

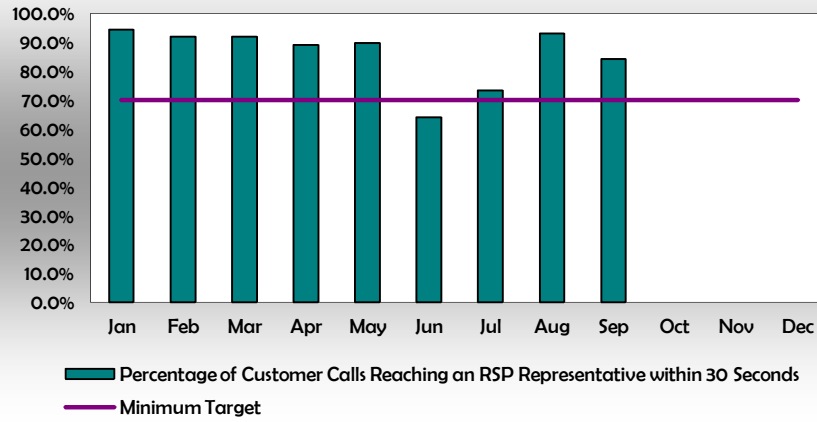
Rule 003 - Service Quality and Reliability Performance Monitoring and Reporting for Regulated Rate Providers and Default Supply Providers

Direct Energy

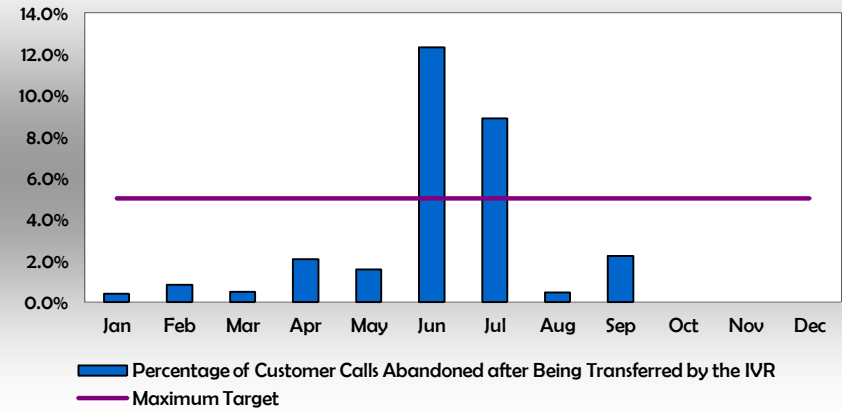
Annual Report for the Year Ending 2011

Commodity Type: Electric

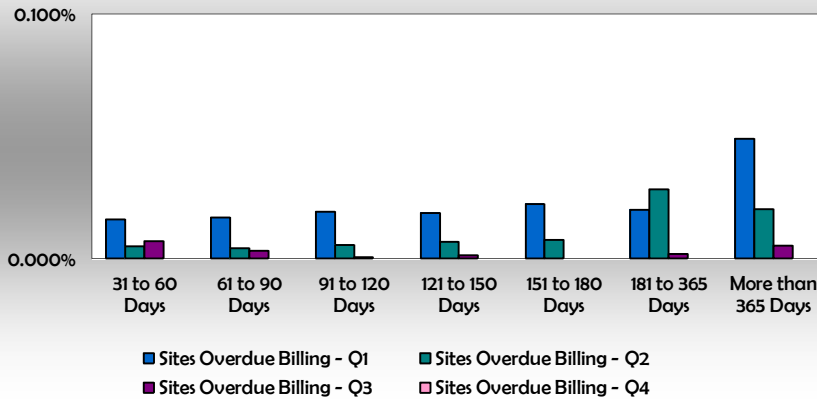
3.1 Call Answer Performance Measures -
Call Answering Service Level by Month, for 2011



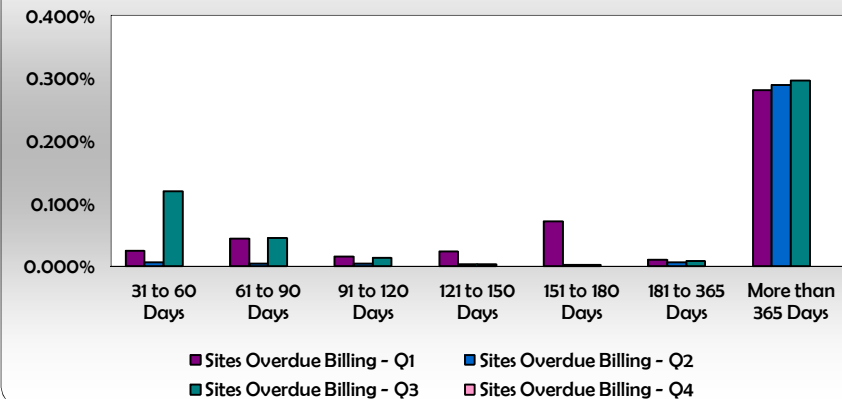
3.1 Call Answer Performance Measures -
Abandon Rate by Month, for 2011



3.2.1 Sites Overdue for Billing - Customer Info Not Available -
Percentage of Sites with Outstanding TBF Charges by Quarter, for 2011



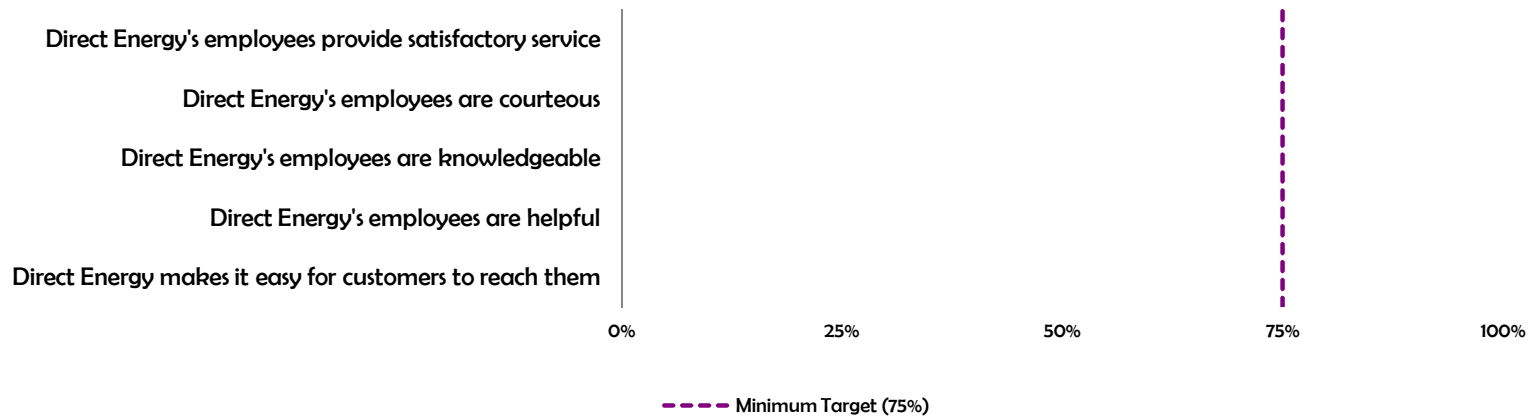
3.2.1 Sites Overdue for Billing - Customer Info Available -
Percentage of Sites with Outstanding TBF Charges by Quarter, for 2011



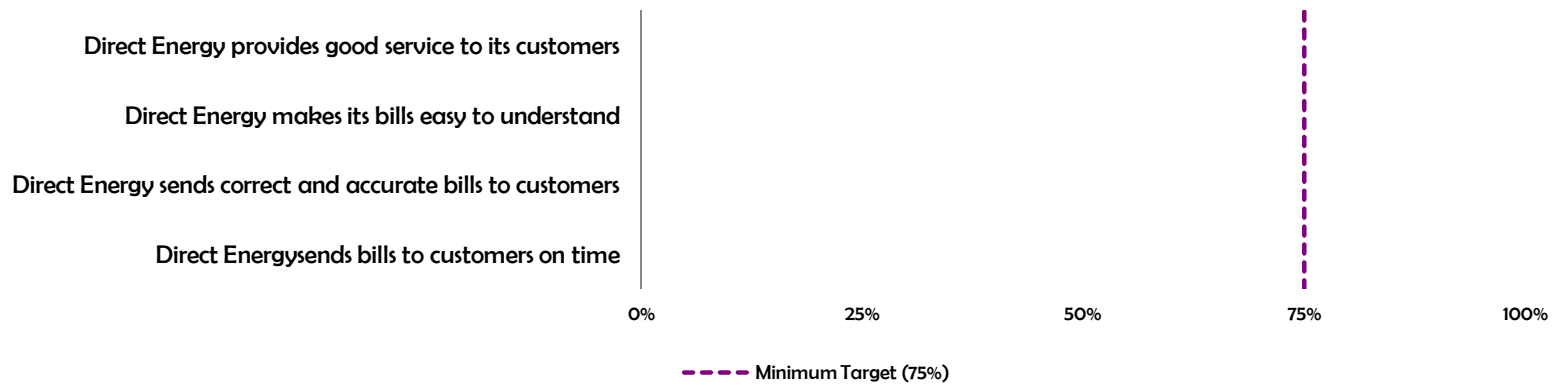
Rule 003 - Service Quality and Reliability Performance Monitoring and Reporting for Regulated Rate Providers and Default Supply Providers

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



3.3.2 Overall Customer Satisfaction Measures - Percentage Respondents Agreeing with Statements



Rule 003 - Service Quality and Reliability Performance Monitoring and Reporting for Regulated Rate Providers and Default Supply Providers

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