



NEM Successor Tariff Consumer Protection: Identifying Issues and Existing Regulations



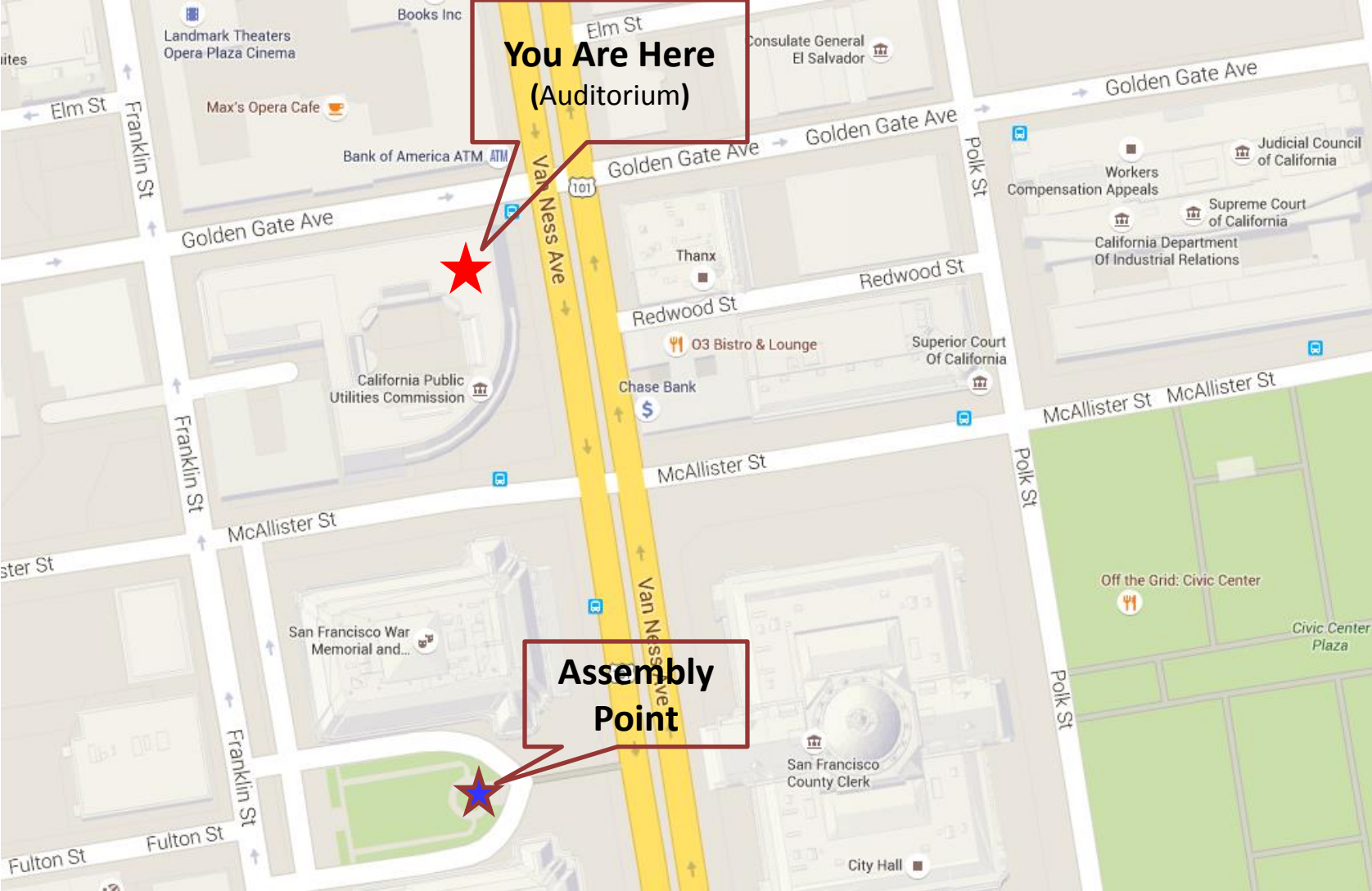
October 20, 2016

Shannon O'Rourke
California Public Utilities Commission

Safety and Emergency Information

- In the event of an emergency, please calmly proceed out the exits.
- We have four exits: Two in the rear and one on either side of the speakers.
- In the event that we do need to evacuate the building:
 - Our assembly point is the Memorial Court just north of the Opera House.
 - **For the Rear Exits:** Head out through the courtyard, and down the front steps. Continue south on Van Ness Ave, and continue toward the Memorial Court.
 - **For the Side Exits:** Go out of the exits and you will be on Golden Gate Avenue. Proceed west to Franklin Street. Turn south onto Franklin Street, and continue toward the Memorial Court.

Evacuation Map



Background

- Consumer protection is critical to a sustainable solar industry.
- CSI Program had consumer protection measures.
- With CSI close, need to consider what continued, or additional, protections are needed.
- NEM Successor Tariff Decision directed Energy Division to:
 - Develop an information packet for NEM customers and
 - Consider whether additional consumer protection measures are needed.

Agenda

Topic	Time
Introduction and Overview	9:00-9:15
CSI Consumer Protection Measures	9:15-9:30
Reported and Observed Issues Consumers Have Encountered	9:30-11:00
Break	11:00-11:15
Existing Regulation, Jurisdiction and Industry Initiatives	11:15-12:15
Wrap-up	12:15-12:30

Workshop Objectives and Scope

- Education and information sharing:
 - Understand most reported and most important consumer protection issues
 - Understand what rules and initiatives are already in place to address consumer protection
- Out of Scope:
 - Solutions – will discuss in next phase of process

Process

Workshop on consumer protection issues (today)



Party proposals on content for information packet and what additional consumer protection measures (if any) are warranted



Staff Proposal



Workshop on Staff Proposal



Comments on Staff Proposal



Proposed Decision