

PACIFIC GAS AND ELECTRIC COMPANY
Energy Efficiency 2018-2025 Rolling Portfolio Business Plan
Application 17-01-015
Data Response

PG&E Data Request No.:	ORA_01-Q38		
PG&E File Name:	EnergyEfficiency2018-2025-RollingPortfolioBusinessPlan_DR_ORA_01-Q38		
Request Date:	March 1, 2017	Requester DR No.:	PGE001
Date Sent:	March 15, 2017	Requesting Party:	ORA (Office of Ratepayer Advocates)
PG&E Witness:	Meghan Dewey	Requester:	Daniel Buch

SUBJECT: DATA REQUEST NO. ORA BUSINESS PLAN A1701013-PGE001. (ORA_01).

STATEWIDE GOVERNANCE APPROACH

QUESTION 38

What rules (if any) would govern the dispute resolution process?

ANSWER 38

Rules for the dispute resolution are still under consideration and not yet determined. However, The IOUs continue to work collaboratively on the structure and anticipate having more details in place for statewide program implementation

The IOUs agree that fundamental tenets of a dispute resolution process may include:

- Enforceability – that the resolution of any dispute is enforceable;
- Precedential – Dispute resolution is a condition precedent to Commission decision;
- Clear and Certain – avoid “agreement to agree”;
- Holistic – Anticipate problems to arise, understand broader impacts;
- Preserve Relationships – relationships are more valuable than the disputed manner;
- Act in Good Faith;
- Not act arbitrarily or capriciously;
- Not act with an intention to cause harm; and
- To act with due respect for the matter-at-hand and the broad vision of meeting energy efficiency goals cost-effectively.

The IOUs also propose that the dispute resolution process observe the following Guiding Principles as set forth in the “Statewide Administrative Approach,” which are provided below for reference:

- **Support the State’s energy efficiency policy goals.** Orient portfolio design around State and Regulatory objectives and act in the best interests of all customers.
- **Do no harm.** Make decisions that preserve our collective ability to meet energy savings goals, achieve cost-effectiveness goals, and minimize impacts to existing local and downstream programs.

- **Advocate for all PAs.** Recognize that the whole is greater than the sum of its parts. Be willing to collaborate with other PAs in planning and decision-making efforts.
- **Assume best intentions.** In an environment of shared goals and shared directives, be humble in the approach and ambitious for the broader group's success.
- **Be good listeners.** Take responsibility for the environment by which decisions are made such that all participants have the opportunity to participate.
- **Take a stand for customers.** Take into consideration the customer experience and strive for simplicity, clarity, and ease.
- **Wisely pursue change.** Demonstrate open-mindedness to changes in design, delivery and administration.