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PUC PROJECT NO. 36141

RETAIL MARKET PERFORMANCE
MEASURES REPORTING PURSUANT TO
16 TEX. ADMIN. CODE §25.88

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PUBLIC UTILITY COMMISSION
OF TEXAS

**CENTERPOINT ENERGY HOUSTON ELECTRIC, LLC
RETAIL MARKET PERFORMANCE MEASURES REPORT
1st QUARTER 2020**

May 15, 2020

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John Durland, Manager of Rates

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CENTERPOINT ENERGY HOUSTON ELECTRIC, LLC
1st QUARTER 2020 PERFORMANCE MEASURES
REPORT

BACKGROUND

This report is filed in compliance with 16 Tex. Admin. Code (“TAC”) §25.88. Information included in this report is to be used by the Public Utility Commission of Texas for evaluation of the performance of the retail electric market in Texas. Each entity covered under this Rule is required to file information in compliance with the Rule by the 45th day following the end of the preceding quarterly reporting period. Data is presented monthly and then combined for a quarterly total where appropriate.

DESCRIPTION

The reports provide information gathered from the books and records of CenterPoint Energy Houston Electric, LLC for the 1st quarter 2020. Footnotes are attached, where appropriate, which explain circumstances regarding the data for the 1st quarter 2020. Where comparisons are applicable, data are provided showing performance changes from the 4th quarter 2019.

Measure A-1 Customers Served by Non-Affiliated REPs –

This Measure provides for each REP the number of customers by TDU rate class and the associated MWH sales. **INFORMATION IS CONFIDENTIAL**

Measure A-2 Number of Active REPs –

There were 130 REPs with active ESIDs in the CenterPoint Energy Houston Electric, LLC service area in the 1st quarter 2020.

Measure B-1 Customer Enrollment Success Rate –

These measures provide by REP the number of safety net move-ins executed in which the EDI transaction remains outstanding. **INFORMATION IS CONFIDENTIAL**

Measure B-2 Meter Read Transaction Success Rate –

These measures by REP reflect the lifecycle of transactions related to meter reads. Since the transactions are reported on a monthly basis, matching 867_04s and 810_02s may be reported in different months. **INFORMATION IS CONFIDENTIAL**

Measure C Field Performance –

These measures provide for REP-specific information on field activities for each REP on a quarterly basis. **INFORMATION IS CONFIDENTIAL**

AFFIDAVIT

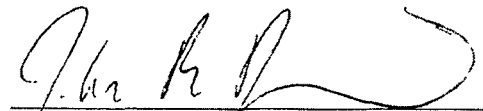
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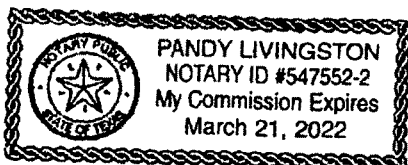
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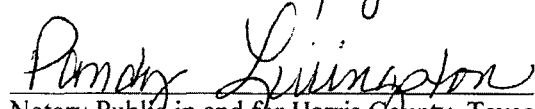
SWORN STATEMENT OF JOHN DURLAND

My name is John Durland. I am employed by CenterPoint Energy Services, LLC as a Manager of Rates. The information included in this report was developed for the purpose of compliance with 16 TAC §25.88. Specifically, the information is reported in conformance with the Filing Requirements of Schedule C: *Reporting Requirements for TDUS*. The information reported was developed under my direction and to the best of my knowledge and belief complies with the requirements of 16 TAC §25.88(e)(2). These reports were reviewed by staff and management knowledgeable of the day-to-day operations that include the processes from which the transactional data reported was obtained. These reviews were conducted to confirm the accuracy of the reports. To the best of my knowledge and belief these internal reviews confirm that the data set forth in these reports accurately represents the transactions recorded for each reporting period.


John Durland

SWORN AND SUBSCRIBED before me on the 13th day of May, 2020.




Notary Public in and for Harris County, Texas