



705 West Fir Avenue

Mailing Address:

P.O. Box 176

Fergus Falls, MN 56538-0176

(877) 267-4764

April 24, 2017

Mr. Dan Wolf
Executive Secretary
Minnesota Public Utilities Commission
121 East Seventh Place, Suite 350
St. Paul, MN 55101

**RE: Compliance Filing of Great Plains Natural Gas Co.
Gas Service Quality Annual Report
Docket No. G-004/M-17-_____**

Dear Mr. Wolf:

Great Plains Natural Gas Co. (Great Plains), a Division of MDU Resources Group, Inc., herewith electronically submits its Annual Gas Service Quality Report for the calendar year 2016.

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

Sincerely,

/s/ Tamie Aberle

Tamie Aberle
Director of Regulatory Affairs

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2016

1. Call Center Response Time (Schedule 1)

The reporting metrics are the total number of utility calls answered by Great Plains' representatives, the percent of calls answered within 20 seconds, and the average speed of answer. The 2016 data is provided on Schedule 1.

Great Plains' call center response time was 83% of calls answered in 20 seconds or less for 2016 with a total call count of 21,924 calls answered. The average speed of answer data includes all calls, including gas emergency telephone calls.

2. Meter Reading Performance (Schedule 2)

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

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

The 2016 data is provided on Schedule 2.

Great Plains deployed AMR in its service area starting in May 2015 and completed the project in October 2015 with the exception of ten meters in 2015. As of December 2016 four meters are without AMR. There were a total of 264,622 meter reads in 2016, of which 99.97% were read via the automated meter reading system or utility personnel in 2016. The remainder of the meter reads (.03%) were estimated by the system.

The 86 estimated reads in 2016 were primarily attributable to no meter read via fixed network system or via the handheld device. Great Plains did not have any meters that went unread for more than 6 months and had no meters self-read by customers. The average meter-reading staffing level for 2016 was three people.

3. Involuntary Service Disconnection (Schedule 3)

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

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2016

A summary of the Company's Cold Weather Rule Compliance Questionnaires submitted in 2016 pursuant to Minnesota Statutes §§216B.091 and 216B.096, subdivision 11 is included in Schedule 3.

In 2016 Great Plains sent 9,732 disconnection notices and there were 649 Residential customers whose services were disconnected for non-payment.

4. Service Extension Request Response Time (Schedule 4)

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

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

The 2016 data is provided on Schedule 4.

Great Plains received 152 new service extension requests and 1,262 reconnections requests in 2016. The renewed service extension statistics do not include reconnection of service to customers disconnected by the Company for non-payment of service. For new service line installations Great Plains tracks the service line application date but has not tracked the date the property is ready for the service line installation, therefore the report reflects the time from completion of the service line installation to the date the meter was installed. For renewed service extensions, Great Plains reviewed the average days to completion when comparing the date the customer requested a meter to the date the meter was installed. On average all meters were installed on the same day the customer requested the meter installation.

5. Customer Deposits (Schedule 5)

The reporting metrics are the total number of customers who were required to make a deposit as a condition of receiving service. The 2016 data is provided on Schedule 5.

Great Plains did not require a deposit as a condition of receiving new service in 2016.

6. Customer Complaints (Schedule 6)

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2016

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

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

The 2016 data is provided on Schedule 6.

Great Plains is providing the following information on customer complaints to demonstrate the Company's awareness of the types of customer inquiries and/or complaints and its ability to resolve concerns in a timely manner.

- A) The information presented on Schedule 6 pages 1 through 4 reflect customer complaint data consistent with the reporting of customer complaints since 2011, i.e. those customer calls that were escalated to a supervisor for resolution or were forwarded to the Company by the Consumer Affairs Office or the Attorney General's Office for resolution.
 - o There were 10 customer complaints in 2016, a decrease of 18 from the 2015 report. Of the 10 customer complaints received no complaints came from the Consumer Affairs Office and one was received from the State of Minnesota Attorney General's Office.
 - B) The information presented on Schedule 6 page 5 specifies the breakdown of all calls received based on the call option selected by the Customer Service Representative at the beginning of the call, i.e. Billing, High Bill, Metering, Emergency, Payment Arrangements, Inadequate Service, Service Extension, Service Requests, Stop Service, Wrongful Disconnection and Other. The Other category includes, but is not limited to: current balance inquiries, usage history, request for a copy of customer's bill, etc.
 - C) The information presented on Schedule 6 page 6 identifies the breakdown of calls received by the call code entered by the Customer Service Representative upon completion of the call for calls other than those related to emergency, payment arrangements or stop service.
 - D) A copy of the Company's Annual Summary of Customer Complaints submitted to the Commission on April 13, 2017 is included on Schedule 6 pages 7 through 9.
7. Gas Emergency Response Time (Schedule 7)

The reporting metric is the elapsed time between the time Great Plains was first notified of the emergency and the time that a qualified emergency response person arrives at the incident location and begins to make the area safe. Great

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2016

Plains reports all calls coded as emergency calls including fire, gas odor, and line hits. Emergency response times are reported as calls responded to in one hour or less and calls responded to in over one hour. This same information, in total, is reported in the Emergency Response Report to the Minnesota Office of Pipeline Safety (MNOPS). The 2016 data is provided on Schedule 7. Great Plains has also included copies of its 2016 bi-monthly Emergency Response Reporting Forms in Schedule 7.

In 2016, the percent of emergency calls responded to in less than one hour was 95% which was a decrease compared to 99% in 2015. There was five calls (or 5%) where the call response time exceeded one hour. There were 95 total calls answered in 2016, which was a decrease of 45% from 2015. The average response time in 2016 was 23 minutes.

8. Mislocates (Schedule 8)

The reporting metric is to report data on mislocates by providing the monthly number of locate requests received through the Minnesota Gopher State One Call system and the number of mislocates that resulted in a damage to a gas line, including the number of times a line is damaged due to a mismarked line or failure to mark a line. The 2016 data is provided on Schedule 8.

Mislocates decreased from 14 in 2015 to 11 in 2016. There were a total of 11,858 locate tickets in 2016, an increase of 43% from 2015.

9. Gas System Damage (Schedule 9)

The reporting metric is the number of gas lines damaged (or hit), categorized according to whether the damage was caused by Great Plains' employees or contractors, or whether the damage was due to any other unplanned cause. The 2016 data is provided on Schedule 9. Also provided on Schedule 9 is the number of miles of distribution and transmission pipe Great Plains operates in Minnesota and a per 100 miles of pipe damage rate calculation. Great Plains has also included copies of its 2016 quarterly Utility Damage Report Forms filed with the Minnesota Office of Pipeline Safety in Schedule 9.

Gas system damages decreased from 48 in 2015 to 38 in 2016. Of the 38 damages in 2016, eight were under the control of Great Plains' employees and contractors. In addition to the 11 damages associated with mislocates as reported in Schedule 8 other causes of damages included 6 no locates, 1 excavation outside area, 7 failed to determine precise location, 5 failed to maintain marks, 6 failed to maintain clearance, 1 damage by hand dig, and 1 incorrect records or maps.

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

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2016

10. Gas Service Interruption (Schedule 10)

The reporting metric is to report data on all gas service interruptions, including the number of customers affected and the average duration of the outage, categorized according to whether the interruption was caused by Great Plains' employees or contractors, or whether the interruption was due to any other unplanned cause. The 2016 data is provided on Schedule 10.

Great Plains had a total of 38 gas service interruptions in 2016 affecting a total of 213 customers. There were no service interruption reportable to MNOPS in 2016.

11. Gas Emergency Phone Response Time (Schedule 11)

The reporting metrics are the total number of utility calls answered by Great Plains' representatives, the percent of calls answered within 20 seconds, and the average speed of answer. The 2016 data is provided on Schedule 11.

The average percent of calls answered within 20 seconds or less increased from 80.66% in 2015 to 82.23% in 2016. The average speed of answer decreased from 15 seconds in 2015 to 12 seconds in 2016. There was a total of 1,007 calls coming into the system as emergency calls in 2016.

Great Plains' internal performance goal is to answer at least 80 percent of all calls, including emergencies, within 20 seconds.

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

The reporting metric is the amount of customer service related operation and maintenance expenses incurred on behalf of Minnesota customers based on the costs recorded in FERC accounts 901 and 903 plus payroll taxes and benefits. The 2016 data is provided on Schedule 12.

Customer service related expenses increased from \$650,117 in 2015 to \$701,088 in 2016 a 7.84% increase.

Schedule 1
Call Center Response Time

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2016**

Call Center Response Times

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Service Level - % of Calls answered in 20 seconds or less.	83%	84%	76%	87%	80%	80%	88%	80%	80%	84%	79%	86%	90%
Average Speed of Answer (in seconds) 1/	12	10	18	7	15	12	10	16	16	12	15	10	8
Total Calls Answered	21,924	1,624	1,558	1,842	1,829	1,941	1,870	1,675	1,739	1,955	2,316	1,850	1,725

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

Schedule 2
Meter Reading Performance

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2016**

Meter Reading Performance

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Total number of meters	264,622	22,034	22,040	22,038	22,034	22,029	22,026	22,024	22,022	22,046	22,088	22,111	22,130
Meters read by utility personnel													
Residential	228,160	18,990	19,001	19,003	18,995	19,001	18,994	19,002	18,988	19,009	19,042	19,060	19,075
Commercial	36,374	3,028	3,030	3,029	3,027	3,024	3,023	3,021	3,022	3,032	3,040	3,046	3,052
Total	264,534	22,018	22,031	22,032	22,022	22,025	22,017	22,023	22,010	22,041	22,082	22,106	22,127
%	99.97%	99.93%	99.96%	99.97%	99.95%	99.98%	99.96%	100.00%	99.95%	99.98%	99.97%	99.98%	99.99%
Meters self-read by customer													
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Meters - estimated													
Residential	68	8	6	4	9	3	8	1	11	5	6	4	3
Commercial	18	8	3	2	1	1	1	0	1	0	0	1	0
Total	86	16	9	6	10	4	9	1	12	5	6	5	3
%	0.03%	0.07%	0.04%	0.03%	0.05%	0.02%	0.04%	0.00%	0.05%	0.02%	0.03%	0.02%	0.01%
Meters not read for 6-12 months													
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Meters not read for 13+ months													
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Meter reading staffing levels													
North	2 1/	2	2	2	2	2	2	2	2	2	2	2	2
South	1 1/	1	1	1	1	1	1	1	1	1	1	1	1
Total	3 1/	3	3	3	3	3	3	3	3	3	3	3	3

1/ Average

Schedule 3
Involuntary Service
Disconnection

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2016**

Involuntary Service Disconnections

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
1 Number of Residential Customer Accounts:	222,155	18,665	18,680	18,679	18,606	18,444	18,310	18,238	18,210	18,286	18,550	18,706	18,781
2 Number of Past Due Residential Customer Accounts:	42,831	3,083	3,802	3,574	3,618	3,946	3,447	3,780	3,295	3,633	3,765	3,638	3,250
3 Number of Cold Weather Protection Requests:	12	1	0	0	0	0	0	0	0	0	9	1	1
Reconnection as of Cold Weather Months													
4 Number of "Right to Appeal" notices mailed to customers:	12	1	0	0	0	0	0	0	0	0	9	1	1
5 <i>Intentionally Blank</i>													
6 Number of customer accounts granted reconnection <u>request</u> :	12	1	0	0	0	0	0	0	0	0	9	1	1
Payment Schedule (PS)													
16 Number of "Right to Appeal" notices mailed to customers													
a) Number of PS requests received	12	1	0	0	0	0	0	0	0	0	9	1	1
17 <i>Intentionally Blank</i>													
18 Number of PS negotiations mutually agreed upon:	12	1	0	0	0	0	0	0	0	0	9	1	1
19 <i>Intentionally Blank</i>													

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2016**

Involuntary Service Disconnections

		Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Disconnections														
20	Number of disconnection notices mailed to customers	9,732	1,001	1,045	1,298	1,263	983	940	723	594	383	461	413	628
21	Number of customer accounts disconnected who did not seek protection													
a)	# Electric - heat affected	na	na	na	na	na	na	na	na	na	na	na	na	na
b)	# Electric - heat not affected	na	na	na	na	na	na	na	na	na	na	na	na	na
c)	# Gas - heat affected	649	0	0	0	120	180	114	115	52	50	17	1	0
d)	# Gas - heat not affected	0	0	0	0	0	0	0	0	0	0	0	0	0
e)	Total # disconnected	<u>649</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>120</u>	<u>180</u>	<u>114</u>	<u>115</u>	<u>52</u>	<u>50</u>	<u>17</u>	<u>1</u>	<u>0</u>
22	Number of customer accounts disconnected seeking protection:													
a)	# Electric - heat affected	na	na	na	na	na	na	na	na	na	na	na	na	na
b)	# Electric - heat not affected	na	na	na	na	na	na	na	na	na	na	na	na	na
c)	# Gas - heat affected	0	0	0	0	0	0	0	0	0	0	0	0	0
d)	# Gas - heat not affected	0	0	0	0	0	0	0	0	0	0	0	0	0
e)	Total # disconnected (See Note)	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	649	0	0	0	120	180	114	115	52	50	17	1	0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	Required
Reporting Year:	2016	Required
Reporting Period:	January	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: January, 2016

1	Number of Residential Customer Accounts:	18,665
2	Number of Past Due Residential Customer Accounts:	3,083
3	Number of Cold Weather Protection Requests:	1

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains Natural Gas for report period ending: January, 2016

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	1,001
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only	
a)	# Electric - heat affected	N/A << Invalid Number
b)	# Electric - heat not affected	N/A << Invalid Number
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0 0
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	N/A << Invalid Number
b)	# Electric - heat not affected	N/A << Invalid Number
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0 0

Company: Great Plains Natural Gas for report period ending: January, 2016

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$64,491
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$21
26	Total dollars received from energy assistance programs:	\$83,301
27	Total dollars received from other sources (private organizations):	\$2,377
28	Total Revenue from sales to residential accounts:	\$1,676,889
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$90
30	Intentionally Blank	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	N/A
b)	# Electric - heat not affected	N/A
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
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
35	Intentionally Blank	
36	Intentionally Blank	

<< Invalid Number
<< Invalid Number

RECONNECTION DATA

37	# Accounts reconnected	12
38	# Accounts remaining disconnected	77
a)	1-30 days	
b)	31-60 days	
c)	61+ days	77

Required
Required

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	Required
Reporting Year:	2016	Required
Reporting Period:	February	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: February, 2016

1	Number of Residential Customer Accounts:	18,680
2	Number of Past Due Residential Customer Accounts:	3,802
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains Natural Gas for report period ending: February, 2016

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	1,045
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only	
a)	# Electric - heat affected	N/A << Invalid Number
b)	# Electric - heat not affected	N/A << Invalid Number
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0 0
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	N/A << Invalid Number
b)	# Electric - heat not affected	N/A << Invalid Number
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0 0

Company: Great Plains Natural Gas for report period ending: February, 2016

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$88,485
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$23
26	Total dollars received from energy assistance programs:	\$76,510
27	Total dollars received from other sources (private organizations):	\$1,303
28	Total Revenue from sales to residential accounts:	\$1,651,882
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$88
30	Intentionally Blank	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	<< Invalid Number
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
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).	N/A	<< Invalid Number
35	Intentionally Blank		
36	Intentionally Blank		

RECONNECTION DATA

37	# Accounts reconnected	7	
38	# Accounts remaining disconnected	70	
a)	1-30 days	70	
b)	31-60 days		Required
c)	61+ days		Required

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	Required
Reporting Year:	2016	Required
Reporting Period:	March	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: March, 2016

1	Number of Residential Customer Accounts:	18,679
2	Number of Past Due Residential Customer Accounts:	3,574
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains Natural Gas for report period ending: March, 2016

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	1,298
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only	
a)	# Electric - heat affected	n/a << Invalid Number
b)	# Electric - heat not affected	n/a << Invalid Number
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0 0
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	n/a << Invalid Number
b)	# Electric - heat not affected	n/a << Invalid Number
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0 0

Company: Great Plains Natural Gas for report period ending: March, 2016

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$194,783
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$55
26	Total dollars received from energy assistance programs:	\$63,985
27	Total dollars received from other sources (private organizations):	\$587
28	Total Revenue from sales to residential accounts:	\$1,359,603
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$73
30	Intentionally Blank	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected	n/a	<< Invalid Number
b)	# Electric - heat not affected	n/a	<< Invalid Number
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
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	
35	Intentionally Blank		
36	Intentionally Blank		

RECONNECTION DATA

37	# Accounts reconnected	7	
38	# Accounts remaining disconnected	63	
a)	1-30 days		Required
b)	31-60 days		Required
c)	61+ days	63	

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	Required
Reporting Year:	2016	Required
Reporting Period:	April	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: April, 2016

1	Number of Residential Customer Accounts:	18,606
2	Number of Past Due Residential Customer Accounts:	3,618
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains Natural Gas for report period ending: April, 2016

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	1,263
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only	
a)	# Electric - heat affected	N/A << Invalid Number
b)	# Electric - heat not affected	N/A << Invalid Number
c)	# Gas - heat affected	0 120
d)	# Gas - heat not affected	0 0
e)	Total # disconnected	0 120
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	N/A << Invalid Number
b)	# Electric - heat not affected	N/A << Invalid Number
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0 120

Company: Great Plains Natural Gas for report period ending: April, 2016

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$166,260
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$46
26	Total dollars received from energy assistance programs:	\$51,693
27	Total dollars received from other sources (private organizations):	\$1,486
28	Total Revenue from sales to residential accounts:	\$855,409
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$46
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

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

<< Invalid Number
<< Invalid Number

RECONNECTION DATA

37	# Accounts reconnected	21
38	# Accounts remaining disconnected	137
a)	1-30 days	105
b)	31-60 days	
c)	61+ days	32

Required

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	Required
Reporting Year:	2016	Required
Reporting Period:	May	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: May, 2016

1	Number of Residential Customer Accounts:	18,444
2	Number of Past Due Residential Customer Accounts:	3,946
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains Natural Gas for report period ending: May, 2016

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	983
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only	
a)	# Electric - heat affected	n/a << Invalid Number
b)	# Electric - heat not affected	n/a << Invalid Number
c)	# Gas - heat affected	180
d)	# Gas - heat not affected	0
e)	Total # disconnected	180 0
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	180 180

Company: Great Plains Natural Gas for report period ending: May, 2016

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$112,907
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$29
26	Total dollars received from energy assistance programs:	\$23,098
27	Total dollars received from other sources (private organizations):	\$1,624
28	Total Revenue from sales to residential accounts:	\$568,964
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$31
30	Intentionally Blank	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	n/a
b)	# Electric - heat not affected	n/a
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
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
35	Intentionally Blank	
36	Intentionally Blank	

<< Invalid Number
<< Invalid Number

RECONNECTION DATA

37	# Accounts reconnected	45
38	# Accounts remaining disconnected	272
a)	1-30 days	148
b)	31-60 days	103
c)	61+ days	21

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	Required
Reporting Year:	2016	Required
Reporting Period:	June	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: June, 2016

1	Number of Residential Customer Accounts:	18,310
2	Number of Past Due Residential Customer Accounts:	3,447
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains Natural Gas for report period ending: June, 2016

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	940
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only	
a)	# Electric - heat affected	N/A << Invalid Number
b)	# Electric - heat not affected	N/A << Invalid Number
c)	# Gas - heat affected	114
d)	# Gas - heat not affected	0
e)	Total # disconnected	114 0
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	N/A << Invalid Number
b)	# Electric - heat not affected	N/A << Invalid Number
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	114 114

Company: Great Plains Natural Gas for report period ending: June, 2016

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$73,250
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$21
26	Total dollars received from energy assistance programs:	\$16,728
27	Total dollars received from other sources (private organizations):	\$1,033
28	Total Revenue from sales to residential accounts:	\$327,497
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$18
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

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

<< Invalid Number
<< Invalid Number

RECONNECTION DATA

37	# Accounts reconnected	41
38	# Accounts remaining disconnected	345
a)	1-30 days	89
b)	31-60 days	238
c)	61+ days	18

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	Required
Reporting Year:	2016	Required
Reporting Period:	July	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: July, 2016

1	Number of Residential Customer Accounts:	18,238	
2	Number of Past Due Residential Customer Accounts:	3,780	
3	Number of Cold Weather Protection Requests:	N/A	<< Invalid Number

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains Natural Gas for report period ending: July, 2016

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	723	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only		
a)	# Electric - heat affected	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	<< Invalid Number
c)	# Gas - heat affected	115	
d)	# Gas - heat not affected	0	
e)	Total # disconnected	115	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	<< Invalid Number
c)	# Gas - heat affected	N/A	<< Invalid Number
d)	# Gas - heat not affected	N/A	<< Invalid Number
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	115	115

Company: Great Plains Natural Gas for report period ending: July, 2016

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$4,797,207
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$1,269
26	Total dollars received from energy assistance programs:	\$8,543
27	Total dollars received from other sources (private organizations):	\$1,072
28	Total Revenue from sales to residential accounts:	\$239,283
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$13
30	Intentionally Blank	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	<< Invalid Number
c)	# Gas - heat affected	N/A	<< Invalid Number
d)	# Gas - heat not affected	N/A	<< Invalid Number
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).	N/A	<< Invalid Number
35	Intentionally Blank		
36	Intentionally Blank		

RECONNECTION DATA

37	# Accounts reconnected	36
38	# Accounts remaining disconnected	424
a)	1-30 days	90
b)	31-60 days	83
c)	61+ days	251

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	Required
Reporting Year:	2016	Required
Reporting Period:	August	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: August, 2016

1	Number of Residential Customer Accounts:	18,210
2	Number of Past Due Residential Customer Accounts:	3,295
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains Natural Gas for report period ending: August, 2016

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	594
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only	
a)	# Electric - heat affected	N/A << Invalid Number
b)	# Electric - heat not affected	N/A << Invalid Number
c)	# Gas - heat affected	52
d)	# Gas - heat not affected	0
e)	Total # disconnected	52 0
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	N/A << Invalid Number
b)	# Electric - heat not affected	N/A << Invalid Number
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	52 52

Company: Great Plains Natural Gas for report period ending: August, 2016

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$33,950
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$10
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$1,292
28	Total Revenue from sales to residential accounts:	\$243,987
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$13
30	Intentionally Blank	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	<< Invalid Number
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
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	
35	Intentionally Blank		
36	Intentionally Blank		

RECONNECTION DATA

37	# Accounts reconnected	23
38	# Accounts remaining disconnected	453
a)	1-30 days	37
b)	31-60 days	85
c)	61+ days	331

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	Required
Reporting Year:	2016	Required
Reporting Period:	September	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: September, 2016

1	Number of Residential Customer Accounts:	18,286
2	Number of Past Due Residential Customer Accounts:	3,633
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains Natural Gas for report period ending: September, 2016

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	383
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only	
a)	# Electric - heat affected	n/a << Invalid Number
b)	# Electric - heat not affected	n/a << Invalid Number
c)	# Gas - heat affected	50
d)	# Gas - heat not affected	0
e)	Total # disconnected	50 0
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	n/a << Invalid Number
b)	# Electric - heat not affected	n/a << Invalid Number
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	50 50

Company: Great Plains Natural Gas for report period ending: September, 2016

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$20,862
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$6
26	Total dollars received from energy assistance programs:	\$600
27	Total dollars received from other sources (private organizations):	\$1,357
28	Total Revenue from sales to residential accounts:	\$248,539
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$14
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected	n/a	<< Invalid Number
b)	# Electric - heat not affected	n/a	<< Invalid Number
c)	# Gas - heat affected	n/a	<< Invalid Number
d)	# Gas - heat not affected	n/a	<< Invalid Number
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).	0	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

37	# Accounts reconnected	48
38	# Accounts remaining disconnected	455
a)	1-30 days	27
b)	31-60 days	31
c)	61+ days	397

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	Required
Reporting Year:	2016	Required
Reporting Period:	October	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: October, 2016

1	Number of Residential Customer Accounts:	18,550
2	Number of Past Due Residential Customer Accounts:	3,765
3	Number of Cold Weather Protection Requests:	9

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	9
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	9

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains Natural Gas for report period ending: October, 2016

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	9
a)	Number of PS requests received	9
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	9
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	461
----	--	-----

21 Number of customer accounts disconnected who did not seek protection:
 Duplicate columns for use in April and October
 April 1-15 and October 1-15 in 1st column
 April 16-30 and October 16-31 in 2nd column
All other months, use 1st column only

a)	# Electric - heat affected	N/A	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	N/A	<< Invalid Number
c)	# Gas - heat affected	17	0	
d)	# Gas - heat not affected	0	0	
e)	Total # disconnected	17	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	<< Invalid Number
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	Total # disconnected (See Note)	0	

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	17	17
----	---	----	----

Company: Great Plains Natural Gas for report period ending: October, 2016

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$20,473
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$5
26	Total dollars received from energy assistance programs:	\$216
27	Total dollars received from other sources (private organizations):	\$2,771
28	Total Revenue from sales to residential accounts:	\$338,673
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$18
30	Intentionally Blank	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	N/A
b)	# Electric - heat not affected	N/A
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
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
35	Intentionally Blank	
36	Intentionally Blank	

<< Invalid Number
<< Invalid Number

RECONNECTION DATA

37	# Accounts reconnected	
38	# Accounts remaining disconnected	349
a)	1-30 days	11
b)	31-60 days	23
c)	61+ days	315

Required

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	Required
Reporting Year:	2016	Required
Reporting Period:	November	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: November, 2016

1	Number of Residential Customer Accounts:	18,706
2	Number of Past Due Residential Customer Accounts:	3,638
3	Number of Cold Weather Protection Requests:	1

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains Natural Gas for report period ending: November, 2016

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:		413
----	--	--	-----

21 Number of customer accounts disconnected who did not seek protection:
 Duplicate columns for use in April and October
 April 1-15 and October 1-15 in 1st column
 April 16-30 and October 16-31 in 2nd column

All other months, use 1st column only

a)	# Electric - heat affected	N/A		<< Invalid Number
b)	# Electric - heat not affected	N/A		<< Invalid Number
c)	# Gas - heat affected		1	
d)	# Gas - heat not affected		0	
e)	Total # disconnected		1	0

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected	N/A		<< Invalid Number
b)	# Electric - heat not affected	N/A		<< Invalid Number
c)	# Gas - heat affected		0	
d)	# Gas - heat not affected		0	
e)	Total # disconnected (See Note)		0	

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

Company: Great Plains Natural Gas for report period ending: November, 2016

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$19,572
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$5
26	Total dollars received from energy assistance programs:	\$95,076
27	Total dollars received from other sources (private organizations):	\$9,048
28	Total Revenue from sales to residential accounts:	\$591,068
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$32
30	Intentionally Blank	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	N/A
b)	# Electric - heat not affected	N/A
c)	# Gas - heat affected	1
d)	# Gas - heat not affected	0
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).	0
35	Intentionally Blank	
36	Intentionally Blank	

<< Invalid Number
<< Invalid Number

RECONNECTION DATA

37	# Accounts reconnected	55
38	# Accounts remaining disconnected	295
a)	1-30 days	1
b)	31-60 days	11
c)	61+ days	283

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	Required
Reporting Year:	2016	Required
Reporting Period:	December	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: December, 2016

1	Number of Residential Customer Accounts:	18,781
2	Number of Past Due Residential Customer Accounts:	3,250
3	Number of Cold Weather Protection Requests:	1

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains Natural Gas for report period ending: December, 2016

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	628
----	--	-----

21 Number of customer accounts disconnected who did not seek protection:
 Duplicate columns for use in April and October
 April 1-15 and October 1-15 in 1st column
 April 16-30 and October 16-31 in 2nd column
All other months, use 1st column only

a)	# Electric - heat affected	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	<< Invalid Number
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	Total # disconnected	0	0

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	<< Invalid Number
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	Total # disconnected (See Note)	0	

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

Company: Great Plains Natural Gas for report period ending: December, 2016

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$33,481
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$10
26	Total dollars received from energy assistance programs:	\$68,063
27	Total dollars received from other sources (private organizations):	\$904
28	Total Revenue from sales to residential accounts:	\$1,302,317
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$69
30	Intentionally Blank	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	N/A
b)	# Electric - heat not affected	N/A
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
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
35	Intentionally Blank	
36	Intentionally Blank	

<< Invalid Number
<< Invalid Number

RECONNECTION DATA

37	# Accounts reconnected	151
38	# Accounts remaining disconnected	144
a)	1-30 days	1
b)	31-60 days	10
c)	61+ days	133

[END]

cwrutilrpt.xls ver 3.0

Schedule 4
Service Extension Request
Response Time

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2016**

Service Extension Request Response Times

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
New Service Extensions 1/													
Residential													
Number of Extensions	122	0	0	0	5	8	13	11	16	21	32	13	3
Average Days to Complete 2/	19	0	0	0	5	33	41	42	29	14	17	14	30
Commercial													
Number of Extensions	30	0	0	0	1	3	3	0	6	3	5	8	1
Average Days to Complete 2/	12	0	0	0	0	0	20	0	54	28	7	33	6
Renewed Service Extensions 3/													
Residential													
Number of Extensions	1,051	56	28	20	30	44	70	92	100	158	224	142	87
Average Days to Complete	1	1	1	1	1	1	1	1	1	1	1	1	1
Commercial													
Number of Extensions	211	13	8	5	4	9	7	7	15	29	51	42	21
Average Days to Complete	1	1	1	1	1	1	1	1	1	1	1	1	1

- 1/ New service requests for locations not previously served.
2/ Service line installed date to date the meter was installed.
3/ Service requests for locations previously served.

Schedule 5
Customer Deposits

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2016**

Customer Deposits

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

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

Schedule 6
Customer Complaints

**Great Plains Natural Gas Co.
 Gas Service Quality Annual Report
 For the Calendar Year Ending December 31, 2016**

Number of Customer Complaints 1/

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Residential	9	0	0	0	1	0	1	0	2	4	0	1	0
Commercial	<u>1</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total	10	0	1	0	1	0	1	0	2	4	0	1	0

1/ Includes customer complaints received from the Consumer Affairs Office and the Attorney General's office.

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2016

	Total		Jan		Feb		Mar		Apr		May		June		July		Aug		Sept		Oct		Nov		Dec			
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%		
Residential																												
Billing Errors	2	22%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	2	50%	0	0%	0	0%	0	0%	0	0%
Inaccurate Metering	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Wrongful Disconnection	1	11%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%	0	0%	0	0%	0	0%	0	0%
High Bills	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Inadequate Service	1	11%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%
Service-Extension Interval	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Service-Restoration Interval	2	22%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	1	50%	0	0%	0	0%	0	0%	0	0%	0	0%
Payment Arrangements	1	11%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Other	2	22%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	50%	1	25%	0	0%	0	0%	0	0%	0	0%
Total Residential	9	99%	0	0%	0	0%	0	0%	1	100%	0	0%	1	100%	0	0%	2	100%	4	100%	0	0%	1	100%	0	0%	0	0%
Commercial																												
Billing Errors	1	100%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Inaccurate Metering	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Wrongful Disconnection	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
High Bills	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Inadequate Service	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Service-Extension Interval	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Service-Restoration Interval	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Payment Arrangements	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Total Commercial	1	100%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

1/ Includes customer complaints received from the Consumer Affairs Office and the Attorney General's office.

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2016**

Number & Percentage of Customer Complaints by Resolution Timeframe 1/

	Total		Jan		Feb		Mar		Apr		May		June		July		Aug		Sept		Oct		Nov		Dec		
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
Residential																											
Immediate	9	100%	0	0%	0	0%	0	0%	1	100%	0	0%	1	100%	0	0%	2	100%	4	100%	0	0%	1	100%	0	0%	
Within 10 Days	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Greater Than 10 Days	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Unresolved	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Total Residential	9	100%	0	0%	0	0%	0	0%	1	100%	0	0%	1	100%	0	0%	2	100%	4	100%	0	0%	1	100%	0	0%	
Commercial																											
Immediate	1	100%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Within 10 Days	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Greater Than 10 Days	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Unresolved	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Total Commercial	1	100%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	

1/ Includes customer complaints received from the Consumer Affairs Office and the Attorney General's office.

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2016**

Number & Percentage of Customer Complaints by Resolution Type 1/

	Total		Jan		Feb		Mar		Apr		May		June		July		Aug		Sept		Oct		Nov		Dec			
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%		
Residential																												
Agree	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Compromise	4	44%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	50%	2	50%	0	0%	1	100%	0	0%	0	0%
Demonstrate	2	22%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	1	25%	0	0%	0	0%	0	0%	0	0%
Refuse	3	33%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	1	50%	1	25%	0	0%	0	0%	0	0%	0	0%
Not Assigned	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Total Residential	9	100%	0	0%	0	0%	0	0%	1	100%	0	0%	1	100%	0	0%	2	100%	4	100%	0	0%	1	100%	0	0%	0	0%
Commercial																												
Agree	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Compromise	1	100%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Demonstrate	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Refuse	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Not Assigned	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Total Commercial	1	100%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

1/ Includes customer complaints received from the Consumer Affairs Office and the Attorney General's office.

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2016**

Number of Customer Calls by Type - General Inquiry

	Total		January		February		March		April		May		June		July		August		September		October		November		December	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Billing Error	5,991	27%	483	30%	457	30%	556	30%	612	34%	548	29%	510	27%	395	24%	490	28%	539	28%	487	21%	438	24%	476	28%
High Bill	423	2%	18	1%	30	2%	80	4%	38	2%	39	2%	19	1%	51	3%	23	1%	38	2%	15	1%	21	1%	51	3%
Inaccurate Metering	42	0%	0	0%	0	0%	18	1%	2	0%	1	0%	2	0%	1	0%	1	0%	2	0%	2	0%	5	0%	8	1%
Emergency	1,007	5%	118	7%	83	5%	79	4%	72	4%	60	3%	49	3%	75	4%	63	4%	74	4%	91	4%	115	6%	128	7%
Payment Arrangements	1,960	9%	172	11%	135	9%	189	10%	206	11%	264	14%	238	13%	195	12%	123	7%	117	5%	121	5%	90	5%	110	6%
Inadequate Service	207	1%	13	1%	9	1%	25	2%	6	0%	5	0%	6	0%	9	1%	18	1%	37	2%	35	2%	21	1%	23	1%
Service Extensions	1,440	7%	162	10%	131	8%	115	6%	150	8%	157	8%	91	5%	100	6%	95	6%	105	5%	122	5%	111	6%	101	6%
Service Request	1,943	9%	58	4%	91	6%	92	5%	128	7%	142	7%	155	8%	144	9%	176	10%	284	15%	333	14%	217	12%	123	7%
Stop Service	6,023	27%	316	19%	365	23%	401	22%	419	23%	544	28%	539	29%	483	28%	555	32%	640	33%	745	32%	572	31%	444	26%
Wrongful Disconnection	10	0%	1	0%	1	0%	1	0%	2	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	1	0%	3	0%
Other	2,878	13%	283	17%	256	16%	286	16%	194	11%	181	9%	261	14%	221	13%	195	11%	119	6%	365	16%	259	14%	258	15%
Total	21,924	100%	1,624	100%	1,558	100%	1,842	100%	1,829	100%	1,941	100%	1,870	100%	1,675	100%	1,739	100%	1,955	100%	2,316	100%	1,850	100%	1,725	100%

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2016
Number of Customer Calls by Call Code by Type and Resolution 1/

	Total		January		February		March		April		May		June		July		August		September		October		November		December		
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
Billing Error																											
Agree	1,195	12%	108	15%	88	12%	105	12%	112	12%	127	15%	145	19%	122	17%	158	20%	148	15%	33	3%	19	2%	30	4%	
Compromise	410	4%	23	3%	72	10%	81	9%	70	8%	90	10%	47	6%	3	1%	3	0%	2	0%	5	1%	3	0%	11	2%	
Demonstrate	4,334	43%	340	46%	288	40%	363	41%	429	46%	331	37%	317	41%	269	38%	329	41%	384	38%	439	44%	412	51%	433	55%	
Refuse	52	1%	12	2%	9	1%	7	1%	1	0%	0	0%	1	0%	1	0%	0	0%	5	1%	10	1%	4	1%	2	0%	
	<u>5,991</u>		<u>483</u>		<u>457</u>		<u>556</u>		<u>612</u>		<u>548</u>		<u>510</u>		<u>395</u>		<u>490</u>		<u>539</u>		<u>487</u>		<u>438</u>		<u>476</u>		
High Bill																											
Agree	194	2%	8	1%	18	3%	22	2%	24	3%	21	2%	10	1%	24	3%	10	1%	24	2%	8	1%	5	1%	20	3%	
Compromise	110	1%	5	1%	6	1%	46	5%	2	0%	13	2%	4	1%	16	2%	6	1%	4	0%	0	0%	3	0%	5	1%	
Demonstrate	94	1%	4	1%	5	1%	7	1%	8	1%	5	1%	3	0%	6	1%	6	1%	7	1%	6	1%	13	2%	24	3%	
Refuse	25	0%	1	0%	1	0%	5	1%	4	0%	0	0%	2	0%	5	1%	1	0%	3	0%	1	0%	0	0%	2	0%	
	<u>423</u>		<u>18</u>		<u>30</u>		<u>80</u>		<u>38</u>		<u>39</u>		<u>19</u>		<u>51</u>		<u>23</u>		<u>38</u>		<u>15</u>		<u>21</u>		<u>51</u>		
Inaccurate Meter																											
Agree	22	0%	0	0%	0	0%	4	0%	2	0%	0	0%	2	0%	0	0%	1	0%	2	0%	1	0%	3	0%	7	1%	
Compromise	2	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Demonstrate	15	0%	0	0%	0	0%	13	1%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	1	0%	
Refuse	3	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	2	0%	0	0%	
	<u>42</u>		<u>0</u>		<u>0</u>		<u>18</u>		<u>2</u>		<u>1</u>		<u>2</u>		<u>1</u>		<u>1</u>		<u>2</u>		<u>2</u>		<u>5</u>		<u>8</u>		
Inadequate Service																											
Agree	50	1%	3	0%	2	0%	6	1%	1	0%	2	0%	3	0%	1	0%	4	0%	9	1%	3	0%	10	1%	6	1%	
Compromise	7	0%	1	0%	0	0%	3	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	2	0%	0	0%	0	0%	
Demonstrate	127	1%	8	1%	7	1%	11	1%	4	0%	3	0%	3	0%	6	1%	14	2%	22	2%	23	2%	11	1%	15	2%	
Refuse	23	0%	1	0%	0	0%	5	1%	1	0%	0	0%	0	0%	2	0%	0	0%	5	1%	7	1%	0	0%	2	0%	
	<u>207</u>		<u>13</u>		<u>9</u>		<u>25</u>		<u>6</u>		<u>5</u>		<u>6</u>		<u>9</u>		<u>18</u>		<u>37</u>		<u>35</u>		<u>21</u>		<u>23</u>		
Service Extension																											
Agree	374	4%	13	2%	28	4%	31	4%	51	6%	48	5%	32	4%	40	6%	25	3%	33	3%	18	2%	22	3%	33	4%	
Compromise	111	1%	4	1%	9	1%	17	2%	14	2%	11	1%	9	1%	11	2%	14	2%	11	1%	8	1%	2	0%	1	0%	
Demonstrate	928	9%	143	19%	92	13%	62	7%	82	9%	97	11%	49	7%	48	7%	53	7%	58	6%	93	9%	84	10%	67	9%	
Refuse	27	0%	2	0%	2	0%	5	1%	3	0%	1	0%	1	0%	1	0%	3	0%	3	0%	3	0%	3	0%	0	0%	
	<u>1,440</u>		<u>162</u>		<u>131</u>		<u>115</u>		<u>150</u>		<u>157</u>		<u>91</u>		<u>100</u>		<u>95</u>		<u>105</u>		<u>122</u>		<u>111</u>		<u>101</u>		
Service Restoration																											
Agree	705	7%	21	3%	42	6%	39	4%	46	5%	43	5%	59	8%	51	7%	87	11%	115	12%	83	8%	78	10%	41	5%	
Compromise	57	1%	1	0%	2	0%	3	0%	2	0%	3	0%	3	0%	12	2%	3	0%	12	1%	11	1%	4	1%	1	0%	
Demonstrate	1,142	12%	33	5%	45	7%	49	6%	78	8%	94	11%	93	12%	76	11%	86	11%	155	16%	223	23%	131	16%	79	10%	
Refuse	39	0%	3	0%	2	0%	1	0%	2	0%	2	0%	0	0%	5	1%	0	0%	2	0%	16	2%	4	1%	2	0%	
	<u>1,943</u>		<u>58</u>		<u>91</u>		<u>92</u>		<u>128</u>		<u>142</u>		<u>155</u>		<u>144</u>		<u>176</u>		<u>284</u>		<u>333</u>		<u>217</u>		<u>123</u>		
Wrongful Disconnect																											
Agree	6	0%	1	0%	1	0%	1	0%	2	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Compromise	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	
Demonstrate	3	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	2	0%	
Refuse	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
	<u>10</u>		<u>1</u>		<u>1</u>		<u>1</u>		<u>2</u>		<u>0</u>		<u>0</u>		<u>1</u>		<u>0</u>		<u>0</u>		<u>0</u>		<u>1</u>		<u>3</u>		
Total	<u>10,056</u>	<u>100%</u>	<u>735</u>	<u>100%</u>	<u>719</u>	<u>100%</u>	<u>887</u>	<u>100%</u>	<u>938</u>	<u>100%</u>	<u>892</u>	<u>100%</u>	<u>783</u>	<u>100%</u>	<u>701</u>	<u>100%</u>	<u>803</u>	<u>100%</u>	<u>1,005</u>	<u>100%</u>	<u>994</u>	<u>100%</u>	<u>814</u>	<u>100%</u>	<u>785</u>	<u>100%</u>	

1/ Emergency, payment arrangements or stop service calls were not coded by type nor resolution.



A Division of MDU Resources Group, Inc.

705 West Fir Ave.
PO Box 176
Fergus Falls, MN 56538-0176
1-877-267-4764

April 13, 2017

Mr. Dan Wolf
Executive Secretary
Minnesota Public Utilities Commission
121 East Seventh Place, Suite 350
St. Paul, MN 55101

**RE: Compliance Filing of Great Plains Natural Gas Co.
Annual Summary of Customer Complaints
Docket No. G-004/M-17 _____**

Dear Dr. Wolf:

Great Plains Natural Gas Co. (Great Plains), a Division of MDU Resources Group, Inc., herewith electronically submits its 2016 Annual Summary of Customer Complaints pursuant to Minnesota Rule 7820.0500.

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

Sincerely,

/s/ Tamie Aberle

Tamie Aberle
Director of Regulatory Affairs

Minnesota Public Utilities Commission

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

ANNUAL SUMMARY OF CUSTOMER COMPLAINTS

for Year Ending 12/31/2016

in accordance with Minn. Rule 7820.0500

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

I. Complaint Type	Residential			Commercial			Industrial			Government		
	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved
A. Billing Errors	2	2		1	1		0			0		
B. Inaccurate Metering	0	0		0			0			0		
C. Wrongful Disconnection	1	1		0			0			0		
D. High Bills	0	0		0			0			0		
E. Inadequate Service	1	1		0			0			0		
F. Service-Extension Interval	0	0		0			0			0		
G. Service-Restoration Interval	2	2		0			0			0		
H. Payment Arrangements	1	1		0			0			0		
I. Other	2	2		0			0			0		
Total Complaints	9	9		1	1		0			0		

II. Number of Customers	16-Dec	15-Dec	Change
	2016	2015	
Residential	18,628	18,502	126
Commercial/Industrial	2,956	2,904	52
Interruptible	147	145	2
Total	21,731	21,551	180

III. Contact Names of Great Plains Personnel:

Karen Collins	Tamie Aberle
800-431-5733	701-222-7856
701-222-7729	
400 N. 4th Street	400 N. 4th Street
Bismarck, ND 58501	Bismarck, ND 58501

Schedule 7
Gas Emergency Response Time

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2016**

Gas Emergency Response Times

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Calls Responded to in 1 hour or less	90	4	10	7	8	5	8	8	4	6	12	7	11
Percentage	95%	100%	91%	100%	100%	100%	100%	100%	67%	86%	100%	88%	100%
Calls Responded to in over 1 hour	5	0	1	0	0	0	0	0	2	1	0	1	0
Percentage	5%	0%	9%	0%	0%	0%	0%	0%	33%	14%	0%	12%	0%
Total Calls	95	4	11	7	8	5	8	8	6	7	12	8	11
Average Response Time (in minutes)	23	25	18	19	23	25	13	17	40	29	20	25	17



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form CY 2016

Reporting Company: Great Plains Natural Gas Co.

Circle Reporting Period:

Contact Person: Mike Schoepp

January/February

March/April

Phone: 701-224-5857

May/June

July/August

Email Address: mike.schoepp@mdu.com

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	15	5			
> 10 min. to 20 min.		5			
> 20 min. to 40 min.		2			
> 40 min. to 60 min.		2			
> 60 min. to 80 min.		1			
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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

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

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

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

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

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

Send report within 30 days of the end of the reporting period to:
 Mail to: Minnesota Office of Pipeline Safety
 444 Cedar St, Suite 147
 St. Paul MN 55101- 5147
 Email: Dps.Mnops.Response@state.mn.us
 or Fax: 651-296-9641
 For more information call 651-201-7230



Minnesota State Fire Marshal

Emergency Response Reporting Form 2016

Reporting Company: Great Plains Natural Gas Co.

Circle Reporting Period:

Contact Person: Wade Jutila

January/February **March/April**

Phone: 701-224-5857

May/June July/August

Email Address: wade.jutila@mdu.com

September/October November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	14	1			
> 10 min. to 20 min.	1	7			
> 20 min. to 40 min.		6			
> 40 min. to 60 min.		1			
> 60 min. to 80 min.					
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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

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

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

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

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

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

Send report within 30 days of the end of the reporting period to:
 Mail to: Minnesota Office of Pipeline Safety
 444 Cedar St, Suite 147
 St. Paul MN 55101- 5147
 Email: Dps.Mnops.Response@state.mn.us
 or Fax: 651-296-9641
 For more information call 651-201-7230



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form CY 2016

Reporting Company: Great Plains Natural Gas Co.

Circle Reporting Period:

Contact Person: Wade Jutila

January/February

March/April

Phone: 701-224-5857

May/June

July/August

Email Address: wade.jutila@mdu.com

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	12	5			
> 10 min. to 20 min.		3			
> 20 min. to 40 min.	1	4			
> 40 min. to 60 min.		1			
> 60 min. to 80 min.					
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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

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

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

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

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

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

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

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

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

For more information call 651-201-7230



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form CY 2016

Reporting Company: Great Plains Natural Gas Co.

Contact Person: Wade Jutila

Phone: 701-224-5857

Email Address: wade.jutila@mdu.com

Circle Reporting Period:

January/February

March/April

May/June

July/August

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	12	2			
> 10 min. to 20 min.		6			
> 20 min. to 40 min.	2	3			
> 40 min. to 60 min.		1			
> 60 min. to 80 min.		2			
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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

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

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

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

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

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

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

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

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

For more information call 651-201-7230



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form CY 2016

Reporting Company: Great Plains Natural Gas Co.

Circle Reporting Period:

Contact Person: Wade Jutila

January/February

March/April

Phone: 605-355-4034

May/June

July/August

Email Address: wade.jutila@mdu.com

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	17	6			
> 10 min. to 20 min.	2	3			
> 20 min. to 40 min.		7			
> 40 min. to 60 min.		2			
> 60 min. to 80 min.		1			
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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

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

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

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

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

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

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

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

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

For more information call 651-201-7230



Minnesota State Fire Marshal

Emergency Response Reporting Form 2016

Reporting Company: Great Plains Natural Gas Co.

Circle Reporting Period:

Contact Person: Wade Jutila

January/February

March/April

Phone: 701-224-5857

May/June

July/August

Email Address: wade.jutila@mdu.com

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	18	2			
> 10 min. to 20 min.	1	11			
> 20 min. to 40 min.		5			
> 40 min. to 60 min.					
> 60 min. to 80 min.					
> 80 min. to 100 min.		1			
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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

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

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

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

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

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

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

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

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

For more information call 651-201-7230

**Schedules 8 and 9
Mislocates and Gas System
Damage**

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2016**

Mislocate Rates

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Number of Mislocates	11	0	0	0	1	2	2	2	2	1	1	0	0
Not Marked Line	5	0	0	0	0	1	1	0	2	0	1	0	0
Mis-Marked Line	6	0	0	0	1	1	1	2	0	1	0	0	0
Number of Locate Tickets 1/	11,858	397	365	644	1,101	1,461	1,411	1,254	1,359	1,391	1,231	813	431
Number of Mislocates per 1000 Locate Tickets	0.93	0.00	0.00	0.00	0.91	1.37	1.42	1.59	1.47	0.72	0.81	0.00	0.00

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

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2016**

Gas System Damage

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Damage Under the Control of Great Plains' Employees and Contractors	8	0	0	0	0	1	4	1	0	1	1	0	0
Damage - All Other Causes	30	0	0	0	1	5	1	5	4	5	7	2	0
Total Number of Damages	38	0	0	0	1	6	5	6	4	6	8	2	0
Miles of Pipe 1/	522	522	522	522	522	522	522	522	522	522	522	522	522
Damage per 100 Miles of Pipe Under the Control of Great Plains' Employees and Contractors	1.53	0.00	0.00	0.00	0.00	0.19	0.77	0.19	0.00	0.19	0.19	0.00	0.00
All Other Causes	5.75	0.00	0.00	0.00	0.19	0.96	0.19	0.96	0.77	0.96	1.34	0.38	0.00
Total	7.28	0.00	0.00	0.00	0.19	1.15	0.96	1.15	0.77	1.15	1.53	0.38	0.00

1/ Total miles of distribution (457.56) and transmission (64.887) main operated in Minnesota as of December 31, 2015.



Minnesota Office of Pipeline Safety

Quarterly Utility Damage Reporting Form

445 Minnesota Street, Suite 147 ● St. Paul, Minnesota 55101-5147 ● Phone: 651.201.7230

Purpose of this Form: This form will be used by MNOPS in the evaluation of the state damage prevention laws, Minnesota Statute 216D and Minnesota Rule Chapter 7560, in the state of Minnesota. As always, MNOPS will continue to investigate individual complaints made from utility operators, excavators, and the public. A statewide summary of quarterly data submitted to MNOPS will be made available on the MNOPS website at www.dps.state.mn.us.

Directions: Fill in the information as specified below for data acquired during the quarterly period. When finished click the submit button at the top of the form. Once the submit button has been clicked, this data will automatically be sent to MNOPS. A reply email will be sent to the utility operator's email acknowledging that MNOPS has received the reporting form.

Intrastate Gas Utility Operators: This is a mandatory reporting form created by MNOPS per Minnesota Statute 299F.63. Submit this form to MNOPS quarterly. Information submitted will be used by MNOPS inspectors in coordination with annual inspections.

Other Utility Operators: This information is crucial data for the evaluation of utility damages in Minnesota. MNOPS asks that other utility operators submit this data quarterly to support damage prevention in the state of Minnesota.

Part A) General Information -

Name of Utility Operator:	Great Plain Natural Gas - 2016	Quarter Submitting:	1st Qtr
Contact Person:	Josh Sanders	Email Address:	josh.sanders@mdu.com
Type of Utility Reporting:	Gas Distribution	Phone Number:	701-222-7773

Part B) Number of Locates and Number of Damages -

0	Total number of excavation damages occurring this quarter as will be reported on this form.
1406	Total number of excavation notifications received from Gopher State One Call this quarter.

Part C) Root Causes** of Excavation* Related Damages -

*Excavation per MS216D.01 Subd 5 means an activity that moves, removes, or otherwise disturbs the soil by use of a motor, engine, hydraulic or pneumatically powered tool, or machine-powered equipment of any kind, or by explosives. Only place damage data in this section that requires a locate request or the excavator had a locate request.

**Root Cause means the most basic cause that can reasonably be identified that when fixed would prevent future recurrence. For utility damages, multiple violations of MS216D could occur during a damage but the root cause would be the violation of MS216D that is directly related to the damage occurring. For example, an excavator may have failed to use white markings to show a proposed excavation location, however, if the utility was correctly located and the excavator failed to determine the precise location of the utility prior to excavating, the root cause would be the excavator failing to determine the precise location of the utility.

Damages	Notification Not Made
0	1. Notification Not Made MS216D.04 Subd 1(a): Excavator did not make notification to Gopher State One Call (i.e. no locate ticket).
Damages	Notification Practices Not Sufficient
0	1. Excavation Outside Request MS216D.04 Subd 1(b)(2): Excavator performed excavation outside of the limits described on excavation notification.
0	2. Prior to Start Time MS216D.04 Subd 1(a): Excavator did not make notification more then 48 hours prior to beginning excavation.
0	3. Expired Notification MS216D.04 Subd 4(c): Excavator did not make a refresh notification after 14 calendar days (i.e. ongoing continuous excavation).
0	Sub-Total

Damages	Excavation Practices Not Sufficient
0	1. Failed to Determine Precise Location MS216D.04 Subd 4(a): Excavator failed to determine the precise location of marked facility, within 2-feet each side of locate marks, prior to starting excavation (i.e. damaged by excavation equipment, not potholing, no hand digging).
0	2. Failed to Maintain Marks MS 216D.04 Subd 4(d): Excavator failed to maintain, preserve, or protect marks (i.e. marks destroyed after work started).
0	3. No White Markings MS 216D.05(2): Excavator failed to provide white marks prior to utility locating which lead directly to error with marking the facilities causing the corresponding damage.
0	4. Failed to Maintain Clearance MS 216D.05(3): Excavator failed to maintain clearance between underground utility and cutting edge of equipment (i.e. damaged by bucket, damaged by directional drill, damaged by trencher).
0	5. Failed to Protect and Support During Excavation MS 216D.05(4): Excavator failed to support or protect exposed facilities (i.e. no supports under utility causing damage, soil damaged utility during excavation).
0	6. Damage by Hand Dig MS 216D.05(5): Excavator had a valid locate request and was exposing facility with non-excavation equipment which caused damage (i.e. damage with shovel or spade, damage with Vac Truck).
0	Sub-Total
Damages	Locating Practices Not Sufficient
0	1. Incorrect Records or Maps MN Rule 7560.0150 Subpart 1: Facility record or map was not correct leading to facilities not being marked or mis-marked.
0	2. Not Marked MS 216D.04 Subd 3(a): The facility was not marked as shown on records or maps (i.e. locator did not see utility on map, above ground facilities not noticed in the field, could not find or mark) .
0	3. Mis-Marked MS216D.04 Subd 3(c): Facility was marked as shown on records or maps but marks were outside 2-foot tolerance zone (i.e. signal bled off onto another utility).
0	Sub-Total
0	Total Damages

Part D) Root Causes of Non-Excavation* Related Damages -**

***Excavation per MS216D.01 Subd 5 means an activity that moves, removes, or otherwise disturbs the soil by use of a motor, engine, hydraulic or pneumatically powered tool, or machine-powered equipment of any kind, or by explosives. Only place damage data in this section where the damage occurred in the absence of excavation and did not require a locate request by law.

Damages	Damage Caused by MS216D Exemptions
	1. Non-Excavation Equipment MS216D.01 Subd 5: Damage was caused by non-excavation equipment not requiring notification to Gopher State One Call (i.e. damage caused by shovel, stake, post, forming rods).
	2. Extraction of Minerals MS216D.01 Subd 5(1): Damage was caused during the extraction of minerals not requiring notification to Gopher State One Call (i.e. damage while mining).
	3. Cemetery Grave Opening MS216D.01 Subd 5(2): Damage was caused during the opening of a grave in a cemetery not requiring notification to Gopher State One Call.
	4. Roadway Maintenance MS216D.01 Subd 5(3): Damage caused during the normal maintenance of roads and streets not changing the original grade or ditch and not requiring notification to Gopher State One Call (i.e. snow plowing).
	5. Agriculture Work MS216D.01 Subd 5(4): Damage was caused during plowing, cultivating, planting, harvesting, or similar work during crop growth, tree planting, unless depth is greater than 18-inches, and not requiring notification to Gopher State One Call.
	6. Gardening Work MS216D.01 Subd 5(5): Damage was caused during gardening unless depth greater than 12-inches and not requiring notification to Gopher State One Call.
	7. Planting of Windbreaks MS216D.01 Subd 5(1): Damage was caused during the planting of windbreaks, shelterbelts, and tree plantations unless depth greater than 18-inches and not requiring notification to Gopher State One Call.
0	Total Damages



Schedule 9 Page 4 of 9

Minnesota Office of Pipeline Safety

Quarterly Utility Damage Reporting Form

445 Minnesota Street, Suite 147 ● St. Paul, Minnesota 55101-5147 ● Phone: 651.201.7230

Purpose of this Form: This form will be used by MNOPS in the evaluation of the state damage prevention laws, Minnesota Statute 216D and Minnesota Rule Chapter 7560, in the state of Minnesota. As always, MNOPS will continue to investigate individual complaints made from utility operators, excavators, and the public. A statewide summary of quarterly data submitted to MNOPS will be made available on the MNOPS website at www.dps.state.mn.us.

Directions: Fill in the information as specified below for data acquired during the quarterly period. When finished click the submit button at the top of the form. Once the submit button has been clicked, this data will automatically be sent to MNOPS. A reply email will be sent to the utility operator's email acknowledging that MNOPS has received the reporting form.

Intrastate Gas Utility Operators: This is a mandatory reporting form created by MNOPS per Minnesota Statute 299F.63. Submit this form to MNOPS quarterly. Information submitted will be used by MNOPS inspectors in coordination with annual inspections.

Other Utility Operators: This information is crucial data for the evaluation of utility damages in Minnesota. MNOPS asks that other utility operators submit this data quarterly to support damage prevention in the state of Minnesota.

Part A) General Information -

Name of Utility Operator:	Great Plain Natural Gas - 2016	Quarter Submitting:	2nd Qtr
Contact Person:	Josh Sanders	Email Address:	josh.sanders@mdu.com
Type of Utility Reporting:	Gas Distribution	Phone Number:	701-222-7773

Part B) Number of Locates and Number of Damages -

12	Total number of excavation damages occurring this quarter as will be reported on this form.
3973	Total number of excavation notifications received from Gopher State One Call this quarter.

Part C) Root Causes** of Excavation* Related Damages -

*Excavation per MS216D.01 Subd 5 means an activity that moves, removes, or otherwise disturbs the soil by use of a motor, engine, hydraulic or pneumatically powered tool, or machine-powered equipment of any kind, or by explosives. Only place damage data in this section that requires a locate request or the excavator had a locate request.

**Root Cause means the most basic cause that can reasonably be identified that when fixed would prevent future recurrence. For utility damages, multiple violations of MS216D could occur during a damage but the root cause would be the violation of MS216D that is directly related to the damage occurring. For example, an excavator may have failed to use white markings to show a proposed excavation location, however, if the utility was correctly located and the excavator failed to determine the precise location of the utility prior to excavating, the root cause would be the excavator failing to determine the precise location of the utility.

Damages	Notification Not Made
2	1. Notification Not Made MS216D.04 Subd 1(a): Excavator did not make notification to Gopher State One Call (i.e. no locate ticket).
Damages	Notification Practices Not Sufficient
1	1. Excavation Outside Request MS216D.04 Subd 1(b)(2): Excavator performed excavation outside of the limits described on excavation notification.
0	2. Prior to Start Time MS216D.04 Subd 1(a): Excavator did not make notification more than 48 hours prior to beginning excavation.
0	3. Expired Notification MS216D.04 Subd 4(c): Excavator did not make a refresh notification after 14 calendar days (i.e. ongoing continuous excavation).
1	Sub-Total

Damages	Excavation Practices Not Sufficient
1	1. Failed to Determine Precise Location MS216D.04 Subd 4(a): Excavator failed to determine the precise location of marked facility, within 2-feet each side of locate marks, prior to starting excavation (i.e. damaged by excavation equipment, not potholing, no hand digging).
1	2. Failed to Maintain Marks MS 216D.04 Subd 4(d): Excavator failed to maintain, preserve, or protect marks (i.e. marks destroyed after work started).
0	3. No White Markings MS 216D.05(2): Excavator failed to provide white marks prior to utility locating which lead directly to error with marking the facilities causing the corresponding damage.
1	4. Failed to Maintain Clearance MS 216D.05(3): Excavator failed to maintain clearance between underground utility and cutting edge of equipment (i.e. damaged by bucket, damaged by directional drill, damaged by trencher).
0	5. Failed to Protect and Support During Excavation MS 216D.05(4): Excavator failed to support or protect exposed facilities (i.e. no supports under utility causing damage, soil damaged utility during excavation).
1	6. Damage by Hand Dig MS 216D.05(5): Excavator had a valid locate request and was exposing facility with non-excavation equipment which caused damage (i.e. damage with shovel or spade, damage with Vac Truck).
4	Sub-Total
Damages	Locating Practices Not Sufficient
0	1. Incorrect Records or Maps MN Rule 7560.0150 Subpart 1: Facility record or map was not correct leading to facilities not being marked or mis-marked.
2	2. Not Marked MS 216D.04 Subd 3(a): The facility was not marked as shown on records or maps (i.e. locator did not see utility on map, above ground facilities not noticed in the field, could not find or mark) .
3	3. Mis-Marked MS216D.04 Subd 3(c): Facility was marked as shown on records or maps but marks were outside 2-foot tolerance zone (i.e. signal bled off onto another utility).
5	Sub-Total
12	Total Damages

Part D) Root Causes of Non-Excavation* Related Damages -**

***Excavation per MS216D.01 Subd 5 means an activity that moves, removes, or otherwise disturbs the soil by use of a motor, engine, hydraulic or pneumatically powered tool, or machine-powered equipment of any kind, or by explosives. Only place damage data in this section where the damage occurred in the absence of excavation and did not require a locate request by law.

Damages	Damage Caused by MS216D Exemptions
	1. Non-Excavation Equipment MS216D.01 Subd 5: Damage was caused by non-excavation equipment not requiring notification to Gopher State One Call (i.e. damage caused by shovel, stake, post, forming rods).
	2. Extraction of Minerals MS216D.01 Subd 5(1): Damage was caused during the extraction of minerals not requiring notification to Gopher State One Call (i.e. damage while mining).
	3. Cemetery Grave Opening MS216D.01 Subd 5(2): Damage was caused during the opening of a grave in a cemetery not requiring notification to Gopher State One Call.
	4. Roadway Maintenance MS216D.01 Subd 5(3): Damage caused during the normal maintenance of roads and streets not changing the original grade or ditch and not requiring notification to Gopher State One Call (i.e. snow plowing).
	5. Agriculture Work MS216D.01 Subd 5(4): Damage was caused during plowing, cultivating, planting, harvesting, or similar work during crop growth, tree planting, unless depth is greater than 18-inches, and not requiring notification to Gopher State One Call.
	6. Gardening Work MS216D.01 Subd 5(5): Damage was caused during gardening unless depth greater than 12-inches and not requiring notification to Gopher State One Call.
	7. Planting of Windbreaks MS216D.01 Subd 5(1): Damage was caused during the planting of windbreaks, shelterbelts, and tree plantations unless depth greater than 18-inches and not requiring notification to Gopher State One Call.
0	Total Damages



Minnesota Office of Pipeline Safety

Quarterly Utility Damage Reporting Form

445 Minnesota Street, Suite 147 ● St. Paul, Minnesota 55101-5147 ● Phone: 651.201.7230

Purpose of this Form: This form will be used by MNOPS in the evaluation of the state damage prevention laws, Minnesota Statute 216D and Minnesota Rule Chapter 7560, in the state of Minnesota. As always, MNOPS will continue to investigate individual complaints made from utility operators, excavators, and the public. A statewide summary of quarterly data submitted to MNOPS will be made available on the MNOPS website at www.dps.state.mn.us.

Directions: Fill in the information as specified below for data acquired during the quarterly period. When finished click the submit button at the top of the form. Once the submit button has been clicked, this data will automatically be sent to MNOPS. A reply email will be sent to the utility operator's email acknowledging that MNOPS has received the reporting form.

Intrastate Gas Utility Operators: This is a mandatory reporting form created by MNOPS per Minnesota Statute 299F.63. Submit this form to MNOPS quarterly. Information submitted will be used by MNOPS inspectors in coordination with annual inspections.

Other Utility Operators: This information is crucial data for the evaluation of utility damages in Minnesota. MNOPS asks that other utility operators submit this data quarterly to support damage prevention in the state of Minnesota.

Part A) General Information -

Name of Utility Operator:	Great Plain Natural Gas - 2016	Quarter Submitting:	3rd Qtr
Contact Person:	Josh Sanders	Email Address:	josh.sanders@mdu.com
Type of Utility Reporting:	Gas Distribution	Phone Number:	701-222-7773

Part B) Number of Locates and Number of Damages -

16	Total number of excavation damages occurring this quarter as will be reported on this form.
4004	Total number of excavation notifications received from Gopher State One Call this quarter.

Part C) Root Causes** of Excavation* Related Damages -

*Excavation per MS216D.01 Subd 5 means an activity that moves, removes, or otherwise disturbs the soil by use of a motor, engine, hydraulic or pneumatically powered tool, or machine-powered equipment of any kind, or by explosives. Only place damage data in this section that requires a locate request or the excavator had a locate request.

**Root Cause means the most basic cause that can reasonably be identified that when fixed would prevent future recurrence. For utility damages, multiple violations of MS216D could occur during a damage but the root cause would be the violation of MS216D that is directly related to the damage occurring. For example, an excavator may have failed to use white markings to show a proposed excavation location, however, if the utility was correctly located and the excavator failed to determine the precise location of the utility prior to excavating, the root cause would be the excavator failing to determine the precise location of the utility.

Damages	Notification Not Made
3	1. Notification Not Made MS216D.04 Subd 1(a): Excavator did not make notification to Gopher State One Call (i.e. no locate ticket).
Damages	Notification Practices Not Sufficient
0	1. Excavation Outside Request MS216D.04 Subd 1(b)(2): Excavator performed excavation outside of the limits described on excavation notification.
0	2. Prior to Start Time MS216D.04 Subd 1(a): Excavator did not make notification more than 48 hours prior to beginning excavation.
0	3. Expired Notification MS216D.04 Subd 4(c): Excavator did not make a refresh notification after 14 calendar days (i.e. ongoing continuous excavation).
0	Sub-Total

Damages	Excavation Practices Not Sufficient
4	1. Failed to Determine Precise Location MS216D.04 Subd 4(a): Excavator failed to determine the precise location of marked facility, within 2-feet each side of locate marks, prior to starting excavation (i.e. damaged by excavation equipment, not potholing, no hand digging).
1	2. Failed to Maintain Marks MS 216D.04 Subd 4(d): Excavator failed to maintain, preserve, or protect marks (i.e. marks destroyed after work started).
0	3. No White Markings MS 216D.05(2): Excavator failed to provide white marks prior to utility locating which lead directly to error with marking the facilities causing the corresponding damage.
2	4. Failed to Maintain Clearance MS 216D.05(3): Excavator failed to maintain clearance between underground utility and cutting edge of equipment (i.e. damaged by bucket, damaged by directional drill, damaged by trencher).
0	5. Failed to Protect and Support During Excavation MS 216D.05(4): Excavator failed to support or protect exposed facilities (i.e. no supports under utility causing damage, soil damaged utility during excavation).
0	6. Damage by Hand Dig MS 216D.05(5): Excavator had a valid locate request and was exposing facility with non-excavation equipment which caused damage (i.e. damage with shovel or spade, damage with Vac Truck).
7	Sub-Total
Damages	Locating Practices Not Sufficient
1	1. Incorrect Records or Maps MN Rule 7560.0150 Subpart 1: Facility record or map was not correct leading to facilities not being marked or mis-marked.
2	2. Not Marked MS 216D.04 Subd 3(a): The facility was not marked as shown on records or maps (i.e. locator did not see utility on map, above ground facilities not noticed in the field, could not find or mark).
3	3. Mis-Marked MS216D.04 Subd 3(c): Facility was marked as shown on records or maps but marks were outside 2-foot tolerance zone (i.e. signal bled off onto another utility).
6	Sub-Total
16	Total Damages

Part D) Root Causes of Non-Excavation* Related Damages -**

***Excavation per MS216D.01 Subd 5 means an activity that moves, removes, or otherwise disturbs the soil by use of a motor, engine, hydraulic or pneumatically powered tool, or machine-powered equipment of any kind, or by explosives. Only place damage data in this section where the damage occurred in the absence of excavation and did not require a locate request by law.

Damages	Damage Caused by MS216D Exemptions
	1. Non-Excavation Equipment MS216D.01 Subd 5: Damage was caused by non-excavation equipment not requiring notification to Gopher State One Call (i.e. damage caused by shovel, stake, post, forming rods).
	2. Extraction of Minerals MS216D.01 Subd 5(1): Damage was caused during the extraction of minerals not requiring notification to Gopher State One Call (i.e. damage while mining).
	3. Cemetery Grave Opening MS216D.01 Subd 5(2): Damage was caused during the opening of a grave in a cemetery not requiring notification to Gopher State One Call.
	4. Roadway Maintenance MS216D.01 Subd 5(3): Damage caused during the normal maintenance of roads and streets not changing the original grade or ditch and not requiring notification to Gopher State One Call (i.e. snow plowing).
	5. Agriculture Work MS216D.01 Subd 5(4): Damage was caused during plowing, cultivating, planting, harvesting, or similar work during crop growth, tree planting, unless depth is greater than 18-inches, and not requiring notification to Gopher State One Call.
	6. Gardening Work MS216D.01 Subd 5(5): Damage was caused during gardening unless depth greater than 12-inches and not requiring notification to Gopher State One Call.
	7. Planting of Windbreaks MS216D.01 Subd 5(1): Damage was caused during the planting of windbreaks, shelterbelts, and tree plantations unless depth greater than 18-inches and not requiring notification to Gopher State One Call.
0	Total Damages



Minnesota Office of Pipeline Safety

Quarterly Utility Damage Reporting Form

445 Minnesota Street, Suite 147 ● St. Paul, Minnesota 55101-5147 ● Phone: 651.201.7230

Purpose of this Form: This form will be used by MNOPS in the evaluation of the state damage prevention laws, Minnesota Statute 216D and Minnesota Rule Chapter 7560, in the state of Minnesota. As always, MNOPS will continue to investigate individual complaints made from utility operators, excavators, and the public. A statewide summary of quarterly data submitted to MNOPS will be made available on the MNOPS website at www.dps.state.mn.us.

Directions: Fill in the information as specified below for data acquired during the quarterly period. When finished click the submit button at the top of the form. Once the submit button has been clicked, this data will automatically be sent to MNOPS. A reply email will be sent to the utility operator's email acknowledging that MNOPS has received the reporting form.

Intrastate Gas Utility Operators: This is a mandatory reporting form created by MNOPS per Minnesota Statute 299F.63. Submit this form to MNOPS quarterly. Information submitted will be used by MNOPS inspectors in coordination with annual inspections.

Other Utility Operators: This information is crucial data for the evaluation of utility damages in Minnesota. MNOPS asks that other utility operators submit this data quarterly to support damage prevention in the state of Minnesota.

Part A) General Information -

Name of Utility Operator:	Great Plain Natural Gas - 2016	Quarter Submitting:	4th Qtr
Contact Person:	Josh Sanders	Email Address:	josh.sanders@mdu.com
Type of Utility Reporting:	Gas Distribution	Phone Number:	701-222-7773

Part B) Number of Locates and Number of Damages -

10	Total number of excavation damages occurring this quarter as will be reported on this form.
2475	Total number of excavation notifications received from Gopher State One Call this quarter.

Part C) Root Causes** of Excavation* Related Damages -

*Excavation per MS216D.01 Subd 5 means an activity that moves, removes, or otherwise disturbs the soil by use of a motor, engine, hydraulic or pneumatically powered tool, or machine-powered equipment of any kind, or by explosives. Only place damage data in this section that requires a locate request or the excavator had a locate request.

**Root Cause means the most basic cause that can reasonably be identified that when fixed would prevent future recurrence. For utility damages, multiple violations of MS216D could occur during a damage but the root cause would be the violation of MS216D that is directly related to the damage occurring. For example, an excavator may have failed to use white markings to show a proposed excavation location, however, if the utility was correctly located and the excavator failed to determine the precise location of the utility prior to excavating, the root cause would be the excavator failing to determine the precise location of the utility.

Damages	Notification Not Made
1	1. Notification Not Made MS216D.04 Subd 1(a): Excavator did not make notification to Gopher State One Call (i.e. no locate ticket).
Damages	Notification Practices Not Sufficient
0	1. Excavation Outside Request MS216D.04 Subd 1(b)(2): Excavator performed excavation outside of the limits described on excavation notification.
0	2. Prior to Start Time MS216D.04 Subd 1(a): Excavator did not make notification more then 48 hours prior to beginning excavation.
0	3. Expired Notification MS216D.04 Subd 4(c): Excavator did not make a refresh notification after 14 calendar days (i.e. ongoing continuous excavation).
0	Sub-Total

Damages	Excavation Practices Not Sufficient
2	1. Failed to Determine Precise Location MS216D.04 Subd 4(a): Excavator failed to determine the precise location of marked facility, within 2-feet each side of locate marks, prior to starting excavation (i.e. damaged by excavation equipment, not potholing, no hand digging).
3	2. Failed to Maintain Marks MS 216D.04 Subd 4(d): Excavator failed to maintain, preserve, or protect marks (i.e. marks destroyed after work started).
0	3. No White Markings MS 216D.05(2): Excavator failed to provide white marks prior to utility locating which lead directly to error with marking the facilities causing the corresponding damage.
3	4. Failed to Maintain Clearance MS 216D.05(3): Excavator failed to maintain clearance between underground utility and cutting edge of equipment (i.e. damaged by bucket, damaged by directional drill, damaged by trencher).
0	5. Failed to Protect and Support During Excavation MS 216D.05(4): Excavator failed to support or protect exposed facilities (i.e. no supports under utility causing damage, soil damaged utility during excavation).
0	6. Damage by Hand Dig MS 216D.05(5): Excavator had a valid locate request and was exposing facility with non-excavation equipment which caused damage (i.e. damage with shovel or spade, damage with Vac Truck).
8	Sub-Total
Damages	Locating Practices Not Sufficient
0	1. Incorrect Records or Maps MN Rule 7560.0150 Subpart 1: Facility record or map was not correct leading to facilities not being marked or mis-marked.
1	2. Not Marked MS 216D.04 Subd 3(a): The facility was not marked as shown on records or maps (i.e. locator did not see utility on map, above ground facilities not noticed in the field, could not find or mark) .
0	3. Mis-Marked MS216D.04 Subd 3(c): Facility was marked as shown on records or maps but marks were outside 2-foot tolerance zone (i.e. signal bled off onto another utility).
1	Sub-Total
10	Total Damages

Part D) Root Causes of Non-Excavation* Related Damages -**

***Excavation per MS216D.01 Subd 5 means an activity that moves, removes, or otherwise disturbs the soil by use of a motor, engine, hydraulic or pneumatically powered tool, or machine-powered equipment of any kind, or by explosives. Only place damage data in this section where the damage occurred in the absence of excavation and did not require a locate request by law.

Damages	Damage Caused by MS216D Exemptions
	1. Non-Excavation Equipment MS216D.01 Subd 5: Damage was caused by non-excavation equipment not requiring notification to Gopher State One Call (i.e. damage caused by shovel, stake, post, forming rods).
	2. Extraction of Minerals MS216D.01 Subd 5(1): Damage was caused during the extraction of minerals not requiring notification to Gopher State One Call (i.e. damage while mining).
	3. Cemetery Grave Opening MS216D.01 Subd 5(2): Damage was caused during the opening of a grave in a cemetery not requiring notification to Gopher State One Call.
	4. Roadway Maintenance MS216D.01 Subd 5(3): Damage caused during the normal maintenance of roads and streets not changing the original grade or ditch and not requiring notification to Gopher State One Call (i.e. snow plowing).
	5. Agriculture Work MS216D.01 Subd 5(4): Damage was caused during plowing, cultivating, planting, harvesting, or similar work during crop growth, tree planting, unless depth is greater than 18-inches, and not requiring notification to Gopher State One Call.
	6. Gardening Work MS216D.01 Subd 5(5): Damage was caused during gardening unless depth greater than 12-inches and not requiring notification to Gopher State One Call.
	7. Planting of Windbreaks MS216D.01 Subd 5(1): Damage was caused during the planting of windbreaks, shelterbelts, and tree plantations unless depth greater than 18-inches and not requiring notification to Gopher State One Call.
0	Total Damages

Schedule 10
Gas Service Interruption

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2016**

Gas Service Interruptions

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Due to Employees/Contractors													
Number of Customers	39	0	0	0	0	1	18	7	0	13	0	0	0
Number of Outages	6	0	0	0	0	1	3	1	0	1	0	0	0
Average Duration of Outage (in minutes)	137	0	0	0	0	120	190	69	0	60	0	0	0
Due to Other Unplanned Causes													
Number of Customers	174	0	1	0	1	38	4	7	4	7	9	103	0
Number of Outages	32	0	1	0	1	7	2	5	4	3	7	2	0
Average Duration of Outage (in minutes)	254	0	135	0	5	116	180	160	188	200	583	300	0
Total Interruptions													
Number of Customers	213	0	1	0	1	39	22	14	4	20	9	103	0
Number of Outages	38	0	1	0	1	8	5	6	4	4	7	2	0
Average Duration of Outage (in minutes)	236	0	135	0	5	116	186	145	188	165	583	300	0
Duration in Minutes													
Due to Employees/Contracts	819	0	0	0	0	120	570	69	0	60	0	0	0
Due to Others	8,141	0	135	0	5	811	360	800	750	600	4,080	600	0
	8,960	0	135	0	5	931	930	869	750	660	4,080	600	0

Schedule 11
Gas Emergency Phone
Response Time

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2016**

Emergency Line Response Times

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Service Level - % of Calls answered in 20 seconds or less.	82.23%	92.56%	86.36%	87.21%	85.33%	76.81%	79.31%	81.71%	72.86%	82.93%	75.00%	82.26%	84.44%
Average Speed of Answer (in seconds)	12	7	9	5	13	10	12	13	19	8	14	14	17
Total Calls Answered	1,007	118	83	79	72	60	49	75	63	74	91	115	128

Schedule 12
Customer Service Related
O&M Expense

Great Plains Natural Gas Co.
 Gas Service Quality Annual Report
 For the Calendar Year Ending December 31, 2016

Customer Service Related Expenses

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Customer Service Related Expenses 1/	\$701,088	\$63,718	\$65,290	\$59,048	\$59,013	\$59,379	\$58,368	\$51,132	\$57,066	\$53,700	\$54,892	\$56,490	\$62,992

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