






 <b>PROJECT TITLE</b>	<b>SECURED DATA SHARING TO IMPROVE RESIDENTIAL DR PROGRAMS' ENROLLMENT PROCESS</b>
 <b>IOU</b>	 <b>Pacific Gas and Electric Company<sup>®</sup></b>
 <b>STATUS</b>	Complete <sup>1</sup>
 <b>OVERVIEW</b>	<p>The CPUC's Decision Adopting Demand Response Activities and Budgets for 2018 through 2022 approved PG&amp;E's ability to expand its CBP and ADR Programs to residential customers. Since the CBP and ADR programs were originally designed for non-residential customers, the customer and 3rd party enrollment processes for both programs could be improved for the residential customers segment. For example, both programs require a customer to sign a hard copy or electronic application for program enrollment and to allow a third party to access the customer's data. Stakeholders have stated that this signature requirement may discourage residential customers from enrolling in these programs. In order to streamline these application processes, PG&amp;E is using the DRET program to identify ways to streamline the program enrollment and data access processes.</p> <p>The objective of this assessment is to collect information in order to create a smooth and secure customer authentication, authorization, and enrollment framework for DR pilots and programs in the future. This project focuses on improving the residential customer experience with third party DR aggregators or DR program providers.</p>

<sup>1</sup> Information obtained from PG&E's [Emerging Markets & Technology Demand Response Projects 2018 Q4 to 2019 Q1 Semiannual Report](#), published March 31, 2019, see pp.4-5.

 <b>COLLABORATION</b>	The DRET Program partners with PG&E's internal Share My Data team on this assessment.
 <b>RESULTS</b>	In the third quarter of 2018, the 3rd party consultant that supports this assessment developed a draft report to document the findings of this study. PG&E is in the process of reviewing this study.
 <b>Next Steps</b>	A public version of the final report will be posted to the ETCC website when it is finalized.