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May 1, 2017

VIA ELECTRONIC FILING

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

Re: **Annual Gas Service Quality Report for 2016**
Docket No. _____

Dear Mr. Wolf:

Attached hereto, please find a copy of Greater Minnesota Gas, Inc.'s Annual Gas Service Quality Report for the Calendar Year of 2016 for filing in a new docket.

All individuals identified on the attached service list have been electronically served with the same.

Thank you for your assistance. Please do not hesitate to contact me should you have any questions or concerns or if you require additional information. My direct dial number is (507) 665-8657 and my email address is kanderson@greatermngas.com.

Sincerely,

GREATER MINNESOTA GAS, INC.

/s/

Kristine A. Anderson

Enclosure

cc: Service List

CERTIFICATE OF SERVICE

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

**Greater Minnesota Gas, Inc.'s Annual Gas Service
Quality Report for the Calendar Year of 2016
Docket No. _____**

filed this 1st day of May, 2017.

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

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Julia	Anderson	Julia.Anderson@ag.state.mn.us	Office of the Attorney General-DOC	1800 BRM Tower 445 Minnesota St St. Paul, MN 551012134	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2017
Kristine	Anderson	kanderson@greatermngas.com	Greater Minnesota Gas, Inc.	202 S. Main Street Le Sueur, MN 56058	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2017
Ian	Dobson	Residential.Utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012130	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2017
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_Greater Minnesota Gas, Inc._Official Service List 2017
Brian	Gardow	bgardow@greatermngas.com	Greater Minnesota Gas, Inc.	PO Box 68 Le Sueur, MN 56058	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2017
Nicolle	Kupser	nkupser@greatermngas.com	Greater Minnesota Gas, Inc.	202 South Main Street P.O. Box 68 Le Sueur, MN 56058	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2017
Greg	Palmer	gpalmer@greatermngas.com	Greater Minnesota Gas, Inc.	PO Box 68 202 South Main Street Le Sueur, MN 56058	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2017
Eric	Swanson	eswanson@winthrop.com	Winthrop Weinstine	225 S 6th St Ste 3500 Capella Tower Minneapolis, MN 554024629	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2017
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_Greater Minnesota Gas, Inc._Official Service List 2017

STATE OF MINNESOTA

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Nancy Lange	Chair
Dan Lipschultz	Commissioner
Matt Schuerger	Commissioner
Katie Sieben	Commissioner
John Tuma	Commissioner

MPUC Docket No. _____

In the Matter of Greater Minnesota
Gas, Inc.’s Annual Gas Service
Quality Report for the
Calendar Year of 2016

**ANNUAL GAS SERVICE
QUALITY REPORT
FOR 2016**

Greater Minnesota Gas, Inc. (“GMG”) hereby submits its Annual Service Quality Report for the calendar year ending December 31, 2016 for filing in a new docket. This report encompasses data related to the reporting requirements for gas utilities as specifically modified for GMG where appropriate. GMG notes that this report represents the first time that its revised reporting metrics for Service Extension Request Times have been employed.

REPORTING REQUIREMENTS

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

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

ANNUAL REPORTING INFORMATION

The requisite statistical information regarding GMG's Service Quality Report components for 2016 is found below:

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

GMG received a total of 10,812 incoming calls to its primary business line (888-931-3411) during 2016, which is an incoming call rate that is relatively comparable to the number of calls received over the last several years; and, it reflects a decrease in calls of approximately 4.4% from the 2015 call totals.

GMG attributes the slight decrease in customer calls to customers taking increased advantage of GMG's website and its online access customer portal and payment option. GMG's customer service staff has continued to see a slight drop in calls related to balance inquiries and payment questions. GMG also believes its efforts to continue website feature improvements result in decreased customer calls because customers are able to find more answers to their questions electronically.

Incoming calls included both customer-related and non-customer-related matters. As GMG explained in previous annual service quality dockets, GMG's customer service representatives take calls regarding all types of matters. Existing customers call GMG regarding any number of things: payment questions, contact changes, general questions, service questions, in response to notices or bills, or for any other reason that they need information from GMG. Prospective customers call GMG's office in response to marketing materials when GMG is entering a new area. Interested customers call to arrange a meeting to obtain a quote for service; and, they call again to arrange for the service installation to be scheduled. Sometimes, new customers call with questions related to conversion. New customers may call with a question about reading a bill that they are seeing for the first time. Sometimes, people call GMG from unserved areas wondering if it is possible to have GMG bring service to the area. Developers call GMG to inquire about service to a new home or development. GMG's vendors call its main line. Companies and individuals who are marketing to GMG call its main line. People with questions related to Greater Minnesota Transmission and Greater Minnesota Synergy call the main line. Individuals that need to contact GMG in the regular course of business or return calls to GMG employees, whether related to permitting, easements, supply, banking, or any other matter, all call GMG's telephone number. All of those calls are reported in GMG's total number of calls received. GMG remains committed to continuing to provide personal service to each caller.

All incoming calls are answered live by GMG’s customer service team within three rings, or approximately fifteen seconds. If GMG’s personnel is unable to answer within the initial three rings, the call is automatically forwarded to TimeComm, a professional live telephone answering service. TimeComm typically answers within one additional ring after the call is transferred, ensuring live contact with the customer within the twenty second goal.

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

GMG’s meter reading performance and staffing levels for 2016 are summarized below:

	<u>Quantity</u>	<u>Percentage</u>
Total Meters Billed	84,371	100.00%
Number & % Read by GMG Personnel	83,784	99.30%
Number & % Self-Read by Customer	133	0.16%
Number & % of Customer Meters Estimated	458	0.54%
Number & % of Meters not read for 6-12 mo	0	0.00%
Number & % of Meters not read for > 12 mo	0	0.00%

GMG’s number of estimated meter reads continued to decrease during 2016 when compared to the previous four years. GMG estimated residential meters for some customers in situations where meters could not be read safely due to weather conditions making it unsafe for meter readers to be outside or impossible to access meters; due to loose dogs being in the yard; or, self-reporting customers that did not provide their meter readings. On some occasions, GMG personnel did not have access to a meter due to a locked fence, gate, blocked drive, or meter/lens issues. Customers subject to estimated billing were notified of the same on the monthly invoice; and customers are generally not subject to estimated billing for consecutive months. GMG did not receive any complaints during estimated billing periods, as they were generally minimal usage time periods. Estimated meters are periodically read to insure accurate billing.

GMG began deploying automated meter reading (“AMR”) devices in the latter part of 2014, and continued its efforts through 2015 and 2016. GMG’s AMR deployment has substantially contributed to the reduction in estimated meter reads.

In 2016, GMG employed two-full time operational staff people dedicated to the reading of meters in the geographical area headquartered in Le Sueur, Minnesota, along with four additional full-time operational staff members that could assist with meter reading if necessary. GMG also had two full-time technicians located in the geographical area of its Swanville-area distribution facilities and meter reading is a component of their job

responsibilities. Likewise, by the end of 2016, GMG had three full-time technicians who are located in the geographical area of its Becker and Otter Tail County distribution facilities and meter reading is a component of their job responsibilities.

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

GMG electronically filed its weekly and monthly Cold Weather Rule (“CWR”) data for January through April of 2016 and October through December of 2016, as well as monthly reports for January through December of 2016. GMG made 69 involuntary service disconnections during 2016, which is a decrease of approximately 43% from the same metric in 2015.

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

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

The reporting metrics provided below represent the first time that GMG’s new service extension reporting metrics are being used. Due to GMG’s unique service model, the reporting metrics typically used by larger utilities are not suited for obtaining meaningful information from GMG. Hence, GMG and Staff engaged in cooperative effort to create new service extension reporting metrics that provide meaningful information to the Department and Commission based on GMG’s service model.

As discussed in GMG’s prior Service Quality dockets, when GMG extends service to a new area, it is generally extending service to an entire new rural area rather than to a new development on the edge of an existing service area. Therefore, GMG installs an entire new main to an area and then runs individual service off of it. When a new project is designed, which may be during the preceding fall or winter, GMG begins working with a community to engage its business and residential customers, essentially beginning to “sell” service and receive commitments many months in advance of the main installation. Customers are aware that the main will be installed several months later and that, after the main installation is complete, their individual services will be run. Because services are installed following main construction, a customer’s installation is immediately ready for service upon completion of the service construction. Information regarding GMG’s

extension of service to new areas is reflected in the table below; and, samples of its marketing materials sent to customers in new areas are appended hereto as Exhibit B. GMG notes that its targeted customer pool in the Pelican Lake area was reduced by 270 customers that would have been served by main installation made in conjunction with a county road project. The road project was delayed by one year; ergo, GMG suspended that portion of its originally planned extension.

New Main Extension Projects										
Area Served*	Estimated # of Residential Customers to Be Served	Actual # of Residential Customers Served	Estimated # of Firm Commercial Customers to Be Served	Actual # of Firm Commercial Customers Served	Estimated # of Interruptible Commercial Customers to Be Served	Actual # of Interruptible Commercial Customers Served	Date Main Installation Complete	Date Service Installation Complete	Date First Customer Service Activation Fee for the Project is Received	First Date that Service Activation Fees for the Project are Deposited
FLENSBURG	42	40	6	5	0	0	Jul-16	Jul-16	3/30/2016	Jul-16
PELICAN LAKE	310	304	12	5	0	0	Nov-16	Nov-16	3/16/2016	May-16
HOPE	52	30	9	18	3	3	Aug-16	Aug-16	4/8/2016	Apr-16

* Areas that were promised service during the calendar year but did not receive service and explanatory information for each needs to be provided. - *None*

Similarly, GMG target markets throughout the year to on-main customers who do not currently use gas. Customers often request service during a non-construction season, being slated for installation during the approaching construction season. There isn't a request interval *per se* because the service requests were made as part of the entire project development throughout the year. Information regarding GMG's extension of service to on-main customers is reflected in the table below.

	# of Residential Service Requests	Average # of Days to Install	# of Firm Commercial Service Requests	Average # of Days to Install	# of Interruptible Commercial Service Requests	Average # of Days to Install	# of Customers With Denied Service Requests*
January	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0
March	5	57	0	0	0	0	0
April	13	50	1	31	0	0	0
May	25	20	1	39	1	32	0
June	132	25	1	20	1	20	0
July	21	19	0	0	0	0	0
August	14	28	0	0	0	0	0
September	23	39	2	21	0	0	0
October	17	15	1	6	0	0	0
November	24	12	1	23	0	0	0
December	2	9	0	0	0	0	0
TOTALS	276	27	7	23	2	26	0

* Explanatory information for service request denials needs to be provided. - *None*

With regard to customers requesting service to a location previously served by GMG, GMG does not believe that there were any delays in the premises being ready for service. GMG does not lock or stop service between transfers of property owners or occupants. Responsibility for the customer account is transferred on the date agreed to by both

parties to the transfer. As a result, there is no delay in providing service to the location. Similarly, in the event that gas service to a previously served location was shut-off due to a foreclosure, GMG may require the subsequent owner to provide assurance that the premises has been inspected by a qualified plumbing/heating contractor and is in a safe condition for the gas service to be turned on. In addition, GMG requires the subsequent owner, or a qualified contractor hired on the owner's behalf, meet a GMG technician at the location for the meter unlock and service turn up. GMG accommodates the customer's schedule but does request a courtesy twenty-four notice whenever possible.

- *Customer Deposits*

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

During 2016, four customers were required to make a deposit as a condition of receiving service based on the terms identified in GMG's tariff due to their history with GMG demonstrating consistently poor payment records and poor credit. GMG does not require deposits from new customers. Rather, GMG may require a deposit from existing customers who previously had service disconnected due to non-payment. Pursuant to the terms of its tariff, GMG returns customer deposits after twelve months of timely payments. GMG is currently holding deposits for twenty-eight customers (including the four acquired during 2016) because there have not been twelve consecutive months of timely payments made.

- *Customer Complaints*

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

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

satisfactorily explains the basis for the charges without the customer requesting further action, GMG does not log that as a customer complaint. GMG does not consider such inquiries to be complaints; and, such calls are logged and closed out.

GMG considers something a customer complaint if, after speaking with a customer service representative, the customer requests that GMG take some type of action to resolve a particular situation. In that situation, the matter is automatically escalated to a supervisor with the authority to respond to the customer's issue. Therefore, all of the customer complaints that GMG receives are, by virtue of GMG's customer service policy, escalated to a supervisor for proper handling.

In 2016, GMG had only one customer complaint, and it was resolved. GMG received zero complaints from the Commission's Consumer Affairs Office and zero complaints from the Office of the Attorney General. The complaint made during 2016 related to the following area:

- (0) Billing Errors
- (1) Inaccurate Metering
- (0) Wrongful Disconnection
- (0) High Bills
- (0) Inadequate Service
- (0) Service Extension Intervals
- (0) Service Restoration Intervals
- (0) Post-Construction Property Restoration

By way of further explanation, one customer's complaint was based on the customer's belief that the meter was not accurately reflecting the customer's gas usage. Thereafter, GMG had the customer's meter tested and it was found to be reading within the acceptably accurate measuring range.

GMG does not have any unresolved complaints from 2016.

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

In 2016, GMG received a total of 219 calls reporting gas emergencies. GMG supplied two metrics below: (1) the elapsed time between the call being answered and a technician being dispatched; and, (2) the elapsed time between the dispatch time and the time of arrival by a technician. GMG has also supplied the average elapsed time for each category (1-2).

From Call to Time Dispatched

0 - 10 minutes 214
> 10 minutes 5

Average = 5 minutes

From Time Dispatched to Arrive on Site

0 - 60 minutes 208
> 60 minutes 11

Average = 30 minutes

With regard to the five dispatch times that exceeded 10 minutes, GMG provides the following information:

- All five calls were taken by GMG's answering service and were reports of the smell of gas outside that was faint, extended, or both. Two calls were dispatched at 12 and 14 minutes, respectively; and, three took over 15 minutes to dispatch. In all five cases, GMG's technicians were onsite within less than one hour. GMG changed the answering service with which it works during 2016. GMG's personnel worked extensively with the new answering service management and staff to stress GMG's emergency reporting expectations and requirements, provide additional training, and ensure that the answering service's staff would uniformly treat all gas emergency calls with the same level of urgency.

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

- Two calls were received by GMG's answering service in the evening and each was immediately dispatched to the on-call technician. The technicians arrived on-site 61 minutes and 62 minutes later, respectively, and addressed the situations.
- Similarly, in six cases, calls were received by GMG's answering service after-hours and each was dispatched to the appropriate on-call technician within five minutes or less. In each case, the technician was travelling during winter driving conditions. In those cases, the technician arrived on-site in 69 minutes, 70 minutes, 74 minutes, 75 minutes, 77 minutes, and 88 minutes, respectively.
- Two calls were received while the on-call technician was responding to another emergency. In each case, the dispatch was virtually immediate. Technicians arrived on-site within 69 minutes and 94 minutes, respectively.
- One call was received by the answering service at 7:09 a.m. reporting the intermittent smell of gas outside the previous week. The call came on the same day and from the same geographic area as other calls related to over-odorization. The on-call technician, who responded from some distance, arrived on-site in 79 minutes and determined that there was no leak and it was related to over-odorization.

- *Mislocates*

- Pursuant to the Commission's March 6, 2012 Order, GMG is required to report the number of times that a line is damaged due to a mislocate or failure to mark a gas line and to include a summary of information based on reports submitted to MnOPS.

GMG had four reports of damage due to mislocates (mismark or failure to mark) in 2016. During the year, GMG personnel and/or GMG's locating contractor performed locates in response to 9,632 calls from Gopher State One Call.

- *Damaged Gas Lines*

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

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

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

Of the nine damaged lines resulting from other unplanned causes, two were caused by land owners, six were caused by landowner's contractors, and one was caused by another utility. Seven line hits involved cut service lines due to digging by landowners, their contractors, or another utility. In three of those incidents, the hit service lines were correctly marked; in one, the contractor's locate request had expired; in two, locates had been called in but GMG's locating contractor erroneously cleared the tickets and GMG met with the contract to address the issue; and, in one, GMG personnel mismarked the line. One damaged main line was caused when a contractor was clearing a ditch with a skid loader following an erroneously cleared locate ticket and hit an old road sign that had been cut which then punctured the gas line. All excavation events that caused leaks were appropriately reported to MnOPS. One damaged service line was kinked when an excavator failed to properly spot the line and had not called in a locate ticket; and, while the damage did not cause a leak, GMG repaired the line in the interest of safety.

- *Gas Service Interruptions*

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

In 2016, GMG has a total of eight (8) gas service interruptions. They are synonymous with the incidents identified in the damaged gas line itemization above that caused leaks. GMG did not have any service interruptions that were not due to damaged gas lines.

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

GMG did not have any major immediately reportable events in 2016.

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

In 2016, customer service-related expenses totaled approximately \$116,380.00. GMG's customer service expenses have been relatively consistent over the last several years, taking into account growth and staffing changes.

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

GMG operated approximately 810 miles of main in 2016.

CONCLUSION

GMG submits this Annual Service Quality Report for the year ending December 31, 2016 in accordance with the requirements of the Minnesota Rules and the Commission and respectfully requests that it be approved.

Dated: May 1, 2017

Respectfully submitted,

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

Exhibit A
Cold Weather Rule Reports
Jan 1

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: *Required*
Report for Week Ending: Friday, January 01, 2016 *Required*
Week of Calendar Year: 1

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="12"/>	
2	Number of electric customers currently disconnected:	<input type="text"/>	<i>Required</i>

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Friday, January 08, 2016

Week of Calendar Year: 2

Required

Required

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="9"/>
2	Number of electric customers currently disconnected:	<input type="text"/>

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Friday, January 15, 2016

Week of Calendar Year: 3

Required

Required

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="9"/>
2	Number of electric customers currently disconnected:	<input type="text"/>

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: *Required*

Report for Week Ending: Friday, January 22, 2016 *Required*

Week of Calendar Year: 4

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="9"/>
2	Number of electric customers currently disconnected:	<input type="text"/>

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Friday, January 29, 2016

Week of Calendar Year: 5

Required

Required

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

DISCONNECTIONS

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

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Friday, February 05, 2016

Week of Calendar Year: 6

Required

Required

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

DISCONNECTIONS

- 1 Number of natural gas customers currently disconnected:
- 2 Number of electric customers currently disconnected:

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼
Report for Week Ending: Friday, February 12, 2016
Week of Calendar Year: 7

Required

Required

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	7
2	Number of electric customers currently disconnected:	

Required

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	0
4	Number of electric customers reconnected this week:	

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: *Required*
Report for Week Ending: Friday, February 19, 2016 *Required*
Week of Calendar Year: 8

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

DISCONNECTIONS

- 1 Number of natural gas customers currently disconnected: *Required*
- 2 Number of electric customers currently disconnected:

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Friday, February 26, 2016

Week of Calendar Year: 9

Required

Required

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

DISCONNECTIONS

- 1 Number of natural gas customers currently disconnected:
- 2 Number of electric customers currently disconnected:

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼

Report for Week Ending: Friday, March 04, 2016

Week of Calendar Year: 10

Required

Required

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

DISCONNECTIONS

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

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼
Report for Week Ending: Friday, March 11, 2016
Week of Calendar Year: 11

Required

Required

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	8
2	Number of electric customers currently disconnected:	

Required

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	0
4	Number of electric customers reconnected this week:	

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼
Report for Week Ending: Friday, March 18, 2016
Week of Calendar Year: 12

Required

Required

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	8
2	Number of electric customers currently disconnected:	

Required

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	0
4	Number of electric customers reconnected this week:	

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Friday, March 25, 2016

Week of Calendar Year: 13

Required

Required

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

DISCONNECTIONS

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

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Friday, April 01, 2016

Week of Calendar Year: 14

Required

Required

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

DISCONNECTIONS

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

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Friday, April 08, 2016

Week of Calendar Year: 15

Required

Required

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

DISCONNECTIONS

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

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Friday, April 15, 2016

Week of Calendar Year: 16

Required

Required

Company: Greater Minnesota Gas, Inc. for week: 16

DISCONNECTIONS

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

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼

Report for Week Ending: Friday, October 14, 2016

Week of Calendar Year: 42

Required

Required

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	28
2	Number of electric customers currently disconnected:	

Required

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	5
4	Number of electric customers reconnected this week:	

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼
Report for Week Ending: Friday, October 21, 2016
Week of Calendar Year: 43

Required

Required

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	26
2	Number of electric customers currently disconnected:	

Required

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	2
4	Number of electric customers reconnected this week:	

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:
Report for Week Ending: Saturday, October 29, 2016
Week of Calendar Year: 44

Required

Required

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="23"/>
2	Number of electric customers currently disconnected:	<input type="text"/>

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼
Report for Week Ending: Friday, November 04, 2016
Week of Calendar Year: 45

Required

Required

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	22
2	Number of electric customers currently disconnected:	

Required

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	1
4	Number of electric customers reconnected this week:	

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: *Required*
Report for Week Ending: Friday, November 11, 2016 *Required*
Week of Calendar Year: 46

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

DISCONNECTIONS

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

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: *Required*
Report for Week Ending: Friday, November 18, 2016 *Required*
Week of Calendar Year: 47

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="13"/>
2	Number of electric customers currently disconnected:	<input type="text"/>

Required

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text" value="6"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼
Report for Week Ending: Friday, November 25, 2016
Week of Calendar Year: 48

Required

Required

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	10
2	Number of electric customers currently disconnected:	

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼
Report for Week Ending: Friday, December 02, 2016
Week of Calendar Year: 49

Required

Required

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	10
2	Number of electric customers currently disconnected:	

Required

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	0
4	Number of electric customers reconnected this week:	

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼
Report for Week Ending: Friday, December 09, 2016
Week of Calendar Year: 50

Required

Required

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	9
2	Number of electric customers currently disconnected:	

Required

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	1
4	Number of electric customers reconnected this week:	

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼
Report for Week Ending: Friday, December 16, 2016
Week of Calendar Year: 51

Required

Required

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	5
2	Number of electric customers currently disconnected:	

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼
Report for Week Ending: Friday, December 23, 2016
Week of Calendar Year: 52

Required

Required

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

DISCONNECTIONS

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

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼
Report for Week Ending: Friday, December 30, 2016
Week of Calendar Year: 53

Required

Required

Company: Greater Minnesota Gas, Inc. for week: 53

DISCONNECTIONS

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

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	Required
Reporting Year:	2016	▼	Required
Reporting Period:	January	▼	Required

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: January, 2016

1	Number of Residential Customer Accounts:	6,045
2	Number of Past Due Residential Customer Accounts:	324
3	Number of Cold Weather Protection Requests:	1

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: January, 2016

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	130
-----------	--	-----

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

Duplicate columns for use in April and October

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

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

All other months, use 1st column only

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

22 Number of customer accounts disconnected seeking protection:

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

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

Company: Greater Minnesota Gas, Inc. for report period ending: January, 2016

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$43,771
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$135
26	Total dollars received from energy assistance programs:	\$4,671
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$840,257
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$139
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$914

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	8
d)	# Gas - heat not affected	0
e)	Total # disconnected	8
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	8
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

CWR period only

CWR period only

RECONNECTION DATA

January

37	# Accounts reconnected	4
38	# Accounts remaining disconnected	8
a)	1-30 days	0
b)	31-60 days	0
c)	61+ days	8

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2016	▼	<i>Required</i>
Reporting Period:	February	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: February, 2016

1	Number of Residential Customer Accounts:	6,044
2	Number of Past Due Residential Customer Accounts:	326
3	Number of Cold Weather Protection Requests:	10

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	3

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: February, 2016

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	0
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	10
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

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

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

Duplicate columns for use in April and October

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

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

All other months, use 1st column only

a)	# Electric - heat affected			<i>Required</i>
b)	# Electric - heat not affected			<i>Required</i>
c)	# Gas - heat affected	1	0	
d)	# Gas - heat not affected			<i>Required</i>
e)	Total # disconnected	1	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected			<i>CWR period only</i>
b)	# Electric - heat not affected			<i>CWR period only</i>
c)	# Gas - heat affected	1		
d)	# Gas - heat not affected	0		
e)	Total # disconnected (See Note)	1		

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	2	2
-----------	---	---	---

Company: Greater Minnesota Gas, Inc. for report period ending: February, 2016

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$68,960
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$212
26	Total dollars received from energy assistance programs:	\$4,599
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$850,094
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$141
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$173

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	7
d)	# Gas - heat not affected	0
e)	Total # disconnected	7
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	7
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

CWR period only

CWR period only

RECONNECTION DATA

February

37	# Accounts reconnected	3
38	# Accounts remaining disconnected	7
a)	1-30 days	0
b)	31-60 days	0
c)	61+ days	7

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2016	▼	<i>Required</i>
Reporting Period:	March	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: March, 2016

1	Number of Residential Customer Accounts:	6,044
2	Number of Past Due Residential Customer Accounts:	389
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	3

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: March, 2016

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	10
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	10
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

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

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

Duplicate columns for use in April and October

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

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

All other months, use 1st column only

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

22 Number of customer accounts disconnected seeking protection:

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

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

Company: Greater Minnesota Gas, Inc. for report period ending: March, 2016

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$98,049
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$252
26	Total dollars received from energy assistance programs:	\$4,270
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$556,870
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$92
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	5
d)	# Gas - heat not affected	0
e)	Total # disconnected	5
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	5
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

CWR period only
CWR period only

RECONNECTION DATA

March

37 # Accounts reconnected

3

38 # Accounts remaining disconnected

5

a) 1-30 days

0

b) 31-60 days

0

c) 61+ days

5

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2016	▼	<i>Required</i>
Reporting Period:	April	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: April, 2016

1	Number of Residential Customer Accounts:	6,044
2	Number of Past Due Residential Customer Accounts:	305
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	13

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: April, 2016

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	160
-----------	--	-----

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

Duplicate columns for use in April and October

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

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

All other months, use 1st column only

a)	# Electric - heat affected			<i>Required</i>
b)	# Electric - heat not affected			<i>Required</i>
c)	# Gas - heat affected	0	21	
d)	# Gas - heat not affected			<i>Required</i>
e)	Total # disconnected	0	21	

22 Number of customer accounts disconnected seeking protection:

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

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

Company: Greater Minnesota Gas, Inc. for report period ending: April, 2016

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$52,205
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$171
26	Total dollars received from energy assistance programs:	\$2,577
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$372,381
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$62
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$1

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	5
d)	# Gas - heat not affected	0
e)	Total # disconnected	5
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	13
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

CWR period only

CWR period only

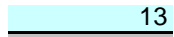
RECONNECTION DATA

April

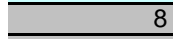
37 # Accounts reconnected



38 # Accounts remaining disconnected



a) 1-30 days



b) 31-60 days



c) 61+ days



[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2016	▼	<i>Required</i>
Reporting Period:	May	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: May, 2016

1	Number of Residential Customer Accounts:	6,044
2	Number of Past Due Residential Customer Accounts:	394
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	1

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: May, 2016

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	186
-----------	--	-----

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

Duplicate columns for use in April and October

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

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

All other months, use 1st column only

a)	# Electric - heat affected			<i>Required</i>
b)	# Electric - heat not affected			<i>Required</i>
c)	# Gas - heat affected	0	1	
d)	# Gas - heat not affected			<i>Required</i>
e)	Total # disconnected	0	1	

22 Number of customer accounts disconnected seeking protection:

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

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	1
-----------	---	---	---

Company: Greater Minnesota Gas, Inc. for report period ending: May, 2016

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$59,976
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$152
26	Total dollars received from energy assistance programs:	\$1,083
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$218,163
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$36
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	14
d)	# Gas - heat not affected	0
e)	Total # disconnected	14
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	14
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

CWR period only
CWR period only

RECONNECTION DATA

May 2016

37 # Accounts reconnected

1

38 # Accounts remaining disconnected

14

a) 1-30 days

1

b) 31-60 days

8

c) 61+ days

5

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	Required
Reporting Year:	2016	▼	Required
Reporting Period:	June	▼	Required

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: June, 2016

1	Number of Residential Customer Accounts:	6,546
2	Number of Past Due Residential Customer Accounts:	362
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	7

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: June, 2016

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	28
-----------	--	----

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

Duplicate columns for use in April and October

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

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

All other months, use 1st column only

a)	# Electric - heat affected			<i>Required</i>
b)	# Electric - heat not affected			<i>Required</i>
c)	# Gas - heat affected	0	24	
d)	# Gas - heat not affected			<i>Required</i>
e)	Total # disconnected	0	24	

22 Number of customer accounts disconnected seeking protection:

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

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	24
-----------	---	---	----

Company: Greater Minnesota Gas, Inc. for report period ending: June, 2016

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$49,901
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$138
26	Total dollars received from energy assistance programs:	\$1,348
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$134,509
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$21
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$231

DISCONNECTION DURATION

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

RECONNECTION DATA

June

37 # Accounts reconnected

7

38 # Accounts remaining disconnected

31

a) 1-30 days

18

b) 31-60 days

1

c) 61+ days

12

[END]

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July

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	Required
Reporting Year:	2016	▼	Required
Reporting Period:	July	▼	Required

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: July, 2016

1	Number of Residential Customer Accounts:	6,553
2	Number of Past Due Residential Customer Accounts:	308
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	1

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: July, 2016

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	28
-----------	--	----

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

Duplicate columns for use in April and October

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

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

All other months, use 1st column only

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

22 Number of customer accounts disconnected seeking protection:

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

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0
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Company: Greater Minnesota Gas, Inc. for report period ending: July, 2016

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$32,029
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$104
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$109,569
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$17
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$1

DISCONNECTION DURATION

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

RECONNECTION DATA

July

37	# Accounts reconnected	1
38	# Accounts remaining disconnected	30
a)	1-30 days	0
b)	31-60 days	18
c)	61+ days	12

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	Required
Reporting Year:	2016	▼	Required
Reporting Period:	August	▼	Required

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: August, 2016

1	Number of Residential Customer Accounts:	6,601
2	Number of Past Due Residential Customer Accounts:	268
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	1

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: August, 2016

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	15
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21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

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

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

All other months, use 1st column only

a)	# Electric - heat affected			<i>Required</i>
b)	# Electric - heat not affected			<i>Required</i>
c)	# Gas - heat affected	0	14	
d)	# Gas - heat not affected			<i>Required</i>
e)	Total # disconnected	0	14	

22 Number of customer accounts disconnected seeking protection:

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

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	14
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Company: Greater Minnesota Gas, Inc. for report period ending: August, 2016

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$20,427
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$76
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$116,228
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$18
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$1

DISCONNECTION DURATION

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

RECONNECTION DATA

August

37	# Accounts reconnected	8
38	# Accounts remaining disconnected	36
a)	1-30 days	8
b)	31-60 days	0
c)	61+ days	28

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	Required
Reporting Year:	2016	▼	Required
Reporting Period:	September	▼	Required

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: September, 2016

1	Number of Residential Customer Accounts:	6,658
2	Number of Past Due Residential Customer Accounts:	297
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	8

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: September, 2016

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	44
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21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

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

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

All other months, use 1st column only

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

22 Number of customer accounts disconnected seeking protection:

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

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	5
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Company: Greater Minnesota Gas, Inc. for report period ending: September, 2016

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$18,546
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$62
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$122,863
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$18
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$48

DISCONNECTION DURATION

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

RECONNECTION DATA

September

37	# Accounts reconnected	8
38	# Accounts remaining disconnected	33
a)	1-30 days	0
b)	31-60 days	8
c)	61+ days	25

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2016	▼	<i>Required</i>
Reporting Period:	October	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: October, 2016

1	Number of Residential Customer Accounts:	6,700
2	Number of Past Due Residential Customer Accounts:	321
3	Number of Cold Weather Protection Requests:	4

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	11

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: October, 2016

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

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

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

Duplicate columns for use in April and October

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

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

All other months, use 1st column only

a)	# Electric - heat affected			<i>Required</i>
b)	# Electric - heat not affected			<i>Required</i>
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected	1		
e)	Total # disconnected	1	0	

22 Number of customer accounts disconnected seeking protection:

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

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	1	1
-----------	---	---	---

Company: Greater Minnesota Gas, Inc. for report period ending: October, 2016

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$17,898
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$56
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$167,269
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$25
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	23
d)	# Gas - heat not affected	0
e)	Total # disconnected	23
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	23
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

CWR period only
CWR period only

RECONNECTION DATA

October

37	# Accounts reconnected	11
38	# Accounts remaining disconnected	23
a)	1-30 days	0
b)	31-60 days	3
c)	61+ days	20

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2016	▼	<i>Required</i>
Reporting Period:	November	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: November, 2016

1	Number of Residential Customer Accounts:	6,708
2	Number of Past Due Residential Customer Accounts:	370
3	Number of Cold Weather Protection Requests:	2

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	13

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: November, 2016

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	205
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0

CWR period only
CWR period only

Company: Greater Minnesota Gas, Inc. for report period ending: November, 2016

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$19,163
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$52
26	Total dollars received from energy assistance programs:	\$6,461
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$307,365
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$46
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

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

CWR period only
CWR period only

RECONNECTION DATA

November

37	# Accounts reconnected	13
38	# Accounts remaining disconnected	10
a)	1-30 days	0
b)	31-60 days	0
c)	61+ days	10

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	Required
Reporting Year:	2016	▼	Required
Reporting Period:	December	▼	Required

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: December, 2016

1	Number of Residential Customer Accounts:	6,717
2	Number of Past Due Residential Customer Accounts:	301
3	Number of Cold Weather Protection Requests:	1

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: December, 2016

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	0
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0

CWR period only

CWR period only

Company: Greater Minnesota Gas, Inc. for report period ending: December, 2016

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$20,650
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$69
26	Total dollars received from energy assistance programs:	\$6,399
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$732,245
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$109
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$21,064

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	5
d)	# Gas - heat not affected	0
e)	Total # disconnected	5
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	5
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

CWR period only
CWR period only

RECONNECTION DATA

December

37	# Accounts reconnected	5
38	# Accounts remaining disconnected	5
a)	1-30 days	0
b)	31-60 days	0
c)	61+ days	5

[END]

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Exhibit B Marketing Materials



Greater Minnesota Gas, Inc.
202 South Main Street | Post Office Box 68
Le Sueur, Minnesota 56058
P: (888) 931-3411 | F: (507) 665-8652
www.greatermngas.com

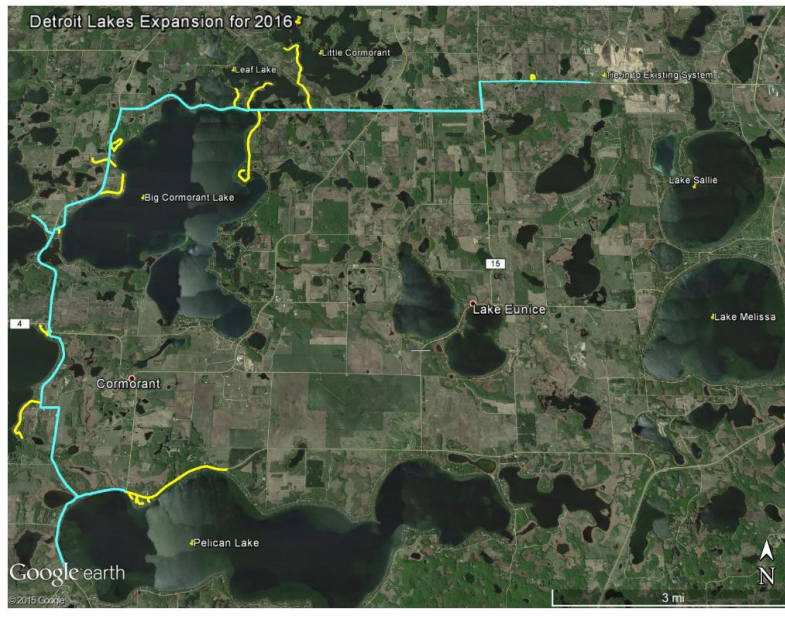
January 2016

Dear Prospective Customer:

In 2015, Greater Minnesota Gas, Inc. (GMG) installed natural gas service in rural areas of Ottertail and Becker Counties that were previously not being served. As a result, residential, commercial and agriculture customers on or around Lake Munson, Lake Sallie, Lake Melissa, Lake Eunice and Pelican Lake now have a safe, reliable, cost-effective, accessible and aesthetically pleasing alternative to propane, electricity and fuel oil for their heating needs.

We are excited to announce that in the Spring of 2016 GMG is extending natural gas to areas around Little Cormorant Lake, Leaf Lake, Big Cormorant Lake, Lake Ida and additional areas of Pelican Lake (see map). You are receiving this letter because we have identified that you own property located along the route. By the fall of 2016, you can be heating with natural gas.

Proposed Expansion 2016



Final installation is subject to receiving all necessary permits and easements. The ultimate status of the Ottertail County Highway 9 project could impact the final route if the County decides not to proceed with the project. In some areas, installation may be contingent upon an adequate level of committed interest.

GMG will be hosting public meetings for you to attend if you are able to learn more. We understand that there may be several property owners who own seasonal properties or are traveling and are unable to attend these meetings. If you aren't able to attend a meeting and would like additional information, please call us toll-free (888) 931-3411.

It is important that we are able to gauge your level of interest so we can begin to plan. **Please return the enclosed information to us right away in the envelope provided or return it via email to: gmg@greatermngas.com.** For those property owners who do express interest, we will contact you at the telephone number or email address that you return to us to provide details and discuss setting an appointment for our design technician to meet you at your property as soon as you are able to do so.

Why Heat With Natural Gas?

Clean – It's The Environmental Choice.

- Natural gas is the cleanest burning fossil fuel.
- It's Aesthetically Pleasing – Get rid of that ugly propane in your yard or fuel oil tank in your home or cabin.

Economical and Efficient

- Natural gas is piped directly to your facility through a safe, efficient pipeline system located underground. No more wading through deep snow, worrying about the level of product in your tank, negotiating a price or pre-paying for product you don't use.
- Natural gas is reliable. There is an abundant supply of domestic natural gas. The pipeline system cannot be easily damaged or affected by weather conditions.
- Save Money – Historically natural gas offers a significant cost savings over propane or fuel oil.

Safe

- An odorant is added to natural gas that smells like rotten eggs so it is easily identifiable.
- Both natural gas and GMG have an excellent tradition of safety.
- Calls are answered 24/7 with immediate emergency response by local natural gas technicians.
- GMG is regulated by the Minnesota Public Utility Commission (PUC) and meets or exceeds all federal, state and local natural gas construction and safety standards.

We are excited for the opportunity to provide you with information on heating with natural gas. We want to earn your business and become your trusted energy partner. We are confident that you will be pleased at how easy we make it to do business with GMG. Please call us to learn more or attend an upcoming public meeting. Make sure to visit our website at www.greatermngas.com.

**Greater Minnesota Gas, Inc.
Corporate Office
202 South Main Street
Post Office Box 68
Le Sueur, Minnesota 56058**

**Greater Minnesota Gas, Inc.
Detroit Lakes Service Center
22854 County Highway 6
Detroit Lakes, MN 56501**

Email: gmg@greatermngas.com

Visit our Website: www.greatermngas.com



**Greater Minnesota Gas, Inc.
Is Bringing Natural Gas
To Your Neighborhood In Spring 2016***

**Please join us for a brief 20 minute
presentation to learn more.**

Place: Tri Lakes Roadhouse Bar & Grill
11740 County Highway 5
Lake Park, MN 56554

Date: Thursday, February 4th, 2016

Time: 5:00 pm **OR** 6:00 pm **OR** 7:00 pm

**Installation is contingent upon receiving all necessary permits, granting of any necessary easements and status of County Road 9 highway project. In some areas, installation may be contingent upon obtaining an adequate level of committed interest.*

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Greater Minnesota Gas, Inc.

Detroit Lakes Service Center

22854 County Hwy. 6

Detroit Lakes, MN 56501

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Send us an Email: gmg@greatermngas.com**



March 2, 2016

Dear Flensburg Area Resident or Business Owner,

In 2015, Greater Minnesota Gas, Inc. (GMG) was asked to do a study on bringing natural gas to the City of Flensburg to provide an alternative to heating with propane or fuel oil.

You are receiving this letter because your property is along the proposed natural gas route (see map).

Flensburg would be served by our Swanville Service Center. On February 10, 2016 we held our first public meeting at The Legion Building and several property owners attended.

Thank you for coming if you attended.



Final Route is Subject Obtaining Necessary Permits and Easements

We need to hear from you. If you are interested in learning more and you have not yet contacted GMG or met with Chad Johnson, GMG Design Technician, please contact our office by Friday, March 18th. Chad will call you back to schedule a time to meet at your property and provide you with information and a price quote. Our toll-free number is (888) 931-3411. If you are calling before 8:00 am or after 4:30 pm, please leave a message and we will call you back the next business morning.

Like any project, in order to make it work and to give property owners the best possible pricing, there must be a sufficient level of committed interest by the business and property owners along the route. As of today, we have about 25 residential property owners who have committed interest in natural gas. This means we are 1/2 way to the goal of 50 equivalent customers to obtain the best possible pricing (see table below). Keep in mind that some businesses can account for more than one customer and we still meeting with some of the business owners.

Total Sign Ups:	One-Time Activation Fee	One-Time Contribution-In-Aid Payment	Total Cost for Service Line up to 250' by Plowing Method (does not include footage > 250' or any required or requested boring.
If 40 sign up	\$ 75.00	\$ 750.00	\$ 825.00/meter
If 45 sign up	\$ 75.00	\$ 475.00	\$ 550.00/meter
If 50 sign up	\$ 75.00	\$ 250.00	\$ 325.00/meter



Why Heat with Natural Gas?

- It's safe, worry-free and reliable. No more contracting or pre-paying; pay for only the gas you use.
- It's the cleaning burning fossil fuel and pleasing to the eye. You can get rid of your propane or fuel oil tank.
- Historically you can save money compared to propane and fuel oil.
- GMG is regulated by the Minnesota Public Utility Commission.



NATURAL GAS IS NOW AVAILABLE !

Greater Minnesota Gas, Inc.

Is installing natural gas in your area.

Don't Wait! Call today to schedule a

20 minute no-obligation appointment to

learn more about heating with natural gas.

CALL US TOLL FREE 888-931-3411

OR EMAIL US: GMG@GREATERMNGAS.COM



202 South Main St | P.O. Box 68
Le Sueur, MN 56058



Sometimes We All Need A Helping Hand...



Greater Minnesota Gas, Inc. understands that sometimes we all need a helping hand. We are here to help with a variety of options:

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP OR EAP).

The Energy Assistance Program (EAP) is designed to help qualified households pay for heating bills and furnace repairs. Contact your local County agency to apply.

GAS AFFORDABILITY PROGRAM (GAP).

Customers receiving Energy Assistance through LIHEAP may be eligible to receive additional funds through GMG's Gas Affordability Program (GAP). GMG's GAP is designed to help qualifying residential customers lower their monthly gas bill and help pay past due balances.

RESIDENTIAL REBATES.

GMG offers residential rebates for qualified equipment. Log onto our website or call for rebate forms.

HOME ENERGY PROGRAMS.

GMG and its non-profit partner, Neighborhood Energy Connection (NEC) provide home energy services including insulation rebates, efficient water measures and low income services.

MINNESOTA COLD WEATHER RULE.

Avoid disconnection by requesting protection under Minnesota's Cold Weather Rule. Protection under this rule is available October 15th through April 15th of each year. To be protected you must contact GMG to discuss your account.

THIRD PARTY DESIGNATION.

GMG customers have the opportunity to have a third party notified if your natural gas service is scheduled for disconnection, to assist you with payments or understanding your bill. This program helps individuals who live alone, are elderly, or cannot read English.

BUDGET BILLING.

Avoid the highs and lows of seasonal heating with GMG's budget plan! The budget plan runs September through August of each year. The plan provides for equal monthly payments based on the customer's previous use and the most current forecasted gas rates. You must contact GMG to be enrolled.





MAKE THE SWITCH TO NATURAL GAS

Don't wait until next spring—the crews are here today!

By installing this fall, and paying a small monthly facility fee of \$8.50, natural gas will be ready to use when you are. Call us today to setup a 20 minute no-obligation appointment with our sales team.

CALL US TOLL FREE (888) 931-3411



Don't Get Stuck in the Snow With an Empty Tank!

Avoid the Hassel and Heat with Natural Gas!

- Safe—Cleanest Burning Fossil Fuel
- Efficient, Economical & Reliable
- Affordable & Professional Installation
- Pay Only For the Gas You use
- Eye Pleasing
- GMG is PUC Regulated

Greater Minnesota Gas, Inc.

Corporate Office:
202 South Main Street
Le Sueur, Minnesota 56058

Phone: 888-931-3411 Toll-Free
Fax: 507-665-8602
Email: gmg@greatermngas.com



How do I Make the Switch?

Making the switch to natural gas is easy. Simply follow the steps outlined below:

- **Give us a call today!** A customer service specialist is available to give you important information about switching to natural gas. We are available Monday through Friday 8am – 4:30pm, toll free at **(888)931-3411**.
- **Make an appointment.** We will schedule an appointment for you to meet with our sales team who will design your service and give you a quote on the cost of installation. Please note that pre-payment is required so please bring your check-book. We will hold your payment until the service has been scheduled for installation.
- **Contact a plumbing and heating contractor.** You will want to get a quote(s) on the cost to either convert or buy new appliances/furnace. GMG offers rebates to help offset these costs. Visit our website to learn more.
- **Locate private utilities.** Be ready to point out any private utilities such as invisible dog fences, sprinkler systems, electric lines, etc. We also need to know where your septic and water well are located.
- **Contact your current fuel supplier.** If you are currently heating with propane and you have decided to switch to natural gas be sure to contact your current supplier and ask them about their pump out and removal process.
- **Watch for the crews!** Once you have signed up for service you will be put on the schedule for installation ~ Don't wait as the crews will be done by mid-October.

PLEASE VISIT OUR WEBSITE: WWW.GREATERMNGAS.COM

*"We are committed to changing people's lives by bringing affordable natural gas service to rural Minnesota."
Greg Palmer, President & CEO, Greater Minnesota Gas, Inc.*



THE CREWS ARE COMING...

Greater Minnesota Gas, Inc.
is installing natural gas in your
area. Don't Wait! Call today to
schedule a no-obligation
appointment to learn more about
heating with natural gas.

CALL US TOLL FREE! 888-931-3411



202 South Main St | P.O. Box 68
Le Sueur, MN 56058





NATURAL GAS SAFETY

SAFETY STARTS WITH YOU. THINK SAFETY FIRST.

Natural gas is completely safe when it's sealed inside pipes and used in the right way. The danger occurs when gas leaks out or doesn't combust properly in an appliance.

Learn to recognize and report a gas leak. Keep your home and family safe from potential hazards with regular maintenance and inspections.

Natural gas is flammable — *Fortunately, natural gas leaks are very rare.*

Explosions are even more uncommon—the mixture of gas and oxygen in the air must be at a precise proportion for a spark to set it off.

NATURAL GAS EMERGENCIES

If you suspect a natural gas leak, react like it's an emergency. Although rare, natural gas leaks can be dangerous and result in an explosion.

THERE IS NO CHARGE FOR A LEAK INVESTIGATION.

SIGNS OF A LEAK

- Do you smell an unusual odor, like rotten egg?
- Do you hear blowing or hissing?
- Do you see unexplained dead or dying vegetation?
- Do you see bubbles coming from the ground — land or water?

TAKE ACTION

- Do not try to find or repair the leak.
- Leave the area immediately and keep everyone away.
- Do not start vehicles, turn on lights, or use telephones.
- Call Greater Minnesota Gas at (888)931-3411 from a safe location.
- If you can hear gas hissing or blowing, call 911.

**IF YOU HAVE A NATURAL GAS RELATED
EMERGENCY CALL (888)931-3411**



CARBON MONOXIDE (CO) SAFETY

DANGERS OF CARBON MONOXIDE

Carbon Monoxide (CO) is a silent killer. Since the symptoms of CO poisoning mimic those of the flu, victims often don't realize the cause of their illness. CO symptoms can occur immediately or more gradually after long-term exposure. Protect your family by learning the symptoms.

SYMPTOMS DO NOT INCLUDE FEVER, BUT DO INCLUDE:

- **Dizziness**
- **Shortness of breath**
- **Headaches**
- **Confusion**
- **Nausea**
- **Fainting**

It's important to know that you can't see or smell CO. Only a CO detector can alert you to a problem. Health officials recommend having CO detectors on every level of your home and within ten feet of any sleeping areas. Just as you do with smoke detectors, check and replace batteries in CO detectors too.

CO comes from poorly functioning appliances, or appliances that are not vented or incorrectly vented. Appliances such as furnaces, space heaters, and even gas or charcoal grills all pose a threat. Outdoor equipment such as portable generators, heaters, and stoves, can create dangerous levels of CO in cabins and especially in hunting and fishing shacks.

Have your natural gas appliances inspected regularly. Make recommended repairs promptly and keep them in good working order.

If you suspect CO poisoning, get fresh air immediately. Be sure to call for help before helping others. That way you don't lose consciousness before making that first call to alert emergency responders.

**IF YOU HAVE A NATURAL GAS RELATED
EMERGENCY CALL (888)931-3411**

YOU MAY HAVE HEARD THE NEWS...YOU MAY HAVE SEEN OUR CREWS!

Greater Minnesota Gas, Inc.
is extending natural gas service to your area this year!



Switch to natural gas to heat your home, cabin or business!

Natural gas offers a variety of benefits over alternative heating sources such as propane, electricity & fuel oil:

- ✓ Convenient
- ✓ Safe
- ✓ Reliable
- ✓ Cost-effective
- ✓ Aesthetically pleasing

You are receiving this information because we have identified that you own property located along the project. It's not too late! You could be heating with natural gas as early as this fall!

Call us toll-free at (888) 931-3411 to learn more about heating with natural gas and to schedule a 20 minute no-obligation appointment.



Toll Free: (888)931-3411
Visit: www.greatermngas.com

Why Heat With Natural Gas?

Clean – It's The Environmental Choice.

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- Save Money – Historically natural gas offers a significant cost savings over propane or fuel oil.

Safe

- An odorant is added to natural gas that smells like rotten eggs so it is easily identifiable.
- Both natural gas and GMG have an excellent tradition of safety.
- Calls are answered 24/7 with immediate emergency response by local natural gas technicians.
- GMG is regulated by the Minnesota Public Utility Commission (PUC) and meets or exceeds all federal, state and local natural gas construction and safety standards.

Please call our friendly Customer Service Team today to learn more about switching to natural gas and to schedule a 20 minute no-obligation appointment with our design technician who will meet you at your property at a time that that is convenient for you.

We look forward to talking with you soon!

Corporate Office

202 South Main Street

Post Office Box 68

Le Sueur, Minnesota 56058

Email: gmg@greatermngas.com

Detroit Lakes Operations Service Center

22854 County Highway 6

Detroit Lakes, MN 56501

Visit our Website: www.greatermngas.com



**You've probably seen the crews!
You may have heard the news.
Greater Minnesota Gas, Inc.
Is Bringing Natural Gas to the Hope Area.**

You are receiving this invitation because you own property located along the proposed route. Please join us for a brief 20 minute presentation to learn more about heating with natural gas.

**Complete the yellow card survey and bring it to the meeting.
If you are unable to attend please contact us with your information.**

Place: Steele Co. Trail Association
9028 37th Ave SW
Hope, MN 56046

Date: Tuesday March 29th 2016

Time: 6:30pm

**Final installation is contingent upon receiving all necessary permits and/or easements, etc. We are currently working with necessary parties to grant access to the community by allowing GMG to cross the railroad which is still at a pending status. Additionally, to provide service to the community of Hope, there must be sufficient level of committed interest.*

Greater Minnesota Gas, Inc.
Corporate Office / Customer Service
202 South Main Street
Le Sueur, MN 56058

**Call us toll-free: (888) 931-3411 | Visit our Website: www.greatermngas.com
Send us an Email: gmg@greatermngas.com**



Lets Get Acquainted...

____ **YES!** I am interested in learning more about heating with Natural Gas.

____ **NO,** I am not interested in learning more about heating with Natural Gas.

Name: _____

Email Address: _____ Daytime Phone: _____ Cell Phone: _____

Mailing Address: _____ City: _____ State: _____ Zip: _____

Property Address: _____ City: _____ State: MN Zip: _____

Beach Association Name: _____

Is this property heated year round (circle one)? Y / N Property Type (Circle one): Home Cabin Other

Current Fuel Source (circle all that apply): Propane Fuel Oil Electric Wood

My property is along a (check applicable:) _____ Public Road or _____ Private Road

Important! If your property is located on a private road, all property owners must grant an easement to GMG to install natural gas main.

Thank you for completing this survey. If you are interested, we will be contacting you shortly. Please be advised that all projects are subject to issuance of all permits & granting of easements.



Lets Get Acquainted...

____ **YES!** I am interested in learning more about heating with Natural Gas.

____ **NO,** I am not interested in learning more about heating with Natural Gas.

Name: _____

Email Address: _____ Daytime Phone: _____ Cell Phone: _____

Mailing Address: _____ City: _____ State: _____ Zip: _____

Property Address: _____ City: _____ State: MN Zip: _____

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Email Address: _____ Daytime Phone: _____ Cell Phone: _____

Mailing Address: _____ City: _____ State: _____ Zip: _____

Property Address: _____ City: _____ State: MN Zip: _____

Beach Association Name: _____

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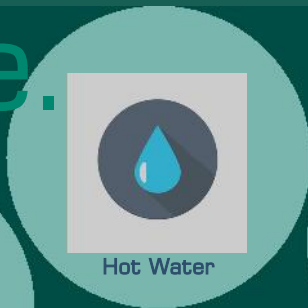
Thank you for completing this survey. If you are interested, we will be contacting you shortly. Please be advised that all projects are subject to issuance of all permits & granting of easements.

You could be using

NATURAL GAS.

Safe.

Convenient.



Reliable.

Call (888)931-3411

to schedule a 20 minute, no obligation appointment!



Greater Minnesota Gas, Inc.
202 South Main St | P.O. Box 68
Le Sueur, MN 56058

WELCOME BACK!

Start Enjoying the Benefits of Natural Gas. Call Us Today!

(888)931-3411 | gmg@greatermngas.com | www.greatermngas.com

YOU'RE INVITED!

As a property owner along the project route, you are cordially invited to join

Greater Minnesota Gas, Inc.

for a 20 minute presentation about natural gas in your neighborhood followed by Q&A.

PLACE: Tri Lakes Roadhouse Bar & Grille
11740 Co Hwy 5, Lake Park, MN 56554

DATE: Wednesday, June 29th, 2016

TIMES: 4:00pm, 5:00pm, OR 6:00pm



202 South Main | P.O. Box 68
Le Sueur, MN 56058

COME HAVE A SODA ON US
AND LEARN ABOUT
THE MANY BENEFITS OF
NATURAL GAS!

WE HOPE TO SEE YOU
THERE!



GREATER MINNESOTA GAS, INC.
202 S Main St | P.O. Box 68
Le Sueur, MN 56058
Toll-Free: (888)931-3411
Email: gmg@greatermngas.com

Thank you for previously taking the time to meet with Ben to learn more about making the switch to natural gas. With fall soon upon us, heating season is right around the corner. We want you to know that it's not too late to sign up for service. Just think how convenient winter heating will be with natural gas!

We know you're busy. Please be assured that a follow-up appointment will be brief. Even if you are not quite ready for gas, or are in the process of getting conversion quotes, by installing this fall, your home will have full access to natural gas when the time comes for you to convert your appliances during cold winter months.

Our toll free number is (888)931-3411. Our friendly customer service team is available Monday through Friday, 8:00 a.m. to 4:30 p.m. to schedule a 15 minute follow-up appointment with Ben. You can also visit us online at www.greatermngas.com! Don't wait! We hope to hear from you soon!

WHY SWITCH? CONVENIENT □ SAFE □ RELIABLE □ AESTHETICALLY PLEASING □ CLEAN



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Le Sueur, MN 56058
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WHY SWITCH? CONVENIENT □ SAFE □ RELIABLE □ AESTHETICALLY PLEASING □ CLEAN