



Hal Elrod • Vice President, Commercial Technology
Retail Energy • (281) 203-5325 • Hal.Elrod@TalenEnergy.com
Talen Energy • 600 Hamilton St., Suite 600 • Allentown, PA 18101

January 2, 2020

VIA UPS

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

202-727-3071

RECEIVED
DISTRICT OF COLUMBIA
PUBLIC SERVICE COMMISSION
2020 JAN 6 PM 4:11

Re: **Talen Energy Marketing, LLC's Electricity Quality of Service Standards Compliance Quarterly Report**

Dear Secretary Westbrook-Sedgwick:

Pursuant to the Electric Quality of Service Standards at Chapter 36 of Title 15 District of Columbia Municipal Regulations, enclosed please find Talen Energy Marketing, LLC's Billing Error Notification Report for the period October 1, 2019 through December 31, 2019.

Please time stamp the enclosed extra copy of this cover letter and return in the self-addressed, stamped envelope provided for your convenience. Should you have any questions concerning this matter, please contact me directly.

Very truly yours,

Hal Elrod

Enclosures

Talen Energy Marketing, LLC
Electricity Supplier License EA 12-20-6

3604	Billing Error Notification 10/1/2019 - 12/31/2019								
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, 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/d, 1st written report with 14 c/days, final written report with 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.	Notification 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	Follow-up 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.	Notification must contain (a) - (f).	N/A	N/A	N/A	N/A	N/A		