

UNRESOLVED ISSUES (13)

Bill Cancellation Issue (Issue 1)

- PG&E and Noble are working together to create guidelines for a manual cancellation process by December 31, 2011. The manual workaround is a short-term solution and a long-term solution still needs to be created.

Rule 17.1 preventing MEA from billing 3 customers due to account number changes (Issue 2)

- One of these customers is owed a credit on their bill from MEA and MEA does not believe that Rule 17.1 should prevent a credit. PG&E will respond next week.

Rule 17.1 edits (Issue 3)

- MEA provided edits to Rule 17.1 and PG&E does not agree with the edits. PG&E believes this issue should be addressed in the service agreement or code of conduct instead.

Off-cycle Reads (Issue 5)

- No update.

PG&E customer service encouraging opt outs (Issue 8)

- PG&E customer service reps continue to provide misinformation to CCA customers. MEA has asked PG&E to improve call center training and ensure that Marin customers are directed to PG&E's CCA reps.

CIA application for CCA customers (Issue 9)

- MEA has been requesting near-term (by end of calendar year) testing to ensure billing will be implemented correctly under CIA. PG&E reported today that earlier testing will not occur.

Third party bill viewing mechanism (Issue 10 and 13)

- PG&E is exploring a funding mechanism for this project.

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

- No update.

Duplicate usage (Issue 16)

- No update.

Landlord opt out request (Issue 18)

- No specific solution has been proposed or implemented.

MEA NEMS credits applied to PG&E charges on bill (Issue 19)

- No update.

Actual cogen qualifiers (Issue 24)

- No update.

PENDING (9 Issues)

Rule 23 edits (Issues 4)

- PG&E did not accept MEA's edits regarding clarification of Rule 17.1 and who is at fault for billing issues.
- Because MEA would like to implement the Rule 23 edits, MEA has agreed to remove the language regarding Rule 17.1 and will provide a response to PG&E's additional edits by Monday, 12/19.

0 kWh reads for 0 days (Issue 6)

- PG&E is scheduled to implement a solution by the end of 2011.

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

- Short-term solutions have been implemented by sending the information in batches but the long-term solution of including this information in the CCASR needs to be implemented.

New move-in notifications (Issue 12)

- Short-term solution is in place but a long-term solution needs to be identified.

PCIA Credit (Issue 21)

- This issue will require some CPUC action to finalize but is pending until the credits are issued.

Billing Rejections due to file size (Issue 22)

- PG&E requested that files not be larger than 1.5 MB and Noble will determine if that is workable. PG&E also requested that files only contain one serial. Noble will work with PG&E to determine reason for multiple serials.

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.

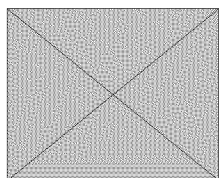
RESOLVED ISSUES (10 Issues)

- 814 drop and 814 enrollment file (Issue 15)
- PG&E T&D charge factors (Issue 20)

- 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 us know if you have any questions or would like to discuss,

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