

Attachment 1: Reporting form for [Part (a) Process]

Part (a): Process for existing and prospective CCAs to obtain timely utility compliance with paragraph (9) of subdivision (c) of Public Utilities Code Section 366.2, which requires the utility to “cooperate fully with any community choice aggregators that investigate, pursue, or implement community choice aggregation programs.”

PART 1 (to be completed by CCA)

Submitted by:

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Title	Administrative Associate
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Please identify the specific matter on which the utility is not considered to be cooperating fully (add lines or pages as needed):

There is no differentiation between generation and non-generation electric charges on MCE customer bills, leading customers to believe they are being double charged for electricity.

Please provide a detailed description of the issue (add lines or pages as needed):

There is no differentiation on the customer bill between generation and non-generation electric charges by PG&E and MCE. Instead, on the summary page (first page) and in other locations in the bill the PG&E electric charges (primarily for transmission and distribution) and the MCE electric charges (for generation only) are both shown as “electric” charges with no differentiation. The bill appears, therefore, to be showing electric PG&E charges and then duplicate or additional electric MCE charges. Many customers opt out because they believe they are being double-charged for electricity and paying both PG&E and MCE for the same usage.

Please describe the lack of full cooperation (add lines or pages as needed):

The request to differentiate between generation and non-generation charges was first made to PG&E representatives in April, 2010, before service began to customers. At that time a sample bill was also requested from PG&E so that MCE could verify if the generation and non-generation charges would be differentiated. PG&E representative stated that they would provide a sample bill, but they were unable to provide MCE with a sample bill despite multiple requests over a two month period. During this time period PG&E representatives stated that the differentiation would occur and MCE had no reason to believe otherwise.

Unfortunately, MCE was never provided with a sample bill from PG&E representatives and therefore did not see how charges would appear until a local municipal customer provided MCE with a copy of their bill. This bill, and no subsequent customer bills have ever differentiated between generation and non-generation charges.

The majority of the calls that MCE received after billing began in June and July were from customers who believed they were being double charged for electricity usage because there were two 'electric' charges on the bill with no differentiation. Many of these customers opted out of MCE for this reason.

PG&E representatives have been looking into this issue for many months and currently state that MCE must wait until the 'bill redesign' process that will occur sometime in 2011 or 2012. When the 'bill redesign' process is brought to the CPUC for consideration PG&E representatives have stated that MCE will need to advocate for this differentiation to be on the bill as PG&E is not willing to make the change part of its overall 'bill redesign' recommendations.

Customers continue to call the MCE call center and ask to opt out of MCE because they believe they are being double charged for their electricity usage.

Please list the personnel at the utility with whom the community choice aggregator is working:

Name	Title	Phone Number	e-mail
Redacted	PG&E   Energy Solutions & Service	Redacted	Redacted
Redacted	Corporate Account Manager- ESP Services	Redacted	Redacted
Redacted	Regulatory Relations	Redacted	Redacted