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October 11, 2012

Burl W. Haar
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, MN 55101-2147

**RE: Compliance Filing of Greater Minnesota Gas, Inc.
2011 Annual Service Quality Report
Docket No. G022/M-12- _____**

Dear Dr. Haar:

Greater Minnesota Gas, Inc. (GMG) herewith electronically submits its Annual Gas Service Quality Report for the calendar year of 2011. We apologize that the delay in this submission late and respectfully request this filing be accepted as being in full compliance with the filing requirements of the Commission.

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

Sincerely,

/s/

NIKKI KUPSER
Compliance & Regulatory Administrator

CERTIFICATE OF SERVICE

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

Greater Minnesota Gas, Inc.

**Compliance Filing of Greater Minnesota Gas, Inc.
2011 Annual Service Quality Report Compliance Filing
Docket No. G022/M-12-_____**

Dated this 11th day of **October, 2012**

/s/ NIKKI KUPSER

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

**Greater Minnesota Gas, Inc. (GMG)
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2011**

1. Call Center Response Time / Average Speed of Answer & Percentage of Calls Answered Within 20 Seconds or Less

GMG received a total number of 5,887 in-coming calls. All calls are answered live within 3 rings. If GMG is unable to answer the call within 3 rings, the call will automatically roll to our after-hours answering service ensuring that all calls are answered live within the 20 second standard. Therefore, 100% of GMG calls are answered within 20 seconds or less.

Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Total
540	580	185	397	405	455	541	698	411	596	516	563	5,887

2. Meter Reading Performance

Standard: Each utility shall report the meter reading performance data contained in Minn. Rules, part 7826.1400. The reporting metrics include a detailed report on meter-reading performance for each customer class and for each calendar month:

- The number and percentage of customer meters read by 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 2011 data is provided on Schedule A. This reporting requirement became effective for Greater Minnesota Gas, Inc. January 1, 2011.

A total of 48,174 meters read in 2011 of which 98.4 % were read by utility personnel, 0.3% self-read by customers and 1.3% estimated. *(GMG's billing system does not have the capability to produce historical meter read information beyond 12 months. Actual data for September – December was able to be obtained at the time of this report and therefore the average of those months was used for the Jan.-Sept. reporting. This estimate is most likely higher than actual due to higher winter weather estimates in December).* Greater Minnesota Gas did not have any meters that went unread for more than six months and the staffing level for 2011 was two (2).

3. Involuntary Service Disconnection

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

GMG has included copies of 2011 monthly reports as submitted pursuant to Minnesota Statutes §§216B.091 and 216B.096, subdivision 11 in Schedule B.

4. Service Extension Request Response Time

Standard: Each utility shall report the service extension request response time data contained in Minn. Rules, part 7826.1600, items A and B., except that data reported under Minn. Stat. 216B.091 and 216B.096, subd.11, is not required.

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

A.								
Residential/Small CO	Sold	Installed	# Cust	Days to Complete				
Limestone Lane	4/5/2011	5/16/2011	1	41				
R & R Farms	5/24/2011	9/30/2011	2	128	customer requested fall installation			
Sisters Lane	9/2/2011	11/11/2011	4	70	state permit / hwy. 13			
Caribou Trl	9/21/2011	11/28/2011	1	68	new build - waiting on site readiness			
State Hwy. 83	6/25/2011	9/21/2011	9	88	state permit / hwy. 83			
Caribou Trl (2)	10/14/2011	10/24/2011	1	10				
Shieldsville	8/15/2011	10/1/2011	85	46				
			103	64	avg.			
Agriculture	Sold							
R & R Grain Dryer	5/24/2011	9/30/2011	1	128	customer requested fall installation			
Vetter 354th	8/5/2011	9/16/2011	1	41				
Vetter Shanaska Crk.	9/6/2011	9/26/2011	3	20				
Shieldsville	8/15/2011	10/1/2011	3	46				
			8	59	avg.			

b) The number of customers requesting service to a location previously served by the utility, but not served at the time of the request, and the interval between the date service was installed and the date the premises were ready for service.

GMG installed service lines to a total of 170 customers along the existing main. Taking in account that customers may request a specific date of installation or in the case of new builds there may be a waiting period for site readiness, the average number of days for installation was

39 for 2011. All requests for services for 2011 were installed prior to the end of the construction season and all customers were accommodated as such.

5. Customer Deposits

Standard: Each utility shall report the customer deposit data contained in Minn. Rules, part 7826.1900.

GMG did not collect any customer deposits in 2011.

6. Customer Complaints

Standard: Each utility shall report the customer complaint data contained in Minn. Rules, part 7826.2000.

GMG received a total of 10 customer complaints during 2011. All 10 complaints were resolved with the resolution of “took action the customer requested.”

- (3) Alleged Billing Errors
- (4) Inaccurate Metering
- (2) Inadequate Service

7. Gas Emergency Calls and Response Time

Standard: Each utility shall report the data on telephone answering times to its gas emergency phone line calls.

Greater Minnesota Gas, Inc. manually tracks telephone answering times to its gas emergency phone line calls. We are supplying two metrics: (1) The amount of time between the emergency related call and the dispatch time to the technician and (2) the elapsed time between the dispatch time and the time that a qualified emergency response person arrived at the incident location to make the area the safe. GMG is unable to provide a year over year (2010 vs. 2011) comparison.

<u>Dispatch Intervals</u>		<u>Emergency Response Intervals</u>	
>0 min. to 10 min.	122	< 1 hour	113
>10 min. to 20 min.	<u>4</u>	> 1 hour	<u>13</u>
Totals calls dispatched to:	126	Total calls responded to:	126

8. Mislocates

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

GMG Response:

- 3 No Locate Ticket Called In by Customer
- 2 Mislocate by Greater Minnesota Gas, Inc.
- 5 Total

9. Gas System Damage

Standard: Each utility shall report data on the number of gas lines damaged. The damage shall be categorized according to whether it was caused by the utility's employees or contractors, or whether it was due to any other unplanned cause.

GMG had a total of 8 gas lines damaged.

- 2 Natural Occurrence / Gopher Chews
- 1 Contractor Digging w/ No Locate Ticket
- 1 Contractor Digging w/ Locate Ticket / Severed Line
- 1 Contractor hit customer private fuel line
- 1 Customer didn't call for locate ticket
- 2 GMG mislocated line.
- 8 Total

10. Gas Service Interruptions

Standard: Each utility shall report data on service interruptions. Each interruption shall be categorized according to whether it was caused by the utility's employees or contractors, or whether it was due to any other unplanned cause.

GMG had a total of 8 service interruptions.

- 2 Natural Occurrence / Gopher Chews (unplanned cause)
- 1 Contractor Digging w/ No Locate Ticket (outside contractor)
- 1 Contractor Digging w/ Locate Ticket / Severed Line (outside contractor)
- 1 Contractor hit customer private fuel line (unplanned cause)
- 1 Customer didn't call for locate ticket (unplanned cause)
- 2 GMG mislocated line. (GMG employee)
- 8 Total

Summary: 6 Unplanned Causes and 2 GMG Employee Related

11. Major Event Reporting

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

- the location;
- when the incident occurred;
- how many customers were affected;
- how the company was made aware of the incident
- the root cause of the incident
- the actions taken to contact customers
- any public relations or medial issues;
- whether the customer or the company relighted; and
- the longest any customer was without gas service during the incident.

GMG had zero (0) occurrences that were immediately reportable in 2011.

12. Notification of Reportable Events

Standard: Each utility shall provide the Commission and the OES with notification of reportable events as they are defined by MOPS, contemporaneous with the utility's notification of the event to MOPS. The notice should be sent to the Commission's Consumer Affairs Office as consumer.puc@state.mn.us and shall describe the location an cause of the event, the number of customers affected, the expected duration of the event, an the utility's best estimate of when service will be restored.

GMG has zero (0) occurrences that were immediately reportable in 2011.

13. N. Customer Service Related Operations and Maintenance Expenses

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

Customer service related expenses for 2011 totaled \$87,646.

Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Total
\$7,062	\$4,904	\$7642	\$8,149	\$5,454	\$5,422	\$6,548	\$10,848	\$8,634	\$10,338	\$6,203	\$6,442	\$87,646

P. Number of Miles of Pipe Operated In Minnesota

GMG operated 506 miles of main in 2011.

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, January 08, 2011

Required

Week of Calendar Year: 2

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

DISCONNECTIONS

- 1 Number of natural gas customers currently disconnected: 9
- 2 Number of electric customers currently disconnected:

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, January 15, 2011

Required

Week of Calendar Year: 3

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

DISCONNECTIONS

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

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, January 22, 2011

Required

Week of Calendar Year: 4

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

DISCONNECTIONS

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

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, January 29, 2011

Required

Week of Calendar Year: 5

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

DISCONNECTIONS

- 1 Number of natural gas customers currently disconnected:

8

- 2 Number of electric customers currently disconnected:

--

Required

RECONNECTIONS

- 3 Number of natural gas customers reconnected this week:

1

- 4 Number of electric customers reconnected this week:

--

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, February 05, 2011

Required

Week of Calendar Year: 6

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

DISCONNECTIONS

- 1 Number of natural gas customers currently disconnected:

7

- 2 Number of electric customers currently disconnected:

--

Required

RECONNECTIONS

- 3 Number of natural gas customers reconnected this week:

1

- 4 Number of electric customers reconnected this week:

--

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, February 12, 2011

Required

Week of Calendar Year: 7

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

DISCONNECTIONS

- 1 Number of natural gas customers currently disconnected:

12

- 2 Number of electric customers currently disconnected:

--

Required

RECONNECTIONS

- 3 Number of natural gas customers reconnected this week:

0

- 4 Number of electric customers reconnected this week:

--

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, February 19, 2011

Required

Week of Calendar Year: 8

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

DISCONNECTIONS

- 1 Number of natural gas customers currently disconnected:

11

- 2 Number of electric customers currently disconnected:

--

Required

RECONNECTIONS

- 3 Number of natural gas customers reconnected this week:

1

- 4 Number of electric customers reconnected this week:

--

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, February 26, 2011

Required

Week of Calendar Year: 9

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

DISCONNECTIONS

- 1 Number of natural gas customers currently disconnected:

11

- 2 Number of electric customers currently disconnected:

--

Required

RECONNECTIONS

- 3 Number of natural gas customers reconnected this week:

--
- 4 Number of electric customers reconnected this week:

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[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, March 05, 2011

Required

Week of Calendar Year: 10

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

DISCONNECTIONS

- 1** Number of natural gas customers currently disconnected: 12
- 2** Number of electric customers currently disconnected:

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, March 12, 2011

Required

Week of Calendar Year: 11

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

DISCONNECTIONS

- 1 Number of natural gas customers currently disconnected: 12
- 2 Number of electric customers currently disconnected:

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, March 19, 2011

Required

Week of Calendar Year: 12

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

DISCONNECTIONS

- 1** Number of natural gas customers currently disconnected: 12
- 2** Number of electric customers currently disconnected:

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, March 26, 2011

Required

Week of Calendar Year: 13

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

DISCONNECTIONS

- 1** Number of natural gas customers currently disconnected: 12
- 2** Number of electric customers currently disconnected:

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, April 02, 2011

Required

Week of Calendar Year: 14

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

DISCONNECTIONS

- 1 Number of natural gas customers currently disconnected: 12
- 2 Number of electric customers currently disconnected:

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, April 09, 2011

Required

Week of Calendar Year: 15

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

DISCONNECTIONS

- 1** Number of natural gas customers currently disconnected: 12
- 2** Number of electric customers currently disconnected:

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, April 16, 2011

Required

Week of Calendar Year: 16

Company: Greater Minnesota Gas, Inc. for week: 16

DISCONNECTIONS

- 1** Number of natural gas customers currently disconnected: 12
- 2** Number of electric customers currently disconnected:

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, October 01, 2011

Required

Week of Calendar Year: 40

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<u>8</u>
2	Number of electric customers currently disconnected:	<u>0</u>

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, October 15, 2011

Required

Week of Calendar Year: 42

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<u>10</u>
2	Number of electric customers currently disconnected:	<u>0</u>

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, November 05, 2011

Required

Week of Calendar Year: 45

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<u>6</u>
2	Number of electric customers currently disconnected:	<u>0</u>

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, November 12, 2011

Required

Week of Calendar Year: 46

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<u>5</u>
2	Number of electric customers currently disconnected:	<u>0</u>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<u>1</u>
4	Number of electric customers reconnected this week:	<u> </u>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, November 19, 2011

Required

Week of Calendar Year: 47

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<u>5</u>
2	Number of electric customers currently disconnected:	<u>0</u>

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, December 10, 2011

Required

Week of Calendar Year: 50

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<u>3</u>
2	Number of electric customers currently disconnected:	<u>0</u>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<u>2</u>
4	Number of electric customers reconnected this week:	<u> </u>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, December 03, 2011

Required

Week of Calendar Year: 49

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<u>5</u>
2	Number of electric customers currently disconnected:	<u>0</u>

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, December 10, 2011

Required

Week of Calendar Year: 50

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<u>3</u>
2	Number of electric customers currently disconnected:	<u>0</u>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<u>2</u>
4	Number of electric customers reconnected this week:	<u> </u>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, December 17, 2011

Required

Week of Calendar Year: 51

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<u>3</u>
2	Number of electric customers currently disconnected:	<u>0</u>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<u>2</u>
4	Number of electric customers reconnected this week:	<u> </u>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, December 24, 2011

Required

Week of Calendar Year: 52

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<u>3</u>
2	Number of electric customers currently disconnected:	<u>0</u>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<u>2</u>
4	Number of electric customers reconnected this week:	<u> </u>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, December 31, 2011

Required

Week of Calendar Year: 53

Company: Greater Minnesota Gas, Inc. for week: 53

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<u>3</u>
2	Number of electric customers currently disconnected:	<u>0</u>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<u>2</u>
4	Number of electric customers reconnected this week:	<u> </u>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	Required
Reporting Year:	2011	▼	Required
Reporting Period:	January	▼	Required

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: January, 2011

1	Number of Residential Customer Accounts:	3,849
2	Number of Past Due Residential Customer Accounts:	202
3	Number of Cold Weather Protection Requests :	8

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	29
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	2

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: January, 2011

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	29
a)	Number of PS requests received	8
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	8
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	29
-----------	------------------------------------------------------	----

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			<i>Required</i>
b)	# Electric - heat not affected			<i>Required</i>
c)	# Gas - heat affected	0	0	
d)	# Gas - heat not affected			<i>Required</i>
e)	Total # disconnected	0	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected			<i>CWR period only</i>
b)	# Electric - heat not affected			<i>CWR period only</i>
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected			<i>CWR period only</i>
e)	Total # disconnected (See Note)	0		

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

Company: Greater Minnesota Gas, Inc. for report period ending: January, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$33,444
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$166
26	Total dollars received from energy assistance programs:	\$4,514
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$733,867
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$191
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		<i>CWR period only</i>
	b) # Electric - heat not affected		<i>CWR period only</i>
	c) # Gas - heat affected	0	
	d) # Gas - heat not affected		<i>CWR period only</i>
	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	2	
38	# Accounts remaining disconnected	8	
	a) 1-30 days		<i>Required</i>
	b) 31-60 days		<i>Required</i>
	c) 61+ days	8	

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2011	▼	<i>Required</i>
Reporting Period:	February	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: February, 2011

1	Number of Residential Customer Accounts:	3,854
2	Number of Past Due Residential Customer Accounts:	252
3	Number of Cold Weather Protection Requests:	5

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	15
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	4

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: February, 2011

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	15
a)	Number of PS requests received	5
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	5
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	15
-----------	------------------------------------------------------	----

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			<i>Required</i>
b)	# Electric - heat not affected			<i>Required</i>
c)	# Gas - heat affected	0	0	
d)	# Gas - heat not affected			<i>Required</i>
e)	Total # disconnected	0	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected			<i>CWR period only</i>
b)	# Electric - heat not affected			<i>CWR period only</i>
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected			<i>CWR period only</i>
e)	Total # disconnected (See Note)	0		

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

Company: Greater Minnesota Gas, Inc. for report period ending: February, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$60,029
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$238
26	Total dollars received from energy assistance programs:	\$4,800
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$700,075
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$182
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		<i>CWR period only</i>
	b) # Electric - heat not affected		<i>CWR period only</i>
	c) # Gas - heat affected	2	
	d) # Gas - heat not affected		<i>CWR period only</i>
	e) Total # disconnected	2	
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	4
38	# Accounts remaining disconnected	12
	a) 1-30 days	1
	b) 31-60 days	1
	c) 61+ days	10

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2011	▼	<i>Required</i>
Reporting Period:	March	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: March, 2011

1	Number of Residential Customer Accounts:	3,859
2	Number of Past Due Residential Customer Accounts:	254
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:		<i>CWR period only</i>
5	<i>Intentionally Blank</i>		
6	Number of customer accounts granted reconnection request:		<i>CWR period only</i>

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: March, 2011

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	1
a)	Number of PS requests received	2
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	2
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	1
-----------	------------------------------------------------------	---

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			<i>Required</i>
b)	# Electric - heat not affected			<i>Required</i>
c)	# Gas - heat affected	0	0	
d)	# Gas - heat not affected			<i>Required</i>
e)	Total # disconnected	0	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected			<i>CWR period only</i>
b)	# Electric - heat not affected			<i>CWR period only</i>
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected			<i>CWR period only</i>
e)	Total # disconnected (See Note)	0		

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0
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Company: Greater Minnesota Gas, Inc. for report period ending: March, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$69,699
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$274
26	Total dollars received from energy assistance programs:	\$4,016
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$567,920
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$147
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		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected		<i>CWR period only</i>
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

0

38 # Accounts remaining disconnected

12

a) 1-30 days

0

b) 31-60 days

1

c) 61+ days

11

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2011	▼	<i>Required</i>
Reporting Period:	April	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: April, 2011

1	Number of Residential Customer Accounts:	3,568
2	Number of Past Due Residential Customer Accounts:	307
3	Number of Cold Weather Protection Requests :	2

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: April, 2011

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	34
a)	Number of PS requests received	17
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	17
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	48
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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			<i>Required</i>
b)	# Electric - heat not affected			<i>Required</i>
c)	# Gas - heat affected	0	0	
d)	# Gas - heat not affected			<i>Required</i>
e)	Total # disconnected	0	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected			<i>CWR period only</i>
b)	# Electric - heat not affected			<i>CWR period only</i>
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected			<i>CWR period only</i>
e)	Total # disconnected (See Note)	0		

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

Company: Greater Minnesota Gas, Inc. for report period ending: April, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$88,383
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$288
26	Total dollars received from energy assistance programs:	\$3,494
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$364,524
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$102
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		<i>CWR period only</i>
	b) # Electric - heat not affected		<i>CWR period only</i>
	c) # Gas - heat affected	0	
	d) # Gas - heat not affected		<i>CWR period only</i>
	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

1

38 # Accounts remaining disconnected

11

a) 1-30 days

0

b) 31-60 days

0

c) 61+ days

11

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2011	▼	<i>Required</i>
Reporting Period:	May	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: May, 2011

1	Number of Residential Customer Accounts:	3,575	
2	Number of Past Due Residential Customer Accounts:	314	
3	Number of Cold Weather Protection Requests :		<i>CWR period only</i>

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: May, 2011

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	17	
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		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	3	
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	3	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	3	3

Company: Greater Minnesota Gas, Inc. for report period ending: May, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$81,607
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$260
26	Total dollars received from energy assistance programs:	\$2,903
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$258,227
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$72
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	
	b) # Electric - heat not affected	
	c) # Gas - heat affected	
	d) # Gas - heat not affected	
	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>	

CWR period only
CWR period only
CWR period only
CWR period only

RECONNECTION DATA

37 # Accounts reconnected

0

38 # Accounts remaining disconnected

14

a) 1-30 days

3

b) 31-60 days

0

c) 61+ days

11

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2011	▼	<i>Required</i>
Reporting Period:	June	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: June, 2011

1	Number of Residential Customer Accounts:	3,601	
2	Number of Past Due Residential Customer Accounts:	326	
3	Number of Cold Weather Protection Requests :		<i>CWR period only</i>

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: June, 2011

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:		
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	33	
a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	4	0
d)	# Gas - heat not affected		<i>Required</i>
e) Total	# disconnected	4	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected		<i>CWR period only</i>
e) Total	# disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	4	4

Company: Greater Minnesota Gas, Inc. for report period ending: June, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$66,617
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$204
26	Total dollars received from energy assistance programs:	\$664
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$126,719
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$35
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		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected		<i>CWR period only</i>
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

1

38 # Accounts remaining disconnected

17

a) 1-30 days

4

b) 31-60 days

0

c) 61+ days

13

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2011	▼	<i>Required</i>
Reporting Period:	July	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: July, 2011

1	Number of Residential Customer Accounts:	3,607	
2	Number of Past Due Residential Customer Accounts:	263	
3	Number of Cold Weather Protection Requests :		<i>CWR period only</i>

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: July, 2011

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	20	
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		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	4	0
d)	# Gas - heat not affected		<i>Required</i>
e) Total	# disconnected	4	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	4	4

Company: Greater Minnesota Gas, Inc. for report period ending: July, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$39,821
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$151
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$103,063
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$29
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
	a) # Electric - heat affected		<i>CWR period only</i>
	b) # Electric - heat not affected		<i>CWR period only</i>
	c) # Gas - heat affected	0	
	d) # Gas - heat not affected		<i>CWR period only</i>
	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

0

38 # Accounts remaining disconnected

21

a) 1-30 days

4

b) 31-60 days

4

c) 61+ days

13

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2011	▼	<i>Required</i>
Reporting Period:	August	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: August, 2011

1	Number of Residential Customer Accounts:	3,632	
2	Number of Past Due Residential Customer Accounts:	240	
3	Number of Cold Weather Protection Requests :		<i>CWR period only</i>

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: August, 2011

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

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

Company: Greater Minnesota Gas, Inc. for report period ending: August, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$37,540
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$156
26	Total dollars received from energy assistance programs:	\$21
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$90,399
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$25
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		<i>CWR period only</i>
	b) # Electric - heat not affected		<i>CWR period only</i>
	c) # Gas - heat affected	0	
	d) # Gas - heat not affected		<i>CWR period only</i>
	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

0

38 # Accounts remaining disconnected

22

a) 1-30 days

1

b) 31-60 days

4

c) 61+ days

17

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2011	▼	<i>Required</i>
Reporting Period:	September	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: September, 2011

1	Number of Residential Customer Accounts:	3,665	
2	Number of Past Due Residential Customer Accounts:	232	
3	Number of Cold Weather Protection Requests :		<i>CWR period only</i>

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: September, 2011

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	24	
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		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	0	0
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	0	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0

Company: Greater Minnesota Gas, Inc. for report period ending: September, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$28,334
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$122
26	Total dollars received from energy assistance programs:	\$164
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$109,568
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$30
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		<i>CWR period only</i>
	b) # Electric - heat not affected		<i>CWR period only</i>
	c) # Gas - heat affected	0	
	d) # Gas - heat not affected		<i>CWR period only</i>
	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	14
38	# Accounts remaining disconnected	8
a)	1-30 days	0
b)	31-60 days	2
c)	61+ days	6

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2011	▼	<i>Required</i>
Reporting Period:	October	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: October, 2011

1	Number of Residential Customer Accounts:	3,652
2	Number of Past Due Residential Customer Accounts:	202
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)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: October, 2011

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:	0
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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			<i>Required</i>
b)	# Electric - heat not affected			<i>Required</i>
c)	# Gas - heat affected	4	0	
d)	# Gas - heat not affected			<i>Required</i>
e)	Total # disconnected	4	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected			<i>CWR period only</i>
b)	# Electric - heat not affected			<i>CWR period only</i>
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected			<i>CWR period only</i>
e)	Total # disconnected (See Note)	0		

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	4	4
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Company: Greater Minnesota Gas, Inc. for report period ending: October, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$24,683
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$122
26	Total dollars received from energy assistance programs:	\$72
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$118,268
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$32
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		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	4	
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected	4	
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



38 # Accounts remaining disconnected

- a) 1-30 days
- b) 31-60 days
- c) 61+ days



[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2011	▼	<i>Required</i>
Reporting Period:	November	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: November, 2011

1	Number of Residential Customer Accounts:	3,690
2	Number of Past Due Residential Customer Accounts:	227
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)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: November, 2011

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:	0
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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			<i>Required</i>
b)	# Electric - heat not affected			<i>Required</i>
c)	# Gas - heat affected	1	0	
d)	# Gas - heat not affected			<i>Required</i>
e)	Total # disconnected	1	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected			<i>CWR period only</i>
b)	# Electric - heat not affected			<i>CWR period only</i>
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected			<i>CWR period only</i>
e)	Total # disconnected (See Note)	0		

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	1	1
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Company: Greater Minnesota Gas, Inc. for report period ending: November, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$19,901
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$88
26	Total dollars received from energy assistance programs:	\$1,429
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$244,007
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$66
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		<i>CWR period only</i>
	b) # Electric - heat not affected		<i>CWR period only</i>
	c) # Gas - heat affected	5	
	d) # Gas - heat not affected		<i>CWR period only</i>
	e) Total # disconnected	5	
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

0

38 # Accounts remaining disconnected

5

a) 1-30 days

1

b) 31-60 days

0

c) 61+ days

4

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2011	▼	<i>Required</i>
Reporting Period:	December	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: December, 2011

1	Number of Residential Customer Accounts:	3,748
2	Number of Past Due Residential Customer Accounts:	227
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)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: December, 2011

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
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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		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	0	<i>Required</i>
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	0	0

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0
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Company: Greater Minnesota Gas, Inc. for report period ending: December, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$25,106
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$111
26	Total dollars received from energy assistance programs:	\$3,069
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$417,885
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$111
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		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	3	
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected	3	
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

2

38 # Accounts remaining disconnected

3

a) 1-30 days

0

b) 31-60 days

1

c) 61+ days

2

[END]

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