

From: Cherry, Brian K  
Sent: 7/17/2012 5:50:30 PM  
To: Colvin, Michael (michael.colvin@cpuc.ca.gov) (michael.colvin@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: FW: Streetlight Work in San Francisco

Mike – FYI. I got quite a petulant response from our Gov Rel Department that claims they have kept the Supervisor informed. We have our issues here too. Please do not forward. That said, the individual to call is Mike Swanson 973-5691 at HQ or his mobile [Redacted]

**From:** Kiyota, Travis  
**Sent:** Tuesday, July 17, 2012 4:40 PM  
**To:** Pruett, Greg S.; Bottorff, Thomas E; Williams, Geisha; Martinez, P.J. (ET); Anderson, Barry; Lemler, Gregg; Swanson, Michael (R&C Director); Kress, Michael A; Johnson, Mark S (ET); Cherry, Brian K  
**Cc:** Brown, Jess A; Malnight, Steven; Bedwell, Ed; [Redacted]; Hernandez, Brandon J; Frizzell, Roger; [Redacted]; Allen, Meredith; Horner, Trina  
**Subject:** Fw: Streetlight Work in San Francisco

Brian: Given the email you received from Commissioner Ferron's office regarding SF streetlights, here is what the Gov Rel and Electric Operations have been doing in response. All of this has been communicated to SF Supervisor Weiner, the SF Mayor and members of the SF Board of Supervisors at one of their recent public hearings.

Mike Swanson has been identified by Elec Ops leadership as the lead director for this and we have been working closely with him as we communicate progress. Additionally, the local teams of Customer Care and External Communications have been included in our communication plans to customers and the media.

Today, we have also reached out to SF Supervisor Weiner to schedule another briefing to his office about our progress.

Perhaps it may be also helpful to have Mike Swanson accompany Reg Rel to brief Commissioner Ferron's office about of our efforts to improve streetlights in SF.

Please let us know if you have additional questions.

Thanks  
Travis

**From:** [Redacted]  
**Sent:** Tuesday, July 17, 2012 03:51 PM

**To:** Kiyota, Travis  
**Cc:** Hernandez, Brandon J  
**Subject:** Streetlight Work in San Francisco

Travis,

Below is a list of the things that we've done with the City and County of San Francisco regarding Streetlight issues. We've focused on Supervisor Wiener's office as point for much of this work because of his demonstrated interest in the subject;

1. Committed to spend \$25 million dollars to make improvements to the Regulated Output circuits serving parts of San Francisco. This major capital initiative will begin in Q3 and will repair over 1,100 lights and two dozen circuits, improving the quality and reliability of fixtures throughout the City.
2. Worked to develop a procedure for inspecting and potentially replacing decorative streetlights which are largely unique to San Francisco. Ensuring that PG&E is maintaining the public safety which respecting the aesthetic appeal of historic lights in Chinatown and the downtown area.
  - a. Similarly working in neighborhoods such as Buena Vista terrace to ensure that streetlight repairs respect historic elements. Working with neighbors to explain issues related to streetlight outages and repair, including introducing neighbors to [www.pge.com/streetlights](http://www.pge.com/streetlights) as an alternative to 311.
3. Met with SFPUC staff to align our streetlighting plans to ensure that customers aren't seeing vastly different levels of service from SFPUC/PG&E. PG&E has shared its plans to again approach the CPUC for additional funding for upgrades to PG&E owned lights in the GRC. PG&E has also shared maps of the RO circuits with the SFPUC to get City feedback on outreach and potential pitfalls.
4. Committed to work with 311 – San Francisco's service center to ensure that customer calls regarding streetlighting issues are properly reported and directed to PG&E to expedite repairs. Formerly there was a 5-7 day lag in receiving reported outages from 311 which led to delayed outage repairs. Due to the work of Mike Swanson's team, we've minimized those delays and are receiving reports more accurately and promptly.
5. Improved response times significantly. Now 70+% of repairs are completed within 5 days and the oldest tags are less than 1 month. Prior to our focus on this, we had a nearly 1,000 light backlog and oldest tags that were multiple months old.
6. Worked with the Mayor's Office of Economic and Workforce Development to explore new service options in support of pedestrian scale lighting, including new LED lights on PG&E LS-1 poles. DPW Bureau of Street Use and Mapping have been involved as well (Supervisor Wiener specifically requested this in our hearing – I noted

that we were absolutely willing to explore this possibility, but that PG&E had to proceed in a way that wouldn't disadvantage any of our remaining customers – ie, not creating a program for San Francisco that would not be accessible for other cities – possible PU Code violation).

7. Finally, Mike Swanson and I testified in front of the City Operations and Neighborhood Services committee at Supervisor Wiener's request. I've attached our presentation notes.

Thanks,

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PG&E Government Relations

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