

State of Minnesota
Minnesota Public Utilities Commission

Utility Information Request

Docket Number: G008/M-24-33 - Service Quality
Requested From: CenterPoint Energy Minnesota Gas

Date of Request: 10/31/2024
Response Due: 11/15/2024

Analyst Requesting Information: Trey Harsch

Type of Inquiry: Other

If you feel your responses are trade secret or privileged, please indicate this on your response.

Request No.	
PUC 01	<p>A description of each complaint resolution category was provided except for the “not categorized” resolution. Please provide an explanation for the types of resolutions included in this category.</p> <p>Response:</p> <p>A “not categorized” complaint is a complaint that was closed without selection of one of the four appropriate resolution codes. The programming around complaints in the system should not allow a complaint to be closed without a proper resolution code selection. The Regulatory Liaison who does the reporting and analysis of these complaints reviewed the IR request, researched the system, and submitted an Information Technology request to ensure this is part of the system programming. The Regulatory Liaison also had the 2023 complaints reviewed and, where possible, updated with the proper resolution code. The Company wanted to provide an update on the 2023 results on Schedule 6d on the annual service quality report; however, due to a system enhancement, the report that is generated for the annual service quality reports has been removed from the system. The Company is prepared to rerun the numbers for the 2023 reporting year when the system is available.</p>

Response By: Sherry Kemmetmueller
Title: Manager, Regulatory Affairs
Department: Regulatory Services
Telephone: 612-321-5191

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Request No.	
PUC 02	<p>The NGWG modified utilities' mislocate and gas line damage reporting requirements to instead consist of "excavation damages" consistent with what is reported in PHMSA annual reports. CenterPoint's PHMSA annual report includes more excavation tickets and fewer excavation damages than what was reported to the Commission. Please explain this discrepancy.</p> <p>Response:</p> <p>The annual PHMSA report has 347,746 total excavation tickets, the service quality report has 339,668 total locate tickets reported. The difference in this number was removal of 8,078 tickets that excavators did not excavate; however, the company required locates, mapping or other resources. The total number of excavation tickets for 2023 as reported in PHMSA is 347,746 and is the Company total of all excavation tickets. CenterPoint Energy will report on all excavation tickets in future annual service quality reports.</p>

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PUC 03	<p>In this year's annual service quality report, CenterPoint reported that 108 company-caused service interruptions occurred in 2022. In last year's service quality report (the 2022 service quality report), CenterPoint reported 87 company-caused service interruptions in 2022. Please confirm which of these two values is correct.</p> <p>Response:</p> <p>The numbers in the 2023 report for 2022 are accurate. The 108 company-caused service interruptions reported in 2023 for 2022 is correct. The reasoning behind this is the 2022 reporting year was the only year that department did not have a dedicated analyst assigned to this reporting. The manager did the 2022 report manually. In 2023 a new analyst was hired as the dedicated source for these reports. When the analyst ran the 2023 numbers, he also reran the 2022 numbers using an automated process for the reports, eliminating the human errors from the manual process.</p>

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PUC 04	<p>The percentage of customers suitable for manual shut-off valves increased from 1.12% in 2022 to 11% in 2023 despite no notable increase in the number of manual shut-off valves installed. Please explain this increase in customers suitable for manual shut-off valves.</p> <p>Response:</p> <p>The Company provides the following response to the percentage of customers for whom manual shut-off valves would be suitable who do have such valves installed, which is item (d) in the Manual Shut-Off Installation table of the annual report.</p> <p>The percentage increased from 5.0% in the 2022 annual service quality report to 11% in the 2023 annual service quality report due to a reclassification of meters between the two reporting years. This reclassification reduced the number of customers that are actually suitable for a manual shut-off valve to be less than 30,626 from the 2023 annual service quality report.</p>

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