

July 31, 2020

VIA eDOCKET SYSTEM

Public Service Commission of the District of Columbia
1325 G Street NW, Suite 800
Washington, DC 20005
Attn: Brinda Westbrook
Commission Secretary

RE: Formal Case Nos. 982 and 1002 and Order 14814

ELECTRICITY QUALITY SERVICE STANDARDS ("EQSS") – QUARTERLY COMPLIANCE REPORT

ENGIE RETAIL, LLC D/B/A THINK ENERGY – REPORT COMPLIANCE PERIOD – Q2 2020

Dear Commission Secretary:

Pursuant to Order No. 14814 pertaining to the EQSS as Chapter 36 of Title 15, §3601-3604 of the District of Columbia's Municipal Regulations (DCMR), ENGIE Retail, LLC d/b/a Think Energy hereby files its EQSS Q2 2020 quarterly compliance report exhibiting its compliance for the reporting period April 1, 2020 – June 30, 2020.

For Q2 2020, Think Energy is reporting "zero" errors.

Please consider this as our initial, follow-up and final billing error notifications.

If you require any additional information in connection with this report, please contact me via email at marsha.griffin@engie.com.

Regards,



Marsha Griffin
Senior Paralegal
1360 Post Oak Blvd., Suite 400
Houston, TX 77056
www.mythinkenergy.com

ENGIE RETAIL, LCC d/b/a THINK ENERGY – FC No. 982 / FC No. 1002

DC ELECTRICITY QUALITY OF SERVICE STANDARDS REPORT – Q2 2020

Section	Standard	Measure	Total # Events	% Compliant (w/measure)	Corrective Action	Due Date	Status
3604.1	Inform Commission and OPC of a billing error when it affects 100 or more customers or the number of customers is equal to or more than 2% of the utility's or service providers' customer base (whichever is less). If the customer base is less than 100, report errors when two (2) or more customers are affected.	Notices when 100, or 2%, or 2 or more customers are affected	0	N/A	N/A	N/A	N/A
3604.2/3604.3	Submit an initial billing error notification (by email) within one (1) business day of discovering or being notified of the error, submit a written report within 14 calendar days and a final written report within 60 calendar days.	Initial notification within 1 business day, 1 st written report within 14 calendar days, final written report within 60 calendar days	N/A	N/A	N/A	N/A	N/A
3604.4	Initial billing error notification shall contain: (a) type of billing error, (b) when discovered, (c) how discovered, and (d) # of customers affected.	Notification must contain (a) – (d)	N/A	N/A	N/A	N/A	N/A
3604.5	Follow-up written report shall contain: (a) type of billing error, (b) when it occurred, (c) # of customers affected, (d) the cause of the error and correction status, and (e) timeline for completing correction plan.	Report must contain (a) – (e), and show closeout of (d) within 60 days	N/A	N/A	N/A	N/A	N/A
3604.6/3604.7	Final written report shall contain: (a) type of billing error, (b) when it occurred, (c) # of customers affected, (d) duration of the billing errors, (e) corrective and preventative measures taken, and (f) lessons learned, if any. Commission shall determine whether further investigation is necessary.	Report must contain (a) – (f)	N/A	N/A	N/A	N/A	N/A