

Control Number: 36141



Item Number: 6895

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

May 14, 2020

MAY 15 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, Reliant Energy Retail Services, LLC 1st Quarter 2020

To Whom It May Concern:

Enclosed please find the First Quarter 2020 Quarterly Performance Measures Report of Reliant Energy Retail Services, LLC ("Reliant") (Certificate No. 10007) and accompanying affidavit.

Reliant 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, Reliant 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, Reliant served customers in all 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)

Reliant is not filing information in response to this measure.

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

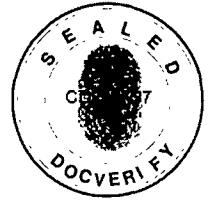
Reliant is not filing information in response to this measure.

Measure B-4: Unauthorized Changes (Optional)

Reliant 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 - Reliant.pdf

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E-Signature Summary

E-Signature 1: Charles Trygstad (CT)

April 30, 2020 12:05:51 -6:00 [E14CF69627D6] [158.81.192.2]
 charles.trygstad@nrg.com (Principal)

E-Signature Notary: Elizabeth Wolford (EW)

April 30, 2020 12:05:51 -6:00 [A38C44C22A93] [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:

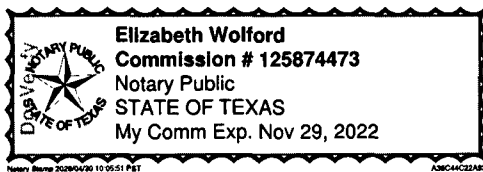
1. My name is Charles Trygstad. I am Director, Gross Margin Accounting for NRG Energy Inc. Reliant Energy Retail Services LLC ("Reliant") is a wholly owned subsidiary of NRG Energy Inc. Reliant is a retail electric provider and holds certificate number 10007.
2. I swear or affirm that this Quarterly 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 Reliant 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 Reliant, 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 2020/04/30 12:08:51 -4:00

Signature of Charles Trygstad
NRG Director Gross Margin Accounting
on behalf of Reliant Energy Retail Services LLC

SWORN TO AND SUBSCRIBED TO BEFORE ME on the 29th day of April, 2020. This notarial act was an online notarization.



Elizabeth Wolford

Signed on 2020/04/30 12:08:51 -4:00

Notary Public in and for the State of Texas

My Commission Expires: November 29th, 2022

