

From: Kahlon, Gurbux  
Sent: 12/12/2011 2:37:47 PM  
To: Dowdell, Jennifer (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=JKD5); Murtishaw, Scott (scott.murtishaw@cpuc.ca.gov); Litteneker, Randall (Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=RJL9); Velasquez, Carlos A. (carlos.velasquez@cpuc.ca.gov); Dawn Weisz (dweisz@marinenergyauthority.org); Jamie Tuckey (jtuckey@marinenergyauthority.org); Pagedar, Sujata (/O=PG&E/OU=Corporate/cn=Recipients/cn=sxpg); Redacted  
Redacted  
Redacted; Sam Schmidt (sschmidt@noblesolutions.com); Suzanne Shumate (sshumate@noblesolutions.com)  
Cc: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7); Jacobson, Erik B (RegRel) (/O=PG&E/OU=Corporate/cn=Recipients/cn=EBJ1); Tom, Jonathan P. (jonathan.tom@cpuc.ca.gov); Randolph, Edward F. (edward.randolph@cpuc.ca.gov)  
Bcc:  
Subject: RE: PG&E - MEA Billing Issues Update

Thanks, Jennifer. I thought, bill system programmers could easily insert a condition that could isolate MEA customers and make the change only for them, but then I am not a programmer myself, so could be wrong.

Gurbux

**From:** Dowdell, Jennifer [mailto:JKD5@pge.com]  
**Sent:** Monday, December 12, 2011 11:48 AM  
**To:** Kahlon, Gurbux; Murtishaw, Scott; Dawn Weisz; Velasquez, Carlos A.; Jamie Tuckey; Litteneker, Randall (Law); Redacted  
Redacted Pagedar, Sujata; Suzanne Shumate; Sam Schmidt  
**Cc:** Tom, Jonathan P.; Randolph, Edward F.; Cherry, Brian K; Jacobson, Erik B (RegRel)  
**Subject:** RE: PG&E - MEA Billing Issues Update

Gurbux,

Thanks for your email. We do agree that the issue of how MEA and PG&E charges are presented on the bill is one that should be addressed. My understanding is that In 2010, PG&E made some changes to the bill in order to make sure charges were clearer to customers. We were unable to identify charges as "MCE generation" and "PG&E non generation" because, due to limitations in our billing system, the change

would affect all PG&E bills/customers-- not just MCE customers.

Since we could not isolate that change to just MCE customers, we held off and hope to address this issue as part of the larger upgrade to PG&E's billing system anticipated in our recently filed GRC Phase 3 Settlement. PG&E presented a mock up of the bill with this change and some others at our October 25 meeting with MEA.

If you have any additional questions or I may be of further assistance, please don't hesitate to call.

Best,

Jennifer

415-973-2904

**From:** Kahlon, Gurbux [mailto:gurbux.kahlon@cpuc.ca.gov]  
**Sent:** Monday, December 12, 2011 9:42 AM  
**To:** Dowdell, Jennifer; Murtishaw, Scott; Dawn Weisz; Velasquez, Carlos A.; Jamie Tuckey; Litteneker, Randall (Law); Redacted  
Redacted Pagedar, Sujata; Suzanne Shumate; Sam Schmidt  
**Cc:** Tom, Jonathan P.; Randolph, Edward F.; Cherry, Brian K; Jacobson, Erik B (RegRel)  
**Subject:** RE: PG&E - MEA Billing Issues Update

Thanks, Jennifer and Randy. Your prompt attention to this is greatly appreciated.

I think, the issue of how MEA generation costs and PG&E's non-generation costs show up on the bills also could be quickly resolved with your help. I give that issue a high priority as well because it involves all MEA customers. In my mind, the fix for that could be simple, but I could be wrong. I do want PG&E's attention to that issue next. Thanks a lot for your help.

Gurbux

**From:** Dowdell, Jennifer [mailto:JKD5@pge.com]  
**Sent:** Friday, December 09, 2011 3:08 PM

**To:** Murtishaw, Scott; Dawn Weisz; Velasquez, Carlos A.; Jamie Tuckey; Litteneker, Randall (Law);  
Redacted

Pagedar, Sujata; Suzanne Shumate; Sam Schmidt

**Cc:** Tom, Jonathan P.; Randolph, Edward F.; Kahlon, Gurbux; Cherry, Brian K; Jacobson, Erik B  
(RegRel)

**Subject:** RE: PG&E - MEA Billing Issues Update

All,

Randy Litteneker and I spoke to Dawn Weisz of MEA at 11:00 am this morning to update her on PG&E's efforts regarding the unbilled November MEA charges.

- Randy and I assured Dawn that PG&E will get out mid-cycle bills to the 2500 MEA customers, that these bills should reach most customers by Wednesday.
- From a policy standpoint PG&E explained that felt it was most appropriate for MEA to communicate with its customers about why they will be receiving a supplemental bill next week, and that trying to update the PG&E system message could delay the bills.
- Dawn agreed that getting these bills out should be the higher priority.
- Dawn agreed that if there is a customer communication MEA will take care of it.
- I have agreed to take the lead on setting up a meeting in early January with MEA, Noble and PG&E billing folks to make sure PG&E's process for submitting billing information is clear and that this unfortunate situation does not recur.

Thank you all for your help in getting this issue resolved. If you have questions or concerns, please do not hesitate to call me.

Jennifer

415-973-2904: office

415-516-8347: cell

**From:** Murtishaw, Scott [mailto:scott.murtishaw@cpuc.ca.gov]

**Sent:** Thursday, December 08, 2011 4:28 PM

**To:** Dawn Weisz; Velasquez, Carlos A.; Jamie Tuckey; Dowdell, Jennifer; Litteneker, Randall (Law);  
Redacted

Pagedar, Sujata; Suzanne Shumate; Sam Schmidt

**Cc:** Tom, Jonathan P.; Randolph, Edward F.; Kahlon, Gurbux

**Subject:** RE: PG&E - MEA Issues List

Dawn,

If I understand the first issue correctly, and if PG&E is clearly at fault, then I strongly urge PG&E to use all available means to contact these 2,500 customers and explain that this incident is due to PG&E's error. I would also ask that if any of the affected customers contact PG&E to

inquire about returning to PG&E service that the customer service reps be instructed to explain the cause of the error.

If possible, I would like to attend the first meeting between MEA and PG&E that is scheduled following the issuance of PG&E's proposals for resolving all outstanding issues on the 16th, and I want to have the PUC host it. Dawn and Jennifer, can you work with Carlos to find a time that works for me and any members of Energy Division staff and management who wish to attend?

**From:** Dawn Weisz [mailto:dweisz@marinenergyauthority.org]

**Sent:** Wednesday, December 07, 2011 8:25 PM

**To:** Velasquez, Carlos A.; Jamie Tuckey; ikp5@pge.com; RJL9@pge.com; Redacted

Redacted

sxpg@pge.com; Suzanne

Shumate; Sam Schmidt

**Cc:** Tom, Jonathan P.; Randolph, Edward F.; Murtishaw, Scott; Kahlon, Gurbux

**Subject:** RE: PG&E - MEA Issues List

Hi Carlos,

Thanks for following up with us regarding the outstanding billing issues that MEA is working through with PG&E. Below is information on each of the items that PG&E was able to provide an update on. Please reference the attached spreadsheet for billing issues.

We believe that progress is being made on some of these issues and we greatly appreciate PG&E's and CPUC's efforts in addressing the issues. Nine of the issues have been addressed and are considered closed, assuming the solutions are successful in the long-term.

However, there are still 24 outstanding issues, outlined below.

Also, it was discovered yesterday that one of the outstanding issues (Issue 22: charges not being billed) has just resulted in a new and very substantial problem - 2,500 MCE customers not getting MCE charges on their November bill. These were charges that were submitted by MCE to PG&E on November 21 and we were not notified until yesterday (Dec. 6) that the charges had not been included on the customer bills. This is a huge proportion of our customer – almost 20% -- who will be effected by this single mistake. These customers will have to receive a second bill with the extra charges either later this month or get double MCE charges next month. PG&E does not have a solution in place to prevent this from happening again and it could happen at any time. Once again, it is likely to result in customers opting out

of MEA and returning to bundled service for a long period of time.

Here is the list of the 24 outstanding issues:

### **ISSUE UPDATES (14)**

#### **Bill Cancellation Issue (Issue 1)**

- According to email correspondence sent on 12/5, PG&E did submit a service request on this issue. Once the project has been scoped out and there is a timeframe and cost-estimate associated with the fix, PG&E will meet with upper management to determine if funding is available. Once a service request is submitted it will take approximately two weeks before PG&E can get a cost estimate and estimated time of completion.
- At the 12/6 meeting PG&E agreed to provide a timeline (as well as confirmation that they do not need any other information from MEA/Noble about the issue) by 12/16 for the exploration and implementation of a long-term system fix.

#### **Rule 17 preventing MEA from billing 3 customers due to account number changes (Issue 2)**

- PG&E will determine whether or not they will credit MEA for the unbillable charges by 12/16.

#### **Rule 17.1 and Rule 23 edits (Issues 3 and 4)**

- MEA provided edits to Rule 17.1 and Rule 23 to PG&E on 12/5.
- PG&E has agreed to respond to those edits by 12/12.

#### **Off-cycle Reads (Issue 5)**

- PG&E will follow up by 12/12.

#### **0 kWh reads for 0 days (Issue 6)**

- According to email correspondence sent on 12/5 a service request for this issue has been

submitted. The test dates for this issue is scheduled for 12/2 – 12/24. PG&E believes that a fix may be in place in January 2012. PG&E will follow up on progress by 12/16.

**Information missing in snapshot report and 814 (Issue 7, 11, and 17)**

- Including this information on the snapshot report and 814 will require funding and should be included in the enhanced CCASR project.
- PG&E did provide information on current customers today (12/7) via email regarding CARE, medical baseline allocations, and phone numbers. This is a short-term solution.

**MCE charges not included in final PG&E bill (Issue 14)**

- According to email correspondence sent on 12/5 a service request for this issue was planned to be submitted on 12/6. There is no further update.

**PCIA Credit (Issue 21)**

- PG&E to follow up on 12/16

**Billing Rejections due to file size (Issue 22)**

- 2500 accounts were not billed due to a billing rejection related to file size. PG&E to follow up by 12/9 about providing mid-cycle bill to these customers. No solution offered to prevent rejection problem in the short- or long-term.

**Mailing Addresses (Issue 23)**

- PG&E sends a pending service account start report to MEA/Noble weekly that includes mailing addresses so that MEA may notice customers but not all pending starts are included. PG&E to provide update by 12/16.

**Actual cogen qualifiers (Issue 24)**

- PG&E to provide update by 12/12.

**NO UPDATE (10)**

- PG&E customer service encouraging opt outs (Issue 8)
- CIA application for CCA customers (Issue 9)
- Third party bill viewing mechanism (Issue 10)
- New move-in notifications (Issue 12)
- Late usage data submitted (Issue 13)
- 814 drop and 814 enrollment file (Issue 15)
- Duplicate usage (Issue 16)
- Landlord opt out request (Issue 18)
- MEA NEMS credits applied to PG&E charges on bill (Issue 19)
- PG&E T&D charge factors (Issue 20)

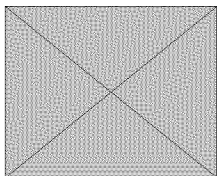
**CLOSED ISSUES (8)**

- MCE charges should have same date range as PG&E bills (Issue 25)
- 60 day opt out window (Issue 26)
- 867 and EDI file information discrepancies (Issue 27)
- CIA application (Issues 28, 29, and 30)
- PG&E initiated retroactive opt outs (Issue 31)
- Unbilled 810 report (Issue 32)

Let me or Jamie know if you have any questions or need additional information.

Thank you,

Dawn



Dawn Weisz

Executive Officer

781 Lincoln Ave., Suite 320

San Rafael, CA 94901

415.464.6020

[MarinCleanEnergy.com](http://MarinCleanEnergy.com)

**From:** Velasquez, Carlos A. [mailto:[carlos.velasquez@cpuc.ca.gov](mailto:carlos.velasquez@cpuc.ca.gov)]

**Sent:** Wednesday, December 07, 2011 2:11 PM

**To:** Jamie Tuckey: [ikn5@pge.com](mailto:ikn5@pge.com); RJI 9@pge.com: [Redacted] Dawn Weisz;  
[Redacted] [sxpg@pge.com](mailto:sxpg@pge.com); Suzanne Shumate; Sam  
Schmidt

**Cc:** Tom, Jonathan P.; Randolph, Edward F.; Murtishaw, Scott; Kahlon, Gurbux

**Subject:** RE: PG&E - MEA Issues List

Hi everyone – the Energy Division would like to know of the progress that was made at yesterday's meeting. Namely, whether 1) rough timeline/solutions for invoice cancellations were offered by PG&E [I saw that Sam Schmidt send a follow-up email at 4:21pm yesterday], 2) whether the MEA proposed edits to Rules 17.1/23 were agreed upon by PG&E, 3) and whether information regarding application to NEM/CARE was provided to PG&E, 4) any other development/Next Steps...

Carlos

415-703-1124



-----Original Message-----

From: Jamie Tuckey [<mailto:jtuckey@marinenergyauthority.org>]

Sent: Friday, December 02, 2011 1:30 PM

To: [jkp5@pge.com](mailto:jkp5@pge.com); Tom, Jonathan P.; [RJL9@pge.com](mailto:RJL9@pge.com); Redacted

Dawn Weisz; Redacted; Velasquez, Carlos

A.; Kahlon, Gurbux; Murtishaw, Scott; [sxpg@pge.com](mailto:sxpg@pge.com); Randolph, Edward F.; Suzanne Shumate; Sam Schmidt

Subject: PG&E - MEA Issues List

Hi Everyone,

Attached is the updated spreadsheet detailing the outstanding issues from our meeting on Wednesday. If anyone from PG&E would like to reorganize the spreadsheet, as was suggested in the meeting, please feel free to do so.

We are planning to reconvene the meeting next Tuesday at PG&E's offices from 1:00 P.M – 3:00 P.M. Sam Schmidt and Suzanne Shumate from Noble will need to call in. PG&E will provide details as to meeting location.

I have included some of the next steps and timelines that we had agreed upon at our meeting (included in our spreadsheet) below for reference. Please also note that PG&E agreed to consider providing rough timelines for developing solutions for each of these issues by December 16.

#### Issue 2 – Invoice cancellations

Monday, December 5 PG&E will provide options for possible solutions and a rough timeline.

#### Issue 4 – Rule 17 application to MEA charges

MEA will provide Rule 17 edits to PG&E by Monday, December 5. PG&E to provide response comments by December 12.

#### Issue 6 – Rule 23 modifications

MEA will provide Rule 23 response to edits to PG&E by Monday, December 5. PG&E to provide response comments by December 12.

Issues 12, 13, 14 – CIA application

Randy to provide information about application to NEMS customers and CARE by Tuesday, December 6.

We appreciate everyone's time and efforts in resolving these issues and look forward to our next meeting.

Thanks,

Jamie

Jamie Tuckey

Communications Director

Marin Clean Energy

415-464-6024

[jtuckey@marinenergyauthority.org](mailto:jtuckey@marinenergyauthority.org)

[www.MarinCleanEnergy.com](http://www.MarinCleanEnergy.com)

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