

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

<sup>1</sup> 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.