



July 31, 2020

Via Electronic Filing

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

**Re: Formal Case Nos. 982 and 1002; Order 14814; Renaissance Power & Gas Inc.
Electric Quality of Service Standards Compliance Quarterly Report**

Dear Ms. Westbrook:

Pursuant to Order No. 14814 pertaining to the Electricity Quality of Service Standards (“EQSS”) as Chapter 36 of Title 15 District of Columbia Municipal Regulations, please find enclosed Renaissance Power & Gas Inc.’s (“Renaissance”) Billing Error Notification Report in the format prescribed by the Commission. The attached EQSS quarterly report covers the period of April 1, 2020 through June 30, 2020.

Renaissance is pleased to report that there are no billing errors to report during the compliance period.

Please contact the undersigned with any questions regarding this submission.

Respectfully Submitted,

s. Caleb Gaddes

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On behalf of Renaissance Power & Gas Inc.



3604 Billing Error Notification 4/1/2020-6/30/2020							
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 two (2) percent of the utility's or service provider's 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 one (1) b/day, 1 st written report within 14 c/days, final written report within 60 c/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