

From: Dawn Weisz

Sent: 12/19/2011 9:57:59 AM

To: Tom, Jonathan P. (jonathan.tom@cpuc.ca.gov); Randolph, Edward F. (edward.randolph@cpuc.ca.gov); Velasquez, Carlos A. (carlos.velasquez@cpuc.ca.gov); Kahlon, Gurbux (gurbux.kahlon@cpuc.ca.gov); 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); Pagedar, Sujata (/O=PG&E/OU=Corporate/cn=Recipients/cn=sxpg); Murtishaw, Scott (scott.murtishaw@cpuc.ca.gov); Miller, Suzy (/O=PG&E/OU=Corporate/cn=Recipients/cn=SLMc); [Redacted]; [Redacted]; [Redacted]; [Redacted]; [Redacted]; [Redacted]; [Redacted]; Sam Schmidt (sschmidt@noblesolutions.com); Suzanne Shumate (sshumate@noblesolutions.com)

Cc: Dowdell, Jennifer (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=JKD5); Litteneker, Randall (Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=RJL9); Jamie Tuckey (jtuckey@marinenergyauthority.org); [Redacted]; [Redacted]; [Redacted]; [Redacted]; [Redacted]; [Redacted]; [Redacted]; [Redacted]

Bcc:

Subject: Update on PG&E MEA issues

Carlos,

In preparation for our next meeting we are forwarding you the current issues list with updates from our meeting with PG&E as of Friday. As you may recall, the date of December 16<sup>th</sup> (Friday) was the date established for PG&E to provide planed dates for resolving many of the outstanding issues.

You will see that some plans for resolving issues have been included here. You will also see that there is a slight disagreement regarding the use of the word 'resolved' and 'pending.' In our view, issues are resolved when the action to resolve the issue has been implemented successfully and the issue will not need to be discussed further as it is not causing further problems. Plans to resolve the issue are helpful, and a step in the right direction, but until implemented MEA will consider the issue pending. Here is a summary of the items in the issues list based on the meeting today:

## **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.

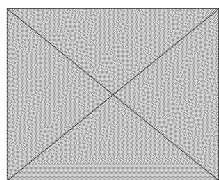
### **RESOLVED ISSUES (10 Issues)**

- 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,

Dawn



Dawn Weisz

Executive Officer

781 Lincoln Ave., Suite 320

San Rafael, CA 94901

415.464.6020

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