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May 1, 2019

Via Electronic Filing

Mr. Daniel Wolf
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, MN 55101-2147

RE: CenterPoint Energy Resources Corp.,
d/b/a CenterPoint Energy Minnesota Gas (CenterPoint Energy)
2018 Annual Service Quality Report
Docket No. G-008/M-19-____

Dear Mr. Wolf:

Enclosed is CenterPoint Energy's Annual Service Quality Report for 2018, in compliance with the reporting requirements in the Minnesota Public Utilities Commission ("Commission") Order dated August 26, 2010 in Docket No. G-999/CI-09-409. As in previous Service Quality filings, additional information is provided in compliance with the Commission's Orders on March 15, 2010 in Docket No. G-008/M-09-1190, March 6, 2012 in Docket No. G-008/M-10-378, and November 25, 2015 in Docket No. G-008/M-15-414.

In addition, the Company is providing information as required from the following dockets and commitments. First, as a result of the Stipulation approved in Docket No. G-008/AI-18-517, the Company is providing: (1) three-year averages to benchmark the information provided herein in Schedules 1-17, pursuant to Stipulation Condition No. 8; and (2) metrics related to our Transmission and Distribution Integrity Management Plans ("TIMP" and "DIMP" respectively) provided herein in Schedule 18, pursuant to Stipulation Condition No. 10.

Secondly, the Commission required certain information to be included in this annual Service Quality filing pursuant to its Order dated April 12, 2019, in Docket No. G-008/M-18-312. The following items are included as noted below:

Docket No. G-008/M-18-312 Order Requirement	Compliance Schedule
a. the utility's filing under 49 CFR 192.1007(e): integrity management plan performance measures; monitoring results; and evaluation of effectiveness in a manner to establish a baseline for ongoing reporting.	Information provided in Schedules 18a – 18m; Schedules 18k, 18l, and 18m will be provided in a supplemental filing to this Service Quality report within 10 days

b. a summary of any 2018 emergency response violations cited by MNOPS along with a description of the violation and remediation in each circumstance.	Schedule 11a
c. the number of violation letters received by the utility from MNOPS during the year in question.	Schedule 11a
d. a discussion of how to provide ongoing monitoring and metrics towards the deployment of Excess Flow Valves and manual service line shutoff valves pursuant to the Commission's Order in Docket No. G-999/CI-18-41	Report at Pages 15-16

Finally, on March 22, 2019, the Department of Commerce filed Comments in Docket No. G-008/GR-17-285 requesting that, "for the Company's 2018 and 2019 Safety, Reliability, and Service Quality Reports, CPE provide a discussion regarding the impact of the interim rate refund issues on its service quality (as may be reflected in its customer complaint, call center response time, call center volume, and any other impacted metric)." The Company has provided the requested discussion at Pages 16 and 17 of its Service Quality report.

Please contact me at (612) 321-4625 if you have any questions about this filing.

Sincerely,

/s/

Amber S. Lee
 Director, Regulatory Affairs

Enclosures

cc: Attached Service List

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1 Customer Service

1.1 Call Center Response Time

The Call Center Response Time metric provides the percentage of calls answered within 20 seconds, the average speed of answer and IVR zero out information.

Call Center Response times are reported on Schedule 1.

CenterPoint Energy's goal is to achieve an 80/20 service level for a 12 month calendar basis. We rely on historical trends for call volumes, attrition, absences, as well as any changes in off-the-phone work or other known factors in attempting to achieve an overall 80/20 service level. There will be month-to-month variations based on actual events and call volume.

In 2018, 80% of calls—excluding IVR-only calls—were answered in 20 seconds or less, compared to 80% of calls in 2017. The weighted average speed of answer was 21 seconds in 2018, compared to an average of 23 seconds in 2017. The number of calls answered (excluding IVR) increased from 805,360 in 2017 to 849,828 in 2018.

In 2018, 90% of calls--including IVR-only calls--were answered in 20 seconds or less, compared to 90% in 2017. The weighted average speed of answer was nine seconds in 2018, compared to an average of 11 seconds in 2017. The total number of calls answered (including IVR) increased from 1,601,296 in 2017 to 1,747,231 in 2018.

The November 25, 2015 Order also required that CenterPoint provide "IVR system 'zero out' data in subsequent annual service quality reports." The number of customers who zero out of a menu while interacting with the IVR is included in Schedule 1a. This data shows an overall zero out rate of 0% (0.1%) for 2018, as compared to an average zero out rate of 0% (0.1%) for 2017.

1.2 Meter Reading Performance

The Meter Reading Performance reporting metric provides a detailed report on CenterPoint Energy's meter reading performance, including, for each customer class and for each calendar month:

- A. The number and percentage of customer meters read by utility personnel;

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- B. The number and percentage of customer meters self-read by customers;
- C. The number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and for periods of longer than 12 months, and an explanation as to why they have not been read; and
- D. Data on monthly meter reading staffing levels, by geographical area.

The Order accepting our 2010 Service Quality Report states:

Require the utilities to explain, in their 2011 annual reports, whether the difference between the total percentage of meters (100%) and the percentage of meters read (by both the utility and customers) is equal to the percentage of estimated meter reads.

As explained in our 2011 report, the difference between the total percentage of meters and the percentage of meters read by the utility or its customers is the number of billings with estimates. This includes, but is not limited to, estimated meter readings, billing adjustments, and rebilling.

Meter Reading Performance is reported on Schedule 2.

In 2018, 98.58% of meters were read by CenterPoint Energy personnel, 0.00% of meters were not read in six to 12 months and 0.00% of meters were not read in over 12 months; which was consistent with 2017 (98.45%, 0.01%, and 0.00%, respectively).

Average staffing levels remained consistent at six in Years 2017 and 2018 for the Minneapolis Metro Area; average staffing levels decreased from 10 in Year 2017 to nine in Year 2018 for Greater Minnesota.

1.3 Involuntary Disconnection

CenterPoint Energy has included a summary of the monthly reports that are submitted pursuant to Minnesota Statutes §§ 216B.091 and 216B.096, subdivision 11 in Docket No. E, G 999/PR-18-02.

A summary of involuntary disconnection reporting is included on Schedule 3.

There were 30,455 customers disconnected for nonpayment in 2018, compared to 30,877 in 2017.

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1.4 Service Extension Request Response Times

The reporting metric includes service extension request response times, including, for each customer class and each calendar month:

- A. The number of customers requesting service to a location not previously served by the utility and the intervals between the date service was installed and the latter of the in-service date requested by the customer or the date the premises were ready for service; and
- B. The number of customers requesting service to a location previously served by the utility, but not served at the time of the request, and the intervals between the date service was installed and the latter of the in-service date requested by the customer or the date the premises were ready for service.

The Order accepting our 2010 Service Quality Report states:

Require the utilities to explain, beginning with their 2011 annual reports, the types of extension requests (such as requests for reconnection after disconnection for non-payment) they are including in their data on service extension request response times for both locations not previously served, as well as for locations that were previously served.

CenterPoint Energy includes the following types of extension request in our data on service extension response times:

Part A — New Service Extensions

- 1. Location never had service, new construction
- 2. Location never had service, existing home

Part B — Renewed Service Extensions

- 1. Location previously had service, same customer where the customer requested the disconnection
- 2. Location previously had service, new customer

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Service Extension Request Response Time is reported on Schedule 4.¹

New residential extensions took an average of eight days to complete in 2018 compared to an average of eight days in 2017. Renewed residential extensions took an average of nine days to complete in 2018 and an average of nine days in 2017.

New commercial extensions took an average of nine days to complete in 2018 compared to an average of eight days in 2017. Renewed commercial extensions took an average of eight days to complete in 2018 and an average of eight days in 2017.

1.5 Customer Deposits

The reporting metric includes the number of customers who were required to make a deposit as a condition of receiving service.

The Order accepting the Company's 2010 Service Quality Report states:

Require the utilities to explain, beginning with their 2011 annual reports, the types of deposits (such as new deposits from new and reconnecting customers and the total number of deposits currently held) included in the reported number of "required customer deposits."

CenterPoint Energy reports the number of new deposits required as a condition of service from customers that are liable for disconnection or have been disconnected for non-payment. As of December 31, 2018, a total of 2,070 deposits were held that were required as a condition of service.

Customer Deposit reporting is included on Schedule 5.

The current policy for deposits is limited to commercial accounts. In 2018, 569 deposits were required as a condition of service for customers, compared to 435 in 2017.

1.6 Customer Complaints

The reporting metrics include a detailed report on complaints by customer class and calendar month, including:

¹ As discussed in the 2012 Service Quality report, service extension response time reporting was modified to better capture the site ready date. Therefore, current results may not be comparable to data before 2012.

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- A. The number of complaints received.
- B. The number and percentage of complaints alleging billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service-extension intervals, service-restoration intervals and any other identifiable subject matter involved in five percent or more of customer complaints.
- C. The number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days.
- D. The number and percentage of all complaints resolved by taking any of the following actions:
 - 1. Taking the action the customer requested.
 - 2. Taking an action the customer and the utility agree is an acceptable compromise.
 - 3. Providing the customer with information that demonstrates that the situation complained of is not reasonably within the control of the utility.
 - 4. Refusing to take the action the customer requested.
- E. The number of complaints forwarded to the utility by the Commission's Consumer Affairs Office for further investigation and action.

The Order accepting the Company's 2010 Service Quality Report states:

Request that CenterPoint clarify in its 2011 annual report what is included in the following four customer complaint categories: disconnect for non-payment; service order scheduling; inadequate service; and AMB/BBP issue. CenterPoint should also address how these categories correspond with the categories contained in Minn. Rules, part 7826.2000 (B).

CenterPoint Energy has a number of "complaint categories" which are used to categorize complaints. Many of these categories have been in use for many years; as such, some of the categories used by CenterPoint Energy do not directly correspond to the categories listed in Minn. R. 7826.2000 that specifies information to which

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Minnesota Electric Utilities are subject. However, the categories used by CenterPoint Energy allow for comparison over time (i.e., a category is intended to be used for similar types of issues each year). In general, the categories CenterPoint Energy uses are similar to the categories listed in Minn. R. 7826.2000.

Disconnection Issue: This category is used if the customer calls about disconnection for non-payment including, for example, the customer did not receive a disconnection notice, the meter was locked before the disconnection notice expiration, there are arrangements on account prior to the account being disconnected, there is a new party living/owning the property, or the collector locked the wrong meter. This category is a subset of Alleged Billing Error as used in Minn. R. 7826.2000 (B).

Service Order Scheduling: This category is used if the customer calls about some aspect of scheduling a service order including, for example, wait time when scheduling to move the meter from inside the home to outside for a reconnection, wait time on a reconnect when the meter was dug at the street or the main, dissatisfaction with appointment windows and/or scheduling policies, and missed/late appointments. This category is a subset of Inadequate Service as used in Minn. R. 7826.2000 (B).

Inadequate Service: This category is used if the customer calls about the Company failing to meet customer expectations including, for example, excessive hold time on the phone. This category is a subset of Inadequate Service as used in Minn. R. 7826.2000 (B).

Average Monthly Billing² Issue: This category is used if the customer calls about the Average Monthly Billing Program (AMB). If a customer does not understand how the AMB works, the customer may believe it is too high or too low. In addition, the customer may have questions as to how it is calculated, or the customer may need clarification as to why a payment is required with a credit balance. This category is a subset of Alleged Billing Error as used in Minn. R. 7826.2000 (B).

See also Attachment A where we have mapped the categories CenterPoint Energy uses to the categories listed in Minn. R. 7826.2000. Additionally, for each category we have provided a general list of the types of situations or questions that may be included in each of the categories we have been using for many years.

² This was previously known as the "Budget Billing Program" (BBP). It was renamed "Average Monthly Billing" (AMB) in Docket No. G-008/M-14-753.

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The number of complaints taken by CenterPoint Energy is reported on Schedule 6a. There were 7,298 complaints received in 2018, compared to 7,629 in 2017. The number and percentage of complaints by type of complaint is reported on Schedule 6b.

In 2018, the three most frequent residential complaint types were service issues, payment issues, and service order scheduling; in 2017, the top three were service issues, billing errors, and payment issues.

The top three commercial complaint types in 2018 were service issues, disputed charges, and billing errors; in 2017, the top three were service issues, billing errors, and disputed charges.

The number and percentage of complaints by resolution timeframe is reported on Schedule 6c.

In 2018, 84% of residential complaints were resolved immediately and 9% within ten days, compared to 84% and 11% in 2017, respectively. For commercial complaints, 58% were resolved immediately and 27% within ten days, compared to 73% and 17% in 2017, respectively.

The number and percentage of complaints by resolution type are reported on Schedule 6d.

Complaint resolutions were classified as follows: *agreement* between CenterPoint Energy and the customer on the resolution, *compromise* by both the customer and the utility deciding on an acceptable resolution, *demonstration* that the situation complained of is not reasonably within the control of the utility by providing the customer with information, or *refusal* to take the action the customer requested. As shown in the table below, most residential and commercial complaints were resolved by demonstration or agreement in both 2018 and 2017.

Resolution Type	Residential		Commercial	
	2018	2017	2018	2017
Agreement	21%	26%	35%	22%
Compromise	9%	10%	11%	12%
Demonstration	65%	58%	49%	56%
Refusal	4%	5%	4%	6%

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The number of complaints forwarded to CenterPoint Energy is reported on Schedule 6e. There were 183 complaints forwarded to CenterPoint Energy in 2018, compared to 179 in 2017. The number of complaints received from the BBB was lower than 2017 (16 in 2018 vs. 18 in 2017), complaints received from the PUC were higher than 2017 (135 in 2018 vs. 91 in 2017), and complaints received from the OAG decreased (31 in 2018 vs. 70 in 2017). The number of complaints received from Other was higher than 2017 (1 in 2018 vs. 0 in 2017).

1.7 Emergency Line Response Time

The reporting metric is the percent of calls on the emergency line answered within 20 seconds.

Emergency line response times are reported on Schedule 7.

There were 75,193 calls received in 2018 and 70,305 received in 2017. Eighty-six percent (86%) of calls were answered in 20 seconds or less in 2018, compared to 90% in 2017. Using a weighted average, the average speed of answer was 17 seconds in 2018, compared to 10 seconds in 2017.

2 Mislocate Rate

The reporting metrics include the total number of mislocates, including the number of times a line is damaged due to a mismarked line or failure to mark a line.

Mislocate metrics are reported on Schedule 8.

The total number of mislocates increased from 127 in 2017 to 167 in 2018, the number of mislocates per 1,000 tickets also increased from 0.36 in 2017 to 0.48 in 2018.

The Company will continue to focus on safe digging practices and awareness.

3 Gas System Reliability

3.1 Gas System Damages

The reporting metric is the number of damages as reported in the Annual Utility Damage Report to the Minnesota Office of Pipeline Safety. Damages are reported as those under the control of CenterPoint Energy's employees and contractors or other unplanned causes.

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Gas System Damages are reported on Schedule 9.

To be consistent with past reporting practices and for ease of comparison with our historical data, we also provide the miles of pipe as of December 31, of the previous year and the annual ratio of damages per 100 miles of pipe.

Gas system damages increased from 930 in 2017 to 932 in 2018; the ratio of damages per 100 miles was consistent with 2017 levels. In 2016, reporting was modified to better hold CenterPoint Energy contractor line locators accountable for required documentation, which would show if the locator followed appropriate processes. The new reporting for damages “under the control of employees or contractors” includes incidents where contract locators had not provided complete documentation of their actions; in the past, some of these incidents would have been included in the “all other causes” categories if there was not clear support that the contractor action resulted in the damage. It is hoped that by holding contractors more accountable for their actions and documentation, the number of damages may decrease over time.

3.2 Gas Service Interruptions

The reporting metrics are the number of firm customers that experience an unplanned service interruption and the average duration of the unplanned service interruptions. Unplanned service interruptions are reported as those due to CenterPoint Energy’s employees and contractors or other unplanned causes.

Gas service interruptions are reported on Schedule 10.

In 2018 there were 1,545 customers affected by service interruptions. There were 612 outages that lasted 52 minutes per customer on average. In 2017 there were 1,406 customers affected by service interruptions, with 610 outages that lasted 49 minutes per customer on average.

3.3 MNOPS summaries

The reporting is a summary of major events that are immediately reportable to MNOPS according to the criteria used by MNOPS to identify reportable events. The reporting also includes summaries of all service interruptions caused by system integrity pressure issues. Each summary shall include the following ten items:

1. The location;

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2. When the incident occurred;
3. How many customers were affected;
4. How the company was made aware of the incident;
5. The root cause of the incident;
6. The actions taken to fix the problem;
7. What actions were taken to contact customers;
8. Any public relations or media issues;
9. Whether the customer or the company relighted; and
10. The longest any customer was without gas service during the incident.

MNOPS summaries are reported on Schedule 11.

In 2018 there were 93 MNOPS reportable outages and no integrity outages. In 2017 there were 89 MNOPS reportable outages and no integrity outages.

The 93 MNOPS reportable outages total includes courtesy e-mail notifications to the PUC and DOC for events that did not meet reportable incident criteria, but affected a significant number of customers, attracted media attention, etc.

The Order accepting the Company's 2017 Service Quality Report states:

In its 2018 Annual Gas Service Quality Report, CenterPoint must file:

- b. a summary of any 2018 emergency response violations cited by MNOPS along with a description of the violation and remediation in each circumstance.*
- c. the number of violation letters received by the utility from MNOPS during the year in question.*

These MNOPS violations are reported on Schedule 11a. Letter types are defined as Notice of Probable Violation (NPV), Warning Letter (WL), and Request for Specific Information (RSI). During Year 2018, the Company received MNOPS 32 violations.

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At the Commission hearing on February 8, 2018, the Company stated it would provide updates regarding the Minnehaha Academy incident.

On August 2, 2017, a natural gas explosion occurred at the Minnehaha Academy in Minneapolis, Minnesota, resulting in the deaths of two school employees, serious injuries in others, and significant property damage to the school. CenterPoint Energy, certain of its subsidiaries, including CERC (CenterPoint Energy Resources Corporation), and the contractor company working in the school have been named in litigation arising out of this incident. CenterPoint Energy and CERC have reached confidential settlement agreements with some claimants. Additionally, CenterPoint Energy and CERC are cooperating with the ongoing investigation conducted by the National Transportation Safety Board (NTSB). Further, CenterPoint Energy and CERC are contesting approximately \$200,000 in fines imposed by the Minnesota Office of Pipeline Safety. In early 2018, the Minnesota Occupational Safety and Health Administration concluded its investigation without any adverse findings against CenterPoint Energy or CERC. CenterPoint Energy's and CERC's general and excess liability insurance policies provide coverage for third party bodily injury and property damage claims.

As of the date of this filing, the Company does not have additional information as to when the investigation by the NTSB will be complete.

3.4 Emergency Gas Response Times

The reporting metric is the time from the initial notification to the time that a qualified emergency response person arrives at the incident location for purposes of making the area safe. Emergency response times are reported, by metro and outstate, as calls responded to in one hour or less and calls responded to in over one hour. CenterPoint Energy provides the number and percentage of emergencies responded to within one hour and more than one hour. CenterPoint Energy also provides the average number of minutes it takes to respond to an emergency. This same information, in total, is reported in the Emergency Response Report to the Minnesota Office of Pipeline Safety (MNOPS).

The Order accepting the Company's 2010 Service Quality Report states:

Require the utilities to describe, beginning with their 2011 annual reports, the types of gas emergency calls included in their gas emergency response times, as well as the types of emergency calls included in their reports to the Minnesota Office of Pipeline Safety

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(MOPS). Require the utilities to provide an explanation of any difference between the reports provided to the Commission and to MOPS.

The orders that make up this report include all calls received from customers, contractors, passers-by, 911 dispatchers, or company personnel relating to: gas odors, gas leaks, indications of high pressure, fires, explosions, and hit gas lines (either inside or outside). The jobs reported here are the same as are reported to MNOPS on their monthly reports.

Emergency Gas Response Times and related MNOPS reports are reported on Schedule 12.

In 2018, the Company received 41,795 emergency gas calls, compared to 39,338 in 2017. In 2018, it took an average of 33.1 minutes to respond to an emergency, compared to 32.2 minutes in 2017.

We continue to monitor emergency response times and to manage our processes and personnel involved in responding to emergency calls.

4 Customer Service-Related Expenses

The reporting metric is the total of customer service related operations and maintenance expenses. The report includes only Minnesota-regulated, customer-services expenses based on the costs recorded in CenterPoint Energy's FERC Accounts 901 and 903, plus payroll taxes and benefits.

Customer service related expenses are reported on Schedule 13.

Customer service related expenses increased to \$32.7 million for Year 2018, as compared to \$30.2 million in Year 2017.

5 Relocation Expenses

5.1 Steel Service Line

The reporting metrics include the itemized costs associated with each steel service line relocation. Steel service line relocation expenses are reported on Schedule 14. This report is in compliance with the Commission Order dated March 15, 2010 in Docket No.

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G-008/M-09-1190. Below is a comparison of the 2018 and 2017 steel service line relocations:

Year	# Jobs	High cost	Low cost	Average Cost
2018	29	\$ 35,221	\$ 1,134	\$ 5,959
2017	12	\$ 49,963	\$ 2,631	\$ 12,833

The variability of costs is largely due to the unique circumstances of each job.

5.2 Meters at 630 CFH or Greater

The reporting metrics include the itemized costs associated with each relocation of meters rated at 630 cubic feet per hour (CFH) or greater. These 630 CFH or greater meter relocation expenses are reported on Schedule 15. This report is in compliance with the Commission Order dated March 15, 2010 in Docket No. G-008/M-09-1190. Below is a comparison of the 2018 and 2017 630 CFH+ meter relocations:

Year	# Jobs	High cost	Low cost	Average Cost
2018	33	\$ 18,213	\$ 116	\$ 4,600
2017	21	\$ 21,662	\$ 311	\$ 5,952

The variability of costs is largely due to the unique circumstances of each job.

6 Additional Customer Service Reporting

6.1 Call Center Detail

The reporting metrics are the total number of utility calls received and the number of utility calls received through CenterPoint Energy's dedicated call center lines. The dedicated call center lines include emergencies, billing inquiries, credit/payment arrangements, service connection/disconnection requests, and the business customer hotline. Call center details are reported on Schedule 16.

The overall call volume increased from 1.60 million in 2017 to 1.75 million in 2018.

6.2 Annual Summary of MPUC, OAG, BBB & Other Customer Complaints

The reporting metrics include the total number of resolved and unresolved complaints by class of service and type of complaint, the total number of customers in each class of service, and the total number of customers who initiated service during the past year. CenterPoint Energy currently includes the above information for all complaints

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(regulated and non-regulated) received from state agencies and the Better Business Bureau, collectively, in its annual report to the Commission, which is required under Minn. R. 7820.0500. Customer complaints are reported on Schedule 17.

7 Integrity Management Reporting

7.1 TIMP and DIMP Reporting Metrics

On April 1, 2019, the Company filed a Letter in compliance with the Stipulation filed in Docket No. G-008/AI-18-517 (*In the Matter of the Petition of CenterPoint Energy for Approval of an Affiliated Interest Agreement between CenterPoint Energy Minnesota Gas and Minnesota Limited*). Pursuant to Condition 10 of the Stipulation, the Company was required to work with the Department of Commerce, Division of Energy Resources (“DOC” or “Department”) and the Office of the Attorney General, Residential Utilities Division (“OAG”) to develop metrics and reporting requirements related to the Company’s investments under its Distribution and Transmission Integrity Management Plans (“DIMP” and “TIMP”). Specifically, Condition 10 requires:

*10. TIMP and DIMP reporting metrics:
In order to provide additional information on its ongoing TIMP and DIMP investments, CPEM agrees to work together with the OAG and DOC to develop metrics and reporting requirements related to safety, reliability and cost effectiveness of CPEM’s TIMP and DIMP expenditures and submit a report by April 1, 2019 on the result of those discussions. The Parties agree to explore various metrics and/or reporting requirements, including but not limited to: leak rate by pipe material; causes of leaks/incidents; quantification of system risk; quantification of reduction to system risk; unit cost by pipe material; comparison of budgeted to actual costs; and quantification of cost savings resulting from reduced leaks.*

The Company met with representatives from the Department and OAG on February 1, 2019 and discussed the proposed DIMP and TIMP metrics. The proposed TIMP and DIMP metrics were filed by the Company in a Letter dated April 1, 2019 (see Exhibit 2 of the Letter; Docket No. G-008/AI-18-517).

Furthermore, the Order accepting our 2017 Service Quality Report (Docket No. G-008/M-18-312) states:

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In its 2018 Annual Gas Service Quality Report, CenterPoint must file:

- a. the utility's filing under 49 CFR 192.1007 (e): integrity management plan performance measures; monitoring results; and evaluation of effectiveness in a manner to establish a baseline for ongoing reporting.*

These integrity management metrics are reported on Schedules 18a – 18m:

- Schedules 18a – 18c report leaks by cause for above ground facilities (ABGF), mains, and services. Causes may include corrosion failure, equipment failure, excavation damage, incorrect operations, natural force damages, other miscellaneous causes, other outside force damage, or pipe/weld/joint failure.
- Schedules 18d and 18e report leaks by material type. Material types include bare steel, coated steel, copper (services only), plastic polyethylene, plastic polyethylene Aldyl A, PVC (services only), and other miscellaneous type.
- Schedules 18f – 18h report risk by cause for above ground facilities (ABGF), mains, and services. Risk types include corrosion, equipment, excavation, incorrect operation, natural forces, other miscellaneous, other outside force damage, or pipe/weld/joint failure.
- Schedules 18i and 18j report risk by material type. Material types include bare steel, coated steel, copper (services only), plastic polyethylene, plastic polyethylene Aldyl A, PVC (services only), and other miscellaneous type.
- Schedules 18k, 18l, and 18m will report the unit cost installed by project, a comparison of budgeted costs to actual installed costs, and the average annual cost to repair leaks by facility.

The Company will supplement this filing within 10 days with these three schedules.

8 Excess Flow Valves (EFV)

The Order accepting our 2017 Service Quality Report (Docket No. G-008/M-18-312) states:

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In its 2018 Annual Gas Service Quality Report, CenterPoint must file:

- d. *a discussion of how to provide ongoing monitoring and metrics towards the deployment of Excess Flow Valves and manual service line shutoff valves pursuant to the Commission's order in Docket No. G-999/CI-18-41.*

The Company provides the following information in compliance with this requirement. Please note, the Company's submission on December 18, 2018, in Docket No. G-999/CI-18-41 contained installation data through September 2018. The Company will continue to report on these installation metrics in our annual Service Quality filings.

EFVs 2018

Number of EFVs Installed	10,227
Estimated Total of Services with EFVs	186,921

Manual Shut-Off Valves 2018

Number of Shut-Off Valves Installed	441
Estimated Total of Services with Shut-Off Valves	990

9 Interim Rate Refund & Service Quality

On December 12, 2018, the Company submitted a letter in Docket No. G-008/GR-17-285 (2017 Rate Case) updating the Commission on the status of CPE's interim rate refund plan, pursuant to the Commission's October 16, 2018 Order.

On March 22, 2019, the Department of Commerce filed Comments in Docket No. G-008/GR-17-285 recommending the Commission accept the Company's interim rate refund filings, subject to the following:

The Department requests that, for the Company's 2018 and 2019 Safety, Reliability, and Service Quality Reports, CPE provide a discussion regarding the impact of the interim rate refund issues on its service quality (as may be reflected in its customer complaint, call center response time, call center volume, and any other impacted metric).

As requested, the Company reviewed the interim rate refund issue and its subsequent impact on its service quality. In reviewing call counts (excluding the IVR), call volume

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did increase in November and December 2018 over the previous year, but it is unclear as to if this was due to the interim rate refund or other causes.

Calls coming into the IVR are based on the customers' intent, and the reasons for a call can vary from customer to customer. In addition, on a significant number of calls received, the customer makes no IVR selection at all and as a result, we cannot identify the customers' intent.

Regardless of the reason for the increase in calls, service levels and average speed of answer (ASA) were virtually unaffected during this period of time. Service levels were at or above the 80% target, actually increasing year-over-year for both months. ASA increased by one second in November 2018, but this was offset by a decrease in ASA of two seconds in December 2018.

Calls to the IVR increased, as well as the overall call volume. Emergency line response times were somewhat mixed, but well above service level targets. ASA times increased in November 2018 over the previous year but decreased in December. Emergency calls are prioritized over other calls in our call routing system; therefore, interim refund calls would not have had any impact here.

Based upon the Company's review of its 2018 Service Quality reports, the Company believes there was no indication of any impact to its service quality levels as it relates to the interim rate refund.

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Attachment A, Complaint Categories

Alleged Billing Errors

- **Average Monthly Billing (AMB)¹ Issue**—This category contains complaints from customers who do not understand how the AMB works (thinking their bill is too high or too low), questions as to how it is calculated, or complaints as to why a payment is required with a credit balance.
- **Billing Error**—This category contains complaints regarding bill print issues, questions/issues when we keep the same account number from a current or previous address to use for their new address, when an account is not activated into the landlord’s name in a timely manner when the tenant moves out, and when the meter is not locked even though the owner has authorized a disconnection. This category also includes interim rate refund issues, incorrect billing calculations, delays in invoicing, and multiple months of rebill issues.
- **Disputed Charges**—This category includes any customer contact in which the customer disputes a balance owed. This can include disputes when their responsibility should have ended if the property went through foreclosure; divorce or roommate situations regarding who is responsible for a debt incurred at the property when both parties resided there; disputed debt transfers (when a debt from a previous address is transferred onto their current account); and landlord/tenant disputes when either side claims they are not responsible for gas usage during specified time periods. This category also includes customers who do not want to pay a basic fee on a meter that is not in use (but is not locked), and customers who dispute the dates of service (move-in/move-out dates) or security deposits.
- **Payment Issue**—Billmatrix (the third-party vendor who processes our payments) complaints, encoding errors, missing payments, incorrect applications, processing delays, refund checks, late fee/due dates, reconnection payment methods, energy assistance payments, NSF checks, fees, refused check payments, and automatic bank draft issues.
- **Rates/Tariffs**—This category contains general complaints about interim rates, franchise fees, the Conservation Improvement Program, the Gas Affordability Program, sales tax, and basic charges.
- **Decoupling/Inverted Block Rates**—This category contains any complaint pertaining to the inverted block rate (tiered pricing) and/or decoupling.

¹ This was previously known as the “Budget Billing Program” (BBP). It was renamed “Average Monthly Billing” (AMB) in Docket No. G-008/M-14-753.

**CenterPoint Energy
Gas Service Quality Plan
Attachment A, Complaint Categories**

- **Inactive/Write Off**—This category contains collection agency complaints, credit bureau reporting, customers who claim they did not receive a bill, and length of time before a balance is written off.

Inaccurate Metering

- **Inaccurate Metering**—This category contains complaints involving switched piping, pressure factors, misreads, non-registering meters, electronic/programming errors, meter changes, and estimated reads.

Wrongful Disconnect

- **Disconnection Issue** —Complaints in this category include customers claiming they did not receive a disconnection notice, a meter was locked before the disconnection notice expiration, and customers claiming there were arrangements on account prior to the account being disconnected. Complaints also include issues involving a new party living/owning the property, or a collector locking a wrong meter.

High Bills

- **High Bill**—Customers who initiate a complaint regarding a “high bill” (i.e., high consumption) for any reason.
- **Credit Arrangement**—This complaint category includes customers who cannot agree/afford to acceptable payment arrangements, or who are ineligible for arrangements due to previous defaulted arrangements.

Inadequate Service

- **Service Issue**—This category includes failures to accommodate customer expectations and hold times (phones).

Service-extension intervals-- Service-restoration intervals

- **Construction** —This category contains complaints which involve the piping leading up to the meter, and the meter itself. It also includes complaints regarding the timeline on when a meter can be installed or relocated, excess footage fees, out of season charges-frost burners, cost to add, change or relocate meter, cost to change pressure, meter location, ice shields, barriers, Atmospheric Corrosion Inspection, and claims or restoration issues.
- **Service Order Scheduling**—This category contains complaints regarding meter move reconnection scheduling wait time (when relocating meters from the inside

**CenterPoint Energy
Gas Service Quality Plan
Attachment A, Complaint Categories**

of a home to the outside), wait time on a reconnection when the meter was dug at the street or the main, customers who are not satisfied with appointment windows and/or scheduling policies, and missed/late appointments.

Other Categories that CNP Uses (do not fit into one of the above categories):

- **Employee Conduct**—These complaints involve behavioral or driving complaints against an employee.
- **Online Customer Service**—This complaint category involves customers who do not understand or agree with options available for My Account Online and Online Billing, inconvenience when the website is down for maintenance, and online accounts that are locked/blocked due to too many failed password attempts.
- **Other**—This category contains other miscellaneous complaints.

**CenterPoint Energy
2018 Service Quality Report**

2018 Call Center Response Time ^{1/1}

Call Center Response Time Excluding IVR

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Service Level - % of Calls answered in 20 seconds or less.	77%	85%	87%	80%	80%	81%	79%	80%	75%	75%	83%	85%	80%
Average Speed of Answer (in seconds)	29	20	14	21	21	19	26	18	27	22	21	18	21
Total Calls Answered	66,995	57,008	62,238	73,076	79,474	75,233	75,210	79,316	65,997	80,127	67,096	68,058	849,828

Call Center Response Time Including IVR

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Service Level - % of Calls answered in 20 seconds or less.	89%	93%	94%	90%	89%	90%	89%	90%	87%	87%	92%	93%	90%
Average Speed of Answer (in seconds)	13	9	6	10	11	10	13	9	14	11	10	8	9
Total Calls Answered	144,624	128,875	141,386	147,615	153,141	148,257	147,832	155,806	131,636	155,226	140,111	152,722	1,747,231

^{1/1} Includes utility call center, emergency calls, and business customer hotline.

3 Year Average Calculations (2015 - 2017)

% of Calls Answered in 20 Secs or Less
(Excluding IVR):

Year 2015	82%
Year 2016	82%
Year 2017	80%
3 Year Avg	81%

Total Calls Answered
(Excluding IVR)

Year 2015	977,155
Year 2016	845,956
Year 2017	805,360
3 Year Avg	876,157

Average Speed of Answer (in seconds)
(Including IVR):

Year 2015	13
Year 2016	13
Year 2017	11
3 Year Avg	12

Average Speed of Answer (in seconds)
(Excluding IVR):

Year 2015	23
Year 2016	25
Year 2017	23
3 Year Avg	24

% of Calls Answered in 20 Secs or Less
(Including IVR):

Year 2015	90%
Year 2016	90%
Year 2017	90%
3 Year Avg	90%

Total Calls Answered
(Including IVR)

Year 2015	1,750,366
Year 2016	1,631,160
Year 2017	1,601,296
3 Year Avg	1,660,941

**CenterPoint Energy
2018 Service Quality Report
2018 Percent of Zero Out by Month**

IVR Data

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Customers who went into the IVR	144,624	128,875	141,386	147,615	153,141	148,257	147,832	155,806	131,636	155,226	140,111	152,722	1,747,231
Customers who "0" (Zero) out of the IVR	180	132	180	144	189	184	180	183	174	196	222	246	2,210
Customers who came out of the IVR and went on to an agent	66,995	57,008	62,238	73,076	79,474	75,233	75,210	79,316	65,997	80,127	67,096	68,058	849,828
Customers handled IN the IVR	77,629	71,867	79,148	74,539	73,667	73,024	72,622	76,490	65,639	75,099	73,015	84,664	897,403
Percentage of Zero Out	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

3 Year Average Calculations (2015 - 2017)

Year 2015	1,750,366
Year 2016	1,631,160
Year 2017	1,601,296
3 Year Avg	1,660,941

Year 2015	977,155
Year 2016	845,956
Year 2017	805,360
3 Year Avg	876,157

Year 2015	15,520
Year 2016	3,460
Year 2017	1,784
3 Year Avg	6,921

Year 2015	773,211
Year 2016	785,204
Year 2017	795,936
3 Year Avg	784,784

CenterPoint Energy
2018 Service Quality Report

Meter Reading Performance

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Total number of customer meters													
Residential	889,946	742,411	798,252	800,047	855,896	748,087	764,010	892,843	705,089	843,201	803,372	764,786	9,607,940
Commercial	77,429	67,033	71,095	70,820	74,983	66,421	68,124	76,727	63,709	72,749	70,967	68,664	848,721
Monthly Total	967,375	809,444	869,347	870,867	930,879	814,508	832,134	969,570	768,798	915,950	874,339	833,450	10,456,661

Number and percentage of customer meters read by utility personnel

Residential	881,835	735,386	789,079	789,524	843,064	733,515	748,668	881,545	692,093	829,489	792,087	755,629	9,471,914
Commercial	76,216	65,724	69,993	69,642	73,835	65,385	67,112	75,910	62,846	71,749	70,001	67,698	836,111
Monthly Total	958,051	801,110	859,072	859,166	916,899	798,900	815,780	957,455	754,939	901,238	862,088	823,327	10,308,025
Percentage	99.0362%	98.9704%	98.8181%	98.6564%	98.4982%	98.0838%	98.0347%	98.7505%	98.1973%	98.3938%	98.5988%	98.7854%	98.5786%

Number and percentage of customer meters self-read by customers

Residential	0	0	0	0	1	0	0	1	0	0	1	0	3
Commercial	0	0	0	0	0	0	0	1	0	0	0	0	1
Monthly Total	0	0	0	0	1	0	0	2	0	0	1	0	4
Percentage	0.0000%	0.0000%	0.0000%	0.0000%	0.0001%	0.0000%	0.0000%	0.0002%	0.0000%	0.0000%	0.0001%	0.0000%	0.0000%

Meter Reading Staffing Levels by Area:

Minneapolis Metro Area	6	6	6	6	6	6	6	6	6	6	6	6	6
Greater Minnesota	9	9	9	9	9	9	9	9	9	9	9	9	9

3 Year Average Calculations (2015 - 2017)

% of Meters Read by Utility Personnel

Year 2015	98.31%
Year 2016	98.42%
Year 2017	98.45%
3 Year Avg	98.39%

CenterPoint Energy
2018 Service Quality Report

Meter Reading Performance

Number and percentage of customer meters Not Read 6-12 Months & Reasons

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Residential													
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	0	0	0	0	0	0	0	0	0	0	0	0	0
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	0	0	0	0	0	0	0	0	0	0	0	0	0
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	0	0	0	0	0	0	0	0	0	0	0	0	0
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
ERT Not Responding	21	21	23	19	30	28	28	31	42	37	22	23	325
Gate Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Changed	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	0	0	0	0	0	0	0	0	0	0	0	0	0
No Answer	0	0	0	0	1	0	0	0	0	0	0	0	1
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	0	0	1	1	0	2	4	3	1	1	1	0	14
Not Home	0	0	0	0	0	0	0	0	0	0	0	0	0
Billing Correction	0	0	0	0	0	0	0	0	0	0	0	0	0
Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential Total	21	21	24	20	31	30	32	34	43	38	23	23	340

CenterPoint Energy
2018 Service Quality Report

Meter Reading Performance

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Commercial													
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	0	0	0	0	0	0	0	0	0	0	0	0	0
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	0	0	0	0	0	0	0	0	0	0	0	0	0
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	0	0	0	0	0	2	0	0	0	0	0	0	2
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
ERT Not Responding	21	14	15	16	12	11	14	8	10	9	4	14	148
Gate Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Changed	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	0	0	0	0	0	0	0	0	0	0	0	0	0
No Answer	0	0	0	0	0	0	2	0	0	0	0	0	2
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	1	0	0	0	0	0	0	0	0	0	0	0	1
Not Home	0	0	0	0	0	0	0	0	0	0	0	0	0
Billing Correction	0	0	0	0	0	1	1	0	0	0	0	0	2
Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial Total	22	14	15	16	12	14	17	8	10	9	4	14	155
Monthly Total	43	35	39	36	43	44	49	42	53	47	27	37	495
Percentage	0.0044%	0.0043%	0.0045%	0.0041%	0.0046%	0.0054%	0.0059%	0.0043%	0.0069%	0.0051%	0.0031%	0.0044%	0.0047%

3 Year Average Calculations (2015 - 2017)

% of Meters Not Read in 6-12 Months

Year 2015	0.0193%
Year 2016	0.0156%
Year 2017	0.0099%
3 Year Avg	0.0149%

CenterPoint Energy
2018 Service Quality Report

Meter Reading Performance

Number and percentage of customer meters Not Read 13+ Months & Reasons

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Residential													
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	0	0	0	0	0	0	0	0	0	0	0	0	0
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	0	0	0	0	0	0	0	0	0	0	0	0	0
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	0	0	0	0	0	0	0	0	0	0	0	0	0
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
ERT Not Responding	32	25	24	25	29	32	33	24	23	20	18	16	301
Gate Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Changed	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	0	0	0	0	0	0	0	0	0	0	0	0	0
No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Home	0	0	0	0	0	0	0	0	0	0	0	0	0
Billing Correction	0	0	0	0	0	0	0	0	0	0	0	0	0
Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential Total	32	25	24	25	29	32	33	24	23	20	18	16	301

CenterPoint Energy
2018 Service Quality Report

Meter Reading Performance

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Commercial													
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	0	0	0	0	0	0	0	0	0	0	0	0	0
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	0	0	0	0	0	0	0	0	0	0	0	0	0
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	0	0	0	0	0	0	0	0	0	0	0	0	0
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
ERT Not Responding	2	3	3	3	3	3	4	2	0	1	1	1	26
Gate Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Changed	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	0	0	0	0	0	0	0	0	0	0	0	0	0
No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	0	0	0	0	0	1	0	0	0	0	0	0	1
Not Home	0	0	0	0	0	0	0	0	0	0	0	0	0
Billing Correction	0	0	1	1	0	0	0	0	0	0	0	0	2
Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial Total	2	3	4	4	3	4	4	2	0	1	1	1	29
Monthly Total	34	28	28	29	32	36	37	26	23	21	19	17	330
Percentage	0.0035%	0.0035%	0.0032%	0.0033%	0.0034%	0.0044%	0.0044%	0.0027%	0.0030%	0.0023%	0.0022%	0.0020%	0.0032%

3 Year Average Calculations (2015 - 2017)

% of Meters Not Read in 6-12 Months

Year 2015	0.0132%
Year 2016	0.0080%
Year 2017	0.0046%
3 Year Avg	0.0086%

% of Meters Estimated (not accounted for above)

Year 2015	1.65%
Year 2016	1.56%
Year 2017	1.54%
3 Year Avg	1.58%

CenterPoint Energy
2018 Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire
Utility Monthly Reports (216B.091) Docket #18-2

Company: CenterPoint Energy Minnesota Gas for report period ending:

	January	February	March	April	May	June	July	August	September	October	November	December	Average
1	Number of Residential Customer Accounts:												
	789,917	790,656	791,281	791,391	790,221	789,608	789,873	789,563	790,835	794,591	796,970	797,907	791,901
2	Number of Past Due Residential Customer Accounts:												
	69,054	83,191	89,590	71,779	89,757	90,985	83,347	80,501	80,939	76,645	63,550	73,494	79,403
3	Number of Cold Weather Protection Requests:												
	10,492	5,225	5,449	2,895	0	0	0	0	0	2,948	4,394	2,918	2,860
RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS													
4	Number of "Right to Appeal" notices mailed to customers:												
	12	6	11	5	0	0	0	0	0	17	15	4	6
5	<i>Intentionally Blank</i>												
6	Number of customer accounts granted reconnection request:												
	1,252	988	803	708	0	0	0	0	0	692	914	445	484

INABILITY TO PAY (ITP)

CenterPoint Energy
2018 Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire
Utility Monthly Reports (216B.091) Docket #18-2

Company: CenterPoint Energy Minnesota Gas for report period ending:

	January	February	March	April	May	June	July	August	September	October	November	December	Average		
PAYMENT SCHEDULE (PS)															
16	Number of "Right to Appeal" notices mailed to customers:														
	7	17	26	6	0	0	0	0	0	0	1	1	5		
a)	Number of PS requests received														
	9,228	4,231	4,635	2,182	0	0	0	0	0	2,239	3,465	2,469	2,371		
17	<i>Intentionally Blank</i>														
18	Number of PS negotiations mutually agreed upon:														
	0	0	0	0	0	0	0	0	0	2,239	3,464	2,468	681		
19	<i>Intentionally Blank</i>														
DISCONNECTIONS															
20	Number of disconnection notices mailed to customers:														
	39,117	12,809	35,985	38,200	31,903	31,819	18,505	15,586	13,992	14,539	16,121	19,689	24,022		
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														
	<i>All other months, use 1st column only</i>														
a)	# Electric - heat affected														
b)	# Electric - heat not affected														
c)	1,233	855	818	736	5,612	5,004	3,715	3,680	2,354	1,184	389	275	2,155		
d)	# Gas - heat not affected														
	12	7	5	9	14	26	26	34	14	7	5	2	13		
e)	Total # disconnected														
	1,245	862	823	745	5,626	5,030	3,741	3,714	2,368	1,191	394	277	2,168		
	April 16-30 and October 16-31 in 2nd column														
	<i>All other months, use 1st column only</i>														
a)	# Electric - heat affected														
b)	# Electric - heat not affected														
c)													2,767	359	1,563
d)	# Gas - heat not affected														
													9	3	6
e)	Total # disconnected														
													2,776	362	1,569
22	Number of customer accounts disconnected seeking protection:														
a)	# Electric - heat affected														
b)	# Electric - heat not affected														
c)	339	178	260	178	0	0	0	0	0	42	140	164	108		
d)	# Gas - heat not affected														
	0	0	0	0	0	0	0	0	0	0	0	0	0		
e)	Total # disconnected (See Note)														
	339	178	260	178	0	0	0	0	0	42	140	164	108		
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):														
	1,584	1,040	1,083	3,699	5,626	5,030	3,741	3,714	2,368	1,595	534	441	2,538		
	1,584	1,040	1,083	3,699	5,626	5,030	3,741	3,714	2,368	1,595	534	441	2,538		

3 Year Average Calculations (2015 - 2017)

Customers Disconnected for Non-Payment	
Year 2015	32,809
Year 2016	33,327
Year 2017	30,877
3 Year Avg	32,338

% of Residential Customer Accounts Disconnected for Non-Payment	
Year 2015	4.3%
Year 2016	4.3%
Year 2017	3.9%
3 Year Avg	4.2%

CenterPoint Energy
2018 Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire
Utility Monthly Reports (216B.091) Docket #18-2

Company: CenterPoint Energy Minnesota Gas for report period ending:

January February March April May June July August September October November December Average

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$9,455,905	\$14,190,128	\$18,094,797	\$13,899,170	\$16,953,046	\$15,673,454	\$13,847,122	\$12,357,261	\$11,155,828	\$9,379,604	\$6,875,426	\$7,952,634	\$12,486,198
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$137	\$171	\$202	\$194	\$189	\$172	\$166	\$154	\$138	\$122	\$108	\$108	\$155
26	Total dollars received from energy assistance programs:	\$1,732,675	\$1,810,876	\$1,556,028	\$1,454,844	\$825,471	\$318,931	\$45,824	\$0	\$0	\$892	\$1,970,137	\$1,429,143	\$928,735
27	Total dollars received from other sources (private organizations):	\$20,219	\$15,230	\$13,621	\$21,744	\$43,250	\$65,035	\$84,314	\$84,800	\$76,402	\$63,307	\$21,331	\$31,728	\$45,082
28	Total Revenue from sales to residential accounts:	\$117,422,537	\$108,081,278	\$67,763,496	\$55,556,156	\$20,857,861	\$18,444,420	\$16,055,432	\$19,935,758	\$18,148,778	\$44,306,798	\$73,546,797	\$93,736,823	\$54,488,011
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$149	\$137	\$86	\$70	\$26	\$23	\$20	\$25	\$23	\$56	\$92	\$117	\$69
30	Intentionally Blank													
30	Average annual residential bill:													
31	Total residential account write-offs due to uncollectible:	\$222,221	\$278,557	\$382,584	\$310,087	\$369,453	\$568,975	\$670,517	\$924,360	\$1,130,496	\$748,080	\$484,441	\$529,814	\$551,632

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:													
a)	# Electric - heat affected													
b)	# Electric - heat not affected													
c)	# Gas - heat affected	1,124	820	928	770	0	0	0	0	0	331	438	367	398
d)	# Gas - heat not affected	10	6	5	9	0	0	0	0	0	3	5	2	3
e)	Total # disconnected	1,134	826	933	779	0	0	0	0	0	334	443	369	402
33	Intentionally Blank													
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	1,118	805	920	766	0	0	0	0	0	328	434	363	395
35	Intentionally Blank													
36	Intentionally Blank													

RECONNECTION DATA

37	# Accounts reconnected	1,278	1,003	824	2,644	4,122	3,703	2,751	3,044	2,478	2,755	1,083	470	2,180
38	# Accounts remaining disconnected	2,632	2,510	2,606	3,428	4,607	5,513	6,087	6,244	5,682	3,671	2,724	2,515	4,018
a)	1-30 days	285	197	272	1,035	1,729	1,677	1,332	949	566	221	55	30	696
b)	31-60 days	30	55	85	145	604	1,022	1,145	929	704	172	69	23	415
c)	61+ days	2,317	2,258	2,249	2,248	2,274	2,814	3,610	4,366	4,412	3,278	2,600	2,462	2,907

**CenterPoint Energy
2018 Service Quality Report**

Service Extension Request Response Times

New Service Extensions

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Residential													
# Service Installations	264	278	305	378	476	492	663	558	680	621	526	402	5,643
Avg days to complete	9	9	9	9	8	8	8	8	8	7	9	9	8
Commercial													
# Service Installations	9	17	14	16	20	30	29	55	62	88	92	51	483
Avg days to complete	8	9	8	9	7	8	8	9	9	8	9	9	9

Renewed Service Extensions ¹

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Residential													
# Service Installations	34	38	17	33	40	47	42	40	50	69	76	39	525
Avg days to complete	9	9	8	9	9	8	9	9	8	8	9	8	9
Commercial													
# Service Installations	0	4	2	3	7	4	2	3	0	2	4	1	32
Avg days to complete	0	8	9	7	8	8	9	8	0	9	9	8	8

¹ excludes locations with locked meters due to credit-related issues

**CenterPoint Energy
2018 Service Quality Report**

Customer Deposits

	January	February	March	April	May	June	July	August	September	October	November	December	Total
# of Service Connections	10,067	9,148	11,368	13,892	18,063	20,049	17,834	20,800	17,906	17,675	13,264	9,729	179,795
# Deposits required as a condition of service	23	14	43	42	30	16	25	37	56	171	99	13	569
% of Service Connections	0.23%	0.15%	0.38%	0.30%	0.17%	0.08%	0.14%	0.18%	0.31%	0.97%	0.75%	0.13%	0.32%

3 Year Average Calculations (2015 - 2017)

% of Commercial Svc Connections Requiring a Deposit

Year 2015	0.28%
Year 2016	0.29%
Year 2017	0.24%
3 Year Avg	0.27%

Deposits Held at Year-End (as a condition of service)

Year 2015	2,192
Year 2016	2,106
Year 2017	2,018
3 Year Avg	2,105

**CenterPoint Energy
2018 Service Quality Report**

Number of Call Center Complaints

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Residential	580	505	511	631	789	717	609	649	540	615	354	427	6,927
Commercial	32	30	37	42	31	30	20	20	25	47	29	28	371
Total	612	535	548	673	820	747	629	669	565	662	383	455	7,298

3 Year Average Calculations (2015 - 2017)

of Residential Complaints

Year 2015	6,674
Year 2016	6,381
Year 2017	7,250
3 Year Avg	6,768

of Commercial Complaints

Year 2015	439
Year 2016	358
Year 2017	379
3 Year Avg	392

CenterPoint Energy
2018 Service Quality Report

Number & Percentage Call Center Complaints by Type of Complaint

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Residential													
Billing Errors													
Average Monthly Billing (AMB) Issue	9 1.55%	11 2.18%	8 1.57%	7 1.11%	13 1.65%	9 1.26%	8 1.31%	12 1.85%	4 0.74%	2 0.33%	1 0.28%	3 0.70%	87 1.26%
Billing Errors	64 11.03%	66 13.07%	62 12.13%	67 10.62%	91 11.53%	61 8.51%	63 10.34%	55 8.47%	45 8.33%	69 11.22%	54 15.25%	99 23.19%	796 11.49%
Disputed Charges	72 12.41%	62 12.28%	91 17.81%	90 14.26%	69 8.75%	67 9.34%	57 9.36%	59 9.09%	56 10.37%	58 9.43%	35 9.89%	47 11.01%	763 11.01%
Payment Issue	108 18.62%	87 17.23%	98 19.18%	90 14.26%	103 13.05%	75 10.46%	79 12.97%	85 13.10%	58 10.74%	67 10.89%	52 14.69%	61 14.29%	963 13.90%
Rates/Tariffs	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 0.16%	0 0.00%	0 0.00%	1 0.01%
Decoupling/Inverted Block Rates	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
Inactive/Write-Off	0 0.00%	2 0.40%	4 0.78%	3 0.48%	2 0.25%	0 0.00%	2 0.33%	7 1.08%	3 0.56%	1 0.16%	3 0.85%	3 0.70%	30 0.43%
Inaccurate Metering													
Inaccurate Metering	1 0.17%	1 0.20%	3 0.59%	2 0.32%	4 0.51%	3 0.42%	1 0.16%	8 1.23%	10 1.85%	2 0.33%	0 0.00%	0 0.00%	35 0.51%
Wrongful Disconnect													
Disconnection Issue	65 11.21%	47 9.31%	33 6.46%	91 14.42%	121 15.34%	121 16.88%	86 14.12%	88 13.56%	55 10.19%	44 7.15%	18 5.08%	21 4.92%	790 11.40%
High Bills													
High Bill	6 1.03%	11 2.18%	12 2.35%	10 1.58%	11 1.39%	14 1.95%	5 0.82%	14 2.16%	10 1.85%	5 0.81%	2 0.56%	2 0.47%	102 1.47%
Credit Arrangement	22 3.79%	17 3.37%	18 3.52%	19 3.01%	10 1.39%	33 4.60%	27 4.43%	40 6.16%	31 5.74%	26 4.23%	16 4.52%	14 3.28%	289 4.17%
Inadequate Service													
Service Issue	121 20.86%	120 23.76%	104 20.35%	143 22.66%	182 23.07%	144 20.08%	134 22.00%	134 20.65%	132 24.44%	170 27.64%	98 27.68%	112 26.23%	1594 23.01%
Service-Extension/Restoration Intervals													
Construction	9 1.55%	5 0.99%	7 1.37%	10 1.58%	25 3.17%	28 3.91%	21 3.45%	21 3.24%	23 4.26%	16 2.60%	11 3.11%	7 1.64%	183 2.64%
Service Order Scheduling	68 11.72%	39 7.72%	28 5.48%	60 9.51%	110 13.94%	118 16.46%	82 13.46%	77 11.86%	77 14.26%	98 15.93%	41 11.58%	19 4.45%	817 11.79%
Other													
Employee Conduct	4 0.69%	5 0.99%	10 1.96%	15 2.38%	11 1.39%	14 1.95%	13 2.13%	14 2.16%	8 1.48%	14 2.28%	10 2.82%	17 3.98%	135 1.95%
Online Customer Service	17 2.93%	18 3.56%	23 4.50%	15 2.38%	12 1.52%	21 2.93%	14 2.30%	10 1.54%	9 1.67%	12 1.95%	4 1.13%	12 2.81%	167 2.41%
Other	14 2.41%	14 2.77%	10 1.96%	9 1.43%	9 1.14%	9 1.26%	17 2.79%	25 3.85%	19 3.52%	30 4.88%	9 2.54%	10 2.34%	175 2.53%
Residential Total	580 100.00%	505 100.00%	511 100.00%	631 100.00%	789 100.00%	717 100.00%	609 100.00%	649 100.00%	540 100.00%	615 100.00%	354 100.00%	427 100.00%	6927 100.00%
Commercial													
Billing Errors													
Average Monthly Billing (AMB) Issue	0 0.00%	0 0.00%	1 2.70%	0 0.00%	0 0.00%	1 3.33%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	2 0.54%
Billing Errors	1 3.13%	4 13.33%	6 16.22%	3 7.14%	5 16.13%	4 13.33%	2 10.00%	5 25.00%	3 12.00%	7 14.89%	6 20.69%	5 17.86%	51 13.75%
Disputed Charges	5 15.63%	6 20.00%	7 18.92%	7 16.67%	5 16.13%	5 16.67%	0 0.00%	2 10.00%	2 8.00%	5 10.64%	4 13.79%	4 14.29%	52 14.02%
Payment Issue	3 9.38%	7 23.33%	6 16.22%	4 9.52%	4 12.90%	4 13.33%	3 15.00%	3 15.00%	2 8.00%	1 2.13%	3 10.71%	1 3.57%	41 11.05%
Rates/Tariffs	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
Decoupling/Inverted Block Rates	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
Inactive/Write-Off	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 5.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 0.27%
Inaccurate Metering													
Inaccurate Metering	1 3.13%	2 6.67%	0 0.00%	1 2.38%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 4.00%	1 2.13%	1 3.45%	1 3.57%	8 2.16%
Wrongful Disconnect													
Disconnection Issue	4 12.50%	3 10.00%	2 5.41%	12 28.57%	4 12.90%	4 13.33%	1 5.00%	2 10.00%	2 8.00%	7 14.89%	1 3.45%	2 7.14%	44 11.86%
High Bills													
High Bill	1 3.13%	0 0.00%	1 2.70%	3 7.14%	1 3.23%	1 3.33%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 3.45%	1 3.57%	9 2.43%
Credit Arrangement	2 6.25%	2 6.67%	5 13.51%	0 0.00%	1 3.23%	2 6.67%	3 15.00%	3 15.00%	1 4.00%	6 12.77%	0 0.00%	0 0.00%	25 6.74%
Inadequate Service													
Service Issue	8 25.00%	4 13.33%	4 10.81%	11 26.19%	4 12.90%	8 26.67%	9 45.00%	1 5.00%	7 28.00%	12 25.53%	8 27.59%	7 25.00%	83 22.37%
Service-Extension/Restoration Intervals													
Construction	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 5.00%	1 5.00%	2 8.00%	0 0.00%	2 6.90%	0 0.00%	6 1.62%
Service Order Scheduling	4 12.50%	1 3.33%	2 5.41%	1 2.38%	0 0.00%	1 3.33%	0 0.00%	0 0.00%	2 8.00%	4 8.51%	2 6.90%	1 3.57%	18 4.85%
Other													
Employee Conduct	2 6.25%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 4.00%	1 2.13%	0 0.00%	0 0.00%	4 1.08%
Online Customer Service	1 3.13%	1 3.33%	2 5.41%	0 0.00%	4 12.90%	0 0.00%	0 0.00%	0 0.00%	1 4.00%	1 2.13%	0 0.00%	4 14.29%	14 3.77%
Other	0 0.00%	0 0.00%	1 2.70%	0 0.00%	3 9.68%	0 0.00%	1 5.00%	2 10.00%	1 4.00%	2 4.26%	0 0.00%	0 0.00%	13 3.50%
Commercial Total	32 100.00%	30 100.00%	37 100.00%	42 100.00%	31 100.00%	30 100.00%	20 100.00%	20 100.00%	25 100.00%	47 100.00%	29 100.00%	28 100.00%	371 100.00%

3 Year Average Calculations (2015 - 2017)

# of Residential Complaints	
Year 2015	6,674
Year 2016	6,381
Year 2017	7,250
3 Year Avg	6,768

# of Commercial Complaints	
Year 2015	439
Year 2016	358
Year 2017	379
3 Year Avg	392

**CenterPoint Energy
2018 Service Quality Report**

Number & Percentage Call Center Complaints by Resolution Timeframe

	January	February	March	April	May	June	July	August	September	October	November	December	Total													
Residential																										
Immediate	499	86.03%	426	84.36%	422	82.58%	533	84.47%	667	84.54%	611	85.22%	501	82.27%	550	84.75%	442	81.85%	514	83.58%	280	79.10%	344	80.56%	5789	83.57%
Within 10 Days	41	7.07%	37	7.33%	46	9.00%	45	7.13%	68	8.62%	49	6.83%	72	11.82%	60	9.24%	52	9.63%	54	8.78%	42	11.86%	42	9.84%	608	8.78%
Greater Than 10 Days	40	6.90%	42	8.32%	43	8.41%	53	8.40%	54	6.84%	57	7.95%	36	5.91%	39	6.01%	46	8.52%	47	7.64%	32	9.04%	41	9.60%	530	7.65%
Residential Total	580	100.00%	505	100.00%	511	100.00%	631	100.00%	789	100.00%	717	100.00%	609	100.00%	649	100.00%	540	100.00%	615	100.00%	354	100.00%	427	100.00%	6927	100.00%
Commercial																										
Immediate	14	43.75%	17	56.67%	24	64.86%	26	61.90%	21	67.74%	23	76.67%	16	80.00%	12	60.00%	13	52.00%	26	55.32%	15	51.72%	9	32.14%	216	58.22%
Within 10 Days	12	37.50%	7	23.33%	10	27.03%	11	26.19%	7	22.58%	4	13.33%	2	10.00%	5	25.00%	6	24.00%	9	19.15%	13	44.83%	14	50.00%	100	26.95%
Greater Than 10 Days	6	18.75%	6	20.00%	3	8.11%	5	11.90%	3	9.68%	3	10.00%	2	10.00%	3	15.00%	6	24.00%	12	25.53%	1	3.45%	5	17.86%	55	14.82%
Commercial Total	32	100.00%	30	100.00%	37	100.00%	42	100.00%	31	100.00%	30	100.00%	20	100.00%	20	100.00%	25	100.00%	47	100.00%	29	100.00%	28	100.00%	371	100.00%
	January	February	March	April	May	June	July	August	September	October	November	December	Year to Date													
Total																										
Immediate	513	83.82%	443	82.80%	446	81.39%	559	83.06%	688	83.90%	634	84.87%	517	82.19%	562	84.01%	455	80.53%	540	81.57%	295	77.02%	353	77.58%	6005	82.28%
Within 10 Days	53	8.66%	44	8.22%	56	10.22%	56	8.32%	75	9.15%	53	7.10%	74	11.76%	65	9.72%	58	10.27%	63	9.52%	55	14.36%	56	12.31%	708	9.70%
Greater Than 10 Days	46	7.52%	48	8.97%	46	8.39%	58	8.62%	57	6.95%	60	8.03%	38	6.04%	42	6.28%	52	9.20%	59	8.91%	33	8.62%	46	10.11%	585	8.02%
Total	612	100.00%	535	100.00%	548	100.00%	673	100.00%	820	100.00%	747	100.00%	629	100.00%	669	100.00%	565	100.00%	662	100.00%	383	100.00%	455	100.00%	7298	100.00%

3 Year Average Calculations (2015 - 2017)

% of Residential Compl Resolved Immediately

Year 2015	77.28%
Year 2016	79.50%
Year 2017	83.93%
3 Year Avg	80.24%

% of Residential Complaints Resolved > 10 Days

Year 2015	9.33%
Year 2016	9.39%
Year 2017	5.27%
3 Year Avg	8.00%

% of Commercial Compl Resolved Within 10 Days

Year 2015	13.21%
Year 2016	13.41%
Year 2017	16.89%
3 Year Avg	14.50%

% of Residential Compl Resolved Within 10 Days

Year 2015	13.38%
Year 2016	11.11%
Year 2017	10.80%
3 Year Avg	11.76%

% of Commercial Compl Resolved Immediately

Year 2015	77.22%
Year 2016	73.46%
Year 2017	72.82%
3 Year Avg	74.50%

% of Commercial Complaints Resolved > 10 Days

Year 2015	9.57%
Year 2016	13.13%
Year 2017	10.29%
3 Year Avg	11.00%

**CenterPoint Energy
2018 Service Quality Report**

Number & Percentage Call Center Complaints by Resolution Type

	January	February	March	April	May	June	July	August	September	October	November	December	Total													
Residential																										
Agree	145	25.00%	124	24.55%	120	23.48%	124	19.65%	155	19.65%	152	21.20%	130	21.35%	129	19.88%	98	18.15%	126	20.49%	60	16.95%	80	18.74%	1443	20.83%
Compromise	48	8.28%	33	6.53%	42	8.22%	36	5.71%	99	12.55%	70	9.76%	59	9.69%	50	7.70%	45	8.33%	59	9.59%	29	8.19%	36	8.43%	606	8.75%
Demonstrate	363	62.59%	325	64.36%	325	63.60%	442	70.05%	497	62.99%	467	65.13%	378	62.07%	426	65.64%	371	68.70%	405	65.85%	238	67.23%	289	67.68%	4526	65.34%
Refuse	22	3.79%	23	4.55%	22	4.31%	25	3.96%	33	4.18%	22	3.07%	39	6.40%	39	6.01%	23	4.26%	22	3.58%	20	5.65%	20	4.68%	310	4.48%
Not Assigned	2	0.34%	0	0.00%	2	0.39%	4	0.63%	5	0.63%	6	0.84%	3	0.49%	5	0.77%	3	0.56%	3	0.49%	7	1.98%	2	0.47%	42	0.61%
Residential Total	580	100.00%	505	100.00%	511	100.00%	631	100.00%	789	100.00%	717	100.00%	609	100.00%	649	100.00%	540	100.00%	615	100.00%	354	100.00%	427	100.00%	6927	100.00%
Commercial																										
Agree	8	25.00%	12	40.00%	11	29.73%	11	26.19%	11	35.48%	10	33.33%	11	55.00%	10	50.00%	7	28.00%	21	44.68%	9	31.03%	10	35.71%	131	35.31%
Compromise	10	31.25%	4	13.33%	1	2.70%	2	4.76%	2	6.45%	7	23.33%	2	10.00%	2	10.00%	2	8.00%	2	4.26%	4	13.79%	1	3.57%	39	10.51%
Demonstrate	13	40.63%	14	46.67%	24	64.86%	27	64.29%	17	54.84%	13	43.33%	5	25.00%	7	35.00%	16	64.00%	19	40.43%	11	37.93%	17	60.71%	183	49.33%
Refuse	1	3.13%	0	0.00%	1	2.70%	2	4.76%	1	3.23%	0	0.00%	2	10.00%	1	5.00%	0	0.00%	5	10.64%	3	10.34%	0	0.00%	16	4.31%
Not Assigned	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	6.90%	0	0.00%	2	0.54%
Commercial Total	32	100.00%	30	100.00%	37	100.00%	42	100.00%	31	100.00%	30	100.00%	20	100.00%	20	100.00%	25	100.00%	47	100.00%	29	100.00%	28	100.00%	371	100.00%

	January	February	March	April	May	June	July	August	September	October	November	December	Total													
Agree	153	25.00%	136	25.42%	131	23.91%	135	20.06%	166	20.24%	162	21.69%	141	22.42%	139	20.78%	105	18.58%	147	22.21%	69	18.02%	90	19.78%	1574	21.57%
Compromise	58	9.48%	37	6.92%	43	7.85%	38	5.65%	101	12.32%	77	10.31%	61	9.70%	52	7.77%	47	8.32%	61	9.21%	33	8.62%	37	8.13%	645	8.84%
Demonstrate	376	61.44%	339	63.36%	349	63.69%	469	69.69%	514	62.68%	480	64.26%	383	60.89%	433	64.72%	387	68.50%	424	64.05%	249	65.01%	306	67.25%	4709	64.52%
Refuse	23	3.76%	23	4.30%	23	4.20%	27	4.01%	34	4.15%	22	2.95%	41	6.52%	40	5.98%	23	4.07%	27	4.08%	23	6.01%	20	4.40%	326	4.47%
Not Assigned	2	0.33%	0	0.00%	2	0.36%	4	0.59%	5	0.61%	6	0.80%	3	0.48%	5	0.75%	3	0.53%	3	0.45%	9	2.35%	2	0.44%	44	0.60%
Total	612	100.00%	535	100.00%	548	100.00%	673	100.00%	820	100.00%	747	100.00%	629	100.00%	669	100.00%	565	100.00%	662	100.00%	383	100.00%	455	100.00%	7298	100.00%

3 Year Average Calculations (2015 - 2017)

% of Residential Compl Resolved as "Agree"	
Year 2015	28.08%
Year 2016	25.47%
Year 2017	25.72%
3 Year Avg	26.42%

% of Residential Compl Resolved as "Demonstrate"	
Year 2015	49.10%
Year 2016	55.84%
Year 2017	58.39%
3 Year Avg	54.44%

% of Commercial Compl Resolved as "Agree"	
Year 2015	23.69%
Year 2016	20.39%
Year 2017	22.43%
3 Year Avg	22.17%

% of Commercial Compl Resolved as "Demonstrate"	
Year 2015	49.20%
Year 2016	61.17%
Year 2017	56.46%
3 Year Avg	55.61%

% of Residential Compl Resolved as "Compromise"	
Year 2015	15.46%
Year 2016	13.21%
Year 2017	9.75%
3 Year Avg	12.81%

% of Residential Compl Resolved as "Refuse"	
Year 2015	7.10%
Year 2016	5.38%
Year 2017	5.09%
3 Year Avg	5.86%

% of Commercial Compl Resolved as "Compromise"	
Year 2015	19.36%
Year 2016	13.41%
Year 2017	12.14%
3 Year Avg	14.97%

% of Commercial Compl Resolved as "Refuse"	
Year 2015	6.83%
Year 2016	4.75%
Year 2017	6.07%
3 Year Avg	5.88%

**CenterPoint Energy
2018 Service Quality Report**

Source of Customer Complaints

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Residential													
BBB	1	0	0	0	4	3	0	0	2	1	2	2	15
OAG	0	0	2	1	2	4	3	3	2	2	8	4	31
PUC	9	11	5	14	14	6	11	11	14	16	10	11	132
Other	0	0	0	0	0	1	0	0	0	0	0	0	1
Commercial/Industrial													
BBB	0	0	0	1	0	0	0	0	0	0	0	0	1
OAG	0	0	0	0	0	0	0	0	0	0	0	0	0
PUC	0	0	1	0	0	1	1	0	0	0	0	0	3
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
Interruptible													
BBB	0	0	0	0	0	0	0	0	0	0	0	0	0
OAG	0	0	0	0	0	0	0	0	0	0	0	0	0
PUC	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	10	11	8	16	20	15	15	14	18	19	20	17	183

3 Year Average Calculations (2015 - 2017)

Customers Who Went Into the IVR

Year 2015	249
Year 2016	152
Year 2017	179
3 Year Avg	193

**CenterPoint Energy
2018 Service Quality Report**

Emergency Line Response Time

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Service Level - % of Calls answered in 20 seconds or less.	80%	90%	91%	90%	84%	82%	79%	87%	80%	88%	89%	92%	86%
Average Speed of Answer (in seconds)	31	10	9	10	18	22	26	12	25	13	13	9	17
Total Calls Answered	7,149	4,678	4,407	5,423	6,634	6,285	6,204	7,712	6,942	7,389	6,729	5,641	75,193

3 Year Average Calculations (2015 - 2017)

% of Calls Answered in 20 Secs or Less	
Year 2015	86%
Year 2016	89%
Year 2017	90%
3 Year Avg	88%

Total Emergency Calls Answered	
Year 2015	75,215
Year 2016	77,111
Year 2017	70,305
3 Year Avg	74,210

Average Speed of Answer (in seconds)	
Year 2015	13
Year 2016	12
Year 2017	11
3 Year Avg	12

**CenterPoint Energy
2018 Service Quality Report**

Mislocate Rate

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Number of Mislocates													
Mismarked line	5	3	1	6	8	7	11	9	6	13	5	3	77
Failure to mark a line	2	3	3	2	15	10	10	10	10	15	5	5	90
Total	7	6	4	8	23	17	21	19	16	28	10	8	167
Number of Locate Tickets	8,286	7,560	11,056	24,414	56,658	45,756	42,874	46,329	36,159	37,687	18,826	8,936	344,541
Number of Mislocates per 1000 Locate Tickets	0.84	0.79	0.36	0.33	0.41	0.37	0.49	0.41	0.44	0.74	0.53	0.90	0.48

3 Year Average Calculations (2015 - 2017)

of Mislocates

Year 2015	91
Year 2016	98
Year 2017	127
3 Year Avg	105

of Locate Tickets

Year 2015	330,306
Year 2016	342,140
Year 2017	349,592
3 Year Avg	340,679

of Mislocates per 1,000 Tickets

Year 2015	0.28
Year 2016	0.29
Year 2017	0.36
3 Year Avg	0.31

**CenterPoint Energy
2018 Service Quality Report**

Gas System Damages

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Damage under the control of CenterPoint Energy's Employees/Contractors	12	8	6	10	36	22	31	29	23	34	19	8	238
Damage - all other causes	10	11	11	27	84	91	119	108	81	86	39	27	694
Total Damages	22	19	17	37	120	113	150	137	104	120	58	35	932
Miles of Pipe (as of December 31, 2018)													26,058
<u>Damage per 100 miles of pipe:</u>													
Under the control of CenterPoint Energy's Employees													0.91
Caused by all others													2.66
Total													3.57

3 Year Average Calculations (2015 - 2017)

Year 2015	192
Year 2016	148
Year 2017	190
3 Year Avg	177

Year 2015	730
Year 2016	770
Year 2017	740
3 Year Avg	747

Year 2015	0.76
Year 2016	0.57
Year 2017	0.73
3 Year Avg	0.69

Year 2015	2.87
Year 2016	2.99
Year 2017	2.86
3 Year Avg	2.91

**CenterPoint Energy
2018 Service Quality Report**

Gas Service Interruptions

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Outages Due to Employees/Contractors													
Number of Customers	1	8	4	9	31	21	158	186	28	24	30	8	508
Number Outages	1	5	4	7	25	17	17	20	14	20	9	5	144
Average duration of outage (in minutes)	60	92	128	58	107	121	10	21	78	171	56	105	43
Outages Due to All Other Causes													
Number of Customers	10	13	66	24	67	82	192	157	125	199	24	78	1,037
Number Outages	7	8	6	15	59	58	90	82	57	52	20	14	468
Average duration of outage (in minutes)	128	122	12	73	138	73	51	57	64	30	97	26	56
Total													
Number of Customers	11	21	70	33	98	103	350	343	153	223	54	86	1,545
Number Outages	8	13	10	22	84	75	107	102	71	72	29	19	612
Average duration of outage (in minutes)	121	111	19	69	0	83	33	37	66	46	74	33	52
Total Minutes	1,335	2,322	1,329	2,275	12,583	8,560	11,425	12,769	10,157	10,159	4,013	2,830	79,758

3 Year Average Calculations (2015 - 2017)

Year 2015	330
Year 2016	184
Year 2017	430
3 Year Avg	315

Year 2015	60
Year 2016	84
Year 2017	32
3 Year Avg	59

Year 2015	618
Year 2016	646
Year 2017	486
3 Year Avg	583

Year 2015	135
Year 2016	115
Year 2017	124
3 Year Avg	125

Year 2015	1,415
Year 2016	1,246
Year 2017	976
3 Year Avg	1,212

Year 2015	44
Year 2016	66
Year 2017	57
3 Year Avg	56

Location	When did the incident occur?	How many customers were affected?	How was CenterPoint made aware of the incident?	What was the root cause of the incident?	What actions were taken to fix the problem?	What actions were taken to contact the customers?	Were there any public relations issues?	Did the customers or company relight?	What was the longest time a customer was without gas during this incident?
14055 Orchid Ave, Rogers	1/4/2018	1	911	Customer Piping Leak	Valve Shut	Door hanger/Spoke with customer(s)	No	N/A	N/A
5428 Georgia Ave N, Robbinsdale	1/6/2018	1	911	Fire	Service Cut/Capped in Yard	Door hanger/Spoke with customer(s)	No	N/A	Service will be restored when structure repaired
3454 Fremont Ave N, Minneapolis	1/7/2018	3	911	Fire	Meters Locked & Plated	Door hanger/Spoke with customer(s)	No	N/A	Service will be restored when repairs are made
23023 US-71, Long Prairie	1/8/2018	1	911	Customer Piping Leak	Meter Locked & Plated	Door hanger/Spoke with customer(s)	No	Customer	1.50 Hrs
16600 County Rd 14, Elk River	1/9/2018	1	911	Fire	Meter Locked & Plated	Door hanger/Spoke with customer(s)	No	N/A	Service will be restored when structure repaired
410 Fillmore St, Alexandria	1/15/2018	1	911	Fire	Meter Locked & Plated	Door hanger/Spoke with customer(s)	Yes	N/A	Service will be restored when structure repaired
7211 Camden Ave N, Brooklyn Center	1/14/2018	1	911	Fire	Meter Locked & Plated	Door hanger/Spoke with customer(s)	No	N/A	Service will be restored when structure repaired
3820 Emerson Ave N, Minneapolis	1/24/2018	0	Troy Kipper	Gas Odor	Meter Inspected	Door hanger/Spoke with customer(s)	No	N/A	No Interruption
6860 Siverts Lane NE, Fridley	1/25/2018	1	911	Fire	Service Cut/Capped in Yard	Door hanger/Spoke with customer(s)	Yes	N/A	Service will be restored when structure repaired
4700 Industrial Blvd, Shakopee	1/25/2018	1	Excavator	Damaged Gas Service	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	1.50 Hrs
5th St S & 5th Ave S, Minneapolis	1/31/2018	0	911	Leak on Regulator Post	Repaired Leak	N/A	Yes	N/A	No Interruption
Valley Industrial Cir & Valley Industrial Blvd, Shakopee	2/8/2018	6	Excavator	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	8.00 Hrs
49th 1/2 & Halifax, Edina	2/13/2018	3	Passerby	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	4.00 Hrs
424 Harvard St SE, Minneapolis	2/14/2018	1	CPE	Damaged Gas Service	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	4.00 Hrs
W 66th St & Emerson Ave S, Richfield	3/3/2018	60	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	4.50 Hrs
8701 Lyndale Ave S, Bloomington	3/20/2018	1	CPE	Customer Piping Thelt	Meter Locked & Plated	Door hanger/Spoke with customer(s)	No	N/A	No Interruption
1819 Penn Ave N, Minneapolis	3/27/2018	1	911	Damaged Gas Service	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	2.33 Hrs
3803 Penn Ave N, Minneapolis	4/5/2018	2	911	Damaged Gas Service	Repaired Line	Door hanger/Spoke with customer(s)	No	N/A	1.42 Hrs
2100 Lake Harrison Rd, Chanhassen	4/10/2018	0	911	Damaged Gas Main	Repaired Line	N/A	No	N/A	No Interruption
360 Brockton Lane N, Plymouth	4/10/2018	1	911	Fire	Service Cut/Capped in Street	Door hanger/Spoke with customer(s)	Yes	N/A	Service will be restored when structure repaired
W 62nd St & Brookview Ave, Edina	4/12/2018	76	CPE	Installation Error by Michels	Services Restored	Door hanger/Spoke with customer(s)	No	CPE	7.50 Hrs
17374 Vergus Ave, Spring Lake Twnshp	4/23/2018	1	911	Fire	Service Cut/Capped in Yard	N/A	No	N/A	N/A, Abandoned Structure
13973 Yucca St NW, Andover	4/25/2018	0	911	Fire	Fire Dept Shut Off Gas at Meter	Door hanger/Spoke with customer(s)	Yes	CPE	No Interruption
Penn Ave N & Plymouth Ave, Minneapolis	4/26/2018	0	911	Damaged Gas Main	Repaired Line	N/A	No	N/A	No Interruption
611 Greden Ct, Hastings	5/5/2018	1	911	Fire	Service Cut/Capped in Yard	Door hanger/Spoke with customer(s)	Yes	N/A	Service will be restored when structure repaired
Waco St NW & 147th Ln, Ramsey	5/11/2018	192	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	11.50 Hrs
13303 Court Place, Burnsville	5/19/2018	4	911	Fire	Meters Locked & Plated	Door hanger/Spoke with customer(s)	No	N/A	Service will be restored when structure repaired
70th Ave N & Humboldt Ave N, Brooklyn Park	5/21/2018	1	911	Damaged Gas Service	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	6.33 Hrs
Westridge Dr & Cumberland, Eden Prairie	5/23/2018	5	Eden Prairie	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	5.50 Hrs
4262 Point Walk, Isle	5/23/2018	0	911	Fire	Meter Locked & Plated	Door hanger/Spoke with customer(s)	No	N/A	No Interruption
740 E Lake St, Minneapolis	5/26/2018	18	911	Fire	Service Cut/Capped in Street	Door hanger/Spoke with customer(s)	Yes	N/A	Service will be restored when structure repaired
13348 Quinn St NW, Andover	5/28/2018	1	911	Fire/Lightning Strike	Service Cut/Capped in Yard	Door hanger/Spoke with customer(s)	Yes	N/A	Service will be restored when structure repaired
8026 Oday Ave NE, Otsego	5/28/2018	1	911	Fire	Service Cut/Capped in Yard	Door hanger/Spoke with customer(s)	No	N/A	Service will be restored when structure repaired
Cottonwood Cir N & 129th Ave N, Dayton	5/29/2018	2	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	1.50 Hrs
Jonquil Lane & 129th Ave N, Dayton	5/30/2018	0	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	N/A	No Interruption
Highway 81 & 69th Ave N, Brooklyn Park	6/1/2018	0	Excavator	Damaged Gas Main	Repaired Line	N/A	No	N/A	No Interruption, No Gas Escape
4108 Valley Industrial Blvd N, Shakopee	6/1/2018	1	911	Explosion	Service Cut/Capped	Door hanger/Spoke with customer(s)	Yes	N/A	Service will be restored when structure repaired
McGinty Rd & Minnehaha Curve, Wayzata	6/5/2018	15	911	Damaged Gas Main	Repaired Line	N/A	No	N/A	8.00 Hrs
City of Ihlen	6/6/2018	53	CPE	Valve Excercise Error	Corrected Valve	Door hanger/Spoke with customer(s)	No	CPE	5.50 Hrs
29th Ave N & Emerson Ave N, Minneapolis	6/11/2018	5	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	3.50 Hrs
111 Meridian St S, Belle Plaine	6/13/2018	1	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	7.00 Hrs
140 Main Street East, Sleepy Eye	6/23/2018	1	911	Fire	Meter Locked & Plated	Door hanger/Spoke with customer(s)	Yes	N/A	Service will be restored when structure repaired
2073 Chester St, Shakopee	6/26/2018	1	911	Fire	Meter Locked & Plated	Door hanger/Spoke with customer(s)	No	N/A	Service will be restored when structure repaired
Railroad Ave & 1st Street, Albany	7/5/2018	2	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	Yes	CPE	5.00 Hrs
696 Old Main Street, Cambridge	7/9/2018	30	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	4.00 Hrs
16225 Kettle River Blvd NE, Forest Lake	7/12/2018	1	911	Lightning Strike	Service Cut/Capped in Yard	Door hanger/Spoke with customer(s)	No	N/A	Service will be restored when structure repaired
780 Lakeview Parkway, Mound	7/13/2018	1	911	Fire	Service Cut/Capped in Yard	Door hanger/Spoke with customer(s)	Yes	N/A	Service will be restored when structure repaired
3543 Penn Ave N, Minneapolis	7/16/2018	1	911	Damaged Gas Service	Repaired Line	Door hanger/Spoke with customer(s)	No	N/A	3.00 Hrs
104 3rd St SW, Le Sueur	7/17/2018	3	911	Explosion	Service(s) Cut/Capped at Main	Door hanger/Spoke with customer(s)	Yes	N/A	Services will be restored when structures repaired
16251 Elk Horn Trail, Lakeville	7/24/2018	1	911	Fire	Service Cut/Capped at main	Door hanger/Spoke with customer(s)	No	N/A	Service will be restored when structure repaired
3015 Pillsbury Ave S, Minneapolis	7/24/2018	46	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	2.50 Hrs
5608 Valley Lane, Edina	7/25/2018	136	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	Yes	CPE	2.00 Hrs
Harvard St & East River Rd, Minneapolis	8/9/2018	1	Excavator	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	2.00 Hrs
W 66th St & Emerson Ave S, Richfield	8/9/2018	60	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	6.00 Hrs
Aldrich & Church St, Benson	8/14/2018	6	Customer	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	5.50 Hrs
4999 Woodbury Drive, Woodbury	8/16/2018	50	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	8.00 Hrs
502 Watonwan St East, Lake Crystal	8/22/2018	1	911	damaged Meter Regulator	Repaired Meter	Door hanger/Spoke with customer(s)	No	CPE	8.00 Hrs
1518 Chestnut Ave, Minneapolis	8/22/2018	74	Xcel	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	10.00 Hrs
1327 Marshall St NE, Minneapolis	8/23/2018	3	Excavator	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	6.00 Hrs
2811 Fairview Lane, Wayzata	8/26/2018	7	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	2.00 Hrs
100 Lincoln Drive, St Peter	8/28/2018	1	Marc Bachman	Leak on Meter	Repaired Meter	Door hanger/Spoke with customer(s)	No	CPE	3.42 Hrs
22800 141st Ave N, Rogers	8/29/2018	4	Passerby	Damaged Gas Service	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	3.42 Hrs
3020 West 60th St, Minneapolis	8/30/2018	2	Michels	Damaged Gas Service	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	3.00 Hrs

Location	When did the incident occur?	How many customers were affected?	How was CenterPoint made aware of the incident?	What was the root cause of the incident?	What actions were taken to fix the problem?	What actions were taken to contact the customers?	Were there any public relations issues?	Did the customers or company relight?	What was the longest time a customer was without gas during this incident?
13361 Aberdeen St NE, Andover	9/5/2018	1	Excavator	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	2.50 Hrs
90th St West & Knox Ave S, Bloomington	9/11/2018	7	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	2.25 Hrs
Evan & Main St, Elk River	9/11/2018	2	911	Damaged Gas Service	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	1.25 Hrs
Wayzata Blvd & Russell Lane, Long Lake	9/11/2018	13	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	2.00 Hrs
536 9th St NW, Willmar	9/14/2018	31	Excavator	Damaged Gas Service	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	1.50 Hrs
8th Ave NE & Heritage Blvd, Isanti	9/17/2018	0	911	Lightning Strike/Damaged Gas Main	Abandoned 400 ft of Damaged Main	N/A	No	N/A	No Interruption
4100 Park Ave NW, Faribault	9/20/2018	1	911	Lightning Strike/TBS Fire	Repaired Class P Filter	Door hanger/Spoke with customer(s)	No	N/A	Unknown
21505 Maple Ave, Rogers	9/21/2018	1	911	Leak on Copper Riser	Repaired Riser	Door hanger/Spoke with customer(s)	No	Yes	2.00 Hrs
1257 West Minnehaha Parkway, Minneapolis	9/24/2018	0	Excavator	Damaged Gas Main	Repaired Line	N/A	No	N/A	No Interruption
Universal Rd & Dellwood Dr, Baxter	9/29/2018	0	Fire Dept	Damaged Gas Main Stub	Repaired Line	N/A	No	N/A	No Interruption
22488 Jay Ave SE, Richmond	10/2/2018	1	911	Damaged Shut Off Valve/Meter	Repaired Valve	N/A	No	CPE	1.00 Hrs
201 Linden Circle, Waconia	10/2/2018	1	911	Damaged Gas Service	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	1.00 Hrs
13875 Glendale Rd, Savage	10/5/2018	0	911	Damaged Gas Main	Cut/Capped Main	N/A	No	N/A	No Interruption
3230 West 76th Street, Edina	10/8/2018	4	Homeowner	Leak on Riser	Repaired Riser	Door hanger/Spoke with customer(s)	No	CPE	2.00 Hrs
21202 Old Lake George Blvd, Oak Grove	10/10/2018	0	Mary DE Young	Damaged Customer Piping	Owner to Repair	N/A	Yes	Customer	No Interruption
345 East River Entry, Champlin	10/15/2018	0	911	Damaged Gas Service	Repaired Line	N/A	No	N/A	No Interruption
187th Lane NE & Hwy 65 NE, East Bethel	10/15/2018	3	Fire Dept	Damaged Gas Service	Repaired Line	Door hanger/Spoke with customer(s)	No	N/A	2.50 Hrs
7201 Oak Park Village Dr, St Louis Park	10/15/2018	70	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	5.00 Hrs
101 West Main Street, Anoka	10/22/2018	1	911	Damaged Gas Service	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	2.00 Hrs
2224 N 4th Ave, Anoka	10/22/2018	1	911	Fire	Service Cut/Capped in Yard	Door hanger/Spoke with customer(s)	Yes	N/A	Service will be restored when structure repaired
234th Ave NW & Cree St, St Francis	10/22/2018	12	Excavator	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	3.00 Hrs
Whitney Dr, Apple Valley	10/30/2018	32	911	Damaged Gas Service	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	3.00 Hrs
2201 University Ave NE, Minneapolis	10/30/2018	1	911	Fire	Service Cut/Capped	Door hanger/Spoke with customer(s)	Yes	N/A	Service will be restored when structure repaired
211 6th St NW, Winnebago	12/4/2018	1	911	Damaged Gas Service	Repaired Line	N/A	No	CPE	2.22 Hrs
2900 County Road 10, Brooklyn Center	12/6/2018	4	911	Damaged Gas Main	Repaired Line	N/A	No	CPE	3.50 Hrs
2370 7th Ave, Anoka	12/10/2018	1	911	Fire	Meter Locked & Plated	Door hanger/Spoke with customer(s)	No	N/A	Service will be restored when structure repaired
Jackson Ave NW & 5th St NW, Elk River	12/11/2018	0	911	Damaged Gas Main	Repaired Line	N/A	No	N/A	No Interruption
West Shadow Lake Drive & Shadow Court, Lino Lakes	12/19/2018	63	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CPE	5.00 Hrs
3500 Penn Ave North, Minneapolis	12/22/2019	1	911	Car hit Gas Meter	Repaired Meter	Door hanger/Spoke with customer(s)	Yes	N/A	3.00 Hrs
104 West Welcome Ave, Mankato	12/23/2018	1	Homeowner	Leak on Riser	Repaired Riser	Door hanger/Spoke with customer(s)	No	CPE	2.00 Hrs

3 Year Average Calculations (2015 - 2017)

MNOPS Reportable Outages	
Year 2015	80
Year 2016	56
Year 2017	89
3 Year Avg	75

Integrity Outages	
Year 2015	0
Year 2016	0
Year 2017	0
3 Year Avg	0

Case Number	Letter Type	Subject	Address	Status
145761195	NPV	Locating Underground Facilities	Essex St SE & Huron Blvd SE, Minneapolis	Sent Unlocatable Reminder
145757397	NPV	Customer Outage	71st Av & France Av, Brooklyn Center	Employee Performance; Review Procedures
145768584	NPV	Locating Underground Facilities	903 10th St, Benson	Damage Prevention Alert Issued
145780069	Case Closing	Building Fire	5254 Georgia Av N, Crystal	Case Closed; Non-Jurisdictional
145794293	NPV/WL	Locating Underground Facilities	309 Wise Av S, Wayzata	Audit Locates
154609179	NPV	Locating Underground Facilities	129th Av N & Jonquil Ln N, Dayton	Audit Locates
154606196	NPV	Locating Underground Facilities	1500 69th Av N, Brooklyn Center	Audit Locates
145787318	NPV	Shallow Piping	424 Harvard St SE, Minneapolis	Open
154607818	NPV	Locating Underground Facilities	3830 9th Av, Anoka	Audit Locates
145786518	NPV	Locating Underground Facilities	49 1/2 St W & Halifax Av S, Edina	Audit Locates
154611581	RSI	Locating Underground Facilities		Audit Locates
154616370	NPV	2018 Pipeline Excavation Damage & Pipeline Damage Prevention		Develop Locate Audit Program
145797581	WL	Pipeline Failure - Accidentally Caused by Operator	62nd St W & Brookview Av, Edina	Enhanced Procedures - Added Notes to Design Drawings
154616418	NPV	Locating Underground Facilities	Bass Lake Rd & Winnetka Av, New Hope	Audit Locates
154617793	NPV	Locating Underground Facilities	58th Av N & Yukon Av N, New Hope	Audit Locates
154633054	NPV	Locating Underground Facilities	13871 Raven St NW, Andover	Performance Managed Locator
154634054	NPV	Locating Underground Facilities	Evan Av, Elk River	Audit Locates
154627184	NPV	Locating Underground Facilities	66th St & Emerson, Richfield	Audit Locates
154625179	NPV	Locating Underground Facilities	1830 Radisson Rd NE, Blaine	Audit Locates
154630193	NPV	Locating Underground Facilities	2811 Fairview Ln, Wayzata	Audit Locates
154642581	WL	Emergency Plans	13302 Ellice Ct, Apple Valley	No Violation
154610984	NPV/WL	Pipeline Failure - Accidentally Caused by Operator	Ihlen, MN	Painted Valve Red and Updated Training
154634679	NPV	Locating Underground Facilities	Chandler Dr NE & 37th Av NE, St. Anthony	Institute Audit Program
154642096	NPV	Locating Underground Facilities	5001 & 5025 Brooklyn Blvd, Brooklyn Center	Audit Locates
154641796	NPV	Locating Underground Facilities	701 S Kniss Av, Luverne	Rejected Violation/Fine
154642693	NPV	Emergency Excavation Notices	Kenrick Av & 173rd St W, Lakeville	Wrong Start Time on Locate; Train Locators
154636693	WL	Locating Underground Facilities	1884 Universal Dr N, Baxter	Map Corrected
154646693	NPV	Locating Underground Facilities	1259 Como Av, Minneapolis	Map Corrected
152004085	NPV	Locating Underground Facilities	201 Linden Cir, Waconia	Performance Managed Locator & Damage Prevention Alert
154649084	NPV	Locating Underground Facilities	2900 CR 10, Brooklyn Center	Damage Prevention Alert Issued
154642781	WL	Locating Underground Facilities	101 W Main St, Anoka	Audit Locates
154637193	NPV	Locating Underground Facilities	11616 Zane Cir N, Champlin	Audit Locates

CenterPoint Energy
2018 Service Quality Report

2018 Emergency Gas Response Time

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Calls Responded to in one hour or less													
Metro	4,411	2,745	2,421	2,576	2,710	2,371	2,381	2,585	2,735	3,623	3,279	2,871	34,708
Outstate	453	292	261	249	301	244	230	290	285	418	327	304	3,654
Combined	4,864	3,037	2,682	2,825	3,011	2,615	2,611	2,875	3,020	4,041	3,606	3,175	38,362
Calls Responded to in over one hour													
Metro	338	185	113	171	189	163	156	219	357	387	320	220	2,818
Outstate	81	56	33	34	53	35	29	45	49	88	53	59	615
Combined	419	241	146	205	242	198	185	264	406	475	373	279	3,433
Total Calls													
Metro	4,749	2,930	2,534	2,747	2,899	2,534	2,537	2,804	3,092	4,010	3,599	3,091	37,526
Outstate	534	348	294	283	354	279	259	335	334	506	380	363	4,269
Combined	5,283	3,278	2,828	3,030	3,253	2,813	2,796	3,139	3,426	4,516	3,979	3,454	41,795
Percent Responded to in one hour or less													
Metro	92.88%	93.69%	95.54%	93.78%	93.48%	93.57%	93.85%	92.19%	88.45%	90.35%	91.11%	92.88%	92.49%
Outstate	84.83%	83.91%	88.78%	87.99%	85.03%	87.46%	88.80%	86.57%	85.33%	82.61%	86.05%	83.75%	85.59%
Combined	92.07%	92.65%	94.84%	93.23%	92.56%	92.96%	93.38%	91.59%	88.15%	89.48%	90.63%	91.92%	91.79%
Percent Responded to in over one hour													
Metro	7.12%	6.31%	4.46%	6.22%	6.52%	6.43%	6.15%	7.81%	11.55%	9.65%	8.89%	7.12%	7.51%
Outstate	15.17%	16.09%	11.22%	12.01%	14.97%	12.54%	11.20%	13.43%	14.67%	17.39%	13.95%	16.25%	14.41%
Combined	7.93%	7.35%	5.16%	6.77%	7.44%	7.04%	6.62%	8.41%	11.85%	10.52%	9.37%	8.08%	8.21%
Average number of minutes to respond to an emergency													
Metro	32.8	31.5	29.6	30.8	31.3	31.2	31.7	32.7	37.2	34.7	34.4	32.8	32.7
Outstate	37.3	37.7	34.4	36.2	36.1	34.5	33.0	32.7	37.4	37.8	35.6	38.5	36.2
Combined	33.2	32.1	30.1	31.3	31.8	31.5	31.9	32.7	37.2	35.1	34.5	33.4	33.1

3 Year Average Calculations (2015 - 2017)

% of Calls Responded to in < 1 Hour (Metro)

Year 2015	93.42%
Year 2016	90.99%
Year 2017	93.93%
3 Year Avg	92.78%

Avg Time to Respond - Metro (in minutes)

Year 2015	31.7
Year 2016	34.8
Year 2017	31.8
3 Year Avg	32.8

% of Calls Responded to in > 1 Hour (Outstate)

Year 2015	17.46%
Year 2016	17.99%
Year 2017	14.66%
3 Year Avg	16.71%

% of Calls Responded to in > 1 Hour (Metro)

Year 2015	6.58%
Year 2016	9.01%
Year 2017	6.07%
3 Year Avg	7.22%

% of Calls Responded to in < 1 Hour (Outstate)

Year 2015	82.54%
Year 2016	82.01%
Year 2017	85.34%
3 Year Avg	83.29%

Avg Time to Respond - Outstate (in minutes)

Year 2015	38.6
Year 2016	39.3
Year 2017	36.0
3 Year Avg	38.0

Minnesota Office of Pipeline Safety Emergency Response Reporting Form 2018

Reporting Company: CenterPoint Energy

Circle Reporting Period:

Contact Person: Bryan Bruley

January

February

March

April

May

June

July

August

September

October

November

December

Phone: 612-321-4922

Email Address: bryan.bruley@centerpointenergy.com

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	2,700	346	-	-	-
> 10 min. to 20 min.	1,437	898	2	-	-
> 20 min. to 40 min.	876	2,584	4	6	2
> 40 min. to 60 min.	186	1,036	12	8	4
> 60 min. to 80 min.	48	304	19	7	10
> 80 min. to 100 min.	20	84	29	14	8
> 100 min. to 120 min	14	26	36	20	17
> 2 hrs to 3 hrs	2	4	117	84	86
> 3 hrs to 4 hrs	-	1	3	48	52
> 4 hrs to 6 hrs	-	-	3	26	28
> 6 hrs to 8 hrs	-	-	-	10	15
> 8 hrs	-	-	-	2	3
Total	5,283	5,283	225	225	225

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

Dispatch - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

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Send report within 30 days of the end of the reporting period to:

Mail to:
Minnesota Office of Pipeline Safety
444 Cedar St, Suite 147
St. Paul MN 55101- 5147

Email: andy.voyer@state.mn.us
or Fax: 651-296-9641

For more information call 651-296-9636

Minnesota Office of Pipeline Safety Emergency Response Reporting Form 2018

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: bryan.bruley@centerpointenergy.com

Circle Reporting Period:

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,840	267	-	-	-
> 10 min. to 20 min.	789	562	2	-	-
> 20 min. to 40 min.	508	1,593	3	3	1
> 40 min. to 60 min.	93	615	7	4	3
> 60 min. to 80 min.	31	169	12	9	5
> 80 min. to 100 min.	11	52	14	3	2
> 100 min. to 120 min	5	18	29	6	6
> 2 hrs to 3 hrs	1	2	72	60	60
> 3 hrs to 4 hrs	-	-	1	30	32
> 4 hrs to 6 hrs	-	-	1	20	23
> 6 hrs to 8 hrs	-	-	-	4	6
> 8 hrs	-	-	-	2	3
Total	3,278	3,278	141	141	141

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Minnesota Office of Pipeline Safety

Emergency Response Reporting Form 2018

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: bryan.bruley@centerpointenergy.com

Circle Reporting Period:

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,759	210	2	1	-
> 10 min. to 20 min.	625	620	2	1	1
> 20 min. to 40 min.	357	1,373	3	1	-
> 40 min. to 60 min.	58	479	4	4	1
> 60 min. to 80 min.	17	103	13	4	3
> 80 min. to 100 min.	7	35	13	9	6
> 100 min. to 120 min	5	8	18	10	5
> 2 hrs to 3 hrs	-	-	56	39	39
> 3 hrs to 4 hrs	-	-	1	18	19
> 4 hrs to 6 hrs	-	-	1	18	26
> 6 hrs to 8 hrs	-	-	-	8	12
> 8 hrs	-	-	-	-	1
Total	2,828	2,828	113	113	113

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Minnesota Office of Pipeline Safety

Emergency Response Reporting Form 2018

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Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: bryan.bruley@centerpointenergy.com

Circle Reporting Period:

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,784	239	-	-	-
> 10 min. to 20 min.	688	610	4	-	-
> 20 min. to 40 min.	433	1,467	4	5	1
> 40 min. to 60 min.	81	509	11	5	1
> 60 min. to 80 min.	27	139	6	6	3
> 80 min. to 100 min.	8	45	15	7	5
> 100 min. to 120 min	5	14	20	8	6
> 2 hrs to 3 hrs	4	7	56	37	37
> 3 hrs to 4 hrs	-	-	3	26	33
> 4 hrs to 6 hrs	-	-	1	15	16
> 6 hrs to 8 hrs	-	-	-	5	10
> 8 hrs	-	-	-	6	8
Total	3,030	3,030	120	120	120

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January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,949	293	1	-	-
> 10 min. to 20 min.	713	645	4	3	-
> 20 min. to 40 min.	423	1,467	13	15	2
> 40 min. to 60 min.	105	606	9	7	-
> 60 min. to 80 min.	38	161	17	12	7
> 80 min. to 100 min.	11	53	26	15	7
> 100 min. to 120 min	10	23	28	8	10
> 2 hrs to 3 hrs	2	3	110	59	59
> 3 hrs to 4 hrs	2	2	3	45	66
> 4 hrs to 6 hrs	-	-	-	36	43
> 6 hrs to 8 hrs	-	-	-	9	14
> 8 hrs	-	-	-	2	3
Total	3,253	3,253	211	211	211

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Minnesota Office of Pipeline Safety

Emergency Response Reporting Form 2018

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Phone: 612-321-4922

Email Address: bryan.bruley@centerpointenergy.com

Circle Reporting Period:

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,612	203	1	1	-
> 10 min. to 20 min.	662	581	6	1	-
> 20 min. to 40 min.	402	1,335	19	14	2
> 40 min. to 60 min.	87	496	12	11	3
> 60 min. to 80 min.	26	142	30	10	3
> 80 min. to 100 min.	14	39	28	11	11
> 100 min. to 120 min	10	17	39	11	9
> 2 hrs to 3 hrs	-	-	21	46	60
> 3 hrs to 4 hrs	-	-	3	26	32
> 4 hrs to 6 hrs	-	-	-	23	31
> 6 hrs to 8 hrs	-	-	-	5	7
> 8 hrs	-	-	-	-	1
Total	2,813	2,813	159	159	159

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

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For more information call 651-296-9636	

Minnesota Office of Pipeline Safety

Emergency Response Reporting Form 2018

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: bryan.bruley@centerpointenergy.com

Circle Reporting Period:

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,564	221	-	-	-
> 10 min. to 20 min.	682	497	4	4	-
> 20 min. to 40 min.	428	1,349	11	15	-
> 40 min. to 60 min.	96	544	13	9	2
> 60 min. to 80 min.	20	139	20	7	4
> 80 min. to 100 min.	4	39	18	10	9
> 100 min. to 120 min	2	7	33	21	16
> 2 hrs to 3 hrs	-	-	57	33	45
> 3 hrs to 4 hrs	-	-	1	25	34
> 4 hrs to 6 hrs	-	-	-	25	33
> 6 hrs to 8 hrs	-	-	-	7	9
> 8 hrs	-	-	-	1	5
Total	2,796	2,796	157	157	157

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

Dispatch - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

Response -Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

Repair Crew - Time interval - If the first response person is not able to shut off the gas and/or repair the facility, additional help by a "repair crew" may be required. The repair crew interval is the cumulative time from the initial notification through the commute to the arrival time at the incident location.

Gas shut off - Time interval - The gas shut off interval is the cumulative time from the initial notification to the time the gas is shut off. The gas shut off time for small leaks that get scheduled for repair are not included in this report.

Line repaired - Time interval - The line repaired interval is the cumulative time from the initial notification to the time the gas line is repaired, purged and repressurized, so relight(s) can begin. The line repaired time for small leaks that get scheduled for repair are not included in this report.

Send report within 30 days of the end of the reporting period to:

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Minnesota Office of Pipeline Safety

Emergency Response Reporting Form 2018

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: bryan.bruley@centerpointenergy.com

Circle Reporting Period:

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,752	246	1	-	-
> 10 min. to 20 min.	775	553	5	5	-
> 20 min. to 40 min.	460	1,503	14	11	1
> 40 min. to 60 min.	99	573	11	17	5
> 60 min. to 80 min.	24	186	20	12	2
> 80 min. to 100 min.	13	45	20	14	8
> 100 min. to 120 min	15	29	40	14	13
> 2 hrs to 3 hrs	-	3	111	73	80
> 3 hrs to 4 hrs	1	1	4	41	60
> 4 hrs to 6 hrs	-	-	-	34	45
> 6 hrs to 8 hrs	-	-	-	3	9
> 8 hrs	-	-	-	2	3
Total	3,139	3,139	226	226	226

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

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Minnesota Office of Pipeline Safety

Emergency Response Reporting Form 2018

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: bryan.bruley@centerpointenergy.com

Circle Reporting Period:

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,613	251	1	3	-
> 10 min. to 20 min.	866	538	3	-	-
> 20 min. to 40 min.	652	1,509	11	11	1
> 40 min. to 60 min.	147	722	20	8	3
> 60 min. to 80 min.	60	232	14	13	2
> 80 min. to 100 min.	36	88	24	14	7
> 100 min. to 120 min	16	43	39	12	10
> 2 hrs to 3 hrs	29	27	92	59	59
> 3 hrs to 4 hrs	7	16	7	40	51
> 4 hrs to 6 hrs	-	-	2	40	60
> 6 hrs to 8 hrs	-	-	-	9	14
> 8 hrs	-	-	-	4	6
Total	3,426	3,426	213	213	213

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

Dispatch - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

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Minnesota Office of Pipeline Safety

Emergency Response Reporting Form 2018

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: bryan.bruley@centerpointenergy.com

Circle Reporting Period:

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	2,063	321	2	1	-
> 10 min. to 20 min.	1,179	706	3	7	-
> 20 min. to 40 min.	939	2,062	16	8	3
> 40 min. to 60 min.	233	952	23	18	6
> 60 min. to 80 min.	69	330	25	11	4
> 80 min. to 100 min.	25	104	34	15	14
> 100 min. to 120 min	6	27	41	24	17
> 2 hrs to 3 hrs	1	13	135	80	79
> 3 hrs to 4 hrs	-	-	8	65	83
> 4 hrs to 6 hrs	1	1	6	44	58
> 6 hrs to 8 hrs	-	-	-	15	23
> 8 hrs	-	-	-	5	6
Total	4,516	4,516	293	293	293

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

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Minnesota Office of Pipeline Safety

Emergency Response Reporting Form 2018

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Contact Person: Bryan Bruley

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Email Address: bryan.bruley@centerpointenergy.com

Circle Reporting Period:

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,834	279	-	-	-
> 10 min. to 20 min.	1,109	595	6	2	1
> 20 min. to 40 min.	751	1,946	15	7	3
> 40 min. to 60 min.	188	786	6	6	2
> 60 min. to 80 min.	49	246	10	9	3
> 80 min. to 100 min.	25	76	27	10	6
> 100 min. to 120 min	13	38	28	14	12
> 2 hrs to 3 hrs	10	10	121	67	68
> 3 hrs to 4 hrs	-	3	2	54	66
> 4 hrs to 6 hrs	-	-	2	37	37
> 6 hrs to 8 hrs	-	-	-	9	14
> 8 hrs	-	-	-	2	5
Total	3,979	3,979	217	217	217

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

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January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,705	249	1	4	-
> 10 min. to 20 min.	939	571	6	1	1
> 20 min. to 40 min.	627	1,654	9	5	2
> 40 min. to 60 min.	129	701	8	10	7
> 60 min. to 80 min.	32	207	12	9	5
> 80 min. to 100 min.	13	43	15	6	5
> 100 min. to 120 min	8	21	28	10	8
> 2 hrs to 3 hrs	1	8	80	43	46
> 3 hrs to 4 hrs	-	-	4	36	42
> 4 hrs to 6 hrs	-	-	2	31	36
> 6 hrs to 8 hrs	-	-	-	7	10
> 8 hrs	-	-	-	3	3
Total	3,454	3,454	165	165	165

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

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**CenterPoint Energy
2018 Service Quality Report**

Customer Service Related Expenses ¹

	<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>	<u>Total</u>
Customer Service Related Expenses	2,231,640	2,159,011	3,776,908	2,645,551	2,578,541	3,262,946	2,427,653	2,839,687	2,496,301	2,631,293	2,293,263	3,313,087	32,655,881

⁽¹⁾ FERC accounts 901 and 903 plus payroll taxes and benefits.

3 Year Average Calculations (2015 - 2017)

Customer Service Expenses

Year 2015	\$34,111,598
Year 2016	\$30,520,581
Year 2017	\$30,178,171
3 Year Avg	\$31,603,450

CenterPoint Energy
2018 Service Quality Report
2018 Customer Requested Steel Service Relocations

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
2914963	87696653	REPLACE SERVICE LINE-PLASTIC, APPT: 10/1	3410 E 42ND ST	10/19/2018	Construction OH	MGC2	\$249.78
2914963	87696653	REPLACE SERVICE LINE-PLASTIC, APPT: 10/1	3410 E 42ND ST	10/19/2018	Restoration OH	MGC2	\$463.22
2914963	87696653	REPLACE SERVICE LINE-PLASTIC, APPT: 10/1	3410 E 42ND ST	10/19/2018	Stores Overhead	MGC2	\$32.90
2914963	87696653	REPLACE SERVICE LINE-PLASTIC, APPT: 10/1	3410 E 42ND ST	10/19/2018	Stores Overhead -Qty	MGC2	\$41.44
2914963	87696653	REPLACE SERVICE LINE-PLASTIC, APPT: 10/1	3410 E 42ND ST	10/19/2018	Un labor-ST-IntAlloc	MGC2	\$1,614.79
2914963	87696653	REPLACE SERVICE LINE-PLASTIC, APPT: 10/1	3410 E 42ND ST	10/19/2018	Un Labor 1 1/2-IntAl	MGC2	\$300.39
2914963	87696653	REPLACE SERVICE LINE-PLASTIC, APPT: 10/1	3410 E 42ND ST	10/19/2018	Un labor-ST-IntAlloc	MGC2	\$216.29
2914963	87696653	REPLACE SERVICE LINE-PLASTIC, APPT: 10/1	3410 E 42ND ST	10/19/2018	M&S-Inventory Issued	MGC2	\$438.66
2914963	87696653	REPLACE SERVICE LINE-PLASTIC, APPT: 10/1	3410 E 42ND ST	10/19/2018	Billable Cntrctd Lbr	MGC2	\$307.77
2914963	87698419	MI REPLACE METER & SET - OTHER	3410 E 42ND ST	10/11/2018	Construction OH	MGS2	\$35.72
2914963	87698419	MI REPLACE METER & SET - OTHER	3410 E 42ND ST	10/11/2018	Stores Overhead	MGS2	\$14.41
2914963	87698419	MI REPLACE METER & SET - OTHER	3410 E 42ND ST	10/11/2018	Stores Overhead -Qty	MGS2	\$0.56
2914963	87698419	MI REPLACE METER & SET - OTHER	3410 E 42ND ST	10/11/2018	Fleet Pool Vehicles	MGS2	\$13.78
2914963	87698419	MI REPLACE METER & SET - OTHER	3410 E 42ND ST	10/11/2018	Un labor-ST-IntAlloc	MGS2	\$0.00
2914963	87698419	MI REPLACE METER & SET - OTHER	3410 E 42ND ST	10/11/2018	Un labor-ST-IntAlloc	MGS2	\$93.05
2914963	87698419	MI REPLACE METER & SET - OTHER	3410 E 42ND ST	10/11/2018	Un Labor 1 1/2-IntAl	MGS2	\$43.26
2914963	87698419	MI REPLACE METER & SET - OTHER	3410 E 42ND ST	10/11/2018	M&S-Inventory Issued	MGS2	\$192.14
2914963 Total							\$4,058.16
2956440	85378093	REPLACE SERVICE LINE-PLASTIC - WS	3500 CANNON ST	4/26/2018	Construction OH	MGC2	\$498.26
2956440	85378093	REPLACE SERVICE LINE-PLASTIC - WS	3500 CANNON ST	4/26/2018	Restoration OH	MGC2	\$816.20
2956440	85378093	REPLACE SERVICE LINE-PLASTIC - WS	3500 CANNON ST	4/26/2018	Stores Overhead	MGC2	\$29.08
2956440	85378093	REPLACE SERVICE LINE-PLASTIC - WS	3500 CANNON ST	4/26/2018	Stores Overhead -Qty	MGC2	\$22.96
2956440	85378093	REPLACE SERVICE LINE-PLASTIC - WS	3500 CANNON ST	4/26/2018	Fleet Pool Vehicles	MGC2	\$37.06
2956440	85378093	REPLACE SERVICE LINE-PLASTIC - WS	3500 CANNON ST	4/26/2018	Un labor-ST-IntAlloc	MGC2	\$2,879.85
2956440	85378093	REPLACE SERVICE LINE-PLASTIC - WS	3500 CANNON ST	4/26/2018	Un Labor 1 1/2-IntAl	MGC2	\$189.88
2956440	85378093	REPLACE SERVICE LINE-PLASTIC - WS	3500 CANNON ST	4/26/2018	Un labor-ST-IntAlloc	MGC2	\$169.15
2956440	85378093	REPLACE SERVICE LINE-PLASTIC - WS	3500 CANNON ST	4/26/2018	M&S-Inventory Issued	MGC2	\$387.74
2956440	85378214	MOVE METER IN-TO-OUT - WS	3500 CANNON ST	4/25/2018	Construction OH	MGS2	\$12.30
2956440	85378214	MOVE METER IN-TO-OUT - WS	3500 CANNON ST	4/25/2018	Stores Overhead	MGS2	\$0.00
2956440	85378214	MOVE METER IN-TO-OUT - WS	3500 CANNON ST	4/25/2018	Stores Overhead -Qty	MGS2	\$0.00
2956440	85378214	MOVE METER IN-TO-OUT - WS	3500 CANNON ST	4/25/2018	Fleet Pool Vehicles	MGS2	\$10.25
2956440	85378214	MOVE METER IN-TO-OUT - WS	3500 CANNON ST	4/25/2018	Un labor-ST-IntAlloc	MGS2	\$73.85

CenterPoint Energy
2018 Service Quality Report
2018 Customer Requested Steel Service Relocations

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
2956440	85378214	MOVE METER IN-TO-OUT - WS	3500 CANNON ST	4/25/2018	Un labor-ST-IntAlloc	MGS2	\$6.29
2956440	85378214	MOVE METER IN-TO-OUT - WS	3500 CANNON ST	4/25/2018	M&S-Inventory Issued	MGS2	\$0.00
2956440	85378421	REPLACE METER - OTHER - WS	3500 CANNON ST	4/25/2018	Stores Overhead	MGS1	\$0.01
2956440	85378421	REPLACE METER - OTHER - WS	3500 CANNON ST	4/25/2018	Stores Overhead -Qty	MGS1	\$0.56
2956440	85378421	REPLACE METER - OTHER - WS	3500 CANNON ST	4/25/2018	Un labor-ST-IntAlloc	MGS1	\$360.08
2956440	85378421	REPLACE METER - OTHER - WS	3500 CANNON ST	4/25/2018	M&S-Inventory Issued	MGS1	\$0.13
2956440 Total							\$5,493.65
2985238	87975110	REPLACE SERVICE LINE - PLASTIC	1130 WESTVIEW DR	11/1/2018	Construction OH	MGC2	\$115.48
2985238	87975110	REPLACE SERVICE LINE - PLASTIC	1130 WESTVIEW DR	11/1/2018	Restoration OH	MGC2	\$218.35
2985238	87975110	REPLACE SERVICE LINE - PLASTIC	1130 WESTVIEW DR	11/1/2018	Stores Overhead	MGC2	\$7.88
2985238	87975110	REPLACE SERVICE LINE - PLASTIC	1130 WESTVIEW DR	11/1/2018	Stores Overhead -Qty	MGC2	\$25.20
2985238	87975110	REPLACE SERVICE LINE - PLASTIC	1130 WESTVIEW DR	11/1/2018	Un labor-ST-IntAlloc	MGC2	\$1,772.10
2985238	87975110	REPLACE SERVICE LINE - PLASTIC	1130 WESTVIEW DR	11/1/2018	Un Labor 1 1/2-IntAl	MGC2	\$47.47
2985238	87975110	REPLACE SERVICE LINE - PLASTIC	1130 WESTVIEW DR	11/1/2018	M&S-Inventory Issued	MGC2	\$105.07
2985238	87975110	REPLACE SERVICE LINE - PLASTIC	1130 WESTVIEW DR	11/1/2018	Cont in Aid of Const	MGC2	-\$325.00
2985238 Total							\$1,966.55
2992229	87840854	REPLACE SERVICE LINE - PLASTIC	2524 OLD BRIDGE LN	10/24/2018	Construction OH	MGC2	\$170.51
2992229	87840854	REPLACE SERVICE LINE - PLASTIC	2524 OLD BRIDGE LN	10/24/2018	Restoration OH	MGC2	\$349.39
2992229	87840854	REPLACE SERVICE LINE - PLASTIC	2524 OLD BRIDGE LN	10/24/2018	Stores Overhead	MGC2	\$11.08
2992229	87840854	REPLACE SERVICE LINE - PLASTIC	2524 OLD BRIDGE LN	10/24/2018	Stores Overhead -Qty	MGC2	\$72.80
2992229	87840854	REPLACE SERVICE LINE - PLASTIC	2524 OLD BRIDGE LN	10/24/2018	Un labor-ST-IntAlloc	MGC2	\$1,746.94
2992229	87840854	REPLACE SERVICE LINE - PLASTIC	2524 OLD BRIDGE LN	10/24/2018	M&S-Inventory Issued	MGC2	\$147.67
2992229	87840854	REPLACE SERVICE LINE - PLASTIC	2524 OLD BRIDGE LN	10/24/2018	Cont in Aid of Const	MGC2	-\$475.00
2992229	88209515	REPLACE METER & SET - OTHER	2524 OLD BRIDGE LN	11/15/2018	Construction OH	MGS2	\$19.12
2992229	88209515	REPLACE METER & SET - OTHER	2524 OLD BRIDGE LN	11/15/2018	Stores Overhead	MGS2	\$6.69
2992229	88209515	REPLACE METER & SET - OTHER	2524 OLD BRIDGE LN	11/15/2018	Stores Overhead -Qty	MGS2	\$0.28
2992229	88209515	REPLACE METER & SET - OTHER	2524 OLD BRIDGE LN	11/15/2018	Un labor-ST-IntAlloc	MGS2	\$229.58
2992229	88209515	REPLACE METER & SET - OTHER	2524 OLD BRIDGE LN	11/15/2018	Un labor-ST-IntAlloc	MGS2	\$0.00
2992229	88209515	REPLACE METER & SET - OTHER	2524 OLD BRIDGE LN	11/15/2018	M&S-Inventory Issued	MGS2	\$89.14
2992229 Total							\$2,368.20
3002487	86540028	REPLACE SERVICE LINE - PLASTIC	510 W 76TH ST	6/13/2018	Construction OH	MGC2	\$179.05
3002487	86540028	REPLACE SERVICE LINE - PLASTIC	510 W 76TH ST	6/13/2018	Restoration OH	MGC2	\$313.23
3002487	86540028	REPLACE SERVICE LINE - PLASTIC	510 W 76TH ST	6/13/2018	Stores Overhead	MGC2	\$5.52
3002487	86540028	REPLACE SERVICE LINE - PLASTIC	510 W 76TH ST	6/13/2018	Stores Overhead -Qty	MGC2	\$31.64
3002487	86540028	REPLACE SERVICE LINE - PLASTIC	510 W 76TH ST	6/13/2018	Un labor-ST-IntAlloc	MGC2	\$1,242.96

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3002487	86540028	REPLACE SERVICE LINE - PLASTIC	510 W 76TH ST	6/13/2018	M&S-Inventory Issued	MGC2	\$73.56
3002487	86540028	REPLACE SERVICE LINE - PLASTIC	510 W 76TH ST	6/13/2018	Cont in Aid of Const	MGC2	-\$475.00
3002487	86607803	REPLACE SM VOL GAS METER & SET	510 W 76TH ST	6/13/2018	Construction OH	MGS2	\$23.47
3002487	86607803	REPLACE SM VOL GAS METER & SET	510 W 76TH ST	6/13/2018	Stores Overhead	MGS2	\$3.56
3002487	86607803	REPLACE SM VOL GAS METER & SET	510 W 76TH ST	6/13/2018	Stores Overhead -Qty	MGS2	\$0.56
3002487	86607803	REPLACE SM VOL GAS METER & SET	510 W 76TH ST	6/13/2018	Un labor-ST-IntAlloc	MGS2	\$125.01
3002487	86607803	REPLACE SM VOL GAS METER & SET	510 W 76TH ST	6/13/2018	M&S-Inventory Issued	MGS2	\$47.53
3002487 Total							\$1,571.09
3009000	87725983	REPLACE SERVICE LINE - PLASTIC	7607 HURON AVE	10/11/2018	Construction OH	MGC2	\$125.66
3009000	87725983	REPLACE SERVICE LINE - PLASTIC	7607 HURON AVE	10/11/2018	Restoration OH	MGC2	\$258.82
3009000	87725983	REPLACE SERVICE LINE - PLASTIC	7607 HURON AVE	10/11/2018	Stores Overhead	MGC2	\$7.66
3009000	87725983	REPLACE SERVICE LINE - PLASTIC	7607 HURON AVE	10/11/2018	Stores Overhead -Qty	MGC2	\$54.88
3009000	87725983	REPLACE SERVICE LINE - PLASTIC	7607 HURON AVE	10/11/2018	Un labor-ST-IntAlloc	MGC2	\$1,294.08
3009000	87725983	REPLACE SERVICE LINE - PLASTIC	7607 HURON AVE	10/11/2018	M&S-Inventory Issued	MGC2	\$102.13
3009000	87864293	REPLACE SM VOL GAS METER & SET	7607 HURON AVE	10/11/2018	Construction OH	MGS2	\$25.34
3009000	87864293	REPLACE SM VOL GAS METER & SET	7607 HURON AVE	10/11/2018	Stores Overhead	MGS2	\$4.96
3009000	87864293	REPLACE SM VOL GAS METER & SET	7607 HURON AVE	10/11/2018	Stores Overhead -Qty	MGS2	\$2.52
3009000	87864293	REPLACE SM VOL GAS METER & SET	7607 HURON AVE	10/11/2018	Un labor-ST-IntAlloc	MGS2	\$215.42
3009000	87864293	REPLACE SM VOL GAS METER & SET	7607 HURON AVE	10/11/2018	M&S-Inventory Issued	MGS2	\$66.16
3009000 Total							\$2,157.63
3009067	86259802	XREPLACE SERVICE LINE-PLASTIC - WS	521 W 78TH ST	5/31/2018	Construction OH	MGC2	\$576.85
3009067	86259802	XREPLACE SERVICE LINE-PLASTIC - WS	521 W 78TH ST	5/31/2018	Restoration OH	MGC2	\$942.85
3009067	86259802	XREPLACE SERVICE LINE-PLASTIC - WS	521 W 78TH ST	5/31/2018	Stores Overhead	MGC2	\$31.13
3009067	86259802	XREPLACE SERVICE LINE-PLASTIC - WS	521 W 78TH ST	5/31/2018	Stores Overhead -Qty	MGC2	\$114.52
3009067	86259802	XREPLACE SERVICE LINE-PLASTIC - WS	521 W 78TH ST	5/31/2018	Un labor-ST-IntAlloc	MGC2	\$300.58
3009067	86259802	XREPLACE SERVICE LINE-PLASTIC - WS	521 W 78TH ST	5/31/2018	Un labor-ST-IntAlloc	MGC2	\$1,195.03
3009067	86259802	XREPLACE SERVICE LINE-PLASTIC - WS	521 W 78TH ST	5/31/2018	Un Labor 1 1/2-IntAl	MGC2	\$715.84
3009067	86259802	XREPLACE SERVICE LINE-PLASTIC - WS	521 W 78TH ST	5/31/2018	M&S-Inventory Issued	MGC2	\$415.03
3009067	86259802	XREPLACE SERVICE LINE-PLASTIC - WS	521 W 78TH ST	5/31/2018	Billable Cntrctd Lbr	MGC2	\$1,530.00
3009067	86259802	XREPLACE SERVICE LINE-PLASTIC - WS	521 W 78TH ST	5/31/2018	Rep & Maint-Vehicles	MGC2	\$85.09
3009067 Total							\$5,906.92
3029748	86162413	REPLACE SERVICE LINE - PLASTIC	647 QUINNELL AVE N	5/21/2018	Construction OH	MGC2	\$287.33
3029748	86162413	REPLACE SERVICE LINE - PLASTIC	647 QUINNELL AVE N	5/21/2018	Restoration OH	MGC2	\$516.07
3029748	86162413	REPLACE SERVICE LINE - PLASTIC	647 QUINNELL AVE N	5/21/2018	Stores Overhead	MGC2	\$4.86
3029748	86162413	REPLACE SERVICE LINE - PLASTIC	647 QUINNELL AVE N	5/21/2018	Stores Overhead -Qty	MGC2	\$61.32

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3029748	86162413	REPLACE SERVICE LINE - PLASTIC	647 QUINNELL AVE N	5/21/2018	Un labor-ST-IntAlloc	MGC2	\$1,952.94
3029748	86162413	REPLACE SERVICE LINE - PLASTIC	647 QUINNELL AVE N	5/21/2018	Un Labor 1 1/2-IntAl	MGC2	\$94.94
3029748	86162413	REPLACE SERVICE LINE - PLASTIC	647 QUINNELL AVE N	5/21/2018	M&S-Inventory Issued	MGC2	\$64.84
3029748	86338385	RAISE/LOWER SMALL VOLUME METER	647 QUINNELL AVE N	5/22/2018	Stores Overhead	MGS1	\$1.40
3029748	86338385	RAISE/LOWER SMALL VOLUME METER	647 QUINNELL AVE N	5/22/2018	Stores Overhead -Qty	MGS1	\$0.56
3029748	86338385	RAISE/LOWER SMALL VOLUME METER	647 QUINNELL AVE N	5/22/2018	Un labor-ST-IntAlloc	MGS1	\$39.32
3029748	86338385	RAISE/LOWER SMALL VOLUME METER	647 QUINNELL AVE N	5/22/2018	M&S-Inventory Issued	MGS1	\$18.66
3029748 Total							\$3,042.24
3049371	87495035	REPLACE SERVICE LINE - PLASTIC	404 WOOD ST N	9/12/2018	Construction OH	MGC2	\$519.06
3049371	87495035	REPLACE SERVICE LINE - PLASTIC	404 WOOD ST N	9/12/2018	Restoration OH	MGC2	\$940.92
3049371	87495035	REPLACE SERVICE LINE - PLASTIC	404 WOOD ST N	9/12/2018	Stores Overhead	MGC2	\$6.21
3049371	87495035	REPLACE SERVICE LINE - PLASTIC	404 WOOD ST N	9/12/2018	Stores Overhead -Qty	MGC2	\$44.52
3049371	87495035	REPLACE SERVICE LINE - PLASTIC	404 WOOD ST N	9/12/2018	Un labor-ST-IntAlloc	MGC2	\$3,591.38
3049371	87495035	REPLACE SERVICE LINE - PLASTIC	404 WOOD ST N	9/12/2018	Un Labor 1 1/2-IntAl	MGC2	\$142.41
3049371	87495035	REPLACE SERVICE LINE - PLASTIC	404 WOOD ST N	9/12/2018	M&S-Inventory Issued	MGC2	\$82.83
3049371	87495035	REPLACE SERVICE LINE - PLASTIC	404 WOOD ST N	9/12/2018	Cont in Aid of Const	MGC2	-\$550.00
3049371	87570284	REPLACE SM VOL GAS METER & SET	404 WOOD ST N	9/12/2018	Construction OH	MGS2	\$33.74
3049371	87570284	REPLACE SM VOL GAS METER & SET	404 WOOD ST N	9/12/2018	Stores Overhead	MGS2	\$17.43
3049371	87570284	REPLACE SM VOL GAS METER & SET	404 WOOD ST N	9/12/2018	Stores Overhead -Qty	MGS2	\$1.40
3049371	87570284	REPLACE SM VOL GAS METER & SET	404 WOOD ST N	9/12/2018	Un labor-ST-IntAlloc	MGS2	\$15.72
3049371	87570284	REPLACE SM VOL GAS METER & SET	404 WOOD ST N	9/12/2018	M&S-Inventory Issued	MGS2	\$232.37
3049371 Total							\$5,077.99
3204859	84686762	REPLACE SERVICE LINE-PLASTIC	3922 W 50TH ST	5/30/2018	Construction OH	MGC2	\$1,038.79
3204859	84686762	REPLACE SERVICE LINE-PLASTIC	3922 W 50TH ST	5/30/2018	Restoration OH	MGC2	\$1,754.52
3204859	84686762	REPLACE SERVICE LINE-PLASTIC	3922 W 50TH ST	5/30/2018	Stores Overhead	MGC2	\$50.68
3204859	84686762	REPLACE SERVICE LINE-PLASTIC	3922 W 50TH ST	5/30/2018	Stores Overhead -Qty	MGC2	\$25.76
3204859	84686762	REPLACE SERVICE LINE-PLASTIC	3922 W 50TH ST	5/30/2018	Un labor-ST-IntAlloc	MGC2	\$0.00
3204859	84686762	REPLACE SERVICE LINE-PLASTIC	3922 W 50TH ST	5/30/2018	M&S-Inventory Issued	MGC2	\$675.71
3204859	84686762	REPLACE SERVICE LINE-PLASTIC	3922 W 50TH ST	5/30/2018	Billable Cntrctd Lbr	MGC2	\$6,962.40
3204859	84686985	REPLACE METER - OTHER	3922 W 50TH ST	5/30/2018	Stores Overhead -Qty	MGS1	\$0.28
3204859	84686985	REPLACE METER - OTHER	3922 W 50TH ST	5/30/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
3204859	84686985	REPLACE METER - OTHER	3922 W 50TH ST	5/30/2018	M&S-Inventory Issued	MGS1	\$0.01
3204859 Total							\$10,508.15
3210067	86718285	REPLACE SERVICE LINE-PLASTIC - WS	13901 FAIRVIEW DR	9/27/2018	Construction OH	MGC2	\$1,241.80
3210067	86718285	REPLACE SERVICE LINE-PLASTIC - WS	13901 FAIRVIEW DR	9/27/2018	Restoration OH	MGC2	\$2,115.32

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3210067	86718285	REPLACE SERVICE LINE-PLASTIC - WS	13901 FAIRVIEW DR	9/27/2018	Stores Overhead	MGC2	\$55.26
3210067	86718285	REPLACE SERVICE LINE-PLASTIC - WS	13901 FAIRVIEW DR	9/27/2018	Stores Overhead -Qty	MGC2	\$334.88
3210067	86718285	REPLACE SERVICE LINE-PLASTIC - WS	13901 FAIRVIEW DR	9/27/2018	Un labor-ST-IntAlloc	MGC2	\$0.00
3210067	86718285	REPLACE SERVICE LINE-PLASTIC - WS	13901 FAIRVIEW DR	9/27/2018	M&S-Inventory Issued	MGC2	\$736.74
3210067	86718285	REPLACE SERVICE LINE-PLASTIC - WS	13901 FAIRVIEW DR	9/27/2018	Billable Cntrctd Lbr	MGC2	\$8,394.11
3210067	86718285	REPLACE SERVICE LINE-PLASTIC - WS	13901 FAIRVIEW DR	9/27/2018	Cont in Aid of Const	MGC2	-\$11,425.00
3210067 Total							\$1,453.11
3258065	85040307	REPLACE SERVICE LINE - PLASTIC	5430 GLENWOOD AVE	8/30/2018	Construction OH	MGC2	\$2,662.01
3258065	85040307	REPLACE SERVICE LINE - PLASTIC	5430 GLENWOOD AVE	8/30/2018	Restoration OH	MGC2	\$4,496.17
3258065	85040307	REPLACE SERVICE LINE - PLASTIC	5430 GLENWOOD AVE	8/30/2018	Stores Overhead	MGC2	\$129.87
3258065	85040307	REPLACE SERVICE LINE - PLASTIC	5430 GLENWOOD AVE	8/30/2018	Stores Overhead -Qty	MGC2	\$311.08
3258065	85040307	REPLACE SERVICE LINE - PLASTIC	5430 GLENWOOD AVE	8/30/2018	Un labor-ST-IntAlloc	MGC2	\$0.00
3258065	85040307	REPLACE SERVICE LINE - PLASTIC	5430 GLENWOOD AVE	8/30/2018	M&S-Inventory Issued	MGC2	\$1,731.65
3258065	85040307	REPLACE SERVICE LINE - PLASTIC	5430 GLENWOOD AVE	8/30/2018	Billable Cntrctd Lbr	MGC2	\$17,841.96
3258065	85040307	REPLACE SERVICE LINE - PLASTIC	5430 GLENWOOD AVE	8/30/2018	Cont in Aid of Const	MGC2	-\$17,800.00
3258065	86550462	CMNWM ABANDON SERVICE LINE - STEEL	5430 GLENWOOD AVE	6/15/2018	Construction OH	MGC2	\$251.60
3258065	86550462	CMNWM ABANDON SERVICE LINE - STEEL	5430 GLENWOOD AVE	6/15/2018	Restoration OH	MGC2	\$450.64
3258065	86550462	CMNWM ABANDON SERVICE LINE - STEEL	5430 GLENWOOD AVE	6/15/2018	Stores Overhead	MGC2	\$2.01
3258065	86550462	CMNWM ABANDON SERVICE LINE - STEEL	5430 GLENWOOD AVE	6/15/2018	Stores Overhead -Qty	MGC2	\$1.12
3258065	86550462	CMNWM ABANDON SERVICE LINE - STEEL	5430 GLENWOOD AVE	6/15/2018	Fleet Pool Vehicles	MGC2	\$35.00
3258065	86550462	CMNWM ABANDON SERVICE LINE - STEEL	5430 GLENWOOD AVE	6/15/2018	Un labor-ST-IntAlloc	MGC2	\$1,246.90
3258065	86550462	CMNWM ABANDON SERVICE LINE - STEEL	5430 GLENWOOD AVE	6/15/2018	Un labor-ST-IntAlloc	MGC2	\$462.15
3258065	86550462	CMNWM ABANDON SERVICE LINE - STEEL	5430 GLENWOOD AVE	6/15/2018	Un Labor 1 1/2-IntAl	MGC2	\$79.20
3258065	86550462	CMNWM ABANDON SERVICE LINE - STEEL	5430 GLENWOOD AVE	6/15/2018	M&S-Inventory Issued	MGC2	\$26.77
3258065 Total							\$11,928.13
3542577	87375587	REPLACE SERVICE LINE - PLASTIC	820 4TH ST NE	8/23/2018	Construction OH	MGC2	\$166.21
3542577	87375587	REPLACE SERVICE LINE - PLASTIC	820 4TH ST NE	8/23/2018	Restoration OH	MGC2	\$273.42
3542577	87375587	REPLACE SERVICE LINE - PLASTIC	820 4TH ST NE	8/23/2018	Stores Overhead	MGC2	\$6.74
3542577	87375587	REPLACE SERVICE LINE - PLASTIC	820 4TH ST NE	8/23/2018	Stores Overhead -Qty	MGC2	\$30.52
3542577	87375587	REPLACE SERVICE LINE - PLASTIC	820 4TH ST NE	8/23/2018	Fleet Pool Vehicles	MGC2	\$47.31
3542577	87375587	REPLACE SERVICE LINE - PLASTIC	820 4TH ST NE	8/23/2018	Un labor-ST-IntAlloc	MGC2	\$1,085.00
3542577	87375587	REPLACE SERVICE LINE - PLASTIC	820 4TH ST NE	8/23/2018	M&S-Inventory Issued	MGC2	\$89.83
3542577	87135520	RELOCATE SM VOL GAS METER & REPLACE SET	820 4TH ST NE	8/23/2018	Construction OH	MGS2	\$269.72
3542577	87135520	RELOCATE SM VOL GAS METER & REPLACE SET	820 4TH ST NE	8/23/2018	Stores Overhead	MGS2	\$3.48
3542577	87135520	RELOCATE SM VOL GAS METER & REPLACE SET	820 4TH ST NE	8/23/2018	Stores Overhead -Qty	MGS2	\$0.56

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3542577	87135520	RELOCATE SM VOL GAS METER & REPLACE SET	820 4TH ST NE	8/23/2018	Fleet Pool Vehicles	MGS2	\$141.66
3542577	87135520	RELOCATE SM VOL GAS METER & REPLACE SET	820 4TH ST NE	8/23/2018	Un labor-ST-IntAlloc	MGS2	\$1,795.18
3542577	87135520	RELOCATE SM VOL GAS METER & REPLACE SET	820 4TH ST NE	8/23/2018	M&S-Inventory Issued	MGS2	\$46.38
3542577	87135520	RELOCATE SM VOL GAS METER & REPLACE SET	820 4TH ST NE	8/23/2018	Cont in Aid of Const	MGS2	-\$485.00
3542577 Total							\$3,471.01
3544243	87078342	REPLACE SERVICE LINE - PLASTIC 89R	1610 S 4TH ST	11/6/2018	Construction OH	MGC2	\$220.11
3544243	87078342	REPLACE SERVICE LINE - PLASTIC 89R	1610 S 4TH ST	11/6/2018	Restoration OH	MGC2	\$427.78
3544243	87078342	REPLACE SERVICE LINE - PLASTIC 89R	1610 S 4TH ST	11/6/2018	Stores Overhead	MGC2	\$12.31
3544243	87078342	REPLACE SERVICE LINE - PLASTIC 89R	1610 S 4TH ST	11/6/2018	Stores Overhead -Qty	MGC2	\$70.84
3544243	87078342	REPLACE SERVICE LINE - PLASTIC 89R	1610 S 4TH ST	11/6/2018	Un labor-ST-IntAlloc	MGC2	\$2,794.18
3544243	87078342	REPLACE SERVICE LINE - PLASTIC 89R	1610 S 4TH ST	11/6/2018	Un Labor 1 1/2-IntAl	MGC2	\$166.15
3544243	87078342	REPLACE SERVICE LINE - PLASTIC 89R	1610 S 4TH ST	11/6/2018	Un labor-ST-IntAlloc	MGC2	\$362.72
3544243	87078342	REPLACE SERVICE LINE - PLASTIC 89R	1610 S 4TH ST	11/6/2018	M&S-Inventory Issued	MGC2	\$164.13
3544243	87078342	REPLACE SERVICE LINE - PLASTIC 89R	1610 S 4TH ST	11/6/2018	Cont in Aid of Const	MGC2	-\$1,861.00
3544243 Total							\$2,357.22
3547207	86509670	REPLACE SERVICE LINE-PLASTIC - WS	18777 RIVERWOOD DR	7/16/2018	Construction OH	MGC2	\$774.26
3547207	86509670	REPLACE SERVICE LINE-PLASTIC - WS	18777 RIVERWOOD DR	7/16/2018	Restoration OH	MGC2	\$1,228.58
3547207	86509670	REPLACE SERVICE LINE-PLASTIC - WS	18777 RIVERWOOD DR	7/16/2018	Stores Overhead	MGC2	\$40.55
3547207	86509670	REPLACE SERVICE LINE-PLASTIC - WS	18777 RIVERWOOD DR	7/16/2018	Stores Overhead -Qty	MGC2	\$164.08
3547207	86509670	REPLACE SERVICE LINE-PLASTIC - WS	18777 RIVERWOOD DR	7/16/2018	Fleet Pool Vehicles	MGC2	\$277.06
3547207	86509670	REPLACE SERVICE LINE-PLASTIC - WS	18777 RIVERWOOD DR	7/16/2018	Un labor-ST-IntAlloc	MGC2	\$4,615.07
3547207	86509670	REPLACE SERVICE LINE-PLASTIC - WS	18777 RIVERWOOD DR	7/16/2018	Un Labor 1 1/2-IntAl	MGC2	\$260.24
3547207	86509670	REPLACE SERVICE LINE-PLASTIC - WS	18777 RIVERWOOD DR	7/16/2018	M&S-Inventory Issued	MGC2	\$540.72
3547207	86509671	REPLACE METER & SET - OTHER - WS	18777 RIVERWOOD DR	7/17/2018	Construction OH	MGS2	\$248.92
3547207	86509671	REPLACE METER & SET - OTHER - WS	18777 RIVERWOOD DR	7/17/2018	Stores Overhead	MGS2	\$50.37
3547207	86509671	REPLACE METER & SET - OTHER - WS	18777 RIVERWOOD DR	7/17/2018	Stores Overhead -Qty	MGS2	\$3.92
3547207	86509671	REPLACE METER & SET - OTHER - WS	18777 RIVERWOOD DR	7/17/2018	Fleet Pool Vehicles	MGS2	\$10.25
3547207	86509671	REPLACE METER & SET - OTHER - WS	18777 RIVERWOOD DR	7/17/2018	Fleet Pool Vehicles	MGS2	\$42.71
3547207	86509671	REPLACE METER & SET - OTHER - WS	18777 RIVERWOOD DR	7/17/2018	Fleet Pool Vehicles	MGS2	\$37.30
3547207	86509671	REPLACE METER & SET - OTHER - WS	18777 RIVERWOOD DR	7/17/2018	Fleet Pool Vehicles	MGS2	\$55.09
3547207	86509671	REPLACE METER & SET - OTHER - WS	18777 RIVERWOOD DR	7/17/2018	Un labor-ST-IntAlloc	MGS2	\$73.85
3547207	86509671	REPLACE METER & SET - OTHER - WS	18777 RIVERWOOD DR	7/17/2018	Un labor-ST-IntAlloc	MGS2	\$939.44
3547207	86509671	REPLACE METER & SET - OTHER - WS	18777 RIVERWOOD DR	7/17/2018	M&S-Inventory Issued	MGS2	\$671.61
3547207 Total							\$10,034.02
3552249	87284917	Replace Service Line-Plastic - WS	101 TEAL ST S	9/27/2018	Construction OH	MGC2	\$1,367.52

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3552249	87284917	Replace Service Line-Plastic - WS	101 TEAL ST S	9/27/2018	Restoration OH	MGC2	\$2,333.02
3552249	87284917	Replace Service Line-Plastic - WS	101 TEAL ST S	9/27/2018	Stores Overhead	MGC2	\$162.88
3552249	87284917	Replace Service Line-Plastic - WS	101 TEAL ST S	9/27/2018	Stores Overhead -Qty	MGC2	\$175.00
3552249	87284917	Replace Service Line-Plastic - WS	101 TEAL ST S	9/27/2018	Un labor-ST-IntAlloc	MGC2	\$343.84
3552249	87284917	Replace Service Line-Plastic - WS	101 TEAL ST S	9/27/2018	Un Labor 1 1/2-IntAl	MGC2	\$96.61
3552249	87284917	Replace Service Line-Plastic - WS	101 TEAL ST S	9/27/2018	Un labor-ST-IntAlloc	MGC2	\$0.00
3552249	87284917	Replace Service Line-Plastic - WS	101 TEAL ST S	9/27/2018	M&S-Inventory Issued	MGC2	\$2,171.76
3552249	87284917	Replace Service Line-Plastic - WS	101 TEAL ST S	9/27/2018	Billable Cntrctd Lbr	MGC2	\$11,933.23
3552249	87284916	*WELD* REPLACE METER & SET - OTHER - WS	101 TEAL ST S	10/9/2018	Construction OH	MGS2	\$1,781.70
3552249	87284916	*WELD* REPLACE METER & SET - OTHER - WS	101 TEAL ST S	10/9/2018	Stores Overhead	MGS2	\$326.37
3552249	87284916	*WELD* REPLACE METER & SET - OTHER - WS	101 TEAL ST S	10/9/2018	Stores Overhead -Qty	MGS2	\$63.00
3552249	87284916	*WELD* REPLACE METER & SET - OTHER - WS	101 TEAL ST S	10/9/2018	Fleet Pool Vehicles	MGS2	\$35.88
3552249	87284916	*WELD* REPLACE METER & SET - OTHER - WS	101 TEAL ST S	10/9/2018	Fleet Pool Vehicles	MGS2	\$107.10
3552249	87284916	*WELD* REPLACE METER & SET - OTHER - WS	101 TEAL ST S	10/9/2018	Fleet Pool Vehicles	MGS2	\$182.26
3552249	87284916	*WELD* REPLACE METER & SET - OTHER - WS	101 TEAL ST S	10/9/2018	Un labor-ST-IntAlloc	MGS2	\$804.57
3552249	87284916	*WELD* REPLACE METER & SET - OTHER - WS	101 TEAL ST S	10/9/2018	Un Labor 1 1/2-IntAl	MGS2	\$83.40
3552249	87284916	*WELD* REPLACE METER & SET - OTHER - WS	101 TEAL ST S	10/9/2018	Un labor-ST-IntAlloc	MGS2	\$258.48
3552249	87284916	*WELD* REPLACE METER & SET - OTHER - WS	101 TEAL ST S	10/9/2018	Un labor-ST-IntAlloc	MGS2	\$1,802.39
3552249	87284916	*WELD* REPLACE METER & SET - OTHER - WS	101 TEAL ST S	10/9/2018	Un labor-ST-IntAlloc	MGS2	\$1,881.88
3552249	87284916	*WELD* REPLACE METER & SET - OTHER - WS	101 TEAL ST S	10/9/2018	Un Labor 1 1/2-IntAl	MGS2	\$716.58
3552249	87284916	*WELD* REPLACE METER & SET - OTHER - WS	101 TEAL ST S	10/9/2018	Un labor-ST-IntAlloc	MGS2	\$2,559.80
3552249	87284916	*WELD* REPLACE METER & SET - OTHER - WS	101 TEAL ST S	10/9/2018	Un Labor 1 1/2-IntAl	MGS2	\$306.31
3552249	87284916	*WELD* REPLACE METER & SET - OTHER - WS	101 TEAL ST S	10/9/2018	Un Labor-DBL-Int Act	MGS2	\$228.19
3552249	87284916	*WELD* REPLACE METER & SET - OTHER - WS	101 TEAL ST S	10/9/2018	M&S - Non Inv	MGS2	\$11.80
3552249	87284916	*WELD* REPLACE METER & SET - OTHER - WS	101 TEAL ST S	10/9/2018	M&S-Inventory Issued	MGS2	\$4,351.54
3552249	87284916	*WELD* REPLACE METER & SET - OTHER - WS	101 TEAL ST S	10/9/2018	Billable Cntrctd Lbr	MGS2	\$1,136.16
3552249 Total							\$35,221.27
3580795	87314106	REPLACE SERVICE LINE - PLASTIC	1219 S 8TH ST	8/17/2018	Construction OH	MGC2	\$137.41
3580795	87314106	REPLACE SERVICE LINE - PLASTIC	1219 S 8TH ST	8/17/2018	Restoration OH	MGC2	\$218.09
3580795	87314106	REPLACE SERVICE LINE - PLASTIC	1219 S 8TH ST	8/17/2018	Stores Overhead	MGC2	\$8.59
3580795	87314106	REPLACE SERVICE LINE - PLASTIC	1219 S 8TH ST	8/17/2018	Stores Overhead -Qty	MGC2	\$33.88
3580795	87314106	REPLACE SERVICE LINE - PLASTIC	1219 S 8TH ST	8/17/2018	Fleet Pool Vehicles	MGC2	\$30.35
3580795	87314106	REPLACE SERVICE LINE - PLASTIC	1219 S 8TH ST	8/17/2018	Un labor-ST-IntAlloc	MGC2	\$865.43
3580795	87314106	REPLACE SERVICE LINE - PLASTIC	1219 S 8TH ST	8/17/2018	M&S-Inventory Issued	MGC2	\$114.56
3580795	87246251	RELOCATE SM VOL GAS METER & REPLACE SET	1219 S 8TH ST	8/17/2018	Construction OH	MGS2	\$134.01

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3580795	87246251	RELOCATE SM VOL GAS METER & REPLACE SET	1219 S 8TH ST	8/17/2018	Stores Overhead	MGS2	\$3.98
3580795	87246251	RELOCATE SM VOL GAS METER & REPLACE SET	1219 S 8TH ST	8/17/2018	Stores Overhead -Qty	MGS2	\$0.84
3580795	87246251	RELOCATE SM VOL GAS METER & REPLACE SET	1219 S 8TH ST	8/17/2018	Fleet Pool Vehicles	MGS2	\$68.47
3580795	87246251	RELOCATE SM VOL GAS METER & REPLACE SET	1219 S 8TH ST	8/17/2018	Un labor-ST-IntAlloc	MGS2	\$863.82
3580795	87246251	RELOCATE SM VOL GAS METER & REPLACE SET	1219 S 8TH ST	8/17/2018	M&S-Inventory Issued	MGS2	\$53.11
3580795	87246251	RELOCATE SM VOL GAS METER & REPLACE SET	1219 S 8TH ST	8/17/2018	Cont in Aid of Const	MGS2	-\$325.00
3580795 Total							\$2,207.54
3591728	86071977	REPLACE SERVICE LINE-PLASTIC - WS	11 MINNESOTA AVE E	5/24/2018	Construction OH	MGC2	\$175.00
3591728	86071977	REPLACE SERVICE LINE-PLASTIC - WS	11 MINNESOTA AVE E	5/24/2018	Restoration OH	MGC2	\$277.48
3591728	86071977	REPLACE SERVICE LINE-PLASTIC - WS	11 MINNESOTA AVE E	5/24/2018	Stores Overhead	MGC2	\$8.27
3591728	86071977	REPLACE SERVICE LINE-PLASTIC - WS	11 MINNESOTA AVE E	5/24/2018	Stores Overhead -Qty	MGC2	\$23.24
3591728	86071977	REPLACE SERVICE LINE-PLASTIC - WS	11 MINNESOTA AVE E	5/24/2018	Un labor-ST-IntAlloc	MGC2	\$1,101.10
3591728	86071977	REPLACE SERVICE LINE-PLASTIC - WS	11 MINNESOTA AVE E	5/24/2018	M&S - Non Inv	MGC2	\$75.34
3591728	86071977	REPLACE SERVICE LINE-PLASTIC - WS	11 MINNESOTA AVE E	5/24/2018	M&S-Inventory Issued	MGC2	\$110.29
3591728	86071919	REPLACE METER & SET - OTHER - WS	11 MINNESOTA AVE E	5/24/2018	Construction OH	MGS2	\$83.12
3591728	86071919	REPLACE METER & SET - OTHER - WS	11 MINNESOTA AVE E	5/24/2018	Stores Overhead	MGS2	\$17.05
3591728	86071919	REPLACE METER & SET - OTHER - WS	11 MINNESOTA AVE E	5/24/2018	Stores Overhead -Qty	MGS2	\$2.52
3591728	86071919	REPLACE METER & SET - OTHER - WS	11 MINNESOTA AVE E	5/24/2018	Un labor-ST-IntAlloc	MGS2	\$259.79
3591728	86071919	REPLACE METER & SET - OTHER - WS	11 MINNESOTA AVE E	5/24/2018	M&S - Non Inv	MGS2	\$124.06
3591728	86071919	REPLACE METER & SET - OTHER - WS	11 MINNESOTA AVE E	5/24/2018	M&S-Inventory Issued	MGS2	\$227.31
3591728 Total							\$2,484.57
3592288	87153627	REPLACE SERVICE LINE-PLASTIC - WS	100 3RD ST SW	9/19/2018	Construction OH	MGC2	\$411.38
3592288	87153627	REPLACE SERVICE LINE-PLASTIC - WS	100 3RD ST SW	9/19/2018	Restoration OH	MGC2	\$615.95
3592288	87153627	REPLACE SERVICE LINE-PLASTIC - WS	100 3RD ST SW	9/19/2018	Stores Overhead	MGC2	\$12.62
3592288	87153627	REPLACE SERVICE LINE-PLASTIC - WS	100 3RD ST SW	9/19/2018	Stores Overhead -Qty	MGC2	\$26.60
3592288	87153627	REPLACE SERVICE LINE-PLASTIC - WS	100 3RD ST SW	9/19/2018	Fleet Pool Vehicles	MGC2	\$84.41
3592288	87153627	REPLACE SERVICE LINE-PLASTIC - WS	100 3RD ST SW	9/19/2018	Fleet Pool Vehicles	MGC2	\$98.83
3592288	87153627	REPLACE SERVICE LINE-PLASTIC - WS	100 3RD ST SW	9/19/2018	Fleet Pool Vehicles	MGC2	\$229.04
3592288	87153627	REPLACE SERVICE LINE-PLASTIC - WS	100 3RD ST SW	9/19/2018	Un labor-ST-IntAlloc	MGC2	\$2,165.90
3592288	87153627	REPLACE SERVICE LINE-PLASTIC - WS	100 3RD ST SW	9/19/2018	Un Labor 1 1/2-IntAl	MGC2	\$278.35
3592288	87153627	REPLACE SERVICE LINE-PLASTIC - WS	100 3RD ST SW	9/19/2018	Un labor-ST-IntAlloc	MGC2	\$0.00
3592288	87153627	REPLACE SERVICE LINE-PLASTIC - WS	100 3RD ST SW	9/19/2018	M&S-Inventory Issued	MGC2	\$168.30
3592288	87153627	REPLACE SERVICE LINE-PLASTIC - WS	100 3RD ST SW	9/19/2018	Cont in Aid of Const	MGC2	-\$1,950.00
3592288	87387940	INSTALL METER - MOVE-IN - WS	100 3RD ST SW	9/19/2018	Stores Overhead	MGS1	\$3.95
3592288	87387940	INSTALL METER - MOVE-IN - WS	100 3RD ST SW	9/19/2018	Stores Overhead -Qty	MGS1	\$0.84

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3592288	87387940	INSTALL METER - MOVE-IN - WS	100 3RD ST SW	9/19/2018	Fleet Pool Vehicles	MGS1	\$9.56
3592288	87387940	INSTALL METER - MOVE-IN - WS	100 3RD ST SW	9/19/2018	Fleet Pool Vehicles	MGS1	\$11.62
3592288	87387940	INSTALL METER - MOVE-IN - WS	100 3RD ST SW	9/19/2018	Un labor-ST-IntAlloc	MGS1	\$55.33
3592288	87387940	INSTALL METER - MOVE-IN - WS	100 3RD ST SW	9/19/2018	Un Labor 1 1/2-IntAl	MGS1	\$110.54
3592288	87387940	INSTALL METER - MOVE-IN - WS	100 3RD ST SW	9/19/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
3592288	87387940	INSTALL METER - MOVE-IN - WS	100 3RD ST SW	9/19/2018	M&S-Inventory Issued	MGS1	\$52.73
3592288 Total							\$2,385.95
3612831	86428115	REPLACE SERVICE LINE - PLASTIC	201 OAK ST W	5/30/2018	Construction OH	MGC2	\$92.66
3612831	86428115	REPLACE SERVICE LINE - PLASTIC	201 OAK ST W	5/30/2018	Restoration OH	MGC2	\$146.34
3612831	86428115	REPLACE SERVICE LINE - PLASTIC	201 OAK ST W	5/30/2018	Stores Overhead	MGC2	\$7.55
3612831	86428115	REPLACE SERVICE LINE - PLASTIC	201 OAK ST W	5/30/2018	Stores Overhead -Qty	MGC2	\$30.24
3612831	86428115	REPLACE SERVICE LINE - PLASTIC	201 OAK ST W	5/30/2018	Un labor-ST-IntAlloc	MGC2	\$580.70
3612831	86428115	REPLACE SERVICE LINE - PLASTIC	201 OAK ST W	5/30/2018	M&S-Inventory Issued	MGC2	\$100.61
3612831	85912552	RELOCATE SM VOL GAS METER & REPLACE SET	201 OAK ST W	5/30/2018	Construction OH	MGS2	\$100.35
3612831	85912552	RELOCATE SM VOL GAS METER & REPLACE SET	201 OAK ST W	5/30/2018	Stores Overhead	MGS2	\$3.98
3612831	85912552	RELOCATE SM VOL GAS METER & REPLACE SET	201 OAK ST W	5/30/2018	Stores Overhead -Qty	MGS2	\$0.84
3612831	85912552	RELOCATE SM VOL GAS METER & REPLACE SET	201 OAK ST W	5/30/2018	Fleet Pool Vehicles	MGS2	\$1.16
3612831	85912552	RELOCATE SM VOL GAS METER & REPLACE SET	201 OAK ST W	5/30/2018	Un labor-ST-IntAlloc	MGS2	\$683.66
3612831	85912552	RELOCATE SM VOL GAS METER & REPLACE SET	201 OAK ST W	5/30/2018	M&S-Inventory Issued	MGS2	\$53.08
3612831	85912552	RELOCATE SM VOL GAS METER & REPLACE SET	201 OAK ST W	5/30/2018	Cont in Aid of Const	MGS2	-\$485.00
3612831	86427985	REPLACE SMVOL GAS METER	201 OAK ST W	5/30/2018	Un labor-ST-IntAlloc	MGS1	\$12.86
3612831 Total							\$1,329.03
3618318	86636308	REPLACE SERVICE LINE - PLASTIC	521 HOLLAND ST N	8/3/2018	Construction OH	MGC2	\$441.70
3618318	86636308	REPLACE SERVICE LINE - PLASTIC	521 HOLLAND ST N	8/3/2018	Restoration OH	MGC2	\$761.96
3618318	86636308	REPLACE SERVICE LINE - PLASTIC	521 HOLLAND ST N	8/3/2018	Stores Overhead	MGC2	\$8.60
3618318	86636308	REPLACE SERVICE LINE - PLASTIC	521 HOLLAND ST N	8/3/2018	Stores Overhead -Qty	MGC2	\$49.00
3618318	86636308	REPLACE SERVICE LINE - PLASTIC	521 HOLLAND ST N	8/3/2018	Fleet Pool Vehicles	MGC2	\$109.37
3618318	86636308	REPLACE SERVICE LINE - PLASTIC	521 HOLLAND ST N	8/3/2018	Un labor-ST-IntAlloc	MGC2	\$2,689.52
3618318	86636308	REPLACE SERVICE LINE - PLASTIC	521 HOLLAND ST N	8/3/2018	Un Labor 1 1/2-IntAl	MGC2	\$334.16
3618318	86636308	REPLACE SERVICE LINE - PLASTIC	521 HOLLAND ST N	8/3/2018	M&S-Inventory Issued	MGC2	\$114.69
3618318	86636308	REPLACE SERVICE LINE - PLASTIC	521 HOLLAND ST N	8/3/2018	Cont in Aid of Const	MGC2	-\$325.00
3618318	87163862	REPLACE METER SET	521 HOLLAND ST N	8/3/2018	Construction OH	MGS2	\$10.75
3618318	87163862	REPLACE METER SET	521 HOLLAND ST N	8/3/2018	Stores Overhead	MGS2	\$2.46
3618318	87163862	REPLACE METER SET	521 HOLLAND ST N	8/3/2018	Stores Overhead -Qty	MGS2	\$0.28
3618318	87163862	REPLACE METER SET	521 HOLLAND ST N	8/3/2018	Fleet Pool Vehicles	MGS2	\$3.79

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3618318	87163862	REPLACE METER SET	521 HOLLAND ST N	8/3/2018	Un labor-ST-IntAlloc	MGS2	\$42.47
3618318	87163862	REPLACE METER SET	521 HOLLAND ST N	8/3/2018	M&S-Inventory Issued	MGS2	\$32.78
3618318 Total							\$4,276.53
3625388	87546730	REPLACE SERVICE LINE - PLASTIC	309 4TH ST E	11/6/2018	Construction OH	MGC2	\$259.28
3625388	87546730	REPLACE SERVICE LINE - PLASTIC	309 4TH ST E	11/6/2018	Restoration OH	MGC2	\$507.07
3625388	87546730	REPLACE SERVICE LINE - PLASTIC	309 4TH ST E	11/6/2018	Stores Overhead	MGC2	\$9.04
3625388	87546730	REPLACE SERVICE LINE - PLASTIC	309 4TH ST E	11/6/2018	Stores Overhead -Qty	MGC2	\$71.40
3625388	87546730	REPLACE SERVICE LINE - PLASTIC	309 4TH ST E	11/6/2018	Fleet Pool Vehicles	MGC2	\$105.99
3625388	87546730	REPLACE SERVICE LINE - PLASTIC	309 4TH ST E	11/6/2018	Un labor-ST-IntAlloc	MGC2	\$2,897.30
3625388	87546730	REPLACE SERVICE LINE - PLASTIC	309 4TH ST E	11/6/2018	Un Labor 1 1/2-IntAl	MGC2	\$378.39
3625388	87546730	REPLACE SERVICE LINE - PLASTIC	309 4TH ST E	11/6/2018	M&S - Non Inv	MGC2	\$141.47
3625388	87546730	REPLACE SERVICE LINE - PLASTIC	309 4TH ST E	11/6/2018	M&S-Inventory Issued	MGC2	\$120.55
3625388	87546730	REPLACE SERVICE LINE - PLASTIC	309 4TH ST E	11/6/2018	Cont in Aid of Const	MGC2	-\$565.00
3625388 Total							\$3,925.49
3628401	85783199	Replace Service Line - Plastic - WS	925 13TH ST E	6/28/2018	Construction OH	MGC2	\$341.58
3628401	85783199	Replace Service Line - Plastic - WS	925 13TH ST E	6/28/2018	Restoration OH	MGC2	\$482.39
3628401	85783199	Replace Service Line - Plastic - WS	925 13TH ST E	6/28/2018	Stores Overhead	MGC2	\$25.79
3628401	85783199	Replace Service Line - Plastic - WS	925 13TH ST E	6/28/2018	Stores Overhead -Qty	MGC2	\$15.40
3628401	85783199	Replace Service Line - Plastic - WS	925 13TH ST E	6/28/2018	Fleet Pool Vehicles	MGC2	\$65.90
3628401	85783199	Replace Service Line - Plastic - WS	925 13TH ST E	6/28/2018	Fleet Pool Vehicles	MGC2	\$42.97
3628401	85783199	Replace Service Line - Plastic - WS	925 13TH ST E	6/28/2018	Fleet Pool Vehicles	MGC2	\$144.62
3628401	85783199	Replace Service Line - Plastic - WS	925 13TH ST E	6/28/2018	Un labor-ST-IntAlloc	MGC2	\$1,249.67
3628401	85783199	Replace Service Line - Plastic - WS	925 13TH ST E	6/28/2018	Un Labor 1 1/2-IntAl	MGC2	\$664.57
3628401	85783199	Replace Service Line - Plastic - WS	925 13TH ST E	6/28/2018	Un labor-ST-IntAlloc	MGC2	\$0.00
3628401	85783199	Replace Service Line - Plastic - WS	925 13TH ST E	6/28/2018	M&S-Inventory Issued	MGC2	\$343.89
3628401	85783145	Move Meter In-to-Out - WS	925 13TH ST E	6/28/2018	Construction OH	MGS2	\$561.48
3628401	85783145	Move Meter In-to-Out - WS	925 13TH ST E	6/28/2018	Stores Overhead	MGS2	\$108.03
3628401	85783145	Move Meter In-to-Out - WS	925 13TH ST E	6/28/2018	Stores Overhead -Qty	MGS2	\$15.40
3628401	85783145	Move Meter In-to-Out - WS	925 13TH ST E	6/28/2018	Fleet Pool Vehicles	MGS2	\$210.42
3628401	85783145	Move Meter In-to-Out - WS	925 13TH ST E	6/28/2018	Un labor-ST-IntAlloc	MGS2	\$1,297.61
3628401	85783145	Move Meter In-to-Out - WS	925 13TH ST E	6/28/2018	Un Labor 1 1/2-IntAl	MGS2	\$199.77
3628401	85783145	Move Meter In-to-Out - WS	925 13TH ST E	6/28/2018	Un labor-ST-IntAlloc	MGS2	\$0.00
3628401	85783145	Move Meter In-to-Out - WS	925 13TH ST E	6/28/2018	M&S - Non Inv	MGS2	\$4.48
3628401	85783145	Move Meter In-to-Out - WS	925 13TH ST E	6/28/2018	M&S-Inventory Issued	MGS2	\$1,440.48
3628401	85783145	Move Meter In-to-Out - WS	925 13TH ST E	6/28/2018	Maint Services-Other	MGS2	\$1,474.47

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3628401	85783190	Replace Meter - Other - WS	925 13TH ST E	6/28/2018	Stores Overhead	MGS1	\$1.08
3628401	85783190	Replace Meter - Other - WS	925 13TH ST E	6/28/2018	Stores Overhead -Qty	MGS1	\$0.84
3628401	85783190	Replace Meter - Other - WS	925 13TH ST E	6/28/2018	Un labor-ST-IntAlloc	MGS1	\$1,036.47
3628401	85783190	Replace Meter - Other - WS	925 13TH ST E	6/28/2018	Un Labor 1 1/2-IntAl	MGS1	\$206.43
3628401	85783190	Replace Meter - Other - WS	925 13TH ST E	6/28/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
3628401	85783190	Replace Meter - Other - WS	925 13TH ST E	6/28/2018	M&S-Inventory Issued	MGS1	\$14.44
3628401 Total							\$9,948.18
3628462	85925895	REPLACE SERVICE LINE - PLASTIC - WS	68 E BROADWAY	5/23/2018	Construction OH	MGC2	\$164.38
3628462	85925895	REPLACE SERVICE LINE - PLASTIC - WS	68 E BROADWAY	5/23/2018	Restoration OH	MGC2	\$261.21
3628462	85925895	REPLACE SERVICE LINE - PLASTIC - WS	68 E BROADWAY	5/23/2018	Stores Overhead	MGC2	\$12.27
3628462	85925895	REPLACE SERVICE LINE - PLASTIC - WS	68 E BROADWAY	5/23/2018	Stores Overhead -Qty	MGC2	\$7.56
3628462	85925895	REPLACE SERVICE LINE - PLASTIC - WS	68 E BROADWAY	5/23/2018	Fleet Pool Vehicles	MGC2	\$8.54
3628462	85925895	REPLACE SERVICE LINE - PLASTIC - WS	68 E BROADWAY	5/23/2018	Un labor-ST-IntAlloc	MGC2	\$731.93
3628462	85925895	REPLACE SERVICE LINE - PLASTIC - WS	68 E BROADWAY	5/23/2018	Un Labor 1 1/2-IntAl	MGC2	\$304.63
3628462	85925895	REPLACE SERVICE LINE - PLASTIC - WS	68 E BROADWAY	5/23/2018	M&S-Inventory Issued	MGC2	\$163.58
3628462	85658869	REPLACE METER & SET - OTHER - WS	68 E BROADWAY	5/23/2018	Construction OH	MGS2	\$236.88
3628462	85658869	REPLACE METER & SET - OTHER - WS	68 E BROADWAY	5/23/2018	Stores Overhead	MGS2	\$15.91
3628462	85658869	REPLACE METER & SET - OTHER - WS	68 E BROADWAY	5/23/2018	Stores Overhead -Qty	MGS2	\$1.96
3628462	85658869	REPLACE METER & SET - OTHER - WS	68 E BROADWAY	5/23/2018	Fleet Pool Vehicles	MGS2	\$93.34
3628462	85658869	REPLACE METER & SET - OTHER - WS	68 E BROADWAY	5/23/2018	Fleet Pool Vehicles	MGS2	\$44.06
3628462	85658869	REPLACE METER & SET - OTHER - WS	68 E BROADWAY	5/23/2018	Un labor-ST-IntAlloc	MGS2	\$1,392.24
3628462	85658869	REPLACE METER & SET - OTHER - WS	68 E BROADWAY	5/23/2018	M&S-Inventory Issued	MGS2	\$212.13
3628462	85671556	INSTALL 2 GUARD POSTS - WS	68 E BROADWAY	10/29/2018	Stores Overhead	MGS1	\$18.22
3628462	85671556	INSTALL 2 GUARD POSTS - WS	68 E BROADWAY	10/29/2018	Stores Overhead -Qty	MGS1	\$1.12
3628462	85671556	INSTALL 2 GUARD POSTS - WS	68 E BROADWAY	10/29/2018	M&S-Inventory Issued	MGS1	\$242.97
3628462	85671556	INSTALL 2 GUARD POSTS - WS	68 E BROADWAY	10/29/2018	Billable Cntrctd Lbr	MGS1	\$1,259.60
3628462 Total							\$5,172.53
3665489	86284377	Replace Service Line - Plastic	914 2ND ST SE	7/19/2018	Construction OH	MGC2	\$410.89
3665489	86284377	Replace Service Line - Plastic	914 2ND ST SE	7/19/2018	Restoration OH	MGC2	\$712.62
3665489	86284377	Replace Service Line - Plastic	914 2ND ST SE	7/19/2018	Stores Overhead	MGC2	\$6.89
3665489	86284377	Replace Service Line - Plastic	914 2ND ST SE	7/19/2018	Stores Overhead -Qty	MGC2	\$37.52
3665489	86284377	Replace Service Line - Plastic	914 2ND ST SE	7/19/2018	Fleet Pool Vehicles	MGC2	\$59.97
3665489	86284377	Replace Service Line - Plastic	914 2ND ST SE	7/19/2018	Fleet Pool Vehicles	MGC2	\$41.58
3665489	86284377	Replace Service Line - Plastic	914 2ND ST SE	7/19/2018	Un labor-ST-IntAlloc	MGC2	\$27.94
3665489	86284377	Replace Service Line - Plastic	914 2ND ST SE	7/19/2018	Un labor-ST-IntAlloc	MGC2	\$2,243.02

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3665489	86284377	Replace Service Line - Plastic	914 2ND ST SE	7/19/2018	Un Labor 1 1/2-IntAI	MGC2	\$556.92
3665489	86284377	Replace Service Line - Plastic	914 2ND ST SE	7/19/2018	M&S-Inventory Issued	MGC2	\$91.84
3665489	86284377	Replace Service Line - Plastic	914 2ND ST SE	7/19/2018	Cont in Aid of Const	MGC2	-\$23.00
3665489 Total							\$4,166.19
3672876	87374417	REPLACE SERVICE LINE-PLASTIC - WS	824 7TH ST SW	10/31/2018	Construction OH	MGC2	\$133.13
3672876	87374417	REPLACE SERVICE LINE-PLASTIC - WS	824 7TH ST SW	10/31/2018	Restoration OH	MGC2	\$214.70
3672876	87374417	REPLACE SERVICE LINE-PLASTIC - WS	824 7TH ST SW	10/31/2018	Stores Overhead	MGC2	\$20.13
3672876	87374417	REPLACE SERVICE LINE-PLASTIC - WS	824 7TH ST SW	10/31/2018	Stores Overhead -Qty	MGC2	\$19.88
3672876	87374417	REPLACE SERVICE LINE-PLASTIC - WS	824 7TH ST SW	10/31/2018	Un labor-ST-IntAlloc	MGC2	\$0.00
3672876	87374417	REPLACE SERVICE LINE-PLASTIC - WS	824 7TH ST SW	10/31/2018	M&S-Inventory Issued	MGC2	\$268.43
3672876	87374417	REPLACE SERVICE LINE-PLASTIC - WS	824 7TH ST SW	10/31/2018	Billable Cntrctd Lbr	MGC2	\$1,073.52
3672876	86930794	*WELD* REPLACE METER & SET - OTHER - WS	824 7TH ST SW	8/22/2018	Construction OH	MGS2	\$760.04
3672876	86930794	*WELD* REPLACE METER & SET - OTHER - WS	824 7TH ST SW	8/22/2018	Stores Overhead	MGS2	\$174.97
3672876	86930794	*WELD* REPLACE METER & SET - OTHER - WS	824 7TH ST SW	8/22/2018	Stores Overhead -Qty	MGS2	\$33.32
3672876	86930794	*WELD* REPLACE METER & SET - OTHER - WS	824 7TH ST SW	8/22/2018	Fleet Pool Vehicles	MGS2	\$30.75
3672876	86930794	*WELD* REPLACE METER & SET - OTHER - WS	824 7TH ST SW	8/22/2018	Fleet Pool Vehicles	MGS2	\$64.86
3672876	86930794	*WELD* REPLACE METER & SET - OTHER - WS	824 7TH ST SW	8/22/2018	Fleet Pool Vehicles	MGS2	\$183.12
3672876	86930794	*WELD* REPLACE METER & SET - OTHER - WS	824 7TH ST SW	8/22/2018	Un labor-ST-IntAlloc	MGS2	\$221.55
3672876	86930794	*WELD* REPLACE METER & SET - OTHER - WS	824 7TH ST SW	8/22/2018	Un labor-ST-IntAlloc	MGS2	\$838.35
3672876	86930794	*WELD* REPLACE METER & SET - OTHER - WS	824 7TH ST SW	8/22/2018	Un Labor 1 1/2-IntAI	MGS2	\$316.76
3672876	86930794	*WELD* REPLACE METER & SET - OTHER - WS	824 7TH ST SW	8/22/2018	Un labor-ST-IntAlloc	MGS2	\$1,183.27
3672876	86930794	*WELD* REPLACE METER & SET - OTHER - WS	824 7TH ST SW	8/22/2018	Un Labor 1 1/2-IntAI	MGS2	\$356.92
3672876	86930794	*WELD* REPLACE METER & SET - OTHER - WS	824 7TH ST SW	8/22/2018	Un labor-ST-IntAlloc	MGS2	\$0.00
3672876	86930794	*WELD* REPLACE METER & SET - OTHER - WS	824 7TH ST SW	8/22/2018	M&S - Non Inv	MGS2	\$60.10
3672876	86930794	*WELD* REPLACE METER & SET - OTHER - WS	824 7TH ST SW	8/22/2018	M&S-Inventory Issued	MGS2	\$2,332.88
3672876	86930794	*WELD* REPLACE METER & SET - OTHER - WS	824 7TH ST SW	8/22/2018	Cont in Aid of Const	MGS2	-\$258.42
3672876 Total							\$8,028.26
3682473	86443941	Replace Service Line - Plastic	817 N FREEMAN AVE	7/19/2018	Construction OH	MGC2	\$507.05
3682473	86443941	Replace Service Line - Plastic	817 N FREEMAN AVE	7/19/2018	Restoration OH	MGC2	\$863.22
3682473	86443941	Replace Service Line - Plastic	817 N FREEMAN AVE	7/19/2018	Stores Overhead	MGC2	\$12.52
3682473	86443941	Replace Service Line - Plastic	817 N FREEMAN AVE	7/19/2018	Stores Overhead -Qty	MGC2	\$66.36
3682473	86443941	Replace Service Line - Plastic	817 N FREEMAN AVE	7/19/2018	Fleet Pool Vehicles	MGC2	\$135.93
3682473	86443941	Replace Service Line - Plastic	817 N FREEMAN AVE	7/19/2018	Un labor-ST-IntAlloc	MGC2	\$1,656.43
3682473	86443941	Replace Service Line - Plastic	817 N FREEMAN AVE	7/19/2018	Un Labor 1 1/2-IntAI	MGC2	\$1,769.04
3682473	86443941	Replace Service Line - Plastic	817 N FREEMAN AVE	7/19/2018	M&S-Inventory Issued	MGC2	\$166.93

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2018 Customer Requested Steel Service Relocations

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3682473	86443941	Replace Service Line - Plastic	817 N FREEMAN AVE	7/19/2018	Cont in Aid of Const	MGC2	-\$437.00
3682473	86986817	REPLACE SM VOL GAS METER & SET	817 N FREEMAN AVE	7/19/2018	Construction OH	MGS2	\$11.26
3682473	86986817	REPLACE SM VOL GAS METER & SET	817 N FREEMAN AVE	7/19/2018	Stores Overhead	MGS2	\$2.46
3682473	86986817	REPLACE SM VOL GAS METER & SET	817 N FREEMAN AVE	7/19/2018	Stores Overhead -Qty	MGS2	\$0.28
3682473	86986817	REPLACE SM VOL GAS METER & SET	817 N FREEMAN AVE	7/19/2018	Fleet Pool Vehicles	MGS2	\$4.10
3682473	86986817	REPLACE SM VOL GAS METER & SET	817 N FREEMAN AVE	7/19/2018	Un labor-ST-IntAlloc	MGS2	\$45.92
3682473	86986817	REPLACE SM VOL GAS METER & SET	817 N FREEMAN AVE	7/19/2018	M&S-Inventory Issued	MGS2	\$32.78
3682473 Total							\$4,837.28
3690719	86078631	REPLACE SERVICE LINE-PLASTIC	314 3RD AVE NW	5/31/2018	Construction OH	MGC2	\$86.80
3690719	86078631	REPLACE SERVICE LINE-PLASTIC	314 3RD AVE NW	5/31/2018	Restoration OH	MGC2	\$151.55
3690719	86078631	REPLACE SERVICE LINE-PLASTIC	314 3RD AVE NW	5/31/2018	Stores Overhead	MGC2	\$2.76
3690719	86078631	REPLACE SERVICE LINE-PLASTIC	314 3RD AVE NW	5/31/2018	Stores Overhead -Qty	MGC2	\$31.08
3690719	86078631	REPLACE SERVICE LINE-PLASTIC	314 3RD AVE NW	5/31/2018	Un labor-ST-IntAlloc	MGC2	\$0.00
3690719	86078631	REPLACE SERVICE LINE-PLASTIC	314 3RD AVE NW	5/31/2018	M&S-Inventory Issued	MGC2	\$36.82
3690719	86078631	REPLACE SERVICE LINE-PLASTIC	314 3RD AVE NW	5/31/2018	Billable Cntrctd Lbr	MGC2	\$601.40
3690719	86079762	REPLACE SM VOL GAS METER & SET	314 3RD AVE NW	5/31/2018	Construction OH	MGS2	\$26.12
3690719	86079762	REPLACE SM VOL GAS METER & SET	314 3RD AVE NW	5/31/2018	Stores Overhead	MGS2	\$3.93
3690719	86079762	REPLACE SM VOL GAS METER & SET	314 3RD AVE NW	5/31/2018	Stores Overhead -Qty	MGS2	\$1.96
3690719	86079762	REPLACE SM VOL GAS METER & SET	314 3RD AVE NW	5/31/2018	M&S-Inventory Issued	MGS2	\$52.42
3690719	86079762	REPLACE SM VOL GAS METER & SET	314 3RD AVE NW	5/31/2018	Billable Cntrctd Lbr	MGS2	\$139.61
3690719 Total							\$1,134.45
4207852	85601665	REPLACE SERVICE LINE-STEEL - WS	1700 BIOTECH AVE NE	6/14/2018	Construction OH	MGC2	\$4,306.99
4207852	85601665	REPLACE SERVICE LINE-STEEL - WS	1700 BIOTECH AVE NE	6/14/2018	Restoration OH	MGC2	\$6,316.34
4207852	85601665	REPLACE SERVICE LINE-STEEL - WS	1700 BIOTECH AVE NE	6/14/2018	Stores Overhead	MGC2	\$495.32
4207852	85601665	REPLACE SERVICE LINE-STEEL - WS	1700 BIOTECH AVE NE	6/14/2018	Stores Overhead -Qty	MGC2	\$170.24
4207852	85601665	REPLACE SERVICE LINE-STEEL - WS	1700 BIOTECH AVE NE	6/14/2018	Un labor-ST-IntAlloc	MGC2	\$508.37
4207852	85601665	REPLACE SERVICE LINE-STEEL - WS	1700 BIOTECH AVE NE	6/14/2018	Un labor-ST-IntAlloc	MGC2	\$0.00
4207852	85601665	REPLACE SERVICE LINE-STEEL - WS	1700 BIOTECH AVE NE	6/14/2018	M&S-Inventory Issued	MGC2	\$6,604.22
4207852	85601665	REPLACE SERVICE LINE-STEEL - WS	1700 BIOTECH AVE NE	6/14/2018	Billable Cntrctd Lbr	MGC2	\$24,556.47
4207852	85601665	REPLACE SERVICE LINE-STEEL - WS	1700 BIOTECH AVE NE	6/14/2018	Cont in Aid of Const	MGC2	-\$26,647.00
4207852 Total							\$16,310.95
Grand Total							\$172,822.29

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Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
2914738	86418342	1915 E 22ND ST	9/26/2018	Construction OH	MGS2	\$88.11
2914738	86418342	1915 E 22ND ST	9/26/2018	Stores Overhead	MGS2	\$15.21
2914738	86418342	1915 E 22ND ST	9/26/2018	Stores Overhead -Qty	MGS2	\$6.16
2914738	86418342	1915 E 22ND ST	9/26/2018	Fleet Pool Vehicles	MGS2	\$57.37
2914738	86418342	1915 E 22ND ST	9/26/2018	Un labor-ST-IntAlloc	MGS2	\$0.00
2914738	86418342	1915 E 22ND ST	9/26/2018	Un labor-ST-IntAlloc	MGS2	\$387.67
2914738	86418342	1915 E 22ND ST	9/26/2018	M&S-Inventory Issued	MGS2	\$202.81
2914738	86418391	1915 E 22ND ST	9/26/2018	Fleet Pool Vehicles	MGS1	\$24.09
2914738	86418391	1915 E 22ND ST	9/26/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
2914738	86418391	1915 E 22ND ST	9/26/2018	Un labor-ST-IntAlloc	MGS1	\$162.82
2914738	86418396	1915 E 22ND ST	9/26/2018	Stores Overhead	MGM2	\$6.77
2914738	86418396	1915 E 22ND ST	9/26/2018	Stores Overhead -Qty	MGM2	\$9.52
2914738	86418396	1915 E 22ND ST	9/26/2018	Un labor-ST-IntAlloc	MGM2	\$1,802.51
2914738	86418396	1915 E 22ND ST	9/26/2018	Un labor-ST-IntAlloc	MGM2	\$0.00
2914738	86418396	1915 E 22ND ST	9/26/2018	M&S-Inventory Issued	MGM2	\$90.28
2914738	86418396	1915 E 22ND ST	9/26/2018	Cont in Aid of Const	MGM2	-\$2,345.00
2914738 Total						\$508.32
2952255	86744990	4814 CHICAGO AVE	7/5/2018	Construction OH	MGS2	\$53.11
2952255	86744990	4814 CHICAGO AVE	7/5/2018	Stores Overhead	MGS2	\$8.22
2952255	86744990	4814 CHICAGO AVE	7/5/2018	Stores Overhead -Qty	MGS2	\$1.40
2952255	86744990	4814 CHICAGO AVE	7/5/2018	Fleet Pool Vehicles	MGS2	\$36.21
2952255	86744990	4814 CHICAGO AVE	7/5/2018	Un labor-ST-IntAlloc	MGS2	\$0.00
2952255	86744990	4814 CHICAGO AVE	7/5/2018	Un labor-ST-IntAlloc	MGS2	\$244.67
2952255	86744990	4814 CHICAGO AVE	7/5/2018	M&S-Inventory Issued	MGS2	\$109.61
2952255	86744994	4814 CHICAGO AVE	7/5/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
2952255	86744994	4814 CHICAGO AVE	7/5/2018	Un labor-ST-IntAlloc	MGS1	\$258.45
2952255	86745349	4814 CHICAGO AVE	7/5/2018	Stores Overhead	MGM2	\$1.35
2952255	86745349	4814 CHICAGO AVE	7/5/2018	Stores Overhead -Qty	MGM2	\$1.12
2952255	86745349	4814 CHICAGO AVE	7/5/2018	Un labor-ST-IntAlloc	MGM2	\$853.41
2952255	86745349	4814 CHICAGO AVE	7/5/2018	M&S-Inventory Issued	MGM2	\$17.95
2952255 Total						\$1,585.50
2956440	85378214	3500 CANNON ST	4/25/2018	Construction OH	MGS2	\$12.30
2956440	85378214	3500 CANNON ST	4/25/2018	Stores Overhead	MGS2	\$0.00
2956440	85378214	3500 CANNON ST	4/25/2018	Stores Overhead -Qty	MGS2	\$0.00
2956440	85378214	3500 CANNON ST	4/25/2018	Fleet Pool Vehicles	MGS2	\$10.25
2956440	85378214	3500 CANNON ST	4/25/2018	Un labor-ST-IntAlloc	MGS2	\$73.85
2956440	85378214	3500 CANNON ST	4/25/2018	Un labor-ST-IntAlloc	MGS2	\$6.29
2956440	85378214	3500 CANNON ST	4/25/2018	M&S-Inventory Issued	MGS2	\$0.00
2956440	85378093	3500 CANNON ST	4/26/2018	Construction OH	MGC2	\$498.26
2956440	85378093	3500 CANNON ST	4/26/2018	Restoration OH	MGC2	\$816.20
2956440	85378093	3500 CANNON ST	4/26/2018	Stores Overhead	MGC2	\$29.08
2956440	85378093	3500 CANNON ST	4/26/2018	Stores Overhead -Qty	MGC2	\$22.96
2956440	85378093	3500 CANNON ST	4/26/2018	Fleet Pool Vehicles	MGC2	\$37.06
2956440	85378093	3500 CANNON ST	4/26/2018	Un labor-ST-IntAlloc	MGC2	\$2,879.85
2956440	85378093	3500 CANNON ST	4/26/2018	Un Labor 1 1/2-IntAl	MGC2	\$189.88
2956440	85378093	3500 CANNON ST	4/26/2018	Un labor-ST-IntAlloc	MGC2	\$169.15
2956440	85378093	3500 CANNON ST	4/26/2018	M&S-Inventory Issued	MGC2	\$387.74
2956440	85378421	3500 CANNON ST	4/25/2018	Stores Overhead	MGS1	\$0.01
2956440	85378421	3500 CANNON ST	4/25/2018	Stores Overhead -Qty	MGS1	\$0.56
2956440	85378421	3500 CANNON ST	4/25/2018	Un labor-ST-IntAlloc	MGS1	\$360.08
2956440	85378421	3500 CANNON ST	4/25/2018	M&S-Inventory Issued	MGS1	\$0.13
2956440 Total						\$5,493.65
3062572	88296924	185 E 102ND ST	12/7/2018	Construction OH	MGS2	\$3.26
3062572	88296924	185 E 102ND ST	12/7/2018	Stores Overhead	MGS2	\$7.24
3062572	88296924	185 E 102ND ST	12/7/2018	Stores Overhead -Qty	MGS2	\$1.40
3062572	88296924	185 E 102ND ST	12/7/2018	Un labor-ST-IntAlloc	MGS2	\$0.00
3062572	88296924	185 E 102ND ST	12/7/2018	Un labor-ST-IntAlloc	MGS2	\$229.16
3062572	88296924	185 E 102ND ST	12/7/2018	M&S-Inventory Issued	MGS2	\$96.48
3062572	88297014	185 E 102ND ST	12/7/2018	Stores Overhead	MGM2	\$3.79

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Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
3062572	88297014	185 E 102ND ST	12/7/2018	Stores Overhead -Qty	MGM2	\$8.68
3062572	88297014	185 E 102ND ST	12/7/2018	Un labor-ST-IntAlloc	MGM2	\$289.08
3062572	88297014	185 E 102ND ST	12/7/2018	Un labor-ST-IntAlloc	MGM2	\$673.22
3062572	88297014	185 E 102ND ST	12/7/2018	M&S-Inventory Issued	MGM2	\$50.53
3062572	88400356	185 E 102ND ST	12/7/2018	Fleet Pool Vehicles	MGS1	\$37.87
3062572	88400356	185 E 102ND ST	12/7/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
3062572	88400356	185 E 102ND ST	12/7/2018	Un labor-ST-IntAlloc	MGS1	\$255.87
3062572 Total						\$1,656.58
3063612	86066750	333 S 12TH ST	5/30/2018	Construction OH	MGS2	\$410.15
3063612	86066750	333 S 12TH ST	5/30/2018	Stores Overhead	MGS2	\$134.91
3063612	86066750	333 S 12TH ST	5/30/2018	Stores Overhead -Qty	MGS2	\$8.68
3063612	86066750	333 S 12TH ST	5/30/2018	Fleet Pool Vehicles	MGS2	\$15.38
3063612	86066750	333 S 12TH ST	5/30/2018	Fleet Pool Vehicles	MGS2	\$140.64
3063612	86066750	333 S 12TH ST	5/30/2018	Un labor-ST-IntAlloc	MGS2	\$110.78
3063612	86066750	333 S 12TH ST	5/30/2018	Un labor-ST-IntAlloc	MGS2	\$0.00
3063612	86066750	333 S 12TH ST	5/30/2018	Un labor-ST-IntAlloc	MGS2	\$950.24
3063612	86066750	333 S 12TH ST	5/30/2018	M&S-Inventory Issued	MGS2	\$1,798.75
3063612	86066755	333 S 12TH ST	5/29/2018	Stores Overhead	MGM2	\$30.03
3063612	86066755	333 S 12TH ST	5/29/2018	Stores Overhead -Qty	MGM2	\$7.56
3063612	86066755	333 S 12TH ST	5/29/2018	Fleet Pool Vehicles	MGM2	\$25.12
3063612	86066755	333 S 12TH ST	5/29/2018	Un labor-ST-IntAlloc	MGM2	\$1,928.63
3063612	86066755	333 S 12TH ST	5/29/2018	Un Labor 1 1/2-IntAl	MGM2	\$150.21
3063612	86066755	333 S 12TH ST	5/29/2018	Un labor-ST-IntAlloc	MGM2	\$114.61
3063612	86066755	333 S 12TH ST	5/29/2018	M&S-Inventory Issued	MGM2	\$400.41
3063612 Total						\$6,226.10
3063703	86066751	1301 CLINTON AVE	5/30/2018	Construction OH	MGS2	\$236.37
3063703	86066751	1301 CLINTON AVE	5/30/2018	Stores Overhead	MGS2	\$63.12
3063703	86066751	1301 CLINTON AVE	5/30/2018	Stores Overhead -Qty	MGS2	\$9.80
3063703	86066751	1301 CLINTON AVE	5/30/2018	Fleet Pool Vehicles	MGS2	\$15.38
3063703	86066751	1301 CLINTON AVE	5/30/2018	Fleet Pool Vehicles	MGS2	\$19.13
3063703	86066751	1301 CLINTON AVE	5/30/2018	Un labor-ST-IntAlloc	MGS2	\$110.78
3063703	86066751	1301 CLINTON AVE	5/30/2018	Un labor-ST-IntAlloc	MGS2	\$0.00
3063703	86066751	1301 CLINTON AVE	5/30/2018	Un labor-ST-IntAlloc	MGS2	\$725.39
3063703	86066751	1301 CLINTON AVE	5/30/2018	Un Labor 1 1/2-IntAl	MGS2	\$25.75
3063703	86066751	1301 CLINTON AVE	5/30/2018	M&S-Inventory Issued	MGS2	\$841.61
3063703	80870610	1301 CLINTON AVE	5/31/2018	Fleet Pool Vehicles	MGS1	\$6.89
3063703	80870610	1301 CLINTON AVE	5/31/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
3063703	80870610	1301 CLINTON AVE	5/31/2018	Un labor-ST-IntAlloc	MGS1	\$46.52
3063703 Total						\$2,100.74
3157577	87028570	1500 49TH AVE NE	8/30/2018	Construction OH	MGS2	\$530.10
3157577	87028570	1500 49TH AVE NE	8/30/2018	Stores Overhead	MGS2	\$167.03
3157577	87028570	1500 49TH AVE NE	8/30/2018	Stores Overhead -Qty	MGS2	\$34.16
3157577	87028570	1500 49TH AVE NE	8/30/2018	Fleet Pool Vehicles	MGS2	\$30.75
3157577	87028570	1500 49TH AVE NE	8/30/2018	Fleet Pool Vehicles	MGS2	\$21.00
3157577	87028570	1500 49TH AVE NE	8/30/2018	Fleet Pool Vehicles	MGS2	\$100.64
3157577	87028570	1500 49TH AVE NE	8/30/2018	Un labor-ST-IntAlloc	MGS2	\$0.00
3157577	87028570	1500 49TH AVE NE	8/30/2018	Un labor-ST-IntAlloc	MGS2	\$221.55
3157577	87028570	1500 49TH AVE NE	8/30/2018	Un labor-ST-IntAlloc	MGS2	\$739.45
3157577	87028570	1500 49TH AVE NE	8/30/2018	Un labor-ST-IntAlloc	MGS2	\$557.40
3157577	87028570	1500 49TH AVE NE	8/30/2018	M&S-Inventory Issued	MGS2	\$2,227.01
3157577	87028586	1500 49TH AVE NE	8/30/2018	Fleet Pool Vehicles	MGS1	\$42.00
3157577	87028586	1500 49TH AVE NE	8/30/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
3157577	87028586	1500 49TH AVE NE	8/30/2018	Un labor-ST-IntAlloc	MGS1	\$646.14
3157577 Total						\$5,317.23
3189203	84399126	6420 CAMDEN AVE N	1/2/2018	Fleet Pool Vehicles	MGS1	\$12.45
3189203	84399126	6420 CAMDEN AVE N	1/2/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
3189203	84399126	6420 CAMDEN AVE N	1/2/2018	Un labor-ST-IntAlloc	MGS1	\$127.04
3189203	84351026	6420 CAMDEN AVE N	1/2/2018	Construction OH	MGS2	\$183.44
3189203	84351026	6420 CAMDEN AVE N	1/2/2018	Stores Overhead	MGS2	\$134.38

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Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
3189203	84351026	6420 CAMDEN AVE N	1/2/2018	Stores Overhead -Qty	MGS2	\$7.84
3189203	84351026	6420 CAMDEN AVE N	1/2/2018	Fleet Pool Vehicles	MGS2	\$13.05
3189203	84351026	6420 CAMDEN AVE N	1/2/2018	Fleet Pool Vehicles	MGS2	\$14.00
3189203	84351026	6420 CAMDEN AVE N	1/2/2018	Un labor-ST-IntAlloc	MGS2	\$111.78
3189203	84351026	6420 CAMDEN AVE N	1/2/2018	Un labor-ST-IntAlloc	MGS2	\$258.46
3189203	84351026	6420 CAMDEN AVE N	1/2/2018	Un Labor 1 1/2-IntAI	MGS2	\$103.01
3189203	84351026	6420 CAMDEN AVE N	1/2/2018	M&S-Inventory Issued	MGS2	\$1,131.85
3189203	84351026	6420 CAMDEN AVE N	1/2/2018	AFUDC Debt	MGS2	\$0.65
3189203	85656943	6420 CAMDEN AVE N	5/9/2018	Construction OH	MGS2	\$14.11
3189203	85656943	6420 CAMDEN AVE N	5/9/2018	Stores Overhead	MGS2	\$0.05
3189203	85656943	6420 CAMDEN AVE N	5/9/2018	Stores Overhead -Qty	MGS2	\$1.12
3189203	85656943	6420 CAMDEN AVE N	5/9/2018	Un labor-ST-IntAlloc	MGS2	\$0.00
3189203	85656943	6420 CAMDEN AVE N	5/9/2018	Un Labor 1 1/2-IntAI	MGS2	\$103.01
3189203	85656943	6420 CAMDEN AVE N	5/9/2018	M&S-Inventory Issued	MGS2	\$0.73
3189203	85657261	6420 CAMDEN AVE N	5/9/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
3189203	85657261	6420 CAMDEN AVE N	5/9/2018	Un Labor 1 1/2-IntAI	MGS1	\$51.51
3189203 Total						\$2,268.48
3196785	85833961	277 12TH AVE N	6/13/2018	Construction OH	MGS2	\$362.95
3196785	85833961	277 12TH AVE N	6/13/2018	Stores Overhead	MGS2	\$119.67
3196785	85833961	277 12TH AVE N	6/13/2018	Stores Overhead -Qty	MGS2	\$8.96
3196785	85833961	277 12TH AVE N	6/13/2018	Fleet Pool Vehicles	MGS2	\$15.38
3196785	85833961	277 12TH AVE N	6/13/2018	Fleet Pool Vehicles	MGS2	\$21.00
3196785	85833961	277 12TH AVE N	6/13/2018	Fleet Pool Vehicles	MGS2	\$86.06
3196785	85833961	277 12TH AVE N	6/13/2018	Un labor-ST-IntAlloc	MGS2	\$0.00
3196785	85833961	277 12TH AVE N	6/13/2018	Un labor-ST-IntAlloc	MGS2	\$110.78
3196785	85833961	277 12TH AVE N	6/13/2018	Un labor-ST-IntAlloc	MGS2	\$839.98
3196785	85833961	277 12TH AVE N	6/13/2018	M&S-Inventory Issued	MGS2	\$1,595.56
3196785	85834865	277 12TH AVE N	6/13/2018	Construction OH	MGC2	\$757.17
3196785	85834865	277 12TH AVE N	6/13/2018	Restoration OH	MGC2	\$1,283.88
3196785	85834865	277 12TH AVE N	6/13/2018	Stores Overhead	MGC2	\$33.28
3196785	85834865	277 12TH AVE N	6/13/2018	Stores Overhead -Qty	MGC2	\$88.76
3196785	85834865	277 12TH AVE N	6/13/2018	Fleet Pool Vehicles	MGC2	\$28.96
3196785	85834865	277 12TH AVE N	6/13/2018	Un labor-ST-IntAlloc	MGC2	\$2,568.74
3196785	85834865	277 12TH AVE N	6/13/2018	Un Labor 1 1/2-IntAI	MGC2	\$324.06
3196785	85834865	277 12TH AVE N	6/13/2018	Un labor-ST-IntAlloc	MGC2	\$1,082.35
3196785	85834865	277 12TH AVE N	6/13/2018	Un Labor 1 1/2-IntAI	MGC2	\$39.60
3196785	85834865	277 12TH AVE N	6/13/2018	M&S-Inventory Issued	MGC2	\$443.69
3196785	85834865	277 12TH AVE N	6/13/2018	Billable Cntrctd Lbr	MGC2	\$1,080.00
3196785	85845893	277 12TH AVE N	6/13/2018	Fleet Pool Vehicles	MGS1	\$14.00
3196785	85845893	277 12TH AVE N	6/13/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
3196785	85845893	277 12TH AVE N	6/13/2018	Un labor-ST-IntAlloc	MGS1	\$172.30
3196785 Total						\$11,077.13
3375718	86754641	17599 KENWOOD TRL	6/28/2018	Stores Overhead	MGS1	\$7.01
3375718	86754641	17599 KENWOOD TRL	6/28/2018	Stores Overhead -Qty	MGS1	\$11.76
3375718	86754641	17599 KENWOOD TRL	6/28/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
3375718	86754641	17599 KENWOOD TRL	6/28/2018	Un labor-ST-IntAlloc	MGS1	\$443.67
3375718	86754641	17599 KENWOOD TRL	6/28/2018	M&S-Inventory Issued	MGS1	\$93.43
3375718	86767358	17599 KENWOOD TRL	6/28/2018	Construction OH	MGS2	\$181.38
3375718	86767358	17599 KENWOOD TRL	6/28/2018	Stores Overhead	MGS2	\$22.00
3375718	86767358	17599 KENWOOD TRL	6/28/2018	Stores Overhead -Qty	MGS2	\$6.44
3375718	86767358	17599 KENWOOD TRL	6/28/2018	Fleet Pool Vehicles	MGS2	\$10.25
3375718	86767358	17599 KENWOOD TRL	6/28/2018	Un labor-ST-IntAlloc	MGS2	\$73.85
3375718	86767358	17599 KENWOOD TRL	6/28/2018	Un labor-ST-IntAlloc	MGS2	\$0.00
3375718	86767358	17599 KENWOOD TRL	6/28/2018	Un labor-ST-IntAlloc	MGS2	\$956.27
3375718	86767358	17599 KENWOOD TRL	6/28/2018	M&S-Inventory Issued	MGS2	\$293.29
3375718 Total						\$2,099.35
3389303	86178411	9724 10TH AVE N	5/30/2018	Construction OH	MGS2	\$243.16
3389303	86178411	9724 10TH AVE N	5/30/2018	Stores Overhead	MGS2	\$76.31
3389303	86178411	9724 10TH AVE N	5/30/2018	Stores Overhead -Qty	MGS2	\$7.84

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3389303	86178411	9724 10TH AVE N	5/30/2018	Fleet Pool Vehicles	MGS2	\$15.38
3389303	86178411	9724 10TH AVE N	5/30/2018	Fleet Pool Vehicles	MGS2	\$14.00
3389303	86178411	9724 10TH AVE N	5/30/2018	Un labor-ST-IntAlloc	MGS2	\$0.00
3389303	86178411	9724 10TH AVE N	5/30/2018	Un labor-ST-IntAlloc	MGS2	\$110.78
3389303	86178411	9724 10TH AVE N	5/30/2018	Un labor-ST-IntAlloc	MGS2	\$527.25
3389303	86178411	9724 10TH AVE N	5/30/2018	Un Labor 1 1/2-IntAl	MGS2	\$103.01
3389303	86178411	9724 10TH AVE N	5/30/2018	M&S-Inventory Issued	MGS2	\$1,017.49
3389303	86178413	9724 10TH AVE N	7/23/2018	Fleet Pool Vehicles	MGS1	\$21.00
3389303	86178413	9724 10TH AVE N	7/23/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
3389303	86178413	9724 10TH AVE N	7/23/2018	Un labor-ST-IntAlloc	MGS1	\$344.60
3389303 Total						\$2,480.82
3575490	84496941	100 HENDERSON RD	1/11/2018	Fleet Pool Vehicles	MGS1	\$1.33
3575490	84496941	100 HENDERSON RD	1/11/2018	Fleet Pool Vehicles	MGS1	\$1.50
3575490	84496941	100 HENDERSON RD	1/11/2018	Un labor-ST-IntAlloc	MGS1	\$29.84
3575490	84498405	100 HENDERSON RD	1/11/2018	Construction OH	MGS2	\$1,002.98
3575490	84498405	100 HENDERSON RD	1/11/2018	Stores Overhead	MGS2	\$307.02
3575490	84498405	100 HENDERSON RD	1/11/2018	Stores Overhead -Qty	MGS2	\$33.32
3575490	84498405	100 HENDERSON RD	1/11/2018	Fleet Pool Vehicles	MGS2	\$72.80
3575490	84498405	100 HENDERSON RD	1/11/2018	Fleet Pool Vehicles	MGS2	\$61.53
3575490	84498405	100 HENDERSON RD	1/11/2018	Fleet Pool Vehicles	MGS2	\$59.50
3575490	84498405	100 HENDERSON RD	1/11/2018	Un labor-ST-IntAlloc	MGS2	\$553.88
3575490	84498405	100 HENDERSON RD	1/11/2018	Un labor-ST-IntAlloc	MGS2	\$2,141.60
3575490	84498405	100 HENDERSON RD	1/11/2018	Un labor-ST-IntAlloc	MGS2	\$1,744.83
3575490	84498405	100 HENDERSON RD	1/11/2018	M&S - Non Inv	MGS2	\$25.26
3575490	84498405	100 HENDERSON RD	1/11/2018	M&S-Inventory Issued	MGS2	\$2,585.90
3575490	84498405	100 HENDERSON RD	1/11/2018	Billable Cntrctd Lbr	MGS2	\$1,104.50
3575490	84721389	100 HENDERSON RD	1/24/2018	Stores Overhead	MGS1	\$20.17
3575490	84721389	100 HENDERSON RD	1/24/2018	Stores Overhead -Qty	MGS1	\$0.56
3575490	84721389	100 HENDERSON RD	1/24/2018	Fleet Pool Vehicles	MGS1	\$24.00
3575490	84721389	100 HENDERSON RD	1/24/2018	Fleet Pool Vehicles	MGS1	\$24.04
3575490	84721389	100 HENDERSON RD	1/24/2018	Un labor-ST-IntAlloc	MGS1	\$734.66
3575490	84721389	100 HENDERSON RD	1/24/2018	M&S-Inventory Issued	MGS1	\$169.84
3575490 Total						\$10,699.06
3585814	86992336	112 KAMNIC ST	8/22/2018	Stores Overhead	MGS1	\$4.85
3585814	86992336	112 KAMNIC ST	8/22/2018	Stores Overhead -Qty	MGS1	\$0.28
3585814	86992336	112 KAMNIC ST	8/22/2018	Fleet Pool Vehicles	MGS1	\$114.37
3585814	86992336	112 KAMNIC ST	8/22/2018	Fleet Pool Vehicles	MGS1	\$26.74
3585814	86992336	112 KAMNIC ST	8/22/2018	Un labor-ST-IntAlloc	MGS1	\$904.85
3585814	86992336	112 KAMNIC ST	8/22/2018	Un Labor 1 1/2-IntAl	MGS1	\$76.54
3585814	86992336	112 KAMNIC ST	8/22/2018	M&S-Inventory Issued	MGS1	\$64.60
3585814 Total						\$1,192.23
3585819	86992478	112 KAMNIC ST	8/22/2018	Fleet Pool Vehicles	MGS1	\$17.82
3585819	86992478	112 KAMNIC ST	8/22/2018	Un labor-ST-IntAlloc	MGS1	\$207.51
3585819	86992469	112 KAMNIC ST	10/31/2018	Construction OH	MGC2	\$610.62
3585819	86992469	112 KAMNIC ST	10/31/2018	Restoration OH	MGC2	\$1,034.47
3585819	86992469	112 KAMNIC ST	10/31/2018	Stores Overhead	MGC2	\$50.65
3585819	86992469	112 KAMNIC ST	10/31/2018	Stores Overhead -Qty	MGC2	\$162.40
3585819	86992469	112 KAMNIC ST	10/31/2018	Un labor-ST-IntAlloc	MGC2	\$0.00
3585819	86992469	112 KAMNIC ST	10/31/2018	M&S-Inventory Issued	MGC2	\$675.33
3585819	86992469	112 KAMNIC ST	10/31/2018	Billable Cntrctd Lbr	MGC2	\$5,033.47
3585819 Total						\$7,792.27
3628401	85783145	925 13TH ST E	6/28/2018	Construction OH	MGS2	\$561.48
3628401	85783145	925 13TH ST E	6/28/2018	Stores Overhead	MGS2	\$108.03
3628401	85783145	925 13TH ST E	6/28/2018	Stores Overhead -Qty	MGS2	\$15.40
3628401	85783145	925 13TH ST E	6/28/2018	Fleet Pool Vehicles	MGS2	\$210.42
3628401	85783145	925 13TH ST E	6/28/2018	Un labor-ST-IntAlloc	MGS2	\$1,297.61
3628401	85783145	925 13TH ST E	6/28/2018	Un Labor 1 1/2-IntAl	MGS2	\$199.77
3628401	85783145	925 13TH ST E	6/28/2018	Un labor-ST-IntAlloc	MGS2	\$0.00
3628401	85783145	925 13TH ST E	6/28/2018	M&S - Non Inv	MGS2	\$4.48

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3628401	85783145	925 13TH ST E	6/28/2018	M&S-Inventory Issued	MGS2	\$1,440.48
3628401	85783145	925 13TH ST E	6/28/2018	Maint Services-Other	MGS2	\$1,474.47
3628401	85783190	925 13TH ST E	6/28/2018	Stores Overhead	MGS1	\$1.08
3628401	85783190	925 13TH ST E	6/28/2018	Stores Overhead -Qty	MGS1	\$0.84
3628401	85783190	925 13TH ST E	6/28/2018	Un labor-ST-IntAlloc	MGS1	\$1,036.47
3628401	85783190	925 13TH ST E	6/28/2018	Un Labor 1 1/2-IntAI	MGS1	\$206.43
3628401	85783190	925 13TH ST E	6/28/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
3628401	85783190	925 13TH ST E	6/28/2018	M&S-Inventory Issued	MGS1	\$14.44
3628401	85783199	925 13TH ST E	6/28/2018	Construction OH	MGC2	\$341.58
3628401	85783199	925 13TH ST E	6/28/2018	Restoration OH	MGC2	\$482.39
3628401	85783199	925 13TH ST E	6/28/2018	Stores Overhead	MGC2	\$25.79
3628401	85783199	925 13TH ST E	6/28/2018	Stores Overhead -Qty	MGC2	\$15.40
3628401	85783199	925 13TH ST E	6/28/2018	Fleet Pool Vehicles	MGC2	\$65.90
3628401	85783199	925 13TH ST E	6/28/2018	Fleet Pool Vehicles	MGC2	\$42.97
3628401	85783199	925 13TH ST E	6/28/2018	Fleet Pool Vehicles	MGC2	\$144.62
3628401	85783199	925 13TH ST E	6/28/2018	Un labor-ST-IntAlloc	MGC2	\$1,249.67
3628401	85783199	925 13TH ST E	6/28/2018	Un Labor 1 1/2-IntAI	MGC2	\$664.57
3628401	85783199	925 13TH ST E	6/28/2018	Un labor-ST-IntAlloc	MGC2	\$0.00
3628401	85783199	925 13TH ST E	6/28/2018	M&S-Inventory Issued	MGC2	\$343.89
3628401 Total						\$9,948.18
3633101	85765881	1805 HENNEPIN AVE N	5/15/2018	Stores Overhead	MGS1	\$7.48
3633101	85765881	1805 HENNEPIN AVE N	5/15/2018	Stores Overhead -Qty	MGS1	\$0.56
3633101	85765881	1805 HENNEPIN AVE N	5/15/2018	Fleet Pool Vehicles	MGS1	\$10.64
3633101	85765881	1805 HENNEPIN AVE N	5/15/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
3633101	85765881	1805 HENNEPIN AVE N	5/15/2018	Un labor-ST-IntAlloc	MGS1	\$509.75
3633101	85765881	1805 HENNEPIN AVE N	5/15/2018	M&S-Inventory Issued	MGS1	\$99.70
3633101 Total						\$628.13
3634532	86960132	1900 SUNRISE DR	8/30/2018	Stores Overhead	MGS1	\$33.06
3634532	86960132	1900 SUNRISE DR	8/30/2018	Stores Overhead -Qty	MGS1	\$10.64
3634532	86960132	1900 SUNRISE DR	8/30/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
3634532	86960132	1900 SUNRISE DR	8/30/2018	M&S-Inventory Issued	MGS1	\$440.75
3634532	86960132	1900 SUNRISE DR	8/30/2018	Billable Cntrctd Lbr	MGS1	\$1,066.90
3634532	86960615	1900 SUNRISE DR	8/30/2018	Construction OH	MGC2	\$476.12
3634532	86960615	1900 SUNRISE DR	8/30/2018	Restoration OH	MGC2	\$912.21
3634532	86960615	1900 SUNRISE DR	8/30/2018	Stores Overhead	MGC2	\$36.20
3634532	86960615	1900 SUNRISE DR	8/30/2018	Stores Overhead -Qty	MGC2	\$164.64
3634532	86960615	1900 SUNRISE DR	8/30/2018	Un labor-ST-IntAlloc	MGC2	\$0.00
3634532	86960615	1900 SUNRISE DR	8/30/2018	M&S-Inventory Issued	MGC2	\$482.61
3634532	86960615	1900 SUNRISE DR	8/30/2018	Billable Cntrctd Lbr	MGC2	\$4,561.05
3634532 Total						\$8,184.18
3655175	86429331	302 N NOKOMIS ST	6/15/2018	Fleet Pool Vehicles	MGS1	\$13.53
3655175	86429331	302 N NOKOMIS ST	6/15/2018	Un labor-ST-IntAlloc	MGS1	\$302.42
3655175	86429331	302 N NOKOMIS ST	6/15/2018	Cont in Aid of Const	MGS1	-\$200.00
3655175 Total						\$115.95
7913160	88173680	9490 W BROADWAY AVE	11/28/2018	Fleet Pool Vehicles	MGS1	\$14.00
7913160	88173680	9490 W BROADWAY AVE	11/28/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
7913160	88173680	9490 W BROADWAY AVE	11/28/2018	Un labor-ST-IntAlloc	MGS1	\$566.88
7913160	88173680	9490 W BROADWAY AVE	11/28/2018	Un Labor 1 1/2-IntAI	MGS1	\$103.01
7913160	88173466	9490 W BROADWAY AVE	11/28/2018	Stores Overhead	MGM2	\$1.31
7913160	88173466	9490 W BROADWAY AVE	11/28/2018	Stores Overhead -Qty	MGM2	\$7.28
7913160	88173466	9490 W BROADWAY AVE	11/28/2018	Fleet Pool Vehicles	MGM2	\$116.66
7913160	88173466	9490 W BROADWAY AVE	11/28/2018	Un labor-ST-IntAlloc	MGM2	\$1,597.64
7913160	88173466	9490 W BROADWAY AVE	11/28/2018	Un labor-ST-IntAlloc	MGM2	\$458.46
7913160	88173466	9490 W BROADWAY AVE	11/28/2018	M&S-Inventory Issued	MGM2	\$17.40
7913160 Total						\$2,882.64
7913177	86940999	9470 W BROADWAY AVE	7/26/2018	Stores Overhead	MGS1	\$2.61
7913177	86940999	9470 W BROADWAY AVE	7/26/2018	Stores Overhead -Qty	MGS1	\$2.24
7913177	86940999	9470 W BROADWAY AVE	7/26/2018	Fleet Pool Vehicles	MGS1	\$35.00
7913177	86940999	9470 W BROADWAY AVE	7/26/2018	Un labor-ST-IntAlloc	MGS1	\$0.00

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7913177	86940999	9470 W BROADWAY AVE	7/26/2018	Un labor-ST-IntAlloc	MGS1	\$538.44
7913177	86940999	9470 W BROADWAY AVE	7/26/2018	Un Labor 1 1/2-IntAl	MGS1	\$103.01
7913177	86940999	9470 W BROADWAY AVE	7/26/2018	M&S-Inventory Issued	MGS1	\$34.85
7913177	86940426	9470 W BROADWAY AVE	7/26/2018	Stores Overhead	MGM2	\$0.00
7913177	86940426	9470 W BROADWAY AVE	7/26/2018	Stores Overhead -Qty	MGM2	\$0.00
7913177	86940426	9470 W BROADWAY AVE	7/26/2018	Fleet Pool Vehicles	MGM2	\$55.90
7913177	86940426	9470 W BROADWAY AVE	7/26/2018	Fleet Pool Vehicles	MGM2	\$100.03
7913177	86940426	9470 W BROADWAY AVE	7/26/2018	Un labor-ST-IntAlloc	MGM2	\$855.54
7913177	86940426	9470 W BROADWAY AVE	7/26/2018	M&S-Inventory Issued	MGM2	\$0.00
7913177 Total						\$1,727.62
7918984	85542311	48 NORTHERN STACKS DR	3/30/2018	Stores Overhead	MGS1	\$3.08
7918984	85542311	48 NORTHERN STACKS DR	3/30/2018	Stores Overhead -Qty	MGS1	\$0.56
7918984	85542311	48 NORTHERN STACKS DR	3/30/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
7918984	85542311	48 NORTHERN STACKS DR	3/30/2018	Un labor-ST-IntAlloc	MGS1	\$889.07
7918984	85542311	48 NORTHERN STACKS DR	3/30/2018	Un Labor 1 1/2-IntAl	MGS1	\$293.57
7918984	85542311	48 NORTHERN STACKS DR	3/30/2018	M&S-Inventory Issued	MGS1	\$41.15
7918984	85541016	48 NORTHERN STACKS DR	3/30/2018	Stores Overhead	MGM2	\$29.18
7918984	85541016	48 NORTHERN STACKS DR	3/30/2018	Stores Overhead -Qty	MGM2	\$9.52
7918984	85541016	48 NORTHERN STACKS DR	3/30/2018	Fleet Pool Vehicles	MGM2	\$90.05
7918984	85541016	48 NORTHERN STACKS DR	3/30/2018	Fleet Pool Vehicles	MGM2	\$99.84
7918984	85541016	48 NORTHERN STACKS DR	3/30/2018	Fleet Pool Vehicles	MGM2	\$43.54
7918984	85541016	48 NORTHERN STACKS DR	3/30/2018	Un labor-ST-IntAlloc	MGM2	\$1,985.19
7918984	85541016	48 NORTHERN STACKS DR	3/30/2018	Un Labor 1 1/2-IntAl	MGM2	\$78.75
7918984	85541016	48 NORTHERN STACKS DR	3/30/2018	Un labor-ST-IntAlloc	MGM2	\$984.39
7918984	85541016	48 NORTHERN STACKS DR	3/30/2018	Un Labor 1 1/2-IntAl	MGM2	\$39.60
7918984	85541016	48 NORTHERN STACKS DR	3/30/2018	M&S-Inventory Issued	MGM2	\$389.07
7918984 Total						\$4,976.56
7941073	86022700	3000 HARBOR LN N	5/4/2018	Stores Overhead	MGS1	\$0.90
7941073	86022700	3000 HARBOR LN N	5/4/2018	Stores Overhead -Qty	MGS1	\$0.28
7941073	86022700	3000 HARBOR LN N	5/4/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
7941073	86022700	3000 HARBOR LN N	5/4/2018	Un labor-ST-IntAlloc	MGS1	\$344.60
7941073	86022700	3000 HARBOR LN N	5/4/2018	M&S-Inventory Issued	MGS1	\$11.94
7941073	86022692	3000 HARBOR LN N	5/4/2018	Stores Overhead	MGM2	\$0.76
7941073	86022692	3000 HARBOR LN N	5/4/2018	Stores Overhead -Qty	MGM2	\$8.40
7941073	86022692	3000 HARBOR LN N	5/4/2018	Un labor-ST-IntAlloc	MGM2	\$1,047.60
7941073	86022692	3000 HARBOR LN N	5/4/2018	M&S-Inventory Issued	MGM2	\$10.13
7941073	86022702	3000 HARBOR LN N	5/4/2018	Stores Overhead	MGS1	\$135.29
7941073	86022702	3000 HARBOR LN N	5/4/2018	Stores Overhead -Qty	MGS1	\$1.40
7941073	86022702	3000 HARBOR LN N	5/4/2018	Fleet Pool Vehicles	MGS1	\$15.38
7941073	86022702	3000 HARBOR LN N	5/4/2018	Fleet Pool Vehicles	MGS1	\$21.00
7941073	86022702	3000 HARBOR LN N	5/4/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
7941073	86022702	3000 HARBOR LN N	5/4/2018	Un labor-ST-IntAlloc	MGS1	\$110.78
7941073	86022702	3000 HARBOR LN N	5/4/2018	Un labor-ST-IntAlloc	MGS1	\$473.83
7941073	86022702	3000 HARBOR LN N	5/4/2018	M&S-Inventory Issued	MGS1	\$1,803.84
7941073 Total						\$3,986.13
7950992	85672204	13880 BUSINESS CENTER DR NW	4/17/2018	Fleet Pool Vehicles	MGS1	\$30.09
7950992	85672204	13880 BUSINESS CENTER DR NW	4/17/2018	Un labor-ST-IntAlloc	MGS1	\$212.99
7950992	85672205	13880 BUSINESS CENTER DR NW	4/17/2018	Construction OH	MGS2	\$61.87
7950992	85672205	13880 BUSINESS CENTER DR NW	4/17/2018	Construction OH	MGS2	\$0.00
7950992	85672205	13880 BUSINESS CENTER DR NW	4/17/2018	Stores Overhead	MGS2	\$7.89
7950992	85672205	13880 BUSINESS CENTER DR NW	4/17/2018	Stores Overhead -Qty	MGS2	\$1.12
7950992	85672205	13880 BUSINESS CENTER DR NW	4/17/2018	Fleet Pool Vehicles	MGS2	\$22.06
7950992	85672205	13880 BUSINESS CENTER DR NW	4/17/2018	Un labor-ST-IntAlloc	MGS2	\$327.61
7950992	85672205	13880 BUSINESS CENTER DR NW	4/17/2018	M&S-Inventory Issued	MGS2	\$105.22
7950992	85910357	13880 BUSINESS CENTER DR NW	4/17/2018	Stores Overhead	MGM2	\$6.08
7950992	85910357	13880 BUSINESS CENTER DR NW	4/17/2018	Stores Overhead -Qty	MGM2	\$1.96
7950992	85910357	13880 BUSINESS CENTER DR NW	4/17/2018	Fleet Pool Vehicles	MGM2	\$15.56
7950992	85910357	13880 BUSINESS CENTER DR NW	4/17/2018	Un labor-ST-IntAlloc	MGM2	\$764.73
7950992	85910357	13880 BUSINESS CENTER DR NW	4/17/2018	M&S-Inventory Issued	MGM2	\$81.11

CenterPoint Energy
2018 Service Quality Report
Relocation of Meters Rated 630 CFH or Greater

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
7950992 Total						\$1,638.29
7960955	87793896	770 XENIA AVE S	10/17/2018	Stores Overhead	MGS1	\$19.65
7960955	87793896	770 XENIA AVE S	10/17/2018	Stores Overhead -Qty	MGS1	\$12.32
7960955	87793896	770 XENIA AVE S	10/17/2018	Fleet Pool Vehicles	MGS1	\$43.35
7960955	87793896	770 XENIA AVE S	10/17/2018	Fleet Pool Vehicles	MGS1	\$42.00
7960955	87793896	770 XENIA AVE S	10/17/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
7960955	87793896	770 XENIA AVE S	10/17/2018	Un labor-ST-IntAlloc	MGS1	\$1,254.34
7960955	87793896	770 XENIA AVE S	10/17/2018	M&S-Inventory Issued	MGS1	\$261.94
7960955	88058588	770 XENIA AVE S	10/31/2018	Stores Overhead	MGM2	\$0.44
7960955	88058588	770 XENIA AVE S	10/31/2018	Stores Overhead -Qty	MGM2	\$1.40
7960955	88058588	770 XENIA AVE S	10/31/2018	Un labor-ST-IntAlloc	MGM2	\$1,096.98
7960955	88058588	770 XENIA AVE S	10/31/2018	M&S-Inventory Issued	MGM2	\$5.84
7960955 Total						\$2,738.26
7965605	87824159	3100 W RIVER PKWY	11/20/2018	Construction OH	MGS2	\$133.21
7965605	87824159	3100 W RIVER PKWY	11/20/2018	Stores Overhead	MGS2	\$106.87
7965605	87824159	3100 W RIVER PKWY	11/20/2018	Stores Overhead -Qty	MGS2	\$5.88
7965605	87824159	3100 W RIVER PKWY	11/20/2018	Fleet Pool Vehicles	MGS2	\$10.25
7965605	87824159	3100 W RIVER PKWY	11/20/2018	Fleet Pool Vehicles	MGS2	\$40.42
7965605	87824159	3100 W RIVER PKWY	11/20/2018	Un labor-ST-IntAlloc	MGS2	\$73.85
7965605	87824159	3100 W RIVER PKWY	11/20/2018	Un labor-ST-IntAlloc	MGS2	\$0.00
7965605	87824159	3100 W RIVER PKWY	11/20/2018	Un labor-ST-IntAlloc	MGS2	\$215.38
7965605	87824159	3100 W RIVER PKWY	11/20/2018	Un Labor 1 1/2-IntAl	MGS2	\$455.30
7965605	87824159	3100 W RIVER PKWY	11/20/2018	M&S-Inventory Issued	MGS2	\$1,424.94
7965605	87824236	3100 W RIVER PKWY	12/27/2018	Stores Overhead	MGS1	\$4.76
7965605	87824236	3100 W RIVER PKWY	12/27/2018	Stores Overhead -Qty	MGS1	\$0.56
7965605	87824236	3100 W RIVER PKWY	12/27/2018	Fleet Pool Vehicles	MGS1	\$22.31
7965605	87824236	3100 W RIVER PKWY	12/27/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
7965605	87824236	3100 W RIVER PKWY	12/27/2018	Un labor-ST-IntAlloc	MGS1	\$323.06
7965605	87824236	3100 W RIVER PKWY	12/27/2018	M&S-Inventory Issued	MGS1	\$63.45
7965605 Total						\$2,880.24
7982423	84059976	10101 BREN RD E	1/30/2018	Construction OH	MGC1	\$1,225.85
7982423	84059976	10101 BREN RD E	1/30/2018	Restoration OH	MGC1	\$83.94
7982423	84059976	10101 BREN RD E	1/30/2018	Stores Overhead	MGC1	\$11.46
7982423	84059976	10101 BREN RD E	1/30/2018	Stores Overhead -Qty	MGC1	\$38.36
7982423	84059976	10101 BREN RD E	1/30/2018	Un labor-ST-IntAlloc	MGC1	\$0.00
7982423	84059976	10101 BREN RD E	1/30/2018	Un labor-ST-IntAlloc	MGC1	\$0.00
7982423	84059976	10101 BREN RD E	1/30/2018	M&S-Inventory Issued	MGC1	\$96.50
7982423	84059976	10101 BREN RD E	1/30/2018	Billable Cntrctd Lbr	MGC1	\$10,071.28
7982423	84605639	10101 BREN RD E	1/2/2018	Stores Overhead	MGS1	\$1.81
7982423	84605639	10101 BREN RD E	1/2/2018	Stores Overhead -Qty	MGS1	\$0.28
7982423	84605639	10101 BREN RD E	1/2/2018	Fleet Pool Vehicles	MGS1	\$12.50
7982423	84605639	10101 BREN RD E	1/2/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
7982423	84605639	10101 BREN RD E	1/2/2018	Un labor-ST-IntAlloc	MGS1	\$170.58
7982423	84605639	10101 BREN RD E	1/2/2018	M&S-Inventory Issued	MGS1	\$15.27
7982423 Total						\$11,727.83
7986335	87769995	729 WASHINGTON AVE N	11/14/2018	Fleet Pool Vehicles	MGS1	\$14.00
7986335	87769995	729 WASHINGTON AVE N	11/14/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
7986335	87769995	729 WASHINGTON AVE N	11/14/2018	Un Labor 1 1/2-IntAl	MGS1	\$103.01
7986335	87769995	729 WASHINGTON AVE N	11/14/2018	Billable Cntrctd Lbr	MGS1	\$640.14
7986335	87770575	729 WASHINGTON AVE N	10/31/2018	Construction OH	MGC1	\$155.20
7986335	87770575	729 WASHINGTON AVE N	10/31/2018	Restoration OH	MGC1	\$4,265.05
7986335	87770575	729 WASHINGTON AVE N	10/31/2018	Stores Overhead	MGC1	\$22.02
7986335	87770575	729 WASHINGTON AVE N	10/31/2018	Stores Overhead -Qty	MGC1	\$39.76
7986335	87770575	729 WASHINGTON AVE N	10/31/2018	Un labor-ST-IntAlloc	MGC1	\$0.00
7986335	87770575	729 WASHINGTON AVE N	10/31/2018	Un labor-ST-IntAlloc	MGC1	\$0.00
7986335	87770575	729 WASHINGTON AVE N	10/31/2018	M&S-Inventory Issued	MGC1	\$293.63
7986335	87770575	729 WASHINGTON AVE N	10/31/2018	Billable Cntrctd Lbr	MGC1	\$9,698.63
7986335	87963979	729 WASHINGTON AVE N	12/17/2018	Construction OH	MGC1	\$20.93
7986335	87963979	729 WASHINGTON AVE N	12/17/2018	Restoration OH	MGC1	\$789.41

CenterPoint Energy
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Relocation of Meters rated 630 CFH or greater

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
7986335	87963979	729 WASHINGTON AVE N	12/17/2018	Stores Overhead	MGC1	\$25.44
7986335	87963979	729 WASHINGTON AVE N	12/17/2018	Stores Overhead -Qty	MGC1	\$52.64
7986335	87963979	729 WASHINGTON AVE N	12/17/2018	Un labor-ST-IntAlloc	MGC1	\$0.00
7986335	87963979	729 WASHINGTON AVE N	12/17/2018	Un labor-ST-IntAlloc	MGC1	\$0.00
7986335	87963979	729 WASHINGTON AVE N	12/17/2018	M&S-Inventory Issued	MGC1	\$339.21
7986335	87963979	729 WASHINGTON AVE N	12/17/2018	Billable Cntrctd Lbr	MGC1	\$1,754.25
7986335 Total						\$18,213.32
7986337	87770795	728 N 3RD ST	11/14/2018	Stores Overhead	MGS1	\$4.02
7986337	87770795	728 N 3RD ST	11/14/2018	Stores Overhead -Qty	MGS1	\$3.92
7986337	87770795	728 N 3RD ST	11/14/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
7986337	87770795	728 N 3RD ST	11/14/2018	M&S-Inventory Issued	MGS1	\$53.56
7986337	87770795	728 N 3RD ST	11/14/2018	Billable Cntrctd Lbr	MGS1	\$533.45
7986337 Total						\$594.95
7994989	85744633	4901 GLUMACK DR	5/21/2018	Stores Overhead	MGS1	\$5.92
7994989	85744633	4901 GLUMACK DR	5/21/2018	Stores Overhead -Qty	MGS1	\$6.72
7994989	85744633	4901 GLUMACK DR	5/21/2018	Fleet Pool Vehicles	MGS1	\$28.18
7994989	85744633	4901 GLUMACK DR	5/21/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
7994989	85744633	4901 GLUMACK DR	5/21/2018	Un labor-ST-IntAlloc	MGS1	\$456.60
7994989	85744633	4901 GLUMACK DR	5/21/2018	M&S-Inventory Issued	MGS1	\$78.93
7994989 Total						\$576.35
8005541	86269573	2701 CALIFORNIA ST NE	7/19/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
8005541	86269573	2701 CALIFORNIA ST NE	7/19/2018	Billable Cntrctd Lbr	MGS1	\$426.76
8005541	84497027	2701 CALIFORNIA ST NE	2/27/2018	Construction OH	MGS2	\$257.22
8005541	84497027	2701 CALIFORNIA ST NE	2/27/2018	Stores Overhead	MGS2	\$88.10
8005541	84497027	2701 CALIFORNIA ST NE	2/27/2018	Stores Overhead -Qty	MGS2	\$8.12
8005541	84497027	2701 CALIFORNIA ST NE	2/27/2018	M&S-Inventory Issued	MGS2	\$1,054.17
8005541	84497027	2701 CALIFORNIA ST NE	2/27/2018	Billable Cntrctd Lbr	MGS2	\$861.34
8005541	84497027	2701 CALIFORNIA ST NE	2/27/2018	AFUDC Debt	MGS2	\$1.30
8005541	84498766	2701 CALIFORNIA ST NE	2/27/2018	Construction OH	MGS2	\$0.00
8005541	84498766	2701 CALIFORNIA ST NE	2/27/2018	Stores Overhead -Qty	MGS2	\$0.28
8005541	84498766	2701 CALIFORNIA ST NE	2/27/2018	Un labor-ST-IntAlloc	MGS2	\$0.00
8005541	84498766	2701 CALIFORNIA ST NE	2/27/2018	M&S-Inventory Issued	MGS2	\$0.01
8005541 Total						\$2,697.30
8012957	85711333	1100 1ST ST SE	4/18/2018	Stores Overhead	MGS1	\$5.45
8012957	85711333	1100 1ST ST SE	4/18/2018	Stores Overhead -Qty	MGS1	\$4.48
8012957	85711333	1100 1ST ST SE	4/18/2018	Un labor-ST-IntAlloc	MGS1	\$149.23
8012957	85711333	1100 1ST ST SE	4/18/2018	M&S-Inventory Issued	MGS1	\$72.68
8012957	84496778	1100 1ST ST SE	1/25/2018	Construction OH	MGS2	\$290.27
8012957	84496778	1100 1ST ST SE	1/25/2018	Stores Overhead	MGS2	\$207.92
8012957	84496778	1100 1ST ST SE	1/25/2018	Stores Overhead -Qty	MGS2	\$7.00
8012957	84496778	1100 1ST ST SE	1/25/2018	Fleet Pool Vehicles	MGS2	\$36.30
8012957	84496778	1100 1ST ST SE	1/25/2018	Fleet Pool Vehicles	MGS2	\$23.47
8012957	84496778	1100 1ST ST SE	1/25/2018	Un labor-ST-IntAlloc	MGS2	\$110.78
8012957	84496778	1100 1ST ST SE	1/25/2018	Un labor-ST-IntAlloc	MGS2	\$468.34
8012957	84496778	1100 1ST ST SE	1/25/2018	M&S-Inventory Issued	MGS2	\$1,751.24
8012957	84682003	1100 1ST ST SE	1/25/2018	Construction OH	MGS2	\$1.61
8012957	84682003	1100 1ST ST SE	1/25/2018	Fleet Pool Vehicles	MGS2	\$0.51
8012957	84682003	1100 1ST ST SE	1/25/2018	Fleet Pool Vehicles	MGS2	\$0.58
8012957	84682003	1100 1ST ST SE	1/25/2018	Un labor-ST-IntAlloc	MGS2	\$11.48
8012957	84682082	1100 1ST ST SE	2/27/2018	Construction OH	MGC1	\$708.11
8012957	84682082	1100 1ST ST SE	2/27/2018	Restoration OH	MGC1	\$1,256.55
8012957	84682082	1100 1ST ST SE	2/27/2018	Stores Overhead	MGC1	\$16.53
8012957	84682082	1100 1ST ST SE	2/27/2018	Stores Overhead -Qty	MGC1	\$79.52
8012957	84682082	1100 1ST ST SE	2/27/2018	Un labor-ST-IntAlloc	MGC1	\$0.00
8012957	84682082	1100 1ST ST SE	2/27/2018	Un labor-ST-IntAlloc	MGC1	\$0.00
8012957	84682082	1100 1ST ST SE	2/27/2018	M&S-Inventory Issued	MGC1	\$220.37
8012957	84682082	1100 1ST ST SE	2/27/2018	Billable Cntrctd Lbr	MGC1	\$4,986.31
8012957	85740581	1100 1ST ST SE	4/18/2018	Construction OH	MGC2	\$239.42
8012957	85740581	1100 1ST ST SE	4/18/2018	Restoration OH	MGC2	\$440.85

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Relocation of Meters rated 630 CFH or greater

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
8012957	85740581	1100 1ST ST SE	4/18/2018	Stores Overhead	MGC2	\$0.83
8012957	85740581	1100 1ST ST SE	4/18/2018	Stores Overhead -Qty	MGC2	\$9.24
8012957	85740581	1100 1ST ST SE	4/18/2018	Un labor-ST-IntAlloc	MGC2	\$1,749.42
8012957	85740581	1100 1ST ST SE	4/18/2018	M&S-Inventory Issued	MGC2	\$11.02
8012957 Total						\$12,859.51
8165138	88251804	14570 EVENDALE WAY	12/16/2018	Stores Overhead -Qty	MGS1	\$0.28
8165138	88251804	14570 EVENDALE WAY	12/16/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
8165138	88251804	14570 EVENDALE WAY	12/16/2018	M&S-Inventory Issued	MGS1	\$0.01
8165138	88251804	14570 EVENDALE WAY	12/16/2018	Billable Cntrctd Lbr	MGS1	\$213.38
8165138	87116678	14570 EVENDALE WAY	11/14/2018	Construction OH	MGS2	\$172.14
8165138	87116678	14570 EVENDALE WAY	11/14/2018	Stores Overhead	MGS2	\$87.99
8165138	87116678	14570 EVENDALE WAY	11/14/2018	Stores Overhead -Qty	MGS2	\$9.24
8165138	87116678	14570 EVENDALE WAY	11/14/2018	Fleet Pool Vehicles	MGS2	\$15.38
8165138	87116678	14570 EVENDALE WAY	11/14/2018	Un labor-ST-IntAlloc	MGS2	\$110.78
8165138	87116678	14570 EVENDALE WAY	11/14/2018	Un labor-ST-IntAlloc	MGS2	\$0.00
8165138	87116678	14570 EVENDALE WAY	11/14/2018	M&S-Inventory Issued	MGS2	\$1,173.20
8165138	87116678	14570 EVENDALE WAY	11/14/2018	Billable Cntrctd Lbr	MGS2	\$640.14
8165138 Total						\$2,422.54
8206254	88511930	212 JAMES AVE N	12/19/2018	Stores Overhead	MGS1	\$1.80
8206254	88511930	212 JAMES AVE N	12/19/2018	Stores Overhead -Qty	MGS1	\$0.28
8206254	88511930	212 JAMES AVE N	12/19/2018	Un labor-ST-IntAlloc	MGS1	\$0.00
8206254	88511930	212 JAMES AVE N	12/19/2018	Un labor-ST-IntAlloc	MGS1	\$467.79
8206254	88511930	212 JAMES AVE N	12/19/2018	M&S-Inventory Issued	MGS1	\$23.98
8206254	87501504	212 JAMES AVE N	11/19/2018	Construction OH	MGS2	\$119.53
8206254	87501504	212 JAMES AVE N	11/19/2018	Stores Overhead	MGS2	\$87.79
8206254	87501504	212 JAMES AVE N	11/19/2018	Stores Overhead -Qty	MGS2	\$5.32
8206254	87501504	212 JAMES AVE N	11/19/2018	Fleet Pool Vehicles	MGS2	\$15.38
8206254	87501504	212 JAMES AVE N	11/19/2018	Un labor-ST-IntAlloc	MGS2	\$0.00
8206254	87501504	212 JAMES AVE N	11/19/2018	Un labor-ST-IntAlloc	MGS2	\$110.78
8206254	87501504	212 JAMES AVE N	11/19/2018	Un labor-ST-IntAlloc	MGS2	\$512.59
8206254	87501504	212 JAMES AVE N	11/19/2018	M&S-Inventory Issued	MGS2	\$1,170.63
8206254 Total						\$2,515.87
Grand Total						\$151,811.31

**CenterPoint Energy
2018 Service Quality Report**

2018 Call Center Detail - Calls Received from Dedicated Lines

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Total Calls Received ¹	144,624	128,875	141,386	147,615	153,141	148,257	147,832	155,806	131,636	155,226	140,111	152,722	1,747,231
Dedicated Calls Received:													
Billing Inquiries	120,274	108,743	118,902	121,063	123,866	120,373	119,890	124,393	105,546	124,015	114,145	130,674	1,431,884
Credit/Payment Arrangements	5,809	5,455	6,218	7,423	7,191	6,439	5,960	6,613	5,472	6,679	5,674	5,529	74,462
Service Connection/Disconnection Requests	7,064	6,179	7,550	9,211	11,594	11,764	12,458	13,464	10,341	12,046	9,060	6,955	117,686
Emergency	7,149	4,678	4,407	5,423	6,634	6,285	6,204	7,712	6,942	7,389	6,729	5,641	75,193
Business Customer Hotline	4,328	3,820	4,309	4,495	3,856	3,396	3,320	3,624	3,335	5,097	4,503	3,923	48,006

¹ Includes IVR

3 Year Average Calculations (2015 - 2017)

Billing Inquiries

Year 2015	1,403,416
Year 2016	1,301,568
Year 2017	1,309,671
3 Year Avg	1,338,218

Service Connection/Disconnection Requests

Year 2015	150,015
Year 2016	145,782
Year 2017	116,934
3 Year Avg	137,577

Business Customer Hotline

Year 2015	44,098
Year 2016	40,294
Year 2017	39,454
3 Year Avg	41,282

Credit/Payment Arrangements

Year 2015	77,621
Year 2016	66,405
Year 2017	64,932
3 Year Avg	69,653

Emergency

Year 2015	75,216
Year 2016	77,111
Year 2017	70,305
3 Year Avg	74,211

CENTERPOINT ENERGY
Annual Summary of MPUC, OAG, BBB & Other Customer Complaints
Location: Minneapolis
Dates: From 1/1/2018 to 12/31/2018

Check One:	
Reporting Unit	<u> X </u>
Division	<u> </u>
Region	<u> </u>

Type of Complaint	Residential				Commercial/Industrial				Interruptible				Total			
	No. Rec	No. Resl.	No. Unrsl.	Avg Time*	No. Rec	No. Resl.	No. Unrsl.	Avg Time*	No. Rec	No. Resl.	No. Unrsl.	Avg Time*	No. Rec	No. Resl.	No. Unrsl.	Avg Time*
Bill																
Too High/Low	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Do Not Understand	6	6	0	7.0	0	0	0	0.0	0	0	0	0.0	6	6	0	7.0
Budget	1	1	0	13.0	0	0	0	0.0	0	0	0	0.0	1	1	0	13.0
Due Date - Late Payment Charge	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Rates	1	1	0	1.0	0	0	0	0.0	0	0	0	0.0	1	1	0	1.0
Payment Application Refund Check	27	27	0	7.8	0	0	0	0.0	0	0	0	0.0	27	27	0	7.8
Non-Register Meter/Remote Indexes	3	3	0	12.3	0	0	0	0.0	0	0	0	0.0	3	3	0	12.3
Other	19	19	0	11.8	0	0	0	0.0	0	0	0	0.0	19	19	0	11.8
Credit																
Arrangements	29	29	0	3.2	1	1	0	0.0	0	0	0	0.0	30	30	0	3.1
Notice Letters	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Transfers	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Disputed Charges	5	5	0	13.0	1	1	0	16.0	0	0	0	0.0	6	6	0	13.5
Disconnected	37	37	0	2.3	0	0	0	0.0	0	0	0	0.0	37	37	0	2.3
Other	4	4	0	10.5	1	1	0	14.0	0	0	0	0.0	5	5	0	11.2
Meter																
Not Read	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Mis-Read	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Estimated Readings	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Customer Readings	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Final Readings Not Taken	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Service																
Gas Service and/or Mains	48	48	0	7.3	0	0	0	0.0	0	0	0	0.0	48	48	0	7.3
Appliance Service and/or Repair	44	44	0	9.0	0	0	0	0.0	0	0	0	0.0	44	44	0	9.0
Total	224	224	0	7.0	3	3	0	10.0	0	0	0	0.0	227	227	0	7.0
Average Number of Customers for Reporting Period	791,901				68,515				1,617				862,033			
Customers Added	9,880				825				(408)				10,297			
Number of Involuntary Disconnects	30,455				1,331				1				31,787			

*Average in Calendar Days

Prepared By /s/ Robin Hougdahl
 Dept, Division or Region Customer Service

2017

Number of Involuntary Disconnects	30,877	1,255	1	32,133
Change from prior year	(422)	76	0	(346)
Percent Change	-1.4%	6.1%	0.0%	-1.1%

**CenterPoint Energy
2018 Service Quality Report**

2018 Above Ground Facility (ABGF) Leaks by Cause

	<u>Year 2018</u>
Total ABGF Leaks (by Cause & Year Repaired)	4,747
Corrosion Failure	138
Equipment Failure	4,294
Excavation Damage	31
Incorrect Operations	50
Natural Force Damage	44
Other Cause	1
Other Outside Force Damage	82
Pipe, Weld or Joint Failure	107

3 Year Average Calculations (2015 - 2017)

Corrosion Failure

Year 2015	176
Year 2016	194
Year 2017	130
3 Year Avg	167

Incorrect Operations

Year 2015	112
Year 2016	59
Year 2017	78
3 Year Avg	83

Other Outside Force Damage

Year 2015	25
Year 2016	60
Year 2017	88
3 Year Avg	58

Equipment Failure

Year 2015	4,484
Year 2016	4,426
Year 2017	4,611
3 Year Avg	4,507

Natural Force Damage

Year 2015	43
Year 2016	60
Year 2017	60
3 Year Avg	54

Pipe, Weld or Joint Failure

Year 2015	19
Year 2016	113
Year 2017	117
3 Year Avg	83

Excavation Damage

Year 2015	22
Year 2016	33
Year 2017	37
3 Year Avg	31

Other Cause

Year 2015	26
Year 2016	14
Year 2017	1
3 Year Avg	14

**CenterPoint Energy
2018 Service Quality Report**

2018 Mains Leaks by Cause

	<u>Year 2018</u>
Total Mains Leaks (by Cause & Year Repaired)	418
Corrosion Failure	88
Equipment Failure	128
Excavation Damage	116
Incorrect Operations	38
Natural Force Damage	8
Other Cause	9
Other Outside Force Damage	15
Pipe, Weld or Joint Failure	16

3 Year Average Calculations (2015 - 2017)

Corrosion Failure

Year 2015	109
Year 2016	71
Year 2017	57
3 Year Avg	79

Incorrect Operations

Year 2015	4
Year 2016	16
Year 2017	25
3 Year Avg	15

Other Outside Force Damage

Year 2015	7
Year 2016	19
Year 2017	16
3 Year Avg	14

Equipment Failure

Year 2015	142
Year 2016	82
Year 2017	75
3 Year Avg	100

Natural Force Damage

Year 2015	10
Year 2016	25
Year 2017	21
3 Year Avg	19

Pipe, Weld or Joint Failure

Year 2015	9
Year 2016	36
Year 2017	20
3 Year Avg	22

Excavation Damage

Year 2015	123
Year 2016	101
Year 2017	114
3 Year Avg	113

Other Cause

Year 2015	5
Year 2016	3
Year 2017	3
3 Year Avg	4

**CenterPoint Energy
2018 Service Quality Report**

2018 Services Leaks by Cause

	<u>Year 2018</u>
Total Services Leaks (by Cause & Year Repaired)	1,407
Corrosion Failure	140
Equipment Failure	285
Excavation Damage	612
Incorrect Operations	72
Natural Force Damage	130
Other Cause	14
Other Outside Force Damage	55
Pipe, Weld or Joint Failure	99

3 Year Average Calculations (2015 - 2017)

Corrosion Failure

Year 2015	213
Year 2016	209
Year 2017	131
3 Year Avg	184

Incorrect Operations

Year 2015	57
Year 2016	63
Year 2017	75
3 Year Avg	65

Other Outside Force Damage

Year 2015	43
Year 2016	51
Year 2017	58
3 Year Avg	51

Equipment Failure

Year 2015	545
Year 2016	193
Year 2017	346
3 Year Avg	361

Natural Force Damage

Year 2015	92
Year 2016	98
Year 2017	92
3 Year Avg	94

Pipe, Weld or Joint Failure

Year 2015	29
Year 2016	94
Year 2017	63
3 Year Avg	62

Excavation Damage

Year 2015	670
Year 2016	625
Year 2017	576
3 Year Avg	624

Other Cause

Year 2015	7
Year 2016	3
Year 2017	13
3 Year Avg	8

**CenterPoint Energy
2018 Service Quality Report**

2018 Mains Leaks by Material

	<u>Year 2018</u>
Total Mains Leaks (by Material & Year Repaired)	418
Bare Steel	79
Coated Steel	140
Not Assigned/Unknown	47
Plastic-PE	93
Plastic-PE Aldyl A	59

3 Year Average Calculations (2015 - 2017)

Bare Steel

Year 2015	106
Year 2016	62
Year 2017	56
3 Year Avg	75

Not Assigned/Unknown

Year 2015	63
Year 2016	84
Year 2017	78
3 Year Avg	75

Plastic-PE Aldyl A

Year 2015	44
Year 2016	48
Year 2017	43
3 Year Avg	45

Coated Steel

Year 2015	95
Year 2016	85
Year 2017	82
3 Year Avg	87

Plastic-PE

Year 2015	101
Year 2016	74
Year 2017	72
3 Year Avg	82

**CenterPoint Energy
2018 Service Quality Report**

2018 Services Leaks by Material

	<u>Year 2018</u>
Total Services Leaks (by Material & Year Repaired)	1,407
Bare Steel	55
Coated Steel	100
Copper	163
Not Assigned/Unknown	25
Plastic-PE	680
Plastic-PE Aldyl A	382
PVC	2

3 Year Average Calculations (2015 - 2017)

Bare Steel	
Year 2015	142
Year 2016	52
Year 2017	37
3 Year Avg	77

Not Assigned/Unknown	
Year 2015	99
Year 2016	50
Year 2017	43
3 Year Avg	64

PVC	
Year 2015	5
Year 2016	2
Year 2017	1
3 Year Avg	3

Coated Steel	
Year 2015	93
Year 2016	57
Year 2017	56
3 Year Avg	69

Plastic-PE	
Year 2015	760
Year 2016	677
Year 2017	800
3 Year Avg	746

Copper	
Year 2015	262
Year 2016	198
Year 2017	139
3 Year Avg	200

Plastic-PE Aldyl A	
Year 2015	295
Year 2016	300
Year 2017	278
3 Year Avg	291

**CenterPoint Energy
2018 Service Quality Report**

2018 Above Ground Facilities Risk by Cause

	<u>Year 2018</u>
Total ABGF Risk (by Cause & Year Repaired)	154,237
Corrosion	5,250
Equipment	136,338
Excavation	1,545
Incorrect Operation	2,403
Natural Forces	2,044
Other	50
Other Outside Force Damage	3,337
Pipe, Weld or Joint Failure	3,270

3 Year Average Calculations (2015 - 2017)

Corrosion	
Year 2015	6,437
Year 2016	7,989
Year 2017	5,463
3 Year Avg	6,630

Incorrect Operation	
Year 2015	1,441
Year 2016	3,371
Year 2017	4,768
3 Year Avg	3,193

Other Outside Force Damage	
Year 2015	972
Year 2016	2,686
Year 2017	3,662
3 Year Avg	2,440

Equipment	
Year 2015	146,647
Year 2016	141,001
Year 2017	154,070
3 Year Avg	147,239

Natural Forces	
Year 2015	1,748
Year 2016	3,510
Year 2017	3,188
3 Year Avg	2,815

Pipe, Weld or Joint Failure	
Year 2015	628
Year 2016	5,068
Year 2017	4,104
3 Year Avg	3,267

Excavation	
Year 2015	883
Year 2016	6,856
Year 2017	10,873
3 Year Avg	6,204

Other	
Year 2015	758
Year 2016	25
Year 2017	37
3 Year Avg	273

**CenterPoint Energy
2018 Service Quality Report**

2018 Mains Risk by Cause

	<u>Year 2018</u>
Total Mains Risk (by Cause & Year Repaired)	19,085
Corrosion	3,845
Equipment	4,450
Excavation	6,480
Incorrect Operation	2,118
Natural Forces	404
Other	505
Other Outside Force Damage	634
Pipe, Weld or Joint Failure	649

3 Year Average Calculations (2015 - 2017)

Corrosion	
Year 2015	4,960
Year 2016	2,856
Year 2017	2,491
3 Year Avg	3,436

Incorrect Operation	
Year 2015	206
Year 2016	805
Year 2017	1,344
3 Year Avg	785

Other Outside Force Damage	
Year 2015	360
Year 2016	882
Year 2017	720
3 Year Avg	654

Equipment	
Year 2015	6,529
Year 2016	2,365
Year 2017	1,600
3 Year Avg	3,498

Natural Forces	
Year 2015	516
Year 2016	905
Year 2017	860
3 Year Avg	760

Pipe, Weld or Joint Failure	
Year 2015	414
Year 2016	1,186
Year 2017	731
3 Year Avg	777

Excavation	
Year 2015	6,859
Year 2016	4,808
Year 2017	5,231
3 Year Avg	5,633

Other	
Year 2015	276
Year 2016	153
Year 2017	153
3 Year Avg	194

**CenterPoint Energy
2018 Service Quality Report**

2018 Services Risk by Cause

	<u>Year 2018</u>
Total Services Risk (by Cause & Year Repaired)	70,926
Corrosion	6,583
Equipment	12,451
Excavation	31,292
Incorrect Operation	4,663
Natural Forces	8,660
Other	557
Other Outside Force Damage	2,451
Pipe, Weld or Joint Failure	4,269

3 Year Average Calculations (2015 - 2017)

Corrosion

Year 2015	10,210
Year 2016	9,642
Year 2017	6,111
3 Year Avg	8,654

Incorrect Operation

Year 2015	2,129
Year 2016	2,538
Year 2017	4,483
3 Year Avg	3,050

Other Outside Force Damage

Year 2015	2,089
Year 2016	1,836
Year 2017	2,481
3 Year Avg	2,135

Equipment

Year 2015	25,272
Year 2016	11,721
Year 2017	8,327
3 Year Avg	15,107

Natural Forces

Year 2015	6,619
Year 2016	5,335
Year 2017	6,287
3 Year Avg	6,080

Pipe, Weld or Joint Failure

Year 2015	1,283
Year 2016	2,232
Year 2017	1,667
3 Year Avg	1,727

Excavation

Year 2015	34,497
Year 2016	26,819
Year 2017	21,339
3 Year Avg	27,552

Other

Year 2015	304
Year 2016	252
Year 2017	587
3 Year Avg	381

**CenterPoint Energy
2018 Service Quality Report**

2018 Mains Risk by Material

	<u>Year 2018</u>
Total Mains Risk (by Material & Year Repaired)	19,085
Bare Steel	3,625
Coated Steel	6,896
Not Assigned/Unknown	311
Plastic-PE	5,119
Plastic-PE Aldyl A	3,134

3 Year Average Calculations (2015 - 2017)

Bare Steel

Year 2015	4,848
Year 2016	2,925
Year 2017	2,557
3 Year Avg	3,443

Not Assigned/Unknown

Year 2015	2,709
Year 2016	373
Year 2017	339
3 Year Avg	1,140

Plastic-PE Aldyl A

Year 2015	2,322
Year 2016	2,569
Year 2017	2,263
3 Year Avg	2,385

Coated Steel

Year 2015	4,630
Year 2016	4,067
Year 2017	3,981
3 Year Avg	4,226

Plastic-PE

Year 2015	5,612
Year 2016	4,026
Year 2017	3,990
3 Year Avg	4,543

**CenterPoint Energy
2018 Service Quality Report**

2018 Services Risk by Material

	<u>Year 2018</u>
Total Services Risk (by Material & Year Repaired)	70,927
Bare Steel	2,810
Coated Steel	4,898
Copper	8,034
Not Assigned/Unknown	1,221
Plastic PE	35,973
Plastic-PE Aldyl A	17,887
PVC	104

3 Year Average Calculations (2015 - 2017)

Bare Steel

Year 2015	7,077
Year 2016	2,557
Year 2017	1,902
3 Year Avg	3,845

Not Assigned/Unknown

Year 2015	4,755
Year 2016	2,583
Year 2017	2,213
3 Year Avg	3,184

Plastic-PE Aldyl A

Year 2015	14,262
Year 2016	13,087
Year 2017	11,729
3 Year Avg	13,026

Coated Steel

Year 2015	4,476
Year 2016	2,752
Year 2017	2,784
3 Year Avg	3,337

Plastic PE

Year 2015	38,701
Year 2016	29,590
Year 2017	25,649
3 Year Avg	31,313

PVC

Year 2015	245
Year 2016	104
Year 2017	52
3 Year Avg	134

Copper

Year 2015	12,889
Year 2016	9,701
Year 2017	6,954
3 Year Avg	9,848

AFFIDAVIT OF SERVICE

STATE OF MINNESOTA)
) ss.
COUNTY OF HENNEPIN)

Shari A. Grams, being first duly sworn on oath, deposes and says she is an employee at the office of CenterPoint Energy, Minneapolis, Minnesota 55402, and on the 1st day of May 2019, she delivered the enclosed notice of filing to those individuals and agencies listed on the attached pages, by:

- ___ placing such notice in envelopes, properly addressed with postage paid, and depositing the same in the United States mail at Minneapolis, Minnesota, for delivery by the United States Post Office;

- ___ personal service,

- ___ express mail,

- ___ delivery service,

- X electronic filing.

/s/ Shari A. Grams
Shari A. Grams

Subscribed and sworn to before me
this 1st day of May, 2019.

/s/ Melodee S. Carlson Chang
Melodee S. Carlson Chang
Notary Public (Commission Expires January 31, 2024)

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
David	Aafedt	daafedt@winthrop.com	Winthrop & Weinstine, P.A.	Suite 3500, 225 South Sixth Street Minneapolis, MN 554024629	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
James J.	Bertrand	james.bertrand@stinson.com	Stinson Leonard Street LLP	50 S 6th St Ste 2600 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Brenda A.	Bjorklund	brenda.bjorklund@centerpointenergy.com	CenterPoint Energy	505 Nicollet Mall Minneapolis, MN 55402	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1800 St. Paul, MN 55101	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Ian	Dobson	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280 Saint Paul, MN 551012198	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Edward	Garvey	garveyed@aol.com	Residence	32 Lawton St Saint Paul, MN 55102	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Robert	Harding	robert.harding@state.mn.us	Public Utilities Commission	Suite 350 121 7th Place East St. Paul, MN 55101	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Amber	Lee	Amber.Lee@centerpointenergy.com	CenterPoint Energy	505 Nicollet Mall Minneapolis, MN 55402	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Pam	Marshall	pam@energycents.org	Energy CENTS Coalition	823 7th St E St. Paul, MN 55106	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
David	Moeller	dmoeller@allete.com	Minnesota Power	30 W Superior St Duluth, MN 558022093	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Andrew	Moratzka	andrew.moratzka@stoel.com	Stoel Rives LLP	33 South Sixth St Ste 4200 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Samantha	Norris	samanthanorris@alliantenergy.com	Interstate Power and Light Company	200 1st Street SE PO Box 351 Cedar Rapids, IA 524060351	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Janet	Shaddix Elling	jshaddix@janetshaddix.com	Shaddix And Associates	7400 Lyndale Ave S Ste 190 Richfield, MN 55423	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Peggy	Sorum	peggy.sorum@centerpointenergy.com	CenterPoint Energy	505 Nicollet Mall Minneapolis, MN 55402	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
James M.	Strommen	jstrommen@kennedy-graven.com	Kennedy & Graven, Chartered	470 U.S. Bank Plaza 200 South Sixth Street Minneapolis, MN 55402	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Eric	Swanson	eswanson@winthrop.com	Winthrop & Weinstine	225 S 6th St Ste 3500 Capella Tower Minneapolis, MN 554024629	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Daniel P	Wolf	dan.wolf@state.mn.us	Public Utilities Commission	121 7th Place East Suite 350 St. Paul, MN 551012147	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List