

NEW PROPOSED LOU

Street Light Service Level Commitment

To Contra Costa County
[2021]

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 and the 19 cities, 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 an on-line request form. PG&E is committed to improving communication during this 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 the 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 or resolved. 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 for the resolution process to county staff upon availability. Upon the providing this process, PG&E will clarify if email or web based platforms are preferred.

*Note that the customer will receive an automated reply and within five (5) 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-repairs to lamp/fixture) within 14 days of being notified of the outage.

**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 complex or underground repairs are necessary, PG&E will provide immediate response to the "knock-down", and will secure the site, and make the situation safe to the public 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. Repair Completion

Upon completion of repairs, PG&E will notify the party who reported the outage within 5 days.

e. 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 the 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, provide an estimated date of completion, and inform the customer 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 have rust staining, PG&E will accommodate requests based on the demand of the community. All requests can be forwarded to the email: streetlighttrouble@pge.com or by calling 1(800)743-5000. These services may include time and materials costs at PG&E's 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) Reconciliation

PG&E will reconcile billing statements and inventory discrepancies on an annual basis or as needed. All identified discrepancies will be resolved within four (4) billing cycles.

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 affected agency. This will include providing the Cities and County with an annual inventory update in GIS format at no cost, subject to Public Utility Commission (PUC) regulations.

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 a 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 and the cities 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. PG&E will also perform other maintenance work, such as testing and replacement of photocells (as required) and cleaning of glassware, reflectors, or refractors. Any identified high pressure sodium vapor lamps will be replaced with LED. Additionally, PG&E will provide to the County and the cities any cleaning schedule available for glassware.

Invoice and Billing

For any billing changes to the existing inventory, the customer can call PG&E customer contact center at 1-800-743-5000.

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

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###

This LOU is a good faith understanding between Contra Costa County, representing the 19 included cities and PG&E.

Victor Baker
Senior Manager—Diablo Division
Pacific Gas and Electric Company (PG&E)

Date

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