

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



REVISED

August 15, 2013

Advice Letter 3679-E

Brian K. Cherry
Vice President, Regulation and Rates
Pacific Gas and Electric Company
77 Beale Street, Mail Code B10C
P.O. Box 770000
San Francisco, CA 94177

Subject: Revisions to Electric Rule 23 - Community Choice Aggregation Service in Compliance with D.10-05-050

Dear Mr. Cherry:

Advice Letter 3679-E is effective May 20, 2010.

Sincerely,

A handwritten signature in cursive script that reads "Edward F. Randolph".

Edward F. Randolph, Director
Energy Division



June 1, 2010

Advice 3679-E

Pacific Gas and Electric Company (U 39-M)

Public Utilities Commission of the State of California

**Subject: Revisions to Electric Rule 23 – Community Choice Aggregation
Service in Compliance with Decision 10-05-050**

Pacific Gas and Electric Company (PG&E) hereby submits for filing, changes to its electric tariff. The affected tariff sheets are listed on the enclosed Attachment I.

Purpose

In compliance with Ordering Paragraphs (OP) 3 and 4 of California Public Utilities Commission's (Commission) Decision (D.) 10-05-050, PG&E is revising the language in its Electric Rule 23 to clarify the opt-out procedures that will be used and include that information in the CCA specific information provided by the CCA pursuant to Commission Resolution E-4250, dated April 8, 2010.

Tariff Revisions

In compliance with D.10-05-050, PG&E proposes the following tariff revisions to its Electric Rule 23 -- *Community Choice Aggregation Service*:

1. Section 1 and subsection 1.a. of Section D were revised to read:

D. BASIC COMMUNITY CHOICE AGGREGATION SERVICES

1. *In accordance with D.04-12-046 and D.05-12-041, the processes set forth below describe basic services provided by PG&E to develop, implement and support CCA Service:*

a. A standard opt-out service as defined in Section I.

2. Section H.1 was revised to read:

H. CCA CUSTOMER NOTIFICATION PROCESSES

1. CCA Customer Notifications

A CCA must provide required CCA Customer Notifications to participating customers eligible to receive Automatic Enrollment into CCA Service during the Initial Notification Period and Follow-up Notification Period. The CCA shall be solely responsible for all obligations associated with CCA Customer Notifications and performing those obligations consistent with the requirements set forth in PU Code Section 366.2, the CCA's Implementation Plan, Commission requirements and all applicable Commission orders. PG&E shall not be responsible for monitoring, reviewing or enforcing such obligations.

All notifications must include the necessary customer data and instructions that will allow customers to gain access to and complete the opt-out service described in Section I.

3. The introduction and subsection 1 of Section I was revised to read:

I. CCA CUSTOMER OPT-OUT PROCESSES

Pursuant to P. U. Code Section 366.2(c)(13)(A)(i), CCA-issued Customer Notifications required for automatic enrollments into the CCA program shall include the opportunity for customers to opt-out of CCA Service and continue to receive their existing service. Pursuant to P. U. Code Section 366.2(c)(13)(C), the opt out may take the form of a self-addressed return postcard indicating the customer's election to remain with, or return to, electrical energy service provided by the electrical corporation, or another straightforward means by which the customer may elect to derive electrical energy service through the electrical corporation providing service in the area. Pursuant to P. U. Code Section 366.2 (c)(13)(B), a CCA may request that the Commission approve and order PG&E to provide the Customer Notifications required in Subparagraph (A). If the CCA makes this request and the Commission approves it, the CCA shall use PG&E's opt-out process as set forth in subsection 1 below.

1. *The utility shall provide an opt-out process to be used upon request by a CCA. The utility shall offer at least two (2) of the following options as a part of its opt-out process:*
 - a. *Reply letter or postcard (postage paid) enclosed in CCA Customer Notifications.*

- b. Automated phone service.*
- c. Internet service.*
- d. Customer Call Center contact.*

4. Subsection 6 of Section I was revised to read:

- 6. If a CCA using PG&E's opt-out process pursuant to subsection 1 receives a customer request to opt-out, the CCA should refer the customer to PG&E's standard opt-out process. Otherwise, the CCA should inform PG&E of such opt-out requests in a fashion that is mutually agreeable to the utility and the CCA so that PG&E can update its records.*

5. Subsection 7 of Section I was revised to read:

- 7. PG&E shall provide notice to the customer when the customer's opt-out request has been processed unless the CCA and PG&E agree that the CCA shall provide such notice.*

6. Subsection 8 of Section I was revised to read:

- 8. After the conclusion of the Initial Notification Period, in advance of the date of commencing Automatic Enrollment and prior to the customer's enrollment in CCA Service, PG&E or the CCA may continue to accept customer opt-out requests and the utility and the CCA may make best efforts to process such requests before the customer's account switches to CCA Service. Opt-out requests that cannot be processed before the account switches shall be processed following the CCASR processing timing to return the customer's account to its previous service, as defined in this Rule.*

7. Subsection 11 of Section I was revised to read:

- 11. If a CCA elects to use a postcard or reply letter for the opt-out mechanism, the reply letter or postcard opt-out service must include a customer specific utility identifier preprinted on the reply letter/card if PG&E makes such identifier available to the CCA.*

Protest Period

Anyone wishing to protest this filing may do so by sending a letter by **June 21, 2010**, which is **20** days from the date of this filing. The protest must state the grounds upon which it is based, including such items as financial and service impact, and should be mailed to:

CPUC Energy Division
Tariff Files, Room 4005
DMS Branch
505 Van Ness Avenue
San Francisco, California 94102

Facsimile: (415) 703-2200
E-mail: inj@cpuc.ca.gov and mas@cpuc.ca.gov

Copies of protests also should be mailed to the attention of the Director, Energy Division, Room 4004, at the address shown above.

The protest also should be sent via U.S. mail (and by facsimile and electronically, if possible) to PG&E at the address shown below on the same date it is mailed or delivered to the Commission.

Jane K. Yura
Vice President, Regulations and Rates
Pacific Gas and Electric Company
77 Beale Street, Mail Code B10B
P.O. Box 770000
San Francisco, California 94177

Facsimile: (415) 973-6520
E-mail: PGETariffs@pge.com

Effective Date:

PG&E requests that this advice filing become effective on **May 20, 2010** in accordance with D.10-05-050. This Advice Letter is submitted as a Tier 1 filing.

Notice:

In accordance with General Order 96-B, Section IV, a copy of this advice letter is being sent electronically and via U.S. mail to parties shown on the attached list. Address changes to the General Order 96-B service list and all electronic

approvals should be directed to email PGETariffs@pge.com. Advice letter filings can also be accessed electronically at: <http://www.pge.com/tariffs>.

Jane Yura - OB

Jane K. Yura
Vice President – Regulation and Rates

Attachments

cc: Service List for R.03-10-003

CALIFORNIA PUBLIC UTILITIES COMMISSION

ADVICE LETTER FILING SUMMARY ENERGY UTILITY

MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)

Company name/CPUC Utility No. **Pacific Gas and Electric Company (ID U39 M)**

Utility type:

ELC GAS
 PLC HEAT WATER

Contact Person: Olivia Brown

Phone #: 415.973.9312

E-mail: oxb4@pge.com

EXPLANATION OF UTILITY TYPE

ELC = Electric GAS = Gas
PLC = Pipeline HEAT = Heat WATER = Water

(Date Filed/ Received Stamp by CPUC)

Advice Letter (AL) #: 3679-E

Tier: 1

Subject of AL: Revisions to Electric Rule 23 – Community Choice Aggregation Service in Compliance with Decision 10-05-050

Keywords (choose from CPUC listing): Compliance

AL filing type: Monthly Quarterly Annual One-Time Other _____

If AL filed in compliance with a Commission order, indicate relevant Decision/Resolution #: D. 10-05-050

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL: No

Summarize differences between the AL and the prior withdrawn or rejected AL: N/A

Is AL requesting confidential treatment? If so, what information is the utility seeking confidential treatment for: No

Confidential information will be made available to those who have executed a nondisclosure agreement: N/A

Name(s) and contact information of the person(s) who will provide the nondisclosure agreement and access to the confidential information: N/A

Resolution Required? Yes No

Requested effective date: May 20, 2010

No. of tariff sheets: 7

Estimated system annual revenue effect (%): N/A

Estimated system average rate effect (%): N/A

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting). N/A

Tariff schedules affected: Electric Rule 23

Service affected and changes proposed: N/A

Protests, dispositions, and all other correspondence regarding this AL are due no later than 20 days after the date of this filing, unless otherwise authorized by the Commission, and shall be sent to:

CPUC, Energy Division

Tariff Files, Room 4005

DMS Branch

505 Van Ness Ave., San Francisco, CA 94102

jnj@cpuc.ca.gov and mas@cpuc.ca.gov

Pacific Gas and Electric Company

Attn: Jane K. Yura, Vice President, Regulation and Rates

77 Beale Street, Mail Code B10B

P.O. Box 770000

San Francisco, CA 94177

E-mail: PGETariffs@pge.com

**ATTACHMENT 1
Advice 3679-E**

Cal P.U.C. Sheet No.	Title of Sheet	Cancelling Cal P.U.C. Sheet No.
29471-E	ELECTRIC RULE NO. 23 COMMUNITY CHOICE AGGREGATION SERVICE Sheet 13	25539-E*
29472-E	ELECTRIC RULE NO. 23 COMMUNITY CHOICE AGGREGATION SERVICE Sheet 19	25545-E*
29473-E	ELECTRIC RULE NO. 23 COMMUNITY CHOICE AGGREGATION SERVICE Sheet 21	29203-E
29474-E	ELECTRIC RULE NO. 23 COMMUNITY CHOICE AGGREGATION SERVICE Sheet 22	25548-E*
29475-E	ELECTRIC RULE NO. 23 COMMUNITY CHOICE AGGREGATION SERVICE Sheet 23	25549-E*
29476-E	ELECTRIC TABLE OF CONTENTS Sheet 1	29458-E
29477-E	ELECTRIC TABLE OF CONTENTS RULES Sheet 10	29205-E



ELECTRIC RULE NO. 23
COMMUNITY CHOICE AGGREGATION SERVICE

Sheet 13

C. CUSTOMER INQUIRIES AND DATA ACCESSIBILITY (Cont'd.)

5. Customer Inquiries Related To Emergency Situations And Outages

- a. PG&E shall be responsible for responding to all inquiries related to distribution or transmission service, emergency system conditions, outages and safety situations. Customers contacting the CCA with such inquiries shall be referred directly to PG&E.
- b. It may be necessary for PG&E to shed or curtail customer load at the request of the ISO, or as otherwise provided by Commission-approved tariffs. Nothing in this rule or CCA Service shall change the criteria for load shedding established by the ISO or Commission.
- c. PG&E shall continue to be responsible for implementing Commission-approved load curtailment and demand response programs, including providing notification to participating customers.
- d. The CCA shall be responsible for notifying its Scheduling Coordinator of any notice issued to the CCA by PG&E under this Section.

D. BASIC COMMUNITY CHOICE AGGREGATION SERVICES

1. In accordance with D.04-12-046 and D.05-12-041, the processes set forth below describe basic services provided by PG&E to develop, implement and support CCA Service:

- a. A standard opt-out service as defined in Section I. (T)
- b. A mass enrollment process, defined in Section J, whereby all eligible customers who have not opted-out of CCA Service, shall be automatically enrolled in CCA Service on the customer's scheduled meter read date during a one month period, subject to phasing or the mutual agreement of PG&E and CCA pursuant to the provisions set forth in Section E of this Rule.
- c. On an ongoing basis, subsequent to the initial mass enrollment, PG&E shall initiate the customer's enrollment or transfer to CCA service, as defined in Section K, when the customer contacts PG&E to establish or relocate PG&E service.

(Continued)



ELECTRIC RULE NO. 23
COMMUNITY CHOICE AGGREGATION SERVICE

Sheet 19

H. CCA CUSTOMER NOTIFICATION PROCESSES

1. CCA Customer Notifications

A CCA must provide required CCA Customer Notifications to participating customers eligible to receive Automatic Enrollment into CCA Service during the Initial Notification Period and Follow-up Notification Period. The CCA shall be solely responsible for all obligations associated with CCA Customer Notifications and performing those obligations consistent with the requirements set forth in PU Code Section 366.2, the CCA's Implementation Plan, Commission requirements and all applicable Commission orders. PG&E shall not be responsible for monitoring, reviewing or enforcing such obligations.

All notifications must include the necessary customer data and instructions that will allow customers to gain access to and complete the opt-out service described in Section I.

(T)
 (T)

2. PG&E CCA Customer Notification Services

- a. A CCA may request PG&E to provide the required CCA Customer Notifications, on behalf of the CCA with adequate advance notice as set forth in PG&E Schedule E-CCA. Customized CCA Customer Notification mailing services may be provided to CCAs only upon agreement with PG&E.
- b. A CCA requesting to include its required customer notifications in PG&E's billing envelope is subject to the provisions set forth in Schedule E-CCA. The information in CCA customer notifications included in PG&E's billing envelope shall be limited to that required by PU Code Section 366.2(c)(13)(A).
- c. CCA is responsible to ensure mailing instructions provided to PG&E comply with the communication plan set forth in the CCA's Implementation Plan, rules and applicable laws.
- d. The standard CCA Customer Notification mailing(s), when provided by the PG&E, shall be staggered based on the customers' billing cycles.

(Continued)



ELECTRIC RULE NO. 23
COMMUNITY CHOICE AGGREGATION SERVICE

Sheet 22

I. CCA CUSTOMER OPT-OUT PROCESSES (Cont'd.)

- 5. A customer opting out of CCA Service during the Follow-up Notification Period and after enrollment in CCA Service shall be returned to its previous service, without penalty, on the customer's next scheduled meter read date, consistent with CCASR processing timing as defined in Section M. (L)
- 6. If a CCA using PG&E's opt-out process pursuant to subsection 1 receives a customer request to opt-out, the CCA should refer the customer to PG&E's standard opt-out process. Otherwise, the CCA should inform PG&E of such opt-out requests in a fashion that is mutually agreeable to the utility and the CCA so that PG&E can update its records. (T)
- 7. PG&E shall provide notice to the customer when the customer's opt-out request has been processed unless the CCA and PG&E agree that the CCA shall provide such notice. (T)
- 8. After the conclusion of the Initial Notification Period, in advance of the date of commencing Automatic Enrollment and prior to the customer's enrollment in CCA Service, PG&E or the CCA may continue to accept customer opt-out requests and the utility and the CCA may make best efforts to process such requests before the customer's account switches to CCA Service. Opt-out requests that cannot be processed before the account switches shall be processed following the CCASR processing timing to return the customer's account to its previous service, as defined in this Rule.9. After the customer's account has switched to CCA Service, PG&E shall notify the CCA of customer Opt-out requests using the CCASR process as defined in Section M. (T)
- 10. Customers making a positive election to CCA Service are not eligible for opt-out privileges and will return to Bundled Service under the provisions of Section L of this rule.
- 11. If a CCA elects to use a postcard or reply letter for the opt-out mechanism, the reply letter or postcard opt-out service must include a customer specific utility identifier preprinted on the reply letter/card if PG&E makes such an identifier available to the CCA. (T)

J. CCA SERVICE MASS ENROLLMENT PROCESSES

PG&E shall provide a Mass Enrollment process whereby all eligible CCA customers that have not opted out of CCA Service shall be automatically enrolled in CCA Service on the customers' regular scheduled meter read dates over a one (1) billing month period, subject to phasing. (L)

(Continued)



ELECTRIC RULE NO. 23
COMMUNITY CHOICE AGGREGATION SERVICE

Sheet 23

J. CCA SERVICE MASS ENROLLMENT PROCESSES (Cont'd.)

1. In advance of implementing the Mass Enrollment process, PG&E must be in receipt of the CCA's confirmation, indicating the CCA has fulfilled its Initial Notification requirements. PG&E has no responsibility for verifying that the CCA has complied with its notification requirements. (L)
 |
 |
 (L)
2. Within fifteen (15) days after conclusion of the Initial Notification Period, PG&E shall provide to the CCA one (1) update of its customer enrollments, providing individual customer information and energy usage data for those customers scheduled for mass enrollment. The update shall exclude all customer information for which PG&E has processed opt-out requests. A CCA has the option to request additional customer information pursuant to Schedule E-CCAINFO.
3. The mass enrollment shall commence at a time not less than thirty (30) days and not more than forty-five (45) days after the conclusion of the Initial Notification Period, unless another date is mutually agreed to by the CCA and PG&E, and shall be processed over a one billing month period by billing cycle unless the CCA and utility have agreed to specialized services for CCA enrollment or Phase-in services as defined in this Rule. A CCA has the option to request additional customer information pursuant to Schedule E-CCAINFO.
4. For each account in the mass enrollment, the utility shall switch the customer's account on its scheduled meter reading date, providing confirmation to the CCA.
5. Following the Mass Enrollment, the Utility shall provide the CCA with an update to its customer enrollments, providing individual customer information and energy usage data, and the switch dates for those customers that were actually enrolled in the CCA's CCA Service.
6. Effective beginning on the date of the transfer, the CCA is solely responsible for providing the electric power needs of its customers.
7. Customer opt-out requests processed after the account has switched to CCA Service shall be returned to its previous service by the initiation of a CCASR and under the CCASR process timing, as defined in Section M.
8. The CCA shall update its records within three (3) working days from the date of receiving a customer's opt-out notification from PG&E to remove the opt-out customer from CCA Service and eliminate future CCA Customer Notification concerning a customer's option to opt-out of the CCA Program, as defined in Section H of this Rule from the CCA.
9. Except as otherwise provided for in this Rule, no special metering shall be necessary or permitted during the mass enrollment process.

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Advice Letter No: 3679-E
 Decision No. D.10-05-050

Issued by
Jane K. Yura
 Vice President
 Regulation and Rates

Date Filed June 1, 2010
 Effective May 20, 2010
 Resolution No. _____

**PG&E Gas and Electric
Advice Filing List
General Order 96-B, Section IV**

Alcantar & Kahl	Defense Energy Support Center	North Coast SolarResources
Ameresco	Department of Water Resources	Northern California Power Association
Anderson & Poole	Department of the Army	Occidental Energy Marketing, Inc.
Arizona Public Service Company	Dept of General Services	OnGrid Solar
BART	Division of Business Advisory Services	Praxair
BP Energy Company	Douglass & Liddell	R. W. Beck & Associates
Barkovich & Yap, Inc.	Downey & Brand	RCS, Inc.
Bartle Wells Associates	Duke Energy	Recon Research
Bloomberg New Energy Finance	Dutcher, John	SCD Energy Solutions
Boston Properties	Economic Sciences Corporation	SCE
C & H Sugar Co.	Ellison Schneider & Harris LLP	SMUD
CA Bldg Industry Association	Foster Farms	SPURR
CAISO	G. A. Krause & Assoc.	Santa Fe Jets
CLECA Law Office	GLJ Publications	Seattle City Light
	Goodin, MacBride, Squeri, Schlotz & Ritchie	Sempra Utilities
CSC Energy Services	Green Power Institute	Sierra Pacific Power Company
California Cotton Ginners & Growers Assn	Hanna & Morton	Silicon Valley Power
California Energy Commission	Hitachi	Silo Energy LLC
California League of Food Processors	International Power Technology	Southern California Edison Company
California Public Utilities Commission	Intestate Gas Services, Inc.	Sunshine Design
Calpine	Los Angeles Dept of Water & Power	Sutherland, Asbill & Brennan
Cameron McKenna	Luce, Forward, Hamilton & Scripps LLP	Tabors Caramanis & Associates
Cardinal Cogen	MAC Lighting Consulting	Tecogen, Inc.
Casner, Steve	MBMC, Inc.	Tiger Natural Gas, Inc.
Chris, King	MRW & Associates	Tioga Energy
City of Glendale	Manatt Phelps Phillips	TransCanada
City of Palo Alto	McKenzie & Associates	Turlock Irrigation District
Clean Energy Fuels	Merced Irrigation District	U S Borax, Inc.
Coast Economic Consulting	Mirant	United Cogen
Commerce Energy	Modesto Irrigation District	Utility Cost Management
Commercial Energy	Morgan Stanley	Utility Specialists
Consumer Federation of California	Morrison & Foerster	Verizon
Crossborder Energy	NRG West	Wellhead Electric Company
Davis Wright Tremaine LLP	New United Motor Mfg., Inc.	Western Manufactured Housing Communities Association (WMA)
	Norris & Wong Associates	eMeter Corporation