Streetlight Requests: New enhancements and processing steps Webinar

OK, good afternoon, everyone, and welcome to our City and County Streetlight Customers. I'm really excited to have everyone online today as we talk about an exciting new process that should really improve the overall streetlight billing experience with PG&E. I wanted to start with just a quick message to let folks know that we are going to be recording this training today, and that's what we can be sure to get that out to everyone afterwards both for folks who want to revisit the content and also for those that who are unable to join today. So I wanted to call that out. And we should be sharing our screens at this point. So I'm to go ahead and dive into just a couple of quick housekeeping items here.

We are using Teams Live today, and that means that while all of you will be able to submit questions through the Q&A option, which you should see on your screen. There will not be verbal questions coming in, and that's just due to the number of participants that helps to reduce the background noise when folks may or may not remember the mute option. So please do use the Q&A feature as we go throughout the presentation today in order to ask a question. As mentioned, we will be sharing the presentation materials and recording of the webinar with everyone through email. And in the near future, we'll also get this posted online as well, and that way folks can access it through a website.

I'd like to ask if you joined anonymously today to please submit your email through the Q&A option in order to receive a copy of the presentation afterwards. So a lot of you may have joined using the anonymous option, which is great, and just toss your email address if you don't mind into the Q&A, and we'll be sure to be able to share that afterwards. Our main content presentation will take about an hour with additional questions for-- or time for questions afterwards.

We definitely want to respect your time today, and so we're going to definitely close out our section of this within the hour. But again, we will stay online as long as needed to answer questions as they continue to come in. We want to make sure that we balance out both being there as a resource for the questions you have and letting folks get back to their day for those who may only have the hour.

Wanted to start with a quick safety orientation. Again, we are all joining this call remotely from various locations. And so please call 9-1-1 or if you are alone perhaps your location if needed on this call, you can do that through the Q&A if anyone's experiencing an emergency and we can send medical help your way. If you do have an need ensure that you and others know how to use it, know that in terms of psychological safety, it's important with a lot of folks continuing to work remotely that we're looking out for one another, that includes both our internal team members that we work with and other folks that we interact with through the public and other businesses that folks are looking out for each other, creating safe spaces for everyone, and that we're all welcoming new ideas.

In case of a fire, please know the exits for the place that you are working today. If safe, use a fire extinguisher. For an earthquake duck, cover, and hold. This may not be specific to everyone here, but if you have not recently, please update your emergency contacts with the appropriate folks within your business. For COVID-19, please maintain-- continue to maintain physical distancing, wear masks, wash your hands. And it's good practice during larger calls to try to get up and stretch every 30 minutes and to ensure proper ergonomics. And if there were to be an active shooter scenario, be sure to practice get out, hide out, or take out, and definitely call 9-1-1. So thanks for going through those safety overview items with me.

And at this point, I would like to go ahead and turn it over to [? Jackie Genwitz ?] from our team. And she's going to give a quick safety message about streetlights as well.

Thanks, Eric. Hi, everybody. I work with our local customer relationship managers pretty closely on streetlights. I probably have worked with quite a few of you on a call today. Thanks for being here. I did want to take the opportunity today to talk a little bit about our self-reporting streetlight trouble website and you can also do that through our call center. But I know all of the folks on this call understand the importance of the public safety component of streetlight and highway lighting.

And the presentation that you will be receiving today is really going to be more towards managing your billing and streetlight reporting, and the streetlight-like characteristics type of changes or giving a self-help avenue, an option for you to be able to do that directly on your own with our internal partners. And I really wanted to make sure because streetlights are confusing, they're a little bit nuanced here at PG&E, and make sure that we were clear that our reliability and maintenance programs and channels for you guys to access when you need assistance with repairs for streetlights are remaining the same.

The content that we'll cover today is separate and aside. So if you do have a street light issue, repair or outage that you need addressed, just verify the ownership, LS1 is PG&E owned and maintained. We are responsible for those. LS2 is customer-owned and maintained. Not to say that you might not ever need to create a streetlight trouble report for an LS2. In the event that you do, it would go a long way if the agency that owns that light puts in the comments for the light that needs to repaired that the agency has done its due diligence and thoroughly checked its facilities. If you don't do that, our dispatch will kick it back out citing its agency owned. Just a little nugget that might save you some time down the road.

Again, the online self-help report tool you can find through a quick Google search PG&E streetlight repair, streetlight outage, streetlight trouble. Any one of them will take you to the website. There's a link in the website where you can actually check which agencies own most of their streetlights and get the phone numbers if you're not sure. You can always reach out to your CRM or our call center as well. And with that, I'll kick it back over to Eric.

Thank you, Jackie. Really appreciate that. All right, well, now we're going to go ahead and dive into our main content for the day. Again, I'm really excited that we're able to present a new process for the cities and counties to use with update-- making updates to the streetlights. And so with that, we're going to have Gerry O'Hara today, who's the manager of our customer fund management within our service planning and design organization come and speak to us, as well as Leslie Brown, who's a business process analyst within our customer fund management team. And Leslie has been a key piece of this project as has been Gerry. And so I'm going to go ahead and turn it over to them for our presentation today.

All right thank you, Eric. And good afternoon, everyone. As Eric stated, I am Gerry O'Hara, and I am the manager of customer fund management at PG&E. And one of my department's responsibilities is to accurately set up all new streetlights into our billing system. So when the lights get energized in the field, we can activate the bill to the correct customer.

And part of the setup process entails ensuring the lights are on the correct rate with the correct lamp characteristics. Ensure the lights have the appropriate streetlight badge numbers assigned. Ensure each light has a physical, a valid physical address. And lastly, ensure we have the correct customer record to build. And once it's all set up in our billing system where they're responsible to manage the lights with any adjustments requested from the customer record or anything discovered or found in the field.

The new process that you will hear about today will provide a one-stop shop for our customers to request those appropriate billing adjustments. What our department does not do is handle any brand new streetlight requests installations or any relocation or rearrangement of existing lights. That process is still required through the-- is still required to go through our service planning department via the building and renovation site on pge.com. So we do not handle brand new requests, but once those streetlights are submitted and installed in the field, we take over on the building site.

And as Jackie mentioned previously, we do have four different types of streetlights available-- streetlight rates available. Two of the most common ones that are applicable to this audience here are the LS1 rate, which is PG&E owned to maintain lights, and LS2 rate, which is customer-owned and maintained. And the customer-owned and maintained is only applicable to governmental agencies, for example, the city and county customers on this call. So it is not applicable to homeowners associations nor is it applicable to any kind of commercial customer. So it's just applicable for governmental agencies. With that, I want to introduce Leslie Brown, my expert analysts on streetlight billing who will take you through today's presentation. So Leslie, it's all yours.

Thank you, Gerry. Good afternoon, everyone. Once again, I'm Leslie Brown, one of the streetlight analysts for customer fund management. The analysts on the customer fund management streetlight team research, analyze and resolve existing unmetered streetlight billing issues for resolution. To help organize the intake of work and streamline how CFM receives streetlight requests, we wanted to better serve our streetlight customers by creating an improved submission request process for activities revolving around your streetlights. The request will be submitted via a PG&E streetlight online request form. This process will direct your requests to the customer fund management team for processing, improved resolution times, and completion times. Next slide, please.

What is changing? A new way of submitting your streetlight requests. The new process will be for our street light customers cities, counties, and towns to submit their streetlight requests via an online form. Online form will allow you to add attachments and it will categorize your requests. the requests you make are processed and requests for your streetlight. It does not replace any agreements nor contracts.

This process will eliminate you sending the request to a PG&E representative and in turn, them sending requests to customer fund management. By using the online form, the request will go directly to the CFM streetlight desk for processing. Each submitted request will be linked to a case number, and the correspondence between CFM and the requester will be tied to that case. An automated email would be sent to the request with status updates throughout the process. Case create request for additional information and case close. Next slide, please.

The new workflow. PG&E streetlight customers fill out the online form and submit the request for work intake. PG&E receives the request and creates a case for the customer fund management streetlight desk. When customer fund management received the request, the streetlight analysts will review, research, process, and resolve the request upon receipt. The case number is used to track the customer requests, keeps the history, attachments, and resolution information. Next slide, please.

Online request form overview. Now we can go over how to use the online request form. The online request form overview, and added benefit of the PG&E lights online request form will be to streamline the workflow management process and increase productivity times with resolution click on the online request formally this is what the request form will look like. It's a one page form of dropdowns and fields. We wanted to ensure the form was user-friendly, but also guaranteed customer fund management has the required information to process the request. The request is categorized by work item types and submission types. Next slide, please.

Online request form overview for select Work item type. The first section of the online form is the request type. This request type includes two dropdowns. The first is for work item and the one below it is for submission type. Both are equally important to identify your requests. For the work item type, select your work item from the dropdown menu. If unclear which option to choose. An informational message is listed next to the selection to help assist you. Next slide, please.

There are four work item types which has various mission type categories to identify your request. And each one has an informational message that you will see in the descriptions field on this slide. Streetlight building set up. This option is for changes to unmetered streetlight accounts. streetlight rates. This option is to update OL1, LS1, and LS2 rates.

An example of that would be a verification of ownership request. Streetlight account maintenance. Anything dealing with the maintaining the streetlight record, your ads, your removals, or another example of this would be a streetlight report request. And lastly, streetlight attribute changes. Updating your badge numbers, location, and any pole attribute changes for your customer own lights. Next slide, please.

Online my request form overview for submission type. For submission type, select your submission type from the drop down menu. Once again, if unclear which option to choose, an informational message is listed next to the selection to help assist. The most common request that we receive are add to billing, which our customer own likes that are not reflected in the billing that need to be added.

Stopping billing, those are customer owned lights that have been removed in the field and now the billing needs to stop. Change of parties, changes in ownership of streetlights as of a specified date. Request in a streetlight report. This report reflects all the actively billing unmetered streetlights that you were paying for today. And lastly, wattage changes. When the customer own lights in the field have been changed to LED, you would use this option to identify the streetlight that have been changed. You will also need to provide documentation such as an invoice and spec sheets, and also the wattage change dates that they were changed in the field. Next slide, please.

Online request form overview for requestor information. Enter in your first name, last name, and email under the requestor information. I encourage you to use a secondary contact person when you know you're going to be out of the office, so that if the customer from management team has questions or additional documentation about the backup, to ensure the request process timely. Request details, you fill out the subject type of the request. And your description, type in the description of requests and provide any additional details to help with the resolution, such as account number or service agreement number. Those can be found on your blue bill or if requested a streetlight report, you can request that and that has that information on there as well. Next slide, please. Next slide, please. Thank you.

Online request form overview. In the other section, the fields change based on your submission type. Please update accordingly. Example, I'll go back to previous slide. Thank you. And this example, this other column is for a change of party for one streetlight. In the number of streetlight field, please type in the number of streetlight in question, the account service point and badge number. We encourage you to fill those out as well. These also can be found on your blue bill or request to streetlight [INAUDIBLE] and the stop start date for a change of party is when you are assuming financial responsibility of a light on a specified day, that goes into that field as well. Next slide, please.

Supporting documentation. Please attach any supporting documentation to assist in resolving your requests. When completed, click Submit. Documentation could be spreadsheets with data, identifying the streetlights in question or why this change spec sheets and invoices as mentioned prior. It can also be streetlight reports that you've requested, and then you've added columns that identify what your actual change will be. Once all documentation has been added, please ensure you click on the I'm Not A Robot box for security, and then click the Submit button for CFM receipt of requests. Next slide, please.

Online request form confirmation. An email conformational be sent which captures the information from the fields you filled out and a message stating that the following request has been submitted. You should receive this confirmation message right after you click the submission button. Next slide, please. This concludes our formal presentation. And now is a good time to open it up for any questions. We realize your time is valuable, so if you need to drop off, please feel free to do so. And we thank you for your time. Otherwise, for those who want to remain on the call, we can now start our Q&A.

Great. Thanks, Leslie. And I know that there were sections where the audio was having some challenges. And so if there are any portions in which folks have questions or something perhaps didn't come across clear on your end, please let us know by typing the question into the Q&A. Again, we will be sending out all the slides to everyone afterwards as well. At this point, I'd like to turn it over to Analisa for questions.

Thank you so much, Eric. We did receive one question that we published in our Q&A. And the question was, will the request form need the requestor information be provided for each request? So yes, the requestor will need to enter in their information for each request submitted. So I just wanted to answer that to the group. We are also getting a question asking, where do we access this form? And the link will be sent out via email with the presentation as well for you to access it.

And it also will be on the PowerPoint on slide 7. So it's two areas, you will receive it via just the regular link, and you can also access it when we send out the PowerPoint slide as well.

Thank you, Leslie. Let's see here. And we also have, has the actual link been shared or publicly released? So not just yet. Just like Leslie stated, that will be sent out shortly. And currently, right now, I don't have any other questions that have come through. If you do have any questions, please feel free to submit them through the Q&A so we can answer them. And let me see here. All right, so we have another question and it's asking, and I'll put this to the group. Can this process be used by PG&E to EES to make changes on behalf of customers?

So the question is--

So that's a question from internal, and yet that can be done but we have an internal web form for those type of requests. So this form that we're presenting on this webinar is specific to our city and county customers. Any internal request would be using the PG&E internal form.

Thank you, Gerry. All right, and I'm getting a couple more questions here. Let's see. Hold one second. OK, a question is, via this portal can an entire inventory count be provided? Now let Leslie answer this.

An inventory count meaning if you're requesting a streetlight report, we can provide you a streetlight report of all the streetlights that you're currently paying for across your territory, which will have account by rate schedule. It'll also have account by streetlights, and by wattage. So if you request a streetlight report, you can view all that information on there. And it is broken out in the summary on the top left corner of the actual report. So please make sure you request that streetlight report so you can get that information.

Thank you, Leslie. Another question that came in is, are the unmetered PG&E badge numbers going away in the future? We have been told by a local PG&E rep that we can no longer get new unmetered PG&E badge numbers.

So for PG&E-owned and maintained badge numbers, PG&E provides those for customer-owned batch numbers. You are supposed to provide PG&E with those batch numbers. We have had situations where customer-owned and maintained lights, which are your LS2A's. You've requested PG&E to assign them. But we strongly encourage you to assign your own badge numbers if it is customer-owned and maintained.

Thank you, Leslie. Another question is, do the new forms request more info than is required by PG&E form 79-1007 and 1008?

I'll get that. So those forms are associated with brand new streetlight installations, which is typically completed by your project owner, the PG&E job owner. This form that we're discussing on this presentation is associated with existing lights that are already in our billing systems, so you would not be expected to provide as much information as we asked for on the initial application.

Thank you, Gerry. All right, and I'm going to the next question. Next question is, so each time a light is edited, we would need to enter our account number?

No, not necessarily. You can either if you have one single light that needs to be updated, that would be for like your streetlight maintenance request. But if you have multiple, you can utilize a spreadsheet, list them and attach that as your supporting documentation. So let's say you have 50 of them that you need badged and updated. Because you've already requested a streetlight report, you found that the streetlight report for your customer-owned lights, the badge numbers have been changed and PG&E doesn't have that updated information and you want to get that updated, then you can provide us a spreadsheet with what we have based on the streetlight report in which you want to change to, and then attach it to the documents portion of it. And then we can review it that way, versus listing out the multiple account numbers, that wouldn't be necessary if you have more than one.

Leslie, to that point, for customers it sounds a little bit like maybe they think that we can only submit one request per case or ticket. And in your case, you just had multiple badge updates in one file for one request. If the customer had say badge updates stops, ads, and removals, would you want for cases for those main buckets or could they put one spreadsheet requesting all of those items in a different column through one case?

That would be one case, you would submit that one time. What you can do is if you had ads on one tap of an Excel spreadsheet removals on the second tab and badge updates on the third tab, that will be helpful for us when you attach that document. But we would rather you submit just one request so we can take care of the request in one swoop. And so when we email you the confirmation of completion, you know that your ads, your removals, and your updates have are all of them have been processed all at once. And that way, the request therefore is closed. So just [INAUDIBLE]

Thank you. And one thing that hasn't come up that I would like to make clear for everybody is this process does not handle LS3 or metered streetlights, correct?

Right. This is for an unmetered streetlight only. So you're LS3 and TC1, which is your traffic controllers, are metered streetlights. Your unmetered are like Gerry cited earlier and Jackie, is your OL1, your LS1, and your LS2s which are customer-owned and maintained.

Thank you, Leslie and Jackie. All right, our next question, if we convert 1,000 lights like lights to LED, do we need to submit 1,000 forms?

No, that's one request. That's one request, that's meaning you enter the information one time in the online form and you add for support and documentation, your spec sheet, your invoice, and the lights that you've identified and have changed in the field on a spreadsheet. If to make it easier for you, It's best to request a streetlight [INAUDIBLE] you take that straight line report, then you can add columns on the streetlight report to help you identify which ones that have been changed so we can update it on our side for billing purposes, and you would just upload that as your supporting documentation in addition to your invoice and your spec sheets. And that's it. It's just one request.

Thank you, Leslie. The next question is, will this form be able to be used down the road for existing lights that are problematic, such as missing badge number and unknown billing status?

Yes, so there's also a streetlight [INAUDIBLE] for your submission type. That type of if you don't know what's submission you can always use the streetlight reconciliation. When the email goes out with the link in the PowerPoint, you also receive a reference guide, which is just a quick guide to give you a list of all the work item types in the submission types that you [INAUDIBLE]

All right. Thank you, Leslie. I think you broke up just at the end. And--

Yeah. Leslie, could we--

Oh, my apologies.

Perhaps handle the last two sentences one more time?

The attachments that would be sent out is the PowerPoint presentation, the link for the online web form, and a reference guide. And is a quick reference guide that has a list of the work item types in the submission types associated with it. So you can have something visually in addition to the PowerPoint and streetlight reconciliation is one of those submission types that you can select for that type of request. My apologies for the phone breaking up.

Thank you Leslie. All right, the next question is did I understand the answer to one of the questions correctly? The customer is responsible for providing the badge number to PG&E or an Ellis to light PG&E does not provide the badge number. If so, then when does this go into effect?

That is part of our existing tariffs, I'm sorry Jerry. That's part of our existing tariffs is in our tariff wording for Ellis to customer own and maintain streetlights.

Yeah. So again this web form that we're providing to the audience here. It's only applicable to lights that are currently in the building system. So it's provided as far as providing badge numbers whether it's the customer or it's PG&E for brand new lights that process does not change and that is part of the whole service planning new business process.

Thank you Jerry and Leslie. I don't show any new questions currently in the queue if you do have a question, please feel free to submit via the Q&A section.

And my other request for the audience is that this is effective immediately for brand new requests. So you may already have some requests submitted to our team either through your local customer rep or directly to our team that are currently in our queue to be worked. So I just ask you not to submit a second one for the same type of request. This is just for brand new requests that we'll start using just this process.

All right, thank you so much Jerry. I do have also another question that just came through or a statement. Let's see here, I apologize may have missed this, but just wanted to confirm so this new process is only for cities and counties that are metered rates to use all of their customers would continue to use the current PG&E.com/streetlights to report repairs and maintenance.

That's correct, yeah.

And we should clarify because this question is about repairs and maintenance and today's presentation was really around billing changes. And as Jackie mentioned earlier, we do want to separate out there is a different process for reporting issues with lights that need repairs or maintenance as opposed to this presentation today, which is really around making updates to the billing of those lights.

All right and I don't currently show any new questions in our Q&A at this moment. If any of you have any questions that on your minds please feel free to send them on over to us now and we'll be happy to answer them.

At least I thought it's all a question in there about homeowners association. Was that pooled or did you answer it?

That was pools but I can go ahead and pull that question. The actually that was answered over by Jackie.

Ooh, OK, all right.

Yeah.

OK, I don't know if you want to share the answer with everybody.

Sure. Yes sorry Jackie, go ahead.

I'm coming in on last limit. Yeah, so as Jerry mentioned earlier in the call it always were once able to have less to a streetlights which is customer owned and maintained. So in your situation it will depend on who owns the light if you don't know you can always report it to the hire. And if they own and operate they'll inspect and if they can't repair it then they'll send it over to PG&E. Or you can always call into the call center and find out if it's a PG&E or not and report it right there. And if it's not, then you would know to go to your home.

Thank you, Jackie.

And again just to be clear, any future streetlights for homeowners associations cannot be on an Ellis two aim rate. They must be on an Ellis one or a metered less three rate.

Oh right, OK we do have a new question? I'm going to go ahead and get that over here. And the question is, after a request is submitted what is the anticipated turnaround time to complete the request?

For a simple request, the turnaround time would be from five to seven business days. But for more complex requests like for example your wattage changes where you're changing 50 to 1,000 streetlights that you've changed in the field to LED in the billing needs to be updated. Those take a little bit more time since we have to send them to another, to two more teams one to upload the information in the system and two our billing team who actually correct your billing to make your account whole. processing times can vary on those however, when processing takes longer you will receive an email saying that we're still working on it and you'll get a status update. We won't leave you hanging and you won't receive any type of communication. So you'll receive regular communication throughout the turnaround process.

And in addition to that, if it does result in a credit to you on your bill it would be retroactive back to the way you requested it.

Great, thank you Jerry and Leslie. I don't currently have any new questions in our Q&A queue. Any last calls for any burning questions you may have? Please send them on over to us.

OK, Eric you want to close this out or do you want me to? What do you want to do?

Yeah. And I wanted to apologize. I realized that I began today's conference call without introducing myself and-- So thanks everyone, for doing such a great job today definitely encouraging to see all the progress. Yeah, my name is [? Eric Glen Coogle. ?] And I'm the senior manager of our customer success team. And we've got a lot of great folks working on resolving issues and requests for our large business customers.

And just really again wanted to thank folks for joining, being a part of the questions. I'm glad that we were able to work through the content rather quickly, get everyone back to their day jobs. And you know, we're here for you as you have additional needs, questions, and requests.

And so I did see some new questions popping up as I'm closing out here. We did record this. We will be sending out a link both to the PowerPoint deck and to the recording of the deck today. So appreciate folks taking time out of their day to join.

If you didn't already submit your email address, please do that. And we'll be sure we can send that over to you directly if you joined anonymously. So thanks all so much. I hope everyone has a safe and productive rest of their day. And I want to thank our presenters today. Jackie and Jerry and Leslie, great job. And we will see all of you in the near future. Thank you so much. Take care

Thanks.

Thanks, Eric.