



ELECTRIC RULE NO. 24
 DIRECT PARTICIPATION DEMAND RESPONSE

Sheet 1

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Sheet 2

A. APPLICABILITY

This Rule establishes the terms and conditions that apply to those entities, which are subject to this Rule, who wish to take part in Direct Participation Demand Response Service ("DR Service"). DR Service is offered by the California Independent System Operator (CAISO) and allows a Demand Response Provider (DRP) or a retail customer to participate or "bid-in" directly into the CAISO wholesale market for compensation by the CAISO, in accordance with the market awards and dispatch instructions established by the CAISO. (T)

DRP DR Services under this Rule are subject to the dual participation rules. As a general rule, DRPs are prohibited from registering customer accounts that are already registered with another DRP or that are participating in a PG&E event-based demand response program(s). (See Section C.2.d for detailed rules) (T)

1. Entities and Services Subject to Rule 24

- a. PG&E acting on behalf of its customers as the Load Serving Entity (LSE), DRP, Utility Distribution Company (UDC), Meter Data Management Agent (MDMA), or Meter Service Provider (MSP).
- b. Affiliates of PG&E acting as a DRP
- c. Non-Utility affiliated DRPs enrolling PG&E Bundled Service customers.
- d. Bundled Service customers acting as a DRP for their own load.

2. Entities Not Subject to Rule 24

- a. Non-Utility DRPs enrolling only Direct Access (DA), or Community Choice Aggregation (CCA) Service customers,
- b. DA, or CCA Service customers acting as a DRP for their own load,
- c. Electric Service Providers (ESPs) and CCAs acting as a LSE for DA, or CCA Service customers,
- d. Non-Utility affiliated MDMAs and MSPs providing metering services to DA Service customers.

The descriptive headings of the various sections of this Rule have been inserted for convenience of reference only and shall in no way define, modify, or restrict any of the terms and provisions thereof.

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B. DEFINITIONS

Certain specific terms used in this Rule are defined below. Additional definitions for more widely used terms in PG&E's tariffs are also found in Electric Rule 1.

1. **AFFILIATE:** Any legal entity in which five percent or more of the outstanding shares are owned, controlled, or held with power to vote, directly or indirectly either by the DRP or any of its subsidiaries; or by the DRP's controlling entity or any of its subsidiaries; or by any company in which the DRP, its controlling entity, or any of the DRP's affiliates, exert substantial control over the operation of the company or indirectly have substantial financial interests in the company which is exercised through means other than ownership. For purpose of this definition, "substantial control" includes, but is not limited to, the possession, directly or indirectly and whether acting alone or in conjunction with others, of the authority to direct or cause the direction of the management or policies of the company. A direct or indirect voting interest of five percent or more by the DRP in an entity's company creates a rebuttable presumption of control.

For the purposes of this Rule, Utility affiliates participating in DR Services are considered "non-Utility DRPs".

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| 2. AGGREGATOR: An entity that contracts with end-use customers in multiple locations to help provide them with DR Services. For instance, an Aggregator will consolidate customers' loads so that they may be put into a single CAISO demand response resource. An Aggregator will also generally perform customer-facing functions such as customer marketing, communications and payments for participation. An Aggregator might utilize a CAISO DRP to bid DR resources into the CAISO market or elect to become a CAISO DRP itself. | (N)

(N) |
| 3. CAISO's DR Service: The CAISO's wholesale DR market mechanism(s), market model(s), and/or market product(s) that allow retail customers' loads to be bid in to the CAISO's wholesale markets. | (T)

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| 4. CAISO DEMAND RESPONSE PROVIDER (CAISO-DRP): An entity that is responsible for delivering certain DR Services into the CAISO's wholesale market and which has undertaken, in writing, by execution of the applicable agreement to comply with all applicable provisions of the CAISO Tariff. CAISO-DRP functions generally include registering customer service accounts or agreements in the Demand Response Registration System (DRRS) and working with a Scheduling Coordinator to bid into and settle with the CAISO market. | (N)

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B. DEFINITIONS (CONT'D.)

- 5. CPUC DEMAND RESPONSE PROVIDER (DRP): An entity that is responsible for performing any or all of the functions associated with either a CAISO-DRP and/or an Aggregator. DRPs serving bundled customers must register with the CPUC and CAISO DRPs must also register with the CAISO. Unless otherwise specifically stated, all references to "DRP" herein shall refer to this definition. (N)
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- Any of the following entities may elect to become a DRP: PG&E, non-Utility entities such as Electric Service Providers (ESPs) and Community Choice Aggregation (CCA) entities who elect to participate in CAISO DR Services with bundled service customers, a third-party who wishes to bid in bundled service accounts in the CAISO wholesale market, or a bundled service retail customer (bidding in its own load). Unless otherwise specifically stated, all references to "DRP" herein shall refer to all of these entities. (L)
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- 6. DEMAND RESPONSE (DR): The load reduction and/or increase by retail customers in response to a signal or pricing mechanism. Currently under this tariff, Demand Response is bid into the wholesale market as a Proxy Demand Resource or a Reliability Demand Response Resource as defined and offered under CAISO tariffs. (T)/(L)
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- 7. DEMAND RESPONSE (DR) SERVICE: DR Service in this Rule generally refers to demand response activities associated with a DRPs or a customer's direct participation in the CAISO's wholesale market where a retail customer, either on its own or enrolled in a DRPs DR Service, changes its electric demand in accordance with the market awards and dispatch instructions established by the CAISO. (T)
 (T)
- 8. DRPs DR Service: A DR program or service provided by the DRP to one or more retail customers to bid loads on their behalf into the CAISO wholesale energy market using the CAISO's DR Service(s). (T)
- 9. EVENT-BASED DEMAND RESPONSE: The dispatchable load reduction or increase by retail customers in response to a day-ahead or day-of event signal. (T)
- 10. INTERVAL METER: For the purposes of this rule, an "interval meter" is defined as a meter and communication system capable of measuring, storing, and transferring the minimum data required for the CAISO's settlement processes. Minimum data requirements are specified by the CAISO and vary by the CAISO's DR Services. (T)

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B. DEFINITIONS (CONT'D.)

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| 11. PRICING NODE (PNode): A single network Node or subset of network Nodes where a physical injection or withdrawal of electricity is modeled and for which a Locational Marginal Price is calculated by the CAISO and used for financial settlements. A network Node is a point in the CAISO's Full Network Model representing a physical location within the CAISO's Balancing Authority Area or the CAISO Controlled Grid. | (T)/(L)
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| 12. RELEVANT CAISO DEMAND RESPONSE SYSTEMS (Relevant Systems): One or more of the information technology (IT) systems that the CAISO uses to complete the necessary steps to allow DRPs to provide DR Services under its tariff. These systems include but are not limited to the CAISO's Demand Response System and the Demand Response Registration System and their successors. User Guides can be found on the CAISO's website (www.caiso.com) | (N)

(N) |
| 13. RESOURCE REGISTRATION: Entry by a DRP of the physical location(s) of one or more retail customer's loads into the CAISO' Relevant Systems. | (T)/(L)
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| 14. REVENUE QUALITY METER DATA (RQMD): Interval Meter Data that has been validated, edited, and estimated in accordance with the Direct Access Standards for Metering and Meter Data (DASMMMD) as described in Electric Rule 22. | (T)/(L)
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| 15. SETTLEMENT QUALITY METER DATA (SQMD): SQMD is RQMD that has been processed, aggregated, formatted, and stored pursuant to CAISO's procedures for CAISO's settlement and auditing purposes. See CAISO Tariff Appendix A, Master Definitions Supplement. | (T)/(L)
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| 16. SUB-LAP (S-LAP): A CAISO defined subset of PNodes within a Default Load Aggregation Point (DLAP). | (T)/(L)
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| 17. TELEMETRY: An electric meter capable of recording, storing, and transferring the minimum data required in accordance with the CAISO's telemetry technical requirements (current technical requirements are available on the CAISO's website (at www.caiso.com)). | (T)/(L)
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| 18. UNIQUE CUSTOMER IDENTIFIER: An identifier assigned by the UDC and entered into the CAISO's Relevant Systems by a DRP. The identifier is specific to a customer's Service Account. PG&E will assign a unique customer identifier for a customer's service account or service agreement. | (T)/(L)
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B. DEFINITIONS (CONT'D.)

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19. UTILITY DISTRIBUTION COMPANY (UDC): An entity that owns or operates a distribution system for the delivery of energy to and from the CAISO controlled grid. PG&E is the applicable UDC under this Rule.

Herein, the "Utility" is PG&E and it may serve one or more of the following functions: UDC, LSE, MDMA, MSP and DRP.

C. GENERAL TERMS

1. General Obligations of PG&E

a. Non-Discrimination and Competitive Neutrality

(1) Neutral Discharge of Responsibilities

PG&E, acting in any capacity described herein, shall discharge its responsibilities in a neutral manner to all DRPs. When acting as an MDMA, this would include ensuring that the meter data for each service account sent to the DRP meets the current validated, edited, and estimated (VEE) standards established in the Direct Access Standards for Metering and Meter Data (DASMMD).

Unless otherwise authorized by the California Public Utilities Commission (CPUC or Commission), the Federal Energy Regulatory Commission (FERC), or the affiliate transactions rules¹, PG&E shall not provide or represent that it will provide to itself, its affiliates or customers of itself or its affiliates any preferential treatment with regard to PG&E services than other, unaffiliated, service providers would receive, including, but not limited to, terms and conditions, information, pricing or timing.

¹ D.97-12-088, 77 CPUC 2d 422, 449, as amended by D.98-08-035, 81 CPUC 2d 607 and D.98-12-075, 84 CPUC 2d 155, D.06-06-062 and D.06-12-029.

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C. GENERAL TERMS (CONT'D.)

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1. General Obligations of PG&E (Cont'd.)

a. Non-Discrimination and Competitive Neutrality (Cont'd.)

(2) Non-Discriminatory Response to Requests for PG&E Services

PG&E, acting in any capacity, shall process requests for similar PG&E services in the same manner and within the same period of time for its affiliates, customers of itself and its affiliates, and for all unaffiliated market participants and their respective customers. PG&E shall provide non-discriminatory access to its meter data, where available, to third-party DRPs when authorized by customer. In particular, PG&E shall not have any greater access to meter data for the purposes of fulfilling its DRP duties and obligations than does a third-party DRP.

(3) Competitive Neutrality

Confidential, competitive information received by PG&E from unaffiliated DRPs, or from the CAISO about the DRPs or their customers, in connection with PG&E's performance of its duties to implement and administer the DRP's use of PG&E's bundled load for DR Services shall be limited to PG&E staff who are responsible for performing PG&E's non-DRP responsibilities under this Rule. Such confidential, competitive information shall not be used to promote PG&E's services to its customers or customers of its affiliates.

PG&E staff receiving such confidential, competitive information from the DRPs or the CAISO in the discharge of PG&E's roles and responsibilities as a non-DRP shall not share such confidential, competitive information with other individuals in PG&E who are also responsible for discharging PG&E's roles and responsibilities as a DRP under this Rule.

b. Timeliness and Due Diligence

Consistent with state law and CPUC decisions, PG&E acting in any capacity shall exercise due diligence in meeting its obligations and deadlines under this Rule so as to facilitate a customer's election to participate in a DRP's DR Service in CAISO's wholesale markets as quickly as possible.

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C. GENERAL TERMS (CONT'D.)

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1. General Obligations of PG&E (Cont'd.)

f. KYZ Pulse Installations

Upon the request of and payment by the customer or its agent, PG&E, acting as the MSP, shall install where feasible a KYZ pulse initiating device or another acceptable telemetry solution. A DRP may, with the permission of the CAISO, use the information from such a device to submit preliminary settlement data to the CAISO. The customer or its DRP will be responsible for the cost of the installation.

If the customer wishes to terminate the delivery of its KYZ pulse data to the DRP at any time, the DRP will take action, upon receipt of notification from the customer, to discontinue data transmission from its facilities, as soon as practicable, but no later than 45 days after customer notification of termination, to allow for financial settlements to occur.

2. General Obligations of DRPs Enrolling Bundled Service Customers

This Section is applicable to all DRPs enrolling Bundled Service customers, unless otherwise specified. Requirements for PG&E, acting as the DRP for DA, CA and CCA Service customers, are specified in Section D.

a. Timeliness and Due Diligence

DRPs shall exercise due diligence in meeting their obligations and deadlines under this Rule so as to facilitate customer enrollment in DRP DR Service in a timely manner. To the extent ordered by the CPUC, DRPs shall make all payments resulting from CPUC-authorized charges owed to PG&E for services specified under this Rule in a timely manner subject to applicable payment dispute provisions.

b. Arrangements Between DRPs and Their Customers

DRPs shall be solely responsible for having appropriate contractual or other arrangements with their customers necessary to implement DRP DR Service consistent with all applicable laws, CAISO requirements, CPUC requirements, if any, and this Rule.

c. Scheduling Coordinator (SC)

In accordance with the CAISO's tariff, a DRP must become or contract with a SC prior to registering customers into a CAISO's Relevant Systems. PG&E shall not act as an SC on behalf of a non-Utility DRP. The DRP must obtain its own SC to participate in DR Services or otherwise qualify to act in that capacity.

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Sheet 10

C. GENERAL TERMS (CONT'D.)

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2. General Obligations of DRPs Enrolling Bundled Service Customers (Cont'd.)

d. Dual Participation

DRPs are prohibited from placing a customer's service account into a Resource Registration in the CAISO's Demand Response (DR) System for any time period within the Start Date and End Date of another DRP's Resource Registration that already includes the customer's service account and that has been given a "Confirmed" status by the CAISO under its rules and procedures.

Non-Utility DRPs are also prohibited from enrolling and registering a customer service account in DR Services if the customer is already enrolled in a PG&E event-based demand response program. The customer can disenroll from the PG&E program at any time if it withdraws to enroll in a DRP service.

When a DRP is notified by PG&E via its CISR-DRP process that a customer is already enrolled in a PG&E event-based DR program, it is the notified DRP's obligation to ensure that the customer has disenrolled from PG&E's event-based demand response program before placing the customer service account in the notified DRP's Resource Registration in the CAISO's Relevant System for the same period. The effective date to disenroll that customer from its current program to enroll it in DRP's DR Service will be established in accordance with PG&E's demand response program rules and its Electric Rule 12.

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In the event of a conflict between PG&E's DR program specific requirements and its Electric Rule 12, the program's tariff requirements will apply.

For instance, a customer who is currently participating in a PG&E event-based demand response program and wishes to enroll with a non-Utility DRP DR Service must first disenroll from PG&E's program. Disenrollment will be subject to any contractual or program obligations currently in effect with PG&E's demand response program.

Similarly, if a customer is currently registered at the CAISO for DR Services, that customer must be disenrolled prior to that customer's participation in either another DRP's Resource Registration or a PG&E event-based demand response program. However, a DRP is not prohibited from also enrolling and registering its own customers for other DR Service(s) that it offers. It is the DRP's obligation to ensure the DRP's Resource Registrations do not conflict with the CAISO rules on DR Services.

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Sheet 11

C. GENERAL TERMS (CONT'D.)

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2. General Obligations of DRPs Enrolling Bundled Service Customers (Cont'd.)

d. Dual Participation (Cont'd)

Customers enrolled in PG&E's Peak Day Pricing program will be automatically disenrolled from the program upon a non-Utility DRP Resource Registration that includes the customer service account and that has been given a "Confirmed" status by the CAISO. Under PG&E's Electric Rule 12, the earliest disenrollment date for Peak Day Pricing is the customer's next meter read date. Therefore, the Start Date of a non-Utility DRP Resource Registration for the customer service account that is enrolled in Peak Day Pricing should be on the next or future meter read date.

PG&E shall provide a one-digit meter read cycle letter to the non-Utility DRP via Form 79-1152 (CISR-DRP) as also described in Section D.1.a. It is the DRPs' obligation to use the cycle letter and match it for the customer service account's next or future meter read date(s) from PG&E's meter reading schedules. PG&E's meter reading schedules can be found in <http://www.pge.com/myhome/customerservice/smartmeter/analogmeters/schedule/>.

If a customer is a residential or small commercial customer, non-Utility DRPs shall notify the customer prior to the Resource Registration in the CAISO Relevant System through the Customer Notification Form Letter, required in Section C.7, that the customer will be disenrolled from Peak Day Pricing and may lose bill protection, if applicable.

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When PG&E is acting as a DRP, it is obligated to ensure that the customer has disenrolled from non-Utility DRP's DR Service before enrolling the customer in its own event-based program.

e. Resource Registration of DR Resources at the CAISO

DRPs shall be solely responsible for registering DR resources at the CAISO with the customers to whom they are providing DR Services.

f. Notification of Customer Enrollment in DR DR Service

The CAISO, through its registration process, will make available to PG&E, as an LSE, the ability to verify its customers' enrollment status and other information pertinent to the DRP's customers' participation in DR Services. DRPs shall not be responsible for providing separate notification to PG&E of an enrollment of a customer in DR DR Services.

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Sheet 13

C. GENERAL TERMS (CONT'D.)

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3. Transfer of Cost Obligations Between DRPs and Customers

Nothing in this Rule is intended to prevent DRPs and customers from agreeing to reallocate between them any costs for DRPs' DR Services that are subject to this Rule to be paid by either of them.

4. LSE Is Not Liable for DRP DR Services

To the extent the customer takes service from a DRP, the customer's LSE has no obligations to the customer with respect to the services provided by the DRP.

5. DRP is Not Liable for LSE's Services

The DRP has no obligations to the customer with respect to the services provided by that LSE. The customer must look to its LSE, not the DRP, to carry out the responsibilities associated with those services.

6. Split Loads Not Allowed

Customers requesting DRP DR Service may not partition the electric loads of a service account among different DRPs at any one time. The entire load and load reduction for a service account can be registered in the CAISO's DRS to only one DRP at any one time.

7. Formal Notification for Residential and Small Commercial Customers

Residential customers are defined as PG&E customers who are eligible for service under one of its residential rate schedules. Small Commercial customers are defined as any non-residential customers with a maximum billing peak demand of less than 20 kilowatt (kW). Non-Utility DRPs intending to enroll Residential and Small Commercial customers in DR Services are required to meet additional CPUC requirements before submitting such customer service accounts for Resource Registration at the CAISO Relevant System. These DRPs must obtain approval from the CPUC's Energy Division for a Customer Notification Form Letter (Form Letter), in hard copy or electronic form, to be provided to each customer explaining the DRP's terms and conditions of participating in the DRP's DR Service. If the customer is enrolled in PG&E's Peak Day Pricing program, the Form Letter shall also provide the estimated disenrollment date from Peak Day Pricing and that the customer may lose bill protection, if applicable. The disenrollment date shall be on the customer's next or future meter read date (see Section C.2.d)

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Sheet 15

D. ACCESS TO CUSTOMER DATA

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1. Access to Customer Usage Data – Release of Information to non-Utility DRPs

PG&E will provide confidential customer-specific information and usage data for a bundled, DA or CCA service customer to parties specified by that customer, subject to PG&E's Rule 27, and the following provisions:

a. The inquiring party must have customer authorization using Form CISR-DRP before a customer's personally identifiable information can be released. The information, upon such authorization, will be released only to the inquiring party, unless otherwise authorized by the customer, as part of the Form CISR-DRP process. The inquiring party as the recipient of this data agrees to abide by the applicable Commission customer privacy requirements. For the purposes of this program, the Form CISR-DRP shall permit the customer to authorize the following:

(1) Customer Service Account information, including service address and rate schedule.

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(2) Up to 1 year of historical interval data, as it is available.

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(3) Unique Customer Identifier to track customer service account in CAISO Relevant Systems. This information will be provided to the customer's Load Serving Entity (LSE) too if different from PG&E.

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(4) Customer one-digit meter read cycle letter for purposes of verifying Meter Read Date and date to begin DR Service.

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(5) Ongoing monthly interval usage data

(L)

(D)

(6) A maximum of the most recent twelve (12) months of customer billing data or the amount of data recorded for that specific service account.

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b. When a CISR-DRP is received, PG&E shall also transmit the following data, defined as Confidential Information in the DRP Service Agreement (Form 79-1160), to the non-Utility DRP:

(1) Confidential end-user information such as customer's service voltage, the sub-Load Aggregation Point (sub-LAP) and Pricing node (Pnode), Local Capacity Area, the identity and contact information of customer's LSE, MDMA and MSP.

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(2) PG&E's demand response program(s) and tariff schedule(s) in which the service account(s) are currently enrolled and the estimated date of when the customer may be eligible to participate in DR Service without

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D. ACCESS TO CUSTOMER DATA (CONT'D.)

1. Access to Customer Usage Data – Release of Information to non-Utility DRPs (Cont'd)

b. When a CISR-DRP is received, PG&E shall also transmit the following data, defined as Confidential Information in the DRP Service Agreement (Form 79-1160), to the non-Utility DRP (Cont'd):

(2) direct financial consequence from PG&E. Applicable PG&E demand response tariffs include: PG&E's Schedule(s) E-RSAC, E-CSAC, E-DBP, E-SLRP, E-OBMC, E-CBP, E-RSMART, E-BIP and PG&E's Aggregator Managed Portfolio (AMP). PG&E will also indicate if account(s) listed above is participating in the Peak Day Pricing option of its applicable rate schedule.

PG&E shall also provide information, as it is available, on the earliest eligible date(s) on which the customer can leave its current program without any contractual or program obligations under the terms and conditions of the tariff that may result in financial or tariff implications such as but not limited to, losing bill protection or incentive payments, return of received incentives, and/or penalties.

(3) Basic meter information including the meter number, the type of meter and the intervals currently being collected by the meter.

c. Customer information specified in Sections D.1.a.(1-3) will be released to the customer or its authorized agent up to two (2) times per year per service account at no cost to the requesting party. Thereafter, PG&E may have the right to assess a processing charge as approved by the CPUC. Customer data specified in Section D.1.a.(5) will be released to the customer or its authorized agent on an ongoing basis at charges authorized by the CPUC, unless provided through electronic means, as outlined in Metering Services, Section F.

d. When a CISR-DRP is received by PG&E, the customer also:

(1) Grants the DRP permission to request that PG&E shorten the interval length of its electric meter(s), as made available by PG&E, for the Service Agreement(s) listed above (when PG&E is the Meter Service Provider for the Service Agreement(s)).

(2) Acknowledges and Authorizes that if it is on Peak Day Pricing (PDP), it will automatically be unenrolled from PDP when a DRP enters its Service Agreement into the CAISO's Relevant System and will bear any resulting financial consequences, including without limitation, loss of bill protection, incentive payments, and return of incentives.

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D. ACCESS TO CUSTOMER DATA (CONT'D.)

(L)

1. Access to Customer Usage Data – Release of Information to non-Utility DRPs
(Cont'd)

- d. Durations by which the non-Utility DRP may continue to receive access to a customer's information shall be specified by the customer in the CISR-DRP. The customer may choose from the following options: (1) indefinite data release until otherwise canceled by the customer, (2) release of data until a date certain, (3) authorization for non-Utility DRP to terminate data release upon DRP DR Service cancellation. If the customer makes no election, Utility will assume that customer authorization is for an indefinite period of time per CPUC Resolution E-4599.

In the event that the customer, not the non-Utility DRP on the customer's behalf, revokes access to customer meter data, PG&E shall provide the non-Utility DRP with immediate notice of the revocation.

Under Option (3), it is the non-Utility DRP's responsibility to notify PG&E to terminate the non-Utility DRP's access to the customer's data. Upon receipt of the notice of termination from the non-Utility DRP or the revocation of data access authorization from the customer, PG&E will cease to provide the customer on-going interval usage data to the non-Utility DRP. However, the non-Utility DRP may continue to receive previously generated data that pertains to the period of time during which customer authorization was valid. This information will assist the non-Utility DRP in settling invoices with the CAISO related to customer service accounts during the time that they were active in DR Services.

- e. When PG&E is acting as the MDMA, if daily meter data is available through PG&E's portals, the daily meter data will not be RQMD. RQMD data will be available on a monthly basis. When Open ADE is available to PG&E, the tariff for Open ADE will govern the provision of daily meter data.

2. Access to Direct Access or CCA Service Customer Data when PG&E is the DRP but not the MDMA

- a. PG&E, in its role as a DRP, will contract with the customer's MDMA in order to receive the necessary meter data (as described in Section F) for the purposes of managing its own DRP DR Services program, and to assist in its forecasting, bidding, dispatch, and settlement activities.

3. Customer Inquiries Concerning Billing-Related Issues

- a. Customer inquiries concerning PG&E's charges or services should be directed to PG&E.

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D. ACCESS TO CUSTOMER DATA (CONT'D.)

(L)

3. Customer Inquiries Concerning Billing-Related Issues (Cont'd)

- b. Customer inquiries concerning the non-Utility DRP's charges or services should be directed to the non-Utility DRP.
- c. Customer inquiries concerning the LSE's charges or services should be directed to the LSE.

4. Customer Inquiries Related to Emergency Situations and Outages

- a. PG&E will be responsible for responding to all inquiries related to distribution service, emergency system conditions, outages, and safety situations. Customers contacting the DRP with such inquiries should 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 CAISO, or as otherwise provided by CPUC authorized tariffs. PG&E shall provide notice to the non-Utility DRP of such curtailments as soon as practical, however PG&E is not responsible to notify the non-Utility DRP's Scheduling Coordinator. Nothing in this rule shall change the criteria for load-shedding established by the CAISO, the CPUC, or PG&E's operation procedures.
- c. PG&E shall continue to be responsible for implementing its own CPUC-approved DR programs.

E. DRP DR SERVICE ESTABLISHMENT

DRPs enrolling bundled service customers must satisfy the following regulatory requirements, as they might apply, before the DRP can provide DR Services in PG&E's service territory.

1. CPUC Registration Requirements

- a. Execute a Demand Response Provider Service Agreement (DRP Service Agreement – Form No 79-1160) with PG&E.
- b. Satisfy PG&E's credit requirements as specified in Section H.
- c. Register with the CPUC and maintain a valid DRP registration at the CPUC.

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E. DRP DR SERVICE ESTABLISHMENT (CONT'D)

1. CPUC Registration Requirements (Cont'd)

- d. Complete the CPUC DRP Registration Application Form. DRPs enrolling PG&E's residential and small commercial customers shall also provide the CPUC a performance bond under the name of the CPUC as a security deposit or financial guarantee bond in an amount pursuant to the matrix below and as specified in the CPUC Registration form.

Number of Customers	Security Deposit Amount
1 – 2,500	\$25,000
2,501 - 5,000	\$50,000
5,001 – 10,000	\$75,000
10,001 +	\$100,000

2. CAISO Requirements

All DRPs enrolling PG&E Bundled Service customers must:

- a. Execute the necessary service agreements for registering resources with the CAISO.
- b. Meet all the CAISO's requirements for the DRP and maintain their registration at the CAISO as a qualified DRP.

3. Maintenance of DRP Registration at the CPUC

- a. The CPUC will post the list of registered DRPs on its website. The CPUC will enforce all rules for the DRP registration and may suspend or revoke a DRP registration if the CPUC determines that the DRP violated Rule 24 or terms and conditions outlined in the CPUC DRP Registration Form. The CPUC may require that the DRP periodically renew its registration to maintain its status.
- b. The CPUC will investigate complaints relative to DRP activities and may suspend or revoke a DRP registration if a civil or business court, or the CPUC, finds that the DRP has engaged in activities that warrant such action, after appropriate due process considerations. The CPUC may also allow the DRP to cure any identified deficiencies or inappropriate activities within a reasonable period of time.

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E. DRP DR SERVICE ESTABLISHMENT (CONT'D)

3. Maintenance of DRP Registration at the CPUC (Cont'd)

- c. DRPs shall keep the CPUC registration information up to date.

4. EDI Requirements

Until superseded by another data exchange process, such as Open ADE, and to the extent the DRP elects to use Electronic Data Interchange (EDI) or an analogous platform to communicate with PG&E for DRP DR Service implementation, the DRP must satisfy applicable technical requirements, including, without limitation:

- a. A DRP must complete all necessary electronic interfaces for the DRP and PG&E to communicate meter reading and usage data.
- b. The DRP must have the capability to exchange data with PG&E via the Internet. Alternative arrangements to EDI may be allowed if mutual agreement is made between PG&E and the DRP.
- c. The DRP must have the capability to perform EDI transactions, and enter into appropriate agreements related thereto.

F. METERING SERVICES

Metering Services are comprised of three primary functions: Meter Ownership, Meter Services (installation, maintenance, and testing), and MDMA services. Each participating DRP DR Service customer must have an interval meter capable of meeting CAISO DR Service requirements being read remotely by PG&E when acting in its capacity as MDMA.

1. Meter Changes

If a meter change is required to participate in DRP DR Services (i.e. the existing meter is not an appropriate interval meter), and PG&E is the MSP, the customer and DRP have choices for how to proceed:

- a. The customer may be scheduled to receive an interval meter as part of PG&E smart meter deployment. In this instance, the customer and DRP can elect to begin DRP DR Services after PG&E completes its deployment of PG&E smart meters and is able to provide the required interval data.
- b. If an interval meter with a shorter measurement duration is desired, and such a meter and metering service related back-office capability are readily available from PG&E, PG&E will provide this meter at an additional CPUC-approved fee.

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F. METERING SERVICES (CONT'D.)

(L)

1. Meter Changes (Cont'd.)

b. (Cont'd.)

- (1) For Bundled Service and CCA Service accounts with a maximum demand of 200 kW or greater for at least one month in the past 12 billing months, PG&E will provide and install the metering and communication equipment at no cost to the customer.
- (2) For Bundled Service and CCA Service accounts whose maximum billed demand has not exceeded the level specified in item 1 above, the customer can elect one of the following;
 - i. Pay the cost to have PG&E install an appropriate interval meter that is not a SmartMeter interval meter at the customer's expense pursuant to Electric Rule 2, Special Facilities, or
 - ii. If the PG&E SmartMeter requirements meet CAISO DR Services metering standards, wait until a PG&E SmartMeter is installed and remote-read enabled.

- c. For Direct Access service accounts where PG&E is the Meter Data Management Agent (MDMA), no incremental fees under this rule are required. Metering services shall be provided pursuant to Electric Rule 22.
- d. For Direct Access service accounts where PG&E is the MSP but not the MDMA, then the customer will be responsible for any and all costs associated with providing acceptable interval data to the DRP, including costs for any additional metering, communication equipment, and fees assessed by the customer's Electric Service Provider (ESP).
- e. PG&E is not required to install an interval meter and communication equipment or SmartMeter to provide remote read capability if the installation is impractical or not economically feasible.
- f. PG&E shall endeavor to complete the meter change request within fifteen (15) days in the absence of a meter installation backlog or other circumstances beyond PG&E's control such as, but not limited to, delays in the installation of a communication line to the meter. PG&E shall provide notice of any current meter service backlog and estimate its next available installation date. However, if the DRP or the customer is willing to pay a fee to expedite the installation of the meter, PG&E will endeavor to accommodate the request. The fee shall be consistent with fees adopted by the CPUC.

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Sheet 23

F. METERING SERVICES (CONT'D.)

(L)

2. MDMA Services Performed by PG&E (Cont'd.)

d. PG&E shall provide RQMD customer data to the DRP in accordance with standards adopted in the DASMMMD or other standards in compliance with the CAISO's applicable requirement, for the DRP's or its agent's consolidation into SQMD for the CAISO. PG&E shall be liable for providing timely and accurate RQMD to the non-Utility DRP or its designated agent to facilitate final meter data submission in accordance with the CAISO's tariff. If the MDMA is found, through the CPUC's remedy and dispute resolution process, to have failed to comply fully with the applicable requirements for submission of timely and accurate RQMD so as to be the sole fault for the ability for the DRP or its agent to comply fully with the applicable CAISO requirements, the MDMA shall be held liable, limited to the penalties imposed by the CAISO upon the non-Utility DRP or its Scheduling Coordinator (SC) due to the non-compliance.

3. MSP Services performed by PG&E

When acting as an MSP, PG&E shall, on a non-discriminatory basis, ensure that the revenue meter equipment is accurate within acceptable limits as specified in PG&E's applicable rules, and provide testing as necessary to maintain this standard. PG&E shall endeavor to fulfill requests for meters with interval durations specified by the DRP and/or its customers consistent with Section F.1.b above.

4. Telemetry

If a telemeter is required or communication facilities for sending telemeter information are required to participate in a DRP's program, the telemetering services and communication must conform to the CAISO's telemetry technical requirements. The DRP is solely responsible for providing a communication solution or telemetry solution subject to CAISO requirements at the expense of the DRP. To the extent that PG&E has the expertise and technical resources to install or assist with installation of the required telemetry solution or communication solution, PG&E may install or assist the DRP to facilitate the installation of the telemetry solution, at the DRP's expense.

5. Charges for Metering Services

The metering services for supporting DRP DR Services may be more extensive than normal metering services. PG&E, as an MSP, may charge the DRP for metering services only to the extent such charges are authorized by the CPUC.

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Sheet 26

H. NON-UTILITY DRP CREDIT REQUIREMENTS REQUIRED BY PG&E (CONT'D.) (L)

2. The non-Utility DRP may establish its creditworthiness with PG&E through any one of the following (Cont'd.):

b. Security Deposits

The non-Utility DRP may submit and maintain a security deposit in lieu of submitting to or being qualified under a creditworthiness evaluation. The amount of the security deposit required to establish credit will be twice the estimated maximum monthly bill that PG&E may expect to remit to the non-Utility DRP for participating in one month of Demand Response Activities, where such estimate is based on the last twelve (12) months of historical activity. The initial value of the security deposit will be two times the monthly fees assessed by PG&E upon the DRP. Security deposits may be in the form of (1) cash deposits, with interest earned at the 3-month Non-Financial commercial paper rate, (2) letters of credit, defined as irrevocable and renewable issued by a major financial institution rated A/A2 by S&P/Moody's, respectively, (3) surety bonds, defined as renewable and issued by a major insurance company rated A/A2/A by S&P/Moody's/A.M. Best, respectively, or (4) guarantees, with guarantors having a credit rating of Baa2 or higher from Moody's or BBB or higher from Standard and Poor's or Fitch unless PG&E determines that a material change in the guarantor's creditworthiness has occurred, or, in other cases, through the credit evaluation process described above. Security deposits must be posted with PG&E prior to the DRP's participation in DRP DR Service.

c. Security Deposit Payment Timetable

Non-Utility DRPs are obligated to post security deposits with PG&E prior to receiving certain services from PG&E which help facilitate their DR activities. PG&E shall provide notice to the non-Utility DRP of the appropriate deposit amount upon receiving a service request from the non-Utility DRP. Such a deposit shall be required at least three (3) days prior to PG&E providing its services to the non-Utility DRP for DR activities.

d. Interest on Cash Deposit

PG&E will pay interest on cash deposits as described in its Electric Rule 7. (L)

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Sheet 27

H. NON-UTILITY DRP CREDIT REQUIREMENTS REQUIRED BY PG&E (CONT'D.) (L)

2. The non-Utility DRP may establish its creditworthiness with PG&E through any one of the following (Cont'd.):

e. Ongoing Maintenance of Credit

To ensure continued validity of established unsecured credit, the non-Utility DRP shall promptly notify PG&E of any material change in its credit rating or financial condition. The non-Utility DRP shall also furnish evidence of an acceptable credit rating or financial condition, as set forth above, to PG&E upon request. In the event PG&E determines that the non-Utility DRP's, or the non-Utility DRP's guarantor's, creditworthiness has materially changed, as set forth above, and the non-Utility DRP, within 30 days written notice, does not rectify or provide a security deposit commensurate with the change in creditworthiness, then PG&E shall notify the CAISO that the non-Utility DRP has defaulted on its credit requirements and is no longer eligible to participate as a DRP under PG&E's tariffs.

f. Re-establishment of Credit

A non-Utility DRP whose eligibility as a DRP has been terminated, revoked or suspended under this section may reestablish its creditworthiness by the provision of a security deposit, or by any other manner described in this Section H.

I. COMPLIANT AND DISPUTE RESOLUTION PROCESSES

1. Disputes Involving Entities Subject to this Rule

Disputes arising under this Rule or Schedule E-DRP shall be resolved in accordance with the CPUC's complaint procedures, Article 4 of the Commission's Rules of Practice and Procedure. Parties may choose to seek resolution through the Alternate Dispute Resolution Processes available through the Commission. The Commission shall resolve complaints regarding customer account eligibility, whether brought by the DRP, PG&E or the customer, expeditiously. However, entities seeking damages related to this Rule must do so in court.

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ELECTRIC RULE NO. 24
 DIRECT PARTICIPATION DEMAND RESPONSE

Sheet 28

I. COMPLIANT AND DISPUTE RESOLUTION PROCESSES (CONT'D.) (L)

2. Suspension or Revocation of Non-Utility DRP's Registration at the CPUC

Pursuant to the Commission's authority provided by California Public Utilities Code Sections 451, and 701 through 702, the CPUC's enforcement authority includes; but is not limited to, suspension or revocation of non-Utility DRP registration and imposition of penalties and/or fines after appropriate due process. The CPUC's Consumer Affairs Branch (CAB) shall process and report to the Commission all informal consumer complaints against non-Utility DRPs on a quarterly basis.

If CAB staff determines, after consultation with Energy Division staff and facilitating mediation between a retail customer complainant and a non-Utility DRP, that a resolution cannot be reached, the complaint may be escalated to the CPUC's Safety and Enforcement Division (SED). SED may consider taking appropriate enforcement action, including proposing for Commission consideration the suspension and/or revocation of the non-Utility DRP's registration, and fines and/or penalties against the non-Utility DRP. SED will notify the non-Utility DRP, the CAISO, the relevant LSEs, and the UDC of such pending adverse action. The non-Utility DRP that is the subject of the SED action may respond to such action consistent with the procedures provided in the Commission's Rules of Practice and Procedure.

This process does not exclude alternative means of investigation of complaints regarding non-Utility DRPs as provided by the CPUC's Rules of Practice and Procedure. Information regarding formal and informal complaint processes is available through the CPUC's Public Advisor's Office or at www.cpuc.ca.gov.

Grounds for potential suspension or revocation of non-Utility DRP's registration and/or penalties or fines are based on the statutes cited in this section and the Commission Decisions (D.)12-11-025 and 13-12-029. Examples of conduct that may violate these authorities include, but are not limited to:

- a. Forgery of Rule 24 forms and other required documents;
- b. Use of deceptive or unclear advertisements or terms and conditions in contracts;
- c. Improper registration for servicing residential and small commercial customers (see DRP Registration Application Form);
- d. Failure in notifying customers when servicing residential and small commercial customers (see Section C.7);
- e. Failure in notifying PG&E and other impacted entities of a customer discontinuation of DR Services (see Section G.3);
- f. Violation of dual participation rules (see Section C.2.d)
- g. Non-payment of PG&E fees or credit/performance bond lapse. (see Sections E.1 and H).

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Sheet 29

I. COMPLIANT AND DISPUTE RESOLUTION PROCESSES (CONT'D.) (L)

2. Suspension or Revocation of Non-Utility DRP's Registration at the CPUC (Cont'd.)

- h. Unauthorized data transfer of customer specific data to others (see Section D.1.d);
- i. Invalid DRP Service Agreement (Form 79-1160) with PG&E and the CAISO (see Section E);
- j. Failure to fulfill the mutually agreed-upon terms and conditions, e.g., non-payment to the enrolled customers for services rendered (See Customer Notification Form Letter).
- k. Provision of faulty or misleading equipment/data to the customer by the DRP to the detriment of the customer.

3. Appeal of a non-Utility DRP Suspension or Revocation at the CPUC

A non-Utility DRP may appeal in writing to the CAB regarding notification of suspension, revocation, or immediate revocation. To appeal the notification, the disqualified entity must first contact the CAB within thirty (30) days to discuss the issue. If the revoked entity has new information to provide the CAB, then it must be provided to CAB within thirty (30) days. If the revoked entity and the CAB cannot resolve the dispute, then the revoked entity can file a complaint using the CPUC's Formal Complaint process. Information on the formal Complaint process is available through the Public Advisor's Office at the CPUC or on CPUC's website: www.cpuc.ca.gov.

J. ACRONYMS

The following acronyms are used within this Rule 24:

- (BPM) - Business Practice Manual
- (CAB) - CPUC's Consumer Affairs Branch
- (CAISO) - California Independent System Operator
- (CCA) - Community Choice Aggregation
- (CISR-DRP) - Customer Information Service Request for Demand Response Providers (L)
(T)/(L)
(T)/(L)
- (CPUC) - California Public Utilities Commission (L)
- (DA) - Direct Access (L)

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- J. ACRONYMS (CONT'D.)** (L)
- (DASMMD) - Direct Access Standards for Metering and Meter Data
 - (DLAP) - Default Load Aggregation Point
 - (DR) - Demand Response
 - (DRP) - Demand Response Provider
 - (DRS) - Demand Response System
 - (EDI) - Electronic Data Interchange
 - (ESP) - Electric Service Provider
 - (FERC) - Federal Energy Regulatory Commission
 - (LSE) - Load Serving Entity
 - (MDMA) - Meter Data Management Agent
 - (MSP) - Meter Service Provider
 - (Open ADE) - Open Automated Data Exchange
 - (RQMD) - Revenue Quality Meter Data
 - (SC) - Scheduling Coordinator
 - (S-LAP) - Sub Load Aggregation Point
 - (SQMD) - Settlement Quality Meter Data
 - (UDC) - Utility Distribution Company
 - (VEE) - Validated, Edited, and Estimated (L)

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