

# Direct Energy Regulated Services

## **AUC Rule 003 Quarterly Performance Reporting**

4<sup>th</sup> Quarter Report

Submitted: January 29, 2010

## Summary Remarks

Reporting Period: 4<sup>th</sup> Quarter of 2009

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### **General Comments**

Direct Energy Regulated Services has exceeded all standards for the Fourth Quarter of 2009. Please note that all statistics include both electricity and natural gas customer data.

## Call Answer Performance Measures

Reporting Period: 4<sup>th</sup> Quarter of 2009

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### 3.1.1 Call Answering Service Level

Standard: 70% within 30 seconds

October	November	December	Fourth Quarter
88.9%	97.1%	99.1%	94.6%

#### **Explanation of Results:**

All reporting months this quarter exceed the AUC target.

#### **Comments:**

Call answering service level results encompass DERS total customer base including both electricity and natural gas customers.

### 3.1.2 Abandon Rate

Standard: 5.0% or less

October	November	December	Fourth Quarter
1.9%	0.7%	0.5%	1.1%

#### **Explanation of Results:**

All reporting months this quarter exceed the AUC target.

#### **Comments:**

Abandon rate results encompass DERS total customer base including both electricity and natural gas customers.

AUC Rule 003  
**Billing Performance Measures**  
Reporting Period: 4<sup>th</sup> Quarter of 2009

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**3.2.1 Percentage of RRT Bills that the RSP Failed to Render in Each Billing Period to Consumers**

Standard: 0.5% or less

October	November	December	Fourth Quarter
0.322%	0.092%	0.053%	0.156%

**Explanation of Results:**

All reporting months this quarter exceeded the AUC target.

**Comments:**

The percentages reported under this statistic represent any statement that was held for more than the two days.

**3.2.2 Percentage of RRT Bills Found to be Inaccurate**

Standard: 1.0% or less

October	November	December	Fourth Quarter
0.00%	0.00%	0.00%	0.00%

**Explanation of Results:**

All reporting months this quarter exceed the AUC target.

**Comments:**

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

**AUC Rule 003**
**3.2.3 Percentage of Inaccurate RRT Bills Corrected**

Standard: 95% or greater

October	November	December	Fourth Quarter
100.00%	100.00%	100.00%	100.00%

**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.

**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.

	October	November	December	Q4 2009
Number of Total Complaints	1423	1331	1358	4112
Number of AUC Initiated Complaints	1	1	0	2
14-Day Resolution	100%	100%	100%	100%
30-Day Resolution	100%	100%	100%	100%

**Explanation of Results:**

Total complaints shown above include all escalated complaints including complaints directed to DERS by the AUC.

**Comments:**

The number of issues indicated above includes all complaints referred to Direct Energy Regulated Services by the AUC or internally escalated during the 2009 calendar year. The numbers shown above that were resolved within 14 or 30 days indicates only those complaints referred to DERS by the AUC.

AUC Rule 003  
**Service Guarantee**  
Reporting Period: 4<sup>th</sup> Quarter of 2009

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**4. Service Guarantee**

October	November	December	Fourth Quarter
0	0	0	0

**Explanation of Results:**

Zero customers were provided notice of pending disconnection of services in error during the fourth quarter of 2009.

**Comments:**

No comments.