



CITY OF DALY CITY

333-90TH STREET

DALY CITY, CA 94015-1895

PHONE: (650) 991-8000

September 1, 2015

Dear Resident:

I regret to inform you that PG&E continues to experience issues with repairing the street light power supply in your neighborhood. As you are well aware, since about July 6 the street light outages in your neighborhood have persisted. This street light circuit is referred to as RO 366 and affects approximately 650 homes. In general the affected area is bordered by Mayfield Ave. on the north, Southgate Ave. and Northaven Dr. on the east, Portola Ave. on the south and Higate Dr. on the west. This current street light outage was preceded by several street light outages of a week or more over the previous six months.

PG&E has determined that its transformer malfunctioned; this is the equipment that supplies constant current high voltage electricity to the street light circuit. When this most recent street light outage occurred, PG&E confirmed with City staff that they ordered not one, but two, new transformers to replace the one that failed and provide a back-up. There is only a single manufacturer of these types of transformers in the United States and the estimated delivery is approximately two months.

On August 11, one of the new transformers was installed; however, within a few hours of operation, it failed. On August 14, the second transformer was installed and that too malfunctioned. To ensure City owned equipment was not the cause of the failure, City staff worked with PG&E staff to test the circuit. No faults were detected on the City's light circuit and the City's equipment works as expected. PG&E has ordered a new transformer and the estimated delivery is late September.

I recently met with the California Public Utility Commission (CPUC) to discuss this continued problem with PG&E. The CPUC is the agency that regulates electric and natural gas providers such as PG&E. If you would like to contact CPUC, please call the Consumer Affairs Branch at (800) 649-7570 or by submitting an online complaint form at www.cpuc.ca.gov/PUC/CEC/.

On July 14, the City hosted a Street Light Outage Open House where we discussed the ongoing problems with the aged equipment and the financial challenges to funding an upgrade. To engage our affected neighborhoods, residents were invited to the open house and to participate in an online survey. To watch the open house, please visit www.dalycity.org/lights. In addition, there is still time to weigh in; please visit <https://www.surveymonkey.com/r/dalycitylights> to take the anonymous, short survey.

I anticipate that over the coming months, the City Council will discuss next steps in this process and continue the effort to engage property owners to determine if property owners are willing to form an assessment district to permanently address this problem. To learn when this meeting is scheduled, please visit the City's website at www.dalycity.org or call the City Manager's Office at (650) 991-8127.

For up-to-date information about street light outages, I encourage you to learn more about this issue and to subscribe to a special email list designed to keep residents informed with relevant and timely information by visiting the City's website at www.dalycity.org/lights.

If at any time, you would like to contact the City about this issue, please feel free to notify:

- Julie Underwood, Assistant City Manager, junderwood@dalycity.org, (650) 991-8127
- John Fuller, Public Works Director, jfuller@dalycity.org, (650) 991-8038
- Jeff Fornesi, Public Works Superintendent jfornesi@dalycity.org, (650) 991-5752

On behalf of the City staff, we appreciate your patience and understanding as we work with PG&E to address this problem.

Sincerely,



Patricia E. Martel
City Manager