

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

Customers who are enrolled in Marin Clean Energy’s Net Energy Metering (NEM) program receive inaccurate bills leading the customers to believe that credits produced are applied to incorrect portions of the bill. This is a bill presentment issue.

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

Credits generated by MCE NEM customers should only apply to the electric generation portion of their account. Unfortunately, PG&E’s billing system is unable to present the bill properly and these credits appear to be applied to other unrelated charges on the customer’s bill.

For example, a NEM customer may have generated a \$10 credit by producing more energy than they consumed. That credit should be applied against the electric bill in a month when the customer consumes more than they produce. However, PG&E applies that credit to another portion of the customer’s bill, such as gas. According to the bill, that customer does not owe PG&E for a portion of their gas charges because the NEM credit has been applied. In actuality, the customer still owes the full amount of the gas bill and the credit has not been used. Customers on summary bills have even had their NEM credits applied towards other accounts.

This presentment of NEM credits has resulted in considerable customer confusion.

Because PG&E is not accounting for MEA credits customers could potentially have their power shut off for ‘lack of payment.’ PG&E has stated that they monitor NEM accounts manually to try to prevent NEM customers from having service stopped or going into collection status because the customer shows in their system as not paying in full.

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

This issue was originally brought to PG&E's attention by MCE staff on July 20, 2010. PG&E has stated that they do not have a method to keep the MCE and PG&E balances separate.

PG&E has not proposed a solution to resolve this problem and has not provided MCE with billing information for NEM customers to ensure that staff, customer representatives and the MCE call center can appropriately respond to questions.

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	Manager, Core Gas Aggregation Program		