

Control Number: 36141



Item Number: 6899

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**NRG Energy Inc.**  
1005 Congress Ave. Ste. 950  
Austin, Texas 78701

May 14, 2020

Public Utility Commission of Texas  
ATTN: Central Records  
1701 N. Congress Avenue  
Austin, Texas 78711-3326

RE: *Retail Performance Measure Reports Pursuant to P.U.C. Subst. R. § 25.88,*  
Project No. 36141, US Retailers, LLC 1st Quarter 2020

To Whom It May Concern:

Enclosed please find the First Quarter 2020 Quarterly Performance Measures Report of US Retailers LLC ("US Retailers") (Certificate No. 10177) and accompanying affidavit.

US Retailers has filed the information requested by Measures A-1 and C under seal as it is confidential and exempt from disclosure to the public under Sections 552.101 and 552.110 of the Texas Government Code. Accordingly, US Retailers requests that this information be maintained as confidential by the Public Utility Commission of Texas.

Should you have any questions, please do not hesitate to contact me at 512.691.6150.

Best,

A handwritten signature in cursive script that reads "Lauren D. Damen".

Lauren D. Damen  
Senior Counsel, NRG Energy, Inc.  
State Bar No. 24078394  
Telephone: (512) 691-6150  
Lauren.damen@nrg.com

Enclosures



## **SCHEDULE B: REPORTING REQUIREMENTS FOR REPS**

### ***Measure A-1: Customers Served by REPs.***

The response for Measure A-1 has been filed confidentially and is exempt from disclosure to the public under Sections 552.101 and 552.110, Texas Government Code.

### ***Measure A-2: Number of Active REPs.***

During the reporting period, US Retailers served customers in the residential and small non-residential customer classes and in all of the Transmission and Distribution Service Provider service areas in ERCOT (i.e., Oncor Electric Delivery Company LLC; CenterPoint Energy Houston Electric, LLC; AEP Texas Central Company; AEP Texas North Company; and Texas-New Mexico Power Company).

### ***Measure B-1: Customer Enrollment Success Rate (Optional)***

US Retailers is not filing information in response to this measure.

### ***Measure B-2: Meter Read Transaction Success Rate (Optional)***

US Retailers is not filing information in response to this measure.

### ***Measure B-4: Unauthorized Changes (Optional)***

US Retailers is not filing information in response to this measure.

### ***Measure C: Technical Field Performance***

The response for Measure C has been filed confidentially and is exempt from disclosure to the public under Sections 552.101 and 552.110, Texas Government Code.



## 20Q1 Trygstad affidavit - US Retailers.pdf

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### E-Signature Summary

#### E-Signature 1: Charles Trygstad (CT)

April 29, 2020 16:40:42 -6:00 [F1A0CABDB45C] [158.81.192.2]  
charles.trygstad@nrg.com (Principal)

#### E-Signature Notary: Elizabeth Wolford (EW)

April 29, 2020 16:40:42 -6:00 [F7E78F281B46] [158.81.192.2]  
liz.wolford@nrg.com

I, Elizabeth Wolford, did witness the participants named above electronically sign this document.



**AFFIDAVIT**

STATE OF TEXAS       §  
                                  §  
COUNTY OF HARRIS   §

BEFORE ME, the undersigned Notary Public, on this day appeared Charles Trygstad, who being first duly sworn according to law upon his oath, deposed and stated:

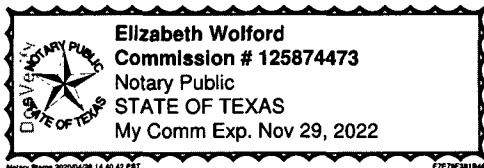
1. My name is Charles Trygstad. I am Director, Gross Margin Accounting for NRG Energy Inc. US Retailers LLC ("US Retailers") is a wholly owned subsidiary of NRG Energy Inc. US Retailers is a retail electric provider and holds certificate number 10177.
2. I swear or affirm that this Quarterly Performance Measures Report was prepared under my direction and an internal review was conducted to confirm the accuracy of the information contained in the report.
3. Information on the Department of Energy ("DOE") forms included in the Performance Measures Report submitted by US Retailers was prepared under my supervision. I have reviewed those forms to confirm that they are accurate copies of the forms filed with the DOE and that they accurately reflect the information contained in the records of US Retailers, keeping in mind that those records contain estimates.
4. I swear or affirm that any assertions of confidentiality regarding this report have been made with a good faith belief that an exception to the public disclosure under Chapter 552 of the Texas Government Code applies to the information provided.

Charles Trygstad

Signed on 2020/04/28 16:40:42 -0500

Signature of Charles Trygstad  
NRG Director Gross Margin Accounting  
on behalf of US Retailers LLC

**SWORN TO AND SUBSCRIBED TO BEFORE ME** on the 28th day of April, 2020.  
This notarial act was an online notarization.



Elizabeth Wolford

Signed on 2020/04/28 16:40:42 -0500

Notary Public in and for the State of Texas

My Commission Expires: November 29<sup>th</sup>, 2022

