

MEA Billing Updates PG&E Overview January 6, 2012
(Dawn's "Top 10 Issues" in yellow highlight; "If time allows" issues in blue)

1. Resolved Issues per 12/16 list:

#15, #17, #20, #25, #26, #27, #28, #29, #30, #31, #32

2. Resolved Issues since 12/16:

- #2 (issues re three old customer bills resolved)
- #4 (Rule 23 modifications filed)
- #6 (zero kilowatt hour reads at account start - programming solution completed)

3. Solution Identified/Implementation Pending¹

- #7 (snapshot report missing some requested fields to be addressed by snapshot update)
- #18 (landlord accounts, process to address issue identified)
- #21 (PCIA adj. credit to be implemented once figures resolved by Energy Division)

4. Resolved Per PG&E Short-term Work-around/Unresolved or Pending Per MEA:

PG&E has implemented Short Term Manual Solution ²	Issues with Data Quality ³	PG&E to investigate case-by-case ⁴	PG&E and MEA have Business/Regulatory Disagreement
#1 (manual cancellation process now available)	#5 (unbillable reads)	#8 (customers opted out by PG&E CSRs)	#3 (MEA ability to bill past 3 mos./PG&E indemnity)
#10 (third party billing info provided by e-mail)	#16 (duplicate meter reads for same period)		#9 (CIA testing schedule)
#11 (customer phone number now provided)			#13 (MEA claims late usage data results in ISO charges, claim not substantiated)
#12 (new move-in notifications weekly)			
#17 (info to MEA re: payment arrangements)			
#22 (bills rejected due to file size-correct process provided to Noble)			
#23 (new customer mailing address provided to MEA)			

¹ #7 for completion by PG&E in 1Q2012; #18 requires notification by MCE; #21 awaiting CPUC approval

² For these issues PG&E is providing regular Xcel data dumps pending a system fix to create EDI automatic file

³ Data quality pertains to meter reads that do not translation directly into billable information for MEA and may result in incorrect bills.

⁴ Reports of inappropriate behavior by CSRs.

5. Unresolved/Solution in Scoping

- #14 (final MEA charges on final PG&E bills),
- #19 (NEMs credits applied to PG&E charges),
- #24 (cogen qualifier, PG&E researching)

6. Next Steps