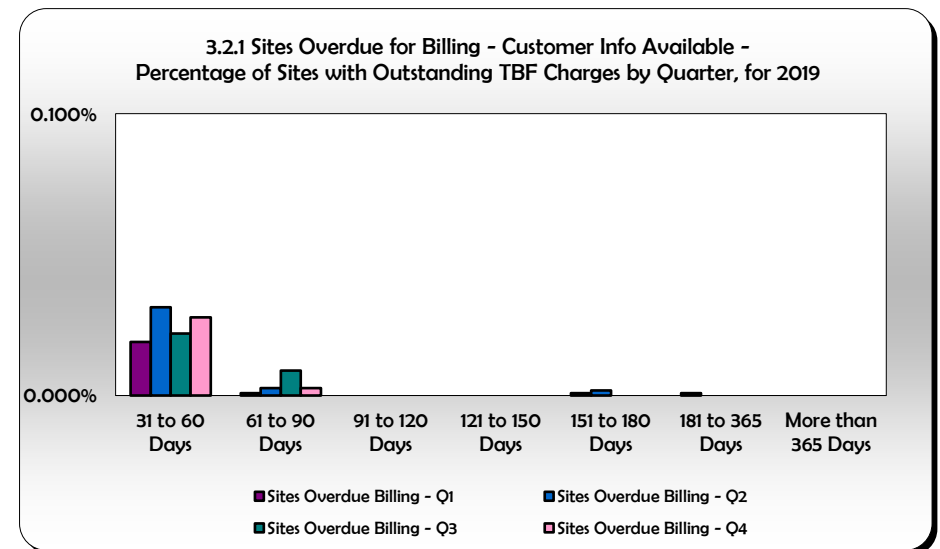
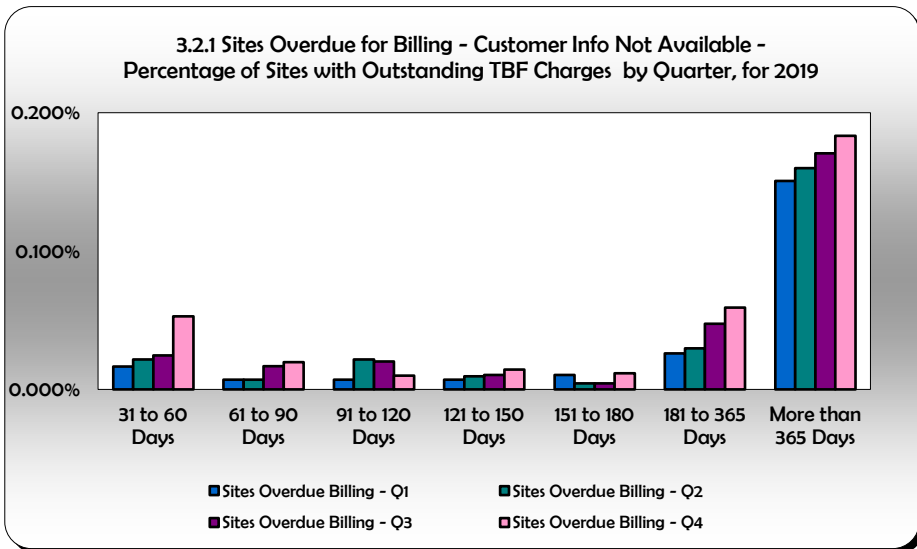
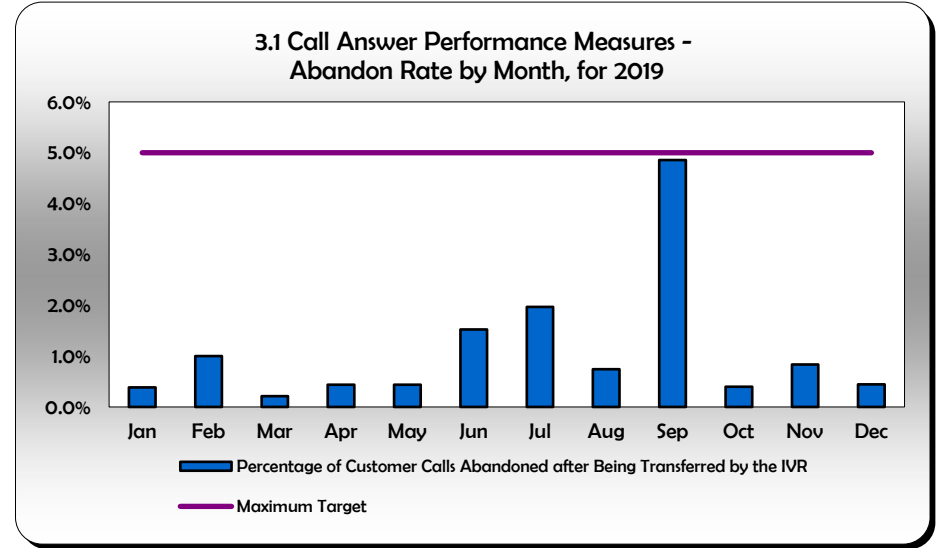
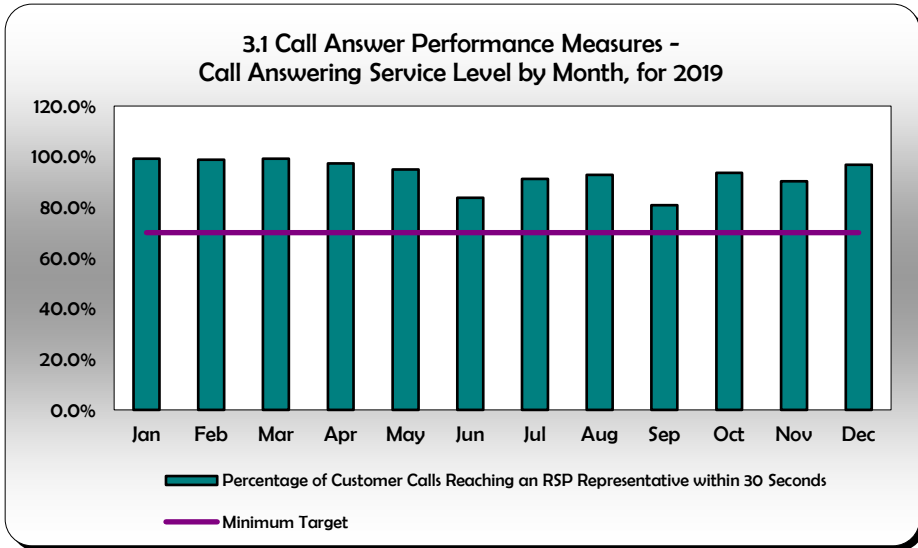


## Rule 003 - Service Quality and Reliability Performance Monitoring and Reporting for Regulated Rate Providers and Default Supply Providers

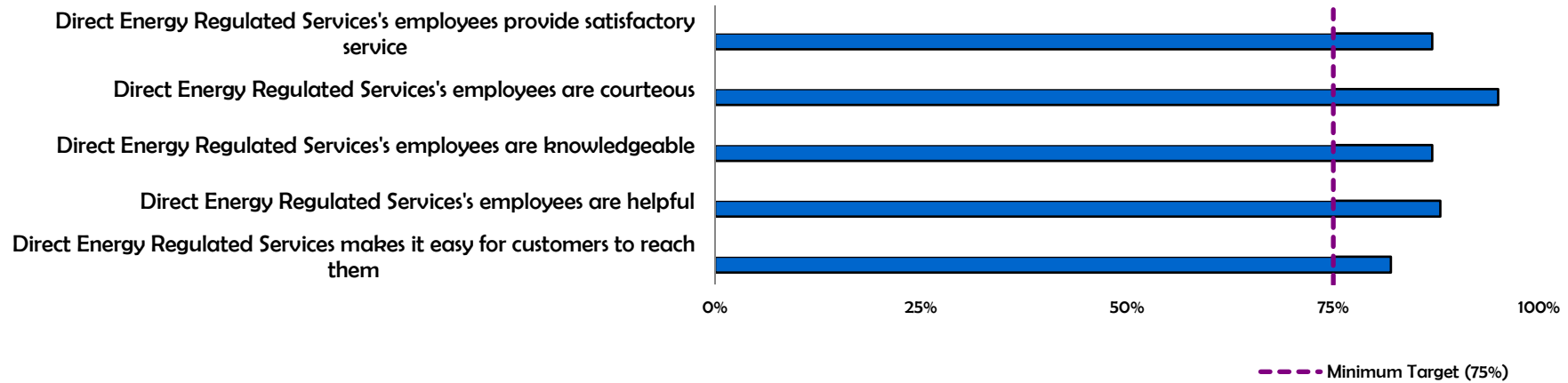
### Direct Energy Regulated Services Annual Report for the Year Ending 2019 Commodity Type: Electricity



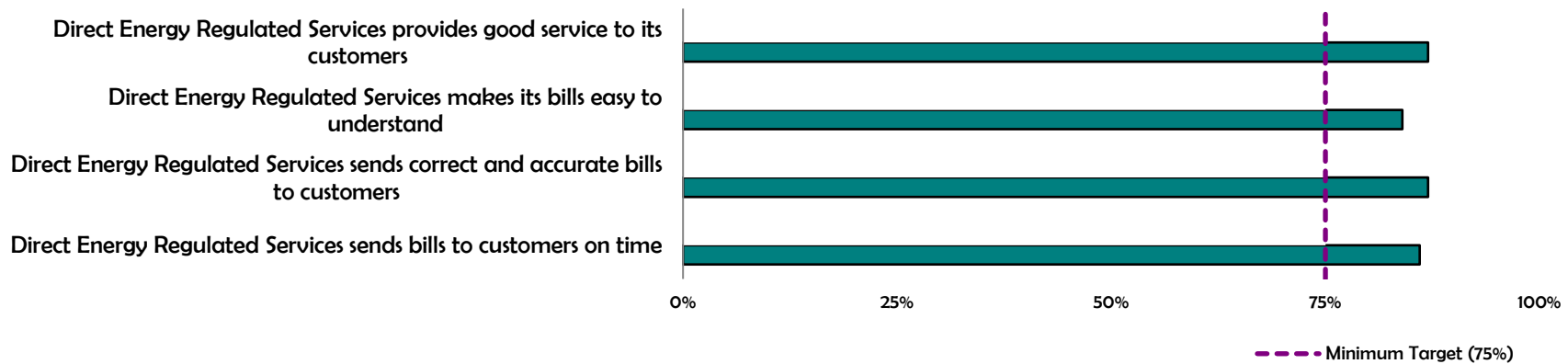
## Rule 003 - Service Quality and Reliability Performance Monitoring and Reporting for Regulated Rate Providers and Default Supply Providers

**Direct Energy Regulated Services  
Annual Report for the Year Ending 2019  
Commodity Type: Electricity**

### 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 Regulated Services**  
**Annual Report for the Year Ending 2019**  
**Commodity Type: Electricity**

