



Minnesota Public Utilities Commission
121 7th Place East
Suite 350
St. Paul, MN 55101

October 11, 2018

Amber S. Lee
Regulatory and Legislative Affairs Manager
Minnesota Energy Resources Corporation
1995 Rahnclyff Court Suite 200
Eagan, MN 55122

Re: Docket No. G011/M-18-317

Dear Ms. Lee:

Attached please find Public Utilities Commission Information Requests #1-6. Please e-file the Company's responses in the docket listed above. The requests are related to the Company's experience with service quality and customer service.

If you have any questions, please feel free to contact me at 651-201-2214 or email at Marc.Fournier@state.mn.us.

Sincerely,

Marc Fournier

Marc Fournier
Commission Staff

Equal Opportunity Employer

This question is:

Trade Secret
 Public

**State of Minnesota
Public Utilities Commission**

Utility Information Request

Docket Numbers: G004/M-18-286, G008/M-18-312, G022/M-18-314, G002/M-18-316,
and G011/M-18-317

Date of Request: October 12, 2018

Requested From: CenterPoint Energy,
Great Plains Natural Gas Company,
Greater Minnesota Gas, Inc.,
Minnesota Energy Resources Corporation,
and Xcel Energy

Response Due: 30 business days

Analyst Requesting Information: Marc Fournier

Type of Inquiry:

<input type="checkbox"/>	Financial	<input type="checkbox"/>	Rate of Return	<input type="checkbox"/>	Rate Design
<input type="checkbox"/>	Engineering	<input type="checkbox"/>	Forecasting	<input type="checkbox"/>	Conservation
<input type="checkbox"/>	Cost of Service	<input type="checkbox"/>	CIP	<input checked="" type="checkbox"/>	Other:

Request Number	If you feel your responses are proprietary, please indicate.
PUC # 1	<p>Please provide an analysis of whether any of the following reports or data would enhance the Commission’s evaluation of the company’s level of service quality:</p> <p>a. The data required under <u>Title 49 Code of Federal Regulations §192.1007 (e)</u>:</p> <p>Performance measures developed from an established baseline to evaluate the effectiveness of a company’s Integrity Management (IM) program. These performance measures include the following:</p> <p>(i) Number of hazardous leaks either eliminated or repaired as required by § 192.703(c) of this subchapter (or total number of leaks if all leaks are repaired when found), categorized by cause;</p> <p>(ii) Number of excavation damages;</p>

(iii) Number of excavation tickets (receipt of information by the underground facility operator from the notification center);

(iv) Total number of leaks either eliminated or repaired, categorized by cause;

(v) Number of hazardous leaks either eliminated or repaired as required by § [192.703\(c\)](#) (or total number of leaks if all leaks are repaired when found), categorized by material; and

(vi) Any additional measures the operator determines are needed to evaluate the effectiveness of the operator's IM program in controlling each identified threat.

- b. A summary of any 2017 emergency response violations cited by MNOPS along with a description of the violation and remediation in each circumstance; and
- c. The number of violation letters your company has received from MnOPS during the year in question.

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<input type="checkbox"/>	Cost of Service	<input type="checkbox"/>	CIP	<input checked="" type="checkbox"/>	Other:

If you feel your responses are proprietary, please indicate.

Request Number	
PUC # 2	Please identify any other PHMSA and MnOPS reporting requirements not presently collected by the Commission that gas utilities might suggest as being useful in order to give the Commission a fuller picture of a gas utility's service quality performance. This may include reporting required by 49 CFR Part 191 such as the Incident Report required by §191.9 and the Annual Report required by §191.11

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	Financial		Rate of Return		Rate Design
	Engineering		Forecasting		Conservation
	Cost of Service		CIP		Other:

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Request Number	
PUC # 3	Please provide your company's standard customer service window for customer premise visits (when the customer's presence is required).

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<input type="checkbox"/>	Cost of Service	<input type="checkbox"/>	CIP	<input checked="" type="checkbox"/>	Other:

If you feel your responses are proprietary, please indicate.

Request Number	
PUC # 4	Please provide the rationale for the length of your customer service window for customer premise visits (when the customer's presence is required).

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<input type="checkbox"/>	Engineering	<input type="checkbox"/>	Forecasting	<input type="checkbox"/>	Conservation
<input type="checkbox"/>	Cost of Service	<input type="checkbox"/>	CIP	<input checked="" type="checkbox"/>	Other:

If you feel your responses are proprietary, please indicate.

Request Number	
PUC # 5	If your company's customer service window for customer premise visits (when the customer's presence is required) is greater than four hours, are there other utilities or businesses that give customers a service window greater than four hours?

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<input type="checkbox"/>	Cost of Service	<input type="checkbox"/>	CIP	<input checked="" type="checkbox"/>	Other:

Request Number	
PUC # 6	If your company has a customer service window for customer premise visits (when the customer's presence is required) greater than four hours, is it possible or practical for the company to narrow the window to two or four hours?