

October 28, 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 No. 982**

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

**ENGIE RETAIL, LLC D/B/A THINK ENERGY – REPORT COMPLIANCE PERIOD – Q3 2020**

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Dear Commission Secretary:

Attached you will find the billing error notification required under Section 3604. For Q3 2020, Think Energy is reporting issues for 26 accounts belonging to 9 customers due to revised usage sent from the utility.

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 either Shannon Binns, Project Management Advisor via email at [shannon.binns@engie.com](mailto:shannon.binns@engie.com) or myself at [marsha.griffin@engie.com](mailto:marsha.griffin@engie.com).

Regards,



**Marsha Griffin**  
Senior Paralegal  
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## DS PSC Billing Error Compliance

3604

### Billing Error Notification

- (a) The type of billing errors that were found was incorrect usage sent to us in the form of canceled charges by the utility.
- (b) The errors were discovered 07/02/20, 7/22/20, 7/30/20, 08/07/20, 08/28/20, 08/31/20, 09/23/20, and 09/24/20.
- (c) A daily review led to the discovery of the errors.
- (d) 26 cancel transactions from the utility belonging to 9 customers was affected for a cancelled dollar amount of \$1,169.21.
- (e) The causes of the error were incorrect usage sent to Think Energy from the utility.
- (f) All errors were corrected immediately upon discovery when corrected usage data was available. The utility issued new bills with the corrected usage.
- (g) There are no preventative measures readily available because usage is received from the utility.
- (h) No lesson was learned.

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

### DC ELECTRICITY QUALITY OF SERVICE STANDARDS REPORT – Q3 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	26	100%	Online report	N/A	Cancel/rebill
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 <sup>st</sup> written report within 14 calendar days, final written report within 60 calendar days	26	100%	Online report	N/A	Cancel/rebill
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)	26	100%	Online report	N/A	Submitted
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	26	100%	Online report	N/A	Submitted
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)	26	100%	Online report	N/A	Submitted