



October 29<sup>th</sup>, 2019

Brinda Westbrook  
Public Service Commission of the District of Columbia  
1333 H St, N.W., Suite 200, West Tower  
Washington, DC 20005

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

Dear Ms. Westbrook:

Attached you will find the billing error notification required under section 3604. For the 3rd quarter of 2019, ENGIE is reporting issues for 19 accounts belonging to five customers due to revised usage sent from the utility.

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

Should you have any questions please contact me at 713.636.1815

Regards,  
Gaurav Shah  
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Gaurav.shah@external.engie.com  
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## DC PSC Billing Error Compliance

3604

### Billing Error Notification

- (a) The type of billing errors that were found was incorrect usage.
- (b) The errors were discovered 10/29/2019, 3:50PM
- (c) A quarterly review led to the discovery of the errors.
- (d) 19 account belonging to five customers was affected for a dollar amount of (\$418,686.94)
- (e) The causes of the error were previously billed incorrect usage sent 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.

