



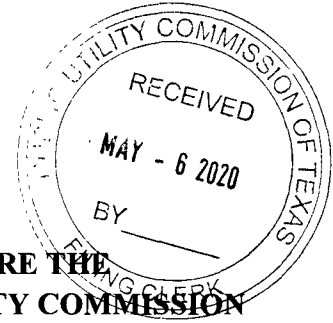
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Docket No. 36141



RETAIL PERFORMANCE MEASURE §
REPORTS PURSUANT TO 16 TEX. §
ADMIN. CODE §25.88 BEGINNING §
3RD QUARTER 2008 §
§

BEFORE THE
PUBLIC UTILITY COMMISSION
OF TEXAS

TEXAS-NEW MEXICO POWER
RETAIL PERFORMANCE MEASURES REPORT
FOR FIRST QUARTER 2020

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May 1, 2020

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PROJECT NO. 36141
TEXAS-NEW MEXICO POWER COMPANY
PERFORMANCE MEASURES REPORT – FIRST QUARTER 2020

BACKGROUND

Texas-New Mexico Power Company (TNMP) files its First Quarter 2020 Performance Measures report pursuant to 16 T.A.C. § 25.88.

The following analysis was prepared to support the Transmission and Distribution Service Provider's (TDSP) performance measures. The attached data include all relevant material available to TNMP for the first quarter as of the filing date for this report.

ANALYSIS

Measure A-1 – Number of Customers by REP by Rate Class and MWh Sales

The customer count by Retail Electric Provider (REP) was calculated at the end of each revenue month (coincides with meter read cycles), which may not necessarily coincide with the calendar month. The count was based upon the active number of ESI ID's in the TNMP service territory that required an 867_03 (monthly usage or final) and an 810_02 (invoice).

Measures B-1 to B-4 Customer Transaction Success Rate

This section of the report shows the quantitative data for the complete life cycle of customer transactions. The customer enrollment transactions are split between switch and move-in requests designated by rows 8-113 of the report.

The information attached to this report contains highly confidential and proprietary information, which if made public, would give certain market participants an unfair competitive advantage. As a result, the information is filed as confidential and is so marked.



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Public Utility Commission of Texas
1701 North Congress Avenue
P.O. Box 13326
Austin, Texas 78711-3326

**RE: Project 36141, Retail Performance Measure Reports Pursuant to 16
Tex. Admin. Code §25.88 (TAC)**

Enclosed please find Texas-New Mexico Power's Performance Measures Report for the First Quarter 2020 pursuant to the requirements of 16 T.A.C. §25.88.

Information provided with this report to be filed under CONFIDENTIAL cover has been marked accordingly and provided pursuant to P.U.C. PROC. R. 22.71.

I attest that this data has been prepared at my direction and under my supervision and has been reviewed internally for accuracy. This data and is true and correct to the best of my knowledge and belief.

Respectfully,

Andrea Couch
Manager, REP Relations & Billing
Texas-New Mexico Power Company