



Notice of Docket Schedule Update and Staff Information Request

May 18, 2022

Community Solar Program – Docket No. UM 1930

Use of Agent Subscription Model

Staff announces an updated schedule for development of a Staff recommendation on use of the agent subscription model in the Community Solar Program (CSP).

Following the public workshop on May 17, 2022, Staff requested additional information from Common Energy, LLC and Arcadia, LLC, on their use of the agent subscription model and consolidated billing. Staff’s request for additional information is included below.

Common Energy, LLC and Arcadia, LLC posted responses to Staff’s questions in Huddle by May 2. Staff intends to share its findings publicly on the UM 1930 docket and as part of its report to the Commission on these issues. Stakeholders will have an opportunity to provide written comments on Staff’s draft recommendation before Staff posts a final recommendation to Docket No. UM 1930.

Schedule

| Date | Activity |
|-------------------|---|
| May, 2022 | Staff analysis of Arcadia and Common Energy responses submitted via Huddle. |
| June 10 | Draft Staff recommendation on use of agent subscription model in CSP posted to Docket No. UM 1930 for public comment. |
| June 10 – June 24 | Two week public comment period. |
| July 19 | Staff’s final recommendation posted to Docket No. UM 1930. |
| July 26 | Commission decision at public meeting. |

Staff Contact

Please direct questions and comments to Joe Abraham at Joseph.Abraham@puc.oregon.gov. Thank you for your participation in UM 1930!

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Request for Additional Information Issued by Staff April 14, 2022

Topic or Keyword: Participant Experience/Utility Interaction

01. Please describe whether a phone number or mailing address for participant might be changed in participant's utility account?
 - a. If so, please describe if and how utility notifications are forwarded to the participant.
02. Please describe how and how often participants are reminded to review their online utility account for any communications that may have not been forwarded to the participant.
03. Please describe what steps a participant must take to reestablish ability to pay their utility bill directly.
 - a. What information is needed by the participant to re-establish control of their utility account?
04. Please describe the process for transferring full, partial, or late payment to the utility.
 - a. If partial or late payments are handled differently, please describe how.
 - b. Does the payment submission process follow the existing programmatic billing processes, whereby the utility transfers Program fees to the Program Administrator who in turn pays the Project Manager?
05. Please describe how long a participant would receive benefit/savings if a community solar project stops operating, and the participant cannot be migrated to another project.
06. Please describe what ways, if any, participants could be allowed to make payments if the Community Solar Program does not allow projects to require that some or all participants to use auto-pay.
07. Please describe if and how partial payments could be accepted in the instance that the Community Solar Program required projects to accept partial payments from some or all participants.

Topic or Keyword: Agency Agreement

08. Please describe the ways in which the ability to support participants and the participant experience may be impacted if the Program does not allow the use of agent agreements (or one or more parts of the Company's agent agreement) for some or all participants.

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09. Please list and provide details for any and all reasons why a Community Solar participant may be charged fees in addition to those already included in the Oregon Community Solar Program.
10. To the extent known, please list and provide details for any and all reasons why an agency agreement might result in a participant incurring fees in addition to those already included in the Program from the participant's utility, financial institution, or another party.
11. Please describe if the Company would remain part of a Community Solar Project if it were not permitted to use an agent agreement.
 - a. If so, please describe in detail the participant experience.

Topic or Keyword: Consolidated Billing

12. Please provide an example of the Company's monthly bill and all related content.
13. Is there any situation where bill collection agencies might be utilized?
14. Please describe if the Company would remain part of a Community Solar Project if it were not permitted to use a consolidated bill.
 - a. If so, please describe how this would impact participant experience.