



# Direct Energy Regulated Services

## **Rule 003 Quarterly Performance Reporting**

1<sup>st</sup> Quarter Report

Submitted: April 30, 2009

## Summary Remarks

Reporting Period: 1<sup>st</sup> Quarter of 2009

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### **General Comments**

Direct Energy Regulated Services has not exceeded all standards for the First Quarter of 2009. Please refer to 3.3.2 Complaint Response for an explanation as to why DERS did not meet the standard during the month of February 2009. Please note that all statistics include both electricity and natural gas customer data.

## Call Answer Performance Measures

Reporting Period: 1<sup>st</sup> Quarter of 2009

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### 3.1.1 Call Answering Service Level

Standard: 70% within 30 seconds

January	February	March	First Quarter
92.9%	93.16%	92.3%	92.8%

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

All reporting months this quarter exceed the AUC target.

#### **Comments:**

All statistics encompass DERS total customer base including both electricity and natural gas customers.

### 3.1.2 Abandon Rate

Standard: 5.0% or less

January	February	March	First Quarter
1.4%	1.4%	1.4%	1.4%

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

All reporting months this quarter exceed the AUC target.

#### **Comments:**

All statistics encompass DERS total customer base including both electricity and natural gas customers.

**Billing Performance Measures**Reporting Period: 1<sup>st</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

January	February	March	First Quarter
0.184%	0.230%	0.257%	0.224%

**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

January	February	March	First 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 to be one that requires a manual correction and typically results in an off-cycle bill to be produced.

### 3.2.3 Percentage of Inaccurate RRT Bills Corrected

Standard: 95% or less

January	February	March	First Quarter
100.00%	100.00%	100.00%	100.00%

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

All reporting months this quarter exceed the AUC target.

#### **Comments:**

DERS statistic for 3.2.3 is 100.00% for each month because off-cycle statements were produced for all incorrect accounts once the issue had been identified.

### 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.

	Januray	February	March	Q1 2009
Number of Escalated Issues	1243	1075	999	3317
Number of AUC Initiated Complaints	6	4	0	10
14-Day Resolution of AUC Complaints	100%	75%	100%	92%
30-Day Resolution of AUC Complaints	100%	75%	100%	92%

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

Due to the small number of AUC complaints, one late complaint One complaint was referred to DERS by the AUC on February 20<sup>th</sup>, 2009. The resolution was communicated to the DERS from the call centre within 27 days. However, the AUC did not receive communication regarding final resolution until day 32. This one late complaint is the reason behind DERS' failure to meet the Standard.

#### **Comments:**

The number of issues indicated above includes all escalated 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.

**Rule 003****Service Guarantee**Reporting Period: 1<sup>st</sup> Quarter of 2009

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**4. Service Guarantee**

January	February	March	First Quarter
0	0	0	0

**Explanation of Results:**

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

**Comments:**

No comments.