3.1. Introduction

This chapter of the CCA handbook is designed to provide Community Choice Aggregators (CCAs) with an overview of the process of establishing and providing Community Choice Aggregation Service (CCA Service) to end-use customers within the SCE service territory. The flow chart on the previous page summarizes this process. The following text offers a brief description of each of the steps.

3.2. Review Legislative and CPUC requirements.

Cities, Counties, cities and counties, Joint Powers Agencies whose governing board(s) have elected to acquire their electric power needs, the Kings River Conservation District, the Sonoma County Water Agency, or any California public agency possessing statutory authority to generate and deliver electricity at retail within its designated jurisdiction considering entering into CCA Service should begin the process by reviewing Assembly Bill (AB) 117, Senate Bill (SB) 790, the California Public Utilities Commission (CPUC) Order Instituting Rulemaking (OIR) R.03-10-003, and SCE Rules 23 and 23.2. These documents can be found at the California State Legislature website at www.leginfo.ca.gov, the CPUC website at www.cpuc.ca.gov, and the SCE website at www.sce.com respectively. The OIR describes the terms and conditions that Community Choice Aggregators (CCAs) must follow in order to participate in CCA Service in California. As such, it provides critical information about the operational framework associated with providing CCA Service to customers in the electricity market. SCE Rules 23 and 23.2 provide the tariff requirements that SCE and CCAs must adhere to for CCA Service within the SCE territory. Participants should also review and be familiar with SCE Schedules: CCA/INFO, CCA-SF, CC-DSF, and CCA-CRS – all of which can be found at https://www.sce.com/wps/portal/home/regulatory/tariff-books/rates-pricing-choices/other-rates/

SCE will work cooperatively with CCAs to implement CCA Service in accordance with all CPUC decisions and tariffs.
3.3. **Provide CCA Declaration & CCA Non-Disclosure Agreement to SCE**

The CPUC requires that relevant information be provided by SCE to permit CCAs and potential CCAs to investigate, pursue, and implement CCA Service.

Confidential customer information may be provided to the CCA subject to a Community Choice Aggregator Non-Disclosure Agreement (Form 14-769) and a Declaration By Mayor Or Chief County Administrator Regarding Pursuit Or Implementation Of Community Choice Aggregation Service (Form 14-770) attesting that the entity is investigating or pursuing status as a CCA.

In this step, the CCA must provide SCE with the necessary documents referenced above.

3.4. **Register and File Implementation Plan with CPUC**

The California Public Utilities Commission has established a process for implementing CCA Service. These include, but are not limited to:

- Develop an implementation plan
- Prepare a Statement of Intent
- Register and file an implementation plan with the CPUC
- Provide evidence of Bond/Insurance
- Secure a certified Scheduling Coordinator
- Ensure resource adequacy

3.5. **Fulfill Enrollment Requirements**

Consistent with the tariff requirement governing CCA Service, CCAs will need to provide information to enter into agreements and coordinate CCA Service implementation directly with SCE. Many of these requirements and the forms necessary for providing information to SCE, are listed below. Copies of these forms and agreements can be obtained by calling (800) 795-6723.

The following agreements and forms are part of the SCE CCA establishment process:
- **Participant Information Form**—SCE requires specific information about the CCA which is necessary to effectively and efficiently transact business with a CCA. This form is required prior to commencement of CCA Service within SCE’s service territory. The form should be completed in its entirety.

- **CCA Service Agreement**—The CCA Service Agreement (Form 14-768) incorporates SCE’s applicable tariffs and is required prior to commencement of CCA Service within SCE’s service territory.

- **Credit Application & Security**—These forms provide SCE with information needed to allow CCAs to establish credit with SCE. The Credit Profile Application is required prior to commencement of CCA Service within SCE’s service territory. Adequate security in the form of a cash deposit or other acceptable form must be in place prior to enrolling end-use customers in CCA Service.

- **EDI Trading Partner Agreement**—This agreement sets forth the general responsibilities of the Electronic Data Interchange (EDI) partnership. It is required for transmitting EDI transactions with SCE.

- **EDI Trading Partner Profiles**—The EDI Trading Partner Profiles are utilized to establish EDI communications for CCAs. These forms capture critical information that is necessary for the CCA to communicate with SCE via EDI.

- **Electronic Funds Transfer Agreement**—This agreement establishes the terms and conditions for the electronic funds transfer of payments to the CCA.
- **Binding Commitment**—A binding commitment by a CCA establishes the date a CCA commits to initiate CCA Service to customers and relieves the CCA of power commitments made on behalf of the CCA’s customers up to the date the CCA begins operations.

- **Letter from Scheduling Coordinator**—A letter is required from the Scheduling Coordinator (SC), on its letterhead, containing the name of the CCA that the SC will be doing business with, a description of the service the SC will be providing, and the date service to the CCA will commence. This letter must be received prior to commencement of CCA Service within SCE’s service territory.

- **Dun & Bradstreet Number**—CCAs will need to submit Dun & Bradstreet (D&B) numbers during their CCA enrollment with SCE. These numbers are critical identifiers for a variety of CCA-SCE interactions. D&B numbers provided to SCE must be valid and singularly used by only one CCA. CCA subcontractors providing related services in CCA are also required to provide D&B numbers. Should there be a change to a CCA or subcontractor’s D&B number, SCE should be notified immediately. For further information regarding the establishment of D&B numbers, please contact Dun & Bradstreet directly at (800) 234-3867.

### 3.6. Confirm SCE Agreements

The CCA will be notified when its CCA Service Agreement has been received and approved. The CCA should confirm in this step that the other agreements are complete and accurate. A letter will be sent confirming receipt of the agreements, as well as providing information CCAs must use for successfully processing Community Choice Aggregation Service Requests (CCASRs). If any information about the CCA contained on the confirmation letter is incorrect, the CCA should contact SCE immediately.
3.7. **Conduct Electronic Interface & Compliance Testing**

In order to enroll in CCA Service in California, and conduct key transactions in the process of doing business within the SCE service territory, a CCA must be able to communicate electronically with SCE on an ongoing basis.

Following the initial mass enrollment process, the CCA will be required to submit CCASRs as necessary for enrolling individual customers in CCA Service and to submit reentry (disconnect) CCASRs for customers wishing to return to bundled SCE service at a customer’s request.

The CCA will also need to submit monthly bill data on a daily basis as well as be able to receive payments electronically from SCE.

To assist CCAs in developing this capability, a CCA is first required to submit certain background information described in the “**Fulfill SCE Establishment Requirements**” step of the CCA process. SCE’s Electronic Communications Coordinator (ECC) may contact the CCA to ensure that all the required information is complete prior to initiating this step of the process.

In addition to providing information as described in the “**Fulfill SCE Establishment requirements**”, a CCA is required to follow a prescribed testing procedure prior to enrolling end-use customers in CCA Service. The CCA should contact SCE’s ECC for information on compliance testing at (626) 812-7123 and/or refer to Chapter 5 of this handbook.

The CCA will also be required to contact SCE’s metering operations department to obtain a User ID and Password for retrieving customer usage data from the Meter Data Management Agent Server (MDMA) and to demonstrate that they can access, download, and interpret meter usage data. This can be attained by contacting the metering desk at (626) 967-8369 or by email: Metering@sce.com.
3.8. **CCA Notified of Successful Testing**

In this step, a CCA will be notified by SCE’s Electronic Communications Coordinator (ECC) whether they have successfully passed the required interface testing for exchanging CCASR, Billing, and Payment Data. During this step, the CCA must also advise the ECC that they have acquired an MDMA User ID and Password and have obtained qualification status for retrieving meter usage data.

3.9. **CCA Ensures Implementation Requirements Have Been Met**

The CCA and SCE will work cooperatively to establish a mutually acceptable implementation schedule. Additional time may be required for SCE to make various system and process enhancements and conduct integrity testing and perform certain maintenance in support of the CCA.

In this step, the CCA should contact SCE to determine whether all of the upfront implementation conditions have been met.

3.10. **CCA Activates Customer Service Center**

The CCA will need to respond to inquiries from customers.

Prior to initiating customer communication, the CCA should plan to activate its customer service center and be prepared to respond to customer calls and questions regarding their program.

In this step, the CCA should provide SCE with a telephone number, or other contact information, for customer referrals.
3.11. SCE Establishes IVR (Integrated Voice Response)

The CCA will be provided with an SCE toll-free telephone number that has been established for CCA. This number can be used by the end-use customers to perform a variety of actions, including: opting-out of CCA service (when applicable) and speaking to a Customer Service Representative.


The CCA must provide the required Customer Notifications during the Initial Notification Period and Follow-up Notification Period. The CCA may request (at their expense) that SCE perform the required customer notifications on their behalf. The CCA should contact SCE to reach agreement on the date upon which the CCAs notification process will begin to ensure that all parties are ready to support customer inquiries.

CCAs must notify all participating customers of their right to opt-out of a CCA program and provide the terms and conditions at least twice within two calendar months, or during a 60-day period, in advance of the date of commencing automatic enrollment.

Should the CCA elect to notify customers, the CCA must not use SCE’s logo or express or imply in any way that SCE is affiliated with, is a sponsor of, or endorses the CCA’s program.

All notifications must include the necessary customer data and instructions that will allow customers to gain access to and complete an Opt-Out request.

CCAs are responsible for sending customer Opt-Out notifications and for processing customer Opt-Out request and notifying SCE in a timely manner unless the CCA has contracted with SCE to perform these services.
3.13. SCE Provides Mass Enrollment Information to CCA
Within fifteen (15) days after the conclusion of the Initial Notification Period SCE will provide an update of the customer enrollments, providing individual specific customer information and usage data to the CCA for those customers scheduled for automatic enrollment. The CCA should be ready to serve the load requirement before mass enrollment begins.

The mass enrollment will occur at a time not less than thirty (30) days and not more than forty-five (45) days after the conclusion of the Initial Notification Period unless another date is mutually agreed to by the CCA and SCE.

In advance of implementing the Mass Enrollment process, SCE must be in receipt of the CCA’s confirmation, indicating the CCA has fulfilled its Initial Notification requirements. SCE has no responsibility for verifying that the CCA has complied with its notification requirements.

3.15. Mass Enrollment Begins
During the Mass Enrollment Process, all eligible CCA customers who have not opted-out of the CCA program will be automatically enrolled on the assigned billing cycle (scheduled meter read date) during a one (1) month period. SCE will provide these customers with written notification of the transfer to CCA service.

SCE will provide a mass enrollment data file, reflecting each individual service account’s switch date, to the CCA. The CCA will be responsible for updating their system and scheduling load for each account on their respective switch dates.

3.16. Begin Community Choice Aggregation (CCA) Service
This step concludes the process of establishing CCA Service with SCE.
3.17. CCA Initiates Follow-Up Customer Opt-Out Notifications

The Follow-Up Notification Period is a sixty (60) day period of time commencing immediately following the date a customer is automatically enrolled. Customers must receive two notifications during this 60-day period. These notifications must provide the terms and conditions of the CCA program and advise customers of their right to opt-out. See Rule 23, section B, #21 and Rule 23, section H, #1-3 (available at https://www.sce.com/wps/portal/home/regulatory/tariff-books/rules/) which describes follow up (post-enrollment) customer notification requirements.

SCE’s Policy for CCAs With No Active Scheduling Coordinator

When SCE is aware that a CCA is without the services of an active certified Scheduling Coordinator:

- SCE will suspend the SCE-CCA Service Agreement
- SCE will involuntarily return all existing switched CCA customers to UDC bundled service as of the date the Scheduling Coordinator suspended coordination services for the CCA.
- SCE will cancel all pending CCASRs scheduled to transfer on or after the date the Scheduling Coordinator suspended coordination services for the CCA.

Before SCE will accept new CCASRs:

- SCE will require a “letter of reinstatement” from the respective ESP to validate its SCE-CCA Service Agreement.
- SCE will require a letter of reinstatement from the CCA’s active/certified Scheduling Coordinator stating it will be performing on the CCA’s behalf.