

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

PG&E Data Request No.:	CCSF_003-10		
PG&E File Name:	GRC2014-Ph-I_DR_CCSF_003-Q10		
Request Date:	May 1, 2013	Requester DR No.:	CCSF-PG&E-3
Date Sent:	May 8, 2013	Requesting Party:	City and County of San Francisco
PG&E Witness:	Jeffery Hulon	Requester:	William K. Sanders

**QUESTION 10**

In PG&E's Response to Question 1.a in the City's First Set of Data Requests, PG&E states that "PG&E has seen improvement in average days to replace burnout bulbs and repair the facilities associated with streetlights from 18 days in 2011 to an average of 6 days currently." With regard to that statement, please provide a copy of any documents or data that supports this statement.

**ANSWER 10**

The tools utilized to capture streetlight burnout repair metrics have been changed out since 2011, so only nine months of information for 2011 were readily available. For those nine months of 2011, the data shows that the average repair time was 12 days. For 2012 the average repair time was 40 days. Through April 28, the average repair time in 2013 is 6 days. Please see attachments GRC2014-Ph-I\_DR\_CCSF\_003-Q10Atch01 for 2011 data, GRC2014-Ph-I\_DR\_CCSF\_003-Q10Atch02 for 2012 data, and GRC2014-Ph-I\_DR\_CCSF\_003-Q10Atch03 for 2013 data.

Case Department	Case Location	Case Type	Case Count	Age
OM&C Area 1	OM&C: Peninsula	OM&C Street Light Maintenance	70	8
OM&C Area 1	OM&C: Peninsula	Location Total	70	8
OM&C Area 1	OM&C: San Francisco	OM&C Street Light Maintenance	441	8
OM&C Area 1	OM&C: San Francisco	Location Total	441	8
OM&C Area 1	Department Total	Department Total	511	8
OM&C Area 2	OM&C: Diablo	OM&C Street Light Maintenance	245	4
OM&C Area 2	OM&C: Diablo	Location Total	245	4
OM&C Area 2	OM&C: East Bay	OM&C Street Light Maintenance	98	16
OM&C Area 2	OM&C: East Bay	Location Total	98	16
OM&C Area 2	OM&C: Mission	OM&C Street Light Maintenance	115	12
OM&C Area 2	OM&C: Mission	Location Total	115	12
OM&C Area 2	Department Total	Department Total	458	10
OM&C Area 3	OM&C: Central Coast	OM&C Street Light Maintenance	277	15
OM&C Area 3	OM&C: Central Coast	Location Total	277	15
OM&C Area 3	OM&C: De Anza	OM&C Street Light Maintenance	60	15
OM&C Area 3	OM&C: De Anza	Location Total	60	15
OM&C Area 3	OM&C: San Jose	OM&C Street Light Maintenance	86	32
OM&C Area 3	OM&C: San Jose	Location Total	86	32
OM&C Area 3	Department Total	Department Total	423	22
OM&C Area 4	OM&C: Fresno	OM&C Street Light Maintenance	227	7
OM&C Area 4	OM&C: Fresno	Location Total	227	7
OM&C Area 4	OM&C: Kern	OM&C Street Light Maintenance	161	7
OM&C Area 4	OM&C: Kern	Location Total	161	7
OM&C Area 4	OM&C: Los Padres	OM&C Street Light Maintenance	210	6
OM&C Area 4	OM&C: Los Padres	Location Total	210	6
OM&C Area 4	Department Total	Department Total	598	7
OM&C Area 5	OM&C: Stockton	OM&C Street Light Maintenance	142	6
OM&C Area 5	OM&C: Stockton	Location Total	142	6
OM&C Area 5	OM&C: Yosemite	OM&C Street Light Maintenance	195	19
OM&C Area 5	OM&C: Yosemite	Location Total	195	19
OM&C Area 5	Department Total	Department Total	337	12
OM&C Area 6	OM&C: North Valley	OM&C Street Light Maintenance	201	43
OM&C Area 6	OM&C: North Valley	Location Total	201	43
OM&C Area 6	OM&C: Sacramento	OM&C Street Light Maintenance	281	21
OM&C Area 6	OM&C: Sacramento	Location Total	281	21
OM&C Area 6	OM&C: Sierra	OM&C Street Light Maintenance	164	24
OM&C Area 6	OM&C: Sierra	Location Total	164	24
OM&C Area 6	Department Total	Department Total	646	30
OM&C Area 7	OM&C: Fort Bragg	OM&C Street Light Maintenance	6	15
OM&C Area 7	OM&C: Fort Bragg	Location Total	6	15
OM&C Area 7	OM&C: Humbolt	OM&C Street Light Maintenance	65	16
OM&C Area 7	OM&C: Humbolt	Location Total	65	16
OM&C Area 7	OM&C: Lakeport	OM&C Street Light Maintenance	36	18
OM&C Area 7	OM&C: Lakeport	Location Total	36	18
OM&C Area 7	OM&C: North Bay	OM&C Street Light Maintenance	58	30
OM&C Area 7	OM&C: North Bay	Location Total	58	30

OM&C Area 7	OM&C: North Coast South	OM&C Street Light Maintenance	141	5
OM&C Area 7	OM&C: North Coast South	Location Total	141	5
OM&C Area 7	OM&C: Ukiah	OM&C Street Light Maintenance	9	17
OM&C Area 7	OM&C: Ukiah	Location Total	9	17
OM&C Area 7	Department Total	Department Total	315	16
Grand Total	Grand Total	Grand Total	3,288	15

**STREET LIGHT  
SUMMARY METRIC**

Start Date: 1/1/2012

End Date: 12/31/2012

Division	# Completed within 5 days	%	# Not Completed within 5 days	%	# Completed within 14 days	%	# Not Completed within 14 days	%	# of STL Orders Created	Average Days to Review	Average Days to Dispatch	Average T-Man Complete	Average Crew Complete	Average Days to Resolve
<b>All SystemWide</b>	<b>20331</b>	59%	<b>14043</b>	41%	<b>26562</b>	77%	<b>7812</b>	23%	<b>34374</b>	<b>36.4</b>	<b>6</b>	<b>-10</b>	<b>120</b>	<b>40</b>
<b>Bay Area</b>	<b>5803</b>	50%	<b>5857</b>	50%	<b>7858</b>	67%	<b>3802</b>	33%	<b>11660</b>	<b>53.6</b>	<b>6</b>	<b>-4</b>	<b>106</b>	<b>57</b>
Diablo	1604	65%	868	35%	2171	88%	301	12%	2472	8.4	4	1	123	11
East Bay	736	45%	900	55%	921	56%	715	44%	1636	33.8	14	-22	130	40
North Bay	477	56%	369	44%	600	71%	246	29%	846	58.3			107	60
San Francisco	2986	45%	3720	55%	4166	62%	2540	38%	6706	74.4	4	1	76	78
<b>Central Coast</b>	<b>4580</b>	66%	<b>2317</b>	34%	<b>5623</b>	82%	<b>1274</b>	18%	<b>6897</b>	<b>10.9</b>	<b>0</b>	<b>1</b>	<b>114</b>	<b>15</b>
Central Coast	1594	63%	943	37%	1929	76%	608	24%	2537	15.3			107	18
De Anza	320	57%	242	43%	398	71%	164	29%	562	14.1			162	21
Los Padres	1326	79%	355	21%	1565	93%	116	7%	1681	5.3	0	1	144	10
Mission	509	62%	310	38%	651	79%	168	21%	819	6.5			118	12
Peninsula	475	66%	247	34%	624	86%	98	14%	722	6.7			46	9
San Jose	356	62%	220	38%	456	79%	120	21%	576	16.2			99	22
<b>Central Valley</b>	<b>5015</b>	60%	<b>3378</b>	40%	<b>6755</b>	80%	<b>1638</b>	20%	<b>8393</b>	<b>14.9</b>	<b>5</b>	<b>-41</b>	<b>109</b>	<b>18</b>
Fresno	1617	60%	1070	40%	2133	79%	554	21%	2687	24.2	6	-55	114	29
Kern	1045	55%	839	45%	1441	76%	443	24%	1884	11	5	0	95	15
Stockton	1019	61%	664	39%	1451	86%	232	14%	1683	9.7			125	13
Yosemite	1334	62%	805	38%	1730	81%	409	19%	2139	10.7			127	13
<b>Northern</b>	<b>4933</b>	66%	<b>2491</b>	34%	<b>6326</b>	85%	<b>1098</b>	15%	<b>7424</b>	<b>57.5</b>	<b>0</b>	<b>-174</b>	<b>187</b>	<b>61</b>
Humboldt	554	51%	523	49%	750	70%	327	30%	1077	12.1			61	14
North Valley	1008	73%	382	27%	1267	91%	123	9%	1390	6.7				8
Sacramento	1997	68%	954	32%	2537	86%	414	14%	2951	131.7			201	135
Sierra	810	73%	299	27%	972	89%	137	12%	1109	8.6	0	-168	169	14
Sonoma	564	63%	333	37%	800	89%	97	11%	897	8	1	-179	235	10

## STREET LIGHT SUMMARY METRIC REPORT

Start Date: 1/1/2013

End Date: 4/28/2013

Division	# Completed within 5 days		# Not Completed within 5 days		# Completed within 14 days		# Not Completed within 14 days		# of STL Orders Created	Average Days to Review	Average Days to Dispatch	Average T-Man Complete	Average Crew Complete	Average Days to Resolve
<b>All SystemWide</b>	<b>8878</b>	73%	<b>3270</b>	27%	<b>10531</b>	87%	<b>1617</b>	13%	<b>12148</b>	<b>4.5</b>	<b>3</b>	<b>2</b>	<b>45</b>	<b>7</b>
<b>Bay Area</b>	<b>2447</b>	60%	<b>1612</b>	40%	<b>3123</b>	77%	<b>936</b>	23%	<b>4059</b>	<b>4.1</b>	<b>7</b>	<b>4</b>	<b>43</b>	<b>10</b>
Diablo	709	78%	200	22%	838	92%	71	8%	909	5.3	1	2	50	6
East Bay	373	55%	310	45%	472	69%	211	31%	683	5	12	8	32	13
North Bay	222	80%	57	20%	260	93%	19	7%	279	7.6	1	1	55	7
San Francisco	1143	52%	1045	48%	1553	71%	635	29%	2188	2.9	4	2	38	12
<b>Central Coast</b>	<b>2161</b>	84%	<b>412</b>	16%	<b>2340</b>	91%	<b>233</b>	9%	<b>2573</b>	<b>4.2</b>	<b>1</b>	<b>1</b>	<b>55</b>	<b>6</b>
Central Coast	803	87%	115	13%	841	92%	77	8%	918	4.4	1	1	52	5
De Anza	242	75%	82	25%	274	85%	50	15%	324	4.4	1	1	72	9
Los Padres	553	89%	67	11%	576	93%	44	7%	620	4.1	1	1	47	4
Mission	245	81%	57	19%	280	93%	22	7%	302	4.2	1	2	53	5
Peninsula	222	85%	38	15%	243	93%	17	7%	260	2.1	1	1	37	4
San Jose	96	64%	53	36%	126	85%	23	15%	149	6	3	1	59	11
<b>Central Valley</b>	<b>2011</b>	73%	<b>743</b>	27%	<b>2453</b>	89%	<b>301</b>	11%	<b>2754</b>	<b>5.3</b>	<b>2</b>	<b>2</b>	<b>43</b>	<b>7</b>
Fresno	774	78%	216	22%	882	89%	108	11%	990	4.3	1	2	46	8
Kern	377	75%	125	25%	446	89%	56	11%	502	5.1	1	1	35	7
Stockton	410	66%	213	34%	541	87%	82	13%	623	6.8	5	2	38	6
Yosemite	450	70%	189	30%	584	91%	55	9%	639	5.3	2	1	43	6
<b>Northern</b>	<b>2259</b>	82%	<b>503</b>	18%	<b>2615</b>	95%	<b>147</b>	5%	<b>2762</b>	<b>4.8</b>	<b>1</b>	<b>1</b>	<b>30</b>	<b>5</b>
Humboldt	265	79%	69	21%	311	93%	23	7%	334	7.9	1	1	22	5
North Valley	388	80%	100	20%	454	93%	34	7%	488	5.2	1	1	28	5
Sacramento	951	85%	162	15%	1064	96%	49	4%	1113	3.3	1	2	24	4
Sierra	378	81%	89	19%	450	96%	17	4%	467	3.9	1	1	43	4
Sonoma	277	77%	83	23%	336	93%	24	7%	360	7.1	1	1	36	5

