

1030 Detroit Avenue
Concord, CA 94518-2487

Bruce J. Mosley
Energy Delivery Director
Maintenance and Construction – Area 2

C23
4-8-08

**Irml 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,

A handwritten signature in black ink, appearing to read "Bruce J. Mosley".

BRUCE J. MOSLEY
Director, Maintenance & Construction Area 2

BJM:alm

Attachments

Streetlight Service Level Commitment
To Contra Costa County
February 22, 2008

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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 "burn out".

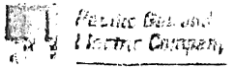
Where the Streetlight outage is not the result of "burn-out" and additional work is required, PG&E will complete required repairs within 90 days of assessment of the Streetlight outage. This includes repair of lights damaged due to vandalism, and repairs of wiring problems (including subsurface wiring 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.



Streetlight Service Level Corrritment
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C23
4-8-08

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 Summary of Goals and Target Dates (4/22/2008)

	Area of Focus- Service Commitment/Progress on Goals	Target Date
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

