

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:

Name	Jordis Weaver
Title	Administrative Associate
Phone	415.464.6021
e-mail	jweaver@marinenergyauthority.org

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

PG&E not providing energy usage to MCE to allow for customer billing.

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

PG&E is responsible for sending customer usage to MCEs data manager the day following meter reading for any MCE customer. Usage is typically sent every weekday but it comes at different times during the day or evening and thus, can be a bit unpredictable. In some cases PG&E does not provide usage on some customers. Because PG&E does not track this carefully, MCE must track to determine missing usage on customers and request the usage.

On Saturday, November 20th, PG&E held one of two annual “Saturday read days” which meant that usage should have been provided to MCE on Sunday, November 21, 2010. PG&E did not send any usage to MCE on November 21st, 2010. MCE requested this usage from PG&E. However, PG&E did not provide the usage to MCE until December 2, 2010, after the billing window had closed for the affected customers.

This left MCE with the option of either having an additional bill sent to customers with only MCE charges, or having the missing additional MCE charges added to the following month’s bill, resulting in a very high MCE generation charge for that month. Both options negatively impact MCE’s relationship with customers and create a new reason, caused by PG&E’s error, for customers to opt out of MCE. This PG&E error impacted approximately 550 MCE customers.

Please describe the lack of full cooperation (add lines or pages as needed):
 MCE has asked if the transmittal of usage data could be automated so that the transmittal can come across at an expected time each day. This would allow for missing usage to be more easily identified by PG&E, or if needed, by MCE. PG&E has been unable to accommodate this request.

PG&E has not proposed any other mechanism to prevent this issue from occurring again.

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	