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May 1, 2013

Dr. Burl Haar
Executive Secretary
Minnesota Public Utilities Commission
121 East Seventh Place, Suite 350
St. Paul, MN 55101

**RE: Compliance Filing of Great Plains Natural Gas Co.
Gas Service Quality Annual Report
Docket No. G-004/M-13-_____**

Dear Dr. Haar:

Great Plains Natural Gas Co. (Great Plains), a Division of MDU Resources Group, Inc., herewith electronically submits its Annual Gas Service Quality Report for the calendar year 2012.

In addition, Great Plains provides a copy of The Reporting Summary and Changes Matrix (Reporting Matrix) developed by the Natural Gas Service Quality Reporting Workgroup as part of its Annual Gas Service Quality Report. The Reporting Matrix is provided in response to the Commission's Order Accepting Reports and Setting Further Requirements issued March 6, 2012 requiring the parties convene a workgroup to work on improving consistency in reporting and to address the issues described in the Commission's Order.

Great Plains respectfully requests this filing be accepted as being in full compliance with the filing requirements of this Commission.

Sincerely,

/s/ Tamie Aberle

Tamie Aberle
Director of Regulatory Affairs

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1. Call Center Response Time (Schedule 1)

The reporting metrics are the total number of utility calls, including IVR calls, answered by Great Plains' representatives, the percent of calls answered within 20 seconds, and the average speed of answer. The 2012 data is provided on Schedule 1.

Great Plains' call center response time was 89% of calls answered in 20 seconds or less for 2012. In 2012 there were a total of 26,221 non-emergency calls answered. The average speed of answer data includes all calls, including gas emergency telephone calls.

2. Meter Reading Performance (Schedule 2)

The reporting metrics include a detailed report on meter-reading performance for each customer class and for each calendar month:

- The number and percentage of customer meters read by utility personnel;
- The number and percentage of customer meters self-read by customers;
- The number and percentage of customer meters estimated;
- The number and percentage of customer meters that have not been read by utility personnel for periods of 6 to 12 months and for periods longer than 12 months, and an explanation as to why they have not been read; and
- Data on monthly meter-reading staffing levels, by work center or geographical area.

The 2012 data is provided on Schedule 2.

There were a total of 258,074 meter reads in 2012, of which 99.91% were read by utility contracted personnel, with the remainder self-read by customers. There were no estimated reads in 2012. Great Plains did not have any meters that went unread for more than 6 months. The average meter-reading staffing level for 2012 was eight people. Great Plains has not deployed AMR in its service area.

3. Involuntary Service Disconnection (Schedule 3)

The reporting metric is to reference data that is submitted under Minnesota Statutes §§216B.09 and 216B.096, subdivision 11.

A summary of the Company's Cold Weather Rule Compliance Questionnaires submitted in 2012 pursuant to Minnesota Statutes §§216B.091 and 216B.096, subdivision 11 is included in Schedule 3.

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In 2012 Great Plains sent 13,726 disconnection notices and there were 1,093 customers whose services were disconnected for non-payment.

4. Service Extension Request Response Time (Schedule 4)

The reporting metrics include a detailed report on service extension request response times for each customer class and each calendar month:

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

The 2012 data is provided on Schedule 4.

Great Plains received 166 new service extension requests and 1,726 renewed service extension requests in 2012. The renewed service extension statistics do not include reconnection of service to customers disconnected by the Company for non-payment of service. Great Plains currently tracks the service line application date but has not tracked the date the property is ready for the service line installation, therefore the report reflects the time from completion of the service line installation to the date the meter was installed. Great Plains incorrectly represented that the application date is used as the start date for determination of the average days to complete a new service line installation in the Reporting Summary and Changes Matrix provided as Schedule 13.

5. Customer Deposits (Schedule 5)

The reporting metrics are the total number of customers who were required to make a deposit as a condition of receiving service. The 2012 data is provided on Schedule 5. This reporting requirement became effective for Great Plains January 1, 2011.

Great Plains did not require a deposit as a condition of receiving new service in 2012.

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6. Customer Complaints (Schedule 6)

The reporting metric includes a detailed report on complaints for each customer class and calendar month:

- The number of complaints received;
- The number and percentage of complaints by type of complaint;
- The number and percentage of complaints by resolution timeframe;
- The number and percentage of complaints by resolution type; and
- The number of complaints forwarded to Great Plains by the Minnesota Consumer Affairs Office.

The 2012 data is provided on Schedule 6.

This reporting requirement became effective for Great Plains January 1, 2011. For the 2011 and 2012 Gas Service Quality Reports, only customer calls that were escalated to a supervisor for resolution were categorized as a customer complaint and reported by Great Plains. There were eighteen complaints recorded in 2012. Starting in 2013, Great Plains is tracking and labeling all calls that an agent determines to be a concern/and or complaint, summarized by call type and will include the results in the 2013 Gas Service Quality Report.

7. Gas Emergency Response Time (Schedule 7)

The reporting metric is the elapsed time between the time Great Plains was first notified of the emergency and the time that a qualified emergency response person arrives at the incident location and begins to make the area safe. Great Plains reports all calls coded as emergency calls including fire, gas odor, and line hits. Emergency response times are reported as calls responded to in one hour or less and calls responded to in over one hour. This same information, in total, is reported in the Emergency Response Report to the Minnesota Office of Pipeline Safety (MNOPS). The 2012 data is provided on Schedule 7. Great Plains has also included copies of its 2012 bi-monthly Emergency Response Reporting Forms in Schedule 7.

In 2012, the percent of emergency calls responded to in less than one hour was 100% which was an increase compared to 98% in 2011. There were 366 total calls answered in 2012, which was a decrease of 28% from 2011. The average response time in 2012 was 14 minutes.

8. Mislocates (Schedule 8)

The reporting metric is to report data on mislocates by providing the monthly number of locate requests received through the Minnesota Gopher State One Call system and the number of mislocates that resulted in a damage to a gas

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line, including the number of times a line is damaged due to a mismarked line or failure to mark a line. The 2012 data is provided on Schedule 8.

Mislocates decreased from 6 in 2011 to 1 in 2012. There were a total of 7,490 locate tickets in 2012, a decrease of 2.4% from 2011.

9. Gas System Damage (Schedule 9)

The reporting metric is the number of gas lines damaged (or hit), categorized according to whether the damage was caused by Great Plains' employees or contractors, or whether the damage was due to any other unplanned cause. The 2012 data is provided on Schedule 9. Also provided on Schedule 9 is the number of miles of distribution and transmission pipe Great Plains operates in Minnesota and a per 100 miles of pipe damage rate calculation. Great Plains has also included copies of its 2012 Annual Utility Damage Report Forms in Schedule 9.

Gas system damages increased from 30 in 2011 to 68 in 2012. Of the 68 damages in 2012, fourteen were under the control of Great Plains' employees and contractors.

Great Plains accounts for lost gas associated with at-fault contractor main strikes in accordance with the Commission's Order in Docket No. G999/AA-10-885

10. Gas Service Interruption (Schedule 10)

The reporting metric is to report data on all gas service interruptions, including the number of customers affected and the average duration of the outage, categorized according to whether the interruption was caused by Great Plains' employees or contractors, or whether the interruption was due to any other unplanned cause. The 2012 data is provided on Schedule 10.

Great Plains had a total of 48 gas service interruptions in 2012 affecting a total of 115 customers. There were no gas service interruptions qualifying as reportable to MNOPS in 2012.

11. Gas Emergency Phone Response Time (Schedule 11)

The reporting metrics are the total number of utility calls answered by Great Plains' representatives, the percent of calls answered within 20 seconds, and the average speed of answer. The data 2012 data is provided on Schedule 11.

The average percent of calls answered within 20 seconds or less increased from 79.97% in 2011 to 83.75% in 2012. The average speed of answer also improved from 15 seconds in 2011 to 13 seconds in 2012. There were a total of 1,437 calls coming into the system as emergency calls in 2012.

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12. Customer Service Related Operations and Maintenance Expenses (Schedule 12)

The reporting metric is the amount of customer service related operation and maintenance expenses incurred on behalf of Minnesota customers based on the costs recorded in FERC accounts 901 and 903 plus payroll taxes and benefits. The 2012 data is provided on Schedule 12.

Customer service related expenses decreased from \$349,451 in 2011 to \$347,607 in 2012.

13. The Reporting Summary and Changes Matrix (Reporting Matrix) developed by the Natural Gas Service Quality Reporting Workgroup is provided as Schedule 13. The Commission, in its Order Accepting Reports and Setting Further Requirements issued March 6, 2012 required the parties convene a workgroup to work on improving consistency in reporting and to address the issues described in the Commission's Order¹. Great Plains participated in the Natural Gas Service Quality Utility Stakeholder Group meeting, organized by Xcel Energy held on June 22, 2012. Pursuant to this meeting and subsequent follow up among the parties, the Utility Stakeholder Group devised the attached Reporting Matrix to provide a matrix of the current state reporting including metric reporting definitions; future reporting modifications that would achieve or improve reporting consistency across the natural gas utilities and the effective date of the noted reporting changes.

¹ Docket Nos. G-004/M-11-363, G-007,011/M-10-374; G-008/M-10-378; G-022/M-11-356; G-002/M-11-360 and G-001/M-11-361

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Call Center Response Times

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Service Level - % of Calls answered in 20 seconds or less.	89%	95%	95%	97%	89%	78%	85%	90%	93%	86%	84%	89%	91%
Average Speed of Answer (in seconds) 1/	13	16	14	9	27	20	14	10	8	11	11	8	5
Total Calls Answered	26,221	2,035	2,040	1,831	2,405	2,257	1,807	1,982	2,187	2,252	3,021	2,205	2,199

1/ Reflects the average speed of answer for all calls, including gas emergency telephone calls.

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Meter Reading Performance

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Total number of meters	258,074	21,496	21,488	21,478	21,468	21,465	21,462	21,461	21,471	21,506	21,566	21,594	21,619
Meters read by utility personnel													
Residential	216,851	18,254	18,288	18,333	18,290	18,271	17,914	17,728	17,698	17,525	18,035	18,063	18,452
Commercial	40,982	3,220	3,177	3,121	3,178	3,168	3,523	3,708	3,749	3,957	3,531	3,506	3,144
Total	257,833	21,474	21,465	21,454	21,468	21,439	21,437	21,436	21,447	21,482	21,566	21,569	21,596
%	99.91%	99.90%	99.89%	99.89%	100.00%	99.88%	99.88%	99.88%	99.89%	99.89%	100.00%	99.88%	99.89%
Meters self-read by customer													
Residential	241	22	23	24	0	26	25	25	24	24	0	25	23
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	241	22	23	24	0	26	25	25	24	24	0	25	23
%	0.09%	0.10%	0.11%	0.11%	0.00%	0.12%	0.12%	0.12%	0.11%	0.11%	0.00%	0.12%	0.11%
Meters - estimated													
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Meters not read for 6-12 months													
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Meters not read for 13+ months													
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Meter reading staffing levels													
North	4 1/	5	5	5	4	4	5	4	4	4	4	4	4
South	4 1/	3	4	3	3	3	3	3	4	4	4	5	6
Total	8 1/	8	9	8	7	7	8	7	8	8	8	9	10

1/ Average

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Involuntary Service Disconnections

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
1 Number of Residential Customer Accounts:	216,635	18,098	18,311	18,357	18,111	18,297	17,939	17,753	17,622	17,549	18,035	18,088	18,475
2 Number of Past Due Residential Customer Accounts:	53,508	8,371	8,126	8,898	8,338	7,950	3,591	1,525	1,407	1,321	1,193	1,312	1,476
3 Number of Cold Weather Protection Requests:	22	0	0	0	0	0	0	0	0	0	11	11	0
Reconnection as of Cold Weather Months													
4 Number of "Right to Appeal" notices mailed to customers:	0	0	0	0	0	0	0	0	0	0	0	0	0
5 <i>Intentionally Blank</i>													
6 Number of customer accounts granted reconnection <u>request</u> :	22	0	0	0	0	0	0	0	0	0	11	11	0
Payment Schedule (PS)													
16 Number of "Right to Appeal" notices mailed to customers													
a) Number of PS requests received	22	0	0	0	0	0	0	0	0	0	11	11	0
17 <i>Intentionally Blank</i>													
18 Number of PS negotiations mutually agreed upon:	22	0	0	0	0	0	0	0	0	0	11	11	0
19 <i>Intentionally Blank</i>													

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Involuntary Service Disconnections

		Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Disconnections														
20	Number of disconnection notices mailed to customers	13,726	258	459	1,405	1,994	1,567	1,469	1,008	907	907	798	1,408	1,546
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 <i>All other months, use 1st column only</i>													
a)	# Electric - heat affected	na	na	na	na	na	na	na	na	na	na	na	na	na
b)	# Electric - heat not affected	na	na	na	na	na	na	na	na	na	na	na	na	na
c)	# Gas - heat affected	1,093	0	0	28	267	256	125	175	120	70	44	8	0
d)	# Gas - heat not affected	0	0	0	0	0	0	0	0	0	0	0	0	0
e)	Total # disconnected	<u>1,093</u>	<u>0</u>	<u>0</u>	<u>28</u>	<u>267</u>	<u>256</u>	<u>125</u>	<u>175</u>	<u>120</u>	<u>70</u>	<u>44</u>	<u>8</u>	<u>0</u>
22	Number of customer accounts disconnected seeking protection:													
a)	# Electric - heat affected	na	na	na	na	na	na	na	na	na	na	na	na	na
b)	# Electric - heat not affected	na	na	na	na	na	na	na	na	na	na	na	na	na
c)	# Gas - heat affected	0	0	0	0	0	0	0	0	0	0	0	0	0
d)	# Gas - heat not affected	0	0	0	0	0	0	0	0	0	0	0	0	0
e)	Total # disconnected (See Note)	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	1,093	0	0	28	267	256	125	175	120	70	44	8	0

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Service Extension Request Response Times

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
New Service Extensions 1/													
Residential													
Number of Extensions	121	4	0	5	11	4	9	9	18	22	30	9	0
Average Days to Complete	22	1	0	40	58	21	43	20	14	22	19	24	0
Commercial													
Number of Extensions	45	0	1	3	1	2	4	3	9	11	4	6	1
Average Days to Complete	22	0	1	53	8	52	41	7	25	12	36	26	0
Renewed Service Extensions 2/													
Residential													
Number of Extensions	1,047	9	32	31	40	59	54	43	68	143	330	161	77
Average Days to Complete	1	1	1	1	1	1	1	1	1	1	1	1	1
Commercial													
Number of Extensions	679	7	16	16	22	27	25	35	55	98	229	102	47
Average Days to Complete	1	1	1	1	1	1	1	1	1	1	1	1	1

1/ New service requests for locations not previously served.

2/ Service requests for locations previously served.

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Customer Deposits

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Total Customer Deposits 1/	0	0	0	0	0	0	0	0	0	0	0	0	0

1/ Deposits required as a condition for receiving new service.

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Number of Customer Complaints

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Residential	16	0	2	0	0	1	1	1	1	4	5	1	0
Commercial	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total	16	0	2	0	0	1	1	1	1	4	5	1	0

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Number & Percentage of Customer Complaints by Type

	Total		Jan		Feb		Mar		Apr		May		June		July		Aug		Sept		Oct		Nov		Dec					
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%				
Residential																														
Billing Errors	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%		
Inaccurate Metering	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%		
Wrongful Disconnection	3	19%	0	0%	0	0%	0	0%	0	0%	1	100%	1	100%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%		
High Bills	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%		
Inadequate Service	7	44%	0	0%	2	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	2	50%	3	60%	0	0%	0	0%	0	0%		
Service-Extension Interval	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%		
Service-Restoration Interval	4	25%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	1	25%	2	40%	0	0%	0	0%	0	0%		
Payment Arrangements	2	13%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%	0	0%	1	0%	0	0%	0	0%		
Total Residential	16	101%	0	0%	2	100%	0	0%	0	0%	1	100%	1	100%	1	100%	1	100%	4	100%	5	100%	1	0%	0	0%	0	0%		
Commercial																														
Billing Errors	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Inaccurate Metering	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Wrongful Disconnection	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
High Bills	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Inadequate Service	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Service-Extension Interval	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Service-Restoration Interval	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Payment Arrangements	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Total Commercial	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

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Number & Percentage of Customer Complaints by Resolution Timeframe

	Total		Jan		Feb		Mar		Apr		May		June		July		Aug		Sept		Oct		Nov		Dec		
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
Residential																											
Immediate	16	100%	0	0%	2	100%	0	0%	0	0%	1	100%	1	100%	1	100%	1	100%	4	100%	5	100%	1	100%	0	0%	
Within 10 Days	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Greater Than 10 Days	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Unresolved	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Total Residential	16	100%	0	0%	2	100%	0	0%	0	0%	1	100%	1	100%	1	100%	1	100%	4	100%	5	100%	1	100%	0	0%	
Commercial																											
Immediate	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Within 10 Days	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Greater Than 10 Days	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Unresolved	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Total Commercial	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2012

Number & Percentage of Customer Complaints by Resolution Type

	Total		Jan		Feb		Mar		Apr		May		June		July		Aug		Sept		Oct		Nov		Dec					
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%				
Residential																														
Agree	2	13%	0	0%	1	50%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%	0	0%	0	0%	0	0%	0	0%		
Compromise	8	50%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	2	50%	4	80%	1	100%	0	0%	0	0%		
Demonstrate	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Refuse	3	19%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	1	100%	0	0%	1	25%	0	0%	0	0%	0	0%	0	0%	0	0%
Not Assigned	3	19%	0	0%	1	50%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	1	20%	0	0%	0	0%	0	0%
Total Residential	16	100%	0	0%	2	100%	0	0%	0	0%	1	100%	1	100%	1	100%	1	100%	4	100%	5	100%	1	100%	0	0%	0	0%		
Commercial																														
Agree	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Compromise	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Demonstrate	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Refuse	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Not Assigned	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Total Commercial	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%		

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2012**

Number of Customer Complaints Received from MN Consumer Affairs Office

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0

705 West Fir Avenue

Mailing Address:

P.O. Box 176

Fergus Falls, MN 56538-0176

(877) 267-4764

May 1, 2013

Dr. Burl Haar
Executive Secretary
Minnesota Public Utilities Commission
121 East Seventh Place, Suite 350
St. Paul, MN 55101

**RE: Compliance Filing of Great Plains Natural Gas Co.
Annual Summary of Customer Complaints
Docket No. G-004/M-13 _____**

Dear Dr. Haar:

Great Plains Natural Gas Co. (Great Plains), a Division of MDU Resources Group, Inc., herewith electronically submits its 2012 Annual Summary of Customer Complaints pursuant to Minnesota Rule 7820.0500.

Great Plains respectfully requests this filing be accepted as being in full compliance with the filing requirements of this Commission.

Sincerely,

/s/ Tamie Aberle

Tamie Aberle
Director of Regulatory Affairs

Minnesota Public Utilities Commission

Consumer Affairs Office
 121 7th Place East #350
 St. Paul, MN 55101-2147

ANNUAL SUMMARY OF CUSTOMER COMPLAINTS

for Year Ending 12/31/2012

in accordance with Minn. Rule 7820.0500

Name of Utility: Great Plains Natural Gas Co.
 Address: P.O. Box 176, Fergus Falls, MN 56538-0176
 Prepared by: Tamie Aberle, Phone 701-222-7856

I. Complaint Type	Residential			Commercial			Industrial			Government		
	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved
A. Billing Errors	0			0			0			0		
B. Inaccurate Metering	0			0			0			0		
C. Wrongful Disconnection	3			0			0			0		
D. High Bills	0			0			0			0		
E. Inadequate Service	7			0			0			0		
F. Service-Extension Interval	0			0			0			0		
G. Service-Restoration Interval	4			0			0			0		
H. Payment Arrangements	2			0			0			0		
Total Complaints	16			0			0			0		

II. Number of Customers	2012	2011	Change
Residential	18,203	18,130	73
Commercial/Industrial	2,652	2,591	61
Interruptible	168	140	28
Total	21,023	20,861	162

Minnesota Public Utilities Commission

Consumer Affairs Office
121 7th Place East #350
St. Paul, MN 55101-2147

ANNUAL SUMMARY OF MPUC, OAG, AND OTHER CUSTOMER COMPLAINTS
for Year Ending 12/31/2012

MPUC

I. Complaint Type

- A. Billing Errors
- B. Inaccurate Metering
- C. Wrongful Disconnection
- D. High Bills
- E. Inadequate Service
- F. Service-Extension Interval
- G. Service-Restoration Interval
- H. Payment Arrangements
- Total Complaints

Residential		
Number Received	Number Resolved	Number Unresolved
0		
0		
0		
0		
0		
0		
0		
0		
0		
0		

Commercial		
Number Received	Number Resolved	Number Unresolved
0		
0		
0		
0		
0		
0		
0		
0		
0		
0		

Industrial		
Number Received	Number Resolved	Number Unresolved
0		
0		
0		
0		
0		
0		
0		
0		
0		
0		

Government		
Number Received	Number Resolved	Number Unresolved
0		
0		
0		
0		
0		
0		
0		
0		
0		
0		

OAG

I. Complaint Type

- A. Billing Errors
- B. Inaccurate Metering
- C. Wrongful Disconnection
- D. High Bills
- E. Inadequate Service
- F. Service-Extension Interval
- G. Service-Restoration Interval
- H. Payment Arrangements
- Total Complaints

Residential		
Number Received	Number Resolved	Number Unresolved
0		
0		
0		
0		
0		
0		
0		
0		
0		
0		

Commercial		
Number Received	Number Resolved	Number Unresolved
0		
0		
0		
0		
0		
0		
0		
0		
0		
0		

Industrial		
Number Received	Number Resolved	Number Unresolved
0		
0		
0		
0		
0		
0		
0		
0		
0		
0		

Government		
Number Received	Number Resolved	Number Unresolved
0		
0		
0		
0		
0		
0		
0		
0		
0		
0		

OTHER

I. Complaint Type

- A. Billing Errors
- B. Inaccurate Metering
- C. Wrongful Disconnection
- D. High Bills
- E. Inadequate Service
- F. Service-Extension Interval
- G. Service-Restoration Interval
- H. Payment Arrangements
- Total Complaints

Residential		
Number Received	Number Resolved	Number Unresolved
0		
0		
3		
0		
7		
0		
4		
2		
16		

Commercial		
Number Received	Number Resolved	Number Unresolved
0		
0		
0		
0		
0		
0		
0		
0		
0		
0		

Industrial		
Number Received	Number Resolved	Number Unresolved
0		
0		
0		
0		
0		
0		
0		
0		
0		
0		

Government		
Number Received	Number Resolved	Number Unresolved
0		
0		
0		
0		
0		
0		
0		
0		
0		
0		

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2012**

Gas Emergency Response Times

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Calls Responded to in 1 hour or less	366	13	13	17	30	24	30	32	30	43	48	46	40
Percentage	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%	100%	100%
Calls Responded to in over 1 hour	1	0	0	0	0	0	0	0	0	1	0	0	0
Percentage	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%
Total Calls	367	13	13	17	30	24	30	32	30	44	48	46	40
Average Response Time (in minutes)	14	14	12	14	13	15	11	14	14	17	14	15	18



Minnesota State Fire Marshal

Emergency Response Reporting Form 2012

Reporting Company: Great Plains Natural Gas Co.

Circle Reporting Period:

Contact Person: Mike Schoepp

January/February

March/April

Phone: 701-224-5857

May/June

July/August

Email Address: mike.schoepp@mdu.com

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	23	15			
> 10 min. to 20 min.	3	4			
> 20 min. to 40 min.		7			
> 40 min. to 60 min.					
> 60 min. to 80 min.					
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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

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

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

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

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

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

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

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

Email: Dps.Mnops.Response@state.mn.us
or Fax: 651-296-9641

For more information call 651-201-7230



Minnesota State Fire Marshal

Emergency Response Reporting Form 2012

Reporting Company: Great Plains Natural Gas Co.

Circle Reporting Period:

Contact Person: Mike Schoepp

January/February **March/April**

Phone: 701-224-5857

May/June July/August

Email Address: mike.schoepp@mdu.com

September/October November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	44	24			
> 10 min. to 20 min.	2	16			
> 20 min. to 40 min.	1	5			
> 40 min. to 60 min.		2			
> 60 min. to 80 min.					
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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

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Minnesota State Fire Marshal

Emergency Response Reporting Form 2012

Reporting Company: Great Plains Natural Gas Co.

Circle Reporting Period:

Contact Person: Mike Schoepp

January/February

March/April

Phone: 701-224-5857

May/June

July/August

Email Address: mike.schoepp@mdu.com

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	52	27			
> 10 min. to 20 min.	2	16			
> 20 min. to 40 min.		11			
> 40 min. to 60 min.					
> 60 min. to 80 min.					
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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

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Minnesota State Fire Marshal

Emergency Response Reporting Form 2012

Reporting Company: Great Plains Natural Gas Co.

Circle Reporting Period:

Contact Person: Mike Schoepp

January/February

March/April

Phone: 701-224-5857

May/June

July/August

Email Address: mike.schoepp@ndu.com

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	57	34			
> 10 min. to 20 min.	4	16			
> 20 min. to 40 min.	1	8			
> 40 min. to 60 min.		4			
> 60 min. to 80 min.					
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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

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Circle Reporting Period:

Contact Person: Mike Schoepp

January/February

March/April

Phone: 701-224-5857

May/June

July/August

Email Address: mike.schoepp@mdu.com

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	83	40			
> 10 min. to 20 min.	8	30			
> 20 min. to 40 min.	1	17			
> 40 min. to 60 min.		4			
> 60 min. to 80 min.		1			
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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

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Circle Reporting Period:

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January/February

March/April

Phone: 701-224-5857

May/June

July/August

Email Address: mike.schoepp@mdu.com

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	77	34			
> 10 min. to 20 min.	7	27			
> 20 min. to 40 min.	2	20			
> 40 min. to 60 min.		5			
> 60 min. to 80 min.					
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2012**

Mislocate Rates

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Number of Mislocates	1	0	0	0	0	0	0	0	0	0	0	1	0
Not Marked Line	1	0	0	0	0	0	0	0	0	0	0	1	0
Mis-Marked Line	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of Locate Tickets 1/	7,490	140	128	447	944	967	811	871	869	777	882	517	137
Number of Mislocates per 1000 Locate Tickets	0.13	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.93	0.00

1/ Number of locate tickets for Great Plains Minnesota only.

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2012**

Gas System Damage

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Damage Under the Control of Great Plains' Employees and Contractors	14	0	0	0	3	0	4	0	3	2	0	2	0
Damage - All Other Causes	54	2	0	2	7	5	6	15	5	4	2	3	3
Total Number of Damages	68	2	0	2	10	5	10	15	8	6	2	5	3
Miles of Pipe 1/	522	522	522	522	522	522	522	522	522	522	522	522	522
Damage per 100 Miles of Pipe													
Under the Control of Great Plains'													
Employees and Contractors	2.68	0.00	0.00	0.00	0.57	0.00	0.77	0.00	0.57	0.38	0.00	0.38	0.00
All Other Causes	10.34	0.38	0.00	0.38	1.34	0.96	1.15	2.87	0.96	0.77	0.38	0.57	0.57
Total	13.02	0.38	0.00	0.38	1.91	0.96	1.92	2.87	1.53	1.15	0.38	0.95	0.57

1/ Total miles of distribution (448.194) and transmission (74.173) main operated in Minnesota as of December 31, 2012.

MINNESOTA OFFICE OF PIPELINE SAFETY ANNUAL UTILITY DAMAGE REPORT FORM – CALENDAR YEAR 2012

Part A) General Information -	
Utility Name: Great Plain Natural Gas Co.	Area / Division / System ID: 6690
Contact Person & Title: Paul Riely, Pipeline Safety Specialist	Phone #701-222-7768
e-mail address: LADONNA.EMINETH@MDU.COM	Fax #: 701-222-7853
Utility Type: (Check One – please submit one form for each utility operated)	
<input type="checkbox"/> Transmission Pipeline <input checked="" type="checkbox"/> Distribution Gas <input type="checkbox"/> Electric <input type="checkbox"/> Communication <input type="checkbox"/> Municipal-Water & Sewer <input type="checkbox"/> Other - Specify _____	

Part B) Number of Locates and Number of Damages -	
7490	Number of Locate Requests for the calendar year.
31	On-going project damages. How many damages occurred on on-going projects (typically projects are excavation activities lasting 14 days or more)
37	Remaining damages occurring in situations other than on-going projects.

Part C) Cause of Damage -		
0	1) Locates were not requested through GSOC	No or Inadequate Excavation Notice (ticket).
0	2) Relying on someone else's ticket	
2	3) Excavated prior to legal start time	
0	4) Expired Locate / Ticket	
0	5) Excavation outside requested area	
0	6) No Hand Digging /Hit While Excavating	
0	7) Marks Not Maintained By Excavator	
53	8) Failure to Support and Protect Facility	
12	9) Damage Done by Non Power Equipment (Hand Digging Damage)	
1	10) Not Marked	Mis-locate
0	11) Mis-Marked	

-Optional- Part D) Confidentiality Statement -

MINNESOTA OFFICE OF PIPELINE SAFETY ANNUAL UTILITY DAMAGE REPORT FORM – CALENDAR YEAR 2012

Part A) General Information -	
Utility Name: GREAT PLAINS NATURAL GAS CO.	Area / Division / System ID: 6690
Contact Person & Title: LADONNA EMINETH, PIPELINE SAFETY SPECIALIST	Phone #701-222-7924
e-mail address: LADONNA.EMINETH@MDU.COM	Fax #: 701-222-7853
Utility Type: (Check One – please submit one form for each utility operated)	
<input checked="" type="checkbox"/> Transmission Pipeline <input type="checkbox"/> Distribution Gas <input type="checkbox"/> Electric <input type="checkbox"/> Communication <input type="checkbox"/> Municipal-Water & Sewer <input type="checkbox"/> Other - Specify _____	

Part B) Number of Locates and Number of Damages -	
357	Number of Locate Requests for the calendar year.
0	On-going project damages. How many damages occurred on on-going projects (typically projects are excavation activities lasting 14 days or more)
0	Remaining damages occurring in situations other than on-going projects.

Part C) Cause of Damage -		
0	1) Locates were not requested through GSOC	No or Inadequate Excavation Notice (ticket).
0	2) Relying on someone else's ticket	
0	3) Excavated prior to legal start time	
0	4) Expired Locate / Ticket	
0	5) Excavation outside requested area	
0	6) No Hand Digging /Hit While Excavating	
0	7) Marks Not Maintained By Excavator	
0	8) Failure to Support and Protect Facility	
0	9) Damage Done by Non Power Equipment (Hand Digging Damage)	
0	10) Not Marked	Mis-locate
0	11) Mis-Marked	

-Optional- Part D) Confidentiality Statement -

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2012**

Gas Service Interruptions

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Due to Employees/Contractors													
Number of Customers	18	0	0	0	6	1	7	2	2	0	0	0	0
Number of Outages	13	0	0	0	4	1	4	2	2	0	0	0	0
Average Duration of Outage (in minutes)	244	0	0	0	257	47	171	625	81	0	0	0	0
Due to Other Unplanned Causes													
Number of Customers	97	8	0	1	2	6	26	16	2	6	0	29	1
Number of Outages	35	1	0	1	2	2	6	10	2	5	0	5	1
Average Duration of Outage (in minutes)	214	90	0	167	82	195	244	133	126	156	0	534	177
Total Interruptions													
Number of Customers	115	8	0	1	8	7	33	18	4	6	0	29	1
Number of Outages	48	1	0	1	6	3	10	12	4	5	0	5	1
Average Duration of Outage (in minutes)	222	90	0	167	199	146	215	215	103	156	0	534	177

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2012**

Emergency Line Response Times

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Service Level - % of Calls answered in 20 seconds or less.	83.75%	85.99%	79.17%	85.57%	86.55%	72.73%	76.53%	85.88%	93.55%	88.39%	82.61%	87.26%	80.75%
Average Speed of Answer (in seconds)	13	16	18	14	10	10	18	8	8	7	15	15	19
Total Calls Answered	1,437	148	134	93	111	88	86	79	121	102	144	152	179

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2012**

Customer Service Related Expenses

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Customer Service Related Expenses 1/	\$347,607	\$24,830	\$27,401	\$37,485	\$31,271	\$30,573	\$28,966	\$26,045	\$29,121	\$25,329	\$31,875	\$24,282	\$30,429

1/ FERC accounts 901 and 903 plus payroll taxes and benefits.

Natural Gas Service Quality Reporting Workgroup
Reporting Summary and Changes

Call Center Answer Times	Xcel Energy	CPE	MERC	IPL	GP
Please describe how/what you report	<p>Change: None. Already include IVR and billing calls.</p> <p>Our report includes EMG residential calls to our call center representatives, business solutions center calls to our reps, credit calls, and IVR handled outage and billing calls. We report monthly volume and percentages based on the 8/1/20 Rule. We report calls 24/7.</p>	<p>Change: EFF with 2012 report, will add Service Level with IVR to Schedule 1.</p> <p>Schedule 1: The percent of calls answered within 20 seconds or less during stated business hours, the average speed of answer and the total number of calls answered includes utility call center, emergency calls, and business customer hotline. ASA and total number of calls answered are reported as required in Docket G008/GR 04/08. Excludes calls that only utilized IVR functionality.</p>	<p>Change: EFF with 2012 report, will add IVR calls to the telephone response information.</p> <p>Our report includes monthly information for calls taken Monday through Friday, 8-5, the report includes average speed of answer and % of calls answered in 20 seconds or less. We also provide the similar information for calls coming into our emergency lines with the exception of the % answered in 15 seconds or less and is all calls taking 24/7. Does not include IVR call.</p>	<p>Change: None. Already includes IVR and all calls.</p> <p>Percentage of calls answered within 20 seconds, including both gas and electric data. Includes all calls 24/7, including IVR.</p>	<p>Change: None. Already include IVR calls.</p> <p>IVR calls answered, percentage of calls answered in 20 seconds or less, and the average speed of answer. Includes calls during business hours (7 am to 7 pm) and includes IVR calls.</p>
Able to include IVR calls in Telephone Response Metrics	<p>We do include IVR handled outage and billing calls</p>	<p>We will add SL with the IVR included for Bill/Credit/More CIC - Residential reporting to Schedule 1 beginning with January 2012.</p>	<p>MERC is able to include the number of IVR calls in the telephone response information.</p>	<p>Will continue to include</p>	<p>Will continue to include</p>
Customer Deposits	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>
Please describe how/what you report	<p>Our reported deposits are from residential customers that have filed for bankruptcy (both EAG)</p>	<p>Schedule 3: The number of money orders and the number and percentage of deposits required as a condition of service. Including deposits required for reconnection of service after disconnection due to credit issues.</p>	<p>Our report includes any deposits collected for the reporting year. We only collect from customers caught diverting (dial) service.</p>	<p>Deposit data is for new and reconnecting customers, consisting of both gas and electric data.</p>	<p>Deposits required as a condition for receiving new service.</p>
Customer Complaints	<p>Change: EFF with 2012 report, submit May 1 Complaint report.</p>	<p>Change: None. Already includes the May 1 Complaint report.</p>	<p>Change: None. Already includes the May 1 Complaint report.</p>	<p>Change: EFF with 2012 report, will include the May 1 Complaint Report.</p>	<p>Change: EFF with 2012 report, will include the May 1 Complaint Report. EFF with 2013 report, will include all calls received in the customer service center summarized by call type.</p>
Please describe how/what you report	<p>Customer advocate groups we report all complaints, source of complaint type, and action we took and time to resolve. By month</p> <p>Call center all calls that come into call center by customer type, complaint type, and action we took. By month—both EAG</p>	<p>Schedule 6: Number of reworked residential and commercial complaints, reason/type of complaint, action taken, time to resolve complaints and number of complaints received forwarded by outside agencies.</p>	<p>Our report categorizes complaints by the following types: employee abuse/believe, billing/meter reading, meter adjustment, outage, high bill. We then report time to resolve. This is broken into 3 categories, initially, within 30 days and > 30 days. We then report report customer resolution by the following, taking action is customer requested, agreeable compromise, not within the control of the utility and refuse customer request. We also indicate the # of PUC complaints. This is all reported on a monthly basis.</p>	<p>All customer complaints are tabulated. Data includes both gas and electric complaints.</p>	<p>Customer complaints that are escalated to a supervisor response. Complaints are reported by type, resolution timeframe, resolution type, and number forwarded by the MN CAO.</p>

Natural Gas Service Quality Reporting Workgroup
Reporting Summary and Changes

	Xcel Energy	CPE	MERC	IPL	GP
Provide description of what is being reported in the Complaint numbers	<p>Customer advocate group- we report all complaints, source of complaint, type, and action we took and time to resolve- by month</p> <p>Call center- we report specific call codes that we previously determined could be indicative of a complaint, this ends up being the majority of calls- we then report these call center calls by customer type, call type, and action we took. By month- both E&G</p>	<p>AMB/BPP Issue: Any Dodged Billing issue, do not understand, too high or too low, question how calculated</p> <p>Billing Errors: Bill print issues, adopted contract account errors, Landlord Agreement error</p> <p>Construction & Maintenance: Excess footage fees, out of season charges, frost burners, cost to add, change, relocate meter, cost to change pressure, meter location, ice shields, barriers, atmospheric corrosion inspection (ACI)</p> <p>Credit Arrangements: GAP, Cannot afford/cannot pay, reasonably on time, defaulted arrangement, CWR arrangement, reconnect quote</p> <p>Disconnect Non-Pay: GULM, Wrongful Disconnect, thought had arrangements, did not receive notice, disconnected during CWR, reconnect fees, payment methods, scheduling requirements</p> <p>Disputed Charges: Any dispute not involving an account currently in arrears off, Escrow, Investigation Bad Debt, landlord/tenant disputes, foreclosures, divorce, roommate situations, disputed debt transfer, basic fee on inactive meter, date of service (move in or out)</p> <p>Employee: CSR Error, Employee Misconduct</p> <p>High Bill: Customer initiated complaint regarding high usage (must be usage related, not simply high balance)</p> <p>Inaccurate Metering: Switched piping, incorrect pressure factor, misread, non-registering meter, ERT/programming, meter change, estimated reads</p> <p>Collections/Inactive/Write-Off: Account sent to collections, any collection agency related complaint</p> <p>Inadequate Service: Failure to accommodate customer expectations; hold times, not following through with promised actions</p> <p>Web/Customer Self Service/IVR: Online Billing, My Account Online, Password locked, web issues, bill reminders, IVR Spanish option, difficulty navigating</p> <p>Payment Issue: One Time Pay, encoding error, missing payment, incorrect application, processing delay, refund checks, late fee/due date, Energy Assistance payment, Bank Pay issue</p> <p>Rate/Tariffs: Refusal of Service, Interim Rates, franchise fees, taxes, basic charge, delivery charge</p>	<p>MERC reports all calls which the call center CSR believes to be a complaint. MERC has trained the CSRs to record all complaints through an automated process. When the CSR first looks at any account there is a pop up window which asks if the call is a complaint. This question must be answered before the CSR moves on. MERC reports the total number of complaints, breaks down the complaints by 7 different types, this breakdown is given by total number and percentage of total complaints. MERC provides the total numbers that are resolved initially, within 10 days and greater than 10 days. Complaint resolution is reported by total number and percentage. The resolution categories include taking action as customer requested, agreeable compromise, not within the control of the utility and refuse to customer requested action. The report also indicates the number of PUC complaints. This is informational only as those complaints are included in the reported complaint numbers.</p>	<ul style="list-style-type: none"> * Billing Errors - All billing complaints except high bills, low bills, zero usage/consumption, adjusted bills. * Inaccurate Metering - Field/engineering/construction/maintenance issues, meter reading issues. * Wrongful Disconnection - Turn-off or disconnect error, collections issues. * High Bills - High bills due to usage or weather, billing issues. * Inadequate Service - Customer service issues such as poor service, long waits, delayed responses, lack of follow-up. * New Service Connection Intervals - New service issues relating to field/engineering/construction/maintenance departments. * Service Restoration Intervals - Outage issues relating to field/engineering/construction/maintenance departments. * Payment Status - Late payment, incorrect payment amount, late payment penalty, missing payment, promise to make payment, returned payment fee. * Turn-on - Issues with turn-on order for service, wrong date, not complete, not issues correctly, lack of customer contact. * Meter Reading Other - Meter reading issues such as no read/estimate/mis-read, read cycle, reader access, reader behavior, read route cycle. * Payment Arrangement - Payment agreements - short and long term, new, defaults, multiple agreements, agreement disputes, promise to pay. * Credit & Collections General - Bankruptcy, collection agency/bureau issues, customer assistance programs. * Property Damage - Report of damage to customer property/equipment, claims, insurance questions, locates, construction, line clearance, outages, weather. * Tree Trimming - Issues with tree trimming - not notified, trimmed too much, trimmed too little, did not like way trimmed, trim cycle. * Engineering, Construction, Maintenance Other - No call back, non-emergency safety issue, outages, periodic meter change, planned maintenance/outage, power quality, radio interference, street/security lights. * Power Quality & Reliability - Outages, blinks, quality issues. * Customer Payment Programs - Programs such as: Automatic Payment, Paperless Billing, Western Union, Check-Free, Budget Billing, Customer Assistance programs. * Non-Utility Billing - Bill details, Contribution Tax, Adiler bill detail, disputes charges, disputes responsibility, finance charges. * General Billing Questions/General Other - All other. 	<p>Effective with 2013 report, call codes determined to be indicative of a complaint which is expected to be the majority of all calls will be reported by customer type, call type, and action taken by month.</p>

Natural Gas Service Quality Reporting Workgroup
Reporting Summary and Changes

	Xcel Energy	CPE	MERC	IPL	GP
		<p>Security Deposit: Cannot afford, question calculation, not returned, interest</p> <p>Service Order Scheduling: Anything appointment related, wait time, appointment windows, scheduling policies, missed/late appointment</p> <p>Other: Legal Access, Postcard, Claims/Restoration, BP Verification, CIP, Marketing, Vehicle Operation</p> <p>Pinpoint: Any complaint involving transfers part of the Pinpoint initiative</p> <p>Decoupling/IBR: Any complaint pertaining to the Inverted Block Rate (tiered pricing) and/or Decoupling</p>			
Whether MERC should be required, in future annual reports, to further categorize the complaints included in the category "my bill is too high"	N/A	N/A	MERC is willing to look at trying to further categorize these type of complaints. In most cases these are customers who's perception is their bill may be too high based on various factors such as media reports of low gas costs (why does gas cost me \$7.00/Dth when the media is telling me it's only \$2.00?), weather impact, etc. In most cases it is CRIS taking time to explain what goes into a bill or that the weather wasn't actually as warm as the customer may think.	N/A	N/A
How MERC, in future annual reports, should report on escalated, informal complaints, including those received by the Commission's Consumer Affairs Office	N/A	N/A	MERC believes it is capturing all those complaints.	N/A	N/A
How Xcel, in future annual reports, should report on call center complaint resolution timeframes (Xcel did not include this information in its 2010 report).	The vast majority of our call center complaints/calls are resolved upon their initial inquiry. However, we are looking into capturing the timeframe for the small percent of remaining calls.	N/A	N/A	N/A	N/A
Whether utilities should be required to file copies of their annual customer service reports (required under Minn. Rules, part 7820.0500), whether those requirements overlap with the information provided in the annual gas service quality reports, and how these requirements compare and are reconciled.	While it seems redundant to file the same report in two different dockets, it would be helpful to parties, we do not oppose. The reports are different- the annual customer complaint report under 7820.0500 details the numbers resolved/unresolved as well as total customer numbers. The info provided in our SQ reports under 7826.2000 doesn't provide this info, but breaks it down into categories, sources, by month, time resolved, action taken etc.	Schedule 17: Currently including a copy of the report filed, as required in Docket No. G068/GR-04-981.	This seems redundant and hopefully this can be reviewed and determined that the gas service quality fulfills this requirement.	Not a hardship to supply - this is already being done for electric.	Copy of report will be provided
Meter Reading	Change: Eff with 2012 report, all utilities will report MR staffing levels by geographic location; whether MRs have other non-MR responsibilities; and whether AMR is deployed in each reported geographic area.	Change: Eff with 2012 report, will exclude special or rebill meter readings. Also, all utilities will report MR staffing levels by geographic location; whether MRs have other non-MR responsibilities; and whether AMR is deployed in each reported geographic area.	Change: Eff with 2012 report, all utilities will report MR staffing levels by geographic location; whether MRs have other non-MR responsibilities; and whether AMR is deployed in each reported geographic area.	Change: Eff with 2012 report, all utilities will report MR staffing levels by geographic location; whether MRs have other non-MR responsibilities; and whether AMR is deployed in each reported geographic area.	Change: Eff with 2012 report, all utilities will report MR staffing levels by geographic location; whether MRs have other non-MR responsibilities; and whether AMR is deployed in each reported geographic area.

Natural Gas Service Quality Reporting Workgroup
Reporting Summary and Changes

	Xcel Energy	CPE	MERC	IPL	GP
<p>Please describe how/what you report</p>	<p>Under 7826.1400 we report # and % of meters read by XE and customers by month. We report # and % of unread meters for 6-12 months and 12+ months by month, and a classification for why they haven't been read for all customer classes. We also reporting staffing levels by work center in accordance with the Rule.</p> <p>We also note that our reported numbers of meters read and estimated under 7826.1400 do not add to 100 percent because the Rule includes only the number of meters estimated for six or more consecutive months. Any meters estimated for a single month up to a total of five months, are not included in the reported numbers.</p> <p>We report both E&G</p>	<p>Schedule 2: The number of residential, commercial and total number of meters to be read by month, the number of meters read from actual meter reading by CPE personnel, the number of residential, commercial and total meter reading staffing levels for the metro area and greater Minnesota. The number of residential, commercial, total and percentage of meters not read within 6-12 months and greater than 13 months.</p>	<p>MERC reports monthly total meters, meters company read and meters estimated or self-reads. MERC is not able to differentiate between an estimate or a self-read. The percentage of company read and self-read is provided along with # and % of meters not read in a 6-12 month period and those not read > 12 months. Comments are also provided as to why meters were not read during those periods. Because of the number of smart gas customers MERC has we report both with and without smart gas included. Smart gas are reported by tariff and contract to self-read their meters with the company being requested to read them once annually. MERC also provides meter reading, staffing levels. MERC does not have dedicated meter readers in all areas of the State. MERC relies on labor reports and provides a FTE estimate based on hours spent reading meters.</p>	<p>Meter reading performance by month including both gas and electric data.</p>	<p>The number and percentage of meters read by utility personnel, self-read by customers, or estimated. Also the number and percentage of meters not read by utility personnel for periods of 6-12 months, and longer than 12 months with description as to why. Also provide meter reading staffing levels by area.</p>
<p>Whether the utilities' data on the number of actual meters and unexplained meter readings is consistent with the utilities' data on the number of estimated billings under Minn. Rules, part 7826.1400.</p>	<p>Yes, we believe we are in compliance with the Rules.</p>	<p>The difference between the total number of meters and the number of meters read by the utility or its customers is the number of estimated meter readings due to an unread meter.</p>	<p>Yes</p>	<p>We include unexplained in our total.</p>	<p>Yes.</p>
<p>Development of a more accurate and comparable method of reporting meter reading, staffing levels and whether it is relevant for meter reading staffing levels to be reported by work center or geographical area</p>	<p>We have an integrated meter reading workforce and AMR system. We currently report by work center in compliance with Rule 7826.1400 as our electric S/Q report. We support maintaining this work center reporting consistent for both our gas & electric S/Q reports.</p>	<p>Reported by geographic area, metro and greater, MS.</p>	<p>For informational purposes only, MERC believes this information can be included as currently reported comparison from company to company is difficult at best based on geography, AMR, etc.</p>	<p>IPL is meaning is meter reading, equipment with current staffing levels and does not feel it would be beneficial or relevant to complicate the reporting method. IPL service territory and customer count is comparably low, so this would provide minimal comparative value.</p>	<p>Currently reported by geographic area.</p>
<p>Are "specialty" "rebill" read included in reported Actual and Estimated meter read numbers?</p>	<p>No.</p>	<p>On the 2011 report, the cancels and rebills were included in the course of actual bills and estimated bills. For 2012, special or rebill meter readings will not be included in the reported Actual and Estimated meter read numbers.</p>	<p>No.</p>	<p>Special or rebill meter readings are not included in the reported Actual and Estimated meter read numbers. As a point of reference, IPL only has 35 special bill customers.</p>	<p>No.</p>
<p>Involuntary Service Disconnections</p>	<p>Change: E&G with 2012 report, all utilities will include a summary modeled after the 2011 CPE summary of Cold Weather Rule reports.</p>	<p>Change: None</p>	<p>Change: E&G with 2012 report, all utilities will include a summary modeled after the 2011 CPE summary of Cold Weather Rule reports.</p>	<p>Change: E&G with 2012 report, IPL will begin separating out the credit-related reconnections. Additionally, all utilities will include a summary modeled after the 2011 CPE summary of Cold Weather Rule reports.</p>	<p>Change: E&G with 2012 report, all utilities will include a summary modeled after the 2011 CPE summary of Cold Weather Rule reports.</p>
<p>Please describe how/what you report</p>	<p>Consistent with Order point 2D of the 8/26/10 Order Docket No. C799/CI-09-409, we reference the CWR docket but do not include any of the information in our gas report.</p>	<p>Schedule 3: The month ending Minnesota Cold Rule Compliance Questionnaire in a column format by month with all months reported. (Copy Rec'd)</p>	<p>MERC provides the monthly CWR Compliance Questionnaire that is filed monthly with the Commission.</p>	<p>Included a copy of monthly Cold Weather Rule reports included in appendices.</p>	<p>Number of customers who received disconnection notices, # that sought Cold Weather Rule protection, who were granted protection, and whose servers were disconnected involuntarily. (All data from Cold Weather monthly reports).</p>
<p>Whether to require utilities to include in their annual service quality reports copies of the information they submit under Minn. Stat. §§ 216B.01 and 216B.06 (and/or summaries of this information), and if so, in what format</p>	<p>This was addressed in the Commission's August 26, 2010 Order in Docket No. C799/CI-09-409, but we do not oppose providing.</p>	<p>The information is summarized into a monthly matrix rather than including copies of each individual report.</p>	<p>The filings are available so including them is not an issue.</p>	<p>Provided in 2011 report.</p>	<p>Effective with 2012 report, will provide a summary of the monthly Cold Weather reported data.</p>
<p>Separate our credit-related reconnections to report not own credit-related if not, include the # of disconnections as a way to approximate just non-credit-related disconnections</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>IPL was able identify that 314 of the 6,704 reconnections reported in the 2011 report were credit related, leaving a total of 6,390 non-credit related service connections.</p>	<p>N/A</p>
<p>Service Extension Request Response Times</p>	<p>Change: None. Already excludes reconnections for non-payment. Connections to current customers are included in total connections.</p>	<p>Change: None. Already includes reconnections for non-payment.</p>	<p>Change: None. Already includes reconnections for non-payment.</p>	<p>Change: E&G with 2012 report will exclude reconnections associated with non-payment.</p>	<p>Change: None. Already excludes reconnections for non-payment. Connections to current customers are included in total connections.</p>

Natural Gas Service Quality Reporting Workgroup
Reporting Summary and Changes

	Xcel Energy	CPE	MERC	IPL	GP
Please describe how/what you report	We report requests to service to new locations - both number of installations and average # of days to complete between request and completion by month. We do not report requests to locations previously served as the only people that we classify in this group are customers who have had their meter locked due to credit. We classify those reconctions for service upgrades or vacancy with our requests for new service - we classify them all together. This report is gas only.	Schedule 4. The number of commercial and residential service extensions, the average number of days to complete from the time the property is ready until installation is complete for new service request (properties where prior service did not exist) and Renewed service (properties where service previously existed) excluding locked meters related to credit issues.	This report includes monthly information for new service requests for both residential and commercial service installations. It indicates the # of requests and the average time between requested date and installation. The report also includes the same information for requests where an existing service exists and the meter has been turned off for reasons other than non-payment.	Report includes monthly information for new service requests for residential and commercial service installations (gas only data). It indicates the # of requests and the average time between the requested date and installation. The report also includes the same information for requests where an existing service exists and the meter has been turned off for reasons other than non-payment (gas and electric data).	The number of extensions and average days to complete for New Service (locations not previously served) and Renewed Service (locations previously served).
Whether utilities should be required to report the number of requests for service to previously served locations and the time required to complete these requests	Aside from those customers who had their meter locked due to credit (which the Commission said not to include in their 8/26/10 Order) We do report this, we have not (and can not) break them out from the new customers - so our reporting combines them all into one group (both new and current customers).	Currently reporting, excluding locked meters related to credit issues.	This does seem like a waste of time. The reports have indicated that the utilities do a good job in getting service initiated in these instances. If delays were occurring on regular basis the Commission would be receiving complaints. I've seen nothing to indicate this has been an issue.	Provided in 2011 report.	GP provided day between receipt of service line application and date meter was installed. We do not have an efficient means of tracking days between requested meter installation date and actual install date. GP supports excluding this data from the reports -- too situational dependent.
Whether to exclude from the gas service quality reports the number of reconections and restoration of service requests that were processed after meter was locked for non-payment of a bill and which are also reported under Minn. Stat. §§ 216B.091 and 216B.096.	The Commission's August 26, 2012 Order in Docket No. G999/CI 469-469 said to not need to include this, so we have not.	Currently excluding	Currently excluding	Will exclude reconects associated with non-payment.	Currently excluding
Mislocates	Change: Eff with 2012 report, will follow the mislocate criteria provided by CPE.	Change: None.	Change: Eff with 2012 report, will follow the mislocate criteria provided by CPE.	Change: Eff with 2012 report, will separate mismarked v. not marked items, will attempt to report mislocates using the CPE criteria, will provide gas-only mislocates.	Change: None. Reported in this fashion for 2011 report.
Please describe how/what you report	We define mislocates as a gas line that was damaged as a result of mismarking or failure to mark a line. We divide the number of mislocates by the number of locate tickets to get the mislocate rate.	Schedule 8. The number of mislocates due to mismarked line, failure to mark a line, total number of mislocates, total number of locate tickets and number of mislocates per 1000 locate tickets.	MERC reports monthly total locates, # of mislocates and the % of mislocates. This report would only include those mislocates resulting in damage as MERC has no other consistent means of tracking this information.	Total locate requests for both gas and electric, including number of gas lines damaged due to mismarked or failure to mark.	The number of locate tickets received through the MIN One Call system and the number of mislocates categorized as either due to a not marked line or a mis-marked line.
Whether to require MERC, Xcel, Interstate, and Great Plains to provide the same level of underlying detail on the total number of mislocates (the number of mismarked lines and the number of failures to mark a line) that CenterPoint provided in its 2010 report.	Yes, we can do this. It will be based on whether there was paint or not, which we understand is the same way CPE does it. Beginning in 2012 b/c of a new rule, MNOPS requires reports only for damages that result in a leak - so our service quality reporting will report more than our MNOPS reports.	N/A	With the very low number of mislocates I question the value of this information.	IPL will separate out mismarked vs. not marked in the 2012 report.	GP provided the split between lines not marked and mis-marked lines and will continue to do so.
Assess whether can follow the Mislocate criteria provided by CPE	Yes we can.	Determines whether a line is mismarked or failed to be marked. CPE performs an investigation on all gas damages using post locate pictures taken by the locator to determine whether a line was properly marked or not marked at all. If there are marks/paint in the area of the damage but they are not within the 24 inch tolerance zone CPE determines the root cause of the damage to be a Mismark. If there are no visible marks/paint in the post locate pictures at the site of the damage CPE determines this root cause to be a Failure to Mark.	MERC photographs all line locates prior to excavation. If damage occurs MERC will go back to the locate record (assuming a locate was requested) to verify if the locate was accurate. If it is determined the locate was accurate according to 216D the contractor will be billed. If it determined MERC or its contractor mislocated the facility the information is then included in the mislocate report portion of the Service Quality report.	IPL can break out the mis-locates and failure to mark items, but will need to investigate further our ability to calculate an error rate as gas and electric locate tickets are not broken out separately. IPL will attempt to report mislocates using the CPE criteria in the 2012 report.	Great Plains investigates each damage to determine who is at fault either company or contractor locator also determine if locates are off or not located at all. Results are documented, but we do not take pictures of locates at this time.
Separate out the electric Mislocates to get gas-only?	N/A. Only reports natural gas mislocates.	N/A	N/A	In 2011, IPL had five (5) gas "mislocates/lines not marked" that resulted in damage to gas facilities. In 2012 report, will report gas-only mislocates.	N/A
Gas System Damage	Change: None. Order Pt. 5 of the Commission's Oct 11, 2012 Order in Docket No. G999/AA-10-885 sets the requirements for reporting the lost gas implications associated with at-fault contractor main strikes.	Change: None. Order Pt. 5 of the Commission's Oct 11, 2012 Order in Docket No. G999/AA-10-885 sets the requirements for reporting the lost gas implications associated with at-fault contractor main strikes.	Change: None. Order Pt. 5 of the Commission's Oct 11, 2012 Order in Docket No. G999/AA-10-885 sets the requirements for reporting the lost gas implications associated with at-fault contractor main strikes.	Change: Eff with 2012 report, will report gas damage by month. Order Pt. 5 of the Commission's Oct 11, 2012 Order in Docket No. G999/AA-10-885 sets the requirements for reporting the lost gas implications associated with at-fault contractor main strikes.	Change: Will continue to provide in future annual reports, the detail requested. Order Pt. 5 of the Commission's Oct 11, 2012 Order in Docket No. G999/AA-10-885 sets the requirements for reporting the lost gas implications associated with at-fault contractor main strikes.

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	Xcel Energy	CPE	MERC	IPL	GP
Please describe how/what you report	We report gas line damages on a monthly basis classified by whether they were damaged by XE and our contractors or other causes. We then provide our miles of main and the damage calculated per 100 miles of main.	Schedule 9: Damages by CPE Employees/Contractors, Damages by others, total damages, miles of pipe, damages per 100 miles of pipe.	MERC reports on a monthly basis the total number of gas line damages and whether they were the fault of MERC or it's contractors, damaged by others or a system integrity failure.	Number of gas system damages, including whether the damage was caused by those working on behalf of the utility and also what the damage is attributed to (power equipment, hand digging, steaks, etc.)	The number of gas system damages, categorized as to whether the damage was caused by a GP employee/contractor or caused by any other unplanned cause. Also included is miles of pipe and damage per 100 miles of pipe calculation.
Whether to require Interstate to report in future annual reports its gas damage data by month.	N/A	N/A	N/A	IPL will report gas damage by month in the 2012 report.	N/A
Whether to require Great Plains and Greater Minnesota Gas to include in future annual reports data on the type of party (third-party contractor, utility personnel, customer) who caused each particular damage event.	N/A	N/A	N/A	N/A	GP will provide the detail requested in the 2012 report.
How the utilities account for lost gas when there is an incident of any kind that results in lost gas, who pays for the lost gas and who pays for the cost of repairing damaged lines when the damage is not caused by the company or its contractor, as well as when the damage is caused by the company.	Lost gas reporting set in Docket No. G999/AA-10-885. Amounts received from contractor damage bills are an offset to O&M expenses.	Lost gas reporting set in Docket No. G999/AA-10-885. Contractors billed for cost of repairs. Amounts received from contractors is an offset to O&M expenses.	Lost gas reporting set in Docket No. G999/AA-10-885. All at-fault contractors are billed for damages. Amounts received are an offset to O&M expenses.	Lost gas reporting set in Docket No. G999/AA-10-885. Excavator is billed for cost of repairs. Amounts received are an offset to O&M expenses.	Lost gas reporting set in Docket No. G999/AA-10-885. All at-fault contractors are billed for damages. Amounts received are an offset to O&M expenses.
Gas Service Interruptions	Change: None.	Change: None.	Change: Eff with 2012 report, will provide calculated outage times.	Change: Eff with 2012 report, will provide calculated outage times.	Change: None.
Please describe how/what you report	We report gas service interruptions on a monthly basis classified by whether they were damaged by NE and our contractors or other causes. Within those categories we indicate the number of homes, the number of incidents, and the average outage time.	Schedule 10: Report outages due to CPE Employees/Contractors, outages due to other and total indicating the number of customers affected, number of outages, and the average duration of the outage. Also provide in Schedule 11 detail of MNOPS reportable events and system integrity events.	MERC provides monthly information of total service interruptions, and whether they were caused by a MERC employee or contractor, others or system integrity. A monthly detailed report is also included indicating the duration of the interruption.	Reported all gas service interruptions, including the numbers of customer affected.	All gas service interruptions, including the number of customers affected and the average duration of the outage, categorized according to whether the interruption was caused by a GP employee/contractor or by any other unplanned cause.
Whether Xcel should continue providing gas service interruption information in the five categories used for October through December 2010.	Already changed in 2011 report	N/A	N/A	N/A	N/A
Whether Xcel should be required to summarize its gas service interruption data using the two categories of gas service interruption as required and used by the other companies. These two categories are: (1) customer outages due to Xcel employee or Xcel contractor and (2) customer outages due to any other unplanned cause. Or whether this information should be reconciled with the more detailed, five-category reporting method Xcel currently uses.	Already changed in 2011 report	N/A	N/A	N/A	N/A
Service Interruptions & Integrity Events - Define calculations for Average Outage Time and Total Outage Time	The start of the outage is when it's noted in our system that the gas is off, if that is not noted, we use the create time of the order. The end of the outage is when it's noted that gas is on; if that is not noted, we use the completion time of the order. The total outage time is the time for all the outages of that time period. The average outage is the total outage time divided by the number of homes affected.	CPE calculates the average duration for monthly outages by taking the total outage time for the month and dividing that by the number of customers lost.	MERC has not provided an average for outage times. MERC is willing to provide this in future Service Quality filings. MERC calculates total outage time as beginning when the outage is reported and completed when service is restored to the last affected customer.	IPL has not previously reported statistics related to outage times.	Total outage time is the time from notification of the outage until service is restored to the last customer. Average outage time equals the total outage minutes divided by the total customers out of service.
Gas Emergency Answer Times	Change: Eff with 2012 report, include internal performance goal for answering gas emergency calls (x percent in x seconds).	Change: Eff with 2012 report, include internal performance goal for answering gas emergency calls (x percent in x seconds).	Change: Eff with 2012 report, include internal performance goal for answering gas emergency calls (x percent in x seconds).	Change: Eff with 2012 report, include internal performance goal for answering gas emergency calls (x percent in x seconds).	Change: Eff with 2012 report, include internal performance goal for answering gas emergency calls (x percent in x seconds).
Please describe how/what you report	We report calls from our MN customers either directly to our Gas Emergency line or to one of our other customer service numbers where the customer selected the option for a gas emergency - we report the monthly number of gas emergency calls as well as the average speed of answer for those calls.	Schedule 7: The percent of calls received on our published emergency line answered 24x7 within 20 seconds, the average speed of answer and the total number of calls answered. This line may also receive calls other than emergency calls. ASA and total number of calls answered are reported as originally required in Docket C008/GR-04-901.	MERC provides the monthly total calls received, average speed of answer and % answered in 15 seconds or less. MERC also provides the tech response time from initial call to arrival for all emergency calls. The numbers are categorized by < 1 hour or > 1 hour. MERC also breaks this information down by service region as requested by the Department. MERC provides the monthly average response time with its goal of having an average response time of 30 minutes or less.	Both gas and electric callers who respond "Yes" to the initial interactive voice response question "Is this a life threatening emergency, such as a downed wire or gas odor?"	Total calls answered, percentage of calls answered in 20 seconds or less, and the average speed of answer.

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	Xcel Energy	CPE	MERC	IPL	GP
Whether to require Xcel to include in its future annual service quality reports the number of gas emergency calls in addition to the average answer time for these calls.	Already included in 2011 report	N/A	N/A	N/A	N/A
Whether to require the gas utilities to include in their annual reports their goals (internal performance metric) for answering gas emergency calls in terms of the "percentage of calls answered within XX seconds"	Internal goal is 80/20, though we place a priority on gas emergency calls.	(Overall goal of answering 80% of calls within 20 seconds annually for all types of calls.)	MERC already provides this information	We strive to meet the goal of 80%.	Internal goal is 80/20, with a priority placed on gas emergency calls.
Gas Emergency Response Times	Change: Eff with 2012 report, will provide MnOOPS reports. We report all gas emergency calls - the count, the answer and talk time, the dispatch/arrived time, travel time, and then the total response time - as well as all averages and % of calls responded to under and over 60 minutes (for gas emergency calls classifications are: Blowing gas, explosion, fire, carbon monoxide with and without symptoms, used regulator, small gas inside, small gas outside, no gas, and high or low pressure)	Change: None. Already provides MnOOPS reports. Schedule 12: The reporting metric is the time from the initial notification to the time that a qualified emergency response person arrives at the incident location for purposes of making the area safe. Emergency response times are reported, by metro and outside, as calls responded to in one hour or less and calls responded to in over one hour. CenterPoint Energy provides number and the percentage of emergencies responded to within one hour and within more than one hour. CenterPoint also provides the average number of minutes it takes to respond to an emergency. This same information is total, is reported in the Emergency Response Report to the Minnesota Office of Pipeline Safety (MnOOPS).	Change: Eff with 2012 report, will provide MnOOPS reports. MERC provides the total response time from initial call to arrival for all emergency calls. The numbers are categorized by < 1 hour or > 1 hour. MERC also breaks this information down on by service region as requested by the Department. MERC provides the monthly average response time with its goal of having an average response time of 30 minutes or less.	Change: Eff with 2012 report, will provide MnOOPS reports. Any call coded as a gas emergency (CO, fire, line hit, odor) will be included in MnOOPS submissions.	Change: Eff with 2012 report, will include an average response time calculation. Emergency response calls categorized by calls responded to in 1 hour or less and calls responded to in over 1 hour. Also report the average response time in minutes.
Please describe how/what you report to the PUC.					
Please describe how/what you report to MnOOPS	We report five more types of calls in our gas QSP reports than we do in our MnOOPS reports based on MnOOPS preference (we do not report on any types of carbon monoxide calls, ice/snow on regulator, no gas, and high / low pressure gas to MnOOPS).	Provide Monthly required reporting as specified by MnOOPS and is duplicated in our PUC report.	Same as above	Any call coded as a gas emergency (CO, fire, line hit, odor) will be included in MnOOPS submissions.	Some information is reported to MnOOPS on the monthly Emergency Response Reporting Form.
Define call types included in MnOOPS Reports	We report the following call types: Blowing gas, explosion, fire, small gas inside, small gas outside	The orders that make up this report include all calls received from customers, contractors, passer-bys, 911 dispatchers, or company personnel relating to gas odors, gas leaks, indications of high pressure, fires, incidents, but gas lines (either inside or outside).			
Highlight any differences between MnOOPS Reports and MPUC reported items.	See above. We report five more types of calls in our gas QSP reports than we do in our MnOOPS reports, based on MnOOPS preference	We report the same items.			Great Plans was directed to report all gas service interruptions regardless of qualifying as reportable to MnOOPS in Docket No. CP064/2011-563.
Whether to require Great Plans to provide, in future annual reports, an average response time calculation for all gas emergency responses.	N/A	N/A	N/A	N/A	GP will provide this information in the 2012 report.
Whether to require the gas utilities to provide, in future annual reports, complete and non-redacted copies of their MnOOPS Emergency Response Reporting Forms.	Already included in 2011 report	Currently providing monthly Emergency Response Forms	Only if eliminates the need to report the same information in the emergency response time in the quality report.	Not an issue to provide this. Will include in the 2012 report.	GP attaches the complete and non-redacted copies of the MnOOPS form in its Service Quality Report.
Whether to require the gas utilities to provide, in future annual reports, reconciliations between the gas emergency response numbers reported in their annual service quality reports and the numbers reported to MnOOPS in the MnOOPS Emergency Response Reporting Forms	It is not possible to reconcile the existing service quality and MnOOPS reports due to the breakdown of the categories not matching due to how the 2 reports require different classification, and the differing report start /stop of the QSP v. MnOOPS forms.	Currently using MnOOPS reports to complete Service Quality reporting.	No opinion either way.		GP reports the same information

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Consider input from the Department on review of those reconciliations, including whether the utilities are accurately reporting their gas emergency response times and reporting data using the correct gas emergency response time metric.	As part of the Working Group, it was determined that all utilities will provide MnOPS reports for their annual reports, so no reconciliation is necessary. The Xcel QSP report will additionally be provided as additional reporting that provides an alternative view of its emergency response (as summarized above).	As part of the Working Group, it was determined that all utilities will provide MnOPS reports for their annual reports, so no reconciliation is necessary.	As part of the Working Group, it was determined that all utilities will provide MnOPS reports for their annual reports, so no reconciliation is necessary.	As part of the Working Group, it was determined that all utilities will provide MnOPS reports for their annual reports, so no reconciliation is necessary.	As part of the Working Group, it was determined that all utilities will provide MnOPS reports for their annual reports, so no reconciliation is necessary.
Major Incident Reporting	Change: Eff with 2012 report, will provide a summary of contemporaneous reports rather than each notification email.	Change: None.	Change: None.	Change: None.	Change: None.
Please describe how/what you report.	Similar to our electric reports, we provide a copy of every email we send to the CAO and the individual summary of the notification that was attached to it.	Provides a summary of all notifications from the year.	Provides a summary of all notifications from the year.	Provides a summary of all notifications from the year.	Provides a summary of all notifications from the year.
Customer Service Related O&M Expenses	Change: None.	Change: None.	Change: None.	Change: None.	Change: None.
Please describe how/what you report	We provide the customer service related O&M expenses included in FERC accounts 901 and 903 plus payroll taxes and benefits both for NSPM (which includes MN, ND and SD operations) as well as the state of MN.	Schedule 13, includes FERC accounts 901 and 903 plus payroll taxes and benefits.	All FERC reports all expenses associated with FERC accounts 901 and 903 plus payroll taxes and benefits.	Costs related to FERC accounts 901 and 903, including payroll taxes and benefits.	The costs recorded in FERC accounts 901 and 903, plus payroll taxes and benefits.
Additional Service Quality Reporting					
Please describe any additional information included in annual service quality reporting	QSP Tariff annual Gas Emergency Response report.	Schedule 14, Steel service line relocation cost, as ordered in Docket G008/M-09-1190	N/A	N/A	N/A
Please describe any additional information included in annual service quality reporting	N/A	Schedule 15, Meters at 630 or Greater Cost, as ordered in Docket G008/M-09-1190	N/A	N/A	N/A
Please describe any additional information included in annual service quality reporting	N/A	Schedule 16, Calls Received from Dedicated Lines, as ordered in Docket G008/CR-04-901	N/A	N/A	N/A
Docket Numbers					