

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):

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	

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 is equally concerned with this situation. Upon identification of the impacted customers, PG&E issued mid-cycle bills for MCE’s charges in early December at its own expense to avoid a greater impact to customers that would have resulted if PG&E carried over MCE’s unbilled charges to the following month’s bills. With that said, as part of the company’s Customer Care and Billing (CC&B 2.3) system upgrade – to be completed by May 2011 – PG&E is moving all of its interfaces to a new technology. With this upgrade, PG&E believes there would be a better audit trail if problems arise.

With respect to the automation of usage data, the current process for providing this information involves placing the data on PG&E’s server for access by all third-party providers, including CCAs, ESPs, and CTAs. Because of the varying nature of meter read data and the subsequent system processing it is impractical for it to be provided at an exact point in time each day.

Due to the possibility of anomalies both on PG&E’s and MCE’s end of the process, it is recommended that MCE consider keeping estimated usage data in case actual usage data is unavailable. Such estimated data could be substituted for actual usage and would allow for the timely processing of bills.

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

The CC&B upgrade is expected to be completed (including stabilization period) by May 2011.

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

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

PART 3 (to be completed by Commission staff, 10 days following receipt of Part 2 from the IOU)

“The commission’s report to the Legislature shall provide a detailed summary of each matter identified and initiated by the community choice aggregator, and a detailed verification of the utility’s actions taken to address and resolve these issues, including verification of the satisfaction of the community choice aggregator. The report shall also itemize any matters that have been improperly raised by the community choice aggregator using this process.”

Summary of each matter identified and initiated by the Community Choice Aggregator (add lines or pages as needed):

Detailed verification of the utility’s actions taken to address and resolve these issues (add lines or pages as needed):

Verification of the satisfaction of the community choice aggregator (add lines or pages as needed):

Name(s) of CPUC personnel responsible for preparing this response

Name	Title	Phone Number	e-mail

Itemize any matters that have been improperly raised by the Community Choice Aggregator using this process (add lines or pages as needed):