December 9, 2025

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 2025**. 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 me at 667-313-5326 or dannieka.mclean@constellation.com.

Respectfully yours,

Dannieka McLean

Dannieka McLean
Senior Analyst, Legal Compliance

Enclosures

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

**PUBLIC DISCLOSURE**

| Average Two-Month Measures | 2025 | | | | | | |
|---|---|---|---|---|---|---|---|
| | 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 | 2025 | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 |
| **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-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **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 2025.

Alyssa Hargrove
**Alyssa Hargrove**

Sworn to and subscribed
before me this 9th day
of December, 2025.

Brian Mangayayam
NOTARY PUBLIC

BRIAN MANGAYAYAM
Notary Public, State of Texas
Comm. Expires 06-20-2028
Notary ID 134954986