

# 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 streetlight outages and checking the status of street light outages is: <http://www.pge.com/en/myhome/servicerequests/streetlights/single/index.pag>. This will be updated as needed to reflect the most up to date reporting method.

In addition, street light service requests can be reported through PG&E's email address: [streetlighttrouble@pge.com](mailto:streetlighttrouble@pge.com). This email address is monitored Monday - Friday, 630am - 330pm. For escalated streetlight requests outside of those hours, please report to 800-743-5000.

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 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 for the resolution process to county staff upon availability. Upon 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 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 an immediate response to the "knock-down", 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, they will notify the County. This will allow for transparency in service provision and improved customer support.

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 shall detail the resolution if the matter has not been resolved at the time of the report, the report shall 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 shall notify their PG&E Local Customer Relationship Manager (LCRM) for a service credit.

**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 Customer Connections [https://www.pge.com/en\\_US/small-medium-business/building-and-property/building-and-maintenance/building-and-renovation/manage-your-services.page?WT.mc\\_id=Vanity\\_CustomerConnections](https://www.pge.com/en_US/small-medium-business/building-and-property/building-and-maintenance/building-and-renovation/manage-your-services.page?WT.mc_id=Vanity_CustomerConnections).

Shields may also be requested by calling our Customer Connections' 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 the 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 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](mailto:streetlighttrouble@pge.com) or by calling 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.

Any additional devices attached to agency LS2 street light poles must be processed through Customer Connections' to execute an unmetered pole contract agreement.

All lights must have a badge number and lamp sticker that corresponds to PG&E records.

## **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.

It is incumbent upon the agency to respond timely to PG&E requests for information such as receiving account number or Service Agreement Identification (SAID), removal/start/ or stop dates etc.

It is the agency's responsibility to inform PG&E of ANY changes to LS2A lights as they are not PG&E owned or maintained.

If LS2A

- Agency needs to inform PG&E date of power loss and billing will stop.
- Agency needs to inform PG&E of the date of restoration and billing will re-start.

IF LS1

- Agency should inform PG&E of the issue and PG&E can investigate internally for approximate date of removal and restoration and correct billing to field activity.

PLEASE NOTE ELECTRIC RULE 17.1 allowing PG&E to back date & bill correct up to 3 years only.

[https://www.pge.com/tariffs/assets/pdf/tariffbook/ELEC\\_RULES\\_17.1.pdf](https://www.pge.com/tariffs/assets/pdf/tariffbook/ELEC_RULES_17.1.pdf)

## **6) Annual Inventory Update**

PG&E will make every effort to work with Contra Costa County and Cities to rectify billing conflicts on an on-going basis. This will include providing the agencies with streetlight individual billing data, on an as-needed basis, so that they can conduct their own internal reviews.

PG&E will provide a report of what is actively billed. The agency can use the report to cross check against their own inventory and PG&E will make corrections based on their findings.

For LS1, PG&E owned and maintained, PG&E will provide the spatial data annually.

For LS2A, agency owned and maintained, the spatial data may be purchased through a 3<sup>rd</sup> party vendor or the agency can purchase through PG&E's New Revenue Development (NRD) department. Please contact the Local Customer Relations Managers (LCRM) assigned to your agency.

## **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 as long as the agenda includes maintenance and repairs of streetlights. On occasion, 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 Division Sr. Manager or representative of local leadership team or the subject matter expert, 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 address changes to the inventory to not only clarify and reorganize the current information—but to insure that new additions or removals are reflected in the billing documentation.

County agrees to adhere to the LS2A rate schedule.

##END##

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



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Victor Baker  
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Pacific Gas and Electric Company (PG&E)

2/25/2021

Date