole 16: [REDACTED] Grist Mill Rd.  
**FiOS and copper telephone on same ground lug. (Photo 2)**

### Saddle Rock (continued)

6) Pole unknown: [REDACTED] Greenleaf Hill.  
**FiOS not grounded. (Photo 3)**

7) Pole unknown: [REDACTED] Longfellow Rd.  
**FiOS not grounded.**

8) Pole 3: [REDACTED] Stevenson Dr.  
**FiOS not grounded.**

9) Pole unknown: [REDACTED] Stevenson Dr.  
**FiOS not grounded.**

10) Pole 3: [REDACTED] Stevenson Dr.  
**FiOS not grounded.**

### Great Neck

11) Pole 6: [REDACTED] Bentley Rd.  
**FiOS grounded to gas service. (Photo 4)**

12) Pole 5: [REDACTED] Woodbourne Rd.  
**FiOS grounded to unbonded driven electrode.**

13) Pole 19: [REDACTED] Croyden Ave.  
**FiOS not grounded. (Photo 5)**

14) Pole 19: [REDACTED] Croyden Ave.  
**FiOS grounded to unbonded driven electrode.**

15) Pole 8: [REDACTED] Warwick Rd.  
**FiOS not grounded.**

### Thomaston

16) Pole unknown: [REDACTED] Colonial Rd.  
**FiOS not grounded.**

17) Pole unknown: [REDACTED] Windsor Rd.  
**FiOS ground wrapped around ground strap. (Photo 7)**

### Thomaston continued

18) Pole 7: ■ St. George Rd.  
**FiOS not grounded.**

19) Pole 7: ■ St. George Rd.  
**FiOS ground wire spliced.**

20) Pole unknown: ■ Shoreward Dr.  
**FiOS not grounded.**

21) Pole 5: ■ Linden St.  
**FiOS not grounded.**

22) Pole 7: ■ Spruce St.  
**FiOS not grounded.**

23) Pole 7: ■ Spruce St.  
**FiOS grounded to unbonded driven electrode.**

### Plandome

24) Pole 24: ■ Brookside Dr.  
**FiOS and copper telephone on same ground lug.**

25) Pole 2: ■ Rockwood Rd.  
**FiOS not grounded.**

26) Pole 101: ■ Woodedge Rd.  
**FiOS not grounded.**

### Plandome Heights

27) Pole 5: ■ Bournedale Rd.  
**FiOS not grounded.**

28) Pole 5: ■ Bournedale Rd.  
**FiOS and copper telephone on same ground lug.**

### Munsey Park

29) Pole unknown: [REDACTED] Ryder Ave.  
**FiOS ground wire spliced. (Photo 9)**

30) Pole 36: [REDACTED] Manhasset Wood Rd.  
**FiOS not grounded.**

31) Pole 8: [REDACTED] Revere Rd.  
**FiOS and copper telephone on same ground lug.**

32) Pole unknown: [REDACTED] Abbey Rd.  
**FiOS and copper telephone on same ground lug.**

33) Pole 5: [REDACTED] Strickland Pl.  
**FiOS not grounded.**

34) Pole unknown: [REDACTED] Park Ave.  
**FiOS not grounded.**

35) Pole 3: [REDACTED] Kensett Rd.  
**FiOS not grounded.**

### Centre Island

36) Pole unknown: [REDACTED] Harbour Dr.  
**FiOS not grounded.**

37) Pole unknown: [REDACTED] Harbour Dr.  
**FiOS not grounded.**

38) Pole 137: [REDACTED] Centre Island Rd.  
**FiOS and copper telephone on same ground lug.**

### Bayville

39) Pole 1: [REDACTED] Mountain Ave.  
**FiOS and copper telephone grounded to same lug.**

40) Pole 5: [REDACTED] Mountain Ave.  
**FiOS not grounded.**

### **Bayville continued**

41) Pole 13: [REDACTED] Mountain Ave.  
**FiOS not grounded.**

42) Pole 28: [REDACTED] Godfrey St.  
**FiOS grounded to power strap (not grounding device).**

43) Pole unknown: [REDACTED] Godfrey St.  
**FiOS grounded to power strap (not grounding device), ground spliced.**

44) Pole 39: [REDACTED] Godfrey St.  
**FiOS not grounded.**

### **Oyster Bay**

45) Pole unknown: [REDACTED] Spring St.  
**FiOS not grounded.**

46) Pole 4: [REDACTED] Orchard St.  
**FiOS not grounded.**

47) Pole 4: adjacent to [REDACTED] Orchard St.  
**FiOS not grounded.**

48) Pole unknown: [REDACTED] Orchard St.  
**FiOS not grounded.**

49) Pole unknown: [REDACTED] Anstice St.  
**FiOS not grounded.**

50) Pole 28: [REDACTED] Anstice St.  
**FiOS not grounded.**

51) Pole 30: [REDACTED] Anstice St.  
**Two FiOS grounds on same lug.**

52) Pole 30: [REDACTED] Anstice St.  
**Two FiOS grounds on same lug.**

## VERIZON FiOS OTHER NONSTANDARD CONDITIONS

### Bayville

53) Pole 65: [REDACTED] Bayville Ave.  
**Copper drops cut at house.**

54) Pole 29: [REDACTED] Godfrey St.  
**Copper drops cut at house.**

55) Pole unknown: [REDACTED] Godfrey St.  
**Copper drops cut at house.**

## VERIZON FiOS AFFECTING CATV

### Bellerose

56) Pole 352: [REDACTED], 241 Street.  
**FiOS ground connected to CATV ground lug. (Photo 1)**

### Thomaston

57) Pole 5: [REDACTED] Linden St.  
**FiOS and CATV grounded on CATV ground strap. (Photo 8)**

58) Pole unknown: [REDACTED] Windsor Rd.  
**FiOS used CATV coaxial, CATV not properly terminated.**

### Great Neck

59) Pole 6: [REDACTED] Wimbledon La.  
**FiOS grounded to disconnected CATV splitter. (Photo 6)**

### Bayville

60) Pole 3: [REDACTED] Wansor St.  
**FiOS and CATV on same ground lug.**

61) Pole unknown: [REDACTED] Godfrey St.  
**FiOS and CATV on same ground lug.**

62) Pole 13: [REDACTED] Mountain Ave.  
**FiOS and CATV on same ground lug.**

63) Pole 36: [REDACTED] Godfrey St.  
**FiOS used CATV coaxial, CATV not properly terminated.**

### Oyster Bay

64) Pole 6: [REDACTED] Orchard St.  
**FiOS used CATV coaxial, CATV not properly terminated.**

65) Pole 8: [REDACTED] Orchard St.  
**FiOS used CATV coaxial, CATV not properly terminated.**

66) Pole 27: [REDACTED] Anstice St.  
**FiOS used CATV coaxial, CATV not properly terminated.**

67) Pole 30: [REDACTED] Anstice St.  
**FiOS used CATV coaxial, CATV not properly terminated.**

The following sites were inspected with no trouble found:

### Bellerose

Pole 61484: [REDACTED] 242<sup>nd</sup> St.

### Saddle Rock, Nassau County

Pole 16: [REDACTED] Grist Mill Rd.  
Pole unknown: [REDACTED] Emerson Dr.  
Pole unknown: [REDACTED] Stevenson Dr.

### Great Neck

Pole 2: [REDACTED] South Gate Rd.  
Pole 11: [REDACTED] South Gate Rd.  
Pole 3: [REDACTED] Bentley Rd.  
Pole 3: [REDACTED] Bentley Rd.

### Thomaston

Pole unknown: [REDACTED] St. George Rd.

Plandome Manor

Pole 8: [REDACTED] Lake Rd.

Plandome Heights

Pole unknown: [REDACTED] The Beachway.

Pole 101: [REDACTED] Bayview Cir.

Pole 12: [REDACTED] Bayview Cir.

Pole 10: [REDACTED] Bayview Cir.

Pole unknown: [REDACTED] Bournedale Rd.

Munsey Park

Pole unknown: [REDACTED] Abbey Rd.

Pole 23: [REDACTED] Ryder Rd.

Centre Island

Pole 1: Centre Island Rd. ([REDACTED])

Bayville

Pole 3: [REDACTED] Mountain Ave.

Pole 31: [REDACTED] Godfrey St.

Pole 36: [REDACTED] Wansor St.

Pole 1: [REDACTED] Wansor St.

Pole 1: [REDACTED] Wansor St.

Oyster Bay

Pole unknown: [REDACTED] Orchard St.

Pole 4: [REDACTED] Orchard St.

Pole 7: [REDACTED] Orchard St.

Pole 11: [REDACTED] Orchard St.

Pole unknown: [REDACTED] Orchard. St.

The following locations could not be verified because the FiOS ground attachment was installed inside the building.

Bellerose

Pole unknown: [REDACTED] 242<sup>nd</sup> St.

Pole 62310: [REDACTED] 242<sup>nd</sup> St.

Pole 62312: [REDACTED] 242<sup>nd</sup> St.

Pole 62533: [REDACTED] 242<sup>nd</sup> St.

Saddle Rock

Pole unknown: [REDACTED] Cooper Dr.

Plandome

Pole 9: [REDACTED] Parkwoods Rd.

Plandome Heights

Pole 2: [REDACTED] The Beachway.

Munsey Park

Pole 5: [REDACTED] Strickland Pl.

Bayville

Pole 10: [REDACTED] Mountain Ave.

Oyster Bay

Pole unknown: [REDACTED] Orchard St.

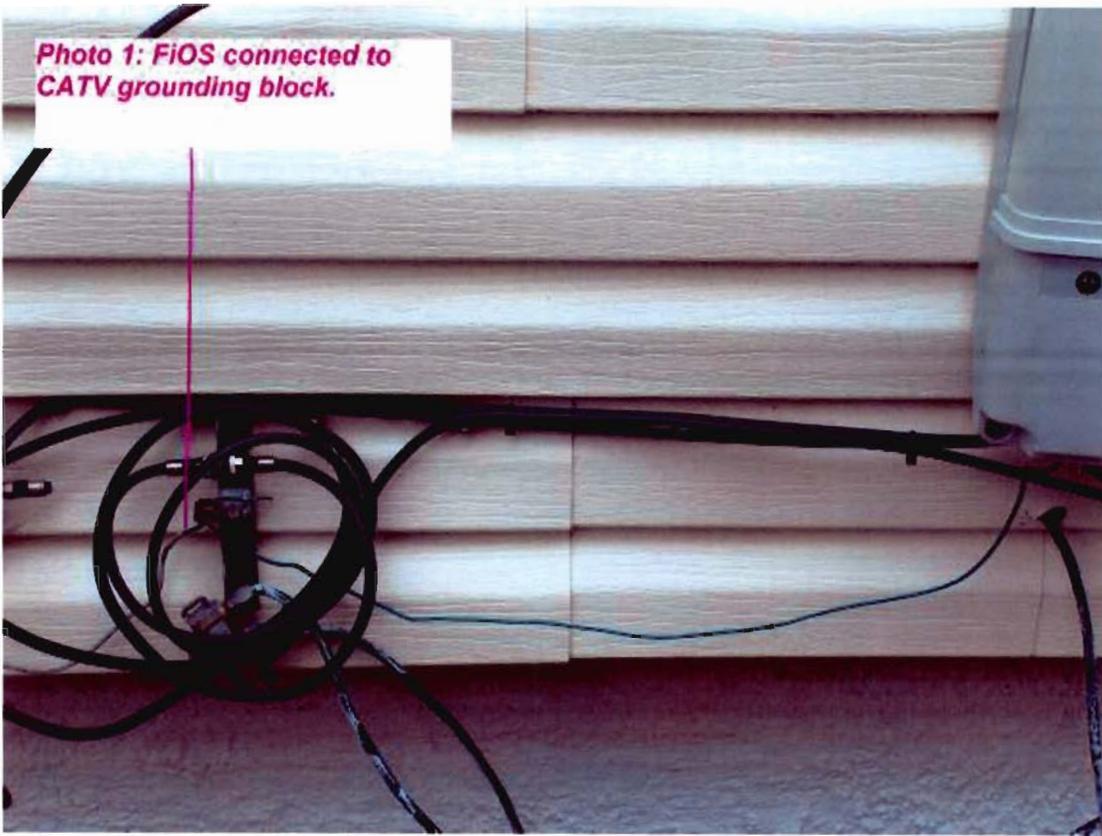
Pole 6: [REDACTED] Orchard St.

Pole 8: [REDACTED] Orchard St.

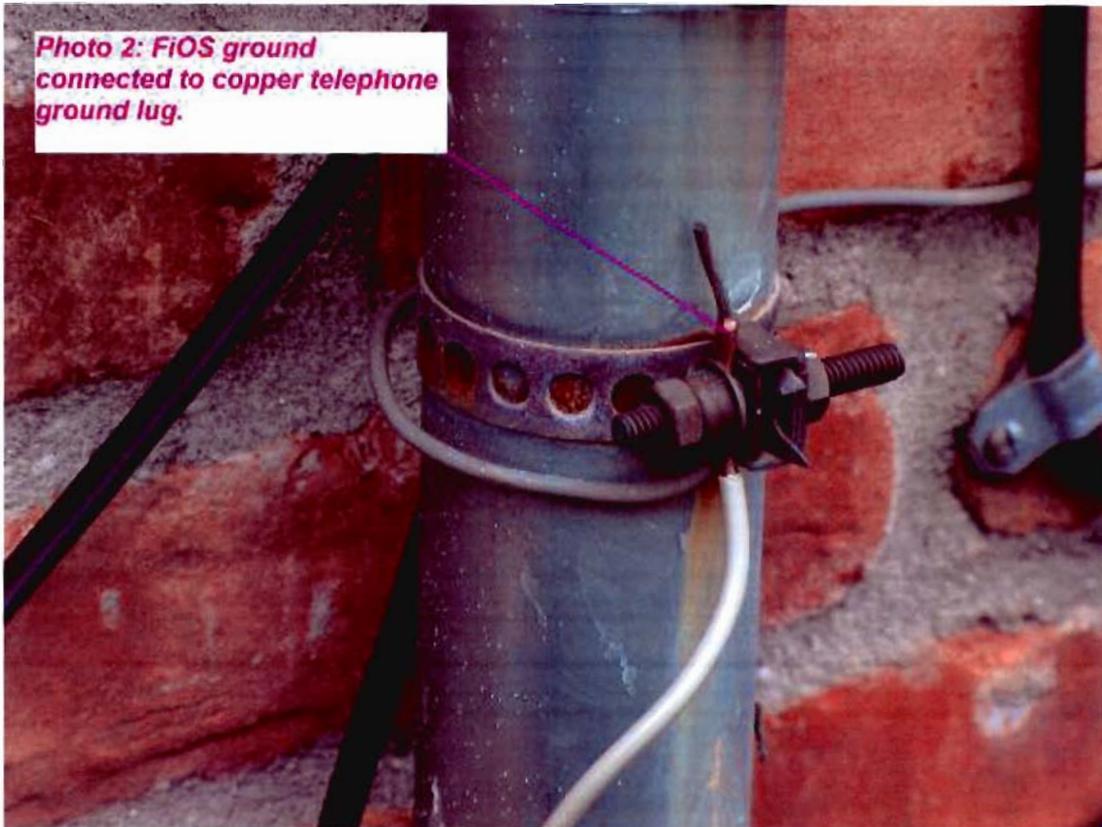
Pole 27: [REDACTED] Anstice St.

Photos Attached:

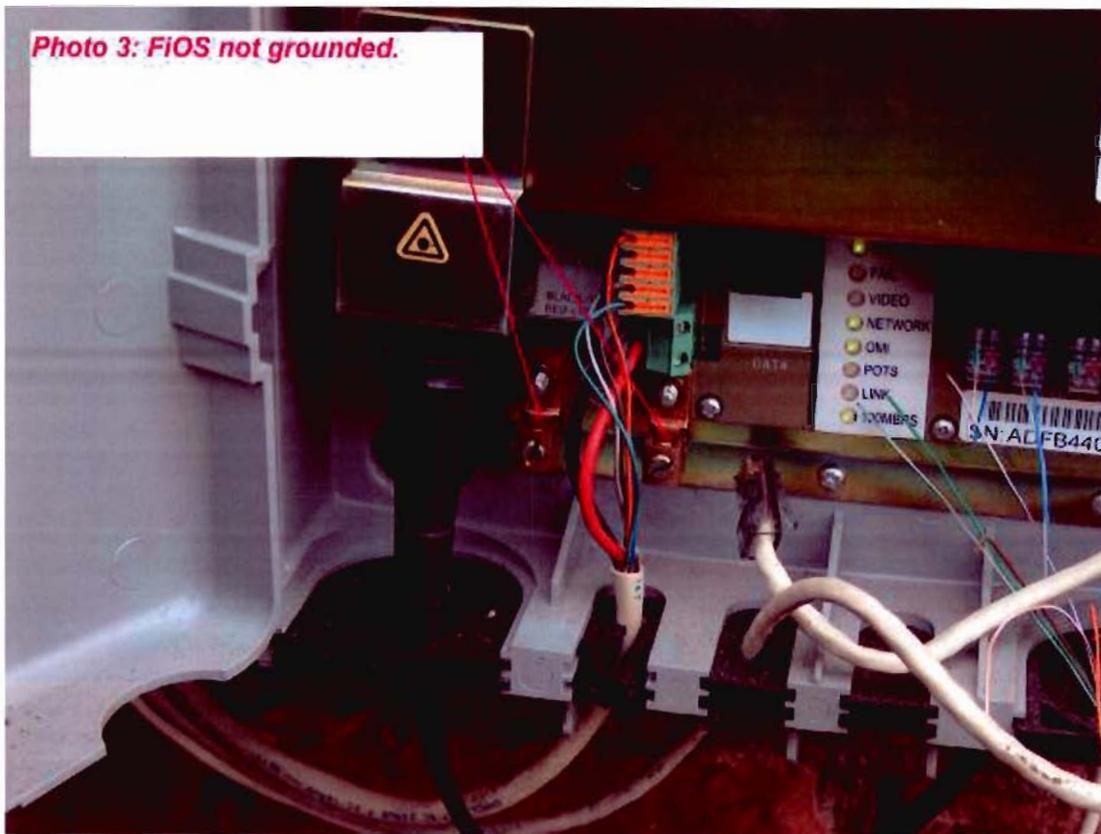
**Photo 1: FiOS connected to CATV grounding block.**



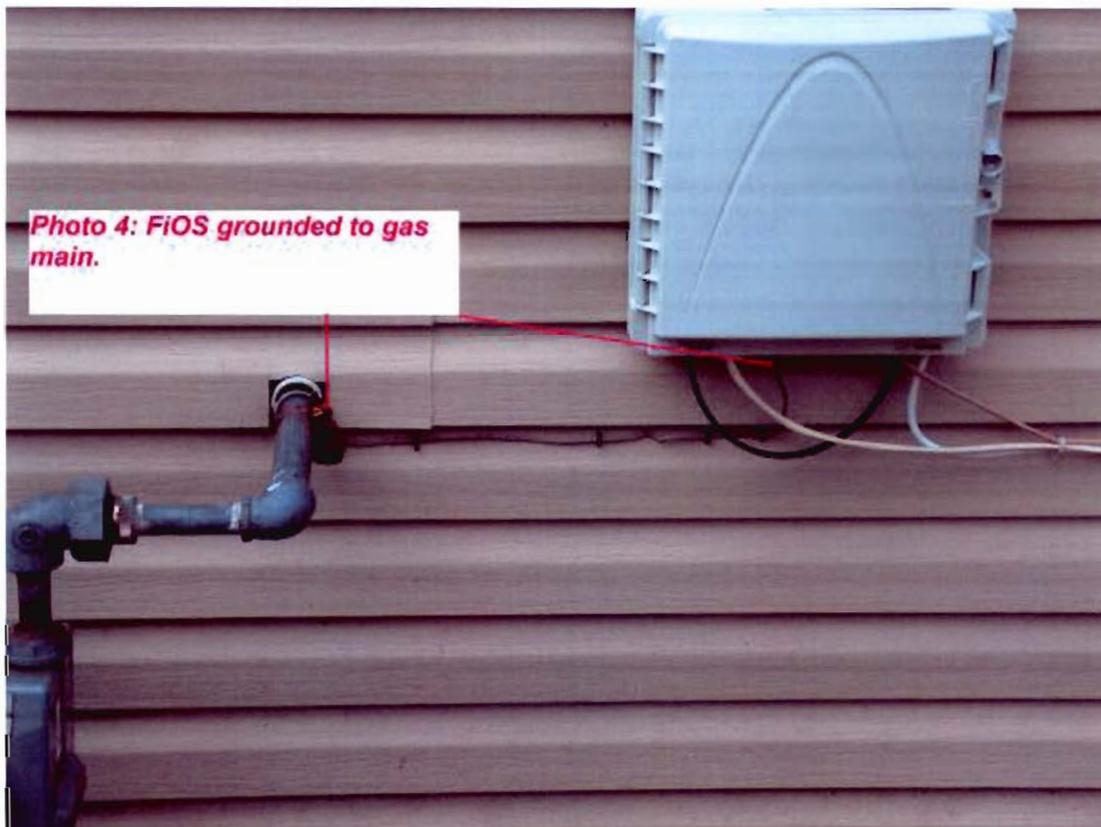
**Photo 2: FiOS ground connected to copper telephone ground lug.**



**Photo 3: FiOS not grounded.**



**Photo 4: FiOS grounded to gas main.**

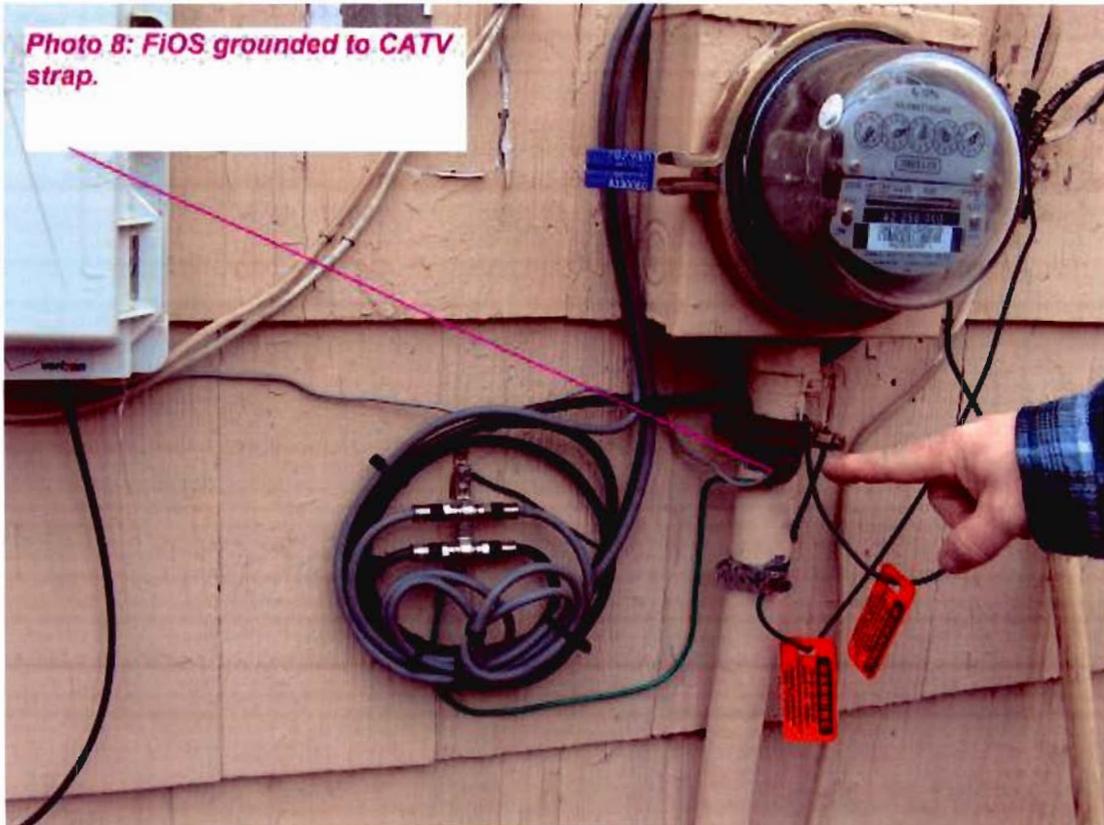




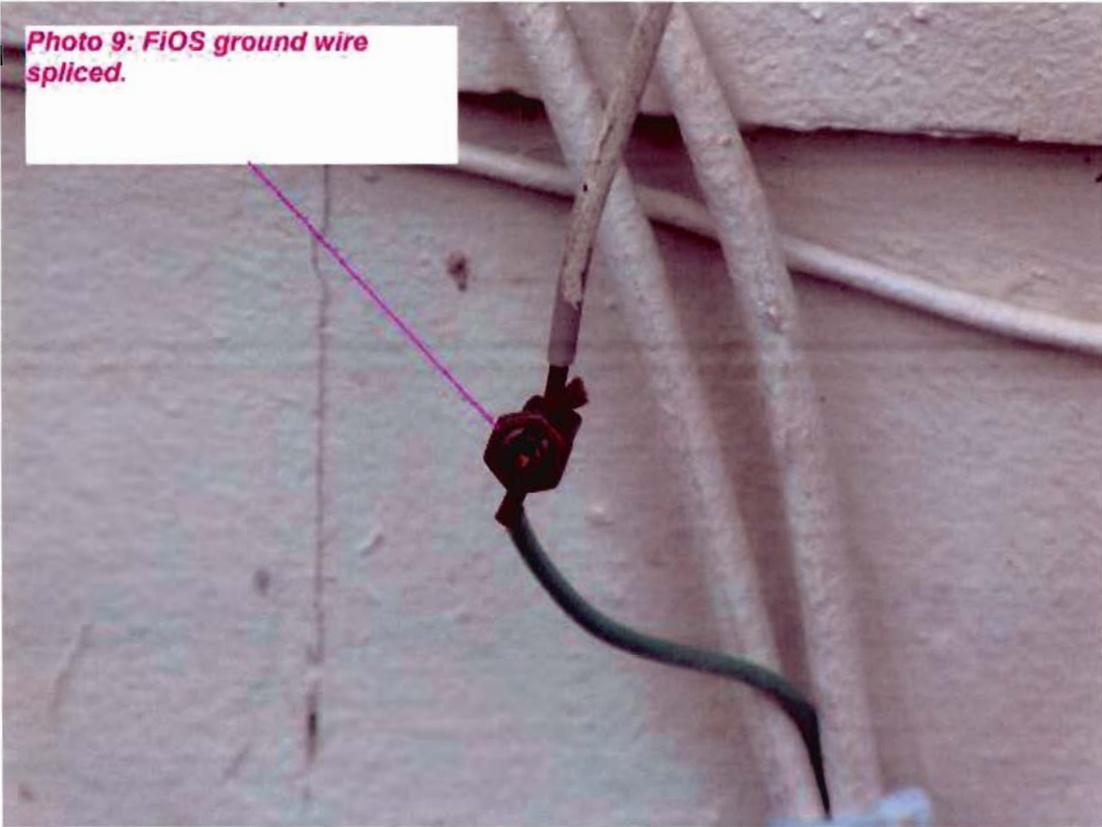
**Photo 7: FiOS ground wrapped around ground strap.**



**Photo 8: FiOS grounded to CATV strap.**



**Photo 9: FiOS ground wire  
spliced.**



STATE OF NEW YORK DEPARTMENT OF PUBLIC SERVICE  
THREE EMPIRE STATE PLAZA, ALBANY, NY 12223-1350

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RESULTS OF OUTSIDE PLANT INSPECTION  
OF VERIZON FiOS

In The  
Counties of Orange and Rockland

By:

The New York State Department of Public Service

Telecommunications Division

Albany, NY 12223

(518) 474-2213

Report No. T021-08-4206

Test Date: 4/15-17/2008

Report Written By:

Tighe G. Massey

Utility Specialist 2

**SUMMARY OF INSPECTION OF VERIZON FiOS FACILITIES IN THE COUNTIES OF ORANGE AND ROCKLAND FOR UNSAFE AND NONSTANDARD SUBSCRIBER INSTALLATION PRACTICES.**

On April 4 – 11, 2008 Department of Public Service (DPS) Utility Specialists Gary Simcox, Peter Kwitowski, and Tighe G. Massey conducted an inspection of the Verizon FiOS subscriber installations in Orange and Rockland Counties, New York. A total of 79 sites were reviewed within the Counties. Overall, the subscriber installations in those areas inspected was found to be in poor condition.

Of the 79 FiOS installations inspected, 18 nonstandard conditions were related to grounding, 14 were related to drops, 12 were related to adversely affecting CATV, and 1 with no access to the FiOS Network Terminal ground, which are listed separately. Of the 79 installations inspected, 42 were found to have no trouble.

**VERIZON FiOS NONSTANDARD CONDITIONS/GROUNDING**

**ORANGE COUNTY**

**Newburgh**

1) Pole 11:  Gardenertown Rd.  
**FiOS and copper telephone on same ground lug.**

2) Pole 2:  Park Ave.  
**FiOS ground not connected. (Photo 1)**

3) Pole 47400:  Third Ave.  
**FiOS ground goes into electric panel (Photo 2).**

4) Pole 4:  Garden St.  
**FiOS ground spliced. (Photo 4)**

5) Pole 1:  Garden St.  
**FiOS grounded to electric strap. (Photo 5)**

6) Pole 8:  Garden St.  
**FiOS grounded to electric strap. (Photo 6)**

### Newburgh continued

7) Pole 3: [REDACTED] Park Ave.  
**FiOS not grounded.**

### ROCKLAND COUNTY

#### Ramapo

8) Pole 6: [REDACTED] East Maple Ave.  
**FiOS not grounded.**

9) Pole 4: [REDACTED] East Maple Ave.  
**FiOS not grounded.**

10) Pole 101: [REDACTED] Mansfield Pl.  
**FiOS grounded to electric strap (Photo 7)**

11) Pole 101: [REDACTED] Mansfield Pl.  
**FiOS and copper telephone on same ground lug. (Photo 8)**

12) Pole 44: [REDACTED] 6<sup>th</sup> St.  
**FiOS not grounded.**

13) Pole 2: [REDACTED] Rockland Ave.  
**FiOS grounded to electric meter flange. (Photo 9)**

#### Haverstraw

14) Pole 5: [REDACTED] Birch Dr.  
**FiOS grounded to electric meter flange.**

15) Pole 9: [REDACTED] Madison Ave.  
**FiOS not grounded.**

16) Pole 6: [REDACTED] Centennial Dr.  
**FiOS ground connected to conduit of unknown origin. (Photo 10)**

#### West Haverstraw

17) Pole 59617: [REDACTED] Demerest Ave.  
**FiOS and copper telephone on same ground clamp.**

## West Haverstraw

18) Pole 120: [REDACTED] Benson St.  
**FiOS ground spliced. (Photo 12)**

## VERIZON FiOS OTHER NONSTANDARD CONDITIONS

### ORANGE COUNTY

#### Newburgh

19) Pole 47400: [REDACTED] Third Ave.  
**Copper drops cut at house.**

20) Pole 47400: [REDACTED] Third Ave.  
**Copper drops cut at house.**

21) Pole 47400: [REDACTED] Third Ave.  
**Copper drops cut at house.**

22) Pole 1: [REDACTED] Garden St.  
**Copper drops cut at house.**

23) Pole 2: [REDACTED] Center St.  
**Copper drops cut at house.**

24) Pole 643: [REDACTED] Center St.  
**Copper drops cut at house.**

25) Pole 1: [REDACTED] Park Ave.  
**Copper drop cut at house.**

### ROCKLAND COUNTY

#### Ramapo

26) Pole 50: [REDACTED] West Maple Ave.  
**Copper drop cut at house.**

27) Pole 31: [REDACTED] 6<sup>th</sup> St.  
**Copper drop cut at house.**

28) Pole 3: [REDACTED] Rockland Ave.  
**Copper drop cut at house.**

## Haverstraw

29) Pole 5: █ Birch Dr.  
**Copper drop cut at house.**

30) Pole 3: █ Pine Dr.  
**Copper drop cut at house.**

31) Pole unknown: █ Madison Ave.  
**Copper drop cut at house.**

## West Haverstraw

32) Pole 121: █ Blauvelt Ave.  
**Copper drop cut at house.**

## Verizon FiOS Affecting CATV

## ORANGE COUNTY

### Newburgh

33) Pole 24: █ Union Ave.  
**CATV, FiOS and copper telephone on one ground clamp.**

34) Pole 47400: █ Third Ave.  
**FiOS grounded to CATV clamp. (Photo 3)**

## ROCKLAND COUNTY

### Ramapo

35) Pole 4: █ East Maple Ave.  
**FiOS used CATV coaxial, CATV not properly terminated.**

36) Pole 3: █ East Maple Ave.  
**FiOS used CATV coaxial, CATV not properly terminated.**

37) Pole 3: █ Rockland Ave.  
**FiOS used CATV coaxial, CATV not properly terminated.**

38) Pole 54497: █ Mountain Ave.  
**FiOS used CATV coaxial, CATV not properly terminated.**

## Haverstraw

39) Pole 9: [REDACTED] Madison Ave.

**FiOS used CATV coaxial, CATV not properly terminated.**

40) Pole 6: [REDACTED] Centennial Dr.

**FiOS used CATV coaxial, CATV not properly terminated.**

## West Haverstraw

41) Pole unknown: [REDACTED] Madison Ave.

**FiOS and CATV on same ground lug.**

42) Pole 59657: [REDACTED] Blauvelt Ave.

**FiOS and CATV on same ground lug. (Photo 11)**

43) Pole 112: [REDACTED] Blauvelt Ave.

**FiOS used CATV coaxial, CATV not properly terminated.**

44) Pole 59670: [REDACTED] Blauvelt Ave.

**FiOS used CATV coax, CATV removed from grounding block.**

The Following sites were inspected with no trouble found:

## ORANGE COUNTY

### Newburgh

Pole 1: [REDACTED] Park Ave

Pole 1: [REDACTED] Park Ave.

Pole 1: [REDACTED] Park Ave.

Pole 8: [REDACTED] Circle La.

Pole 6414: [REDACTED] Center St.

## ROCKLAND COUNTY

### Ramapo

Pole 31: [REDACTED] 6<sup>th</sup> St.

Pole 3: [REDACTED] East Maple Ave.

Pole 5: [REDACTED] East Maple Ave.

Pole 54984: [REDACTED] Park Ave.

Pole 7: [REDACTED] Park Ave.

Ramapo continued

Pole 73: [REDACTED] Washington Ave.  
Pole 73: [REDACTED] Washington Ave.  
Pole 40444: [REDACTED] Washington Ave.  
Pole 16: [REDACTED] Washington Ave.  
Pole unknown: [REDACTED] Washington Ave.  
Pole 18: [REDACTED] Washington  
Pole 4: [REDACTED] Rockland Ave.  
Pole 2: [REDACTED] Rockland Ave.  
Pole 2: [REDACTED] Rockland Ave.  
Pole 8: [REDACTED] Mountain Ave.  
Pole 55000: [REDACTED] Park Ave.  
Pole 4: [REDACTED] East Maple Ave.  
Pole 4: [REDACTED] East Maple Ave.  
Pole unknown: [REDACTED] Mansfield Pl.

Haverstraw

Pole 5: [REDACTED] Birch Dr.  
Pole 1: [REDACTED] Birch Dr.  
Pole 44009: [REDACTED] Madison Ave.  
Pole 2: [REDACTED] Cedar La.

West Haverstraw

Pole 2: [REDACTED] Grove St.  
Pole 3: [REDACTED] Grove St.  
Pole 2: [REDACTED] Demerest Ave.  
Pole 5: [REDACTED] Demerest Ave.  
Pole 8: [REDACTED] Demerest Ave.  
Pole 9: [REDACTED] Demerest Ave.  
Pole 10: [REDACTED] Blauvelt Ave.  
Pole 44094: [REDACTED] Blauvelt Ave.  
Pole unknown: [REDACTED] Blauvelt Ave.  
Pole 111: [REDACTED] Blauvelt Ave.  
Pole 121: [REDACTED] Blauvelt Ave.  
Pole 122: [REDACTED] Blauvelt Ave.  
Pole 124: [REDACTED] Blauvelt Ave.  
Pole 17: [REDACTED] Benson St.

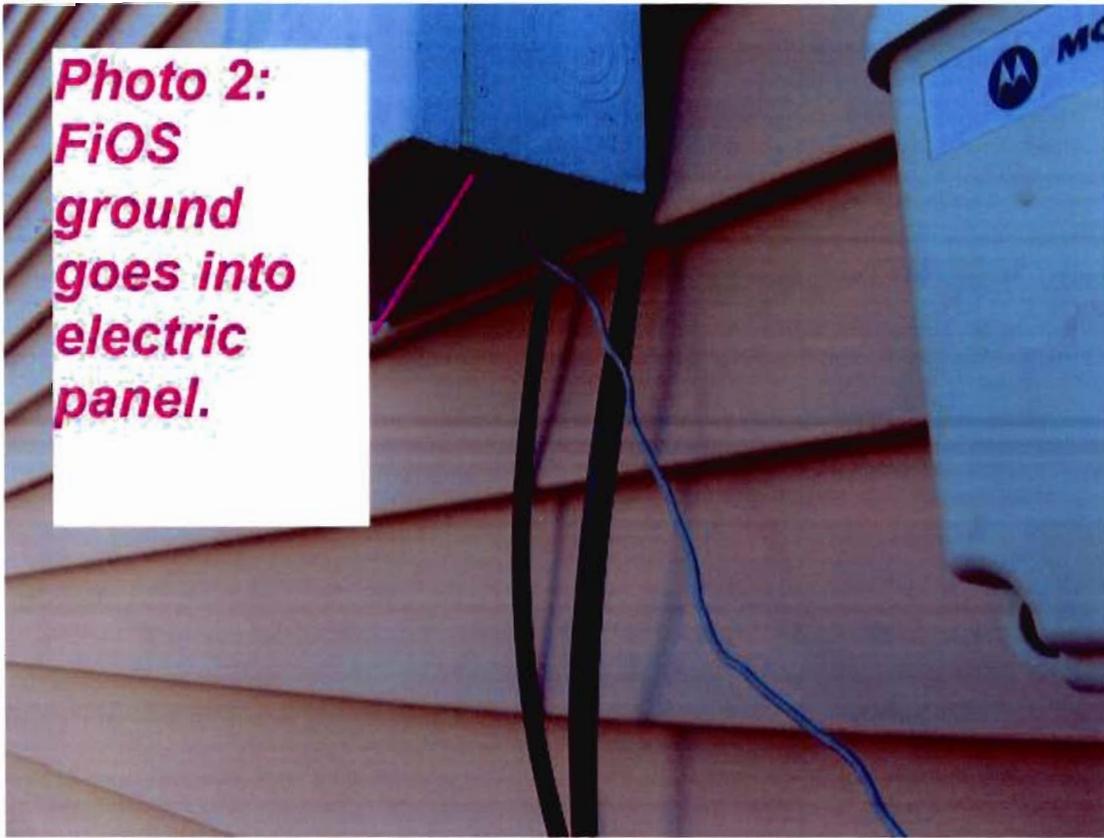
The following locations could not be verified because the FiOS ground attachment was installed inside the building.

Newburgh

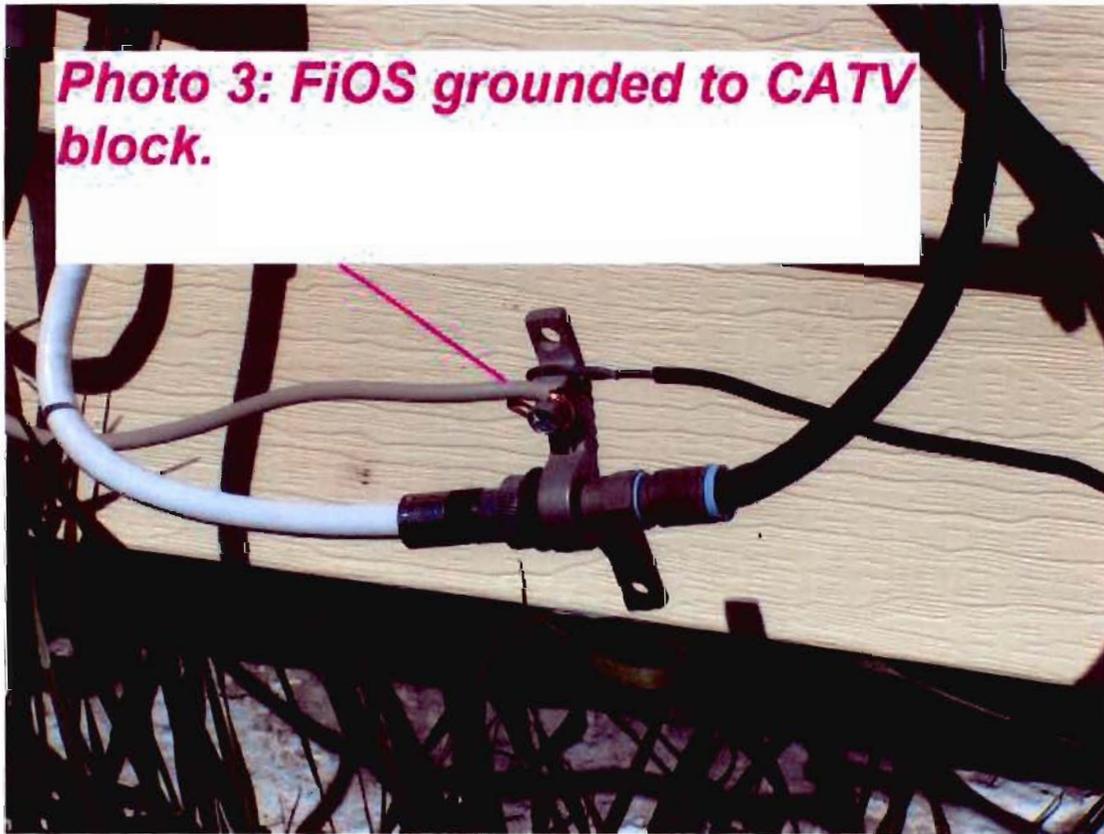
Pole 23: ██████ Union Ave.

Photos Attached:





**Photo 2:  
FiOS  
ground  
goes into  
electric  
panel.**

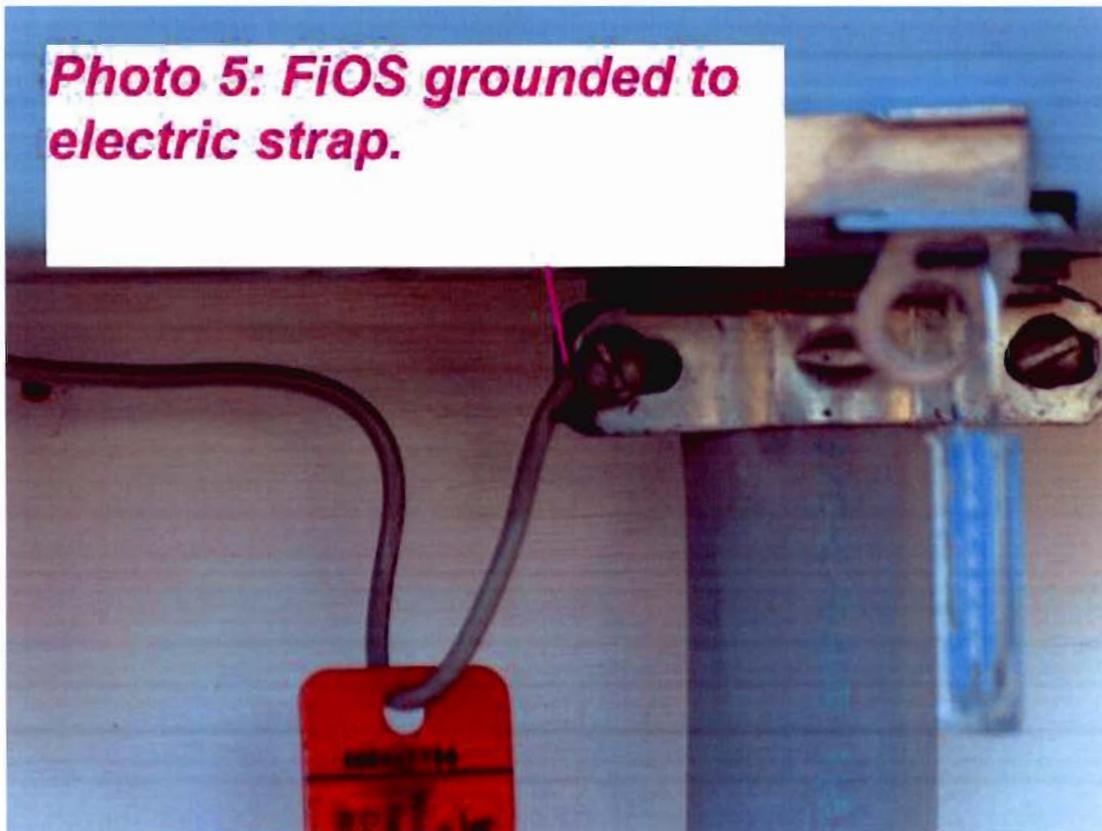


**Photo 3: FiOS grounded to CATV  
block.**

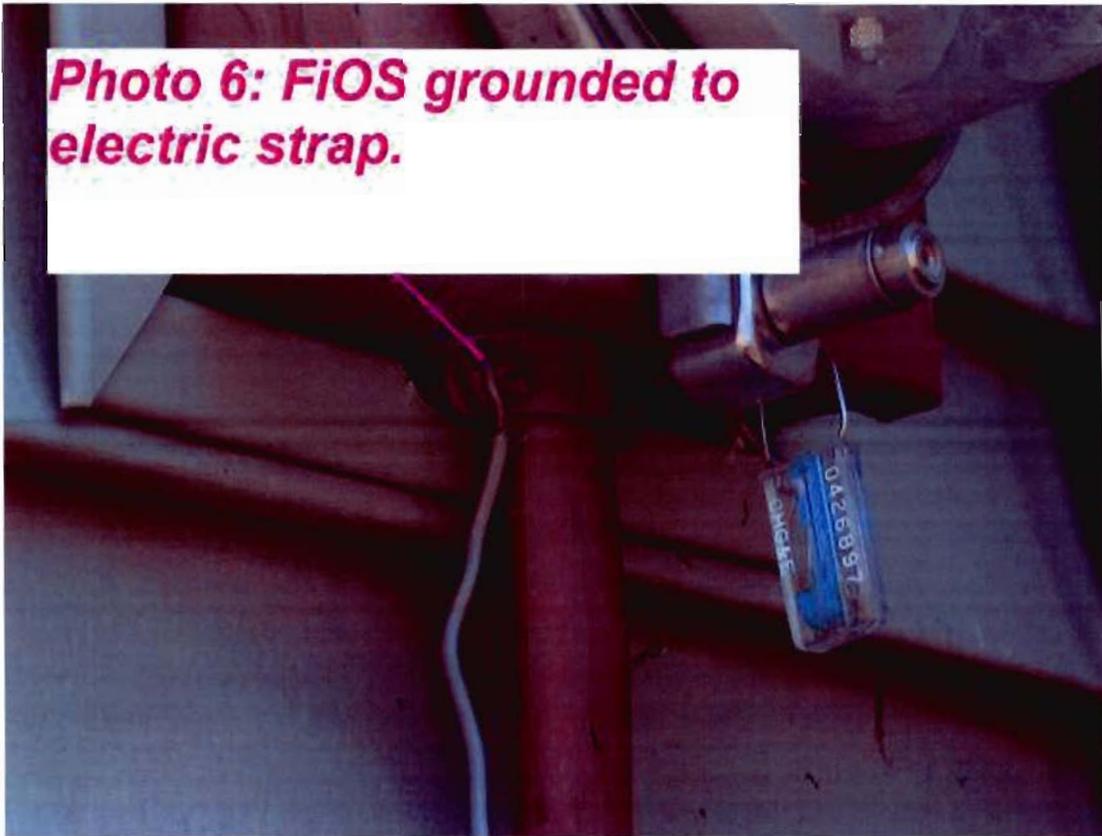
***Photo 4: FiOS ground spliced.***



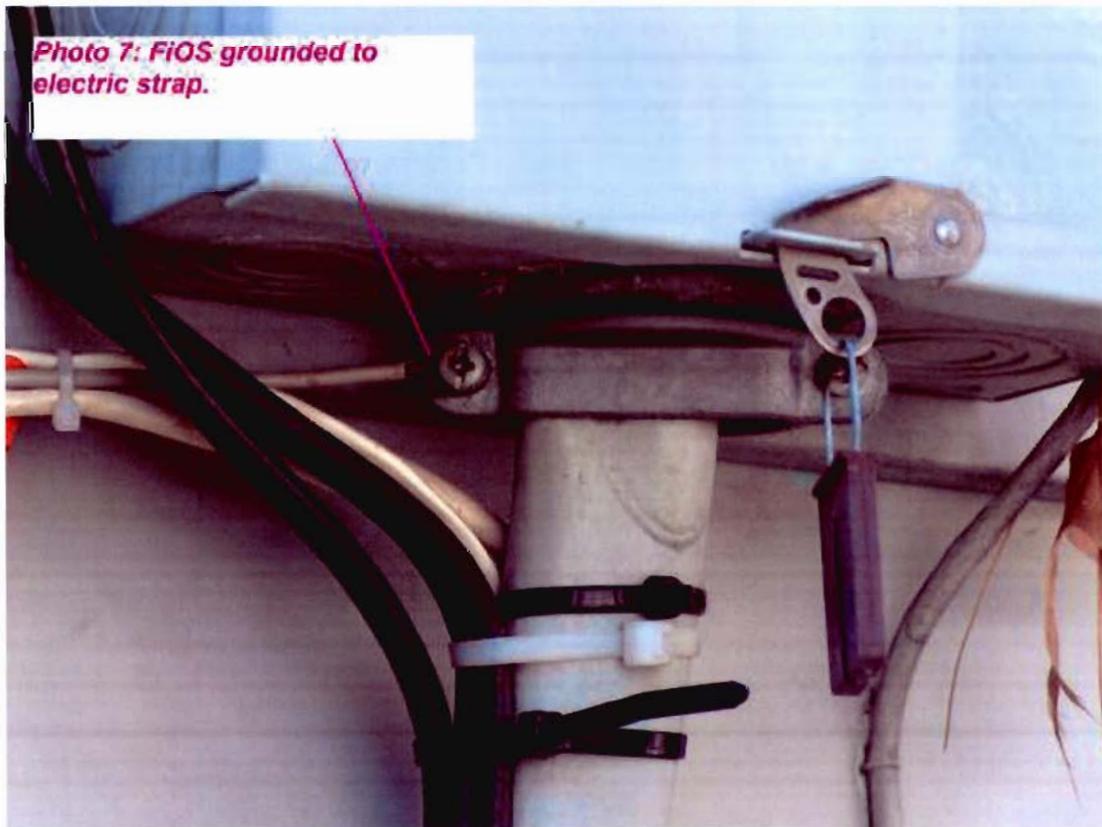
***Photo 5: FiOS grounded to electric strap.***



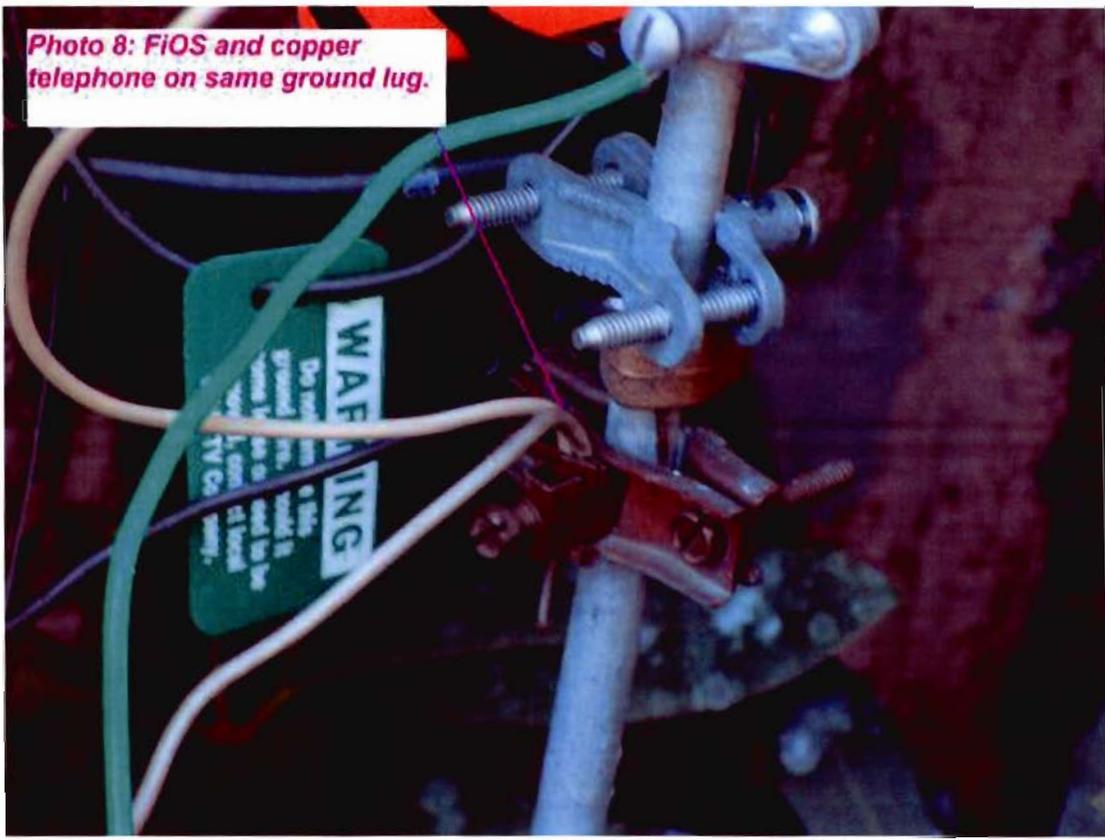
**Photo 6: FiOS grounded to electric strap.**



**Photo 7: FiOS grounded to electric strap.**



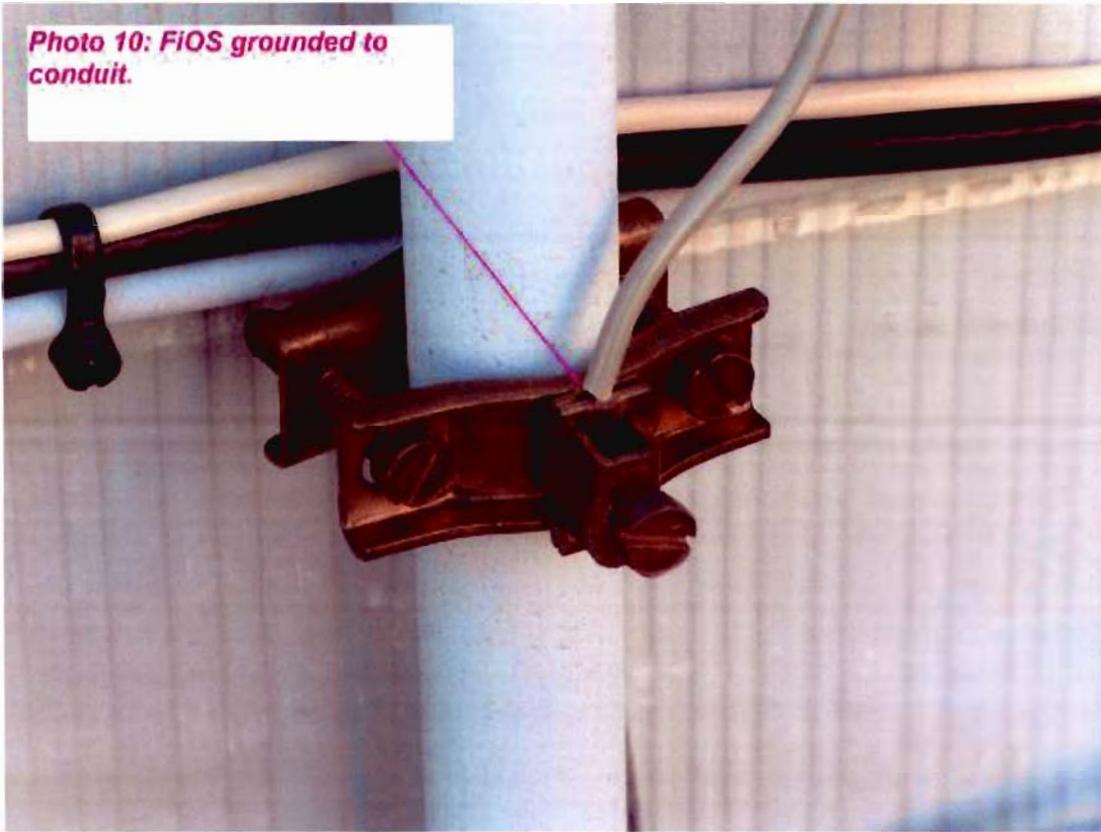
**Photo 8: FiOS and copper telephone on same ground lug.**



**Photo 9: FiOS grounded to electric meter flange.**



**Photo 10: FiOS grounded to conduit.**



**Photo 11: FiOS and CATV on same ground lug.**



**Photo 12: FiOS ground spliced.**

