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TERM Power & Gas, LLC
Performance Measures Report 2020 Q1

Project No. 36141

TERM Power & Gas LLC
Performance Measures Report
First Quarter, 2020



Please see the enclosed TERM Power & Gas LLC, d/b/a ENCOA ("ENCOA") Performance Measures Report for the first quarter of 2020. This filing contains four copies, and also includes an extra copy for our records. Please date-stamp this copy and return it at your convenience using the enclosed self-addressed, stamped envelope.

Measure A-1: Customers Served by REPs

Please see attached the monthly EIA Forms 826 for the first quarter of 2020, which reflect the number of customers and load served during the reporting period. This information is being filed confidentially in accordance with Procedural Rule 22.71.

Measure A-2: Number of Active REPs

Please see the information provided in response to Measure A-1.

Measure B-1: Customer Enrollment Success Rate

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Measure B-2: Meter Read Transaction Success rate

Intentionally left blank (optional)

Measure B-4: Authorized Changes

Intentionally left blank (optional)

Measure C: Technical Field Performance

Please see attached the first quarter performance statistics. This information is being filed confidentially in accordance with Procedural Rule 22.71.

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