

Direct Energy Regulated Services

Directive 003 Quarterly Performance Reporting

3rd Quarter Report

Submitted: November 4, 2004

Directive 003 Summary Remarks

Reporting Period: 3rd Quarter of 2004

General Comments

The Board has adopted the Regulated Service Provider (RSP) Service Quality and Reliability Performance, Monitoring and Reporting Plan (Directive 003). Directive 003 requests the following information from the RSP:

- 3.1 Call Answer Performance Measures
 - 3.1.1 Call Answering Service Level
 - 3.1.2 Abandon Rate
- 3.2 Billing Performance Measures
 - 3.2.1 Percentage of RRT Bills that the RSP Failed to Render in Each Billing Period to Consumers
 - 3.2.2 Percentage of RRT Bills Found to be Inaccurate
 - 3.2.3 Percentage of Inaccurate RRT Bills Corrected
- 3.3 Customer Satisfaction Measures-Transaction Survey
 - 3.3.1 Percentage of Customer Satisfaction Following Customer-Initiated Contact with the RSP
 - 3.3.2 Complaint Response
- 4 Overall Customer Satisfaction Measures
 - 4.1 Customer Satisfaction with the RSP
- 5 Service Guarantee

The performance metrics utilized by the Board are not the same as the standards in the Master Services Agreement (MSA) between ATCO I-TEK and Direct Energy Regulated Services. A cross-reference between the two was provided in the second quarter report as Appendix A.

All statistics include both Customer Assistance Centre and Financial Service (Credit & Collections) data. Operationally, these are two separate queues.

Explanation of Results

3.1.1 Call Answer Performance Measures

3.1.1 Call Answering Service Level

3.1.2 Abandon Rate

For July reporting, the call answering service level was 78.4% for electricity and 80.4% for gas. August's service level was 74.4% for electricity and 76.4% for natural gas. September's service level improved over August's to 78.4% and 82.8% for electricity and gas respectively. DERS numbers represent the service level in the I-Tek MSA of % of calls answered in 20 seconds. All reporting months this quarter exceed the EUB target.

For July reporting, the abandon rate was 1.9% for electricity and 1.4% for natural gas. August increased slightly to 2.4% for electricity and 2.2% for natural gas. September remained the same at 2.4% for electricity and improved to 1.5% for natural gas.

3.2 Billing Performance Measures

3.2.1 Percentage of RRT Bills that the RSP Failed to Render in Each Billing Period to Consumers

3.2.2 Percentage of RRT Bills Found to be Inaccurate

3.2.3 Percentage of Inaccurate RRT Bills Corrected

The July statistics for 3.2.1 were 0.702% and 1.002% the August statistics were 1.499% and 2.991% and the September statistics were 1.378% and 0.934%, for electricity and gas respectively. DERS has standard quality assurance processes in place to review bills before releasing to customers which results in a one or two day delay in releasing statements. The percentages reported under this statistic represent any statement that was held for more than the two days. The higher August percentages resulted due to the quality assurance process discovering an incorrect calculation relating to the Budget Payment Plan on several statements which delayed the sending of statements for 3 days.

The reported July statistic for 3.2.2 was 0.07% and 0.08% for gas and electricity respectively. In August the reported statistic for gas was 3.89% and electricity was 1.48%. The September percentages were 0.12% for electricity and 0.11% for gas. DERS defines an inaccurate bill to be one that requires a manual correction and typically results in an off-cycle bill to be produced. During the month of July there was found to be inaccurate Pre-authorized Payment Plan information on issued statements which required off-cycle statements to be produced for each incorrect bill. In August incorrect bills were sent out with cancel/recharge amounts being incorrectly displayed on the bill. During September due to a bank transmission error customers received statements which showed a duplicate payment had been made. DERS statistic for 3.2.3 is 100% for each month because off-cycle statements were produced for all incorrect accounts once the issue had been identified.

3.2 Customer Satisfaction Measures-Transaction Survey

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

3.3.2 Complaint Response

For 3.3.1, Direct Energy Regulated Services will report this statistic as part of the Annual report in accordance with the sampling method used in Directive 003.

For 3.3.2, Direct Energy Regulated Services has provided the complaint response reports for all complaints referred to by the EUB during July, August and September. This report is attached as Appendix A and includes the nature of the complaint, the resolution and the actions taken. All customer specific information has been removed.

4 Overall Customer Satisfaction Measures
4.1 Customer Satisfaction with the RSP

For 4.1, Direct Energy Regulated Services will report this measure annually.

5 Service Guarantee

Direct Energy Regulated Services has not undertaken any disconnections for non-payment and has not disconnected any customer in error during the months of July, August and September.

DERS 3rd Quarter 2004 Performance Measures

Electric

Directive 003: Regulated Service Provider (RSP) Service Quality and Reliability Performance, Monitoring and Reporting Plan

	Jul	Aug	Sep	Q1	Q2	Q3	Q4	EUB Target
3.1.1 Call Answering Service Level	78.4%	74.4%	78.4%	NA	NA	77.0%		70%/30 sec
3.1.2 Abandon Rate	1.9%	2.4%	2.4%	NA	NA	2.3%		5.0%
3.2.1 Percentage of RRT Bills that the RSP Failed to Render in Each Billing Period to Customers	0.702%	1.499%	1.378%	NA	NA	1.238%		3.000%
3.2.2 Percentage of RRT bills found to be inaccurate	0.08%	1.48%	0.12%	NA	NA	0.57%		3.00%
3.2.3 Percentage of inaccurate RRT bills corrected	100.0%	100.0%	100.0%	NA	NA	100.0%		95.0%

Gas

Directive 003: Regulated Service Provider (RSP) Service Quality and Reliability Performance, Monitoring and Reporting Plan

	Jul	Aug	Sep	Q1	Q2	Q3	Q4	EUB Target
3.1.1 Call Answering Service Level	80.4%	76.4%	82.8%	NA	NA	79.9%		70%/30 sec
3.1.2 Abandon Rate	1.39%	2.16%	1.53%	NA	NA	1.70%		5.0%
3.2.1 Percentage of DRT Bills that the RSP Failed to Render in Each Billing Period to Customers	1.002%	2.991%	0.934%	NA	NA	1.422%		3.000%
3.2.2 Percentage of DRT bills found to be inaccurate	0.07%	3.89%	0.11%	NA	NA	1.39%		3.00%
3.2.3 Percentage of inaccurate DRT bills corrected	100.0%	100.0%	100.0%	NA	NA	100.0%		95.0%

Background Data to Directive 003

Electric (3rd Quarter 2004)

	Jul	Aug	Sep	Q1	Q2	Q3	Q4
Total Calls Answered	18,279	21,244	21,845	NA	NA	61,368	
Abandoned Calls (>6 sec)	400	588	583	NA	NA	1,571	
Calls answered in 30 Sec	14,634	16,220	17,584	NA	NA	48,438	
Total Bills	161,279	167,711	165,039	NA	NA	494,029	
Inaccurate Bills	133	2,487	204	NA	NA	2,824	
Number of corrected Bills	133	2,487	204	NA	NA	2,824	

Gas (3rd Quarter 2004)

	Jul	Aug	Sep	Q1	Q2	Q3	Q4
Total Calls Answered	89,494	92,859	95,175	NA	NA	277,528	
Abandoned Calls (>6 sec)	1,122	1,907	1,346	NA	NA	4,375	
Calls answered in 30 Sec	72,803	63,291	79,873	NA	NA	215,967	
Total Bills	821,260	864,136	847,926	NA	NA	2,533,322	
Inaccurate Bills	596	33,577	939	NA	NA	35,112	
Number of corrected Bills	596	33,577	939	NA	NA	35,112	