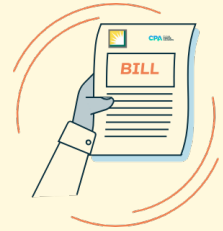


# **V. Management Update**

## SCE Delayed Billing Issues

- May – CPA received increasing customer complaints regarding bill issues and identified lower than expected cash deposits from bill payments
- Late May – SCE identified issues with billing IT system that are causing CPA, and other CCA, customers to receive delayed and/or partial bills
- Approx. 100,000 customers impacted, falling into two general categories:
  - Account Did Not Bill – customers were not issued a bill for one or more billing periods
  - Accounts Billed with Partial Charges – customers were issued one or more bills with SCE delivery charges, but no CPA generation charges
- Customers in all CCAs across SCE service territory are experiencing these issues
- July – SCE advised CPA that the issues are fixed moving forward

# Customer Billing Process



## **Step 1**

Customer's meter sends usage from home or business to SCE

## **Step 2**

SCE sends usage to CPA's data manager (Calpine)

## **Step 3**

Calpine applies CPA rates to usage and sends amount to be billed back to SCE within 4 days

## **Step 4**

SCE's automated billing system applies CPA's charges and other charges (delivery, fees) onto customer bills

## **Step 5**

Customers receive bill from SCE, with charges for delivery and generation

## Next Steps & Customer Communications

- CPA and SCE are working daily to address this issue, from both an operational and customer service approach
- Operationally, CPA is working with SCE to clear backlog of delayed charges
  - Customers will receive bills with current charges and missed charges from previous billing periods
  - SCE will not charge late penalties and is offering payment plans
- CPA is coordinating with SCE on numerous customer communications:
  - On-bill messaging
  - Customer Service Center talking points and training
  - Website announcements
  - Additional direct customer notifications