From: Dietz, Sidney

Sent: 3/15/2013 2:39:02 PM

To: rp1@cpuc.ca.gov (rp1@cpuc.ca.gov)

Cc:

Bcc:

Subject: Bill format

Rachel --

Thanks for the phone call, and thanks for the question on the bills, I'm glad you asked.

Yes, the new NEM bill is a million times better than the old one -- I've included it here along with a non-NEM residential bill to show that it's consistent with the new look. Our current NEM bill uses our older 'exceptions-based' billing system that we use for unusual situations with larger customers, and we will be happy to be rid of it. I've been told the new bill for general customers will be out by Q3, and that the new NEM bill will follow three months after that for newly-enrolled customers.

And yes, we are the last of the three large IOUs to have our new bill design rolled out -- theirs are already beautiful. Let me know if you have any questions, I think the bill is a good lens into our communications with customers. I'm at 973-5921.

Have a good weekend!

yours,

sid

-----Original Message-----
From: Redacted
Sent: Tuesday, March 12, 2013 3:35 PM
To: Dietz, Sidney; Zelmar, Karen
Subject: RE: Bill format

Hi,
Here's a plain residential customer's bill.

-----Original Message-----
From: Dietz, Sidney
Sent: Tuesday, March 12, 2013 3:07 PM
To: Redacted ; Zelmar, Karen
Subject: RE: Bill format

Cool.   Can you send one plain standard vanilla bill as well?

-----Original Message-----
From: Redacted
Sent: Tuesday, March 12, 2013 3:05 PM
To: Dietz, Sidney; Zelmar, Karen
Subject: RE: Bill format

Hi
Attached is a NEM prototype.

-----Original Message-----
From: Dietz, Sidney
Sent: Tuesday, March 12, 2013 1:33 PM
To: Zelmar, Karen
Cc: Redacted
Subject: RE: Bill format

Yes, I would like to send her what the new bill looks like, and I will share the timeline.

yours,

sid

-----Original Message-----
From: Zelmar, Karen
Sent: Tuesday, March 12, 2013 1:32 PM
To: Dietz, Sidney
Cc: Redacted
Subject: RE: Bill format

Sid-

The NEM bill refresh is not in the scope of the Bill Redesign project. That said, there is a separate project to refresh the NEM bill that will launch a couple of months after Bill Redesign and it will incorporate the new overall design.   Let us know if you would like to see a draft and Red can send it along?

Also, this is somewhat of an implementation detail, but I wanted to make you aware that when this bill launches, it will first only be available to new NEM customers when they sign up. Existing customers will be transitioned to the new bill on a rolling basis over a 1 year period. For billing complexity reasons, we can't move them onto the new bill until they hit their annual true-up date.

Please let me know if you have questions,

Karen