

**PACIFIC GAS AND ELECTRIC COMPANY**  
**2014 General Rate Case Phase I**  
**Application 12-11-009**  
**Data Response**

PG&E Data Request No.:	CCSF_001-06		
PG&E File Name:	GRC2014-Ph-I_DR_CCSF_001-Q06		
Request Date:	April 12, 2013	Requester DR No.:	CCSF-PG&E 001-006
Date Sent:	April 24, 2013	Requesting Party:	City and County of San Francisco
PG&E Witness:	Steve Phillips	Requester:	William K. Sanders

**QUESTION 6**

In Exhibit PG&E-5, page 6-1, PG&E states that the Quality Assurance Program (QAP) and Safety Net Program are “important, tangible standards that enable transparent evaluation of PG&E’s performance in meeting its customer commitments.”

- a. Do the QAP standards (Attachment 6A) apply to streetlight customers? If not, what performance standards apply to street lights?
- b. Which, if any, of PG&E’s tariffs or customer classes are not covered by the QAP?
- c. Are any streetlight incidents included in the calculations for the QAS Performance Results on page 6-3 (Table 6-1)? If so, which of the nine standards include streetlight incidents as part of the calculation?

**ANSWER 6**

- a. The QAP standards do not apply to maintenance transactions performed on streetlights. PG&E currently has an internal standard of responding to 90% of streetlight maintenance requests within 5 calendar days for those maintenance requests which do not require underground or other extensive repairs (such as rewiring, pole replacement, etc.). Maintenance requests that require underground or other extensive repair work have a target of 75% completed within 30 days.
- b. The QAP only applies to PG&E’s residential customers.
- c. Please see the response to question 6a.