

Control Number: 36141



Item Number: 6869

Addendum StartPage: 0

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

Intentionally left blank (optional)

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.

DOCKET NO. 36141

AFFIDAVIT OF MICHAEL MATLOCK

| THE STATE OF TEXAS |) |
|----------------------|---|
| |) |
| THE COUNTY OF HARRIS |) |

BEFORE ME, the undersigned authority, personally appeared Michael Matlock, known to me to be the person whose name is subscribed below who, upon oath deposed and stated as follows:

- My name is Michael Matlock. I am Director, Retail Operations for TERM Power & Gas, LLC d/b/a ENCOA, which holds retail electric provider ("REP") Certificate No. 10201.
- 2. If swear or affirm that I have personal knowledge of the facts stated in this Affidavit and in ENCOA's Performance Measures Report for the First Quarter of 2020 ("Report"), that I am competent to testify to those facts, and that I have authority to make this Affidavit on behalf of ENCOA. If further swear or affirm that all of the statements and representations made in this Affidavit and Report are accurate, true, and correct, to the best of my knowledge and belief.
- I swear or affirm that all assertions of confidentiality regarding this Report have been made with good faith belief that an exception to public disclosure under Chapter 552 of the Texas Government Code applies to the information provided.

FURTHER AFFIANT SAYETH NOT.

Michael Matlock

Michael Matlock

SUBSCRIBED AND SWORN TO BEFORE ME, notary public, on this 7th day of May, 2020.

Notary Public, State of Texas

My Commission Expires: 4/24/2022

SHAWNA MICHELLE CUNNINGHAM
Notary Public, State of Texas
Comm. Expires 04-24-2022
Notary ID 13147551-7