

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 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 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) within 14 days of being notified of the outage.

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

Where a PG&E owned or maintained street light 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.

If PG&E should become aware of a knocked down pole by customer call or staff inspection, they will notify the County. This will allow for transparency in service provision and improved customer support.

c. Monthly Report (Tom and Vic to verify with Kari)

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 file a claim with PG&E for a service credit. To complete a service credit request contact PG&E at (TO BE PROVIDED)

(Tom and Vic to research feasibility)

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> (CONTENT TENTATIVE). Shields may also be requested by calling our Building & Restoration Service Center telephone number (1-877-743-7782).

Field Code Changed

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 give 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 a case by case basis.

5) Billing Improvements

PG&E will work with Contra Costa County to explore methods to improve billing and inventory procedures in order to help resolve discrepancies, if any.

[PGE LOU Revision 2018 PG&E CCC&LOU Meeting 20 Aug.docx](#) [PGE LOU Revision 2018 PG&E Review.docx](#)

6) Annual Inventory Update

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 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 in facilitating communication, PG&E will provide Contra Costa County with a list of key management representatives on an annual basis. Additionally, PG&E will provide an advisement of key staffing.

ITEMS FOR FUTURE CONSIDERATION

LED and Photocell Group Maintenance and Replacement Program

PG&E will establish and perform a group assessment program for the newly converted to LED street lights and photocells by the end of 2026. The life expectancy for LED street lights is approximately 20 years (with warranty of 10 years) and for photocells is 5 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 as they fail. 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. Additionally, PG&E will provide to the County any cleaning schedule available for glassware.

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.

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###