



Control Number: 51761



Item Number: 572



Dow Hydrocarbons and Resources LLC
1254 Enclave Parkway
Houston, TX 77077
U.S.A

2021 BEC -3 AN10: 45

November 29, 2021

Filing Clerk
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, Texas 78701

Re: Project No. 51761, *Performance Measures for the Retail Electric Market*
Dow Hydrocarbons and Resources LCC (DHR)
Calendar Year 2021, **3rd Quarter Report (07/21 – 09/21)**

Dear Filing Clerk:

Pursuant to P.U.C. Substantive Rule 25.88, Dow Hydrocarbons and Resources Inc. (DHR) hereby files its performance measures report for the **3rd quarter** of 2021.¹

DHR requests that the DOE EIA Form 826 reports filed under Measure A-1 be afforded confidential treatment pursuant to P.U.C. Procedural Rule 22.71 (d). Accordingly, DHR is filing two copies of these reports in separate sealed envelopes, each containing a confidential label listing the information required by Rule 22.71 (d). Additionally, DHR has not provided electronic versions of the EIA reports because doing so would appear to violate Rule 22.71 (d)(3) under which electronic copies of confidential materials are not to be submitted unless specific arrangements have been made.

As required by P.U.C. Substantive Rule 25.88(c)(1), an original and four (4) copies of this cover letter and public portion of the accompanying report are being submitted, along with an electronic version of the public report. **Two additional copies are being provided to be date-stamped and returned in the enclosed postage prepaid envelope.**

Thank you for your attention to this matter. Please do not hesitate to contact me if you have any questions or if I can otherwise be of assistance.

Sincerely,

Kreshka Young
Dow Hydrocarbons and Resources LLC
1254 Enclave Pkwy, Texas 77077
Phone: 281-966-4312. Email: kyoung2@dow.com

¹ DHR was granted its REP certification (Certificate No. 10082) on February 11, 2004 in Docket No. 29064.

SCHEDULE B: REPORTING REQUIREMENTS FOR REPS

This schedule summarizes the report required by REPs. REPs must participate and comply with ERCOT reporting requirements in a timely and accurate fashion.

Measure A-1: Customers Served by Non-Affiliated REPs. REPs shall file an electronic and paper copy of each monthly DOE EIA Form 826 report for the reporting period.

Response: see attached DOE EIA Form 826 reports for the reporting period.

Measure A-2: Number of Active REPs. Obtained from the information provided for Measure A-1.

Response: see attached DOE EIA Form 826 reports for the reporting period.

Measure B-1: Customer Enrollment Success Rate (Optional). If a REP does not agree with the data reported by ERCOT, the REP may report individual data to support its position. If a REP contests data in the ERCOT report relating to its performance and did not have an opportunity previously to obtain its data from ERCOT, the REP shall have an additional 15 days following the date of the ERCOT report to provide a contesting report. At a minimum, the REP report shall contain the following information for each TDU service territory: the number of 814_01s or 814_16s sent, the number of 814_02s or 814_17s received, and the number of 814_05s expected and received. Do not include transactions cancelled with an 814_08. A REP may include information regarding Protocol compliance of any transaction within the switch or move-in lifecycle.

Response: not applicable.

Measure B-2: Meter Read Transaction Success Rate (Optional). If a REP does not agree with the data reported by ERCOT, the REP may report individual data to support its position. If a REP contests data in the ERCOT report related to its performance and did not have an opportunity previously to obtain its data from ERCOT, the REP shall have an additional 15 days following the date of the ERCOT report to provide a contesting report. At a minimum, the REP report shall contain the following information for each TDU service territory: the number of switches or move-ins containing a request for historical usage and the number of 867_02s (historical usage) received for each, the number of 814_26 (ad hoc historical usage request) transactions sent and the number of 867_02s received, and the number of 867_04s (initial meter reads) and 867_03s (monthly meter reads) expected and the number received. REPs shall also report the number of 867_03 cancels as a fraction of the total number of 867_03s received. A REP may also include information regarding Protocol compliance of any meter read transaction.

Response: not applicable.

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PUC Subst. R. 25.88
Dow Hydrocarbons and Resources LLC
Project No. 51761

Measure B-3: Billing Success. REPs shall report the number of estimated bills sent to active customers each month. REPs shall also report the percentage of late bills that have not been sent to active customers as a fraction of the REP's total active customer base. In addition, late, outstanding bills shall be reported according to the following four aging categories:

- 1) Outstanding bills that are more than one day overdue, but less than 30 days overdue. Bills spanning more than one billing month should not be included.
- 2) Outstanding bills that are between 30-60 days overdue
- 3) Outstanding bills that are between 60-90 days overdue
- 4) Outstanding bills that are overdue more than 90 days

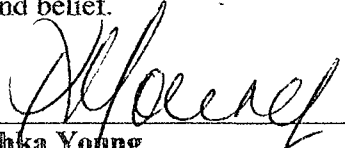
Response: 13 of our 13 customers received estimated bills each month. None (0%) of our bills are overdue.

Measure B-4: Inter-Company Invoices (Optional). If a REP does not agree with the data reported by the TDUs, the REP may report individual data to support its position. At a minimum, the REP shall report the number of 810_02s (TDU invoice) expected, the number received, and the number received outside the timeframes specified by the TDU tariffs. The REP shall also report the percentage of 810_02 cancel transactions as a fraction of the total number of 810_02s received.

Response: not applicable.

ATTESTATION

The foregoing report was prepared in accordance with the requirement P.U.C. SUBST. R. 25.88(e)(2) under the direction of the undersigned. All power marketing activities conducted by Dow Hydrocarbons and Resources LLC in Texas are within my area of responsibility, authority and control. Pursuant to the requirements of this report, and of the P.U.C. Rules, employees under my supervision have diligently conducted an internal review to confirm the accuracy of the information contained in the foregoing performance measures report. The foregoing responses are true and correct to the best of my knowledge and belief.



Kreshka Young
Energy Business Director - USGC
Dow Hydrocarbons and Resources LLC

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