

NEW PROPOSED LOU

Street Light Service Level Commitment

To Contra Costa County

[2018]

PG&E is committed to delivering a high level of service to street light customers and providing features which enhance community safety. To ensure a high level of responsiveness to street light maintenance issues in Contra Costa County, PG&E is committed to the following (for street light facilities maintained by PG&E):

1) Reporting Street Light problems and tracking results

PG&E will continue to utilize its web based system where street light service requests and problems can be reported via on-line request form. PG&E is committed to improving communication during the resolution process. The link for reporting and checking the status of street light outages is:
<http://www.pge.com/en/myhome/servicerequests/streetlights/single/index.page>

In addition, street light service requests can be reported through PG&E's email address: streetlighttrouble@pge.com. The workgroup that responds to these emails is Streetlight Maintenance Department (under Electric Dispatch and Scheduling).

Outages reports are acknowledged via automated email response when received, when case numbers are assigned, and when the street light service request work is completed. PG&E is committed to improving this system, and developing more robust on-line reporting and tracking systems that will serve to improve communication with all customers.

PG&E shall further develop the reporting and tracking system to allow customers to check on the status of outages and repairs.

PG&E will provide a one (1) page process flow chart to county staff upon availability. Upon the provision of the process, PG&E will clarify if email or web based platforms are preferred.

*Note that the customer will receive an automated reply and within a few days [R1] a tracking number will be received

2) Responding to Street Light outages

a. Response to Reported Street Light Outages

PG&E will respond, assess and complete repair of reported street light outages (burnouts repairs to lamp/fixture) within 14 days of being notified of the outage on average. Please note: based on various community preferences, decorative lamps can take longer to repair due to parts availability.

b. Outages Resulting from Poles that are "Knocked Down"

Where a PG&E-owned or maintained street light pole is "knocked down" - or where cComplex and/or underground repairs are necessary-Extensive Repair, PG&E will provide immediate response to the "knock-down", and will secure the site, and make the situation safe prior to leaving the site. PG&E will complete any remaining required repairs within 90 days. If PG&E, for any reason, will not be able to complete repairs within 90 days PG&E will notify the customer and will provide an estimated date of completion for repairs.

If PG&E should become aware of a knocked down pole by customer call or staff inspection, PG&E will notify the County.

c. Monthly Report

PG&E will provide a monthly report to Contra Costa County which details the status of outages and knocked down poles. This report should detail if the matter has been resolved or not. If the matter has not been resolved at the time to the report, the report should include a proposed timeline and resolution.

d. Credit Adjustment

In the event that a customer is without service as a result of an inoperable street light beyond fourteen (14) business days, the customer should contact their local customer relationship manager who will complete a service credit request. Customer to supply PG&E with detail information including confirmation the street light is inoperable, badge number (if available) and location.

3) Requesting Street Lights and Shields Installation

PG&E will continue to utilize Customer Connection Online web based system where street lights and shields installation can be reported via the on-line request form. The link for requesting street lights and shields installation is: <http://www.pge.com/cco>. Shields may also be requested by calling our Building & Restoration Service Center telephone number (1-877-743-7782).

PG&E will acknowledge these requests via automated email response when received by the New Business Service Planning representative. PG&E will continue communication of the planning and installation process status via email and provide an estimated date of completion and inform of next steps including approval, and installation. Upon receipt of new installation applications PG&E will contact the applicant within **1-3** business days to advise them of the result and next steps.

Any contract information will be submitted via email or regular mail and any costs associated with the planning and installation will be included in the contract. PG&E will allow **10** days to sign and return contract to initiate the installation process.

The cost of installing any shield (front, back or cul-de-sac) will be forwarded to the customer and included in the provisions of the associated contract.

4) Pole maintenance, replacement, painting, and cleaning

For street light poles that need painting, cleaning due to graffiti, or rust staining, PG&E will accommodate requests based on the demand of the communities. All requests can be forwarded to the email: streetlighttrouble@pge.com or 1(800)743-5000. These services may include time and materials costs at PG&Es expense.

PG&E will respond to an initial assessment of the request for street light graffiti removal within **14** days of being notified.

Upon notification of painting or rust abatement service need, PG&E will complete the service within **180** days.

In the event that there is not an established maintenance schedule, PG&E will provide information to county staff pertaining to pole viability and associated replacement plans on an case by case basis.

5) Billing Improvements Reconciliation

~~PG&E will work with Contra Costa County to explore methods to improve reconcile billing statements and inventory billing and inventory procedures in order to help resolve any discrepancies, if any on an annual basis or as needed.~~ All identified discrepancies will be resolved within two (2) billing cycles.

6) Annual Inventory Update^[RJ2]

PG&E will make every effort to work with Contra Costa County and Cities to rectify inventory and billing conflicts ~~on an on-going basis to the satisfaction of the agency. This will include providing the Cities and County with an annual inventory update in GIS format at no cost beginning October 2018.~~

7) On-going communication and reporting

Quarterly Coordination Meetings

As determined by the survey of participating Cities in 2015, PG&E will continue to participate in quarterly Coordination Meetings. In preparation of these meetings, PG&E may be invited to present evolving and new technologies, features, and services. PG&E will maintain open communication and responsiveness in assisting the County to coordinate and plan for these meetings.

TWIC Participation

PG&E's Public Relations representative or a delegate will attend the annual Transportation Water and Infrastructure (TWIC) meeting in October to join the County in providing an annual report on coordination efforts.

8) Staffing Updates

To assist Contra Costa County staff and PG&E staff in facilitating communication, PG&E and Contra Costa County will provide a list of key management representatives on an annual basis. Additionally, both will provide an advisement of key staffing changes.

ITEMS FOR FUTURE CONSIDERATION

LED and Photocell Group Maintenance and Replacement Program

The life expectancy for LED street lights is approximately 20 years (with warranty of 10 years) and for photocells is 12 years. When the replacement of existing LED infrastructure occurs, PG&E will work closely with Contra Costa County to provide information related to new product choices selected for characteristics related to improved energy efficiency and as technology evolves, reduced glare and control of upward directed light as they become available and are approved for use.

PG&E will replace LED street lights when notified as described above. When group lamp replacements are performed,^[RJ3] PG&E will also perform other maintenance work, such as testing and replacement of photocells (as required) and cleaning of glassware, reflector, or refractor. Additionally, PG&E will provide to the County any cleaning schedule available for glassware.^[BV4]

Invoice and Billing

~~PG&E will work with Contra Costa County to identify how to simplify invoicing and keep track of inventory in order to resolve issues such as inaccurate inventories and multiple billing. PG&E will accommodate requests for single billing support at no cost basis on a case by case basis.~~^[BV5]^[RJ6]

Any billing changes to existing inventory, customer will call PG&E customer contact center at 1-800-743-5000.

For any additions, removals or lamp size changes, customer will contact PG&E service planning at 1-877-743-7782 or submit request online at <http://www.pge.com/ccco>.

—PG&E will address changes to the inventory to not only simplify and reorganize the current information—but to insure that new additions or removals are reflected in the billing documentation.

###END###

1030 Detroit Avenue
Concord, CA 94518-2487

Bruce J. Mosley
Energy Delivery Director
Maintenance and Construction Area

C-23
4-8-08

PG&E Pacific Gas and
Electric Company

February 22, 2008

Mr. Maurice Shiu Director of
Public Works Contra Costa
County 255 Glacier Drive
Martinez, CA 94553-4825



Re: ~~Contra Costa County Streetlights Dr. Mr.~~

Shiu:

~~PG&E is committed to providing safe and reliable service to all customers. In that regard, PG&E is pleased to provide the Streetlight Service Level Commitment to Contra Costa County, its constituent cities and towns, and citizens. The PG&E Streetlight Service Level Commitment document is attached, including a summary of goals and the target dates associated with our specific actions related to our commitment.~~

~~To ensure open communications, validate progress in our efforts to establish and maintain a high level of responsiveness related to our service level commitment, and to identify new or unresolved issues, PG&E and County staff have established a schedule of joint meetings related to streetlight performance. To facilitate discussion during these meetings, PG&E will report out on streetlight problems, including results of follow up inspections and action taken to resolve the reported problem or a status report of pending resolution.~~

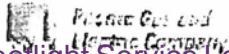
~~Providing safe and reliable service is one of my top priorities. Please contact me at any time that you have concerns about PG&E service.~~

Sincerely,



BRUCE J. MOSLEY
Director, Maintenance & Construction Area 2

BJM:alm



~~Streetlight Service Level Commitment~~

~~To Contra Costa County
February 22, 2008~~

C-23
4-8-08

~~PG&E is committed to delivering a high level of service to Streetlight customers. To ensure a high level of responsiveness to Streetlight maintenance issues in Contra Costa County, PG&E is committed to the following (for Streetlight facilities maintained by PG&E):~~

~~1. Reporting Streetlight problems and tracking results.~~

~~PG&E will continue to utilize its web-based system where streetlight service requests and problems can be reported via on-line request form. Original on-line reports are acknowledged via automated email response when received.~~

~~PG&E is committed to improving this system, and developing more robust on-line reporting and tracking systems that will serve to improve communication with all customers.~~

~~2. Responding to Streetlight outages.~~

~~a. Initial response to reported Streetlight outages.~~

~~PG&E will respond to and complete an initial assessment of reported Streetlight outages within 14 days of being notified of the outage.~~

~~b. Streetlight "burn-outs".~~

~~PG&E will complete repairs of Streetlight "burn-outs" within 14 days of notification of the "burn-out" when the outage can be resolved by simple lamp replacement or similar repair.~~

~~c. Streetlight outages other than "burnout".~~

~~Where the Streetlight outage is not the result of "burn-out" and additional work is required, PG&E will complete required repairs within 90 days of assessment of the Streetlight outage. This includes repair of lights damaged due to vandalism, and repairs of wiring problems (including subsurface wiring issues). If PG&E, for any reason, will not be able to complete repairs within 90 days PG&E will notify the customer and will provide an estimated date of completion for repairs.~~

~~d. Outages resulting from poles that are "knocked down".~~

~~Where a PG&E owned or maintained Streetlight pole is "knocked down", PG&E will provide immediate response to the "knock-down", and will secure the site, and make the situation safe prior to leaving the site. PG&E will complete any remaining required repairs within 90 days. If PG&E, for any reason, will not be able to complete repairs within 90 days PG&E will notify the customer and will provide an estimated date of completion for repairs.~~

~~3. Pole painting.~~

~~For Streetlight poles that were manufactured to be painted, PG&E will complete one cycle of pole painting by the end of 2008, and will then move to a ten year painting cycle. PG&E is scheduled to complete the initial cycle of pole painting in Contra Costa County by the end of 2007. After the current pole painting cycle is complete, PG&E will (if resources are available), accommodate "off-cycle" pole painting requests for poles manufactured for painting, on a time and material cost basis.~~

~~4. Group Lamp Replacement Program.~~

~~PG&E will perform Group Lamp Replacements based on a five year schedule to replace all lamps maintained by PG&E. When group lamp replacements are performed, PG&E will also perform other maintenance work, such as testing and replacement of photocells (as required) and cleaning of glassware, reflector, or refractor.~~

~~.5. New product choices.~~

~~Recognizing that some of the PG&E owned Streetlight infrastructure is aging, and will require replacement, PG&E will work with Contra Costa County to discuss options available for replacement lighting. When replacement of existing lighting facilities is required, as determined by PG&E, PG&E will work closely with Contra Costa County to provide information related to new product choices selected for characteristics related to improved energy efficiency, reduced glare and control of upward directed light as they become available and are approved for use in the PG&E Streetlight rate schedules.~~

~~On-going communication and reporting:~~

~~To ensure open communications, validate progress in our efforts to establish and maintain a high level of responsiveness related to the items specified above, and identify new or unresolved issues, PG&E will propose and establish a regular monthly meeting schedule with Contra Costa County.~~

~~To facilitate discussion during the proposed monthly meetings, PG&E will report out on Streetlight problems, including results of follow up inspections and action taken to resolve the reported problem or a status report of pending resolution.~~



Bruce J. Mosley
Director, Maintenance & Construction Area 2

Streetlight Service Level Commitment

C23
4-808

Summary of Goals and Target Dates (12/22/2008)

	Area of Focus Service Commitment/Progress on Goals	Target Date
	2007 Streetlight Summary Report	
1	<ul style="list-style-type: none"> Detail of poles painted 2007 Burnout Lamp Replacements 	January 2008 Completed
2	2008 Forecast Group Lamp Replacement Work <ul style="list-style-type: none"> Notify Contra Costa County of forecast of total lamps to be replaced in Contra Costa County 	January 2008 Completed
3	Goals and Progress to be Reported As Needed to the City/County	
3a	Group Lamp Replacement <ul style="list-style-type: none"> PG&E to perform a study of the feasibility of performing group lamp replacement by City. Report Results of Feasibility Study to Contra Costa County. 	March, 2008
3b	Standard Maintenance Cycles <ul style="list-style-type: none"> Lamps to be scheduled on a 5 year cycle basis. Photo controls to be scheduled on a 10 year basis. Pole painting scheduled as needed. 	On-going
3c	Replace deteriorated facilities <ul style="list-style-type: none"> PG&E owned (Streetlight only) centerbore wood poles. PG&E will report quarterly status of planned and actual centerbore wood pole replacements. (Currently scheduled through 12/31/2012) 	On-going
3d	PG&E to streamline processes related to providing new Streetlight service installations. <ul style="list-style-type: none"> PG&E to report status of streamlined process to Contra Costa County by April 2, 2008 	April 2, 2008
3e	New Product Choices <ul style="list-style-type: none"> PG&E to provide more Streetlight options including decorative poles and fixtures. When PG&E determines that it is operationally necessary to replace a cobra head fixture, consistent with rate schedule LS1, PG&E will install a standard cut-off fixture as a replacement. 	On-going Requires approval of County or City for replacement proposal
3f	Streetlight maintenance reporting and tracking system <ul style="list-style-type: none"> * Monthly detail report showing progress of goals 	February 2008 Completed and will be on-going
3g	Repair Streetlight Outages <ul style="list-style-type: none"> "Burnout Repairs" - Lamp, photo control or similar repair. 	14 Days from Report
3h	Repair Streetlight Outages <ul style="list-style-type: none"> Non-burnout repairs - Repair required more extensive than lamp, photo control or ballast. 	90 Days from Report
3i	Streetlight Repairs <ul style="list-style-type: none"> "Knockdowns" "Make Safe" - Immediate Response Complete repairs within 90 days 	90 Days
3j	Paint "Missed" Poles <ul style="list-style-type: none"> For Streetlight poles manufactured for painting, and included under rate schedule LS2-C prior to the elimination of the separate pole painting charge in PG&E's tariffs, PG&E Will complete one cycle of pole painting by the end of 2008. (Will complete by the end of 2007 in Contra Costa County.) If any Streetlight poles meeting these tariff criteria were missed in this painting cycle, PG&E will respond to missed poles and paint as required. 	90 days from report

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