

Butte Choice Energy RFP 20-002 Data Management and Customer Call Center Services Questions and Answers

February 17, 2020

The deadline for submitting questions regarding this solicitation was February 12, 2020.

1. Q: Under Scope of Services, Billing Administration: “Check preliminary bills from PG&E for reasonableness before the bills are sent out.”

Does this refer to auditing BCE charges prior to sending to PG&E or is it actually reviewing PG&E Bills prior to them being sent to the customer? If the latter, PG&E does not provide visibility to their invoices between when CCA charges are sent and the bill is created.

A: Correct, the intent is to check preliminary bills prior to sending to PG&E.

2. Q: Will Butte Choice Energy be providing a list of all questions and answers sent by potential respondents?

A: Yes, this document is inclusive of all questions submitted by the deadline.