

Timeline of Events: MCE Charges Not Billed Due to File Size Rejections

Day	Date	Event
Fri.	Oct 21, 2011	<ul style="list-style-type: none"> Noble sends a file that is too large incl. 4 serials (3.2 MB).
Mon.	Oct 24, 2011 (10:55 am)	<ul style="list-style-type: none"> Billing receives notice that file was rejected. Billing notifies Noble that the file was rejected.
Tues.	Oct. 25, 2011	<ul style="list-style-type: none"> PG&E Contacts Noble and Noble resends 10 smaller files
Wed.	Oct 26, 2011	<ul style="list-style-type: none"> PG&E informs Noble not to send files >1.5 MB. PG&E tracks MCE job and runs manually to complete. MCE files run successfully.
Thurs.	Oct 27, 2011	<ul style="list-style-type: none"> Bill window for MCE charges closes/MCE bills successfully processed.
Tues.	Nov 22, 2011	<ul style="list-style-type: none"> Noble sends a file that is too large.
Tues.	Nov 22, 2011 (2am)	<ul style="list-style-type: none"> Processing begins on the file.
Tues.	Nov 22, 2011 (11pm)	<ul style="list-style-type: none"> Processing fails due to file size.
Wed.	Nov 23, 2011 (1:30 pm)	<ul style="list-style-type: none"> Email sent to Billing EDI team (blind mail box for all ESP, CCA, CTA Q&A)¹ Email was not collected by billing team prior to Thanksgiving Holiday.
Thurs.-Sun PG&E Closed for Thanksgiving Holiday		
Mon	Nov 28, 2011	<ul style="list-style-type: none"> Billing window for inclusion of MCE charges closed. Email of rejected file received. PG&E's system issues bills automatically, but due to file rejection, MCE charges are not included.
Mon.	Nov 28, 2011	<ul style="list-style-type: none"> PG&E notifies Noble of bill rejections due to file size problem.
Mon.	Nov 28, 2011	<ul style="list-style-type: none"> Noble splits into multiple files and resubmits.
Tues.	Nov 29, 2011	<ul style="list-style-type: none"> PG&E processes re-submitted files, but billing window is closed for charges.
Fri.	Dec 9, 2011	<ul style="list-style-type: none"> PG&E begins processing mid-cycle bills for customers who received bills omitting MCE charges.
Mon.	Dec 12, 2011	<ul style="list-style-type: none"> EDI customers receive mid-cycle bills electronically containing PG&E and MCE charges MCE customer (included in the 43 opt-out customers) calls PG&E call center and talks with MCE specialist CSR, who promises to have billing follow up.
Tues.	Dec 13, 2011	<ul style="list-style-type: none"> PG&E provides talking points to customer service representatives, after obtaining approval of talking points from MCE.
Wed.	Dec 14, 2011	<ul style="list-style-type: none"> Mid-cycle bills printed and mailed.
Thurs- Wed	Dec 15-Dec. 21, 2011	<ul style="list-style-type: none"> Customers should have received mid-cycle bills by mail.
Thurs.	Dec. 22, 2011	<ul style="list-style-type: none"> PG&E billing specialist calls customer to follow up.

¹ As of Jan. 2012, PG&E Billing receives notification of any file not processed/rejected for follow-up in a dedicated mailbox that is checked throughout the day.