Direct Energy

July 6, 2005

Mary L. Cottrell
Secretary of the Department
Department of Telecommunications and Energy
One South Station – 2nd Floor
Boston, MA 02110

Re: Topics for Technical Sessions
Service Quality Standards; D.T.E. 04-116

Dear Ms. Cottrell:

I write in support of the request by Constellation NewEnergy ("Constellation") that the Department include "market access services" among the topics for the upcoming technical sessions in Service Quality Standards, D.T.E. 04-116.

In the restructured utility industry, distribution companies provide more than just traditional distribution services. They provide a host of additional services that enable customers to participate in competitive markets. These "market access" services include providing usage data, processing enrollments, and providing billing-related services for competitively served accounts. In today's utility industry, these market access services are just as much a part of **customer service** as are the traditional utility services.

The Department should expand the scope of the technical sessions to include market access services. These are important customer services and should receive full consideration for incorporation into the service quality guidelines. Moreover, a technical session would be an ideal forum for exploring whether and how best to incorporate market access services into the guidelines. Clearly this would be a new area for service quality measures, and there is much that the Department and the parties could learn through the back and forth discussion that is possible in a technical session.

Respectfully submitted,

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