



July 29, 2019

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 RESOURCES LLC - REPORT COMPLIANCE PERIOD – Q2 2019

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 Resources LLC hereby files its EQSS Q2 2019 quarterly compliance report exhibiting its compliance for the reporting period April 1, 2019 – June 30, 2019.

If you require any additional information in connection with this report, please contact me at (713) 636-1083 or via email at marsha.griffin@engie.com.

Regards,

A handwritten signature in blue ink that reads "Marsha F. Griffin".

Marsha Griffin
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Houston, TX 77056
www.engieresources.com

Compliance Reporting Form – DC Electric Quality of Service Standards
(Please refer to the attached Compliance Form for details)

3601. Reporting Requirements for Service Outages and Incidents

1. Notification Requirements

The Electricity Quality of Service Standards (“EQSS”) require the utility to report to the Commission and the Office of the People’s Counsel (“OPC”), via telephone and e-mail, when a major outage, non-major outage, or certain incidents (such as manhole or personal injury incidents) have occurred. The time allowed for notifying the Commission and OPC depends on the event. There are minimum requirements for the information to be provided in the notification to the Commission and OPC.

2. Requirements for Written Reports

For major outages, the EQSS require the report to be submitted within three weeks, following the end of an outage. With respect to non-major outages or certain incidents, the EQSS require a report to be submitted within five days of the event occurrence. There are minimum requirements for the information to be provided in the written reports depending upon the type of event.

3. Power Quality Complaints

There are specific reporting requirements for power quality complaints.

3602. Customer Service Standards

There are minimum performance requirements with respect to the District’s customer service standards.

3603. Reliability Standards

The reliability standards in the EQSS for the District generally cover poor performing feeders; prompt service restoration; and benchmarks for System Average Interruption Frequency Index (SAIFI), System Average Interruption Duration Index (SAIDI), and Customer Average Interruption Duration Index (CAIDI).

3604. Billing Error Notification

The District’s EQSS rules for billing error notification include the general requirement for when the Commission and OPC shall be informed, the period within which any notification or report shall be submitted, and the information to be included in the report.

FC No. 982/FC No. 1002 – District of Columbia Electricity Quality of Service Standards Compliance Reporting Form

3601.00 Reporting Requirements for Service Outages, Incidents and Power Quality Complaints							
Section	Standard	Measure	Total # of Events	% Compliant (w/measure)	Corrective Action	Due Date	Status
3601.2/ 3601.6	Report major and non-major service outages by <u>telephone</u> and e-mail within one (1) hour after the utility has determined that a major service outage occurred or after the utility becomes aware of the incident.	Report by telephone and e-mail within one (1) hour.	N/A				
3601.3/ 3601.8	Each telephone and e-mail report on major and non-major outages should contain a) the location, b) Wards affected, c) # of customers out of service, d) cause of the outage, e) the estimated repair time, and, for major outages, f) notification of progress to major outage status.	Each 3601.3 report must contain (a) - (f), each 3601.8 report must contain (a) - (e).	N/A				
3601.4	Report periodically (frequency to be determined by the Commission's Office of Engineering) regarding the status of the major service outage.	TBD	N/A				
3601.5	Specific restoration information, including restoration times, shall be provided to District customers by customer service representatives and the automated voice response unit.	TBD	N/A				
3601.9/ 3601.11	Report by telephone all manhole incidents (smoking manholes, manhole fires, manhole explosions) and all incidents that result in the loss of human life and/or personal injury requiring hospitalization within thirty (30) minutes upon receiving notice of the incident.	Report within 30 minutes of receiving notice of incident.	N/A				

Section	Standard	Measure	Total # of Events	% Compliant (w/measure)	Corrective Action	Due Date	Status
3601.10/3601.12	Telephone and e-mail reporting of incidents to include: a/b) location/description of the incident, b/c) Ward, c/d) customers and/or persons affected, d/e) cause of incident, e) estimated repair and/or restoration time (for manhole incidents), and f) steps utility will take to provide assistance (for personal injury incidents).	Each 3601.10 report must contain (a) - (e), each 3601.12 report must contain (a) - (f).	N/A				
3601.13/3601.15	Written reports concerning non-major service outages and/or manhole incidents, shall be submitted to OE and OPC within five (5) days from the date of the event occurrence. Written reports on the loss of human life/personal injury shall be submitted within five (5) days of receiving notice of the incident.	Submit 3601.13 report within 5 days of event, and 3601.15 report within 5 days of receiving notice.	N/A				
3601.14/3601.16	At a minimum: each written report on non-major service outages and/or manhole incidents shall state, a) description, b) location, c) Wards, d) time of the outage, e) repair and restoration times, f) duration of outage(s) in hrs/min., g) total # of customers, h) total # of manholes, i) classification of the manhole incident(s); each written report on loss of human life and/or personal injury shall state, a) description, b) location, c) Ward, d) exact time, e) total # of customers, f) assistance steps, g) time it took assistance to arrive, h) steps to prevent reoccurrence.	Each 3601.14 report must contain (a) - (i), each 3601.16 report must contain (a) - (h).	N/A				
3601.17	Provide a detailed report on non-major service outages, manhole incidents, and/or incidents that result in the loss of human life or personal injury to the Productivity Improvement Working Group (PIWG) every quarter.	Submit all applicable reports to the PIWG every quarter.	N/A				

Section	Standard	Measure	Total # of Events	% Compliant (w/measure)	Corrective Action	Due Date	Status
3601.18	File a written report concerning major service outages within 3 weeks following the end of the outage.	File the required written report to each office within three (3) weeks of the end of a major service outage.	N/A				
3601.19	Specifies minimum requirements for the contents of the written report for major service outages. <i>Please refer to the EQSS for (a)-(o) as they are very detailed and are not listed here.</i>	Each written report must contain information from (a) - (o).	N/A				
3601.20	Submit a written report on the Outage Management System's (OMS) actual performance during the major service outage within 30 days after restoration efforts are completed.	Submit written report within 30 days after restoration.	N/A				
3601.21/3601.23	Record and report the number of power quality complaints received, types of complaints received, results of subsequent investigations, corrective actions taken, and the time it took to resolve the customer's problem.	Submit the report 45 days after each six (6) month reporting period.	N/A				

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3602		Customer Service Standards						
Section	Standard	Measure	Total # of Events	% Compliant (w/measure)	Corrective Action	Due Date	Status	
3602.1	Maintain a customer service (walk-in) office located in the District of Columbia.	Notify location of one (1) office.	N/A					
3602.2	Answer at least seventy (70) percent of all customers' phone calls received within thirty (30) seconds and maintain records delineating customer phone calls answered by a utility representative or an automated operator system. Utility shall measure and report on the average customer wait time for a customer transferred from an automated operator system to a utility representative.	70 % of received calls answered within 30 seconds	N/A					
3602.4/ 3602.6/ 3602.7	Develop a corrective action plan if 3602.2 standard is not met. Report on the progress of current corrective action plans and actual call center performance in the annual Consolidated Report.	Written corrective action plan in CR	N/A					
3602.8	Call abandonment rate must be maintained below ten (10) percent.	Call abandonmt. rate below 10%	N/A					
3602.10/3602.12 /3602.13	Develop a corrective action plan if 3602.8 standard is not met. Report on the progress of current corrective action plans and actual call center performance in the annual Consolidated Report.	Written corrective action plan in CR	N/A					
3602.14	Complete installation of new residential service requests within ten (10) business days of the start date for the new installation.	Service requests installed within 10 days of start.	N/A					
3602.16	Submit a written report on its performance in 3602.14 every six (6) months.	One report every six (6) months.	N/A					
3602.19/3602.21 /3602.22	Develop a corrective action plan if 3602.14 standard is not met. Report on the progress of current corrective action plans and actual performance in the annual Consolidated Report.	Written corrective action plan in CR	N/A					

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3603 Reliability Standards							
Section	Standard	Measure	Total # of Events	% Compliant (w/measure)	Corrective Action	Due Date	Status
3603.1	Implement a plan to improve the performance of the two (2) percent least performing feeders.	Written plan identifying the 2% LP feeders targeted.	N/A				
3603.3/ 3603.5	If the utility fails to comply with 3603.1, a corrective action plan is required. Report on the progress of the corrective action in the Consolidated Report.	Written corrective action plan in CR	N/A				
3603.7/ 3603.8	Complete service restoration within 24 hours following a non-major service outage. Report on the number and percentages of outages that extend beyond the 24 hour standard and the causes for the extended outages.	Restoration within 24 hrs. Written report on 24 hr exceedance in CR	N/A				
3603.10/3603.11/3603.12/3603.13	Utility shall not exceed the benchmark levels established for the System Average Interruption Frequency Index (SAIFI), System Average Interruption Duration Index (SAIDI), and the Customer Average Interruption Duration Index (CAIDI).	Refer to EQSS document	N/A				
3603.14/3603.16/3603.17	Develop a corrective action plan if 3603.10 standard is not met. Report on the progress of current corrective action plans and actual performance in the annual Consolidated Report.	Document Corrective action plan in CR	N/A				

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3604 Billing Error Notification							
Section	Standard	Measure	Total # of 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 affected 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	43	100%	online report	N/A	cancel/rebill
3604.2/3604.3	Submit an initial billing error notification (by e-mail) 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.	43	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).	43	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.	43	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 error(s), e) corrective and preventive measures taken, and, f) lessons learned, if any. Commission shall determine whether further investigation is necessary.	Report must contain (a) - (f).	43	100%	online report	N/A	submitted