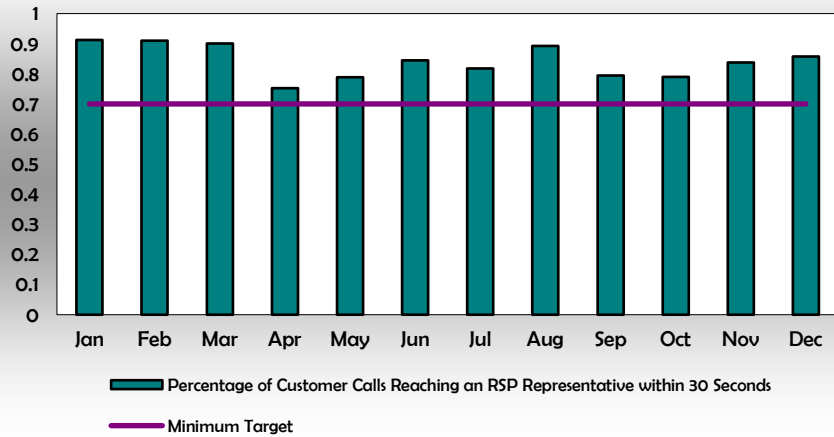


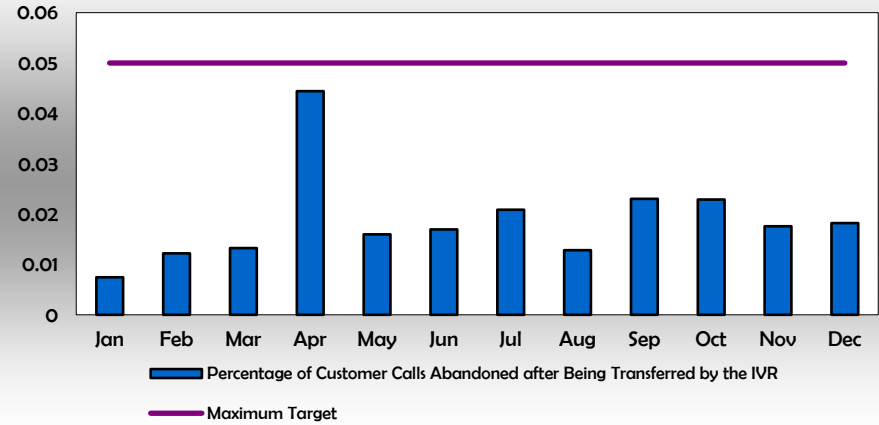
**Rule 003 - Service Quality and Reliability Performance Monitoring and Reporting
for Regulated Rate Providers and Default Supply Providers**

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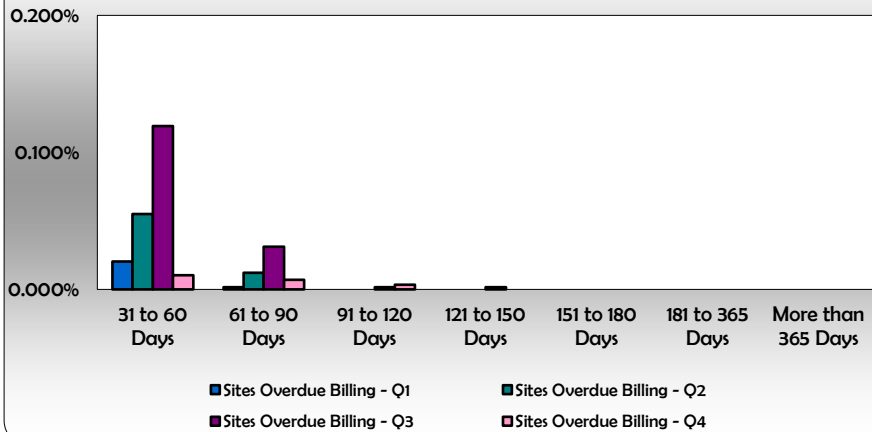
**3.1 Call Answer Performance Measures -
Call Answering Service Level by Month, for 2019**



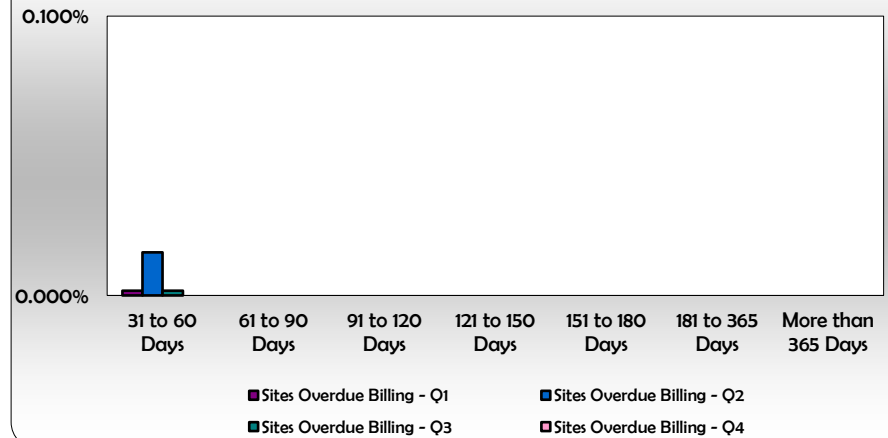
**3.1 Call Answer Performance Measures -
Abandon Rate by Month, for 2019**



**3.2.1 Sites Overdue for Billing - Customer Info Not Available -
Percentage of Sites with Outstanding TBF Charges by Quarter, for 2019**



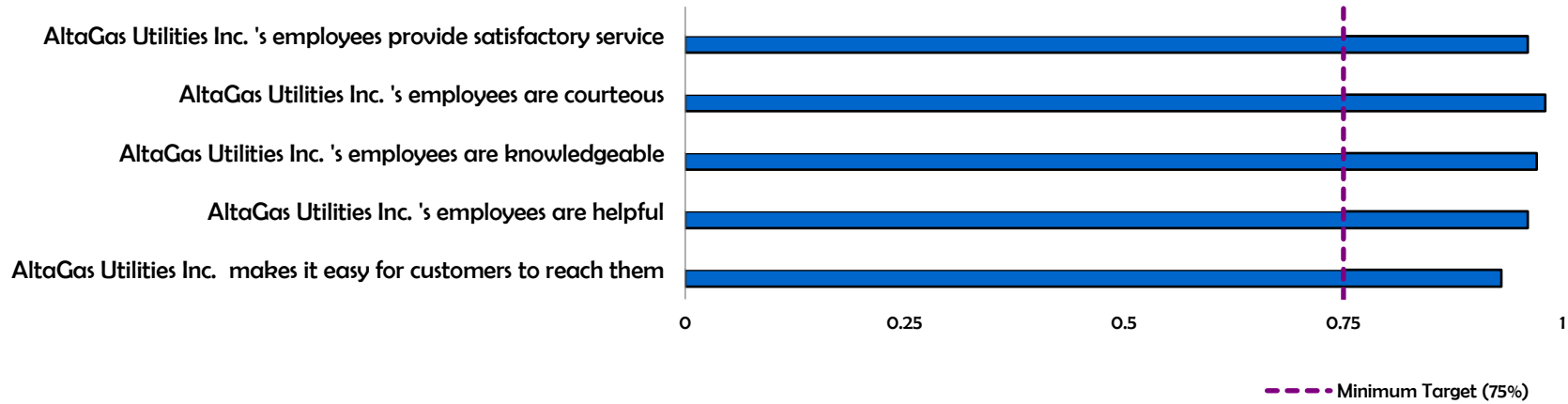
**3.2.1 Sites Overdue for Billing - Customer Info Available -
Percentage of Sites with Outstanding TBF Charges by Quarter, for 2019**



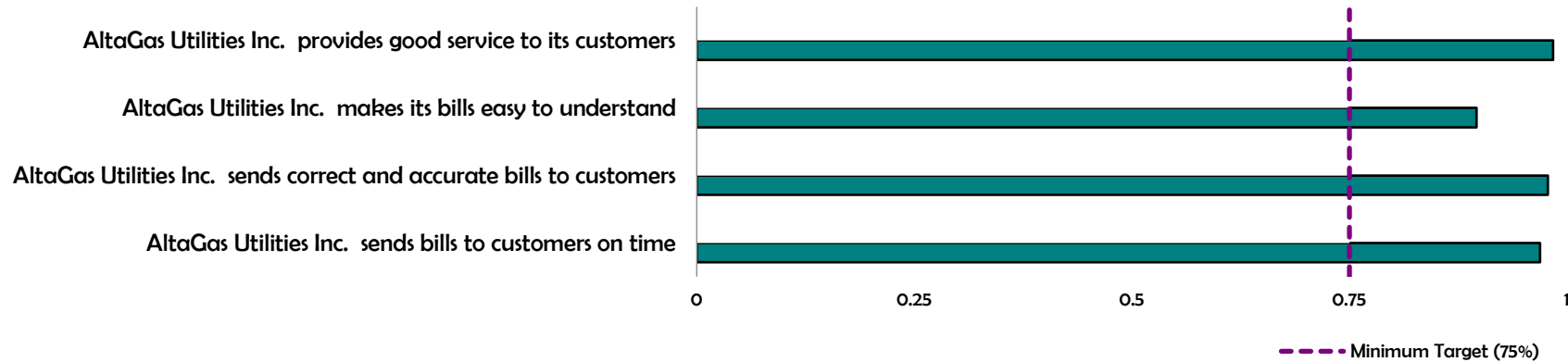
**Rule 003 - Service Quality and Reliability Performance Monitoring and Reporting
for Regulated Rate Providers and Default Supply Providers**

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



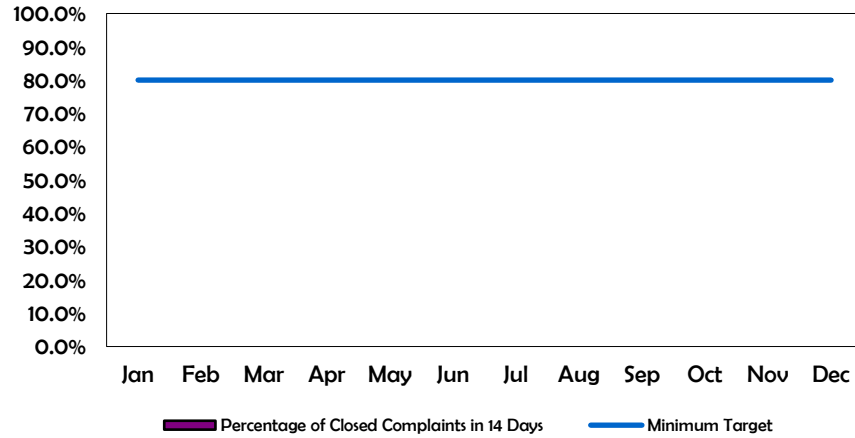
3.3.2 Overall Customer Satisfaction Measures - Percentage Respondents Agreeing with Statements



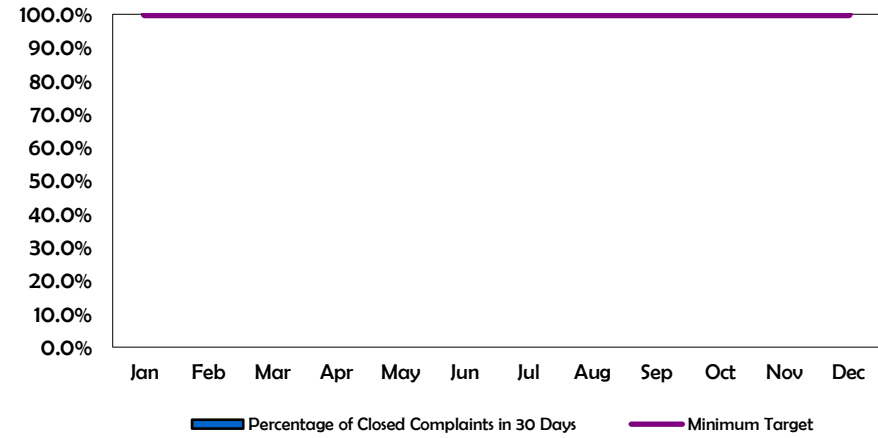
**Rule 003 - Service Quality and Reliability Performance Monitoring and Reporting
for Regulated Rate Providers and Default Supply Providers**

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3.3.3 Complaint Response - Percentage AUC Complaints/Inquiries Closed in 14 Days, for 2019



3.3.3 Complaint Response - Percentage AUC Complaints/Inquiries Closed in 30 Days, for 2019



3.4 Service Guarantee - Number of Each of the Following Performed in Error by Quarter, for 2019

