

AD8

Category: ADMINISTRATIVE/OPERATIONS

OPT-OUT POLICY

Notification Processes and Periods

PG&E customers in the MBCP territory scheduled for the initial enrollment process shall receive a minimum of four notifications informing them of their right to opt-out of MBCP service. Two notifications are sent in the Initial Notification Period and two in the Follow-up Notification Period, defined as thirty and sixty days before and after enrollment.

- a. Opt outs received in the Initial Notification Period will remove the customers from MBCP enrollment.
- b. Opt outs received in the Follow-up Notification Period will return the customers to PG&E service on their next meter read date.

No penalties are incurred by the customer when the opt-out occurs during the Initial or Follow-up Notification Periods.

Opt-Out Processes

When customers elect to opt out after the conclusion of the notification period, the customers will return to PG&E according to PG&E Electric Rule 23 Section L.3.

One-Time Administrative Fee and Waivers

MBCP customers choosing to opt out of MBCP generation service after the Follow-up Notification Period will be charged a one-time administrative fee per service agreement, as below:

Customer Type	One-Time Administrative Fee
Residential	\$5
Non-Residential	\$25

MBCP will consider waiving the fee on a case-by-case basis.

Waiting Period

MBCP customers that return to PG&E service after the Follow-up Notification Period must wait a period of one year before opting back into MBCP service. The waiting period begins on the date of return to PG&E service. This waiting period also applies to customers wishing to return to PG&E service after opting back into MBCP service. The request to return to either MBCP or PG&E service can be made at anytime but can only be effective after the waiting period is complete.