TO:

**BOARD OF SUPERVISORS** 

FROM:

JULIA R. BUEREN, PUBLIC WORKS DIRECTOR

DATE:

APRIL 8, 2008



SUBJECT:

Letter of Understanding with Pacific Gas and Electric (PG&E) for the maintenance of PG&E street

lights within Contra Costa County. Countywide. (County Service Area L-100 Funds) (All Districts)

SPECIFIC REQUEST(S) OR RECOMMENDATION(S) & BACKGROUND AND JUSTIFICATION

#### **RECOMMENDED ACTION:**

ACCEPT the final report regarding the Letter of Understanding (LOU) with Pacific Gas and Electric (PG&E) for the maintenance of PG&E street lights within Contra Costa County.

#### **FISCAL IMPACT:**

There is no impact to the County General Fund. Funding for this activity is from the County Service Area L-100 (100%).

CONTINUED ON ATTACHMENT:	SIGNATURE:
RECOMMENDATION OF COUNTY ADMINISTRAT	TOR RECOMMENDATION OF BOARD COMMITTEE
APPROVE OTHER	
SIGNATURE(S): Helie Guea	
ACTION OF BOARD ON 04/08/08	APPROVED AS RECOMMENDED OTHER
x •	
VOTE OF SUPERVISORS:	I HEREBY CERTIFY THAT THIS IS A TRUE AND CORRECT
UNANIMOUS (ABSENT  AYES: ABSENT:  NOES: ABSTAIN:	COPY OF AN ACTION TAKEN AND ENTERED ON MINUTES OF THE BOARD OF SUPERVISORS ON THE DATE SHOWN.
Contact: Brian Balbas (925-313-2284)	
BB:df	1 / 2 / DR
G:\Admin\Brian\2008\April\BO-LOU with PG&E streetlights4-8-08.doc	JOHN CULLEN, CLERK OF THE BOARD OF SUPERVISORS
cc: County Administrator	
Assessor	
Auditor-Controller County Counsel	BY: , DEPUTY
M. Shiu, Public Works Director	
G. Huisingh, Engineering Services R. Colicchica, Harris & Associates	
B. Guletz, Harris & Associates	
B. Mosley, PG&E	I
J. Sofranac, PG&E	

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## REASONS FOR RECOMMENDATIONS AND BACKGROUND:

On July 10, 2007, the Board of Supervisors authorized the Public Works Director, or designee, to prepare a Memorandum of Understanding (MOU) with PG&E for the maintenance of PG&E street lights per the recommendation by the Transportation, Water and Infrastructure Committee (TWIC) on June 25, 2007. The direction given by the Board of Supervisors was to work with PG&E and interested cities to prepare an MOU to provide for acceptable service standards for the various items previously presented as concerns or on-going issues from the County and cities. PG&E indicated their agreement to this approach with a "Letter of Intent" dated June 21, 2007. The idea of an MOU was given as an alternate approach to the street light acquisition that the Public Works Department and twelve cities have been pursuing beginning in 2001. The County has taken the lead role in conducting a series of studies to determine the feasibility and economic viability of purchasing the street lights from PG&E. The majority of the cities within the county also expressed interest in completing these studies. The original recommendation to the TWIC was to approve Phase IIB of the street light acquisition study; however, this alternative approach to draft an MOU was taken in an effort to reach an agreeable solution without the need for outright acquisition by the County and cities.

Subsequent to the July 2007 Board of Supervisors authorization the Public Works Department, our consultant, Harris & Associates, and PG&E met to complete an agreement on street light maintenance. The proposed MOU approach was replaced with a Letter of Understanding (LOU) in an effort to avoid the need for PG&E to gain approval from the Public Utilities Commission (PUC). The LOU approach was supported by the TWIC at the October 22, 2007 Committee meeting. At that meeting staff presented a status report of the efforts to reach agreement with PG&E. Public Works staff has worked with PG&E and an acceptable LOU has been completed. A copy of this LOU and the service level commitment from PG&E is attached. The letter, dated February 22, 2008 details the service level commitment to the cities and County of Contra Costa. Staff presented this information to the TWIC on March 10, 2008 and the TWI Committee recommended we deliver this final report to the Board of Supervisors.

The key aspects as outlined in the LOU commitment letter are:

- Streetlight Problem Reporting and Tracking PG&E has committed to improving the reporting and tracking program currently in place. The on-line reporting system will provide immediate feedback to the reporter and follow-up information as work progresses.
- 2. Response Times "Burn outs" will be completed within 14 days. Outages other than burn outs will be completed within 90 days. "Knockdowns" will be completed within 90 days.
- 3. Pole Painting PG&E will complete a pole painting schedule that will ensure poles will be painted on at least a ten year cycle. There are provisions for more frequent painting as necessary.
- 4. Group Re-lamping PG&E has committed to a five year lamp replacement program throughout the County.
- 5. New Product Choices PG&E is committed to working with local jurisdictions on new products for use in various communities.
- 6. Regular Monthly Coordination Meetings Regular meetings have been scheduled to discuss on-going issues and responsiveness. These meetings are currently scheduled for the third Monday of each month at the Contra Costa County Public Works Department in Martinez.

4-8-08

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## **CONSEQUENCES OF NEGATIVE ACTION:**

Should the Board of Supervisors not accept the Letter of Understanding with PG&E, the County and interested cities would likely not receive the service standards outlined by PG&E in the attached letter. Lack of standards such as those outlined will potentially exacerbate poor street light maintenance in the County.





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.

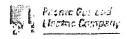
Providing safe and reliable service is one of my top priorities. Please contact me at any time that you have concerns about PG&E service.

Sincerely,

Director, Maintenance & Construction Area 2

BJM:alm

**Attachments** 



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



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".

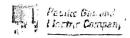
Where the Streetlight outage is not the result of "burn-out" and additional work is required, PG&E will complete required repairs within 90 days of assessment of the Streetlight outage. This includes repair of lights damaged due to vandalism, and repairs of wiring problems (including subsurface wiring 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 Commitment To Contra Costa County February 22, 2008



#### 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.

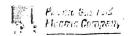
#### On-going communication and reporting:

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 (2/22/2008)



<del></del>	Area of Focus - Service Commitment/Progress on Goals	Target Date
	2007 Streetlight Summary Report	
1	2007 Streetlight Summary Report	January 2008
	Detail of poles painted	Completed
	2007 Burnout Lamp Replacements	
	2008 Forecast - Group Lamp Replacement Work	leaven (2009
2	<ul> <li>Notify Contra Costa County of forecast of total lamps to be replaced</li> </ul>	January 2008
	in Contra Costa County	Completed
	Goals and Progress to be Reported As Needed – to the City/County	
3	Group Lamp Penlacement	
3a	DC 2 E to perform a study of the feasibility of performing group lamp	March, 2008
	replacement by City. Report Results of Feasibility Study to Contra	Water, 2000
	Costa County.	j.
	Standard Maintenance Cycles	
3b	a Lamps to be scheduled on a 5 year cycle basis.	On-going
	Photo controls to be scheduled on a 10 year basis.	On going
	Pole painting scheduled as needed.	
	Replace deteriorated facilities	. ×
	PG&F owned (Streetlight only) centerbore wood poles.	On-going
3с	DC & E will report quarterly status of planned and actual centerbore	SII-goilig
	wood note replacements. (Currently scheduled through 12/31/2012)	
	PG&E to streamline processes related to providing new Streetlight service	9
	installations	April 2, 2008
3d	PG&E to report status of streamlined process to Contra Costa	7 (prii 2) 2000
	County by April 2, 2008	
3e	New Product Choices	
	PG&E to provide more Streetlight options including decorative poles	On-going
	and fixtures	
	When PG&E determines that it is operationally necessary to replace	Demilies apprecial of
	a cohra head fixture, consistent with rate schedule LS1, PG&E Will	Requires approval of County or City for
	install a standard cut-off fixture as a replacement.	replacement proposal
		February 2008
	Streetlight maintenance reporting and tracking system	Completed and will
3f	* Monthly detail report showing progress of goals	be on-going
		Do on going
F	Repair Streetlight Outages	14 Days from
3g	"Burnout Repairs" Lamp, photo control or similar repair.	Report
	Repair Streetlight Outages	
3h	Non- burnout repairs Repair required more extensive than lamp,	90 Days from
	photo control or ballast.	Report
	•	
3i	Streetlight Repairs	00 0
	"Knockdowns"  "Make Safe" Immediate Response	90 Days
	a within 00 days	
1		
	Complete repairs within 90 days	
	Paint "Missed" Poles	
	Paint "Missed" Poles  For Streetlight poles manufactured for painting, and included under rate	
3i	Paint "Missed" Poles  For Streetlight poles manufactured for painting, and included under rate schedule LS2-C prior to the elimination of the separate pole painting charge in DC4E's tariffs. PG&F will complete one cycle of pole painting by the end	90 days from report
3j	Paint "Missed" Poles  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 2007. (Will complete by the end of 2007 in Contra Costa County.) If any	90 days from report
Зј	Paint "Missed" Poles  For Streetlight poles manufactured for painting, and included under rate  schedule I S2-C prior to the elimination of the separate pole painting charge	90 days from report
<b>3</b> j	Paint "Missed" Poles  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 2007. (Will complete by the end of 2007 in Contra Costa County.) If any	90 days from report