

This question is:

Trade Secret

X Public

**State of Minnesota  
Public Utilities Commission  
Utility Information Request**

Docket Number: G004/M-25-32

Date of Request: March 4, 2026

Requested From: Travis Jacobson, GPNG

Response Due: March 19, 2026

Analysts Requesting Information: Tera Dornfeld and Alyssa Kennedy

Type of Inquiry:

Financial		Rate of Return		Rate Design
Engineering		Forecasting		Conservation
Cost of Service		CIP	X	Other: Gas Service Quality Report

**If you believe your responses are proprietary, please indicate.**

Request Number 1	<p>Will GPNG please provide annual “zero-out” data from the Company dating back to 2017? If providing zero-out data is not possible, please explain why.</p> <p>Zero-out data is defined as the number of customers who choose to ‘zero-out’ of an Interactive Voice Response (IVR) menu.</p> <p>Staff makes this request because previously, in the Order issued March 17, 2015, in docket no. G008/M-14-316, to which Department comments were appended, the Department recommended that CenterPoint Energy provide “data regarding customers who choose to zero out of a menu while interacting with IVR.” The Department noted that zeroing out “is a common complaint in many IVR systems and can lead to customer fatigue and frustration...The comparison of [the number of customers that zero out of a menu while interacting with the IVR menu] to the difference between the call response data, including and excluding IVR, would provide the Department with a clearer picture of the effectiveness of CenterPoint’s IVR system and the level to which customers’ expectations are satisfied.”</p> <p>While the Department was, at that time, trying to understand the implications of a newer system (IVR), we are now requesting zero-out data from other rate-</p>
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regulated gas utilities, with applicable systems, to understand customers' experiences with IVR.

Response:

The IVR system for Great Plains Natural Gas (Great Plains) does not have a “zero out” option as callers entering the IVR system have an initial option to “speak to an agent.” The table below shows the annual number of calls where a caller selected to speak to an agent rather than continue further into the IVR call options for 2018-2024. Great Plains changed phone systems in 2017 and therefore the information for 2017 is not available.

<b>Year</b>	<b># of Calls where Caller Selected to Speak to an Agent</b>
<b>2018</b>	20,537
<b>2019</b>	20,972
<b>2020</b>	16,716
<b>2021</b>	19,699
<b>2022</b>	23,519
<b>2023</b>	23,560
<b>2024</b>	20,595