

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Dan Lipschultz	Commissioner
Matthew Schuerger	Commissioner
Katie J. Sieben	Commissioner
John A. Tuma	Commissioner

In the Matter of CenterPoint Energy’s 2017
Annual Gas Service Quality Report

ISSUE DATE: April 12, 2019

DOCKET NO. G-008/M-18-312

ORDER ACCEPTING REPORT,
REQUIRING COMPLIANCE FILING,
AND SETTING ADDITIONAL
REPORTING REQUIREMENTS

PROCEDURAL HISTORY

On May 1, 2018, CenterPoint Energy (CenterPoint) filed its 2017 Annual Service Quality Report.

On June 15, 2018, the Department of Commerce, Division of Energy Resources (the Department) filed comments recommending that the Commission accept the report, on the condition that CenterPoint file additional information on gas line damage incidents and events.

On June 25 and July 23, 2018, CenterPoint filed reply and supplemental comments addressing the Department’s request for additional information.

On December 7, 2018, the Department filed comments recommending that the Commission accept CenterPoint’s report.

On December 13, 2018, CenterPoint filed comments concurring the Department’s recommendation.

On February 28, 2019, the report came before the Commission.

FINDINGS AND CONCLUSIONS

In 2010, the Commission established service quality reporting requirements for natural gas utilities.¹ The requirements are modeled after the electric utility standards contained in Minn. R. 7826.

¹ *In the Matter of a Commission Investigation into Gas Utility Service Quality Standards*, Docket No. G-999/CI-09-409, Order Setting Reporting Requirements (August 26, 2010).

The reporting requirements address the following:

- call center response times
- meter reading performance
- involuntary service disconnections
- service extension request response times
- customer deposits
- customer complaints
- telephone answer times to gas emergency line calls
- mislocates (i.e., the number of times a gas line is damaged due to a mismarked or unmarked line)
- damaged gas lines
- service interruptions
- notification of reportable incidents (using data from the Minnesota Office of Pipeline Safety, or MnOPS)
- gas emergency response times
- customer service related operations and maintenance expenses

The Department conducted a thorough analysis of CenterPoint's report and subsequent comments, and recommended that the Commission accept the report.

The Commission concurs with the Department's recommendation and will accept the report. The Commission will also direct CenterPoint to file, within 60 days, a compliance filing that:

- identifies the maximum customer service window of no more than 8 hours.
- documents communications between customers and customer service representatives reflecting the maximum customer service window.
- identifies all other measures the utility is undertaking, contemplating, or could undertake, to reduce the maximum customer service window to a timeframe of less than the 8-hour maximum.

Finally, the Commission will establish additional reporting requirements related to emergency response data, as set forth in the ordering paragraphs below.

ORDER

1. The Commission hereby accepts CenterPoint's 2017 Annual Gas Service Quality Report.
2. Within 60 days, CenterPoint must file a compliance filing that:
 - a. identifies the maximum customer service window of no more than 8 hours.
 - b. documents communications between customers and customer service representatives reflecting the maximum customer service window.
 - c. identifies all other measures the utility is undertaking, contemplating, or could undertake, to reduce the maximum customer service window to a timeframe of less than the 8-hour window.

3. In its 2018 Annual Gas Service Quality Report, CenterPoint must file:
 - a. the utility's filing under 49 CFR 192.1007 (e): integrity management plan performance measures; monitoring results; and evaluation of effectiveness in a manner to establish a baseline for ongoing reporting.
 - b. a summary of any 2018 emergency response violations cited by MNOPS along with a description of the violation and remediation in each circumstance.
 - c. the number of violation letters received by the utility from MNOPS during the year in question.
 - d. a discussion of how to provide ongoing monitoring and metrics towards the deployment of Excess Flow Valves and manual service line shutoff valves pursuant to the Commission's order in Docket No. G-999/CI-18-41.

4. This order shall become effective immediately.

BY ORDER OF THE COMMISSION

Michelle Kethley for

Daniel P. Wolf
Executive Secretary



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