



Control Number: 51761



Item Number: 522



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

2021 NOV 15 AM 9:59

November 15, 2021

Public Utility Commission of Texas
ATTN: Central Records
1701 N. Congress Avenue
Austin, Texas 78711-3326

RE: *Retail Performance Measure Reports Under 16 TAC 25.88 Beginning 1st Quarter 2021, Project No. 51761, 3rd Quarter 2021*

To Whom It May Concern:

Enclosed please find the third Quarter 2021 Quarterly Performance Measures Report of Direct Energy, LP ("Direct Energy") (Certificate No. 10040) and accompanying affidavits.

Direct Energy 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, Direct Energy 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 directly.

Best Regards,

A handwritten signature in cursive script that reads "Barbara Farmer".

Barbara Farmer
Regulatory Licensing & Reporting Analyst,
NRG Energy, Inc.
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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, Direct Energy served postpaid customers in the residential and small non-residential 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).

Direct Energy also served pre-paid residential and small non-residential customers in the Oncor Electric Delivery Company LLC; CenterPoint Energy Houston Electric, LLC; and AEP Texas Central Company Transmission and Distribution Service Provider service areas in ERCOT.

Measure B-1: Customer Enrollment Success Rate (Optional)

Direct Energy is not filing information in response to this measure.

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

Direct Energy is not filing information in response to this measure.

Measure B-4: Unauthorized Changes (Optional)

Direct Energy 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.