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March 18, 2025

By Email

Mark D. Marini, Secretary
Department of Public Utilities
1 South Station, 3rd Floor
Boston, MA 02110

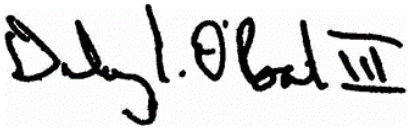
Shonda D. Green, Secretary
Department of Telecommunications and Cable
1000 Washington Street, Suite 600
Boston, MA 02118

Re: ***D.P.U. 25-10/D.T.C. 25-1 - Joint Notice of Inquiry by the Department of Public Utilities and the Department of Telecommunications and Cable on their own Motion to explore utility pole attachment, conduit access, double pole, and related considerations applicable to utility work conducted on public rights-of-way in the Commonwealth***

Dear Secretaries Marini and Green:

Enclosed please find Verizon New England Inc.'s Responses to the Departments' Notice of Inquiry and Request for Comments issued on January 17, 2025.

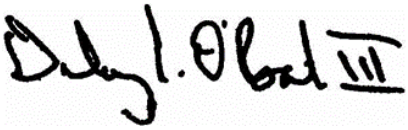
Respectfully submitted,



Dulaney L. O'Roark III

CERTIFICATE OF SERVICE

I hereby certify that on this day the foregoing document was filed with the Department of Public Utilities and Department of Telecommunications and Cable, and copies thereof were served by email upon each person designated on the official service list in this proceeding.



Dulaney L. O'Roark III

Dated: March 18, 2025

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF PUBLIC UTILITIES
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

Joint Notice of Inquiry by the Department of Public Utilities and the Department of Telecommunications and Cable on their own Motion to explore utility pole attachment, conduit access, double pole, and related considerations applicable to utility work conducted on public rights-of-way in the Commonwealth	D.P.U. 25-10/D.T.C. 25-1

COMMENTS OF VERIZON NEW ENGLAND INC.

Verizon New England Inc., d/b/a Verizon Massachusetts ("Verizon MA") provides the following comments in response to the Joint Notice of Inquiry and Request for Comments issued by the Department of Public Utilities ("DPU") and Department of Telecommunications and Cable ("DTC") (collectively, the "Departments") on January 17, 2025.

By the Numbers[1]

Identify as of December 31, 2024:

1. **By statewide total and by individual city and town, the number of single and jointly owned poles that your company owns.**

   Verizon MA is currently reviewing and reconciling the database that will be used to generate the requested information. This project should be nearly complete by April 15, 2025. Verizon MA will supplement this response shortly after that time.

2. **By statewide total and by individual city and town, the number of poles that your company owns with conduit attached for wires providing service to local residences and businesses.**

   Verizon MA cannot retrieve the requested data using an automated process and would not be able to obtain it without extensive manual research of all its pole records statewide.

[1] Verizon MA has numbered the Departments' requests for ease of reference.

3. By statewide total and by individual city and town, the number of poles that your company owns with streetlights attached.

Verizon MA does not systematically track the requested data and would not be able to provide it without visual inspection of all its poles statewide.

4. By statewide total and by individual city and town, the average height of single and jointly owned poles that your company owns.

Verizon MA is currently reviewing and reconciling the database that will be used to generate the requested information. This project should be nearly complete by April 15, 2025. Verizon MA will supplement this response shortly after that time.

5. By statewide total and by individual city and town, the total number of attachments on your company's Massachusetts poles by attachment type, i.e., telecommunication, cable television, wireless, pole-mounted EV attachments, etc.

Verizon MA is currently reviewing and reconciling the database that will be used to generate the requested information. This project should be nearly complete by April 15, 2025. Verizon MA will supplement this response shortly after that time.

6. The total miles of overhead lines or wires that your company owns in the Commonwealth and approximately what percentage of those lines are located on public ROWs.

Verizon MA has 35,541 miles of aerial copper lines and 13,941 miles of aerial fiber lines in Massachusetts. In some cases, copper and fiber lines may overlap, but Verizon MA cannot determine the amount of overlap without extensive manual research. Verizon MA cannot determine what percentage of its aerial copper and fiber lines are located on public ROWs without extensive manual research.

7. The total miles of underground conduit that your company owns in the Commonwealth and approximately what percentage of that conduit is located on public ROWs.

Verizon MA has 6,496 miles of buried copper lines and 1,305 miles of buried fiber lines in Massachusetts. In some cases, copper and fiber lines may overlap, but Verizon MA cannot determine the amount of overlap without extensive manual research. Verizon MA cannot determine what percentage of its buried copper and fiber lines are located on public ROWs without extensive manual research.

8. The pole attachment and conduit access rates charged by your company to wireline (i.e., non-wireless) telecommunications and cable television attachers for each of the past five calendar years through 2024, and to the extent that they have been established, 2025. Please identify with specificity any assumptions and sources, including lines, tabs, and/or page numbers, relied upon.

The annual pole attachment rates charged by Verizon MA to wireline telecommunications and cable television attachers for the past five years and in 2025 are shown in the following chart:

Pole Attachment Rates				
	Verizon MA Owned Poles		Joint Owned Poles	
Rate Year	CATV	Telecom/Wireless	CATV	Telecom/Wireless
2020	$6.32	$10.06	$3.16	$5.03
2021	$6.45	$6.87	$3.23	$3.44
2022	$6.45	$6.87	$3.23	$3.44
2023	$6.45	$6.87	$3.23	$3.44
2024	$7.69	$7.73	$3.85	$3.87
2025	$8.10	$8.27	$4.05	$4.14

The Massachusetts Formula is used to calculate CATV pole attachment rates. The source of the pole cost data relied upon to calculate these rates can be found in FCC Report 43-01, Table III - Pole and Conduit Rental Calculation Information, Company - Verizon New England Inc., Study Area - Massachusetts. Verizon MA uses the FCC's default presumptions for the appurtenance factor, which is 5%; the space occupied by the attachment, which is 1 foot; the total usable space on the pole, which is 13 feet; and the rate of return, which was 11.25% for 2020, 10.25% for 2021- 2023 and 9.75% for 2024 and subsequent years. For average pole height, Verizon used a default presumption of 37.5 feet in 2020 and an actual pole height of 37.67 feet for 2021 through 2024. For 2025, Verizon used an actual average pole height of 37.92 feet. Verizon MA will be using the actual average height of its poles based on Verizon MA's pole inventory moving forward. Verizon MA has applied the FCC's Implementation Rate Difference adjustment to its rate calculations for 2021 and subsequent years.

The FCC's New Telecom formula, which is similar to the Massachusetts Formula, is used to calculate telecommunications pole attachment rates. The source of the pole cost data relied upon to calculate these rates can be found in FCC Report 43-01, Table III - Pole and Conduit Rental Calculation Information, Company - Verizon New England Inc., Study Area - Massachusetts. Verizon MA used the FCC's default presumptions for the appurtenance factor, which is 5%; the space occupied by the attachment, which is 1 foot; the number of attaching entities, which is 5 for urban areas; the total unusable space on the pole, which is 24 feet; the number of attaching entities, which is 5; and the rate of return, which was 11.25% for 2020, 10.25% for 2021-2023 and 9.75% for 2024 and for subsequent years. For average pole height, Verizon used a default presumption of 37.5 feet in 2020 and an actual pole height of 37.67 feet for 2021 through 2024. For 2025,

Verizon used an actual average pole height of 37.92 feet. Verizon MA will be using the actual average height of its poles based on Verizon MA's pole inventory moving forward. Verizon MA has applied the FCC's Implementation Rate Difference adjustment to its rate calculations for 2021 and subsequent years.

The annual conduit access rates charged by Verizon MA to wireline telecommunications and cable television attachers for the past five years and 2025 are as follows:

Rate Year	Conduit Access Rate for ½ Duct Occupancy
2020	$0.39
2021	$0.21
2022	$0.21
2023	$0.21
2024	$0.20
2025	$0.20

The Massachusetts Formula is used to calculate the rate. The source of the conduit cost data relied upon to calculate these rates can be found in FCC Report 43-01, Table III - Pole and Conduit Rental Calculation Information, Company - Verizon New England Inc., Study Area - Massachusetts. Verizon MA uses the Massachusetts default presumption of a half-duct occupancy and FCC's default presumptions of the rate of return, which was 11.25% for 2020, 10.25% for 2021-2023 and 9.75% for 2024 and subsequent years.

a. Identify and discuss any differences in rates charged to attachers on jointly owned poles or other differences due to type of attacher, region, etc.

- For jointly owned poles, Verizon MA charges half the rate that it charges for solely owned poles.
- As reflected in the charts above, Verizon MA charges different pole attachment rates to cable television attachers and wireline and wireless telecommunications attachers. The rates for cable television attachers are calculated in accordance with the Massachusetts Formula. The rates for wireline and wireless telecommunication attachers are calculated in accordance with the FCC's New Telecom formula, which is similar to the Massachusetts Formula.

b. If the company's attachment and/or conduit access rates have not been updated in the past five years, explain why.

Not applicable.

c. Confirm whether your company charges attachment and conduit rates utilizing the Massachusetts Formula. See D.P.U. 19-76-A/D.T.C. 19-4-A at 16-17 (discussing the history of the Massachusetts Formula and the data to be used). If your company charges pole attachment and/or conduit access rates that differ from those that would apply using the Massachusetts Formula, explain why and provide a comparison of the current rate(s) charged versus the applicable rates calculated using the Massachusetts Formula.

As noted above, Verizon MA uses the Massachusetts Formula for the calculation of its CATV pole attachment rates and its conduit occupancy rates. For telecommunications pole attachments, Verizon MA uses the FCC's New Telecom formula, which is similar to the Massachusetts Formula. The table above shows the differences in the rates, which are primarily driven by the calculation of the space factor in the two formulas. The space factor in the Massachusetts Formula is calculated by dividing the space occupied by the attachment by the usable space. The space factor in the FCC's New Telecom formula is calculated by first taking two thirds of the unusable space divided by the number of attaching entities and adding that to the space occupied by the attachment and then dividing that number by the pole height.

d. For poles that are jointly owned, discuss how attachment rates are billed to attachers, e.g., direct billing to attachers by each pole owner or some other method.

Each pole owner directly bills attachers to jointly owned poles.

9. The rates charged by your company to wireless attachers for each of the past five calendar years through 2024, and to the extent that they have been established, for 2025. Please explain how wireless attachment rates are calculated and identify any sources and assumptions relied upon.

The annual pole attachment rates charged by Verizon MA to wireless attachers for the past five years and 2025 are reflected in the chart provided in response to Request No. 8.

The FCC's New Telecom formula is utilized to calculate wireless attachment rates. The source of the pole cost data relied upon to calculate these rates can be found in FCC Report 43-01, Table III - Pole and Conduit Rental Calculation Information, Company - Verizon New England Inc., Study Area - Massachusetts. Verizon MA used the FCC's default presumption for the appurtenance factor, which is 5%; the space occupied by the attachment, which is 1 foot; the total unusable space on the pole, which is 24 feet; the number of attaching entities, which is 5; and Verizon MA's rate of return, which is based on the FCC's default rate, which was 11.25% for 2020, 10.25% for 2021-2023 and 9.75% for 2024 and beyond. For average pole height, Verizon used a default presumption of 37.5 feet in 2020 and an actual pole height of 37.67 feet for 2021 through 2024. For 2025, Verizon used an actual average pole height of 37.92 feet. Verizon MA will be using the actual average height of its poles based on Verizon MA's pole inventory moving

forward. Verizon MA has applied the FCC's Implementation Rate Difference adjustment to its rate calculations for 2021 and subsequent years.

10. The rates charged by your company to pole-mounted EVSE attachment providers for each of the past five calendar years through 2024, and to the extent that they have been established, for 2025. Please explain how pole-mounted EVSE attachment rates are calculated and identify any sources and assumptions relied upon.

As described in Verizon MA's response to Request No. 69, it only has allowed EVSE pole attachments to a small number of poles as part of a pilot project with one municipality. The EVSE attachments for that pilot project are billed at the telecom rate using the FCC's New Telecom Formula as set forth in response to Request No. 9.

11. The accounting method relied on by your company in calculating your existing pole attachment and conduit rates (e.g., Generally Accepted Accounting Principles versus Uniform System of Accounts). See D.P.U. 19-76-A/D.T.C. 19-4-A at 16-19; Accounting Practices and Recordkeeping of Telecommunications Carriers, D.T.C. 18-3, Notice of Proposed Requirements and Further Request for Comment at 2-3, 11-13 (2022).

Verizon MA generated the ARMIS 43-01 Table III Pole Attachment report prior to the 2018 data year based on a Uniform System of Accounts accounting methodology, and on and after the 2018 data year based on a Generally Accepted Accounting Principle accounting methodology. The ARMIS 43-01 Table III Pole Attachment report is used to calculate pole attachment and conduit rates.

Existing Planning and Practices

For pole attachment and conduit access application, survey, and make-ready processes, for sole and jointly owned poles:

12. Describe how the company conducts each of these processes for enabling pole attachments and conduit access for prospective attachers and what is required to move to the next stage of the process.

Verizon MA's pole attachment application, survey and make-ready processes for cable and associated equipment and hardware for sole and jointly owned poles are described in Verizon MA's wireline pole attachment agreement template, which is provided as Verizon MA Attachment 1. Wireline pole attachment application forms are provided in Verizon MA Attachments 2-5.

Verizon MA's pole attachment application, survey and make-ready processes for wireless equipment for sole and jointly owned poles are described in Verizon MA's wireless pole attachment agreement template, which is provided as Verizon MA Attachment 6. Wireless pole attachment application forms are provided in Verizon MA Attachments 7-9.

Verizon MA's conduit access application, survey and make-ready processes are described in Verizon MA's conduit license agreement template, which is provided as Verizon MA Attachment 10. An application for conduit license form is attached as Verizon MA Attachment 11.

13. Describe any processes or resources for proactively facilitating future attachment requests prior to receiving an application.

Verizon MA does not have such processes or resources.

14. Describe the types and calculation of costs associated with each stage of the process charged to applicants.

Costs are assessed during the survey stage and the make-ready stage.

At the survey stage, costs are charged based on the number of pole applications received. For 1-10 pole applications, a standard minimum survey fee is charged. For 11-200 pole applications, the charge equals a standard per-pole cost times the number of poles being surveyed.

At the make-ready stage, an estimated advance payment is required. Upon completion of the make-ready work, the advance payment is credited against the actual costs of completing the work.

15. What is the average timeline associated with each of these processes? What are the reasons for these timelines? How or why may these timelines be affected?

Surveys are normally required to be completed within 45 days from receipt of the customer survey payment.

Make-ready work is normally required to be completed within 6 months for larger applications or 45 days for applications with fewer than 6 poles.

These timelines can be affected by many factors:

- The size and number of applications submitted at one time.
- The number of poles on an application requiring survey and/or make-ready work.
- The ability for the joint pole owners to reconcile the required make-ready work.
- Weather events.
- The overall responsiveness, by all attachers, to complete their required make-ready work. This can add significant delays if one attacher needs to wait to schedule their work until the prior has completed their step.

16. Discuss whether your company's affiliates, if applicable, utilize OTMR practices in other states or jurisdictions. If so, summarize by affiliate name and state applicable federal or state law(s) and regulations and the affiliate's OTMR processes, including those applicable to simple and more complex make-ready work, and describe the average timeline in the jurisdiction for pole attachment and conduit access

application, survey, and make-ready work. If the average timelines differ from any applicable regulatory requirements, discuss why.

Verizon MA has affiliates that are required to allow attachers to use OTMR practices to access their poles in certain states. Verizon MA has other affiliates (collectively, "Verizon Business") that may be entitled by regulation to utilize OTMR to access poles owned by other utilities. The chart below summarizes those jurisdictions where Verizon affiliates operate that have OTMR rules.

Affiliate	**State**	**State or Federal Law / Regulations**
Verizon Maryland	MD	47 CFR § 1.1411 - Timeline for access to utility poles.
Verizon Virginia	VA	
Verizon South	VZ	
Verizon Pennsylvania	PA	52 Pa. Code § 77.4. Adoption of Federal Communications Commission regulations.
Verizon North	PA	
Verizon New York	CT	Docket No. 19-01-52RE01 Decision issued May 11, 2022
Verizon New York	NY	Case 22-M-0101, Order issued July 22, 2024
Verizon Business	AL, AZ, CO, GA, IN, IA, KS, MN, MS, MO, NV, NM, NC, OK, SC, SD, TN, TX, WI	47 CFR § 1.1411 - Timeline for access to utility poles.
Verizon Business	CA	Decision 22-10-025 October 20, 2022
Verizon Business	KY	807 KAR 5:015E
Verizon Business	NH	N.H. Admin. Code § En 1303.13
Verizon Business	OH	Ohio Admin. Code Rule 4901:1-3-03 | Access to poles, ducts, conduits, and rights-of-way.

Verizon Business	VT	Rule 3.700
Verizon Business	WV	W. Va. Code R. § 150-38-10

Verizon Business does not have a database with average times to complete its pole attachment survey and make-ready work.

17. Explain whether and how the company utilizes the NJUNS database for each of these processes.

Verizon MA utilizes NJUNS on a daily basis. This system tracks steps for each member with an interest in or facility on the pole, including pole owners, attachers and interested third parties. Interested parties are able to monitor the flow of work and see when it is their responsibility to take action (e.g., to transfer facilities or remove a pole). Typically there is a 15-30 day interval for each company to care for their transfer and removal work.

18. Does your company limit the number of poles permitted per application? If so, discuss why and identify the limit.

Verizon MA limits the number of poles permitted per application to 200. Verizon MA applies this limitation to manage the amount of data collected for each pole, while still trying to meet the established make-ready timeframes. This number is often reduced to match the associated power company's maximum (often less than Verizon MA's), so that applications to joint pole owners are in the same batches. This approach facilitates the reconciliation process between the joint pole owners.

19. Are there any considerations that the Departments should be aware of for large versus small pole attachment applications?

The larger the application, the longer the survey process and the reconciliation process between the joint pole owners will take. Larger applications also require more make-ready work and overall completion time. See also response to Request No. 46.

20. Explain NESC considerations and identify applicable NESC rules for municipal, telecommunications, cable, and pole-mounted EV attachments (e.g., climbing space, spacing between attachments, weight on poles, etc.).

Verizon MA's NESC considerations for pole attachments include storm loading and strength requirements, vertical clearance requirements and attachment spacing.

Verizon MA takes into consideration the storm loading and strength requirements in NESC Section 25, Rule 250. In figure 250-1, Massachusetts is shown to be in the "Heavy" storm loading area. Verizon MA and other joint pole owners use larger "class" or diameter poles (class 1 or 2) in Massachusetts so they meet or exceed minimum NESC

requirements, carry greater storm loads, and facilitate the increasing number of attachments being placed on the poles today.

Vertical clearance requirements address the distance between the ground and the lowest point of a cable or wire between two poles. These requirements are addressed in NESC Section 23, Table 232-1.

Attachment spacing requirements address the vertical distance between attachments on a pole. These requirements are addressed in NESC Section 23, Rule 235.

21. Are there any differences in processes and needs based on the roadway's speed limit and/or roadway type (e.g., state road versus local road, rural versus urban road, etc.)? If so, please describe those differences, identify state laws and municipal ordinances applicable within the company's service territory, and provide copies of the language of those state laws and ordinances. If your company's service territory exceeds twenty cities and towns, please provide a sampling of applicable municipal ordinances in at least twenty municipalities representing a mixture of urban, suburban, and rural areas.

Verizon MA has developed a detailed Work-Zone Protection Program to determine how to address various road conditions. Verizon MA's current program is outlined in Verizon MA Attachment 12. Verizon MA's program satisfies most state and local requirements. If the state or a municipality has permitting or other requirements not covered by Verizon MA's program requirements, Verizon MA complies with them. The request for copies of all state laws and a sampling of 20 municipal ordinances from urban, suburban and rural areas would require significant manual research. Copies of applicable manuals for Springfield and Worcester are provided as Verizon MA Attachments 13 and 14.

22. Are there any cities or towns in your company's service territory with neighborhoods or areas in which service is provided entirely through underground conduit, i.e., no overhead lines or utility poles on public ROWs? If so, identify any applicable cities and towns to which this applies, and provide a sampling of any applicable municipal ordinances.

Yes. Most cities and towns in Massachusetts allow developments that only permit underground facilities and Verizon MA operates in many areas where service is provided entirely through underground conduit. For example, the Towns of Amherst, Concord, Holliston and Lexington have undergrounding requirements, which are provided in Verizon MA Attachments 15, 16, 17 and 18. Verizon MA cannot identify all cities and towns in its service territory that allow such developments without extensive manual research.

23. When/how does your company utilize internal, collective bargaining employees versus third-party contractors for conducting any stage of this work?

Verizon MA uses internal employees and third-party contractors for the survey and drafting stages of the application process. Verizon MA only uses a bargained-for workforce to perform all required make-ready work for pole attachments.

24. Describe how your company ensures safe, efficient make-ready practices when utilizing third-party contractors for utility pole and conduit access work.

Verizon MA does not use third-party contractors for most make-ready work on its utility poles. Verizon MA uses third-party contractors for pole inspections, core boring (through rock) for pole installations, and conduit access work. We hold all third-party contractors to the same standards as Verizon personnel. Verizon expects all third-party contractors to be knowledgeable in various safety practices such as lifesaving principles, using personal protective equipment, planning and setting up work-zone protection, protecting yourself around electricity, working aloft, using hand and power tools, excavating and trenching, working in manholes, completing a pre-job hazard survey, and working around radio frequency.

25. If your company's affiliates perform OTMR in other states or jurisdictions, describe the role of third-party contractors and organized labor in performing OTMR in each such state or jurisdiction.

Third-party contractors are typically used by attachers to perform OTMR in other states or jurisdictions. Utilities may have a list of approved contractors that the attacher can use or if no list is available may have minimum requirements that the contractors must meet for them to perform OTMR.

26. Explain whether your company allows temporary attachments and, if so, describe your company's procedures for attaching and replacing temporary attachments.

Verizon MA does not permit any attachments, including temporary attachments, that do not meet NESC clearance and safety requirements. All joint pole owners must be in agreement before a temporary attachment can be allowed. Temporary attachments have been the exception, not the norm and are rarely granted due to safety concerns.

a. Discuss whether your company's affiliates operating in other jurisdictions allow temporary attachments. If so, describe each affiliate's procedures for attaching and replaying temporary attachments.

In New York and Pennsylvania, Verizon MA's affiliated ILECs allow temporary attachments on an exception basis, where make-ready work cannot be completed within the required timelines. The attachers need to follow the standard attachment process and are required to sign a temporary attachment agreement, which outlines the terms specific to the temporary attachments (e.g., the location of the attachments, compliance with NESC specifications, the timelines for how long the temporary attacher has to make the attachments permanent once the make-ready work is completed).

27. How are attachment and conduit access applications and associated work prioritized and placed in order of queue of company and other attacher projects?

Verizon MA schedules and prioritizes attachment and conduit access work based on the requested due date and the date that the completed application was received.

a. Discuss how and why attachment and conduit access applications and associated work may be reprioritized or delayed.

The most significant reason why an application or associated work may be delayed is due to the sequencing of the work and dependencies on other parties. Oftentimes the work required to provide access on pole lines involves activities by several parties that may have to be performed in a specific order. If Verizon MA's activities are dependent on another party performing its work beforehand and that work is not completed, the Verizon MA activities cannot be completed.

28. Discuss whether and/or how the scheduling of pole attachment and conduit work may be impacted by other projects on ROWs.

There are several types of projects (or timing) that may impact the scheduling of pole attachment or conduit work along a ROW, including the following:

- Road widening/re-routing: Any project that is in progress or planned in the near future that impacts the current position of utility poles or conduit could impact attachment and conduit work. Road projects that involve relocating existing pole lines or conduit runs must be carefully planned and sequenced with the appropriate agency performing the work.

- Access restrictions: There may be requirements that limit access to a ROW. Some examples include the following:
  - Road projects without pole relocation. While a project may not require the relocation of a pole line or conduit run, active construction zones may limit the ability of Verizon MA or other service providers to access the area.
  - Moratoriums. There may be seasonal moratoriums that limit or prevent service providers from performing excavation or other activities in a given ROW.

29. Explain whether and how your company coordinates planned company projects with companies submitting applications for a small number of poles versus applications for a large number of poles.

When companies place applications for a small number of poles, Verizon MA will often communicate via email or by an occasional quick meeting to handle any pressing issues. When companies place applications for large numbers of poles, these will often require regularly scheduled bi-weekly or monthly meetings to facilitate the coordination between all parties or to address any possible issues that may be affecting the project. This coordination among parties is essential to successful completion of larger orders.

30. Explain whether and how your company coordinates attachment project work with other attachers, pole owners, and municipal and/or local officials, as applicable.

Coordination of Verizon MA attachment projects is mainly performed through the NJNUNS system "Next To Go" process, for poles identified as being replaced and needing transfers by all attached parties. As joint pole owners with the local power

companies, prior notification of the required pole work would have been completed via the 605 process (joint pole owner exchange notice). Beyond an occasional email identifying a possible issue found in the field, there are rarely any further intercompany coordination activities.

31. Explain whether attachment applications are more easily accommodated during a particular time of year, e.g., summer versus winter months. If so, discuss why.

Generally, Verizon MA can address attachment applications throughout the year. There are scheduling tradeoffs inherent with each season. Winter months present fewer demands from public work and road projects but may have other work restrictions (see response to Request No. 28). Summer months offer more daylight working hours, but demands are high for competing projects during the peak construction season.

32. Explain circumstances when your company or a requesting attacher may move attachments owned by other attachers.

Verizon MA typically does not move other third-party attachments. But during emergency restoration of downed poles and lines, Verizon MA may temporarily reattach a third-party's cable to make a road safe and passable. Verizon MA may also perform work on third-party attachments if the owner has failed to move or transfer its facilities on time and that failure is causing delay in other Verizon MA work, such as removing a pole.

If the requesting attacher has secured an agreement with other attachers, they may move those attachments as needed.

33. Explain how your company derives survey and make-ready costs. As part of this response, identify factors that may increase such costs, explain how these costs are communicated to entities requesting to attach, and discuss how cost disputes are typically resolved.

Verizon MA's survey cost structures are based on two factors: the size of the applications (small vs. large) and the type of agreement (actual costs vs. unit costs). Small applications (1-10 poles) have a minimum fee for the first 10 poles, while larger applications of 11-200 poles have the minimum fee plus an additional fee per pole beyond the tenth pole. Actual-cost customers are responsible for all charges required to complete the survey, above and beyond the base and per-pole fees. Often the survey process, which includes field survey and data collection, data input, and survey reconciliation between the joint pole owners, requires additional time and travel expenses that exceed the quoted minimums. Verizon MA has relatively few unit-cost customers. We have a small subset of older legacy agreements that require us to charge unit costs, which are based on pre-established survey costs.

Make-ready costs also use the actual vs. unit cost methodologies. Actual-cost customers are responsible for all charges required to complete the make-ready tasks identified by the survey. Unit-cost customers are billed based on pre-established costs associated with each

make-ready task, which are based on historical averages designed to approximate actual costs. The unit cost schedule is updated annually.

Survey and make-ready costs can be greatly affected by a number factors: the size of the application, the geographical location of the poles to be surveyed or requiring make-ready work, encumbered access to the pole(s) being surveyed or requiring make-ready work, disagreement between the joint pole owners or the attacher during the survey reconciliation phase (requiring greater time to complete the process), the complexity of the required make-ready work, unforeseen charges that may be required to restore sidewalks or landscaping unavoidably damaged as a result of equipment access required to complete the make-ready work, minimum police/traffic detail time charges exceeding the required time for the make-ready task(s) requiring their presence, and complex pole replacements requiring additional personnel to complete the function (e.g., poles may be boxed, extension arms may be present or cabinets or equipment may require re-arrangement before pole replacement). These are the most common, but not all of the factors that could affect survey and make-ready costs.

Survey and make-ready costs are communicated to the attaching entities during the course of the application process. After receipt of an application, Verizon will provide an estimate of the survey fees to the attacher. The attacher will then provide Verizon with an authorization to complete the survey along with an advance payment for the survey. Once the survey has been completed, Verizon will provide an estimate of the make-ready costs to the attacher.

If a billing dispute arises, Verizon MA makes every effort to provide a detailed explanation of all charges being questioned or disputed to the attacher. Most disputes are quickly resolved through this informal process. But if a dispute can not be resolved informally, Section 15.10 of the attachment agreement outlines the dispute resolution process to be followed.

Section 15.10 states as follows:

> In the case where Licensee claims that a term or condition is unjust or unreasonable or any dispute arises between the parties relating to this agreement, Licensee shall submit a complaint to the Manager-License Administration Group, specifying all information and its argument relied on to justify its claim. Licensor shall provide a written response to such complaint within ten (10) business days after receipt of the complaint. Such response shall specifically address all contentions made by Licensee. If Licensee continues to have issues, it may request a meeting with Manager-License Administration Group to discuss such issues. Such meeting shall be held within five (5) business days. If the Licensee is not satisfied with the results of such meeting, it may file a complaint with the regulatory or judicial body of competent jurisdiction and nothing herein shall be deemed to limit the information relied upon or arguments raised before such body.

34. Explain how your company distinguishes between routine versus emergency utility pole and conduit work.

Emergency pole and conduit work is generally associated with a public safety event, storm recovery or service interruption. In these instances, Verizon MA may work outside of normal work hours, even around the clock in some circumstances.

Certain work would be considered high priority such as work associated with a public works project, defective pole replacement or critical service request.

The remainder of pole and conduit work is considered routine.

35. Explain in detail practices and planning associated with non-emergency pole replacements. Include in this explanation a discussion of the factors your company considers when deciding whether a pole needs to be replaced (e.g., age, updates to or replacements of other distribution infrastructure and/or clean energy work, accommodation of attachment requests, NESC considerations). Also explain when and how often your company conducts routine inspections for structural integrity and other relevant factors for company-owned poles.

Non-emergency pole replacements may be required or requested, by either of the joint pole owners, for a variety of reasons, including the following:

- Excessive height required for a power company build or new equipment placement
- Power company "Electrical Circuit Hardening Project"
- Verizon MA build, requiring additional height for new attachments
- Damage or defect found on the pole due to age (such as rot, cracks or shell damage)
- Height required for a new third-party attacher, as required by NESC and Verizon MA standards
- Relocation of pole(s) required by public or private entities (e.g., the DOT, a municipality or a private property owner)

Other circumstances that may require a pole to be replaced on a non-emergency basis may arise, but the ones listed above are the most common.

In 2017, Verizon MA began to explore a comprehensive inspection and maintenance program regarding the poles in its Massachusetts maintenance areas. In 2018, Verizon MA hired Osmose to inspect and if necessary, treat or truss (or both) all poles in its Massachusetts maintenance areas. Osmose completed its first statewide inspection cycle and is now operating its pole inspection process on a 10-year cycle.

Beyond the recent Osmose pole inspection project, all poles involved in either new capital or maintenance projects (whether Verizon MA, power company or third-party driven) are always surveyed for electrical safety, structural integrity and existence of proper clearances, for both NESC and Verizon MA standards.

No matter the circumstance, if a pole is found to be deficient in any way, it is reviewed for replacement and is replaced if it is unsuitable to remain in service.

36. Discuss the circumstances under which your company allocates the costs of pole replacements to attachers.

Verizon MA only allocates the cost of a pole replacement to an attacher under the following circumstances:

- Additional space is required for the new attacher to attach to an existing pole currently in a state of compliance (i.e., proper clearances exist and there are no defects to the pole).
- Additional space is required for the new attacher to attach to an existing pole that is currently out of compliance, but can be brought into compliance prior to the new attacher attaching.

Prior to the new attacher's request, if a pole cannot be brought into compliance or there exists a physical defect in the pole, then the costs associated with the pole replacement would fall solely on the pole owner or joint pole owners, not the new attacher.

37. Explain any differences in non-emergency pole replacements when alternative attachment techniques (e.g., opposite side attachments) are present.

When opposite side attachments (boxing) are present on a pole during a non-emergency pole replacement, time and costs increase. A boxed pole requires a minimum of a three-person Verizon MA crew to replace the pole. This type of pole replacement has been estimated to take an extra 30 to 45 minutes longer, if boxing is present. Also, extra coordination is required for all parties attached on the opposite side from the boxed party to "float" (i.e., hold) their attachment safely while the pole is being replaced. The need for additional time and labor can raise the costs significantly.

38. Explain how your company tracks, at the individual pole level, routine versus emergency work, pole replacements, and attachments (e.g., NJUNS, internal databases, other).

Verizon MA's internal work order system assigns a specific category code to each work order that is designed and issued. Various types of work (such as emergency work or pole replacement) have a category code to identify and track the type of work being performed. Verizon MA uses the NJUNS system to track the current "Next To Go" transfer status for a specific pole replacement. In some cases, manual means such as spreadsheets may be used to track specific pole data as needed.

39. Explain how your company tracks, at the individual pole level, costs associated with routine versus emergency work, pole replacements, and attachments (e.g., NJUNS, internal databases, other).

The category codes described in response to Request No. 38 can be used for cost analysis. The NJUNS system in Massachusetts is only used to track the current "Next To Go" transfer status for a specific pole replacement. NJUNS is not used to track any cost structures.

40. For routine versus emergency utility pole and conduit work, explain the process(es) and policies used by your company to select and/or rely on third-party contractors versus internal, collective bargaining employees.

All of Verizon MA's pole work is performed by Verizon MA technicians. Verizon MA has a general services agreement with a vendor to perform emergency and routine excavation and conduit services.

Interested Stakeholders

41. Please suggest and discuss in detail ways to streamline the pole attachment and conduit access process for attachers in Massachusetts. Suggested redline edits of 220 CMR 45.00 are welcome.

NJUNs should be mandated for use by all pole owners and attachers for all pole-related work. This requirement would create much needed efficiency, transparency and accountability for compliance with process requirements. This approach is the most efficient way for joint owners, existing attachers and new attachers to manage the work associated with processing an attachment application and replacement of defective poles.

The Departments also could establish a right for pole owners to transfer or remove an attacher's facilities as part of the make-ready process or when a pole is defective and needs to be replaced if the attacher fails to do so within a specified number of days from when it becomes an attacher's turn to move its facilities. If a pole owner exercises this right it would bill its costs to move or transfer the facilities to the attacher.

42. Are there any limitations under existing state law or practices, or any conflicts between FCC requirements and G.L. c. 166, § 25A, and other state laws, that may preclude adoption of pole attachment requirements similar to those adopted by the FCC in 47 CFR Subpart J?

Verizon MA has not undertaken an exhaustive legal review, but generally is not aware of limitations under state law or practices or conflicts between FCC requirements and Massachusetts law that would preclude adoption of pole attachment requirements similar to those in 47 CFR Subpart J.

43. Should the Departments adopt requirements involving allocation of unusable space costs consistent with FCC regulation 47 CFR 1.1409? Why or why not?

Yes. the Departments should adopt requirements consistent with FCC regulation 47 CFR 1.1409. Verizon MA believes that the costs associated with the unusable space on the pole should be allocated across all attachers on the pole. See response to Request No. 47.

44. Should the Departments adopt timelines for access to utility poles consistent with FCC regulation 47 CFR 1.1411? Why or why not?

Verizon MA takes no position on this issue. Verizon MA will comply with any applicable deadlines.

45. Should the Departments mandate the use of agreed-upon contractors for non-electric attachment survey and make-ready work on poles consistent with FCC regulation 47 CFR 1.1412? Why or why not?

If the Departments adopt timelines consistent with 47 CFR 1.1411, then the Departments should adopt rules for the identification of contractors consistent with 47 CFR 1.1412, and each pole owner should maintain its own list of approved contractors.

46. If the Departments adopt mandatory deadlines for application, survey, and make-ready processes, describe the necessary requirements and other considerations for your company to adhere to these deadlines and identify any exemptions that should apply.

The following considerations should be taken into account:

- Verizon MA would need at least six months to do IT upgrades to internal pole attachment application software programs and processes to comply with new rules.

- Any mandatory deadlines should take into account the number of applications that the utility is asked to process and the size of the applications, the type of attachments (wireless vs. wireline), where the attachments are located on the pole (communications space vs. electric space), and the complexity of the make-ready work (simple rearrangements vs. pole replacements). Any mandatory deadlines also should provide additional time to complete large orders; allow utilities and attachers to negotiate timelines for very large orders; and provide exemptions for force majeure events, delays caused by the requesting pole attacher or other pole attachers, and other circumstances beyond the pole owner's control.

- NJUNs should be mandated for use by all pole owners and attachers for all pole-related work. This would create much needed efficiency, transparency and accountability for compliance with new rules.

47. **Should the Departments consider revisions to the Massachusetts Formula applicable to telecommunications and cable television attachers? Why or why not? If so,**

describe in detail the revisions that should be made and why, and how best to procedurally effectuate those changes?

We recommend that the Departments adopt a single pole attachment formula that is flexible enough to be applied to wireline and wireless telecommunications attachers and cable television attachers and would allow pole owners to recover the costs associated with attachments in the usable and non-usable space on the pole. The Departments could revise the Massachusetts Formula to align with the FCC's New Telecom formula, for example. To effectuate those changes, the Departments could revise 220 CMR 45 to clearly spell out the formula as the FCC has done in 47 CFR § 1.1406.

48. Should the Departments consider revising the Massachusetts Formula in relation to the usable space on poles and/or to additional attachments on poles? If so, how should the Departments account for wireless attachments, alternative attachment practices (such as opposite side construction), and pole-mounted EVSE?

See response to Request No. 47. As noted in Verizon MA's response to Request No. 68, we recommend that pole owners not be required to allow EVSE to be attached to their poles.

49. Should the Departments expand the Massachusetts Formula to apply to wireless attachments and pole-mounted EVSE on utility poles? Why or why not? If so, should usable space assumptions and allocations be adjusted for wireless attachments, alternative attachment practices, and pole-mounted EV chargers?

Verizon MA is currently applying the FCC's New Telecom formula to wireless attachments and to a small number of EVSE attachments involved in the trial described in response to Request No. 69. Verizon MA recommends expanding and modifying the Massachusetts Formula (or adopting the FCC New Telecom Formula) for wireless attachments. As noted in Verizon MA's response to Request No. 68, we recommend that pole owners not be required to allow EVSE to be attached to their poles. If the Departments determine that EVSE equipment must be allowed on the poles, then the same formula used for wireless attachments should apply to EVSE attachments.

The FCC's New Telecom Formula allocates one foot of usable space per attachment as a default, but that attachment size input is flexible and can be adjusted to include more usable space for attachments that take up more than one foot of space on the pole. The Massachusetts Formula, in contrast, establishes a default rate per attachment assuming the usable space occupied by the attachment is one foot. If the attachment occupies more than one foot of usable space, the attachment rate is determined by multiplying the default rate by the number of feet occupied, which generates a higher rate than the FCC's New Telecom Formula for wireless equipment that takes up more than one foot of usable pole space. We recommend that the Massachusetts Formula be expanded to include wireless equipment, as proposed in our response to Request No. 47, and modified to allow equipment size to be used as an input, in the same manner as the FCC's New Telecom Formula.

50. Should the Departments expand application of 220 CMR 45.00 to attachments beyond those owned by telecommunications carriers and cable system operators, e.g., pole-mounted EVSE? Explain why or why not.

In general, Verizon MA supports expansion of 220 CMR 45.00 to cover more attachments to poles. For the reasons stated in response to Request No. 68, however, pole owners should not be required to allow EVSE to be attached to their poles.

51. What standards other than the NESC apply to pole-mounted EVSE?

The Departments should not establish such standards. For the reasons stated in response to Request No. 68, pole owners should not be required to allow EVSE to be attached to their poles.

52. Should the Departments require utility pole and conduit owners to publicly post pole attachment and conduit rates charged, as well as related requirements and policies, applicable to requesting attachments to promote transparency? Why or why not? If so, should the Departments similarly require annual informational filings with our agencies with pole attachment and conduit rate data? If not, explain why.

No. There is no need for the Departments to require utility pole and conduit owners to publicly post pole attachment and conduit rates as well as related requirements and policies because this information is typically available upon request and in many cases owners already post this information to their websites.

53. Explain whether there are specific processes that may improve coordination between joint pole owners in processing attachment applications, such as a single pole application, a single field survey, or a single make-ready estimate.

See response to Request No. 41.

54. Are there any additional comments or suggestions from interested stakeholders on the matters described in this Section or issues addressed elsewhere in this inquiry? Are there any additional issues that the Departments need to consider and, if so, why?

As noted in response to Request No. 50, Verizon MA supports expansion of 220 CMR 45.00 to cover more attachments to poles. In particular, Verizon MA proposes that 220 CMR 45.00 apply to street light attachments. There have been many instances when street lights have been attached to Verizon MA's jointly owned poles without Verizon MA's consent and without a contractual arrangement between Verizon MA and the municipality or its agent or contractor that owns the street lights. As a result, Verizon MA is not compensated for the use of its jointly owned pole and has no contractual rights concerning matters such as liability and insurance.

Double Poles

55. Based on data reported in D.T.E. 03-87, for each of the last ten years through October 2024, please provide separately the total number of solely and jointly owned double poles installed and removed in your company's service territory.

	All Pole Owners				Verizon	
	Sole Owned		Joint Owned		Sole Owned	
Year	Installed	Removed	Installed	Removed	Installed	Removed
11/1/2014 - 10/31/2015	459	727	11451	14280	240	446
11/1/2015 - 10/31/2016	741	532	12417	14334	108	169
11/1/2016 - 10/31/2017	933	802	9095	15621	146	140
11/1/2017 - 10/31/2018	917	1048	10077	23464	171	309
11/1/2018 - 10/31/2019	1404	1541	9732	16320	1123	776
11/1/2019 - 10/31/2020	1415	1285	9048	10401	1207	1005
11/1/2020 - 10/31/2021	610	832	7642	8641	466	602
11/1/2021 - 10/31/2022	413	534	7874	8818	334	425
11/1/2022 - 10/31/2023	608	714	9169	9559	365	366
11/1/2023 - 10/31/2024	425	524	8384	10263	278	354

The data above is from the semi-annual double-pole filings that Verizon MA submits on behalf of all pole owners in D.T.E. 03-87 and includes information on all such poles in Verizon MA's service territory, whether Verizon MA is a pole owner or not. For example, it includes poles that are sole-owned by the electric company.

56. Identify the total number of double poles in your company's service territory as of December 31, 2024.

According to NJUNS data, which excludes poles that are sole-owned by the electric company, as of December 31, 2024, there were 20,510 double poles in Verizon MA's service territory.

57. Identify the total number of double poles in your company's service territory as of December 31, 2024, that have been in place longer than 90 days from the date of installation.

According to NJUNS data, which excludes poles that are sole-owned by the electric company, as of December 31, 2024, there were 18,069 double poles in Verizon MA's service territory that have been in place longer than 90 days from the date of installation.

58. Discuss the different circumstances for why double poles may be installed.

Double poles are a result of pole replacements or upgrades. Poles are replaced for various reasons such as rot or defect, motor vehicle accidents, damage caused by storms or fallen trees, additional height requirements for power company initiatives, and additional height requirements to provide proper clearances for additional broadband attachments.

59. Discuss the processes in place to install and remove solely and jointly owned double poles, including discussion of how such installations and removals are prioritized.

Verizon MA is responsible for pole placements when a pole is solely owned by Verizon MA or for jointly owned poles in certain geographies. The joint ownership agreements between Verizon MA and power companies define the roles of each party with regard to pole maintenance and placement. Some agreements assign placing activities to the power company and removal activities to Verizon MA. Other agreements assign maintenance areas where one party will place and maintain poles within defined areas of the joint service territory.

Placing A New Pole: Verizon MA will install a pole, creating a double pole situation, in the following order of priority:

- Emergency or storm response: If a pole is broken or significantly damaged due to an event such as a motor vehicle accident, storm or natural disaster, Verizon MA will respond immediately and place a new pole at the same location or adjacent to the damaged or broken pole. Verizon MA will coordinate with the power company and Public Safety to make the area safe with permanent or temporary repairs.
- High priority response: If a pole is identified as defective, rotted or structurally compromised through a periodic or scheduled pole inspection, engineering field survey, technician pre-climb inspection, power company report or Public Safety report, Verizon MA works to place a new pole within 21 days and takes steps to make the situation safe with permanent or temporary repairs.
- Routine pole replacements and upgrades: Other requests for pole replacements or upgrades are received by Verizon MA and integrated into the construction schedule. Verizon MA seeks to meet the requested completion date associated with the project or to work directly with the requesting party to determine a mutually agreeable completion date.

Communications Between Attachers: Once a new pole is placed, creating a double pole situation, Verizon MA uses NJUNS to notify other attached parties of the new pole and work progresses in order across the parties based on the "Next to Go" sequence of work. For emergency and storm response situations, Verizon MA coordinates directly with the power companies in real time to sequence work and ameliorate the situation.

Verizon Next To Go: Verizon MA uses NJUNS to monitor the workload where it is its turn to move or remove its facilities. When Verizon MA is "Next to Go," it generally attempts to complete pole transfers and removals within 45 or less.

NJUNS Ticket Categories: NJUNS allows system users to assign priority codes in Massachusetts. The priority codes are:

1. High: Non-imminent safety/clearance, underground projects, customer complaints, fast track
2. Routine: New business overhead projects, system upgrade/improvement, transfers, road widening, relocation, pole change out
3. Low: Future civic improvement projects, future system improvement
4. Damage: Motor Vehicle/Property
5. Make Ready: Reimbursable, cable fiber, etc.
6. Miscellaneous
7. Open
8. Defective poles

60. Provide a detailed explanation for why double poles should be allowed to remain in place beyond 90 days.

Depending on the number of attachments, complexity and location of a particular double pole, more than 90 days may be required for all companies to schedule and dispatch for the required transfer and removal work. Also, if there are multiple poles on a single thoroughfare or in the immediate vicinity of each other, logistics often require each company to complete 100% of its work (on all the double poles) before the next attachee can schedule its work in the same vicinity.

61. With the clean energy transition and broadband deployment efforts planned for the next decade, do utility pole owners anticipate an increase in double poles? Why or why not?

As broadband deployment increases, the requirement for additional clearances on utility poles will increase accordingly. This trend will drive the need for additional double poles as poles are upgraded to provide the required clearances.

<u>Agency Webpages, Databases, and Related Considerations</u>

62. Should the Departments each include a dedicated utility pole webpage on their websites? If so, what data should be included and why?

No. The Departments should not include a dedicated utility pole webpage on their websites. Pole Owners like Verizon MA house this information on their websites, so Departments' web pages would be duplicative.

63. Should the Department of Telecommunications and Cable require an express registration form for all telecommunications and broadband attachers who seek to attach to poles in the Commonwealth? If not, explain why.

Yes. The DTC should require an express registration form for all telecommunications and broadband attachers who seek to attach to poles in the Commonwealth. Pole owners need to be able to quickly identify whether an attacher has been authorized by the DTC to provide services within the Commonwealth. Having a registration form that pole owners would be able to access would solve that problem.

64. Should the Department of Public Utilities require some form of contact and/or registration form for pole-mounted EVSE attachers that seek to attach to poles in the Commonwealth? Please explain whether the Department of Public Utilities has jurisdiction to implement this requirement for these entities.

For the reasons discussed below in response to Request No. 68, the DPU should not mandate pole-mounted EVSE. If the DPU does mandate such attachments, then it should require some form of contact or registration form (or both) for pole-mounted EVSE attachers that seek to attach to poles in the Commonwealth. Pole owners need to be able to quickly identify whether an attacher has been authorized by the DPU to provide services within the Commonwealth. Having a registration form that pole owners would be able to access would solve that problem.

65. Should the Departments explore implementation of a new database that provides access to interested stakeholders with access to pole- and conduit-related attachment and cost data? If so:

No. The FCC has declined "to adopt requirements regarding the collection and availability of information about the location and availability of poles, ducts, conduits, and rights-of-way." *In re Implementation of Section 224 of the Act*, 26 FCC Rcd 5240 (2011). In so ruling, the FCC stated:

> The record before us indicates that the burdens of such a data collection are outweighed by the potential benefits. EEI and UTC, for instance, report that a database of their members' assets would take years and hundreds of millions dollars to create, then would require annual maintenance. Such a data collection would necessarily take significant time for the millions of poles that a single utility can own, and it is not likely that such data for all utilities would be kept sufficiently up-to-date for a prospective attacher to rely on for access and network planning. Major events like storms can compromise the integrity of data, as can the activities of unauthorized attachers. Moreover, legitimate concerns exist about making critical infrastructure information and proprietary information available to the public, and about whether a database would be susceptible to abuse by unauthorized attachers. Meanwhile, the record reflects significant doubt--from both utilities and telecommunications providers--that improving the collection and availability of data would have much value to attachers. For these reasons, we are not persuaded by those commenters who support the idea of a central database in order to improve tracking of attachments and to cut down on unauthorized attachments. After considering the record, we find that the burdens associated with an information collection requirement likely outweigh the benefits, and therefore, we decline to adopt such a proposal at this time.

Id. at 5280-81. The Departments likewise should decline to adopt such requirements, for the same reasons.

a. identify the type of data that should be included and why;

See response above.

b. identify limitations to implementing such a database

See response above.

c. discuss whether and, if so, how such a database would be duplicative of existing practices and processes

See response above.

d. discuss how the costs for implementing and maintaining such a database should be recovered

See response above.

e. address which entity(ies) should be tasked with maintaining the database and discuss why

See response above.

f. address any other relevant considerations

See response above.

66. Are there any additional comments or suggestions on the matters described in this Section? Are there any additional issues that the Departments need to consider and, if so, why?

Verizon MA has no additional comments on this section.

<u>Dispute Resolution</u>

67. Please comment on:

a. the effectiveness of the current complaint adjudication procedures

The current process under 220 CMR 45 has been effective in resolving complaints brought against pole owners. The process could be more effective if it was reciprocal and pole owners could use the same process to adjudicate complaints against attachers.

b. possible changes that would streamline the current complaint adjudication process

See response above.

c. whether and, if so, describe in detail how, an informal alternative dispute resolution option such as mediation may be implemented, while remaining consistent with Chapter 30A of the General Laws, to resolve complaints in a shorter timeframe than the formal complaint process.

Verizon MA proposes that a party be required to seek executive level resolution before bringing a complaint concerning pole attachments or conduit access.

Facilitation of ROW and Pole-Mounted EVSE

68. What are the advantages and disadvantages of ROW EVSE in relation to pole-mounted EVSE? How does each technology compare with traditional ground-mounted EVSE in terms of costs and complexity of deployment? Are there limitations to the types of EVSE (e.g., Level 1 chargers, Level 2 chargers, direct current faster chargers, or other charger types) that can be mounted on ROWs and utility poles?

Pole-mounted EVSE has substantial disadvantages. One major drawback is that EVSE would be mounted closer to the ground, making poles more difficult and dangerous to climb or access with ladders. Pole-mounted EVSE also might limit the types of inspection that could be done, such as excavation around the pole, which in some cases could limit pole life because decay would not be detected. And pole-mounted EVSE would make it more difficult and time-consuming to replace poles, which would cause double poles to remain in place for longer periods. Verizon MA therefore recommends that pole owners not be required to allow EVSE to be attached to their poles.

69. What ROW or pole-mounted EVSE pilot programs or municipal partnerships have been undertaken in Massachusetts or in other jurisdictions? Please describe: (a) the scope and goal(s) of these programs and partnerships, including whether the program or partnership was designed to address a specific concern (and identify the concern); (b) the design and planning criteria considered to determine the number, type, and location to deploy the ROW or pole-mounted EVSE (e.g., socio-economic conditions, EV density, system capacity, etc.); (c) the average timeline and costs to deploy ROW and/or pole-mounted EVSE; and (d) any lessons learned from these pilot programs or municipal partnerships.

The City of Melrose (the "City") has undertaken a small EVSE pilot program. Verizon MA authorized the City to attach EVSE equipment to seven of its jointly owned poles in 2021. The City requested Verizon MA and the other joint pole owner to undertake the project and would best know what its goals were, why it selected certain locations, what its average timeline and costs were, and what lessons it has learned from the project.

70. What are the barriers to the deployment of ROW and/or pole-mounted EVSE and what strategies can be employed to overcome those barriers? What changes to the Department of Public Utilities' existing policies, practices, regulations, and/or requirements are necessary to help facilitate ROW and/or pole-mounted EVSE

deployment, including partnerships between companies and municipalities or other governmental entities? Should the Department of Public Utilities consider other factors?

See response to Request No. 68.

71. Please identify and describe ROW and pole-mounted EVSE currently deployed in the Commonwealth which are owned and/or operated, in whole or in part, by a private entity, and provide details of the ownership and operation (e.g., privately-owned pole-mounted EVSE that is leased, operated, and maintained by a municipality or other third party). What are the potential impacts of EDC ownership of ROW or pole-mounted EVSE on the competitive market? Should the ownership model of ROW and pole-mounted EVSE differ for environmental justice populations and non-environmental justice populations, and why?

Verizon MA has not made arrangements with a private entity to attach EVSE equipment on its poles. See also response to Request No. 68.

72. In addition to the EDCs, which entities should the Department of Public Utilities direct to submit plans to facilitate the deployment of ROW or pole-mounted EVSE in the Commonwealth?

See response to Request No. 68.

73. What policies and practices should be implemented to ensure equitable access to ROW and/or pole-mounted EVSE in rural communities and in low- and moderate-income areas?

See response to Request No. 68.

74. What federal, state, or other funding is available to facilitate the deployment of ROW and/or pole-mounted EVSE?

See response to Request No. 68.

75. How should ROW and/or pole-mounted EVSE plan proposals promote the use of utility poles for pole-mounted EVSE?

See response to Request No. 68.

76. For existing ROW and pole-mounted EVSE deployed in the Commonwealth, who maintains the ROW and pole-mounted EVSE equipment in a state of good repair? What liability provisions are necessary to ensure that owners of ROW and pole-mounted EVSE, or their lessees, maintain equipment in a state of good repair? What terms and conditions are or should be incorporated into pole attachment agreements to address emergency storm response and the shifting of attachment to facilitate removal of double poles in a timely manner?

For the pilot project described in response to Request No. 69, the City executed Verizon MA's standard pole attachment agreement, which assigns the City responsibility for maintaining the EVSE equipment and includes provisions addressing liability and facility relocation. See also response to Request No. 68.

LIST OF ATTACHMENTS

Verizon MA Attachment 1	Wireline Pole Attachment Agreement Template
Verizon MA Attachment 2	Wireline Form 1BAU - Application and Pole Attachment License
Verizon MA Attachment 3	Wireline Form 3BAU - Verizon Itemized Pole Make Ready Work Massachusetts
Verizon MA Attachment 4	Wireline Form 6BAU - Notice of Discontinued Use of Poles
Verizon MA Attachment 5	Wireline Form 8BAU - Notice to Verizon of Attachments Placed
Verizon MA Attachment 6	Wireless Pole Attachment Agreement Template
Verizon MA Attachment 7	Wireless Form 1 - Application Form (Antenna)
Verizon MA Attachment 8	Wireless Form 2 - Authorization for Field Survey Work (Antenna)
Verizon MA Attachment 9	Wireless Form 4 - Authorization for Pole Make-Ready Work (Antenna)
Verizon MA Attachment 10	Conduit License Agreement Template
Verizon MA Attachment 11	Conduit Exhibit A - Application for Conduit License
Verizon MA Attachment 12	Verizon Work-Zone Protection Program
Verizon MA Attachment 13	City of Springfield Manual for Occupancy of Public and Private Ways
Verizon MA Attachment 14	City of Worcester Permit Manual
Verizon MA Attachment 15	Town of Amherst Rules and Regulations Governing the Subdivision of Land
Verizon MA Attachment 16	Town of Concord Subdivision Rules and Regulations
Verizon MA Attachment 17	Town of Holliston Rules and Regulations Related to the Subdivision of Land
Verizon MA Attachment 18	Town of Lexington Subdivision Regulations