

Street Light Service Level Commitment

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 municipalities within the County, PG&E is committed to furnishing service to street light facilities owned by PG&E under the LS-1 streetlight schedule in accordance with the following procedures:

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: [Report Streetlight Issue \(pge.com\)](https://pge.com/report-streetlight-issue) 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. This email address is monitored Monday - Friday, 630a - 330p. For escalated streetlight requests outside of those hours, please report to 800-743-5000.

Outage 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 the providing of this process, PG&E will clarify if email or web-based platforms are preferred. We do not have a current timeline for such a document, so this remains a customer preference as to which option to utilize.

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 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 in writing within seven (7) days following discovery of the knocked down pole. This will allow for transparency in service provision and improved customer support.

c. Credit Adjustment

If a customer is without service because of an inoperable streetlight beyond fourteen (14) business days, the customer should notify their PG&E Local Customer Relationship Manager (LCRM) for a non-used service credit. An internal case can be created to review the charges internally and work with the customer to resolve.

3) Requesting Street Lights and Shields Installation

PG&E will continue to utilize the Service Planning Estimating and Design Online web-based system where streetlights and shields installation can be requested via the on-line request form. The link for requesting street lights and shield installation is [Sign In \(yourprojects-pge.com\)](https://yourprojects-pge.com). Shields may also be requested by calling our Building Renovation & 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 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 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.

Any additional devices attached to customer-owned LS2 street light poles must be processed through Service Planning Design & Estimating. Loads for such devices must conform to the requirements of Form 79-1048 and will require an unmetered low wattage equipment agreement.

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

PG&E will provide municipalities within the County with notice of the planned maintenance projects to support agency transparency. This will allow the municipalities to coordinate services and inform the local community to manage expectations.

5) Billing Improvements

PG&E will work with Contra Costa County to explore methods to improve billing and inventory procedures 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.

The agency is responsible to inform PG&E of ANY changes to its 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 authorizes PG&E to render an adjusted bill for any undercharge due to a billing error for a period up to 3 years.

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 municipalities within the County 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. Any billing reconciliations that are determined will be rectified to make the agency whole from start of discrepancy through resolution.

At any time, a SL Report can be requested via the self-help link here: [Home \(site.com\)](#) that the agency can use to cross check against their own inventory and PG&E will make corrections based on their findings once the request has been made following the required process.

For any light the spatial data may be purchased through a 3rd party vendor, or the agency can purchase through PG&E New Revenue Development (NRD) department. Please contact the Local Customer Relations Manager (LCRM) assigned to your agency.

7) Rate Schedule Changes

PG&E will provide the County and municipalities within the County with notification of any changes to the LS-1 and LS-2 rate schedules in its General Rate Case (GRC) that are planned to be submitted to the CPUC. This will allow the agencies to plan for changes in their respective financial and maintenance responsibilities. Annual External Rates Webinar occurs January of each year.

8) On-going communication and reporting

Quarterly Coordination Meetings

As determined by the survey of participating municipalities in 2015, PG&E will continue to participate in Quarterly Coordination Meetings provided the agenda includes discussion of 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 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.

9) Staffing Updates

To assist County staff in facilitating communication, PG&E will provide the County with a key contact list.

ITEMS FOR FUTURE CONSIDERATION

LED and Photocell Group Maintenance and Replacement Program

PG&E will continue to assess evolving and emerging streetlight technology, as well as the condition of the LED fixtures currently installed in the field. PG&E will replace LED streetlights as they fail. Should it be determined that group replacement of existing LED infrastructure is necessary or desired, PG&E will work closely with the County staff to provide information related to new product choices selected as they become available and are approved for use. 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 County staff to identify how to simplify invoicing and keep track of inventory 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.