

From: [Redacted]  
Sent: 1/6/2012 5:33:02 PM  
To: Velasquez, Carlos A. (carlos.velasquez@cpuc.ca.gov)  
Dowdell, Jennifer (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=JKD5);  
Cc: Litteneker, Randall (Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=RJL9);  
[Redacted]; Jamie Tuckey  
(jtuckey@marinenergyauthority.org); Cherry, Brian K  
(/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7); [Redacted]  
[Redacted]; Jacobson, Erik B  
(RegRel) (/O=PG&E/OU=Corporate/cn=Recipients/cn=EBJ1); Tom, Jonathan P.  
(jonathan.tom@cpuc.ca.gov); Murtishaw, Scott (scott.murtishaw@cpuc.ca.gov);  
Randolph, Edward F. (edward.randolph@cpuc.ca.gov); Miller, Suzy  
(/O=PG&E/OU=Corporate/cn=Recipients/cn=SLMc); Kahlon, Gurbux  
(gurbux.kahlon@cpuc.ca.gov); Pagedar, Sujata  
(/O=PG&E/OU=Corporate/cn=Recipients/cn=sxpg); 'Dawn Weisz'  
(dweisz@marinenergyauthority.org); [Redacted]  
[Redacted]  
(/O=PG&E/OU=Corporate/cn=Recipients/cn=R1Ro); Sam Schmidt  
(sschmidt@noblesolutions.com); Suzanne Shumate (sshumate@noblesolutions.com)

Bcc:

Subject: RE: Update on PG&E MEA issues

Carlos:

Attached are two documents for Monday's meeting.

1. A roadmap agenda (Word Document)
2. Updates to the issues list from 1/4/2012 (Please refer to column "O" for PG&E's specific updates shown in red font).  
[We shaded issue 20 based on MCE's input below].

thanks,

[Redacted]

PG&E | Energy Solutions & Service

[Redacted]

**From:** Dawn Weisz [mailto:dweisz@marinenergyauthority.org]

**Sent:** Friday, January 06, 2012 3:22 PM

**To:** Velasquez, Carlos A.

**Cc:** Dowdell, Jennifer; Jamie Tuckey; Litteneker, Randall (Law); [Redacted]

[Redacted]; Kahlon, Gurbux; Tom, Jonathan P.; Randolph, Edward F.; Murtishaw, Scott; Miller, Suzy;

Cherry, Brian K; Jacobson, Erik B (RegRel); [Redacted]

[Redacted]; Pagedar, Sujata; Suzanne Shumate; Sam Schmidt

**Subject:** RE: Update on PG&E MEA issues

Carlos,

We are happy to provide a list as you suggested. You will note that we have added a new issue: MEA loss of 43 customers due to PG&E billing error. These 43 customers are a subset of the 2,500 customers affected by the billing error in November (MCE charges were not included on the PG&E bill).

Also, we need to re-open issue 28 (Data requested for AET under CIA) because PG&E submitted a new rate filing to the CPUC on Dec. 30 which does not include CIA-based rate information. With those additions, here is the current priority list:

Top ten:

- Bill cancellation (Issue 1)
- Billing rejections due to file size (Issue 22)
- MEA loss of customers due to PG&E error (new)
- Rule 17.1 (Issue 3)
- Third party bill viewing (Issue 10)
- Data requested for AET under CIA (Issue 28)
- Testing of CIA application (Issue 9)
- New move-in notifications (Issue 12)
- Missing info in snapshot (Issue 7)
- Off-cycle reads (Issue 5)

If time allows:

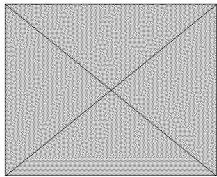
- 0 kWh reads for 0 days (Issue 6)
- Duplicate usage (Issue 16)
- Actual cogen qualifiers (Issue 24)

In response to your question below, issue 20 is in reference to PG&E electric detail page and we can consider that issue resolved. We are still concerned about the presentment or charges on the summary page, however, although that is not specifically called out as an issue.

Let me know if you have any other questions.

Thanks very much,

Dawn



Dawn Weisz

Executive Officer

781 Lincoln Ave., Suite 320

San Rafael, CA 94901

415.464.6020

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**From:** Velasquez, Carlos A. [mailto:[carlos.velasquez@cpuc.ca.gov](mailto:carlos.velasquez@cpuc.ca.gov)]

**Sent:** Wednesday, January 04, 2012 5:12 PM

**To:** Dawn Weisz

**Cc:** Dowdell, Jennifer; Jamie Tuckey; Litteneker, Randall (Law); [Redacted]

[Redacted]; Kahlon, Gurbux; Tom, Jonathan P.; Randolph, Edward F.; Murtishaw, Scott; Miller, Suzy; Cherry, Brian K; Jacobson, Erik B (RegRel); [Redacted]

[Redacted]; Pagedar, Sujata; Suzanne Shumate; Sam Schmidt

**Subject:** RE: Update on PG&E MEA issues

Dawn – given that we’ll have 1.5 hours to talk about these issues, please prioritize which issues you’d like to discuss on the 9<sup>th</sup>. Also, confirm whether issue 20 (re: confusing T&D rate factors) is resolved.

PG&E – the meeting will be more productive if you folks provide your latest response to each of the outstanding issues included in the spreadsheet. Please provide your responses by Friday via a Word document containing/addressing the following:

- 1) written responses for each of the outstanding issues
- 2) if possible, provide dates by which PG&E expects to resolve the issue
- 3) a list of scenarios in which MEA should be financially responsible that lead to MCE customers not paying generation rates within the 3 month time frame described in Rule 17.1.

-----Original Message-----

From: Dawn Weisz [mailto:[dweisz@marinenergyauthority.org](mailto:dweisz@marinenergyauthority.org)]

Sent: Wednesday, January 04, 2012 1:04 PM

To: Velasquez, Carlos A.

Cc: Dowdell, Jennifer; Jamie Tuckey; Litteneker, Randall (Law); Redacted

Redacted; Kahlon, Gurbux; Tom, Jonathan P.; Randolph, Edward F.; Murtishaw,

Scott; Miller, Suzy; Cherry, Brian K; Jacobson, Erik B (RegRel); Redacted

Redacted; Pagedar, Sujata; Suzanne Shumate; Sam Schmidt

Subject: RE: Update on PG&E MEA issues

Carlos and All,

Because the meetings scheduled for December 20th and January 3rd were both postponed, I am resending the message below for reference. One change since the Dec. 16th meeting is that issue #2 is now considered resolved. That change is reflected in the attached issues list.

We look forward to the meeting scheduled for January 9th at 3:30 at the CPUC.

Thanks very much,

Dawn

Description: Description: Description: Description: MEA\_2011Dawn Weisz

Executive Officer

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From: Dawn Weisz [<mailto:dweisz@marinenergyauthority.org>]

Sent: Monday, December 19, 2011 9:58 AM

To: 'Velasquez, Carlos A.'; 'Kahlon, Gurbux'; 'Tom, Jonathan P.'; 'Randolph, Edward F.'; 'Murtishaw, Scott'; 'Miller, Suzy'; 'Cherry, Brian K'; 'Jacobson, Erik B (RegRel)'; 'Robinson, Tanisha'; 'Chen, Bill'; 'Lawrence, Barbara S'; 'Rajani, Rajesh'; 'Pagedar, Sujata'; 'Suzanne Shumate'; 'Sam Schmidt'

Cc: 'Dowdell, Jennifer'; Jamie Tuckey; 'Littenecker, Randall (Law)'; Redacted  
Redacted

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 16th (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

Description: Description: Description: Description: MEA\_2011Dawn Weisz

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