

WCE Board of Directors

Minutes

1. CALL TO ORDER

The Joint Meeting of the WCE Board of Directors and Technical Advisory Committee was called to order by Chair Todd Rigby at 1:27 p.m., on October 13, 2021, in WRCOG's office, Citrus Conference Room.

2. PLEDGE OF ALLEGIANCE

Chair Rigby led members and guests in the Pledge of Allegiance.

3. ROLL CALL

Board of Directors:

- City of Eastvale - Todd Rigby (Chair)
- City of Hemet - Russ Brown
- City of Jurupa Valley - Chris Barajas
- City of Norco - Ted Hoffman
- City of Perris - Rita Rogers
- City of Wildomar - Ben Benoit

Technical Advisory Committee Members:

- City of Eastvale - Bryan Jones
- City of Jurupa Valley - Mike Flad
- City of Norco - Andy Okoro
- City of Perris - Ernie Reyna

4. PUBLIC COMMENTS

There were no public comments.

5. CONSENT CALENDAR – (Perris / Wildomar) 5 yes; 0 no; 1 abstention. Items 5.A was approved. The City of Norco abstained.

A. Summary Minutes from the September 1, 2021, Joint Meeting of the WCE Board of Directors and Technical Advisory Committee

Action:

1. Approved the Summary Minutes from the September 1, 2021, Joint Meeting of the WCE Board of Directors and Technical Advisory Committee.

6. REPORTS / DISCUSSION

A. SCE Billing Update and WCE Customer Transition

Michael Williams, Principal Manager of the Business Customer Division Operations Group at Southern California Edison (SCE), reported that on June 18, 2021, SCE sent a letter to all returning customers, advising of the transition and alerting to the potential of receiving a shorter or longer bill. SCE recently held a town hall style meeting and an invite was sent to all WCE customers.

The two big issues are billing and usage concerns. At the time of customer transition, SCE was also transitioning its billing system. All of the below items have been identified, remedied, and communicated to former WCE and impacted bundled customers:

- CARE / FERA rate conversation issues encountered during customer transition of SCE
- Issues receiving multiple bills at once due to billing system update
- Communication of summer rates transition.

The issue with billing had to do with SCE adding a bill block on customer bills, as well as the abrupt shift from WCE to SCE, as SCE needed to set a date for reversion for all customers. As of June 15, 2021, all former WCE customers have been transferred seamlessly to SCE electric service.

SCE has also provided a dedicated phone number (800-974-2356) solely for former WCE customers, which will be available through October 27, 2021. Call volumes have been relatively low and SCE has been able to successfully address many of the concerns related to billing issues.

There were some customer complaints regarding CARE and FERA Program discounts not showing on their June or July bills. SCE was able to create robotic applications to correct these issues and credited bills as necessary. Payment installment plans were also offered to customers.

As WCE Net Energy Metering (NEM) customers were transitioned to SCE, they were enrolled in SCE's NEM Program with a new start date. Any credits or true-ups will start from scratch with SCE. SCE has been working with Calpine in the data exchanges so that SCE can cleanly receive charges from Calpine for shared usage.

Chair Todd Rigby asked about a script SCE call center representatives are using.

Mr. Williams responded that SCE call center representatives are only speaking to what they know - that there was a need to transition due to the bankruptcy. To Mr. Williams' knowledge, the representatives are not placing blame on the need to transition.

Action:

1. Received and filed.

B. California Arrearage Payment Program Update

Dave Wright, WCE Interim Director, reported that staff have contacted the California Department of Community Service District, implementer of the California Arrearage Payment Program (CAPP), which has recently indicated that, because WCE is in bankruptcy, it is unlikely that WCE will receive debt forgiveness CAPP funds for former WCE arrearages.

WCE continues to work with Southern California Edison on opportunities to open CAPP funds to SCE to ensure the impacted customers receive their fair share of these funds.

Action:

1. Received and filed.

7. REPORT FROM THE EXECUTIVE DIRECTOR

Dr. Kurt Wilson reported that Dave Wright has an announcement.

Mr. Wright announced that the phase of his support to WCE is winding down, and his engagement with the Agency will come to an end on October 31, 2021.

8. ITEMS FOR FUTURE AGENDAS

There were no items requested for future agendas.

9. GENERAL ANNOUNCEMENTS

There were no general announcements.

10. CLOSED SESSION

- Conference with Legal Counsel - Anticipated Litigation - Initiation of litigation pursuant to Government Code Section 54956.9(d)(4) - One (1) potential case
- Conference with Legal Counsel - Existing Litigation pursuant to Government Code Section 54956.9(d)(1) - Case number: 6:12-12821 (U.S. Bankruptcy Court, Central Division)

There were no reportable actions.

11. NEXT MEETING

The next Joint Meeting of the WCE Board of Directors and Technical Advisory Committee is scheduled for Wednesday, November 10, 2021, at 1:15 p.m., on the Zoom platform.

12. ADJOURNMENT

The Joint Meeting of the WCE Board of Directors and Technical Advisory Committee adjourned at 2:27 p.m.