

## **Direct Access Reopening**

### ***A Fact Sheet for Customers***

#### **Overview**

Direct Access (DA) allows participating customers to purchase their electric commodity from an Energy Service Provider (ESP). The California Public Utilities Commission (CPUC) issued Decision D.10-03-022 on March 11, 2010, approving a limited reopening of DA for non-residential customers. Pacific Gas and Electric Company (PG&E) will continue to transport and deliver electricity for all its customers taking service under DA.

#### **Background**

DA has not been available to new customers in California since the Legislature suspended the program during the energy crisis in September 2001. CPUC Decision D.10-03-022 implements Senate Bill 695, a new law signed by Governor Arnold Schwarzenegger in October 2009, providing for a limited reopening of DA to non-residential customers starting in April 2010.

#### **Reopening of Direct Access**

Under the reopening rules, new customers may enroll in DA up to a maximum allowable annual limit (measured in gigawatt-hours). PG&E's DA load will be permitted to increase over the next four years from the current 5,574 GWh of DA load to a new total cap of 9,520 GWhs. The approximate annual increases permitted under the new cap are:

- First year (April - December 2010): Up to 35% of the limit available under the cap (1,381 GWh)
- Second year: Up to 70% of the limit available under the cap (an additional 1,381 GWh)
- Third year: Up to 90 % of the limit available under the cap (an additional 789 GWh)
- Fourth year: Up to 100% of the limit available under the cap (an additional 395 GWh)

To receive DA service, a customer will need to follow these steps:

- Submit a Notice of Intent (NOI) to PG&E indicating the specific service agreement(s) to switch to DA service. PG&E will accept NOIs starting at 9:00 a.m. on April 16, 2010, on a first-come first-served basis until the 2010 annual cap is reached. (Confirmation from PG&E of acceptance or rejection of the NOI is due 20 days after PG&E's receipt.)
- After receiving PG&E's acceptance of the NOI, the ESP selected by the customer must submit a Direct Access Service Request for each service agreement to PG&E within 60 days. The Direct Access Service Request will indicate the specific customer service agreement that will be receiving DA service.

Please note that the initial open enrollment window (OEW) will take place from April 16 through June 30, 2010. With the limited reopening of DA, there will be:

- A one-time temporary waiver of the requirement for customers to provide six-month advance notice of their desire to receive DA service during the OEW.
- A one-time waiver of any remaining obligation under PG&E's Bundled Portfolio Service (BPS).
- A temporary waiver of the DA interval meter installation requirement for service agreements with demand between 50 kilowatts (kW) and 199kW, pending the scheduled installation of a digital smart meter, unless the customer's ESP specifically requests an interval meter.
- No preference for existing DA-eligible customers.

Customers who are currently DA-eligible can submit a six-month notice now, through at least April 10, 2010, and will be able to switch under the current switching rules. If a customer has already submitted a six-month notice and then submits a NOI during the OEW for the same service agreement, that NOI will be rejected since PG&E will already have a notice on file.

### **For More Information**

Enrollment process details will be posted on the PG&E Web site at [www.pge.com/directaccess](http://www.pge.com/directaccess). In addition, customers can contact their PG&E account manager or PG&E's Business Customer Service Center at 1-800-468-4743 for further information.

### **Stay Informed**

- Be aware of all the terms and conditions of any agreement that you may enter into with an ESP.
- If possible, consider offers from multiple ESPs if you are interested in receiving DA service.
- Evaluate DA proposals in terms of your actual electric usage and your actual electric commodity cost.
  - Avoid making decisions based on average usage or average price.
  - Some portions of the PG&E procurement cost (such as the DA Cost Responsibility Surcharge and Franchise Fee Surcharge) must be paid by all PG&E customers including DA customers.