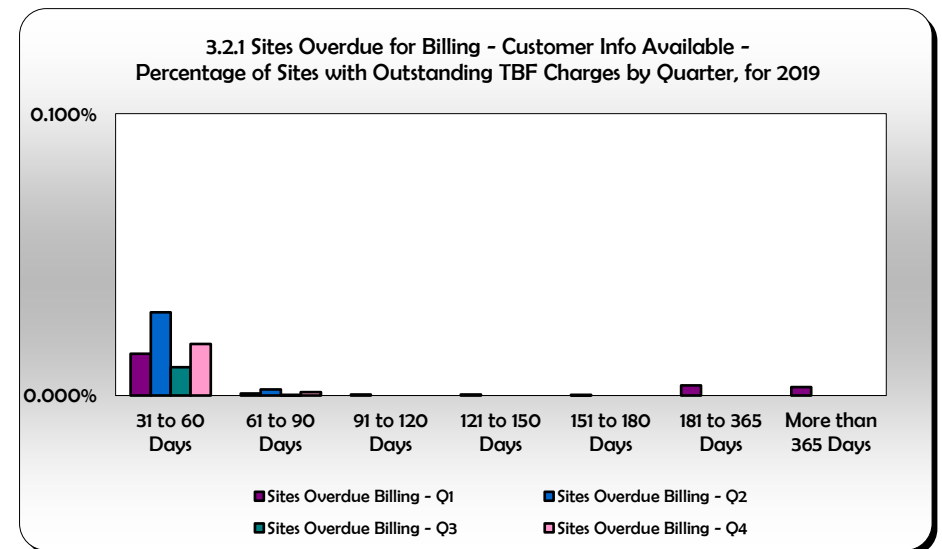
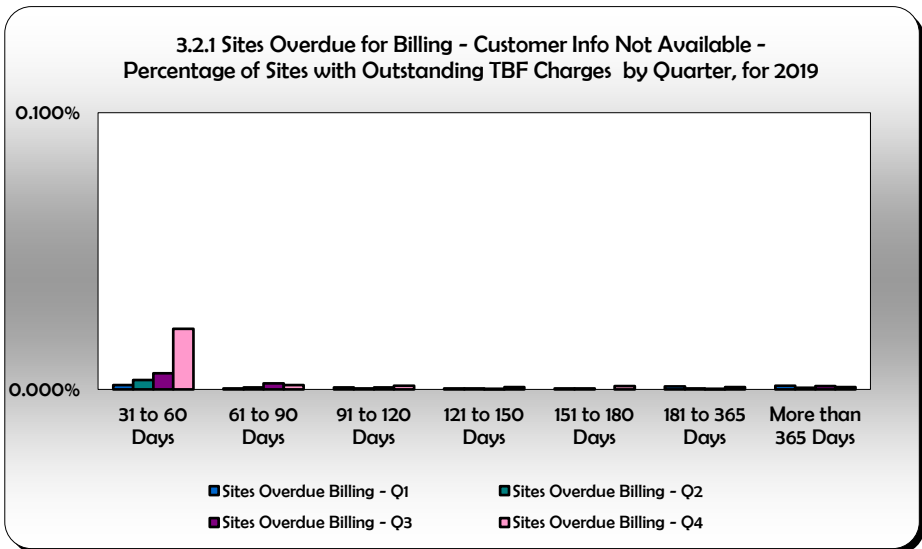
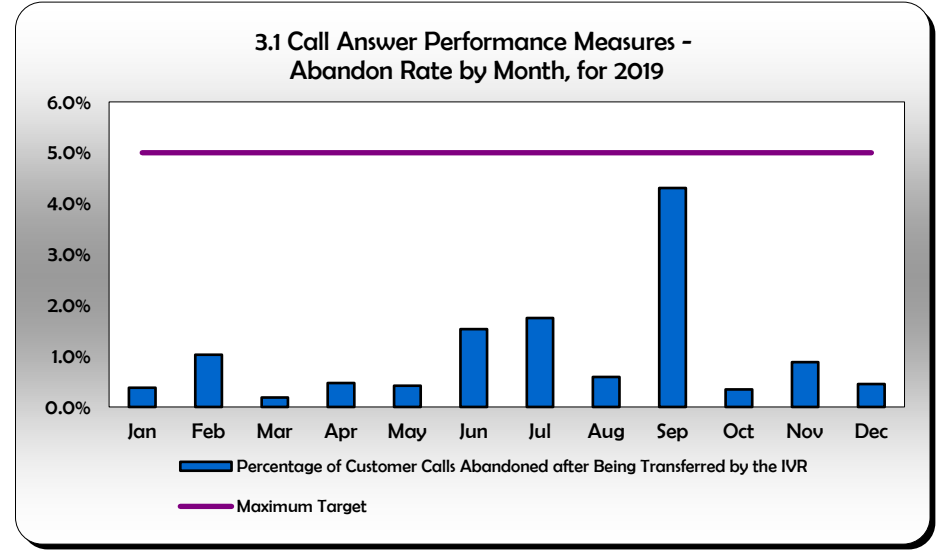
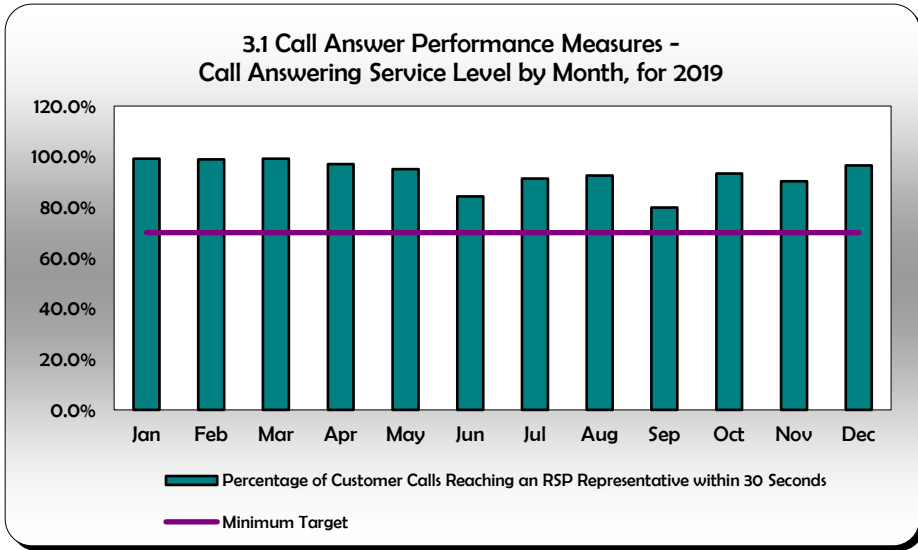


Rule 003 - Service Quality and Reliability Performance Monitoring and Reporting for Regulated Rate Providers and Default Supply Providers

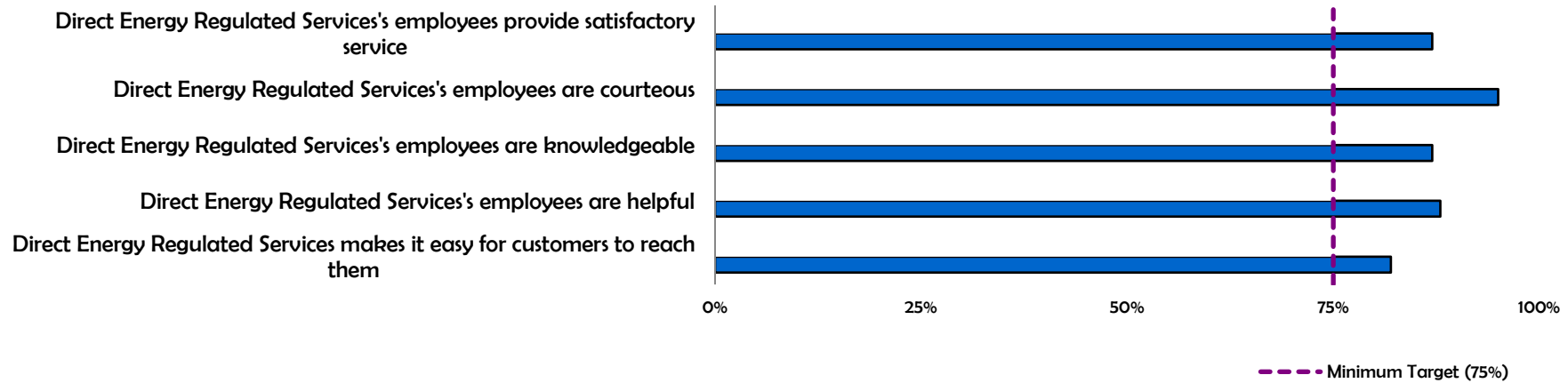
Direct Energy Regulated Services Annual Report for the Year Ending 2019 Commodity Type: Gas



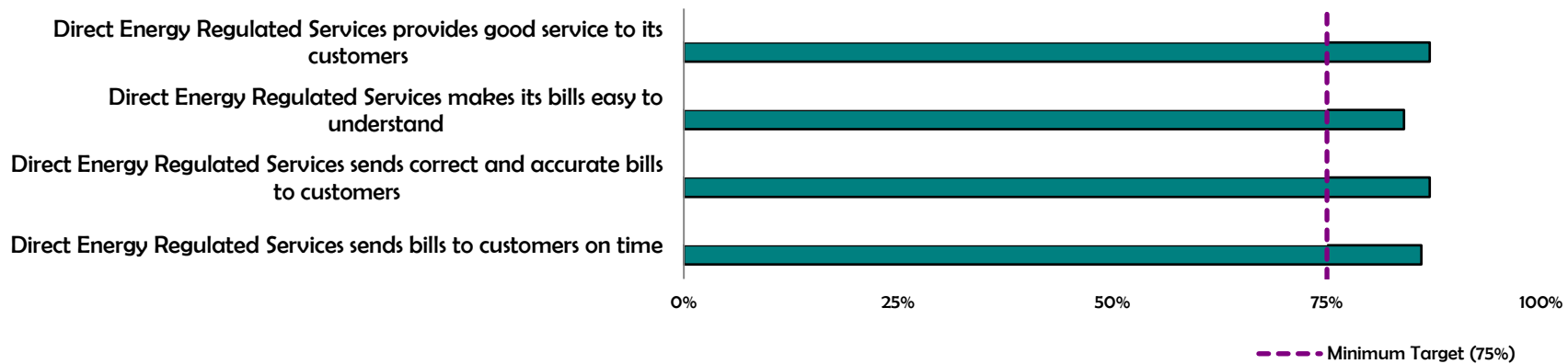
Rule 003 - Service Quality and Reliability Performance Monitoring and Reporting for Regulated Rate Providers and Default Supply Providers

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

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