

Report to Legislature, Part A

<u>Document</u>	<u>Subject</u>
Page 1 of form	Phone banking impacts verification
Attachment 1.1	No differentiation between generation & non-generation charges on bill
Attachment 1.2	Bundled rate factors showing up on MCE bills
Attachment 1.3	Need for third-party viewing of customer bills
Attachment 1.4	PG&E call center providing mis-information to customers
Attachment 1.5	CARE data not being provided to MCE
Attachment 1.6	Balanced Payment Plan customers being double billed for generation
Attachment 1.7	“Return to Bundled Service” form directs customer to PG&E for opt out
Attachment 1.8	PG&E not providing usage to MCE
Attachment 1.9	Net energy metering: bill presentment
Attachment 1.10	New customers being opted out by PG&E
Attachment 1.11	Invoice cancellation transaction support
Attachment 1.12	Conservation Incentive Adjustment