



Control Number: 47944



Item Number: 60

Addendum StartPage: 0

2018 MAR -6 AM 10:13

DeAnn T. Walker
Chairman
Brandy D. Marquez
Commissioner
Arthur C. D'Andrea
Commissioner
Brian Lloyd
Executive Director



PUBLIC UTILITY COMMISSION
FILING CLERK

Greg Abbott
Governor



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PUBLIC UTILITY
COMMISSION OF
TEXAS
ONLINE SUBMISSION
Submitted By gkinser

Public Utility Commission of Texas
REP Annual Report 2018

Company Information

Company Name: TOTAL GAS & POWER NORTH AMERICA INC
Registration No: 10241
Project No: 47944

Submissions: 0
Last Submitted: Never Submitted

NOTE: For changes to business entity, state of incorporation, identification numbers, or business or professional certificates please convey information in the note field in the Affirmation section below. Thank you.

Click the "Submit" button to complete this section.

Submit

Certified D/B/A Names

No DBAs to show

Company Addresses and Contact Information

Address Information

Company / Physical	Non Emergency	Primary Address
Company: TOTAL GAS & POWER NORTH AMERICA INC Contact: GLENN KINSER Title: TRADING COMPLIANCE DIRECTOR Address1: 1201 LOUISIANA Address2: SUITE 1600 City/St/Zip: HOUSTON TX 77002 Website: http://us.total.com/en-us		Main: (713) 647-4000 Toll-Free: (713) 647-4000 Fax: (713) 647-4030 Home: Cell: Email: glenn.kinser@total.com
Authorized Rep Company: TOTAL GAS & POWER NORTH AMERICA INC Contact: ALEXANDRE PATY Title: VICE PRESIDENT TRADING Address1: 1201 LOUISIANA Address2: SUITE 1600 City/St/Zip: HOUSTON TX 77002 Website: http://us.total.com/en-us		Main: (713) 647-5024 Toll-Free: Fax: (713) 647-4030 Home: Cell: Email: alexandre.paty@total.com
Regulatory Rep Company: TOTAL GAS & POWER NORTH AMERICA INC Contact: GLENN KINSER Title: TRADING COMPLIANCE DIRECTOR Address1: 1201 LOUISIANA Address2: SUITE 1600 City/St/Zip: HOUSTON TX 77002 Website: http://us.total.com/en-us		Main: (713) 647-5070 Toll-Free: Fax: (713) 647-4030 Home: Cell: Email: glenn.kinser@total.com

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Complaints Contact Information

Do you need to add, update, or remove any of your Customer Complaints Contact information?

No Response Yes No

Customer Complaint correspondence information cannot be updated online. To change this information please email to: complaint.contact@puc.texas.gov

Address Information

Contact

Non Emergency

Complaint Correspondence

Company: TOTAL GAS & POWER NORTH AMERICA INC
Contact: ROCHELLE PLEASANT
Title: PARALEGAL
Address1: 1201 LOUISIANA
Address2: SUITE 1600
City/St/Zip: HOUSTON TX 77002
Website: <http://us.total.com/en-us>

Main: (713) 647-4057
Toll-Free:
Fax: (713) 308-5611
Home:
Cell:
Email: rochelle.pleasant@total.com

Customer Complaint correspondence information cannot be updated online. To change this information please email to: complaint.contact@puc.texas.gov

Emergency Contact Information

Address Information

Contact

Primary Emergency

Main: (713) 647-4057
Toll-Free:
Fax: (713) 308-5611
Home: (281) 682-4980
Cell: (281) 682-4980
Email: rochelle.pleasant@total.com

Company: TOTAL GAS & POWER NORTH AMERICA INC
Contact: ROCHELLE PLEASANT
Title: PARALEGAL & SENIOR CONTRACT ANALYST

Contact

Secondary Emergency

Main: (713) 647-5070
Toll-Free:
Fax: (713) 647-4030
Home: (832) 437-5084
Cell: (713) 854-6021
Email: glenn.kinser@total.com

Company: TOTAL GAS & POWER NORTH AMERICA INC
Contact: GLENN KINSER
Title: TRADING COMPLIANCE DIRECTOR

Contact

Tertiary Emergency

Main: (713) 647-5031
Toll-Free: (713) 647-4000
Fax: (713) 647-4030
Home: (713) 820-8064
Cell: (713) 820-8064
Email: Power-Operations.TGPNA@total.com

Company: TOTAL GAS & POWER NORTH AMERICA INC
Contact: JEFFREY CARRETTE
Title: OPERATIONS MANAGER

REP Information

This information is for review and can not be edited. Contact the PUC if you have any questions.

Customer Type:

Service Area:

Other Area:

Retail Choice:

DRG Offers:

Affiliates:

Currently Providing Service

Are you currently providing service to customers? Select "Yes" or "No"

No Response Yes No

If you have a lot of zip code data or do not want to manually enter your data, use the form below to upload your files to us.

REP Providing Service Upload

Files Uploaded (max 3 files. Only csv,zip file types allowed)
[Portal Help Page](#)

No Files Uploaded

If you need to report a large volume of zip codes, you may use this upload function to upload a file with this information. The file format is a .CSV (Comma Separated Values) text file with 3 columns: Zip Code, Type of Service (Residential, Commercial, Industrial), and Number of Customers. **No Headings, Quotes, TABS, or SPACES in values**

Example:

```
78753,Commercial,25
78753,Residential,103
78753,Commercial,1
78754,Residential,45
```

If your data file is larger than 10 megabytes or you have a combination of files that are larger than 10 megabytes, you should zip up the files using a compression utility program such as 7zip or WinZip. Afterward upload the "zip" file as your submission.

REP Providing Service Data Entry

If you have only a few zip codes you can manually enter the data into the form below

List the Zip Codes in which you are providing Retail Electric Service to customers

77049 (C):1 NEW 77536 (I):1 NEW 77571 (C):1 NEW 77586 (I):2 NEW

Financial Inquiry (b)

Have you filed the information required by §25.107(i)(5)(A)(vii) in Project No. 47944, including a sworn statement from an executive officer of the REP attesting to the accuracy, in all material respects, of the information provided? Select "Yes" or "No"

No Response Yes No

Change In Ownership (c)

Has there been a "Change in Ownership" of the REP in the past year that was not approved by the PUC? All "Changes of Ownership" must be approved by the PUC in accordance with Substantive Rule §25.107. Select "Yes" or "No"

No Response Yes No

Qualified Scheduling Entity (QSE) (d)

Has the REP obtained/changed a Qualified Scheduling Entity? Select "Yes" or "No"

No Response Yes No

ERCOT Information (e)

Is the REP current with its ERCOT Testing Obligations? Select "Yes" or "No"

No Response Yes No

Provide Date of the latest approved testing.

Month: 11

Year: 2016

Has the REP been in default with the "Load Serving Entity" (LSE) Agreement? Select "Yes" or "No"

No Response Yes No

Has any other party alleged that the REP has violated ERCOT protocols or trading partner agreements? Select "Yes" or "No"

No Response Yes No

Is the REP providing Outage Notification as required by §25.107(g)(1)(G)? Select "Yes" or "No"

No Response Yes No

Third Party Entities (f)

Has the REP obtained/changed a Third Party Entity that it depends upon to provide service? Select "Yes" or "No"

No Response Yes No

Principal Employees Technical Experience (g)

Has the REP obtained/changed a Principal Employee that it depends upon to meet the Technical Experience requirements found in §25.107(g)(1)(D)? Select "Yes" or "No"

No Response Yes No

Energy Commodity Risk Management Experience (h)

Has the REP obtained/changed an Energy Risk Manager as required by §25.107(g)(1)(E)? Select "Yes" or "No"

No Response Yes No

Aggregators (i)

Create a List of the Aggregators with whom the REP conducted business

Bill Assistance

For the Bill Payment Assistance program implemented pursuant to 25.480(g)(2), provide the following information on an annual basis:

- a. \$ 0.00 Total Amount of customer donations.
- b. \$ 0.00 Amount of money set aside for bill payment assistance.
- c. # 0 Number of customers who had a switch-hold applied during the year.

For each assistance agency selected to disburse funds to customers, provide the following information.

No Agency Assistance records to show

Stat Questions

Information required by 25.491 on an annual basis: Enter the aggregated totals by year and month for deposits and complaint questions.

Month/Year	Denial Of Svc	Deposits	Refuse Elec Svc	Quality Cust Svc	Cramming	Slamming	Billing Svc	Term Disconnect	Action
1/2017	0	0.00	0	0	0	0	0	0	0
2/2017	0	0.00	0	0	0	0	0	0	0
3/2017	0	0.00	0	0	0	0	0	0	0
4/2017	0	0.00	0	0	0	0	0	0	0
5/2017	0	0.00	0	0	0	0	0	0	0
6/2017	0	0.00	0	0	0	0	0	0	0
7/2017	0	0.00	0	0	0	0	0	0	0
8/2017	0	0.00	0	0	0	0	0	0	0
9/2017	0	0.00	0	0	0	0	0	0	0
10/2017	0	0.00	0	0	0	0	0	0	0
11/2017	0	0.00	0	0	0	0	0	0	0
12/2017	0	0.00	0	0	0	0	0	0	0

Upload Questions

Please submit the information required by PUC Substantive Rule §25.491(c). You may submit this information in a spreadsheet such as Microsoft Excel or as a comma or tab-delimited text file. For further guidance on what information to submit, please refer to the rule which can be found here: [\(25.491.pdf\)](#).

REP Required Filing Upload

No Data To Upload?

Files Uploaded (max 20 files. All file types allowed) Portal Help Page

If you have not data to upload you need to submit that you have 0 data file with one line that represents one record based off the column names and commas. Except for the company tracking number and the year, all the values should be "0". Your data file should look like the example below:

File Name	Size	Date	Del
2017 Part G CSV file format II.csv	3.61 KB	3/5/2018 3:33:32 PM	

RE120001,2018,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0

For convenience, you can click on the button below and this file will be created for you and stored in our system.

If you need assistance with formatting the information for this section, please refer to "[CSV File Instructions](#)".

Example format of file to upload:

```
TrackNo,Year,Month,Zip,ZipExt,Census,Class,CustomerCnt,DenialServ,DepositCnt,DepositAmt,RefusalElec,MQCS,CRAM,SLAM,Billing,C
RE120001,2018,1,78753,4552,12345,Residential,1500,12,866,12560.5,12,3,10,8,6
RE120001,2018,1,78753,4552,12345,Small Commercial,10,1,5,10900,1,0,1,1,0,1
RE120001,2018,1,78753,4552,12345,Commercial,1,1,1,10230,0,1,1,0,0,1
RE120001,2018,1,78753,4552,12345,Industrial,0,0,0,0,0,0,0,0,0,0
```

Confidential Information

Confidential Information

- Providing Service No Response Yes No
- Financial Inquiry No Response Yes No
- Ownership Change No Response Yes No
- QSE No Response Yes No
- Ercot Info No Response Yes No
- Third Parties No Response Yes No
- Technical Experience No Response Yes No
- Risk Management No Response Yes No
- Aggregators No Response Yes No
- Assistance No Response Yes No
- Statistics No Response Yes No
- Confidential No Response Yes No
- Affirmation No Response Yes No

Indicate which section(s) of the REP Annual Report, if any, you consider to be confidential by selecting "yes" or "no." You must select "yes" or "no" in order to submit your report. If you select "no," you are affirming that the particular section of the report is not confidential and that information will be available to the public.

Affirmation

Comments:

Name: Glenn Kinser

Title: Trading Compliance Director

Affirm Date: 3/5/2018 3:36:50 PM

Status: EDIT

By submitting this report, I swear and affirm that all statements and representations submitted herein are true and correct to the best of my knowledge.