

Direct Energy Regulated Services

AUC Rule 003
Service Standard and Reliability Performance Reporting

2009 Annual Report

Submitted: January 29, 2010

AUC Rule 003
Summary Remarks
2009 Annual Report

General Comments

Direct Energy Regulated Services has exceeded all annual average targets for 2009.

Call Answer Performance Measures

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3.1.1 Call Answering Service Level

Standard: 70% within 30 seconds

<u>Month</u>	<u>Electric & Gas Combined</u>
January	92.9%
February	93.2%
March	92.3%
April	91.0%
May	89.2%
June	89.9%
July	93.2%
August	93.2%
September	91.6%
October	88.9%
November	97.1%
December	99.1%
Annual Average	92.6%

Explanation of Results:

All reporting months and the annual average exceed the AUC target.

Comments:

DERS numbers represent the service level in the I-Tek MSA of percentage of calls answered in 20 seconds.

3.1.2 Abandon Rate

Standard: 5.0% or less

<u>Month</u>	<u>Electric & Gas Combined</u>
January	1.4%
February	1.4%
March	1.4%
April	1.4%
May	1.3%
June	1.2%
July	1.1%
August	1.0%
September	1.4%
October	1.9%
November	0.7%
December	0.5%
Annual Average	1.3%

Explanation of Results:

All reporting months and the annual average exceed the AUC target.

Comments:

Abandoned Call percentage includes calls that were abandoned more than six seconds after the call was offered.

AUC Rule 003
Billing Performance Measures
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3.2.1 Percentage of Bills that the RSP Failed to Render in Each Billing Period to Consumers

Standard: 0.5% or less

<u>Month</u>	<u>Electric & Gas Combined</u>
January	0.184%
February	0.230%
March	0.257%
April	0.236%
May	0.278%
June	0.333%
July	0.368%
August	0.243%
September	0.249%
October	0.322%
November	0.092%
December	0.053%
Annual Threshold	0.237%

Explanation of Results:

All of the months in 2009 and the annual average fell below the AUC target of 0.5%.

Comments:

The percentages reported under this statistic represent any statement that was held for more than the two days. DERS reporting of this metric exceeds the requirement of seven days as stated in the directive.

3.2.2 Percentage of Bills Found to be Inaccurate

Standard: 1.0% or less

<u>Month</u>	<u>Electric & Gas Combined</u>
January	0.00%
February	0.00%
March	0.00%
April	0.00%
May	0.00%
June	0.00%
July	0.00%
August	0.00%
September	0.04%
October	0.00%
November	0.00%
December	0.00%
Annual Average	0.00%

Explanation of Results:

All reporting months and the annual average exceed the AUC target.

Comments:

DERS defines an inaccurate bill as an error that results in an incorrect or incomplete charge or bill, due to factors within its control as a Retailer.

3.2.3 Percentage of Inaccurate Bills Corrected

Standard: 95% or more

<u>Month</u>	<u>Electric & Gas Combined</u>
January	100%
February	100%
March	100%
April	100%
May	100%
June	100%
July	100%
August	100%
September	100%
October	100%
November	100%
December	100%
Annual Average	100%

Explanation of Results:

All reporting months this quarter exceed the AUC target.

Comments:

All inaccurate bills that were corrected resulted in an adjustment on a subsequent bill.

Customer Satisfaction Measures

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3.3.1 Percentage of Customer Satisfaction Following Customer-Initiated Contact with the RSP

Standard: 75% or more of the customers satisfied with their last transaction with the RSP

Annual Average (Very Satisfied) 45.92%

Annual Average (Somewhat Satisfied) 30.36%

Explanation of Results:

Satisfaction measure exceeds AUC target.

Comments:

Results are from Direct Energy Regulated Services annual customer satisfaction survey for 2009

3.3.2 Complaint Response

Standard: 80% of the complaints directed to the RSP in any given month must be investigated and a Complaint Report provided within 14 calendar days of receipt of the complaint; and 100% of the complaints directed to the RSP in any given month must be investigated and a Complaint Report provided within 30 calendar days of receipt of the complaint.

<u>Month</u>	Total # of Complaints	# of AUC Initiated Complaints	14-Day Resolved	30-Day- Resolved
January	1243	6	100%	100%
February	1075	4	75.0%	75.0%
March	999	0	100%	100%
April	1027	1	100%	100%
May	1112	1	100%	100%
June	1244	3	100%	100%
July	1740	0	100%	100%
August	1488	0	100%	100%
September	1482	0	100%	100%
October	1423	1	100%	100%
November	1331	1	100%	100%
December	1358	0	100%	100%
Annual Average	1294	1.4	98.0%	98.0%

Explanation of Results:

Numbers of issues shown above include all escalated complaints including complaints directed to DERS by the AUC.

Comments:

The numbers shown above that were resolved within 14 or 30 days during 2009 indicates only those complaints referred to DERS by the AUC.

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Service Guarantee
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5. Service Guarantee

Standard: 0

<u>Month</u>	<u>Electric</u>	<u>Gas</u>
January	0	0
February	0	0
March	0	0
April	0	0
May	0	0
June	0	0
July	0	0
August	0	0
September	0	1
October	0	0
November	0	0
December	0	0
Annual Average	0	0

Explanation of Results:

One customer was provided notice of pending disconnection of services in error as reported in the third quarter of 2009.