

1                   **TESTIMONY OF RICHARD STEPHENS ON BEHALF OF**  
2                   **THE CITY AND COUNTY OF SAN FRANCISCO**  
3                   **PG&E General Rate Case – Application 12-11-009**

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5   **Q1. Please state your name and title.**

6   A1. My name is Richard Stephens. My title is Manager of Utility Services for the  
7   City and County of San Francisco Public Utilities Commission (SFPUC) Power  
8   Enterprise.

9   **Q2. Please describe your current job responsibilities.**

10   A2. I have been the Manager of Utility Services since August 2012. As manager of  
11   Utility Services, I oversee the SFPUC’s field operations and streetlight crews, including  
12   transmission and electrical line workers. My group is responsible for the installation,  
13   maintenance, and repair of the streetlights owned by the SFPUC, including responding to  
14   streetlight outages.

15   **Q3. What is the purpose of your testimony?**

16   A3. The purpose of my testimony is to explain the SFPUC’s streetlight levels of  
17   service and response time for bulb burnouts and streetlight outages. As I understand  
18   PG&E’s testimony in this General Rate Case, PG&E has not established levels of service  
19   for streetlights. PG&E should be required to improve its level of service to its street  
20   lighting customers.<sup>1</sup>

21   **Q4. What is the inventory and ownership of streetlights in San Francisco?**

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<sup>1</sup> This last issue is addressed in the accompanying testimony of Jonathan Cherry.

1 A4. At present, approximately 45,500 streetlights have been installed in the public  
2 rights-of-way within the boundaries of San Francisco. Of those, PG&E owns and  
3 maintains approximately 19,000 streetlights. The SFPUC owns and maintains the  
4 remaining 26,500 streetlights.

5 **Q5. Has the SFPUC established levels of service goals for the streetlights it owns  
6 and maintains?**

7 A5. Yes. The SFPUC established streetlight levels of service goals.

8 **Q6. What are the SFPUC's levels of service goals for the streetlights it owns and  
9 maintains?**

10 A6. The SFPUC has developed two levels of service goals to address response time  
11 and repairs. The first level of service is for issues related to pole safety and exposed  
12 wires. The SFPUC's goal is to respond to pole safety issues (i.e. knockdowns, leanings,  
13 missing covers), and exposed wires within 24 hours. The second level of service goal is  
14 for bulb burnout and outages. The SFPUC's goal is to return to service streetlights that  
15 have failed due to burnouts, flickering and missing lenses within 48 hours.

16 **Q7. With respect to the second level of service goals, how is the SFPUC doing in  
17 meeting its service level targets?**

18 A7. The SFPUC has been working diligently to improve its response time for  
19 streetlight outages and repairs. During 2011, the SFPUC saw improvements in its  
20 average days to close simple streetlight outage issues from a high of 20.6 days in the first  
21 three months of the year to 2.6 days by the last quarter of the year.

22 **Q8. Does the SFPUC report its progress? If so, to whom does the SFPUC report?**

1 A8. Yes, the SFPUC reports on an as-needed basis its levels of service outage  
2 response time for streetlights to various policy makers, including the SFPUC senior  
3 management, the San Francisco Board of Supervisors, and the Mayor's office. For  
4 example, on May 21, 2012 the SFPUC made a presentation to the Board of Supervisors  
5 that discussed levels of service. A copy of this presentation is attached hereto as  
6 Attachment A.

7 **Q9. How is the SFPUC's streetlight outage response and levels of service relevant**  
8 **to PG&E's General Rate Case?**

9 A.9. As mentioned in the accompanying testimony of Jonathan Cherry, in this General  
10 Rate Case PG&E's request for recovery of its forecasted costs to maintain and repair  
11 PG&E-owned streetlights is not predicated on specific levels of service for time to restore  
12 and repair streetlight outages. Additionally, as Mr. Cherry points out, PG&E repeatedly  
13 speaks of "rigorously benchmarking" its performance results and comparing themselves  
14 with others in the industry. The SFPUC provides a relevant benchmark and point of  
15 comparison for PG&E. The SFPUC's ability to respond to simple streetlight outages  
16 within three days establishes an achievable level of service for PG&E's response time for  
17 its repair and restoration of outages for the streetlights PG&E owns and maintains. The  
18 Commission should require PG&E to improve its level of service to all of its street  
19 lighting customers including San Francisco.

20 **Q10. Does this conclude your testimony?**

21 A10. Yes.

