

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):

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 Manager, Core Gas Aggregation Program	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 acknowledges that its billing system was not designed to assign an MCE Net Energy Metering (NEM) credit in the exact manner specified in MCE’s NEM program. MCE is the first third-party supplier of any type who is utilizing PG&E’s consolidating billing system to offer a NEM program. At this time, PG&E has taken steps to identify NEM customer accounts and avoid situations where such a customer would receive a shut-off notice due to an over-due balance on the customer’s PG&E charges.

One possible solution would be for MCE to track the applicable customer credits of its NEM program separately, and then to communicate those credits to the program customers in the manner and time frame specified by MCE’s NEM program standards. In contrast, a long-term modification to PG&E’s billing system to address the crediting design of MCE’s NEM program would require labor and financial resources to design and implement needed modifications.

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

If MCE seeks to pursue a long-term modification to PG&E’s billing system, PG&E is willing to meet with MCE in January 2011 to discuss the scope of work. PG&E and MEA will need to discuss labor and financial resources needed to design and implement the modifications, and, ultimately, confirm which party will fund the modifications needed to support the customer credits applicable to MCE’s NEM program.

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):