



202 South Main Street | Post Office Box 68
Le Sueur, Minnesota 56058
Main: 888.931.3411
Fax: 507.665.2588
www.greatermngas.com

November 13, 2014

VIA ELECTRONIC FILING

Dr. Burl W. Haar
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
Saint Paul, MN 55101-2147

Re: **Annual Gas Service Quality Report for 2013**
Docket No. _____

Dear Dr. Haar:

Attached hereto, please find a copy of Greater Minnesota Gas, Inc.'s Annual Gas Service Quality Report for the Calendar Year of 2013. A Commission staff member brought it to our attention that the report was not showing as having been filed. Our records indicate that it was provided several months ago. However, a review of the dates tells me that it was during a point in time that a different filing was placed in the wrong docket during a Department staffing change; and, that it was sent from a computer that I subsequently learned had remnants of a virus embedding in documents. I am not sure what the issue was, but we were not aware that it was not showing as filed. I apologize for any inconvenience that was caused by the delay.

Please do not hesitate to contact me should you have any questions or concerns or if you require additional information. My direct dial number is (507) 665-8657 and my email address is kanderson@greatermngas.com. All individuals identified on the attached service list have been electronically served with this extension request.

Sincerely,

GREATER MINNESOTA GAS, INC.

/s/

Kristine A. Anderson

cc: Service List

CERTIFICATE OF SERVICE

I, Kristine Anderson, hereby certify that I have this day served a true and correct copy of the following document to all persons at the addresses indicated on the attached list by electronic filing, electronic mail, or by depositing the same enveloped with postage paid in the United States Mail at Le Sueur, Minnesota:

**Greater Minnesota Gas, Inc.'s Annual Gas Service
Quality Report for the Calendar Year of 2013 (Copy)**
Docket No. _____

filed this 13th day of November, 2014.

/s/ Kristine A. Anderson
Kristine A. Anderson, Esq.
Corporate Attorney
Greater Minnesota Gas, Inc.



202 South Main Street | Post Office Box 68
Le Sueur, Minnesota 56058
Main: 888.931.3411
Fax: 507.665.2588
www.greatermngas.com

July 4, 2014

VIA ELECTRONIC FILING

Dr. Burl W. Haar
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
Saint Paul, MN 55101-2147

Re: **Annual Gas Service Quality Report for 2013**
Docket No. _____

Dear Dr. Haar:

Attached hereto, please find Greater Minnesota Gas, Inc.'s Annual Gas Service Quality Report for the Calendar Year of 2013.

Please do not hesitate to contact me should you have any questions or concerns or if you require additional information. My direct dial number is (507) 665-8657 and my email address is kanderson@greatermngas.com. All individuals identified on the attached service list have been electronically served with this extension request.

Sincerely,

GREATER MINNESOTA GAS, INC.

/s/

Kristine A. Anderson

cc: Service List

CERTIFICATE OF SERVICE

I, Kristine Anderson, hereby certify that I have this day served a true and correct copy of the following document to all persons at the addresses indicated on the attached list by electronic filing, electronic mail, or by depositing the same enveloped with postage paid in the United States Mail at Le Sueur, Minnesota:

**Greater Minnesota Gas, Inc.'s Annual Gas Service
Quality Report for the Calendar Year of 2013
Docket No. _____**

filed this 4th day of July, 2014.

/s/ Kristine A. Anderson
Kristine A. Anderson, Esq.
Corporate Attorney
Greater Minnesota Gas, Inc.

Last Name	First Name	Email	Company Name	Delivery Method	View Trade Secret
Anderson	Julia	Julia.Anderson@ag.state.mn.us	Office of the Attorney General-DOC	Electronic Service	No
Anderson	Kristine	kanderson@greatermngas.com	Greater Minnesota Gas, Inc.	Electronic Service	No
Ferguson	Sharon	sharon.ferguson@state.mn.us	Department of Commerce	Electronic Service	No
Haar	Burl W.	burl.haar@state.mn.us	Public Utilities Commission	Electronic Service	No
Kupser	Nicolle	nkupser@greatermngas.com	Greater Minnesota Gas, Inc.	Electronic Service	No
Lindell	John	agorud.ecf@ag.state.mn.us	Office of the Attorney General-RUD	Electronic Service	No
Palmer	Greg	gpalmer@greatermngas.com	Greater Minnesota Gas, Inc.	Electronic Service	No
Swanson	Eric	eswanson@winthrop.com	Winthrop Weinstine	Electronic Service	No

STATE OF MINNESOTA

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Beverly Jones Heydinger
David C. Boyd
Nancy Lange
Dan Lipschultz
Betsy Wergin

Chair
Commissioner
Commissioner
Commissioner
Commissioner

MPUC Docket No. _____

In the Matter of Greater Minnesota
Gas, Inc.'s Annual Gas Service
Quality Report for the
Calendar Year of 2013

**ANNUAL GAS SERVICE
QUALITY REPORT
FOR 2013**

Greater Minnesota Gas, Inc. ("GMG") hereby submits for filing its Annual Service Quality Report for the calendar year ending December 31, 2013. This report encompasses data related to the reporting requirements for gas utilities as specifically modified for GMG where appropriate.

REPORTING REQUIREMENTS

Pursuant to the Commission's prior orders regarding Gas Service Quality Reports, all natural gas utilities are required to report the following information; however, GMG's reporting differs slightly in some respects due to the technology that GMG uses and information available to it:

- Call Center Response Time
- Meter Reading Performance
- Involuntary Disconnections
- Service Extension Request Times
- Customer Deposits
- Customer Complaints
- Gas Emergency Response Times
- Mislocates
- Damaged Gas Lines
- Gas Service Interruptions
- Major Reportable Events
- Customer Service Expenses
- Miles of Pipe

ANNUAL REPORTING INFORMATION

The requisite statistical information regarding GMG’s Service Quality Report components for 2013 is found below:

- *Call Center Response Time*
 - Pursuant to the Commission’s Order dated January 18, 2011, GMG is required to track and report the total number of phone calls received during the calendar year and to report on the number of times the phone rings before calls are answered, as GMG does not have a call center.

GMG received a total of 12,876 incoming calls to its primary business line (888-931-3411) during 2013. Incoming calls included both customer-related and non-customer-related matters. All incoming calls are answered live by GMG’s customer service team within three rings, or approximately fifteen seconds. If GMG’s personnel is unable to answer within the initial three rings, the call is automatically forwarded to MAS Communications (“MASCom”), a professional live telephone answering service. MASCom typically answers within one additional ring after the call is transferred, ensuring live contact with the customer in less than twenty second goal.

- *Meter Reading Performance Metrics*
 - Pursuant to its January 18, 2011 Order, the Commission required GMG to report the meter reading performance data contained in Minn. R. 7826.1400.

GMG’s meter reading performance and staffing levels for 2013 are summarized below:

	<u>Quantity</u>	<u>Percentage</u>
Total Meters Billed	62,868	100%
Number & % Read by GMG Personnel	56,623	90%
Number & % Self-Read by Customer	336	0.5%
Number & % of Customer Meters Estimated	5909*	9.5%
Number & % of Meters not read for 6-12 mo	0	0 %
Number & % of Meters not read for > 12 mo	0	0 %

* During some low/no usage months for residential customers, GMG estimated residential meters for some customers. Customers subject to estimated billing were notified of the same on the monthly invoice. GMG did not receive any complaints during estimated billing periods, as they were minimal usage time periods. Estimated meters are periodically read to insure accurate billing.

In 2013, GMG had two-full time operational staff dedicated to the reading of meters in one geographical area headquartered in Le Sueur, Minnesota. Subsequent to installation of its Swanville-area distribution facilities, GMG also had two full-time technicians located in that geographical area, and meter reading is a component of their job responsibilities.

- *Involuntary Service Disconnections*
 - *GMG is required to reference the data submitted in its Cold Weather Rule reports.*

GMG electronically filed its weekly and monthly Cold Weather Rule (“CWR”) data for January through April of 2013 and October through December of 2013, as well as monthly reports for January through December of 2013. As GMG noted in its reply comments in its previous Service Quality Standards docket, GMG believes that historically, the Department has identified the total of involuntary disconnects based on simply adding all of the numbers of disconnected customers on each CWR report together. GMG is uncertain as to whether that is the method that the Department and/or Commission staff employ in identifying annual involuntary disconnects. GMG’s actual number of customers subject to involuntary disconnection is as follows:

2013: 63
2012: 54
2011: 17
2010: 35

Copies of GMG’s Cold Weather Rule reports are appended hereto for ease of reference.

- *Service Extension Requests*
 - Pursuant to Rule 7826.1600, GMG is required to provide information regarding the number of customers requesting service to a previously un-served location and the interval between the date of service installation and premises readiness, as well as the number of customers requesting service at a previously served location but unserved at the time of the request along with interval between the date of service installation and premises readiness.

In 2013, GMG extended service to two general locations that were not previously served by it. Service lines are installed coincidentally with main installation. As a result, the premises were immediately ready for service upon completion of installation in both areas.

With regard to customers requesting service to a location previously served by GMG, GMG does not believe that there were any delays in the premises being ready for service. GMG does not lock or stop service between transfers of property owners or occupants. Responsibility for the customer account is transferred on the date agreed to by both parties to the transfer. As a result, there is no delay in providing service to the location. Similarly, in the event that gas service to a previously served location was shut-off due to a foreclosure, GMG may require the subsequent owner to provide assurance that the premises has been inspected by a qualified plumbing/heating contractor and is in a safe condition for the gas service to be turned on. In addition, GMG requires the subsequent owner, or a qualified contractor hired on the owner's behalf, meet a GMG technician at the location for the meter unlock and service turn up. GMG accommodates the customer's schedule but does request a courtesy twenty-four notice whenever possible.

- *Customer Deposits*

- Pursuant to its January 18, 2011 Order, the Commission required GMG to report information regarding customer deposits pursuant to Minn. R. 7826.1900.

During 2013, six customers were required to make a deposit as a condition of receiving service based on the terms identified in GMG's tariff due to their history with GMG demonstrating consistently poor payment and poor credit. Customer deposits are returned following a period of satisfactory payment history.

- *Customer Complaints*

- Pursuant to its January 18, 2011 Order, the Commission required GMG to report customer complaints pursuant to in Minn. R. 7826.2000. Specifically, GMG is obligated to report the total number of customer complaints received by category, including both complaints received from the Commission's Consumer Affairs Office and those received internally.

As GMG explained in its Gas Service Quality docket for the 2012 calendar year, all calls to GMG are promptly answered by GMG's customer service team. If a call comes in after-hours, it is routed to a live-answer professional answering service. As such, none of GMG's customers navigate an automated system with a variety of prompt options. When a customer calls, it is not necessarily due to a complaint. GMG's customer service representatives attempt to identify and meet each customer's needs every time they speak with customers. In most instances, GMG's representative can provide a response that answers the customer's question or otherwise meets the customer's needs. For example, if a customer has a question about his or her gas usage or bill, the customer service representative explains the relevant billing entry and, generally, the customer is satisfied with the explanation and the customer's needs have been met. Likewise, if a customer

calls questioning charges for unexpected installation costs, for example, and a GMG satisfactorily explains the basis for the charges without the customer requesting further action, GMG does not log that as a customer complaint.

GMG does not consider a customer inquiry to be a customer complaint and the call is logged and closed out. GMG considers something a customer complaint if, after speaking with a customer service representative, the customer requests that GMG take some type of action to address a particular situation. In that situation, the matter is automatically escalated to a supervisor with the authority to respond to the customer's issue. Therefore, all of the customer complaints that GMG receives are, by virtue of GMG's customer service policy, escalated to a supervisor for proper handling.

In 2013, GMG had minimal internal complaints, all of which were resolved. One complaint was made to the Commission's Consumer Affairs Office.

- (0) Billing Errors
No complaints
- (0) Inaccurate Metering
No complaints
- (0) Wrongful Disconnection
- (2) High Bills
- (0) Inadequate Service
No complaints
- (0) Service Extension Intervals
- (0) Service Restoration Intervals
- (1) Post-Construction Property Restoration

By way of further explanation, one customer complained about billing amounts and late fees. The complaint was resolved after clarifying the customer's confusion to prevent future issues and removing the late fees. One customer who was having difficulty paying what she considered high bills was provided assistance with referral to energy assistance programs and an energy assessment to identify cost-saving mechanisms. Finally, one customer was dissatisfied with property restoration efforts following construction. Several options were provided to the customer and satisfactory property restoration was accomplished.

- *Gas Emergency Calls and Response Time*
 - Since GMG does not have a telephone line specifically dedicated to gas emergency calls, the Commission's January 18 Order required GMG to report the total number of gas emergency calls received and the response time to them during each annual reporting period.

In 2013, GMG received a total of 88 calls reporting gas emergencies. GMG supplied two metrics below: (1) the elapsed time between the call being answered and a technician being dispatched; and, (2) the elapsed time between the dispatch time and the time of arrival by a technician. GMG has also supplied the average elapsed time for each category (1-2).

<u>From Call to Time Dispatched</u>	<u>From Time Dispatched to Arrive on Site</u>
0 - 10 minutes 75	< 60 minutes 75
> 10 minutes 3	> 60 minutes 13
Average = 6 minutes	Average = 16 minutes

With regard to the 13 site arrivals that exceeded 60 minutes, GMG provides the following information:

- 3 were for faint intermittent odors. Response time was less than 90 minutes.
 - 4 were for faint odors outside and were not treated as emergencies. Response time ranged from 68 minutes to two hours.
 - 1 was to report a road washout, but there was no presence of gas. It was not treated as an emergency.
 - 2 were unfounded, in that there was no presence of gas odor and no emergency dispatch was required.
 - 2 were calls due to furnaces not working. There was no gas odor or other indication that there was the presence of gas, so they were not treated as emergencies. Response time was 75 minutes.
 - 1 was a call due to the gas not working. The meter was locked due to the fact that a riser was changed and the customer was not home at the time a meter riser change and the customer was not home at the time.
-
- *Mislocates*
 - Pursuant to the Commission's March 6, 2012 Order, GMG is required to report the number of times that a line is damaged due to a mislocate or failure to mark a gas line and to include a summary of information based on reports submitted to MnOPS.

GMG did not have any reports of damage due to mislocates (mismark or failure to mark) in 2013. During the year, GMG personnel performed locates in response to 6,853 calls from Gopher State One Call.

- *Damaged Gas Lines*

- GMG is required to report data regarding damaged gas lines and to provide detailed information regarding any gas line damage events.

Number of damages caused by the utility's employees or contractors: 0

Number resulting from any other unplanned cause not related to utility operations: 9

Of the interruptions resulting from other unplanned causes, five were caused by land owners and four were caused by landowner's contractors. Eight involved cut service lines due to digging by the landowners or their contractors. In two incidents, no locates had been called in; in one, the contractor started digging before the locate ticket was due; and, in one, digging occurred in less than two feet from the correctly located line. One was caused when a tractor hit a meter set. All excavation events were reported to MnOPS.

- *Gas Service Interruptions*

- Pursuant to the Commission's January 18, 2011 Order, GMG is required to report data for gas service interruptions and their cause.

In 2013, GMG has a total of nine (9) gas service interruptions. They are synonymous with the incidents identified in the damaged gas line itemization above. GMG did not have any service interruptions that were not due to damaged gas lines.

- *Major Reportable Events*

- GMG is required to provide a summary of all major events that are immediately reportable to the Minnesota Office of Pipeline Safety (MnNOPS) according to the criteria used by MnOPS to identify reportable events.

GMG did not have any events constituting major immediately reportable events in 2013.

- *Customer Service-Related Expenses*

- GMG is required to report customer-service related operations and maintenance expenses that include only Minnesota-regulated, customer-service expenses based on the costs recorded in FERC accounts 901 and 903 plus payroll taxes and benefits.

In 2013, customer service related expenses totaled \$ 85,034.10.

- *Miles of Pipe*
 - Utilities are required to report the number of miles of pipe operated in Minnesota.

GMG operates approximately 700 miles of distribution pipeline, including having operated approximately 625 miles of main in 2013.

CONCLUSION

GMG submits this Annual Service Quality Report for the year ending December 31, 2013 in accordance with the requirements of the Minnesota Rules and the Commission and respectfully requests that it be approved.

Dated: July 4, 2014

Respectfully submitted,

/s/
Kristine A. Anderson
Corporate Attorney
Greater Minnesota Gas, Inc.
P.O. Box 68
202 S. Main Street
Le Sueur, MN 56068

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, January 05, 2013

Week of Calendar Year: 1

Required

Required

Company: Greater Minnesota Gas, Inc. for week: 1

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="8"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text" value="0"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, January 12, 2013

Week of Calendar Year: 2

Required

Required

Company: Greater Minnesota Gas, Inc. for week: 2

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="8"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text" value="0"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, January 19, 2013

Week of Calendar Year: 3

Required

Required

Company: Greater Minnesota Gas, Inc. for week: 3

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="7"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text" value="1"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, January 26, 2013

Week of Calendar Year: 4

Required

Required

Company: Greater Minnesota Gas, Inc. for week: 4

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="6"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text" value="1"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, February 02, 2013

Week of Calendar Year: 5

Required

Required

Company: Greater Minnesota Gas, Inc. for week: 5

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="5"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text" value="1"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, February 09, 2013

Week of Calendar Year: 6

Required

Required

Company: Greater Minnesota Gas, Inc. for week: 6

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="5"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, February 16, 2013

Week of Calendar Year: 7

Required

Required

Company: Greater Minnesota Gas, Inc. for week: 7

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="5"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, February 23, 2013

Week of Calendar Year: 8

Required

Required

Company: Greater Minnesota Gas, Inc. for week: 8

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="5"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, March 02, 2013

Week of Calendar Year: 9

Required

Required

Company: Greater Minnesota Gas, Inc. for week: 9

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="5"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, March 09, 2013

Week of Calendar Year: 10

Required

Required

Company: Greater Minnesota Gas, Inc. for week: 10

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="5"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS


3	Number of natural gas customers reconnected this week:	<input type="text"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:  *Required*

Report for Week Ending: Saturday, March 16, 2013 *Required*

Week of Calendar Year: 11

Company: Greater Minnesota Gas, Inc. for week: 11

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="5"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, March 23, 2013

Week of Calendar Year: 12

Required

Required

Company: Greater Minnesota Gas, Inc. for week: 12

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="5"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, March 30, 2013

Week of Calendar Year: 13

Required

Required

Company: Greater Minnesota Gas, Inc. for week: 13

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="5"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:	Greater Minnesota Gas, Inc.	Required
Report for Week Ending:	<u>Saturday, April 06, 2013</u>	Required
Week of Calendar Year:	<u>14</u>	

Company: Greater Minnesota Gas, Inc. for week: 14

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	6
2	Number of electric customers currently disconnected:	0

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	
4	Number of electric customers reconnected this week:	

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:	Greater Minnesota Gas, Inc.	Required
Report for Week Ending:	<u>Saturday, April 13, 2013</u>	Required
Week of Calendar Year:	<u>15</u>	

Company: Greater Minnesota Gas, Inc. for week: 15

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<u>8</u>
2	Number of electric customers currently disconnected:	<u>0</u>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<u></u>
4	Number of electric customers reconnected this week:	<u></u>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:	Greater Minnesota Gas, Inc.	Required
Report for Week Ending:	<u>Friday, October 18, 2013</u>	Required
Week of Calendar Year:	<u>42</u>	

Company: Greater Minnesota Gas, Inc. for week: 42

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	34
2	Number of electric customers currently disconnected:	0

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	4
4	Number of electric customers reconnected this week:	

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Friday, October 25, 2013

Week of Calendar Year: 43

Required

Required

Company: Greater Minnesota Gas, Inc. for week: 43

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="32"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text" value="3"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, November 02, 2013

Week of Calendar Year: 44

Required

Required

Company: Greater Minnesota Gas, Inc. for week: 44

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="30"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS


3	Number of natural gas customers reconnected this week:	<input type="text" value="2"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:  *Required*

Report for Week Ending: Saturday, November 09, 2013 *Required*

Week of Calendar Year: 45

Company: Greater Minnesota Gas, Inc. for week: 45

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="29"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text" value="1"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, November 16, 2013

Week of Calendar Year: 46

Required

Required

Company: Greater Minnesota Gas, Inc. for week: 46

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="26"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text" value="3"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, November 23, 2013

Week of Calendar Year: 47

Required

Required

Company: Greater Minnesota Gas, Inc. for week: 47

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="25"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text" value="1"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, November 30, 2013

Week of Calendar Year: 48

Required

Required

Company: Greater Minnesota Gas, Inc. for week: 48

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="24"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text" value="1"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, December 07, 2013

Week of Calendar Year: 49

Required

Required

Company: Greater Minnesota Gas, Inc. for week: 49

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="20"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text" value="0"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, December 14, 2013

Week of Calendar Year: 50

Required

Required

Company: Greater Minnesota Gas, Inc. for week: 50

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="20"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS


3	Number of natural gas customers reconnected this week:	<input type="text" value="0"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:  *Required*

Report for Week Ending: Saturday, December 21, 2013 *Required*

Week of Calendar Year: 51

Company: Greater Minnesota Gas, Inc. for week: 51

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="19"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text" value="1"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, December 28, 2013

Week of Calendar Year: 52

Required

Required

Company: Greater Minnesota Gas, Inc. for week: 52

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="19"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text" value="0"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2013	▼	<i>Required</i>
Reporting Period:	January	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: January, 2013

1	Number of Residential Customer Accounts:	4,362
2	Number of Past Due Residential Customer Accounts:	264
3	Number of Cold Weather Protection Requests:	4

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	0

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: January, 2013

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	0
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	0
-----------	--	---

21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

All other months, use 1st column only

a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	0	<i>Required</i>
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	0	0

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0
-----------	---	---	---

Company: Greater Minnesota Gas, Inc. for report period ending: January, 2013

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$42,867
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$162
26	Total dollars received from energy assistance programs:	\$3,665
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$692,086
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$159
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$5,710

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected	0	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

GMG CWR MONTHLY Report for January 2013

37	# Accounts reconnected	2
38	# Accounts remaining disconnected	6
a)	1-30 days	0
b)	31-60 days	0
c)	61+ days	6

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2013	▼	<i>Required</i>
Reporting Period:	February	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: February, 2013

1	Number of Residential Customer Accounts:	4,347
2	Number of Past Due Residential Customer Accounts:	298
3	Number of Cold Weather Protection Requests:	15

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	0

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: February, 2013

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	15
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	33
-----------	--	----

21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

All other months, use 1st column only

a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	0	<i>Required</i>
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	0	0

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0
-----------	---	---	---

Company: Greater Minnesota Gas, Inc. for report period ending: February, 2013

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$60,648
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$204
26	Total dollars received from energy assistance programs:	\$3,133
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$722,727
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$166
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected	0	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

GMG CWR MONTHLY Report for February 2013

37 # Accounts reconnected

1

38 # Accounts remaining disconnected

5

a) 1-30 days

0

b) 31-60 days

0

c) 61+ days

5

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2013	▼	<i>Required</i>
Reporting Period:	March	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: March, 2013

1	Number of Residential Customer Accounts:		4,351
2	Number of Past Due Residential Customer Accounts:		324
3	Number of Cold Weather Protection Requests:		5

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:		0
5	<i>Intentionally Blank</i>		
6	Number of customer accounts granted reconnection <u>request</u> :		0

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: March, 2013

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	5
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	76
-----------	--	----

21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

All other months, use 1st column only

a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	0	<i>Required</i>
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	0	0

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0
-----------	---	---	---

Company: Greater Minnesota Gas, Inc. for report period ending: March, 2013

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$81,651
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$252
26	Total dollars received from energy assistance programs:	\$4,373
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$525,770
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$121
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected	0	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

GMG CWR MONTHLY Report for March 2013

37 # Accounts reconnected

0

38 # Accounts remaining disconnected

5

a) 1-30 days

0

b) 31-60 days

0

c) 61+ days

5

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2013	▼	<i>Required</i>
Reporting Period:	April	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: April, 2013

1	Number of Residential Customer Accounts:	4,361
2	Number of Past Due Residential Customer Accounts:	335
3	Number of Cold Weather Protection Requests:	3

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	0

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: April, 2013

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	3
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	0
----	--	---

21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

All other months, use 1st column only

a)	# Electric - heat affected		Required
b)	# Electric - heat not affected		Required
c)	# Gas - heat affected	5	Required
d)	# Gas - heat not affected		Required
e)	Total # disconnected	0	5

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected		CWR period only
b)	# Electric - heat not affected		CWR period only
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected		CWR period only
e)	Total # disconnected (See Note)	0	

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	5
----	---	---	---

Company: Greater Minnesota Gas, Inc. for report period ending: April, 2013

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$82,117
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$245
26	Total dollars received from energy assistance programs:	\$5,077
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$483,410
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$111
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected	0	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

GMG CWR MONTHLY Report for April 2013

37 # Accounts reconnected

1

38 # Accounts remaining disconnected

10

a) 1-30 days

5

b) 31-60 days

0

c) 61+ days

5

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2013	▼	<i>Required</i>
Reporting Period:	May	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: May, 2013

1	Number of Residential Customer Accounts:	4,356
2	Number of Past Due Residential Customer Accounts:	372
3	Number of Cold Weather Protection Requests:	1

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	0

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: May, 2013

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	1
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	237
-----------	--	-----

21 Number of customer accounts disconnected who did not seek protection:
 Duplicate columns for use in April and October
 April 1-15 and October 1-15 in 1st column
 April 16-30 and October 16-31 in 2nd column
All other months, use 1st column only

a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	8	
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	8	0

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	8	8
-----------	---	---	---

Company: Greater Minnesota Gas, Inc. for report period ending: May, 2013

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$90,916
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$244
26	Total dollars received from energy assistance programs:	\$2,622
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$313,972
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$72
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	7	
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected	7	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

GMG CWR MONTHLY Report for May 2013

37	# Accounts reconnected	2
38	# Accounts remaining disconnected	16
a)	1-30 days	7
b)	31-60 days	4
c)	61+ days	5

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2013	▼	<i>Required</i>
Reporting Period:	June	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: June, 2013

1	Number of Residential Customer Accounts:	4,358
2	Number of Past Due Residential Customer Accounts:	326
3	Number of Cold Weather Protection Requests:	7

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	0

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: June, 2013

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	7
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	0
-----------	--	---

21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

All other months, use 1st column only

a)	# Electric - heat affected			<i>Required</i>
b)	# Electric - heat not affected			<i>Required</i>
c)	# Gas - heat affected	29		
d)	# Gas - heat not affected			<i>Required</i>
e)	Total # disconnected	29	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected			<i>CWR period only</i>
b)	# Electric - heat not affected			<i>CWR period only</i>
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected			<i>CWR period only</i>
e)	Total # disconnected (See Note)	0		

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	29	29
-----------	---	----	----

Company: Greater Minnesota Gas, Inc. for report period ending: June, 2013

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$62,453
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$192
26	Total dollars received from energy assistance programs:	\$1,189
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$157,087
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$36
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	28	
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected	28	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

GMG CWR MONTHLY Report for June 2013

37	# Accounts reconnected	5
38	# Accounts remaining disconnected	38
a)	1-30 days	26
b)	31-60 days	5
c)	61+ days	7

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2013	▼	<i>Required</i>
Reporting Period:	July	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: July, 2013

1	Number of Residential Customer Accounts:	4,365
2	Number of Past Due Residential Customer Accounts:	301
3	Number of Cold Weather Protection Requests:	5

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	0

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: July, 2013

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	5
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	0
-----------	--	---

21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

All other months, use 1st column only

a)	# Electric - heat affected			<i>Required</i>
b)	# Electric - heat not affected			<i>Required</i>
c)	# Gas - heat affected	11		
d)	# Gas - heat not affected			<i>Required</i>
e)	Total # disconnected	11	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected			<i>CWR period only</i>
b)	# Electric - heat not affected			<i>CWR period only</i>
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected			<i>CWR period only</i>
e)	Total # disconnected (See Note)	0		

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	11	11
-----------	---	----	----

Company: Greater Minnesota Gas, Inc. for report period ending: July, 2013

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$31,157
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$104
26	Total dollars received from energy assistance programs:	\$214
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$88,169
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$20
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	10	
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected	10	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

GMG CWR MONTHLY Report for July 2013

37 # Accounts reconnected

2

38 # Accounts remaining disconnected

43

a) 1-30 days

9

b) 31-60 days

23

c) 61+ days

11

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2013	▼	<i>Required</i>
Reporting Period:	August	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: August, 2013

1	Number of Residential Customer Accounts:	4,354
2	Number of Past Due Residential Customer Accounts:	238
3	Number of Cold Weather Protection Requests:	4

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	0

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: August, 2013

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	4
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	0
-----------	--	---

21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

All other months, use 1st column only

a)	# Electric - heat affected			<i>Required</i>
b)	# Electric - heat not affected			<i>Required</i>
c)	# Gas - heat affected	10		
d)	# Gas - heat not affected			<i>Required</i>
e)	Total # disconnected	10	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected			<i>CWR period only</i>
b)	# Electric - heat not affected			<i>CWR period only</i>
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected			<i>CWR period only</i>
e)	Total # disconnected (See Note)	0		

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	10	10
-----------	---	----	----

Company: Greater Minnesota Gas, Inc. for report period ending: August, 2013

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$34,149
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$143
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$121,990
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$28
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	7	
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected	7	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

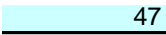
RECONNECTION DATA

GMG CWR MONTHLY Report for August 2013

37 # Accounts reconnected



38 # Accounts remaining disconnected



a) 1-30 days



b) 31-60 days



c) 61+ days



[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2013	▼	<i>Required</i>
Reporting Period:	September	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: September, 2013

1	Number of Residential Customer Accounts:	4,358
2	Number of Past Due Residential Customer Accounts:	286
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	0

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: September, 2013

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	0
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	91
----	--	----

21 Number of customer accounts disconnected who did not seek protection:
 Duplicate columns for use in April and October
 April 1-15 and October 1-15 in 1st column
 April 16-30 and October 16-31 in 2nd column

All other months, use 1st column only

a)	# Electric - heat affected			<i>Required</i>
b)	# Electric - heat not affected			<i>Required</i>
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected			<i>Required</i>
e)	Total # disconnected	0	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected			<i>CWR period only</i>
b)	# Electric - heat not affected			<i>CWR period only</i>
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected			<i>CWR period only</i>
e)	Total # disconnected (See Note)	0		

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0
----	---	---	---

Company: Greater Minnesota Gas, Inc. for report period ending: September, 2013

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$35,318
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$123
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$105,212
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$24
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected	0	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

GMG CWR MONTHLY Report for September 2013

37 # Accounts reconnected

1

38 # Accounts remaining disconnected

45

a) 1-30 days

0

b) 31-60 days

5

c) 61+ days

40

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2013	▼	<i>Required</i>
Reporting Period:	October	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: October, 2013

1	Number of Residential Customer Accounts:	4,503
2	Number of Past Due Residential Customer Accounts:	240
3	Number of Cold Weather Protection Requests:	2

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	0

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: October, 2013

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	2
a)	Number of PS requests received	0
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	0
-----------	--	---

21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

All other months, use 1st column only

a)	# Electric - heat affected			<i>Required</i>
b)	# Electric - heat not affected			<i>Required</i>
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected			<i>Required</i>
e)	Total # disconnected	0	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected			<i>CWR period only</i>
b)	# Electric - heat not affected			<i>CWR period only</i>
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected			<i>CWR period only</i>
e)	Total # disconnected (See Note)	0		

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0
-----------	---	---	---

Company: Greater Minnesota Gas, Inc. for report period ending: October, 2013

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$28,136
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$117
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$178,818
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$40
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected	0	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

GMG CWR MONTHLY Report for October 2013

37	# Accounts reconnected	15
38	# Accounts remaining disconnected	31
a)	1-30 days	0
b)	31-60 days	0
c)	61+ days	31

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2013	▼	<i>Required</i>
Reporting Period:	November	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: November, 2013

1	Number of Residential Customer Accounts:	4,671
2	Number of Past Due Residential Customer Accounts:	263
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	0

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: November, 2013

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	0
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	110
-----------	--	-----

21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

All other months, use 1st column only

a)	# Electric - heat affected			<i>Required</i>
b)	# Electric - heat not affected			<i>Required</i>
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected			<i>Required</i>
e)	Total # disconnected	0	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected			<i>CWR period only</i>
b)	# Electric - heat not affected			<i>CWR period only</i>
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected			<i>CWR period only</i>
e)	Total # disconnected (See Note)	0		

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0
-----------	---	---	---

Company: Greater Minnesota Gas, Inc. for report period ending: November, 2013

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$32,837
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$125
26	Total dollars received from energy assistance programs:	\$4,786
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$397,688
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$85
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected	0	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

GMG CWR MONTHLY Report for November 2013

37 # Accounts reconnected

9

38 # Accounts remaining disconnected

22

a) 1-30 days

0

b) 31-60 days

0

c) 61+ days

22

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2013	▼	<i>Required</i>
Reporting Period:	December	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: December, 2013

1	Number of Residential Customer Accounts:		4,796
2	Number of Past Due Residential Customer Accounts:		274
3	Number of Cold Weather Protection Requests:		0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:		0
5	<i>Intentionally Blank</i>		
6	Number of customer accounts granted reconnection <u>request</u> :		0

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: December, 2013

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	0
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	42
-----------	--	----

21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

All other months, use 1st column only

a)	# Electric - heat affected			<i>Required</i>
b)	# Electric - heat not affected			<i>Required</i>
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected			<i>Required</i>
e)	Total # disconnected	0	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected			<i>CWR period only</i>
b)	# Electric - heat not affected			<i>CWR period only</i>
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected			<i>CWR period only</i>
e)	Total # disconnected (See Note)	0		

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0
-----------	---	---	---

Company: Greater Minnesota Gas, Inc. for report period ending: December, 2013

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$34,271
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$125
26	Total dollars received from energy assistance programs:	\$4,498
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$651,242
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$136
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected	0	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

GMG CWR MONTHLY Report for December 2013

37 # Accounts reconnected

1

38 # Accounts remaining disconnected

18

a) 1-30 days

0

b) 31-60 days

0

c) 61+ days

18

[END]

cwrutilrpt.xls ver 3.0