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May 1, 2013

Burl W. Haar  
Executive Secretary  
Minnesota Public Utilities Commission  
121 7<sup>th</sup> Place East, Suite 350  
Saint Paul, Minnesota 55101-2147

RE: **Compliance Filing of Greater Minnesota Gas, Inc.**  
**2012 Annual Service Quality Report**  
Docket No. G022/M-13- \_\_\_\_\_

Dear Dr. Haar:

Greater Minnesota Gas, Inc. (GMG) herewith electronically submits its Annual Gas Service Quality Report for the calendar year of 2012. We respectfully request this filing be accepted as being in full compliance with the filing requirements of the Commission.

GMG is available to answer any questions and can be reached by contacting Nikki Kupser via email at [nkupser@greatermngas.com](mailto:nkupser@greatermngas.com) or directly at (507) 665-8652.

Sincerely,

/s/

NIKKI KUPSER  
Compliance & Regulatory Administrator

## CERTIFICATE OF SERVICE

I, Nikki Kupser, hereby certify that I have this day, served copies of the following document on the attached list of persons by electronic filing, certified mail, e-mail, or by deposition a true and correct copy thereof properly enveloped with postage paid in United States Mail at Mankato, Minnesota.

Greater Minnesota Gas, Inc.

Compliance Filing of Greater Minnesota Gas, Inc.  
2012 Annual Service Quality Report Compliance Filing  
Docket No. G022/M-13- \_\_\_\_

Dated this 1<sup>st</sup> day of May, 2013

/s/ NIKKI KUPSER

Greater Minnesota Gas, Inc.  
Annual Service Quality Report  
For the Calendar Year Ending December 31, 2012

A. CALL CENTER RESPONSE TIME

Per the Commission's January 18 *Order*, GMG shall track and report the number of phone calls received during each annual reporting period and report on the number of times the phone rings before calls are answered.

In 2012, GMG received a total of 9,107 incoming calls to the business line (888) 931-3411. Incoming calls include both customer-related and non-customer related callers. All calls are answered live by our Customer Service Team within three rings or approximately fifteen seconds. If the Company does not answer within the initial three rings, the call is automatically forwarded to MAS Communications (MASCom), a professional live telephone answering service. MASCom typically answers within one additional ring after the call is transferred making contact with the customer keeping the total time below the twenty second goal.

B. METER READING PERFORMANCE

Each utility shall report the meter reading performance data contained in Minn. Rules, part 7826.1400. 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 Company 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 Company personnel for periods of six to twelve months and for periods of longer than twelve months, and an explanation as to why they have not been read; and
- Data on Company monthly meter-reading staffing levels, by work center or geographical area.

In 2012, GMG offers the following summary of meter reading performance and staffing levels:

	<u>Quantity</u>	<u>Percentage</u>
Total Meters Billed	54,169	100%
Number & % Read by GMG Personnel	42,733	79%
Number & % Self-Read by Customer	60	< 1%
Number & % of Customer Meters Estimated	11,376*	21 %
Number & % of Meters not read for 6-12 mo	0	0 %
Number & % of Meters not read for > 12 mo	0	0 %

\* In May, July and September 2012, the Company's meter reading personnel were required to attend technical training in order to increase the resources available for emergency response. To provide time for the training, the Company estimated residential meters with greater than one year of billing history. The Company had zero (0) complaints as these were low/no use months for residential customers.

In 2012, GMG had two-full time operational staff dedicated to the reading of meters in one geographical area headquartered in Le Sueur, Minnesota.

#### C. INVOLUNTARY SERVICE DISCONNECTION

In lieu of reporting data on involuntary service disconnections as contained in Minn. Rules, part 7826.1500, each utility shall reference the data that it submits under Minn. Stat. 216B.091 and 216B.096.

As required, GMG electronically filed weekly Cold Weather Rule (CWR) data for Jan-Apr 2012 and monthly reports for Jan- Dec 2012 under Docket 12-2.

(Copies of these reports are included with this filing for your reference.)

#### D. SERVICE EXTENSION REQUEST RESPONSE TIME

Each utility shall report the service extension request response time data contained in Minn. Rules, part 7826.1600, items A and B., except that data reported under Minn. Stat. 216B.09 and 216B.096, subd. 11, is not required.

7826.1600 (A) the number of customers requesting service to a location not previously served by the utility and the intervals between the date service was

installed and the later of the in-service date requested by the customer or the date the premises were ready for service; and

7826.1600 (B) the number of customers requesting service to a location previously served by the utility, but not served at the time of the request, and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service.

In response to (A): In 2012, GMG extended service in five (5) locations in 2012 not previously served by the utility. The service line is installed congruent with the main line, therefore the premises were immediately ready for service.

In response to (B): In 2012, in regard to change of responsibility/occupancy requests, GMG estimates that it processed an estimated 800 requests. GMG does not lock or stop service between transfers. The account responsibility is transferred on the day agreed to by the former and subsequent tenant. Therefore, there are zero (0) days delay in completing this task. In the event that gas service is shut-off due to a foreclosure, GMG may require the third party/bank to provide assurance that the premise has been inspected by a qualified plumbing/heating contractor and is safe condition for the gas service to be turned on. In addition, we require that the third party/bank, or a qualified contractor hired on their behalf, meet a GMG technician at the location for the meter unlock/turn on. GMG accommodates the customer's schedule but does request a courtesy twenty-four notice whenever possible.

#### E. CUSTOMER DEPOSITS

Each Utility shall report the customer deposit data contained in Minn. Rules, part 7826.1900.

In 2012, three (3) customers were required to make a deposit as a condition of receiving service.

## F. CUSTOMER COMPLAINTS

Each utility shall report the customer complaint data contained in Minn. Rules, part 7826.2000. In addition to tracking and reporting on customer complaints received from the Commission's [Consumer Affairs Office], GMG shall begin tracking and reporting on the total number of customer complaints received and the number of complaints resolved for each of the following categories: billing errors; inaccurate metering; wrongful disconnection; high bills; inadequate service; service extension intervals and service restoration intervals.

In 2012, GMG had a total of six (6) complaints. Of the six (6) five (5) were handled internally with due to request by the customer for an escalation to management and one (1) was reported to the CAO (see attached). The breakdown by type and action taken:

- (2) Billing Errors
  - (1) taking the action the customer requested
  - (1) taking an action the customer and the utility agree is an acceptable compromise
- (1) Inaccurate Metering
  - (1) taking the action the customer requested
- (0) Wrongful Disconnection
- (0) High Bills
- (2) Inadequate Service
  - (2) taking an action the customer and the utility agree is an acceptable compromise
- (0) Service Extension Intervals
- (1) Service Restoration Intervals
  - (1) taking the action the customer requested

## G. GAS EMERGENCY CALLS AND RESPONSE TIME

Each utility shall report the data on telephone answering times to its gas emergency phone line calls. In addition, the Commission's January 18 *Order* requires GMG to provide the following: GMG shall track and report the total number of gas emergency calls received during each annual reporting period – and – GMG shall

develop a manual process for recording gas emergency response data and to begin tracking and reporting gas emergency response times.

GMG does not have a telephone line dedicated to its gas emergency response. All calls come to the business line of (888) 931-3411.

In 2012, GMG received a total of 100 calls. GMG is supplying two metrics: (1) the elapsed time between the call being answered and being dispatched, (2) the elapsed time between the dispatch time and the time of arrival by a technician and (3) average elapsed time for each category (1-2).

<u>From Call to Time Dispatched</u>	<u>From Time Dispatched to Arrive on Site</u>
0 - 10 minutes 95	< 60 minutes 81
> 10 minutes 5	> 60 minutes 19*
Avg. 3 min.	Avg. Response 44 min.

\* of the 19 with a response time > 60 minutes:

- o 16 were for a faint odor outside and were not treated as an emergency
- o 1 was a carbon monoxide call whereby GMG responds, however also advises the customer to call a HVAC contractor as GMG does not have equipment or material to repair appliances. Customer is advised to vent the household, contact HVAC and our technician responds ready to shut off the gas if a repair is needed or to follow up certain a repair has been performed.
- o 2 were “unfounded” meaning there was no presence of gas.

## H. MISLOCATES

Each utility shall report the data on mislocates, including the number of times a line is damaged due to a mismarked or failure to mark a line.

In, 2012 there were a total of 6 damages due to a mislocate (mismark/failure to mark).

Number of times a line is damaged due to a mismarked line = 2\*

Number of times a line is damaged due to failure to mark a line = 4

- 3 customer failed to call in locate tickets
- 1 failure to expose line by installation contractor

\*In 2012, GMG personnel were responsible for two (2) missed locates out of an approximate 5,800 Gopher State One locate tickets. GMG reviews each incident to see if changes can be made to avoid future mislocates.

I. GAS SYSTEM DAMAGE (DAMAGED GAS LINES)

Each utility shall report data on the number of as lines damaged. The damage shall be categorized according to whether it was caused by the utility's employees or contractors, or whether it was due to any other unplanned cause. In addition, the Commission's January 18 *Order* requires GMG to provide data on damaged gas lines by providing copies of the Company's reports submitted to the Minnesota Office of Pipeline Safety.

In 2012, GMG had a total of seven (7) lines damaged.

Number of damages caused by the <u>utility's</u> employees or contractors =	3
Number resulting from any other unplanned cause <i>not related to utility operations</i>	4

Attached is copy of 2012 reports as filed with the Minnesota Office of Pipeline Safety (MNOPS)

J. GAS SERVICE INTERRUPTIONS

Each utility shall report data on service interruptions. Each interruption shall be categorized according to whether it was caused by the utility's employees or contractor, or whether it was due to any other unplanned cause. In addition, the Commission's January 18 *Order* requires GMG to begin reporting data on gas service interruptions and major incident.

In 2012, GMG has a total of seven (7) gas service interruptions.

Number of damages caused by the <u>utility's</u> employees or contractors =	3
2 mislocated lines by GMG employees (see H.)	
1 failure to expose line by installation contractor	
Number resulting from any other unplanned cause =	4

All seven events were reported to MNOPS under AL-04-2010 Reporting of Gas Pipeline Leaks Caused by Excavation.

K. MAJOR EVENT REPORTING AND NOTIFICATION OF REPORTABLE EVENTS

Each utility shall report summaries of major events that are immediately reportable to the Minnesota Office of Pipeline Safety (MNOPS) according to the criteria used by MOPS to identify reportable events. Each utility shall provide summaries of all service interruptions caused by system integrity pressure issues. Each summary shall include the following items.

In 2012, GMG had one (1) MNOPS reportable event considered a potential threat to public safety and was promptly reported to MNOPS through the 24-hour Minnesota



Duty Officer (MNDO) at 651/649-5451 or 1-800-422-0798 as per the MNOPS Event Policy (12/15/2012). See Summary below:

On June 29, 2012 at 8:55 am a contractor hired by GMG to do both main and service line installations hit a 4" natural gas main line while boring. As a result, there was re-routing of traffic for a period of time which meets the criteria for a Major Event.

**L. CUSTOMER SERVICE RELATED OPERATIONS AND MAINTENANCE EXPENSES**

Each utility shall report customer-service related operations and maintenance expenses. The reports shall include only Minnesota-regulated, customer-service expenses based on the costs recorded in FERC accounts 901 and 903 plus payroll taxes and benefits.

In 2012, customer service related expenses totaled \$ 84,348.70.

**M. Number of Miles of Pipe Operated in Minnesota**

In 2012, GMG operated 551 miles of main in Minnesota.

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Julia	Anderson	Julia.Anderson@ag.state.mn.us	Office of the Attorney General-DOC	1800 BRM Tower 445 Minnesota St St. Paul, MN 551012134	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List
Bob	Emmers	bemmers@greatermngas.com	Greater Minnesota Gas, Inc.	202 South Main St. PO Box 68 Le Sueur, MN 56058	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 500  Saint Paul, MN 551012198	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List
Burl W.	Haar	burl.haar@state.mn.us	Public Utilities Commission	Suite 350 121 7th Place East St. Paul, MN 551012147	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List
Nicolle	Kupser	nkupser@greatermngas.com	Greater Minnesota Gas, Inc.	202 South Main Street P.O. Box 68 Le Sueur, MN 56058	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List
John	Lindell	agorud.ecf@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012130	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List
Greg	Palmer	gpalmer@greatermngas.com	Greater Minnesota Gas, Inc.	PO Box 68 202 South Main Street Le Sueur, MN 56058	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List
Eric	Swanson	eswanson@winthrop.com	Winthrop Weinstine	225 S 6th St Ste 3500 Capella Tower Minneapolis, MN 554024629	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Report for Week Ending: Saturday, January 07, 2012

Week of Calendar Year: 1

Required ALL Reports

Required ALL Reports

auto-calc

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	3
2	Number of electric customers currently disconnected:	0

ALL weeks

ALL weeks

RECONNECTIONS

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

Weekly After Nov.1

Weekly After Nov.1

[END]

[Logon to eFiling System...](#)

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:  ▼  
 Report for Week Ending: Saturday, January 14, 2012  
 Week of Calendar Year: 2

Required  ALL Reports  
 Required  ALL Reports  
 auto-calc

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	3
2	Number of electric customers currently disconnected:	0

ALL weeks
ALL weeks

RECONNECTIONS

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

Weekly After Nov.1
Weekly After Nov.1

[END]

[Logon to eFiling System...](#)

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼  
Report for Week Ending: Saturday, January 21, 2012  
Week of Calendar Year: 3

Required ALL Reports  
Required ALL Reports  
auto-calc

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	3
2	Number of electric customers currently disconnected:	0

ALL weeks
ALL weeks

RECONNECTIONS

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

Weekly After Nov.1
Weekly After Nov.1

[END]

[Logon to eFiling System...](#)

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Report for Week Ending: Saturday, January 28, 2012

Week of Calendar Year: 4

Required ALL Reports

Required ALL Reports

auto-calc

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

**DISCONNECTIONS**

1	Number of natural gas customers currently disconnected:	3
2	Number of electric customers currently disconnected:	0

ALL weeks  
ALL weeks

**RECONNECTIONS**

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

Weekly After Nov.1  
Weekly After Nov.1

[END]

[Logon to eFiling System...](#)

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Report for Week Ending: Saturday, February 04, 2012

Week of Calendar Year: 5

Required ALL Reports

Required ALL Reports

auto-calc

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	2
2	Number of electric customers currently disconnected:	0

ALL weeks  
ALL weeks

RECONNECTIONS

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

Weekly After Nov.1  
Weekly After Nov.1

[END]

[Logon to eFiling System...](#)

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Report for Week Ending: Saturday, February 11, 2012

Week of Calendar Year: 6

Required ALL Reports

Required ALL Reports

auto-calc

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

**DISCONNECTIONS**

1	Number of natural gas customers currently disconnected:	2
2	Number of electric customers currently disconnected:	0

ALL weeks  
ALL weeks

**RECONNECTIONS**

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

Weekly After Nov.1  
Weekly After Nov.1

[END]

[Logon to eFiling System...](#)



Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Report for Week Ending: Saturday, February 18, 2012

Week of Calendar Year: 7

Required ALL Reports

Required ALL Reports

auto-calc

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

**DISCONNECTIONS**

1	Number of natural gas customers currently disconnected:	2
2	Number of electric customers currently disconnected:	0

ALL weeks  
ALL weeks

**RECONNECTIONS**

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

Weekly After Nov.1  
Weekly After Nov.1

[END]

[Logon to eFiling System...](#)

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Report for Week Ending: Saturday, February 25, 2012

Week of Calendar Year: 8

Required ALL Reports

Required ALL Reports

auto-calc

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

**DISCONNECTIONS**

1	Number of natural gas customers currently disconnected:	2
2	Number of electric customers currently disconnected:	0

ALL weeks  
ALL weeks

**RECONNECTIONS**

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

Weekly After Nov.1  
Weekly After Nov.1

[END]

[Logon to eFiling System...](#)

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼  
 Report for Week Ending: Saturday, March 03, 2012  
 Week of Calendar Year: 9

Required ALL Reports  
 Required ALL Reports  
 auto-calc

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

**DISCONNECTIONS**

1	Number of natural gas customers currently disconnected:	2
2	Number of electric customers currently disconnected:	0

ALL weeks
ALL weeks

**RECONNECTIONS**

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

Weekly After Nov.1
Weekly After Nov.1

[END]

[Logon to eFiling System...](#)

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼  
 Report for Week Ending: Saturday, March 10, 2012  
 Week of Calendar Year: 10

Required ALL Reports  
 Required ALL Reports  
 auto-calc

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	2
2	Number of electric customers currently disconnected:	0

ALL weeks
ALL weeks

RECONNECTIONS

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

Weekly After Nov.1
Weekly After Nov.1

[END]

[Logon to eFiling System...](#)

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:  ▼  
 Report for Week Ending: Saturday, March 17, 2012  
 Week of Calendar Year: 11

Required  ALL Reports  
 Required  ALL Reports  
 auto-calc

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

**DISCONNECTIONS**

1	Number of natural gas customers currently disconnected:	2
2	Number of electric customers currently disconnected:	0

ALL weeks
ALL weeks

**RECONNECTIONS**

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

Weekly After Nov.1
Weekly After Nov.1

[END]

[Logon to eFiling System...](#)

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼  
 Report for Week Ending: Saturday, March 24, 2012  
 Week of Calendar Year: 12

Required ALL Reports  
 Required ALL Reports  
 auto-calc

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	2
2	Number of electric customers currently disconnected:	0

ALL weeks
ALL weeks

RECONNECTIONS

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

Weekly After Nov.1
Weekly After Nov.1

[END]

[Logon to eFiling System...](#)

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼  
 Report for Week Ending: Saturday, March 31, 2012  
 Week of Calendar Year: 13

Required ALL Reports  
 Required ALL Reports  
 auto-calc

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	2
2	Number of electric customers currently disconnected:	0

ALL weeks
ALL weeks

RECONNECTIONS

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

Weekly After Nov.1
Weekly After Nov.1

[END]

[Logon to eFiling System...](#)

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼  
 Report for Week Ending: Saturday, April 07, 2012  
 Week of Calendar Year: 14

Required ALL Reports  
 Required ALL Reports  
 auto-calc

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	2
2	Number of electric customers currently disconnected:	0

ALL weeks
ALL weeks

RECONNECTIONS

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

Weekly After Nov.1
Weekly After Nov.1

[END]

[Logon to eFiling System...](#)



Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:  ▼  
 Report for Week Ending: Saturday, April 14, 2012  
 Week of Calendar Year: 15

Required ALL Reports  
 Required ALL Reports  
 auto-calc

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	2
2	Number of electric customers currently disconnected:	0

ALL weeks  
 ALL weeks

RECONNECTIONS

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

Weekly After Nov.1  
 Weekly After Nov.1

[END]

[Logon to eFiling System...](#)

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼  
 Report for Week Ending: Saturday, April 14, 2012  
 Week of Calendar Year: 15

Required ALL Reports  
 Required ALL Reports  
 auto-calc

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	2
2	Number of electric customers currently disconnected:	0

ALL weeks
ALL weeks

RECONNECTIONS

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

Weekly After Nov.1
Weekly After Nov.1

[END]

[Logon to eFiling System...](#)

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Report for Week Ending: Saturday, October 01, 2011

Week of Calendar Year: 40

Required ALL Reports

Required ALL Reports

auto-calc

Company: Greater Minnesota Gas, Inc. for week: 40

**DISCONNECTIONS**

1	Number of natural gas customers currently disconnected:	8
2	Number of electric customers currently disconnected:	0

ALL weeks  
ALL weeks

**RECONNECTIONS**

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

Weekly After Nov.1  
Weekly After Nov.1

[END]

[Logon to eFiling System...](#)

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Report for Week Ending: Saturday, October 15, 2011

Week of Calendar Year: 42

Required ALL Reports

Required ALL Reports

auto-calc

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

**DISCONNECTIONS**

1	Number of natural gas customers currently disconnected:	10
2	Number of electric customers currently disconnected:	0

ALL weeks  
ALL weeks

**RECONNECTIONS**

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

Weekly After Nov.1  
Weekly After Nov.1

[END]

[Logon to eFiling System...](#)

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Report for Week Ending: Saturday, October 20, 2012

Week of Calendar Year: 42

Required ALL Reports

Required ALL Reports

auto-calc

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

**DISCONNECTIONS**

1	Number of natural gas customers currently disconnected:	13
2	Number of electric customers currently disconnected:	0

ALL weeks  
ALL weeks

**RECONNECTIONS**

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

Weekly After Nov.1  
Weekly After Nov.1

[END]

[Logon to eFiling System...](#)

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Report for Week Ending: Saturday, October 27, 2012

Week of Calendar Year: 43

Required ALL Reports

Required ALL Reports

auto-calc

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

**DISCONNECTIONS**

1	Number of natural gas customers currently disconnected:	13
2	Number of electric customers currently disconnected:	0

ALL weeks  
ALL weeks

**RECONNECTIONS**

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

Weekly After Nov.1  
Weekly After Nov.1

[END]

[Logon to eFiling System...](#)

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	Required	ALL months
Reporting Year:	2012	Required	ALL months
Reporting Period:	October	Required	ALL months

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: October, 2012

1	Number of Residential Customer Accounts:	4,302		ALL months
2	Number of Past Due Residential Customer Accounts:	220		ALL months
3	Number of Cold Weather Protection Requests:		CWR period only	CWR only
<b>RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS</b>				
4	Number of "Right to Appeal" notices mailed to customers:		CWR period only	CWR only
5	<i>Intentionally Blank</i>			
6	Number of customer accounts granted reconnection request:		CWR period only	CWR only

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: October, 2012

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	82		ALL months
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			
	<b>All other months, use 1st column only</b>			
a)	# Electric - heat affected		<i>Required</i>	ALL months
b)	# Electric - heat not affected		<i>Required</i>	ALL months
c)	# Gas - heat affected		1 <i>Required</i>	ALL months
d)	# Gas - heat not affected		<i>Required</i>	ALL months
e)	<b>Total # disconnected</b>	0	1	
22	Number of customer accounts disconnected seeking protection:			
a)	# Electric - heat affected		<i>CWR period only</i>	CWR only
b)	# Electric - heat not affected		<i>CWR period only</i>	CWR only
c)	# Gas - heat affected		<i>CWR period only</i>	CWR only
d)	# Gas - heat not affected		<i>CWR period only</i>	CWR only
e)	<b>Total # disconnected (See Note)</b>	0		
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	1	



Company: Greater Minnesota Gas, Inc. for report period ending: October, 2012

**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$18,918	ALL months
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$86	
26	Total dollars received from energy assistance programs:	\$0	ALL months
27	Total dollars received from other sources (private organizations):	\$0	ALL months
28	Total Revenue from sales to residential accounts:	\$156,025	ALL months
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$36	
30	Intentionally Blank		
31	Total residential account write-offs due to uncollectible:	\$14,624	ALL months

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		CWR period only CWR only
b)	# Electric - heat not affected		CWR period only CWR only
c)	# Gas - heat affected	1	CWR period only CWR only
d)	# Gas - heat not affected		CWR period only CWR only
e)	Total # disconnected	1	
33	Intentionally Blank		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	1	CWR only
35	Intentionally Blank		
36	Intentionally Blank		

**RECONNECTION DATA**

37	# Accounts reconnected	11	ALL months
38	# Accounts remaining disconnected	11	
a)	1-30 days	1	ALL months
b)	31-60 days	1	ALL months
c)	61+ days	9	ALL months

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼  
 Report for Week Ending: Saturday, November 03, 2012  
 Week of Calendar Year: 44

Required ALL Reports  
 Required ALL Reports  
 auto-calc

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	13
2	Number of electric customers currently disconnected:	0

ALL weeks
ALL weeks

RECONNECTIONS

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

Weekly After Nov.1
Weekly After Nov.1

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:** Greater Minnesota Gas, Inc. ▼

**Report for Week Ending:** Saturday, November 10, 2012

**Week of Calendar Year:** 45

*Required* ALL Reports

*Required* ALL Reports

auto-calc

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	13
<b>2</b>	Number of electric customers currently disconnected:	0

ALL weeks  
ALL weeks

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	0
<b>4</b>	Number of electric customers reconnected this week:	

Weekly After Nov.1  
Weekly After Nov.1

[END]

[Logon to eFiling System...](#)

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Report for Week Ending: Saturday, November 17, 2012

Week of Calendar Year: 46

Required ALL Reports  
 Required ALL Reports  
 auto-calc

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

**DISCONNECTIONS**

1	Number of natural gas customers currently disconnected:	11
2	Number of electric customers currently disconnected:	0

ALL weeks  
 ALL weeks

**RECONNECTIONS**

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

Weekly After Nov.1  
 Weekly After Nov.1

[END]

[Logon to eFiling System...](#)

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Report for Week Ending: Saturday, November 24, 2012

Week of Calendar Year: 47

Required ALL Reports

Required ALL Reports

auto-calc

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

**DISCONNECTIONS**

1	Number of natural gas customers currently disconnected:	11
2	Number of electric customers currently disconnected:	0

ALL weeks  
ALL weeks

**RECONNECTIONS**

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

Weekly After Nov.1  
Weekly After Nov.1

[END]

[Logon to eFiling System...](#)

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	Required	ALL months
Reporting Year:	2012	Required	ALL months
Reporting Period:	November	Required	ALL months

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: November, 2012

1	Number of Residential Customer Accounts:	4,318	ALL months
2	Number of Past Due Residential Customer Accounts:	232	ALL months
3	Number of Cold Weather Protection Requests:	2	CWR only

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: November, 2012

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	0	ALL months
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		Required ALL months
b)	# Electric - heat not affected		Required ALL months
c)	# Gas - heat affected	0	Required ALL months
d)	# Gas - heat not affected		Required ALL months
e)	<b>Total # disconnected</b>	<b>0</b>	
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		CWR period only CWR only
b)	# Electric - heat not affected		CWR period only CWR only
c)	# Gas - heat affected	0	CWR period only CWR only
d)	# Gas - heat not affected		CWR period only CWR only
e)	<b>Total # disconnected (See Note)</b>	<b>0</b>	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0

Company: Greater Minnesota Gas, Inc. for report period ending: November, 2012

**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$23,490	ALL months
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$101	
26	Total dollars received from energy assistance programs:	\$1,619	ALL months
27	Total dollars received from other sources (private organizations):	\$0	ALL months
28	Total Revenue from sales to residential accounts:	\$302,788	ALL months
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$70	
30	Intentionally Blank		
31	Total residential account write-offs due to uncollectible:	\$0	ALL months

**DISCONNECTION DURATION**

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

**RECONNECTION DATA**

37	# Accounts reconnected	1	ALL months
38	# Accounts remaining disconnected	11	
a)	1-30 days	0	ALL months
b)	31-60 days	1	ALL months
c)	61+ days	10	ALL months

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Report for Week Ending: Saturday, December 01, 2012

Week of Calendar Year: 48

Required ALL Reports  
 Required ALL Reports  
 auto-calc

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

**DISCONNECTIONS**

1	Number of natural gas customers currently disconnected:	10
2	Number of electric customers currently disconnected:	0

ALL weeks  
 ALL weeks

**RECONNECTIONS**

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

Weekly After Nov.1  
 Weekly After Nov.1

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Report for Week Ending: Saturday, December 08, 2012

Week of Calendar Year: 49

Required ALL Reports

Required ALL Reports

auto-calc

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

**DISCONNECTIONS**

1	Number of natural gas customers currently disconnected:	10
2	Number of electric customers currently disconnected:	0

ALL weeks  
ALL weeks

**RECONNECTIONS**

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

Weekly After Nov.1  
Weekly After Nov.1

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Report for Week Ending: Saturday, December 15, 2012

Week of Calendar Year: 50

Required ALL Reports

Required ALL Reports

auto-calc

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

**DISCONNECTIONS**

1	Number of natural gas customers currently disconnected:	10
2	Number of electric customers currently disconnected:	0

ALL weeks  
ALL weeks

**RECONNECTIONS**

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

Weekly After Nov.1  
Weekly After Nov.1

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Report for Week Ending: Saturday, December 22, 2012

Week of Calendar Year: 51

Required ALL Reports

Required ALL Reports

auto-calc

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

**DISCONNECTIONS**

1	Number of natural gas customers currently disconnected:	8
2	Number of electric customers currently disconnected:	0

ALL weeks  
ALL weeks

**RECONNECTIONS**

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

Weekly After Nov.1  
Weekly After Nov.1

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Report for Week Ending: Saturday, December 29, 2012

Week of Calendar Year: 52

Required ALL Reports

Required ALL Reports

auto-calc

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

**DISCONNECTIONS**

1	Number of natural gas customers currently disconnected:	8
2	Number of electric customers currently disconnected:	0

ALL weeks  
ALL weeks

**RECONNECTIONS**

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

Weekly After Nov.1  
Weekly After Nov.1

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	Required	ALL months
Reporting Year:	2012	Required	ALL months
Reporting Period:	April	Required	ALL months

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: April, 2012

1	Number of Residential Customer Accounts:	3,812		ALL months
2	Number of Past Due Residential Customer Accounts:	296		ALL months
3	Number of Cold Weather Protection Requests:		CWR period only	CWR only

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: April, 2012

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	0		ALL months
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			
	<b>All other months, use 1st column only</b>			
a)	# Electric - heat affected		<i>Required</i>	ALL months
b)	# Electric - heat not affected		<i>Required</i>	ALL months
c)	# Gas - heat affected		12	ALL months
d)	# Gas - heat not affected		<i>Required</i>	ALL months
e)	<b>Total # disconnected</b>	0	12	
22	Number of customer accounts disconnected seeking protection:			
a)	# Electric - heat affected		<i>CWR period only</i>	CWR only
b)	# Electric - heat not affected		<i>CWR period only</i>	CWR only
c)	# Gas - heat affected		<i>CWR period only</i>	CWR only
d)	# Gas - heat not affected		<i>CWR period only</i>	CWR only
e)	<b>Total # disconnected (See Note)</b>	0		
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	12	

Company: Greater Minnesota Gas, Inc. for report period ending: April, 2012

**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$58,909	ALL months
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$199	
26	Total dollars received from energy assistance programs:	\$5,051	ALL months
27	Total dollars received from other sources (private organizations):	\$0	ALL months
28	Total Revenue from sales to residential accounts:	\$185,510	ALL months
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$49	
30	Intentionally Blank		
31	Total residential account write-offs due to uncollectible:	\$0	ALL months

**DISCONNECTION DURATION**

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

**RECONNECTION DATA**

37	# Accounts reconnected	2	ALL months
38	# Accounts remaining disconnected	12	
a)	1-30 days	12	ALL months
b)	31-60 days	0	ALL months
c)	61+ days	0	ALL months

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	Required	ALL months
Reporting Year:	2012	Required	ALL months
Reporting Period:	August	Required	ALL months

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: August, 2012

1	Number of Residential Customer Accounts:	4,253		ALL months
2	Number of Past Due Residential Customer Accounts:	240		ALL months
3	Number of Cold Weather Protection Requests:		CWR period only	CWR only

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: August, 2012

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	112		ALL months
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			
	<b>All other months, use 1st column only</b>			
a)	# Electric - heat affected		<i>Required</i>	ALL months
b)	# Electric - heat not affected		<i>Required</i>	ALL months
c)	# Gas - heat affected	0		ALL months
d)	# Gas - heat not affected		<i>Required</i>	ALL months
e)	<b>Total # disconnected</b>	0	0	
22	Number of customer accounts disconnected seeking protection:			
a)	# Electric - heat affected		<i>CWR period only</i>	CWR only
b)	# Electric - heat not affected		<i>CWR period only</i>	CWR only
c)	# Gas - heat affected		<i>CWR period only</i>	CWR only
d)	# Gas - heat not affected		<i>CWR period only</i>	CWR only
e)	<b>Total # disconnected (See Note)</b>	0		
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0	

Company: Greater Minnesota Gas, Inc. for report period ending: August, 2012

**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$24,510	ALL months
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$102	
26	Total dollars received from energy assistance programs:	\$0	ALL months
27	Total dollars received from other sources (private organizations):	\$0	ALL months
28	Total Revenue from sales to residential accounts:	\$117,786	ALL months
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$28	
30	<i>Intentionally Blank</i>		
31	Total residential account write-offs due to uncollectible:	\$0	ALL months

**DISCONNECTION DURATION**

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

**RECONNECTION DATA**

37	# Accounts reconnected	3	ALL months
38	# Accounts remaining disconnected	25	
a)	1-30 days	0	ALL months
b)	31-60 days	8	ALL months
c)	61+ days	17	ALL months

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	Required	ALL months
Reporting Year:	2012	Required	ALL months
Reporting Period:	December	Required	ALL months

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: December, 2012

1	Number of Residential Customer Accounts:	4,323	ALL months
2	Number of Past Due Residential Customer Accounts:	282	ALL months
3	Number of Cold Weather Protection Requests:	0	CWR only

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: December, 2012

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	0	ALL months
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		
	<b>All other months, use 1st column only</b>		
a)	# Electric - heat affected		Required
b)	# Electric - heat not affected		Required
c)	# Gas - heat affected	0	Required
d)	# Gas - heat not affected		Required
e)	<b>Total # disconnected</b>	0	ALL months
		0	ALL months
		0	ALL months
		0	ALL months
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		CWR period only
b)	# Electric - heat not affected		CWR period only
c)	# Gas - heat affected	0	CWR only
d)	# Gas - heat not affected		CWR only
e)	<b>Total # disconnected (See Note)</b>	0	CWR only
		0	CWR only
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0

Company: Greater Minnesota Gas, Inc. for report period ending: December, 2012

**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$37,489	ALL months
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$133	
26	Total dollars received from energy assistance programs:	\$1,791	ALL months
27	Total dollars received from other sources (private organizations):	\$0	ALL months
28	Total Revenue from sales to residential accounts:	\$415,216	ALL months
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$96	
30	Intentionally Blank		
31	Total residential account write-offs due to uncollectible:	\$0	ALL months

**DISCONNECTION DURATION**

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

**RECONNECTION DATA**

37	# Accounts reconnected	3	ALL months
38	# Accounts remaining disconnected	8	
a)	1-30 days	0	ALL months
b)	31-60 days	0	ALL months
c)	61+ days	8	ALL months

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	Required	ALL months
Reporting Year:	2012	Required	ALL months
Reporting Period:	February	Required	ALL months

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: February, 2012

1	Number of Residential Customer Accounts:	3,827	ALL months
2	Number of Past Due Residential Customer Accounts:	269	ALL months
3	Number of Cold Weather Protection Requests:	4	CWR only

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: February, 2012

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	0		ALL months
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			
	<b>All other months, use 1st column only</b>			
a)	# Electric - heat affected		Required	ALL months
b)	# Electric - heat not affected		Required	ALL months
c)	# Gas - heat affected	0	Required	ALL months
d)	# Gas - heat not affected		Required	ALL months
e)	<b>Total # disconnected</b>	0	0	
22	Number of customer accounts disconnected seeking protection:			
a)	# Electric - heat affected		CWR period only	CWR only
b)	# Electric - heat not affected		CWR period only	CWR only
c)	# Gas - heat affected	0		CWR only
d)	# Gas - heat not affected		CWR period only	CWR only
e)	<b>Total # disconnected (See Note)</b>	0		CWR only
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0	



Company: Greater Minnesota Gas, Inc. for report period ending: February, 2012

**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$54,515	ALL months
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$203	
26	Total dollars received from energy assistance programs:	\$3,980	ALL months
27	Total dollars received from other sources (private organizations):	\$0	ALL months
28	Total Revenue from sales to residential accounts:	\$459,595	ALL months
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$120	
30	Intentionally Blank		
31	Total residential account write-offs due to uncollectible:	\$0	ALL months

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		CWR period only CWR only
b)	# Electric - heat not affected		CWR period only CWR only
c)	# Gas - heat affected	2	CWR period only CWR only
d)	# Gas - heat not affected		CWR period only CWR only
e)	Total # disconnected	2	
33	Intentionally Blank		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0	CWR only
35	Intentionally Blank		
36	Intentionally Blank		

**RECONNECTION DATA**

37	# Accounts reconnected	0	ALL months
38	# Accounts remaining disconnected	2	
a)	1-30 days	0	ALL months
b)	31-60 days	0	ALL months
c)	61+ days	2	ALL months

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	Required	ALL months
Reporting Year:	2012	Required	ALL months
Reporting Period:	January	Required	ALL months

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: January, 2012

1	Number of Residential Customer Accounts:	3,843	ALL months
2	Number of Past Due Residential Customer Accounts:	258	ALL months
3	Number of Cold Weather Protection Requests:	1	CWR only

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: January, 2012

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	0	ALL months
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		
	<b>All other months, use 1st column only</b>		
a)	# Electric - heat affected		Required
b)	# Electric - heat not affected		Required
c)	# Gas - heat affected	0	Required
d)	# Gas - heat not affected		Required
e)	<b>Total # disconnected</b>	0	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		CWR period only
b)	# Electric - heat not affected		CWR period only
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected		CWR period only
e)	<b>Total # disconnected (See Note)</b>	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0

Company: Greater Minnesota Gas, Inc. for report period ending: January, 2012

**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$38,420	ALL months
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$149	
26	Total dollars received from energy assistance programs:	\$3,793	ALL months
27	Total dollars received from other sources (private organizations):	\$0	ALL months
28	Total Revenue from sales to residential accounts:	\$482,024	ALL months
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$125	
30	Intentionally Blank		
31	Total residential account write-offs due to uncollectible:	\$0	ALL months

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		CWR period only CWR only
b)	# Electric - heat not affected		CWR period only CWR only
c)	# Gas - heat affected	2	CWR period only CWR only
d)	# Gas - heat not affected		CWR period only CWR only
e)	Total # disconnected	2	
33	Intentionally Blank		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0	CWR only
35	Intentionally Blank		
36	Intentionally Blank		

**RECONNECTION DATA**

37	# Accounts reconnected	1	ALL months
38	# Accounts remaining disconnected	2	
a)	1-30 days	0	ALL months
b)	31-60 days	0	ALL months
c)	61+ days	2	ALL months

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	Required	ALL months
Reporting Year:	2012	Required	ALL months
Reporting Period:	July	Required	ALL months

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: July, 2012

1	Number of Residential Customer Accounts:	4,178		ALL months
2	Number of Past Due Residential Customer Accounts:	240		ALL months
3	Number of Cold Weather Protection Requests:		CWR period only	CWR only

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: July, 2012

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	17		ALL months
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			
	<b>All other months, use 1st column only</b>			
a)	# Electric - heat affected		<i>Required</i>	ALL months
b)	# Electric - heat not affected		<i>Required</i>	ALL months
c)	# Gas - heat affected	13		ALL months
d)	# Gas - heat not affected		<i>Required</i>	ALL months
e)	<b>Total # disconnected</b>	<b>13</b>	<b>0</b>	
22	Number of customer accounts disconnected seeking protection:			
a)	# Electric - heat affected		<i>CWR period only</i>	CWR only
b)	# Electric - heat not affected		<i>CWR period only</i>	CWR only
c)	# Gas - heat affected		<i>CWR period only</i>	CWR only
d)	# Gas - heat not affected		<i>CWR period only</i>	CWR only
e)	<b>Total # disconnected (See Note)</b>	<b>0</b>		
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	13	13	

Company: Greater Minnesota Gas, Inc. for report period ending: July, 2012

**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$28,440	ALL months
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$119	
26	Total dollars received from energy assistance programs:	\$0	ALL months
27	Total dollars received from other sources (private organizations):	\$0	ALL months
28	Total Revenue from sales to residential accounts:	\$94,478	ALL months
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$23	
30	<i>Intentionally Blank</i>		
31	Total residential account write-offs due to uncollectible:	\$0	ALL months

**DISCONNECTION DURATION**

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

**RECONNECTION DATA**

37	# Accounts reconnected	5	ALL months
38	# Accounts remaining disconnected	28	
a)	1-30 days	8	ALL months
b)	31-60 days	2	ALL months
c)	61+ days	18	ALL months

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	Required	ALL months
Reporting Year:	2012	Required	ALL months
Reporting Period:	June	Required	ALL months

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: June, 2012

1	Number of Residential Customer Accounts:	4,003		ALL months
2	Number of Past Due Residential Customer Accounts:	262		ALL months
3	Number of Cold Weather Protection Requests:		CWR period only	CWR only

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: June, 2012

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	66		ALL months
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			
	<b>All other months, use 1st column only</b>			
a)	# Electric - heat affected		<i>Required</i>	ALL months
b)	# Electric - heat not affected		<i>Required</i>	ALL months
c)	# Gas - heat affected	7		ALL months
d)	# Gas - heat not affected		<i>Required</i>	ALL months
e)	<b>Total # disconnected</b>	<b>7</b>	<b>0</b>	
22	Number of customer accounts disconnected seeking protection:			
a)	# Electric - heat affected		<i>CWR period only</i>	CWR only
b)	# Electric - heat not affected		<i>CWR period only</i>	CWR only
c)	# Gas - heat affected		<i>CWR period only</i>	CWR only
d)	# Gas - heat not affected		<i>CWR period only</i>	CWR only
e)	<b>Total # disconnected (See Note)</b>	<b>0</b>		
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	7	7	

Company: Greater Minnesota Gas, Inc. for report period ending: June, 2012

**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$33,782	ALL months
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$129	
26	Total dollars received from energy assistance programs:	\$443	ALL months
27	Total dollars received from other sources (private organizations):	\$0	ALL months
28	Total Revenue from sales to residential accounts:	\$117,010	ALL months
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$29	
30	<i>Intentionally Blank</i>		
31	Total residential account write-offs due to uncollectible:	\$0	ALL months

**DISCONNECTION DURATION**

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

**RECONNECTION DATA**

37	# Accounts reconnected	3	ALL months
38	# Accounts remaining disconnected	21	
a)	1-30 days	4	ALL months
b)	31-60 days	10	ALL months
c)	61+ days	7	ALL months

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	Required	ALL months
Reporting Year:	2012	Required	ALL months
Reporting Period:	March	Required	ALL months

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: March, 2012

1	Number of Residential Customer Accounts:	3,815	ALL months
2	Number of Past Due Residential Customer Accounts:	314	ALL months
3	Number of Cold Weather Protection Requests:	0	CWR only

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: March, 2012

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	158	ALL months
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		Required ALL months
b)	# Electric - heat not affected		Required ALL months
c)	# Gas - heat affected	0	Required ALL months
d)	# Gas - heat not affected		Required ALL months
e)	<b>Total # disconnected</b>	<b>0</b>	
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		CWR period only CWR only
b)	# Electric - heat not affected		CWR period only CWR only
c)	# Gas - heat affected	0	CWR period only CWR only
d)	# Gas - heat not affected		CWR period only CWR only
e)	<b>Total # disconnected (See Note)</b>	<b>0</b>	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	

Company: Greater Minnesota Gas, Inc. for report period ending: March, 2012

**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$71,043	ALL months
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$226	
26	Total dollars received from energy assistance programs:	\$2,450	ALL months
27	Total dollars received from other sources (private organizations):	\$0	ALL months
28	Total Revenue from sales to residential accounts:	\$362,609	ALL months
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$95	
30	Intentionally Blank		
31	Total residential account write-offs due to uncollectible:	\$0	ALL months

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		CWR period only CWR only
b)	# Electric - heat not affected		CWR period only CWR only
c)	# Gas - heat affected	2	CWR period only CWR only
d)	# Gas - heat not affected		CWR period only CWR only
e)	Total # disconnected	2	
33	Intentionally Blank		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0	CWR only
35	Intentionally Blank		
36	Intentionally Blank		

**RECONNECTION DATA**

37	# Accounts reconnected	0	ALL months
38	# Accounts remaining disconnected	2	
a)	1-30 days	0	ALL months
b)	31-60 days	0	ALL months
c)	61+ days	2	ALL months

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	Required	ALL months
Reporting Year:	2012	Required	ALL months
Reporting Period:	May	Required	ALL months

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: May, 2012

1	Number of Residential Customer Accounts:	3,944		ALL months
2	Number of Past Due Residential Customer Accounts:	254		ALL months
3	Number of Cold Weather Protection Requests:		CWR period only	CWR only
<b>RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS</b>				
4	Number of "Right to Appeal" notices mailed to customers:		CWR period only	CWR only
5	<i>Intentionally Blank</i>			
6	Number of customer accounts granted reconnection request:		CWR period only	CWR only

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: May, 2012

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	64		ALL months
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			
	<b>All other months, use 1st column only</b>			
a)	# Electric - heat affected		<i>Required</i>	ALL months
b)	# Electric - heat not affected		<i>Required</i>	ALL months
c)	# Gas - heat affected	27		ALL months
d)	# Gas - heat not affected		<i>Required</i>	ALL months
e)	<b>Total # disconnected</b>	<b>27</b>	<b>0</b>	
22	Number of customer accounts disconnected seeking protection:			
a)	# Electric - heat affected		<i>CWR period only</i>	CWR only
b)	# Electric - heat not affected		<i>CWR period only</i>	CWR only
c)	# Gas - heat affected		<i>CWR period only</i>	CWR only
d)	# Gas - heat not affected		<i>CWR period only</i>	CWR only
e)	<b>Total # disconnected (See Note)</b>	<b>0</b>		
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	27	27	

Company: Greater Minnesota Gas, Inc. for report period ending: May, 2012

**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$37,033	ALL months
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$146	
26	Total dollars received from energy assistance programs:	\$1,459	ALL months
27	Total dollars received from other sources (private organizations):	\$0	ALL months
28	Total Revenue from sales to residential accounts:	\$155,055	ALL months
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$39	
30	Intentionally Blank		
31	Total residential account write-offs due to uncollectible:	\$14,876	ALL months

**DISCONNECTION DURATION**

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

**RECONNECTION DATA**

37	# Accounts reconnected	22	ALL months
38	# Accounts remaining disconnected	17	
a)	1-30 days	10	ALL months
b)	31-60 days	7	ALL months
c)	61+ days	0	ALL months

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	Required	ALL months
Reporting Year:	2012	Required	ALL months
Reporting Period:	September	Required	ALL months

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: September, 2012

1	Number of Residential Customer Accounts:	4,258		ALL months
2	Number of Past Due Residential Customer Accounts:	220		ALL months
3	Number of Cold Weather Protection Requests:		CWR period only	CWR only
<b>RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS</b>				
4	Number of "Right to Appeal" notices mailed to customers:		CWR period only	CWR only
5	<i>Intentionally Blank</i>			
6	Number of customer accounts granted reconnection request:		CWR period only	CWR only

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: September, 2012

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	0		ALL months
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			
	<b>All other months, use 1st column only</b>			
a)	# Electric - heat affected		<i>Required</i>	ALL months
b)	# Electric - heat not affected		<i>Required</i>	ALL months
c)	# Gas - heat affected	7		ALL months
d)	# Gas - heat not affected		<i>Required</i>	ALL months
e)	<b>Total # disconnected</b>	<u>7</u>	<u>0</u>	
22	Number of customer accounts disconnected seeking protection:			
a)	# Electric - heat affected		<i>CWR period only</i>	CWR only
b)	# Electric - heat not affected		<i>CWR period only</i>	CWR only
c)	# Gas - heat affected		<i>CWR period only</i>	CWR only
d)	# Gas - heat not affected		<i>CWR period only</i>	CWR only
e)	<b>Total # disconnected (See Note)</b>	<u>0</u>		
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	<u>7</u>	<u>7</u>	

Company: Greater Minnesota Gas, Inc. for report period ending: September, 2012

**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$19,049	ALL months
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$87	
26	Total dollars received from energy assistance programs:	\$753	ALL months
27	Total dollars received from other sources (private organizations):	\$0	ALL months
28	Total Revenue from sales to residential accounts:	\$110,790	ALL months
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$26	
30	<i>Intentionally Blank</i>		
31	Total residential account write-offs due to uncollectible:	\$0	ALL months

**DISCONNECTION DURATION**

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

**RECONNECTION DATA**

37	# Accounts reconnected	9	ALL months
38	# Accounts remaining disconnected	23	
a)	1-30 days	3	ALL months
b)	31-60 days	0	ALL months
c)	61+ days	20	ALL months

[END]

cwrutilrpt.xls ver 3.0

[Logon to eFiling System...](#)

## Nikki Kupser

---

**From:** staff, cao (PUC) [consumer.puc@state.mn.us]  
**Sent:** Tuesday, September 11, 2012 12:40 PM  
**To:** Nikki Kupser  
**Subject:** RE: PUC 60482-JB

Ms. Kupser,

Thank you for the follow-up on Mr. McConnell's complaint. It appears that his complaint has been resolved. We will close out this case.

Thanks again,  
Jon Brown

*Thank you for contacting the Commission.*

Minnesota Public Utilities Commission  
Consumer Affairs Office

[consumer.puc@state.mn.us](mailto:consumer.puc@state.mn.us)  
[PublicComments.puc@state.mn.us](mailto:PublicComments.puc@state.mn.us)  
[www.puc.state.mn.us](http://www.puc.state.mn.us)

121 7th Place East, Suite 350  
St. Paul, MN 55101-2147  
1-800-657-3782 | 651-296-0406  
Fax 651-297-7073

*The Minnesota Public Utilities Commission's mission is to create and maintain a regulatory environment that ensures safe, reliable and efficient utility services at fair and reasonable rates.*

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**From:** Nikki Kupser [NKupser@greatermngas.com]  
**Sent:** Monday, September 10, 2012 4:25 PM  
**To:** staff, cao (PUC)  
**Subject:** FW: PUC 60482-JB

Good afternoon,

Please be advised that Mr. McConnell was called on August 24<sup>th</sup> by myself. At this time I advised that I had received a copy of the complaint filed with your agency and was responding. We educated Mr. McConnell that when making payments through Vanco Services, our on-line payment vendor that (as per our bill stock) he needed to allow at least 3 business days for his payment to process. This is due to the time that it takes for his credit card company to transfer the funds to Greater Minnesota Gas, Inc. (internal processing). I asked that he kindly make his payments on-line at least 3 business days prior to his due date to allow for this internal processing time. While he understood and acknowledged the time frame, he did not agree that this should be the solution. In response to his request Greater Minnesota Gas has reversed \$6.00 in late fees that were applied over the course of the past 12 months no matter what the circumstances. We have also, as a courtesy, overrode his account to prevent any late fees for the next 12 months. Please be advised that GMG will be updated its tariff language to address allowing time for on-line processing.

Thank you,  
Nikki Kupser  
Customer Service Manager  
Greater Minnesota Gas, Inc.  
PO Box 68, 202 South Main St.  
Le Sueur, MN 56058  
507-665-8652 direct dial  
507-665-2588 fax  
[nkupser@greatermngas.com](mailto:nkupser@greatermngas.com)

---

**From:** staff, cao (PUC) [<mailto:consumer.puc@state.mn.us>]  
**Sent:** Thursday, August 23, 2012 11:25 AM  
**To:** Nikki Kupser  
**Subject:** PUC 60482-JB

Good morning,

Please respond to Mr. McConnell's complaint and update the PUC on your response.

*Thank you for contacting the Commission.*

Minnesota Public Utilities Commission  
Consumer Affairs Office

[consumer.puc@state.mn.us](mailto:consumer.puc@state.mn.us)  
[PublicComments.puc@state.mn.us](mailto:PublicComments.puc@state.mn.us)  
[www.puc.state.mn.us](http://www.puc.state.mn.us)

121 7th Place East, Suite 350  
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Fax 651-297-7073

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# State of Minnesota Public Utilities Commission



## Consumer Complaint/Inquiry

Consumer Record #

Your Name <i>Robert McConnell</i>	Name of Telephone, Gas, or Electric Company <i>Greater Minnesota Gas Inc.</i>
Mailing Address <i>125 Ichabod Lane</i>	Person contacted at Telephone, Gas, or Electric Company
City, State, Zip <i>Mankato, MN 56001</i>	Customer Account Number(s) <i>09-00003476-00-1</i>
Service Address (if different)	Your E-Mail Address <i>rlmccom@chartermi.net</i>
City, State, Zip	Home Phone # <i>507-344-1447</i> Work Phone # Cell/Other Phone #
Have you contacted another agency about this issue? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO If yes, give name of agency:	
Have you contacted the utility? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO If not, please do so before sending this form. <b>Please attach the utility's response and all documentation, including a copy of the affected bill(s).</b>	
The information you provide may be used to help resolve your concern and/or enforce applicable laws. The information may be shared with the utility and law enforcement agencies. You are not legally required to provide this information, but if you do not, we may not be able to help resolve your concern.	
Please write details about your concern and the action you would like the utility company to take:  <i>See attached sheet.</i>	
The information I have given is true and accurate to the best of my knowledge and may be used as stated on this form. <b>**If you do not sign this form, it will be returned to you.**</b>	
Your Signature: <i>Robert J. McConnell</i>	Date: <i>Aug. 10, 2012</i>
We hope our efforts will help resolve this concern. Look for a response in 30 business days. 06/09	

[www.puc.state.mn.us](http://www.puc.state.mn.us)

121 Seventh Place East • Suite 350 • St Paul, Minnesota 55101-2147

Phone 651-296-0406 • Toll Free 1-800-657-3782 • Fax 651-297-7073 • [consumer.puc@state.mn.us](mailto:consumer.puc@state.mn.us)

## Description of problem and desired company action

Greater Minnesota Gas Inc. has what I consider to be an unfair policy regarding assessment of late fees. I have been charged late fees for payments that were made by electronic funds transfer on the dates the payments were due, even when the payments were made on business days. Because EFT payments can be processed immediately, I see no justification for charging late fees in such circumstances.

Greater Minnesota Gas statements say customers should allow three days for processing online payments. But the statements do not say that EFT payments, or any other kind of online payments, that are made on the due date will be considered late. In fact, the Greater Minnesota Gas web site (<http://www.greatermngas.com/>), under Customers/General Information, says:

### **Late Payment Fee**

If the unpaid balance of a monthly bill is in excess of \$10, a late payment fee of 1.25% of the unpaid balance, or \$1, whichever is greater, shall be added to the unpaid balance of the bill, if not paid by the due date. The due date allows for 25 days from the last date of gas usage on the bill. No late fees will be charged if the unpaid balance is \$10 or less.

Please note that the statement says fees will be charged for payments “not paid by the due date.” This clearly implies that payments made by the due date will not be subject to late fees. My payments were made on the due dates, so I feel I should not have been charged late fees. Customers have no control over when Greater Minnesota Gas processes their payments.

I ask that Greater Minnesota Gas refund all late fees I have paid in connection with payments that were made on the due dates. I have enclosed copies of three statements showing such late-fee assessments, but there may be others. I also ask that the commission tell Greater Minnesota Gas to no longer assess late fees for payments made online on the date they are due, at least when they are business days.

I sent this message to Greater Minnesota Gas on Aug. 10, 2012. The text follows:

I have noticed that I am charged a late fee even when I pay my bill online on the day it is due. Because my payment is an electronic funds transfer from my checking account, and can be processed immediately, I can't understand why a late fee is charged. I shouldn't be penalized because Greater Minnesota Gas has a policy of delaying payment processing.

A late fee is justified when a customer's check doesn't arrive by the due date, but this is different. The speed of payment processing isn't something under my control, so this policy is unfair. Please refund all late fees assessed to my account for payments made by electronic funds transfer on the day the payments were due.

Robert McConnell

I have not received a response to this message.



Account #: 09-00003476-00-1  
 Service Address: 125 ICHABOD LN  
 Mankato MN 56001  
 Service Dates: 6/5/2012 to 7/9/2012

EFT 8/10/12

Your Gas Usage: Current Read: 4833  
 Previous Read: 4815  
 Metered Usage: 18  
 Actual Usage: 21 (Metered Usage x Therm factor of 1.14756)

**Detail of Account Activity**

Previous Balance				\$48.99
Receipt - Thank You	7/6/2012	Check#Online		(\$48.99)
Late Fee	7/5/2012			\$1.00
001 Facility Fee				\$8.50
003 Distribution Charge		21	therms @ \$.44433	\$9.33
005 Cost of Gas		21	therms @ \$.39339	\$8.26
020 Sales Tax @ 6.875%				\$1.79
Current Charges				\$27.88
Total Charges				\$28.88
<b>TOTAL BALANCE DUE</b>				<b>\$28.88</b>

Your consumption may have been estimated for this period.  
 As of 06/01/12 GMG will no longer be accepting American Express,  
 we are happy to take Visa, Mastercard, and Discover.

It is important that you allow a minimum of 3 days for processing of all on-line payments.  
 Past due amounts in excess of \$10.00 are subject to a late payment charge of 1.5% monthly (18% annually) or \$1.00, whichever is greater.  
 The Minnesota Public Utilities Commission regulates this utility and is available for mediation upon written request at 121 7th Place East,  
 Suite 350, St. Paul, MN 55101



For any questions or additional information, please contact our Customer Service Center toll-free at (888) 931-3411.  
 Greater Minnesota Gas, Inc., 202 South Main St. | P.O. Box 68, Le Sueur, MN 56058  
 Fax: (507) 665-2588 or log onto our website: www.greatermngas.com. For email inquiries reach us at: gmg@greatermngas.com



Summary Profile Log Off

Robert McConnell

Online Payment

Your confirmation number is 57212841

[Return to our Home Page](#)

Thank you for your Payment to

Greater MN Gas  
202 South Main Street  
Le Sueur, MN 56058-1911  
888-931-3411

Payment Summary

Payment 28.88  
Your checking account will be debited on 08/13/12 for \$28.88

Customer Information

First Name: ROBERT  
Last Name: MCCONNELL  
Address 1: 125 ICHABOD LANE  
Address 2:  
City: MANKATO  
State / Zip: MN/ 56001  
Phone Number: 507-344-1447  
Email Address: rimcconn@chartermi.net

Banking Information

Account Type: Checking Account  
Account Number: xxxxxx5652

08/10/12 09:59:48 AM 71.10.92.25

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Account #: 09-00003476-00-1  
Service Address: 125 ICHABOD LN  
Mankato MN 56001  
Service Dates: 5/8/2012 to 6/5/2012

Your Gas Usage: Current Read: 4815  
Previous Read: 4774  
Metered Usage: 41  
Actual Usage: 46

(Metered Usage x Therm factor of 1.13353)

EFT  
7/5/12

**Detail of Account Activity**

Previous Balance			\$56.73
Receipt - Thank You	6/6/2012	Check#Online	(\$56.73)
Late Fee	6/5/2012		\$1.00
001 Facility Fee			\$8.50
003 Distribution Charge		46 therms @ \$.44433	\$20.44
005 Cost of Gas		46 therms @ \$.34696	\$15.96
020 Sales Tax @ 6.875%			\$3.09
Current Charges			\$47.99
Total Charges			\$48.99
<b>TOTAL BALANCE DUE</b>			<b>\$48.99</b>

**Digging? Call 811 two full business days before you dig!**  
**As of 06/01/12 GMG will no longer be accepting American Express,**  
**we are happy to take Visa, Mastercard, and Discover.**

It is important that you allow a minimum of 3 days for processing of all on-line payments.  
Past due amounts in excess of \$10.00 are subject to a late payment charge of 1.5% monthly (18% annually) or \$1.00, whichever is greater.  
The Minnesota Public Utilities Commission regulates this utility and is available for mediation upon written request at 121 7th Place East,  
Suite 350, St. Paul, MN 55101



For any questions or additional information, please contact our Customer Service Center toll-free at (888) 931-3411.  
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Fax: (507) 665-2588 or log onto our website: [www.greatermngas.com](http://www.greatermngas.com). For email inquires reach us at: [gmg@greatermngas.com](mailto:gmg@greatermngas.com)

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

<b>Part A) General Information -</b>	
Utility Name: Greater Minnesota Gas, Inc.	Area / Division / System ID:
Contact Person & Title: Taylor Larson, Field Engineer	Phone #: 507-327-8211
e-mail address: <a href="mailto:tlarson@greatermngas.com">tlarson@greatermngas.com</a>	Fax #:
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 _____	

<b>Part B) Number of Locates and Number of Damages -</b>	
5,807	Number of Locate Requests for the calendar year.
	On-going project damages. How many damages occurred on on-going projects (typically projects are excavation activities lasting 14 days or more)
	Remaining damages occurring in situations other than on-going projects.

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

<b>-Optional- Part D) Confidentiality Statement -</b>