

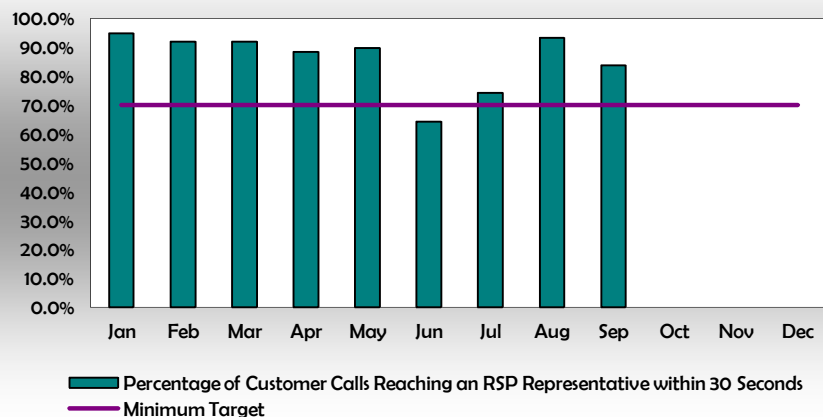
## Rule 003 - Service Quality and Reliability Performance Monitoring and Reporting for Regulated Rate Providers and Default Supply Providers

### Direct Energy

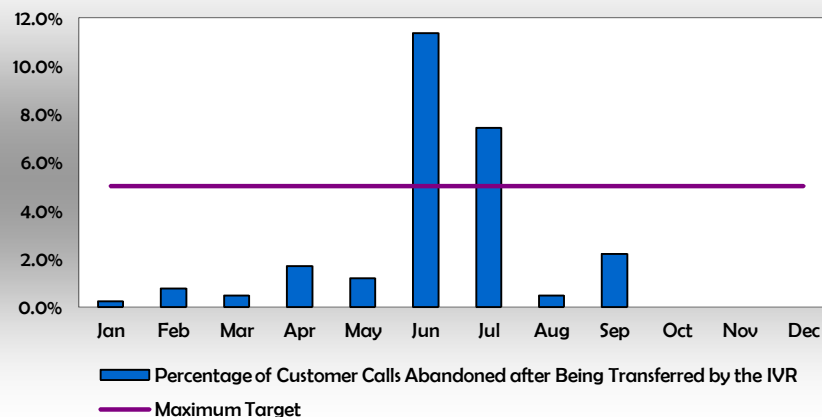
### Annual Report for the Year Ending 2011

### Commodity Type: Gas

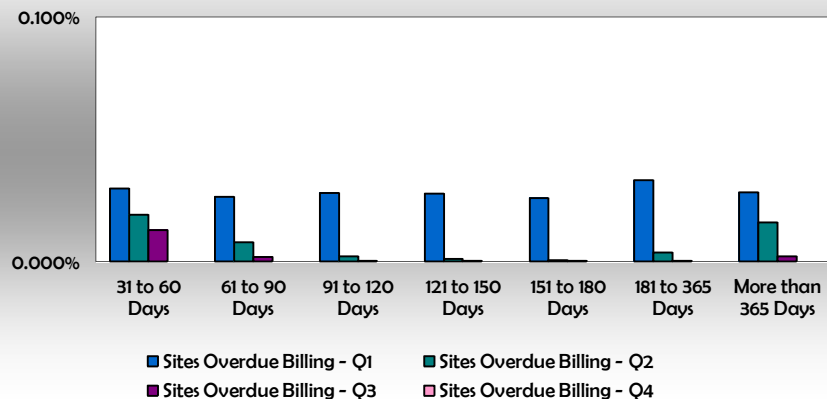
3.1 Call Answer Performance Measures -  
Call Answering Service Level by Month, for 2011



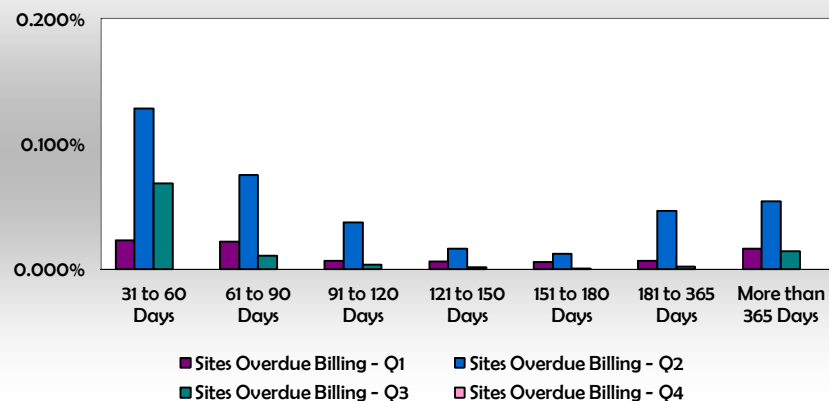
3.1 Call Answer Performance Measures -  
Abandon Rate by Month, for 2011



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



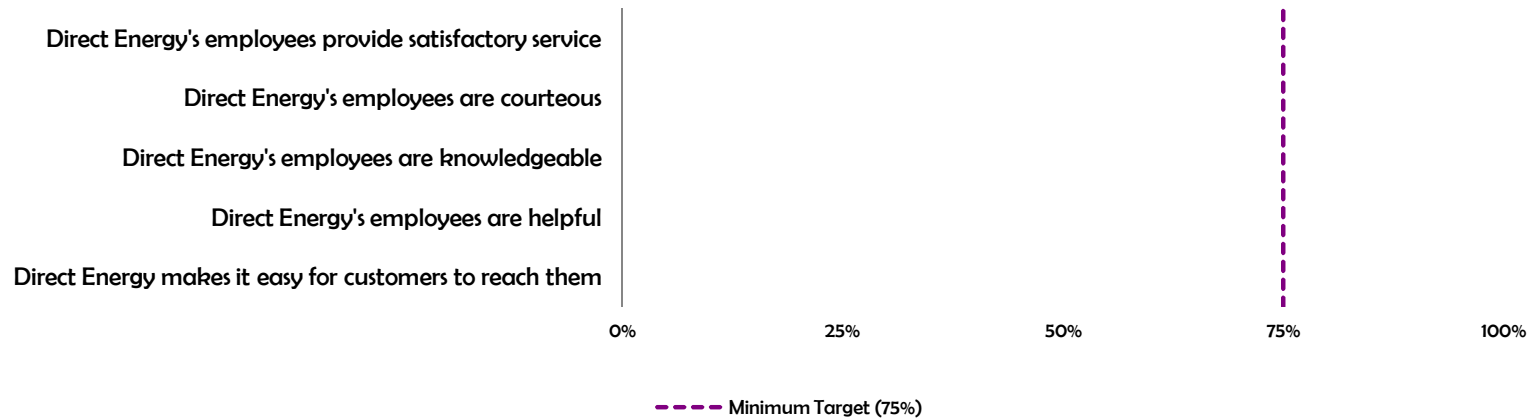
3.2.1 Sites Overdue for Billing - Customer Info Available -  
Percentage of Sites with Outstanding TBF Charges by Quarter, for 2011



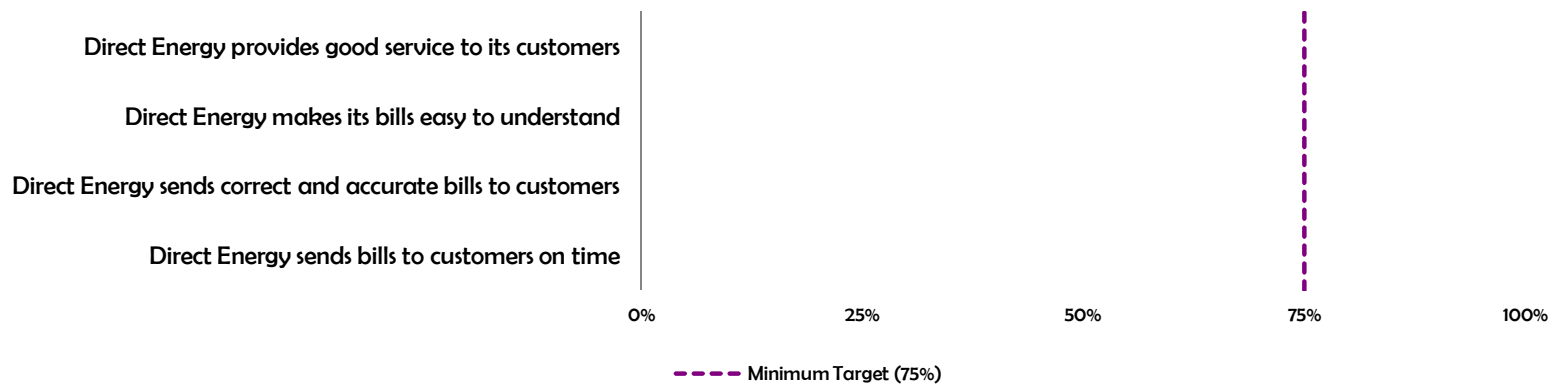
# Rule 003 - Service Quality and Reliability Performance Monitoring and Reporting for Regulated Rate Providers and Default Supply Providers

**Direct Energy**  
**Annual Report for the Year Ending 2011**  
**Commodity Type: Gas**

## 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

**Direct Energy**

**Annual Report for the Year Ending 2011**

**Commodity Type: Gas**

