

## PG&E/MEA Operations Issues 2010

### Prior to enrollment:

- Although requested, MCE was not provided with current customer data list prior to enrollment. *Resolved.*
- Because old (2008) data was used for enrollments approximately 850 customers not enrolled correctly. *Resolved.*
- Other classes of customers not enrolled correctly, opt out status unclear, and reason for non-enrollment unclear. *Resolved.*
- Phone banking by PG&E to MEA customers caused many opt outs under false pretenses. Although this practice was terminated by the CPUC, PG&E never provided the number of customers they called to opt out of MEA, or data on how many were opted out through the call vendor. *Unresolved.*

### After enrollment:

- Customer bills routinely sent out later than anticipated. *Resolved.*
- Customers with summary bills received bills 8-10 weeks late. *Resolved.*
- Customers with summary bills continue to have missed reads, re-bills and other confusion. *Unresolved.*
- BPP customer received double charges for generation. *May be resolved: Current BPP methodology need to be confirmed.*
- PG&E initiating customer opt outs. *Status unknown.*
- "Return to Bundled Service" form does not direct customer to contact MCE to opt out. *Not resolved.*
- PG&E will not provide data on CARE customers to MEA. *Not resolved.*
- PG&E call center provides misleading or inaccurate information to customer as follows:
  1. There is not 3-year return rule for a customer returning to bundled service
  2. PG&E will pay more to net-metering customers than MEA
  3. Call center not aware of MCE 'terms and conditions'*Not resolved.*
- Usage not sent by PG&E to MCE. This has happened multiple times but most recent was on Nov. 21. (Typically MCE reminds PG&E when usage does not come across) After usage was requested MCE did not receive it until after the billing window closed for these customers. This resulted in new (additional) bills going to over 550 customers with only MEA charges. No fix has been identified to ensure usage is sent across. *Not resolved.*
- NEM customer not being billed correctly. Because PG&E is not accounting for MEA credits customers could potentially have their power shut off for 'lack of payment.' *Not resolved.*
- Bundled rates are still showing on MCE bills so customers can not recalculate the bill correctly and many believe they are being double charged for electricity. *Not resolved.*
- There is no differentiation on the bill between generation and non-generation charges. Many customers opt out because they believe they are being double-charges for electricity. *Not resolved.*

- It appears that customers moving into Phase I addresses are not being enrolled by PG&E and MCE not being informed to begin noticing. *Status unknown.*
- There is a need for 3<sup>rd</sup> party viewing of bill electronically or some other way for us to assist customers who need a bill explanation. *Not resolved.*