

From: Jacobson, Erik B (RegRel)
Sent: 10/20/2010 2:18:53 PM
To: 'dweisz@marinenergyauthority.org' (dweisz@marinenergyauthority.org)
Cc: 'Kahlon, Gurbux' (gurbux.kahlon@cpuc.ca.gov); 'Velasquez, Carlos A.' (carlos.velasquez@cpuc.ca.gov); [Redacted]
[Redacted]; 'MCampbell@sfgwater.org' (MCampbell@sfgwater.org); Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7); 'Clanon, Paul' (paul.clanon@cpuc.ca.gov); 'Roscow, Steve' (steve.roscow@cpuc.ca.gov); 'Fitch, Julie A.' (julie.fitch@cpuc.ca.gov); 'jtuckey@marinenergyauthority.org' (jtuckey@marinenergyauthority.org); 'sschmidt@SempraSolutions.com' (sschmidt@SempraSolutions.com); 'psandro-yepes@semprasolutions.com' (psandro-yepes@semprasolutions.com)
Bcc:
Subject: RE: generation/non-generation charges on the PG&E bill

Dawn,

I wanted to provide you and the CPUC a status update regarding the outstanding billing issues that we have been working through. Below is my summary of the status of the 4 key issues we have been discussing.

1. As I reported to you on October 14, we will change MEA's name appearing on the bill in multiple places from "Marin Energy Authority" to "Marin Clean Energy". This change is scheduled to go into effect on October 29 and will start showing up in customer bills in November and December.
2. We will insert a message on the bottom of the first page to explain that charges from PG&E and MEA are not duplicative. We are waiting for your comment and approval of the following revised language: "Your electric charges on this page are broken into non-generation electric charges from PG&E at the top of the page, and generation electric charges from Marin Clean Energy. These two charges are for different services and are not duplicate charges " As I mentioned to you previously, it will take approximately 60 days to get this change made and we anticipate that it will start to appear in December bills.
3. We will insert the word "generation" in the row under Marin Clean Energy on page one of the bill so it says "Electric Generation Charges." We will also insert the term generation on the third party charges page so that the header under the bold line reads "Third Party Electric Generation Detail". As with item 2, this coding change has been approved and is scheduled to start appearing in customers' December bills.
4. We are close to nailing down a time with you for a meeting with our IT team to discuss these follow-up issues. Please let me know your preferences for the times we have suggested.

I'm optimistic that this will close out the outstanding billing issues we have been discussing. Please feel free to give me call if you have questions or would like to discuss this further.

Best regards,

Erik

From: Jacobson, Erik B (RegRel)
Sent: Thursday, October 14, 2010 4:50 PM
To: 'Roscow, Steve'; dweisz@marinenergyauthority.org; Clanon, Paul; Fitch, Julie A.
Cc: [Redacted]; Velasquez, Carlos A.; MCampbell@sfwater.org; Kahlon, Gurbux; psandro-yepes@semprasolutions.com; sschmidt@SempraSolutions.com; jtuckey@marinenergyauthority.org; Cherry, Brian K
Subject: RE: generation/non-generation charges on the PG&E bill

Steve, et al

For your information, attached is an email I sent to Dawn summarizing a discussion we had this afternoon. We are continuing to work to get these issues resolved.

Thanks, Erik

From: Roscow, Steve [mailto:steve.roscow@cpuc.ca.gov]
Sent: Wednesday, October 13, 2010 7:26 PM
To: Jacobson, Erik B (RegRel); dweisz@marinenergyauthority.org; Clanon, Paul; Fitch, Julie A.
Cc: [Redacted]; Velasquez, Carlos A.; MCampbell@sfwater.org; Kahlon, Gurbux; psandro-yepes@semprasolutions.com; sschmidt@SempraSolutions.com; jtuckey@marinenergyauthority.org; Cherry, Brian K
Subject: RE: generation/non-generation charges on the PG&E bill

Regrettably, I am escalating the MEA/PG&E time-sink back up to Paul Clanon and Julie Fitch, who have far more serious items on their plates at the moment.

Go ahead and read the endless e-mail chain, and we can provide others, but in short, here is the latest in a sorry line of incidents where MEA identifies an issue of value to them--and their customers--and PG&E somehow cannot "fix" the problem.

This pattern extends back to January, with only the PG&E staffers changing.

Erik and Sebastien have met personally with Gurbux and/or me BEFORE this latest exercise and committed to "fixing" this broken relationship. I am sorry to see that they have not kept their word.

PG&E has, indeed, had months to identify and fix this problem, and now you appear to once again be running out the clock, to the detriment of MEA and its customers.

From: Jacobson, Erik B (RegRel) [mailto:EBJ1@pge.com]
Sent: Wed 10/13/2010 7:11 PM
To: dweisz@marinenergyauthority.org
Cc: [Redacted]; Velasquez, Carlos A.; Roscow, Steve; MCampbell@sfgwater.org; Kahlon, Gurbux; psandro-yepes@semprasolutions.com; sschmidt@SempraSolutions.com; jtuckey@marinenergyauthority.org; Cherry, Brian K
Subject: Re: generation/non-generation charges on the PG&E bill

As I mentioned to you last Friday, I will call you tomorrow to discuss these issues. We have been working with our IT folks and are making progress in getting answers to your/our questions. Best regards, Erik

From: Dawn Weisz <dweisz@marinenergyauthority.org>
To: Jacobson, Erik B (RegRel)
Cc: [Redacted]; Velasquez, Carlos A. <carlos.velasquez@cpuc.ca.gov>; Roscow, Steve <steve.roscow@cpuc.ca.gov>; Mike Campbell <MCampbell@sfgwater.org>; Gurbux Kahlon <gkk@cpuc.ca.gov>; Sandro-Yepes, Pol <psandro-yepes@semprasolutions.com>; Schmidt, Sam

<sschmidt@SempraSolutions.com>; jtuckey@marinenergyauthority.org
<jtuckey@marinenergyauthority.org>; Cherry, Brian K
Sent: Wed Oct 13 18:40:20 2010
Subject: RE: generation/non-generation charges on the PG&E bill

Erik,

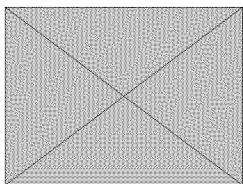
On our call with SES and Sebastian today we discussed the status of our request, which is still outstanding, and the need to connect with your IT team. It seems there is still a lack of movement and uncertainty about 1. whether you can implement any changes, 2. which changes you can/can't implement, and 3. if the changes will/will not be made before the billing freeze begins (which is now in approximately two weeks).

Can you provide the names and contact information for the IT folks you are communicating with in your shop on this issue so that we can get a response on the three questions above? It would be most helpful to connect with both IT management as well as a front-line IT person, and we would appreciate getting the names from you as soon as possible.

We are happy to pull a meeting together with the relevant folks since the waiting week-to-week has not answered the questions or resolved the issues, and the billing freeze is now about to begin. Although you were not involved at the time it is worth highlighting that these issues were originally raised with PG&E in May, and so I hope you will understand our eagerness to resolve the issue without further delay. Leaving this issue unresolved continues to have an impact on customer decision-making on a daily basis.

Thanks very much,

Dawn



Dawn Weisz

Interim Director

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From: Dawn Weisz [mailto:dweisz@marinenergyauthority.org]

Sent: Friday, October 08, 2010 12:08 PM

To: Jacobson, Erik B (RegRel)

Cc: jtuckey@marinenergyauthority.org; [Redacted]; jweaver@marinenergyauthority.org; Mike Campbell; 'Kahlon, Gurbux'; Cherry, Brian K; 'Roscow, Steve'; 'Velasquez, Carlos A.'

Subject: RE: generation/non-generation charges on the PG&E bill

Hi Erik,

Thanks for this information and for the phone conversation this morning. As we discussed, MEA understands that PG&E has system constraints that have prevented this change from occurring and which continue to present barriers. For this reason we have been patient and want to be flexible on how the problem gets resolved. I know that it is important to both of us that customers are receiving clear information on their bills and not being misled on what their charges represent. As we expand to Phase II and as the San Francisco CCA program draws near, this issue becomes more important as it will be impacting many more of our mutual customers.

Our phone conversation this morning was helpful and resulted in a potential, interim solution which may be workable from our perspective on an interim basis while the original, requested change gets implemented. The interim solution contains two parts:

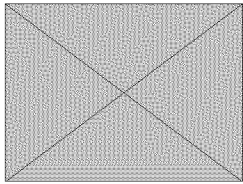
1. On the Account Summary page under “Marin Energy Authority” Electric Charges would be changed to ‘Electric Generation Charges’
2. At the very beginning of the text box on the account summary page this paragraph will be inserted: “Your Electric Charges on this page are broken into non-generation electric charges from PG&E at the top of the page, and generation electric charges from Marin Clean Energy. There are no duplicate charges for electricity on your bill.”

We look forward to hearing back from you soon on PG&E's ability to implement these two changes. It is very important to our Board that this change occur before the bill freeze in November.

Also, you mentioned that changes to the 'third party energy charges' page are fairly easy to implement. For this reason, I expect you will be able to insert the word 'generation' in the two locations we suggested on that page. Also, the change previously requested to change 'Marin Energy Authority' to 'Marin Clean Energy' at the top of the page and after 'total charges' would be appreciated.

Thanks very much,

Dawn



Dawn Weisz

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From: Jacobson, Erik B (RegRel) [mailto:EBJ1@pge.com]

Sent: Thursday, October 07, 2010 6:33 PM

To: Dawn Weisz; Cherry, Brian K; Roscow, Steve; Velasquez, Carlos A.; Kahlon, Gurbux

Cc: jtuckey@marinenergyauthority.org; [Redacted]; jweaver@marinenergyauthority.org

Subject: RE: generation/non-generation charges on the PG&E bill

Dawn,

I wanted to get back to you today with what I know at this point about the possibility of making the generation/non-generation text change you have requested. We met with our IT experts today and learned that it is very difficult to make the mock-up changes to the account summary page of the bill that you have proposed. I don't understand the complexity of the Oracle database coding that is required to make these changes, but to give you a feel for that, I've been told that it took us 6-9 months to do the coding to implement a simple line item change to implement some franchise fees for the City of Bakersfield last year. Another current challenge we face is that we are implementing a new version of the billing system which is the reason for the billing system freeze you have heard about.

There are some alternatives that we are investigating that may be helpful. For example, at the bottom of the summary page, there are text fields that could be used to explain billing items. I understand that these text fields can be targeted to only CCA customers. While this type of explanatory text is not ideal, it might help clarify the charges for CCA customers and it would be easier/faster to implement. There is also more flexibility for us to make changes to the third party billing page if that would be helpful. My suggestion is that we initially focus on crafting explanatory language to insert in the text fields at the bottom of the account summary page. Our team is looking into the timing and cost of executing such a strategy and I should have better insight into this alternative next week.

I realize that this solution is not what you were hoping for, or what I wish we could actually deliver in the short-run. I also appreciate that it is hard to understand why a simple word change is so difficult to implement; I had the same reaction and I still don't understand the coding requirements. If you are interested in more details, I'd be happy to arrange a conversation or meeting with our IT and billing system experts about the constraints, opportunities and time requirements to make such changes to our billing format. In the meantime, let's plan on talking more about this by phone and I'll do my best to answer any questions you may have.

Best regards and thanks in advance for your understanding,

Erik

From: Dawn Weisz [mailto:dweisz@marinenergyauthority.org]
Sent: Thursday, October 07, 2010 11:00 AM
To: Cherry, Brian K; 'Roscow, Steve'; 'Velasquez, Carlos A.'
Cc: jtuckey@marinenergyauthority.org; [Redacted] jweaver@marinenergyauthority.org;
Jacobson, Erik B (RegRel)
Subject: RE: generation/non-generation charges on the PG&E bill

For everyone's reference I am providing a mock-up of the generation/non-generation change that has been requested.

Note: This is a fictional customer but the bill presentment is accurate.

From: Dawn Weisz [mailto:dweisz@marinenergyauthority.org]
Sent: Wednesday, October 06, 2010 6:33 PM
To: Cherry, Brian K; Roscow, Steve; Velasquez, Carlos A.
Cc: jtuckey@marinenergyauthority.org; [Redacted]; jweaver@marinenergyauthority.org; juliefitch@cpuc.ca.gov
Subject: generation/non-generation charges on the PG&E bill

Brian, Steve and Carlos,

I am writing to find out your availability for a meeting on Friday or Monday to discuss and resolve the issue outlined in the emails below. To summarize, MEA has requested that PG&E make the distinction between generation and non-generation charges on the customer bill. This request has been outstanding for 6 months without being resolved.

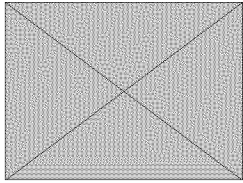
The lack of bill clarity is misleading and is causing customers to believe that they are being double-charged for electricity, and many of them are choosing to opt out of the CCA program as a result. We have been informed that PG&E will be putting a freeze on any billing changes November – end of February and thus, it is urgent that any bill modifications are implemented quickly to avoid being held up until next March.

Given the sense of urgency on this issue and the lack of progress thus far we would like to hold a meeting in the very near term to resolve the issue. We are available on Friday or Monday morning, or if those times do not work, Tuesday 9-2. We are happy to host the meeting at our offices in San Rafael or travel to San Francisco if that is more convenient for everyone.

Please let me know your availability and also, let us know if there are others who should be included in the invitation for the meeting

Thanks very much,

Dawn



Dawn Weisz

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From: Dawn Weisz [mailto:dweisz@marinenergyauthority.org]

Sent: Wednesday, October 06, 2010 5:13 PM

To: Redacted

Cc: jtuckey@marinenergyauthority.org; Velasquez, Carlos A. (carlos.velasquez@cpuc.ca.gov); Roscow, Steve (steve.roscow@cpuc.ca.gov)

Subject: generation/non-generation charges on the PG&E bill

Hi Sebastien,

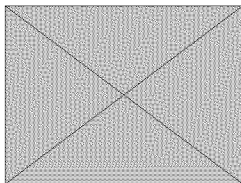
I am just following up on our noon call today where we discussed you sending over your version of the bill mark-up showing the addition of ' generation' and ' non-generation' for electric charges. You mentioned on the phone that you would get that to us today but we have not seen it come across yet we are checking on the status.

As we discussed on the call, this issue has been outstanding since May and because PG&E is planning a freeze on any billing changes starting in November, we need to get this issue resolved immediately. We will be in touch soon about scheduling a meeting to resolve this issue.

We look forward to hearing back from you soon.

Thanks,

Dawn



Dawn Weisz

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From: [Redacted]

Sent: Tuesday, October 05, 2010 9:29 AM

To: Dawn Weisz

Subject: RE: MEA | Proposed DRAFT Messaging

Hi Dawn:

Our internal team has its weekly meeting today. My goal is that we can discuss this issue along with other pertinent topics. Hopefully, I can provide feedback by our call tomorrow. While I can't speak for our past actions I'm trying my best to present MEA's concerns to our internal decision makers. I think we are making progress on numerous fronts, so I hope we can on this one as well.

Stay tuned!

[Redacted]
PG&E | Energy Solutions & Service
E-mail: [Redacted]
Phone: [Redacted]
Cell: [Redacted]
Fax: (415) 972-5309

From: Dawn Weisz [mailto:dweisz@marinenergyauthority.org]
Sent: Monday, October 04, 2010 9:25 PM
To: [Redacted]

Cc: carlos.velasquez@cpuc.ca.gov; [Redacted]
Subject: RE: MEA | Proposed DRAFT Messaging

Hi Sebastien,

Thanks for forwarding this to us. We are comfortable with this proposed language and we do not have any changes. We continue to hope for a cleaner, permanent solution to the problem in the future.

Along those lines I wanted to find out if you have any feedback for us on the changes to the bill we have been requesting to clarify the difference between generation and non-generation electric charges on the account summary page, etc.. Our Board is becoming increasingly concerned about this issue as it has gone unresolved for quite some time. We continue to get daily calls from customers who believe they are being double charged for their electricity and many of them have chosen to opt out as there is nothing on the bill to demonstrate otherwise. As you are aware, these customers are now subject to the three-year rule which requires them to remain customers of PG&E after opting out.

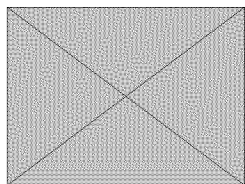
Although we understand changes to the bill may be challenging, PG&E has known for many months that we would be launching this CCA program, and that bill changes would need to occur for customers in our area. We are confident that you all have resources allocated to handle IT upgrades or billing modifications. It seems that it may be in PG&E's interest to not resolve this issue even though retaining confusing or misleading information on the customer bill is not in keeping with the spirit of AB117 or the bill clarity provisions of your tariff.

For these reasons our Board members have asked for some more visibility on the problem if we cannot find a resolution by the end of this week or early next week. I wonder if a meeting with Carlos or other CPUC representatives would be helpful to help brainstorm solutions to avoid having to escalate the issue and to avoid having our Board members begin bringing it to the attention of the press.

Please let me know how you would like to address this issue. If a meeting would be helpful I can be available on Thursday or Friday morning and we are happy to host the meeting at our offices in San Rafael.

Thank you,

Dawn



Dawn Weisz

Interim Director

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