December 10, 2024

Ms. Sallie Tanner, Executive Secretary
Georgia Public Service Commission
244 Washington Street, Suite 127
Atlanta, GA 30334

RE: Constellation NewEnergy - Gas Division, LLC ("Constellation")
Service Quality Measure Compliance Reports
Docket No. 15296-U

Dear Ms. Tanner:

Please find enclosed for electronic filing a TRADE SECRET version and a PUBLIC DISCLOSURE version of **Constellation's Service Quality Measures report, updated for call center performance in November 2024**. This filing is made using the reporting form distributed by the Commission Staff.

The data regarding Constellation's call center performance and billing accuracy during the relevant time periods has been redacted pursuant to the Georgia Trade Secrets Act and the Georgia Public Service Commission's rules regarding trade secret filings. Disclosure of this internal proprietary data could confer a competitive advantage on other marketers. Constellation takes reasonable measures to preserve the confidentiality of this information.

If there are any questions regarding this filing, please contact Dannieka McLean at 667-313-5326 or dannieka.mclean@constellation.com.

Respectfully yours,

Amy Klaviter

Amy Klaviter
Principal Compliance Specialist

Enclosures

CONSTELLATION NEWENERGY - GAS DIVISION, LLC **SERVICE QUALITY MEASURE COMPLIANCE REPORT** **DOCKET NO. 15296**

PUBLIC DISCLOSURE

Average Two-Month Measures	2024 Jan-Feb	Mar-Apr	May-Jun	Jul-Aug	Sept-Oct	Nov-Dec	
Meter Reading Accuracy							
Total Active Meters							
Firm Meter Readings Issued							
Firm Meter Readings Canceled							
Meter Reading Timeliness							
Total Number of Meters Read							
Number of Timely Meter Reads							
Billing Accuracy							
Number of Bills Issued							****
Number of Bills Not Canceled and Not Corrected							****

Monthly Measures	2024 Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Call Center Response Time												
Total Number of Calls Offered												
Total Number of Calls answered by agent in 180 seconds or less												

NCI Manager and Alorica/Houston Manager provide updated numbers below and the totals will be calculated in the monthly measures	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Alorica												
Total Number of Calls Offered												
Total Number of Calls answered by agent in 180 seconds or less												
NCI/Alorica												
Total Number of Calls Offered												
Total Number of Calls answered by agent in 180 seconds or less												

Verification Affidavit(s) ☒ **by Alyssa Hargrove**

Billing Accuracy

*******Please only enter in the necessary components as they have accumulated for each two-month span. The spreadsheet has been built to do the calculations on its own.*******

Call Center Response Time

This is a monthly measure and should be reported to the PSC on a monthly basis due by the 5th business day of each month

VERIFICATION

Texas

Houston

Alyssa Hargrove personally appeared before the undersigned Notary Public and stated under oath that **she** is a duly authorized representative as **Senior Manager, Customer Care**, that **she** is authorized to execute this verification on Constellation NewEnergy - Gas Division, LLC's ("Constellation's") behalf, and that Constellation is filing Trade Secret and Public Disclosure versions of the **Constellation's Service Quality Measure Compliance Report** in accordance with the rules of the Commission and the Georgia Trade Secrets Act, Article 27 of Chapter 1 of Title 10. The **Constellation's Service Quality Measure Compliance Report** is filed under trade secret protection because it contains highly sensitive and confidential trade secret information, as defined under the Trade Secrets Act. The public disclosure of this trade secret information might confer an advantage on Constellation's competitors. Constellation takes reasonable steps to preserve the confidentiality of this information.

This 9th day of December 2024.

Alyssa Hargrove
Alyssa Hargrove

Sworn to and subscribed
before me this 9th day
of December, 2024.

Brian Mangayam
NOTARY PUBLIC

