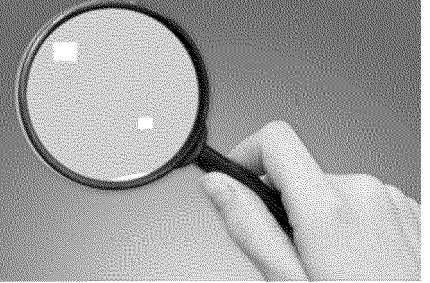




# Detailed Analysis

Customer Experience Team  
Quality Assurance



Redacted

**Sausalito**

Call #	Date	Time	Duration	Agent ID	Agent Name	Contact Center
1	12/12/2011	9:00:44 AM	9:07	2452C3	Redacted	Fresno

### Observation:

CSR [Redacted] greets the customer by providing her name and location. The customer introduces himself as [Redacted] from [Redacted], and requests to speak to someone in the billing department to register a complaint. [Redacted] provides one of the account numbers about which he is calling. [Redacted] verifies [Redacted] is an employee with [Redacted]. [Redacted] states, "The last four months every time you...I mean since you've changed your website the billing has just been totally erratic, and now you're sending December bills out before the November's bill payment was due so you're showing the payment as not being paid. So, the implication here is, we're going to double pay, and I think it is ridiculous." [Redacted] asks, "So you've had the problems ever since the website?" [Redacted] advises there have been various problems since the website changed; however, this is the first time the issue may lead to double payments. [Redacted] states the double payments on the account would have probably equaled to 10,000 thousand dollars this month. [Redacted] reads to [Redacted] the current bill as it shows on the website, "No payment received by 12/09/11." Bruce shares his concern that the current charges are not due until 12/15/11, which is the date he has the online payment scheduled.

[Redacted] states, "Well...it looks like on this one...let me just explain. There are two portions to the bill because you get some of your electricity charges through another provider, so for some reason for this month it looks like..." [Redacted] interjects, "Well that's the other thing, and you're not consolidating...I mean they were consolidated and now they're unconsolidated and the billing is all over the map."

[Redacted] explains there are four meters in the building and for years he has received electronic billing, which he has paid on time. He advises he has been experiencing billing issues the last four months. [Redacted] also shares even though he has nothing to do with Marin Energy, it is something they have gotten "stuck" with, and are paying for it.

[Redacted] verifies with [Redacted] that the last bill has not been paid. [Redacted] advises the payment has not been paid yet since it is not due until Thursday, 12/15/11; however, it is scheduled be paid online. [Redacted] asks for the payment amount. [Redacted] answers, "It's for \$978.15. That's the other thing, on your website now I can't go check what my scheduled payments are." [Redacted] begins to explain two separate bills were generated this month. [Redacted] advises, he does not care and is concerned the bill amount of \$1686.95 is not true, since a payment of the current charges \$978.15 is scheduled to be paid; therefore, \$708 is what is owed. [Redacted] advises the balance is \$1686.95. [Redacted]

disagrees since a payment is scheduled on the 15<sup>th</sup>. [Redact] continues to explain his concern about the possibility of overpaying. [Redacted] informs [Redacted] she is going to send the complaint to the billing department. [Redacted] states if this continues, he may have to go to the PUC; however, he does not want to. [Redacted] expresses that he just wants to continue his great record with PG&E of 25 years. [Redacted] verifies [Redacted] would like a call from the billing department and advises him the issue has been going on a couple months. [Redacted] responds the double bill issue has not been occurring; however, other issues have. [Redacted] explains the tenants he bills will most likely have a problem understanding the bills, since he cannot understand them himself. [Redacted] obtains [Redacted] best contact phone number, provides a case number and advises she is unable to determine if the issue is caused by the website or something else. [Redacted] implies it may be accumulation of both the website changes and Marin Clean Energy. [Redacted] shares he is not thrilled with Marin Clean Energy and believes PG&E may not be thrilled about them either. [Redacted] states, "Yeah...like this one I don't...I don't know if we could really control, cause what happened is...is our portion of the bill well usually goes out...does it usually go out at the end of the month?" [Redacted] explains the bill cycle has changed; he use to get the bill the third week of the month and now it has been flopping. [Redacted] responds, it looks as if it has been since Marin's been applied. [Redacted] shares a meter billing issue he has recently experienced with a different account. [Redacted] advises the bills for this account use to generate the 17<sup>th</sup> and the 20<sup>th</sup> of the month which is when the meter is being read; however, the bill is being held now, and she is unsure if it is due to waiting for the Marin charges to apply. She also explains the last bill was mailed with PG&E charges, shortly after the Marin charges were sent out on a separate bill on 12/9/11. [Redacted] states, "So, I don't know if it's a coordination of the billing with Marin Clean Energy that's..." [Redacted] states if he has to call Marin Clean Energy he will and says they were opted in to Marin Clean Energy with no notice or no opt out process. [Redacted] states, "It was stupid, but it is what it is." He expresses his main concern is in regards to the billing process. [Redacted] requests [Redacted] to pass the complaint on. She assures him she will, and the call concludes.

### Conclusion:

- The CSR shares with [Redacted] she is unsure if the cause of the delayed bill for the last four months is due to a holdup with Marin Clean Energy's portion of the charges. The CSR should avoid speculating on the cause of an issue when unsure of what it may be. In this case, speculating may have caused the customer to believe Marin Clean Energy was at fault, when this may not have been her intention.
- The CSR could have displayed empathy towards [Redacted] situation, by using a reassuring voice tone and offering an encouraging statement, e.g. "I apologize for any inconvenience this may have caused, I am happy to submit your concerns to the appropriate party and have them contact you for further follow up."
- [Redacted] mentions if issues with the bill continue to occur, he may have to go to the PUC. The CSR should have followed the process outlined in General Reference (GenRef) which advises to create a customer contact on main customer of record only, noting "Customer threatened to go to CPUC, Advsd TL, and the Summary of the situation." The CSR would then advise a Team Lead (TL) of the CPUC threat. The TL would complete the preformatted email also found in GenRef.

## Overall Summary

The customer is calling to file a complaint since he received two bills, the first one with PG&E charges, and the other with Marin Clean Energy charges. The customer scheduled a payment for the PG&E charges online to be paid by the due date and was concerned if he would have paid the new bill, this would have caused him to pay twice. In addition, the customer had been receiving delayed bills the last four months.

At the time of the call, the CSR did not have the CCO Communication regarding the Marin Clean Energy billing issue as it was distributed the day after the call, 12/13/11. The CSR advised the customer she was unsure if the cause of the delayed bills was due to a holdup with Marin Clean Energy's portion of the charges.

The end result, the CSR documented the customer's concerns in a Cancel/Rebill Records case, requesting a call back to the customer.