

Southern California Edison
SCE EE Business Plan A.17-01-013

DATA REQUEST SET A.17-01-013-ORA-SCE-001

To: ORA
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Question 38:

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

Response to Question 38:

Rules for the dispute resolution are still under consideration and not yet determined. The IOUs continue to collaborate 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.