

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):

PG&E is not allowing MCE staff, data manager or call center access to customer bills to allow for effective customer service and customer support for MCE customers who call with confusion and questions about their bills.

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

There is a need for 3rd party viewing of the customer bill (electronically or some other method) for MCE representatives to assist customers who cannot understand their bill and need to be assisted. This is particularly an issue for customers who are seeing the bundled rate on the bill and cannot recalculate it correctly. This is also an issue for net metering customers who want to understand why charges are being applied incorrectly by PG&E. It is also an issue for customers who believe they are being double-charged for electric usage because there is no differentiation between generation and non-generation electric charges. Currently, MCE can only access MCE charges and this limits the ability of our customer service representatives to explain issues that relate to our interface with PG&E as the billing entity. It results in customers having to physically bring in their bill or fax it to MCE to allow for a review of the charges and a response to their questions.

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

MCE requested this information in July 2010. PG&E expressed confidentiality concerns and technical capacity concerns in response to this request. MCE believes confidentiality concerns are not valid as NDA's have been executed by all parties and customer-specific

data is already available to MEA representatives under protection from the NDA. If confidentiality concerns were, in fact an issue they could also be resolved by requesting consent from the customer.

PG&E representatives stated that they looked into the technical feasibility of providing data but reported that it would be unlikely for any progress to be made on this front until a third-party viewing system is put in place sometime in 2012.

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	

PART 2 (to be completed by Utility, 5 business days after notification by Energy Division)

Submitted by:

Name	Redacted
Title	Sr. Account Manager
Phone	Redacted
e-mail	

“The utility shall be required to respond in writing by providing a specific solution to the matter raised by the prospective or existing community choice aggregator, including a date-specific timeline for accomplishing the solution, and the names of personnel responsible for providing the solution.”

Please describe the specific solution to the matter raised by the prospective or existing Community Choice Aggregator (add lines or pages as needed):

PG&E consistently has informed MCE that, should questions arise on the overall nature of the bill or charges associated with PG&E electric transmission and distribution charges on PG&E-MCE consolidated bills, then the customers should be referred to or directly contact PG&E. If there are situations where MCE and PG&E need to collaborate to address a mutual customer’s concern regarding the overall bill, PG&E is willing to work with MCE to develop common responses to FAQs. PG&E points out that while privacy concerns exist, implementation of third-party viewer would be a significant, costly and time-consuming initiative to undertake. Consistent with individual customer privacy requirements, MCE also may obtain consolidated billing information directly from customers if the customers consent and address customers’ questions directly.

Please provide the date-specific timeline that the IOU will follow in order to accomplish the solution (add lines or pages as needed):

As discussed above, PG&E has no plans or capability to implement a separate process for third parties to view customers’ consolidated bills, except where the customer consents and provides the billing information directly to MCE. However, PG&E is available to collaborate with MCE to develop common responses to FAQs on consolidated billing questions.

Names of utility personnel responsible for providing [and implementing] the solution

Name	Title	Phone Number	e-mail
Redacted	Sr. Account Mngr.	Redacted	

