

Direct Access Round 2 Q&A for Businesses

We know that you likely have questions regarding the details of the second round of Direct Access reopening and we are here to help. The following questions and answers were compiled by the Direct Energy Business Government & Regulatory Affairs Team to help you better prepare for Round 2, set to take place on July 16, 2010.

Do I need to submit a CISR (Customer Information Service Request) form in Round 2 if a third party/supplier is submitting a 6-month notice for me?

If you (the customer and applicant) sign the 6-month notice, the utilities do not require you to complete and return a CISR with it. *Please note: as of June 28, SCE was still confirming their position on this.*

Other variations of this include:

- On the utilities' 6-month notice forms, it states that the "customer or authorized agent" must sign the form. Third parties acting as an agent for a customer may sign and submit the 6-month switching notice for a customer but only if Box 6 of the CISR form is completed and submitted with the 6-month notice.
- Customers in the SCE utility territory who did not submit a CISR in Round 1 will be required to submit a CISR at least five days in advance of the July 16 Round 2 opening date if an authorized agent is signing and submitting their 6-month notice for them. Customers who are requesting historical data from SCE are required to submit a new CISR at least 10 days prior to the July 16 Round 2 opening date. This is required even if you submitted the CISR form in Round 1. Otherwise the 6-month notice must be signed by the customer before the third-party acting as agent can submit the notice. *Please note: as of June 28, SCE was confirming whether or not they need customers to resubmit CISRs that are already on file and whether or not a CISR is needed (for a third party to submit) if the customer signs the form directly.*
- Box 6 CISRs that were executed for Round 1 may still be used for Round 2, as long as they were not set up as "a one-time only" and as long as they are still within a valid date range. *Please note: as of June 28, SCE was still determining whether or not they will accept Box 6 CISRs from the first enrollment period (even if "one time only" is checked) and/or if they are requiring that customers complete and submit a modified version of their CISR, which can be found on their website.*

What is the process for submitting a 6-month switching notice and where can I obtain the final version of the form?

The 6-month notice forms can be found on the utilities' websites as follows:

[Southern California Edison](#)
[Pacific Gas & Electric](#)
[San Diego Gas & Electric](#)

These forms, as they currently stand, must be printed, completed and sent in one of the available submission formats, which include: email and fax. The appropriate fax numbers and email addresses can be found at the bottom of each utility's 6-month notice form. Regardless of how you choose to submit your 6-month notice, submissions for Round 2 begin at **9:00 a.m. PDT on July 16, 2010.**

Please note: Utilities have updated their websites. SCE and SDG&E will be adding "fillable" 6-month notice forms to their websites sometime soon. These fillable versions of the forms are really only for ease of use (i.e. you can fill them in by typing the in the fields instead of filling it in by hand) but you must still print the form or save it to your computer and submit it via fax or email with any other necessary documents on the enrollment date.

What are some of the details, rules and timing of the Round 2?

Here are some details to keep in mind:

Submissions (submitting a 6-month notice)

- Any notices submitted prior to 9:00 a.m. PDT on July 16 will be rejected by the utilities.
- Duplicate submissions are permitted however the first one received will be the one that is reviewed for approval or rejection. All duplicate submissions after the first one will be rejected.
- 6-month notice forms must be printed or completed online (in the case of the “fillable forms”) and then printed. There will be no online submissions done through any processes or form tools on the utility websites. **Please note:** Federal Tax ID numbers are not required on 6-month notices however the notices must be filed by Federal Tax ID number, therefore you will need a separate 6-month notice for each Tax ID number you’re submitting a notice for.
- Emails need to include the 6-month notice and account number spreadsheet (if applicable). Refer to the information above to determine when it is necessary to send in Box 6 CISR with the 6-month notice. SCE needs the service account numbers (10-digit number that starts with a “3”) listed in an Excel spreadsheet. Customers in PG&E should list their service accounts by PG&E service agreement number or service ID number—not the “account number” as seen on the customer bills—and should list these in an Excel spreadsheet.

Rescissions (rescinding a 6-month notice)

A customer (or their agent) may rescind a request for Direct Access within three days of submitting a 6-month notice, per current rules.

Acceptance into DA

Customers and ESPs can expect the utilities to complete the process of accepting of 6-month switching notices within 20 days after the submissions of their 6-month notices.

Non-acceptance into DA

Any customer who submits a 6-month notice but is not accepted or does not receive space under the Round 2 cap will return to the same utility tariff they were on prior to submitting a 6-month notice.

Specific Customer Circumstances: Peak Day Pricing Customers

Customers who are on any form of peak day pricing (PDP) in the SCE and SDG&E utility territories are not required to do anything specific. In the past, PG&E has required customers to actively “unenroll” from the PDP and this is still the case but PG&E is looking at allowing the DASR to be the customer’s notice to opt-out of PDP in 2011. For PG&E, an unenrollment notification is required at least two days prior to DASR submission.

What are the steps/timeline for the Round 2 enrollment process?

Once a customer’s notice has been accepted, the customer (or agent who submitted on their behalf) will be informed by the utility of what their Direct Access start date will be. The acceptance or rejection notifications will be provided by the utilities within 20 days of the 6-month notice submissions. This will correspond to the meter read date that is six months from July 16, 2010. Customers who are accepted in Round 2 will remain on their current utility rate for six months and then can begin service with an ESP on or up to 60 days after January 16, 2011.

Customers who are accepted can have their ESPs begin submitting DASRs 30 days prior to the 6-month notice expiration. In other words, customers can start submitting DASRs before January 16, 2011 so as to allow them to start on their actual DA start date (according to their meter read date). During this six months before their DA start date, accepted customers will remain on the same utility

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rate schedule as they had been on. If a customer is within 30 days of their 6-month notice end date and they have not yet submitted a DASR, they still have 60 days to submit a DASR for enrollment into Direct Access. However, if a DASR is not submitted within this 60-day “safe harbor,” then the customer will be placed on a temporary bundled service rate for six months and after that six months, they will return to the bundled utility rate for a required 3-year minimum stay.

What if I'm currently in the middle of a 3-year minimum utility stay but I am accepted in Round 2?

As part of the rules around Direct Access reopening, all 3-year minimum stays are waived for customers who apply and are accepted into DA during any phase. The only time a 3-year minimum stay is not waived is when a customer submits a 6-month notice during DA reopening and receives acceptance but then decides not to switch. At that point, that customer will be obligated to go back to utility service for a minimum of three years before being able to apply for DA again.

If my minimum stay with the utility expires in between phases of DA reopening (i.e. sometime after July 16, 2010), how and when do/can I transfer to DA service?

Although this could change with future California Public Utilities Commission rule changes or legislation, under current rules, customers who have fulfilled their 3-year Bundled Portfolio Service (BPS) commitment with the utility have the option of applying for and transferring to DA service at other times throughout the year (outside of the layered DA reopening phases). Customers electing to transfer to DA service after the end of the 3-year BPS commitment period are required to:

- Provide the utility with six months' advance notice using the [6-Month Notice to Transfer to Direct Access Service form](#).
- Customers then have three business days after the utility receives their 6-month notice to rescind their notice and remain on bundled service (without incurring another 3-year minimum stay).
- The utility will provide the customer with a written confirmation and information on how to complete the switching process within 20 business days of receipt of the customer's notice. This notice will include information on the final deadline that the utility must receive a Direct Access Service Request (DASR) from the energy service provider in order for the customer to move to DA service. In all cases, customers are responsible for providing this information to their ESP and meeting the utility's deadlines.

If you have additional questions on Direct Access or the Round 2 DA process, please contact our experienced California Sales Office:

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