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April 30, 2015

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-15-_____**

Dear Mr. Haar:

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 2014.

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, 2014**

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 2014 data is provided on Schedule 1.

Great Plains' call center response time was 88% of calls answered in 20 seconds or less for 2014 with a total call count of 30,466 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 2014 data is provided on Schedule 2.

There were a total of 261,743 meters read in 2014, of which 99.91% were read by utility contracted personnel, with the remainder self-read by customers. There were five estimated reads in 2014 due to inaccessible meters or dogs on customers' premises. Great Plains did not have any meters that went unread for more than 6 months. The average meter-reading staffing level for 2014 was ten people. Great Plains has not deployed AMR in its service area at this time.

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.

A summary of the Company's Cold Weather Rule Compliance Questionnaires submitted in 2014 pursuant to Minnesota Statutes §§216B.091 and 216B.096, subdivision 11 is included in Schedule 3.

In 2014 Great Plains sent 18,711 disconnection notices and there were 1,227 customers whose services were disconnected for non-payment.

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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 2014 data is provided on Schedule 4.

Great Plains received 185 new service extension requests and 1,841 renewed service extension requests in 2014. The renewed service extension statistics do not include reconnection of service to customers disconnected by the Company for non-payment of service. Great Plains currently 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.

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 2014 data is provided on Schedule 5.

Great Plains did not require a deposit as a condition of receiving new service in 2014.

6. Customer Complaints (Schedule 6)

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.

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The 2014 data is provided on Schedule 6.

For the 2014 Gas Service Quality Report, 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 onto the Company by the Consumer Affairs Office for resolution.
 - o There were 21 customer complaints in 2014, a decrease of 7 from the 2013 report. Two out of the 21 customer complaints were received from the Consumer Affairs 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 at the beginning of the call, i.e. Emergency, Payment Arrangements, Service Extension and Other. The Other category includes, but is not limited to: current balance inquiries, usage history, request 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. This is a new schedule being provided by Great Plains for 2014. While the information presented on page 6 does not reflect all calls by type and resolution for 2014, Great Plains is providing the information to demonstrate the Company's continued effort towards meeting the requirements of the reporting metric for all calls, not just calls escalated to a supervisor for resolution.
- D) A copy of the Company's Annual Summary of Customer Complaints submitted to the Commission on April 30, 2015 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 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 2014 data is provided on Schedule 7. Great Plains has also included copies of its 2014 bi-monthly Emergency Response Reporting Forms in Schedule 7.

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In 2014, the percent of emergency calls responded to in less than one hour was 94% which was a decrease compared to 97% in 2013. There were a total of ten calls (or 6%) where the call response time exceeded one hour. There were 159 total calls answered in 2014, which was a decrease of 45% from 2013. The average response time in 2014 was 20 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 2014 data is provided on Schedule 8.

Mislocates decreased from 14 in 2013 to 8 in 2014. There were a total of 7,397 locate tickets in 2014, an increase of 7.7% from 2013.

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 2014 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 2014 Annual Utility Damage Report Forms in Schedule 9.

Gas system damages decreased from 41 in 2013 to 37 in 2014. Of the 38 damages in 2014, five were under the control of Great Plains' employees and contractors.

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

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 2014 data is provided on Schedule 10.

Great Plains had a total of 29 gas service interruptions in 2014 affecting a total of 123 customers. There were no service interruptions reportable to MNOPS in 2014.

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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 2014 data is provided on Schedule 11.

The average percent of calls answered within 20 seconds or less decreased from 83.47% in 2013 to 78.89% in 2014. The average speed of answer increased from 16 seconds in 2013 to 19 seconds in 2014. There were a total of 1,702 calls coming into the system as emergency calls in 2014.

Great Plains' internal performance goal is to answer at least 80 percent of all includes, 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 2014 data is provided on Schedule 12.

Customer service related expenses decreased slightly from \$364,517 in 2013 to \$362,198 in 2014.

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Call Center Response Times

| | <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> |
|--|--------------|------------|------------|------------|------------|------------|-------------|-------------|------------|-------------|------------|------------|------------|
| Service Level - % of Calls answered in 20 seconds or less. | 88% | 90% | 91% | 94% | 89% | 86% | 90% | 90% | 91% | 84% | 77% | 79% | 89% |
| Average Speed of Answer (in seconds) 1/ | 18 | 15 | 15 | 12 | 20 | 22 | 19 | 14 | 13 | 18 | 28 | 27 | 18 |
| Total Calls Answered | 30,466 | 2,499 | 2,460 | 2,403 | 3,042 | 2,727 | 2,404 | 2,055 | 2,261 | 2,566 | 3,298 | 2,356 | 2,395 |

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

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Meter Reading Performance

| | Total | Jan | Feb | Mar | Apr | May | June | July | Aug | Sept | Oct | Nov | Dec |
|---|---------|--------|--------|--------|---------|--------|--------|--------|--------|--------|---------|--------|--------|
| Total number of meters | 261,743 | 21,759 | 21,764 | 21,761 | 21,764 | 21,770 | 21,777 | 21,779 | 21,795 | 21,814 | 21,878 | 21,924 | 21,958 |
| Meters read by utility personnel | | | | | | | | | | | | | |
| Residential | 220,955 | 18,631 | 18,578 | 18,580 | 18,603 | 18,560 | 18,415 | 18,101 | 18,040 | 17,990 | 18,256 | 18,056 | 19,145 |
| Commercial | 40,547 | 3,109 | 3,163 | 3,157 | 3,161 | 3,185 | 3,336 | 3,653 | 3,728 | 3,798 | 3,621 | 3,844 | 2,792 |
| Total | 261,502 | 21,740 | 21,741 | 21,737 | 21,764 | 21,745 | 21,751 | 21,754 | 21,768 | 21,788 | 21,877 | 21,900 | 21,937 |
| % | 99.91% | 99.91% | 99.89% | 99.89% | 100.00% | 99.89% | 99.88% | 99.89% | 99.88% | 99.88% | 100.00% | 99.90% | 99.90% |
| Meters self-read by customer | | | | | | | | | | | | | |
| Residential | 176 | 13 | 15 | 18 | 0 | 19 | 20 | 19 | 20 | 20 | 0 | 17 | 15 |
| Commercial | 60 | 6 | 6 | 6 | 0 | 6 | 6 | 6 | 6 | 6 | 0 | 6 | 6 |
| Total | 236 | 19 | 21 | 24 | 0 | 25 | 26 | 25 | 26 | 26 | 0 | 23 | 21 |
| % | 0.09% | 0.09% | 0.10% | 0.11% | 0.00% | 0.11% | 0.12% | 0.11% | 0.12% | 0.12% | 0.00% | 0.10% | 0.10% |
| Meters - estimated | | | | | | | | | | | | | |
| Residential | 5 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 |
| Commercial | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 5 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 |
| % | 0.00% | 0.00% | 0.01% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| 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 | 5 1/ | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 |
| South | 5 1/ | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 |
| Total | 10 1/ | 10 | 10 | 10 | 10 | 10 | 9 | 10 | 10 | 10 | 9 | 9 | 8 |

1/ Average

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Involuntary Service Disconnections

| | Total | Jan | Feb | Mar | Apr | May | June | July | Aug | Sept | Oct | Nov | Dec |
|--|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 1 Number of Residential Customer Accounts: | 221,136 | 18,644 | 18,595 | 18,598 | 18,603 | 18,579 | 18,435 | 18,120 | 18,061 | 18,010 | 18,257 | 18,074 | 19,160 |
| 2 Number of Past Due Residential Customer Accounts: | 39,067 | 2,477 | 2,976 | 3,404 | 3,554 | 3,918 | 3,960 | 4,141 | 4,019 | 3,491 | 2,603 | 2,419 | 2,105 |
| 3 Number of Cold Weather Protection Requests: | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 1 | 0 |
| Reconnection as of Cold Weather Months | | | | | | | | | | | | | |
| 4 Number of "Right to Appeal" notices mailed to customers: | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 1 | 0 |
| 5 <i>Intentionally Blank</i> | | | | | | | | | | | | | |
| 6 Number of customer accounts granted reconnection <u>request</u> : | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 1 | 0 |
| Payment Schedule (PS) | | | | | | | | | | | | | |
| 16 Number of "Right to Appeal" notices mailed to customers | | | | | | | | | | | | | |
| a) Number of PS requests received | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 1 | 0 |
| 17 <i>Intentionally Blank</i> | | | | | | | | | | | | | |
| 18 Number of PS negotiations mutually agreed upon: | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 1 | 0 |
| 19 <i>Intentionally Blank</i> | | | | | | | | | | | | | |

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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 | 18,711 | 2,009 | 2,317 | 846 | 2,560 | 2,671 | 1,733 | 1,090 | 1,071 | 987 | 995 | 1,507 | 925 |
| 21 | Number of customer accounts disconnected who did not seek protection Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i> | | | | | | | | | | | | | |
| a) | # Electric - heat affected | 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 | 1,227 | 0 | 1 | 2 | 328 | 266 | 240 | 130 | 136 | 59 | 65 | 0 | 0 |
| d) | # Gas - heat not affected | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| e) | Total # disconnected | <u>1,227</u> | <u>0</u> | <u>1</u> | <u>2</u> | <u>328</u> | <u>266</u> | <u>240</u> | <u>130</u> | <u>136</u> | <u>59</u> | <u>65</u> | <u>0</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): | 1,227 | 0 | 1 | 2 | 328 | 266 | 240 | 130 | 136 | 59 | 65 | 0 | 0 |

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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 | 146 | 0 | 0 | 0 | 3 | 15 | 13 | 11 | 14 | 22 | 44 | 14 | 10 |
| Average Days to Complete | 18 | 0 | 0 | 0 | 7 | 11 | 52 | 41 | 24 | 14 | 16 | 31 | 15 |
| Commercial | | | | | | | | | | | | | |
| Number of Extensions | 39 | 0 | 0 | 0 | 1 | 3 | 0 | 4 | 3 | 6 | 15 | 6 | 1 |
| Average Days to Complete | 40 | 0 | 0 | 0 | 235 | 74 | 0 | 45 | 31 | 15 | 22 | 15 | 40 |
| Renewed Service Extensions 2/ | | | | | | | | | | | | | |
| Residential | | | | | | | | | | | | | |
| Number of Extensions | 1,569 | 41 | 28 | 23 | 60 | 65 | 81 | 84 | 98 | 249 | 487 | 255 | 98 |
| Average Days to Complete | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Commercial | | | | | | | | | | | | | |
| Number of Extensions | 272 | 7 | 0 | 8 | 13 | 12 | 4 | 7 | 14 | 20 | 87 | 71 | 29 |
| 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 requests for locations previously served.

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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.

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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 | 21 | 2 | 1 | 1 | 0 | 3 | 2 | 1 | 3 | 4 | 0 | 1 | 3 |
| Commercial | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 21 | 2 | 1 | 1 | 0 | 3 | 2 | 1 | 3 | 4 | 0 | 1 | 3 |

1/ Includes customer complaints received from the Consumer Affairs Office.

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Number & Percentage of Customer Complaints by 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Billing Errors | 2 | 8% | 1 | 50% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 34% | | |
| 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% | 0 | 0% |
| Wrongful Disconnection | 4 | 19% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% | 3 | 75% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| High Bills | 1 | 5% | 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% | 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% | 0 | 0% |
| Service-Extension Interval | 1 | 5% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 33% | | |
| Service-Restoration Interval | 6 | 29% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 3 | 100% | 0 | 0% | 0 | 0% | 2 | 67% | 1 | 25% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Payment Arrangements | 1 | 5% | 0 | 0% | 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% |
| Other | 6 | 29% | 1 | 50% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 2 | 100% | 0 | 0% | 1 | 33% | 0 | 0% | 0 | 0% | 1 | 100% | 1 | 33% | | |
| Total Residential | 21 | 100% | 2 | 100% | 1 | 100% | 1 | 100% | 0 | 0% | 3 | 100% | 2 | 100% | 1 | 100% | 3 | 100% | 4 | 100% | 0 | 0% | 0 | 0% | 1 | 100% | 3 | 100% | | |
| Commercial | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Billing Errors | 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% | 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% | 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% | 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% | 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% | 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% | 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% | 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% | 0 | 0% |
| Total Commercial | 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% | | |

1/ Includes customer complaints received from the Consumer Affairs Office.

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2014**

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 | 18 | 86% | 2 | 100% | 0 | 0% | 1 | 100% | 0 | 0% | 3 | 100% | 2 | 100% | 1 | 100% | 3 | 100% | 4 | 100% | 0 | 0% | 1 | 100% | 1 | 34% | | |
| Within 10 Days | 1 | 5% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 33% |
| Greater Than 10 Days | 1 | 5% | 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% |
| Unresolved | 1 | 5% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 33% |
| Total Residential | 21 | 100% | 2 | 100% | 1 | 100% | 1 | 100% | 0 | 0% | 3 | 100% | 2 | 100% | 1 | 100% | 3 | 100% | 4 | 100% | 0 | 0% | 1 | 100% | 3 | 100% | 1 | 34% |
| Commercial | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Immediate | 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% |
| 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% | 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% | 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% | 0 | 0% |
| Total Commercial | 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% |

1/ Includes customer complaints received from the Consumer Affairs Office.

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2014**

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 | 3 | 14% | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% | 0 | 0% | 2 | 100% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Demonstrate | 14 | 67% | 1 | 50% | 1 | 100% | 0 | 0% | 0 | 0% | 3 | 100% | 0 | 0% | 1 | 100% | 2 | 67% | 4 | 100% | 0 | 0% | 0 | 0% | 0 | 0% | 2 | 67% |
| Refuse | 4 | 19% | 1 | 50% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 33% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 1 | 33% |
| 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 | 21 | 100% | 2 | 100% | 1 | 100% | 1 | 100% | 0 | 0% | 3 | 100% | 2 | 100% | 1 | 100% | 3 | 100% | 4 | 100% | 0 | 0% | 1 | 100% | 3 | 100% | | |
| 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 | 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% |
| 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 | 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% | | |

1/ Includes customer complaints received from the Consumer Affairs Office.

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2014**

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. | % |
| Emergency | 1,702 | 6% | 198 | 8% | 235 | 10% | 145 | 5% | 128 | 4% | 121 | 5% | 101 | 4% | 71 | 3% | 93 | 4% | 103 | 5% | 135 | 4% | 186 | 8% | 186 | 7% |
| Payment Arrangements | 3,764 | 12% | 311 | 12% | 316 | 13% | 352 | 15% | 444 | 15% | 416 | 15% | 326 | 14% | 271 | 13% | 271 | 12% | 267 | 10% | 297 | 9% | 217 | 9% | 276 | 12% |
| Service Extensions | 6,323 | 21% | 344 | 14% | 326 | 13% | 354 | 15% | 511 | 17% | 570 | 21% | 530 | 22% | 488 | 24% | 571 | 25% | 677 | 26% | 910 | 28% | 615 | 26% | 427 | 18% |
| Other | 18,677 | 61% | 1,646 | 66% | 1,583 | 64% | 1,552 | 65% | 1,959 | 64% | 1,620 | 59% | 1,447 | 60% | 1,225 | 60% | 1,326 | 59% | 1,519 | 59% | 1,956 | 59% | 1,338 | 57% | 1,506 | 63% |
| Total | 30,466 | 100% | 2,499 | 100% | 2,460 | 100% | 2,403 | 100% | 3,042 | 100% | 2,727 | 100% | 2,404 | 100% | 2,055 | 100% | 2,261 | 100% | 2,566 | 100% | 3,298 | 100% | 2,356 | 100% | 2,395 | 100% |

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2014

Number of Customer Complaints by Call Code by Resolution

| | 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 | 619 | 27% | 1 | 50% | | 0% | 53 | 77% | 103 | 53% | 91 | 65% | 61 | 54% | 4 | 18% | 3 | 30% | 4 | 14% | 22 | 30% | 160 | 22% | 117 | 13% | |
| Compromise | 153 | 7% | 1 | 50% | | 0% | 11 | 16% | 45 | 23% | 5 | 4% | 4 | 4% | | 0% | 1 | 10% | 1 | 4% | 4 | 5% | 42 | 6% | 39 | 4% | |
| Demonstrate | 682 | 30% | | 0% | | 0% | 3 | 4% | 8 | 4% | 4 | 3% | 8 | 7% | 3 | 13% | 3 | 30% | 6 | 23% | 3 | 4% | 201 | 30% | 443 | 45% | |
| Refuse | 48 | 2% | | 0% | | 0% | | 0% | 11 | 6% | 1 | 1% | 1 | 1% | 1 | 4% | | 0% | | 0% | 1 | 1% | 24 | 4% | 9 | 1% | |
| | <u>1,502</u> | | <u>2</u> | | <u>-</u> | | <u>67</u> | | <u>167</u> | | <u>101</u> | | <u>74</u> | | <u>8</u> | | <u>7</u> | | <u>11</u> | | <u>30</u> | | <u>427</u> | | <u>608</u> | | |
| High Bill | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Agree | 31 | 1% | | 0% | | 0% | | 0% | 1 | 1% | 1 | 1% | 5 | 5% | 3 | 13% | | 0% | | 0% | 2 | 3% | 5 | 1% | 14 | 1% | |
| Compromise | 32 | 1% | | 0% | | 0% | | 0% | 2 | 1% | 1 | 1% | 2 | 2% | 2 | 9% | | 0% | | 0% | 1 | 1% | 9 | 1% | 15 | 2% | |
| Demonstrate | 142 | 6% | | 0% | | 0% | 1 | 1% | 6 | 3% | 4 | 3% | 8 | 7% | 9 | 39% | 1 | 10% | 3 | 12% | 5 | 6% | 39 | 6% | 66 | 7% | |
| Refuse | 10 | 0% | | 0% | | 0% | 1 | 1% | | 0% | | 0% | | 0% | | 0% | | 0% | 1 | 4% | 1 | 1% | 3 | 0% | 4 | 0% | |
| | <u>215</u> | | <u>-</u> | | <u>-</u> | | <u>2</u> | | <u>9</u> | | <u>6</u> | | <u>15</u> | | <u>14</u> | | <u>1</u> | | <u>4</u> | | <u>9</u> | | <u>56</u> | | <u>99</u> | | |
| Service Extension | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Agree | 0 | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | |
| Compromise | 0 | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | |
| Demonstrate | 105 | 5% | | 0% | | 0% | | 0% | | 0% | 3 | 2% | | 0% | | 0% | 1 | 10% | 1 | 4% | | 0% | 28 | 4% | 72 | 7% | |
| Refuse | 0 | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | |
| | <u>105</u> | | <u>-</u> | | <u>-</u> | | <u>-</u> | | <u>-</u> | | <u>3</u> | | <u>-</u> | | <u>-</u> | | <u>1</u> | | <u>1</u> | | <u>-</u> | | <u>28</u> | | <u>72</u> | | |
| Service Restoration | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Agree | 107 | 5% | | 0% | | 0% | | 0% | 7 | 4% | 7 | 5% | 10 | 9% | | 0% | | 0% | 7 | 27% | 17 | 22% | 39 | 6% | 20 | 2% | |
| Compromise | 47 | 2% | | 0% | | 0% | | 0% | 2 | 1% | 7 | 5% | 1 | 1% | | 0% | | 0% | 2 | 8% | 5 | 6% | 27 | 4% | 3 | 0% | |
| Demonstrate | 283 | 12% | | 0% | | 0% | 1 | 1% | 3 | 2% | 13 | 9% | 5 | 5% | 1 | 4% | 1 | 10% | 1 | 4% | 6 | 8% | 92 | 14% | 160 | 16% | |
| Refuse | 50 | 2% | | 0% | | 0% | | 0% | 4 | 2% | 1 | 1% | 5 | 5% | | 0% | | 0% | | 0% | 10 | 13% | 12 | 2% | 18 | 2% | |
| | <u>487</u> | | <u>-</u> | | <u>-</u> | | <u>1</u> | | <u>16</u> | | <u>28</u> | | <u>21</u> | | <u>1</u> | | <u>1</u> | | <u>10</u> | | <u>38</u> | | <u>170</u> | | <u>201</u> | | |
| Total | <u>2,309</u> | <u>100%</u> | <u>2</u> | <u>100%</u> | <u>0</u> | <u>0%</u> | <u>70</u> | <u>100%</u> | <u>192</u> | <u>100%</u> | <u>138</u> | <u>100%</u> | <u>110</u> | <u>100%</u> | <u>23</u> | <u>100%</u> | <u>10</u> | <u>100%</u> | <u>26</u> | <u>100%</u> | <u>77</u> | <u>100%</u> | <u>681</u> | <u>100%</u> | <u>980</u> | <u>100%</u> | |



705 West Fir Avenue

Mailing Address:

P.O. Box 176

Fergus Falls, MN 56538-0176

(877) 267-4764

April 30, 2015

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-15 _____**

Dear Dr. Haar:

Great Plains Natural Gas Co. (Great Plains), a Division of MDU Resources Group, Inc., herewith electronically submits its 2014 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 12/31/2014

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 | | 0 | | | 0 | | | 0 | | |
| B. Inaccurate Metering | 0 | 0 | | 0 | | | 0 | | | 0 | | |
| C. Wrongful Disconnection | 4 | 4 | | 0 | | | 0 | | | 0 | | |
| D. High Bills | 1 | 1 | | 0 | | | 0 | | | 0 | | |
| E. Inadequate Service | 0 | 0 | | 0 | | | 0 | | | 0 | | |
| F. Service-Extension Interval | 1 | 1 | | 0 | | | 0 | | | 0 | | |
| G. Service-Restoration Interval | 6 | 6 | | 0 | | | 0 | | | 0 | | |
| H. Payment Arrangements | 1 | 1 | | 0 | | | 0 | | | 0 | | |
| I. Other | 6 | 6 | | 0 | | | 0 | | | 0 | | |
| Total Complaints | 21 | 21 | | 0 | | | 0 | | | 0 | | |

| II. Number of Customers | 2014 | 2013 | Change |
|-------------------------|--------|--------|--------|
| Residential | 18,451 | 18,341 | 110 |
| Commercial/Industrial | 2,844 | 2,757 | 87 |
| Interruptible | 151 | 149 | 2 |
| Total | 21,446 | 21,247 | 199 |

Minnesota Public Utilities Commission

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

ANNUAL SUMMARY OF MPUC, OAG, AND OTHER CUSTOMER COMPLAINTS

for Year Ending 12/31/2014

MPUC

- I. Complaint Type
 - A. Billing Errors
 - B. Inaccurate Metering
 - C. Wrongful Disconnection
 - D. High Bills
 - E. Inadequate Service
 - F. Service-Extension Interval
 - G. Service-Restoration Interval
 - H. Payment Arrangements
 - Total Complaints

| Residential | | |
|-----------------|-----------------|-------------------|
| Number Received | Number Resolved | Number Unresolved |
| | | |
| | | |
| 1 | 1 | |
| | | |
| 1 | 1 | |
| | | |
| | | |
| 2 | 2 | |

| Commercial | | |
|-----------------|-----------------|-------------------|
| Number Received | Number Resolved | Number Unresolved |
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| Industrial | | |
|-----------------|-----------------|-------------------|
| Number Received | Number Resolved | Number Unresolved |
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| Government | | |
|-----------------|-----------------|-------------------|
| Number Received | Number Resolved | Number Unresolved |
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OAG

- I. Complaint Type
 - A. Billing Errors
 - B. Inaccurate Metering
 - C. Wrongful Disconnection
 - D. High Bills
 - E. Inadequate Service
 - F. Service-Extension Interval
 - G. Service-Restoration Interval
 - H. Payment Arrangements
 - Total Complaints

| Residential | | |
|-----------------|-----------------|-------------------|
| Number Received | Number Resolved | Number Unresolved |
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| Commercial | | |
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| Number Received | Number Resolved | Number Unresolved |
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| Industrial | | |
|-----------------|-----------------|-------------------|
| Number Received | Number Resolved | Number Unresolved |
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| Government | | |
|-----------------|-----------------|-------------------|
| Number Received | Number Resolved | Number Unresolved |
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OTHER

- I. Complaint Type
 - A. Billing Errors
 - B. Inaccurate Metering
 - C. Wrongful Disconnection
 - D. High Bills
 - E. Inadequate Service
 - F. Service-Extension Interval
 - G. Service-Restoration Interval
 - H. Payment Arrangements
 - I. Other
 - Total Complaints

| Residential | | |
|-----------------|-----------------|-------------------|
| Number Received | Number Resolved | Number Unresolved |
| 2 | 2 | |
| | | |
| 4 | 4 | |
| | | |
| | | |
| | | |
| 6 | 6 | |
| 1 | 1 | |
| 6 | 6 | |
| 19 | 19 | |

| Commercial | | |
|-----------------|-----------------|-------------------|
| Number Received | Number Resolved | Number Unresolved |
| | | |
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| | | |

| Industrial | | |
|-----------------|-----------------|-------------------|
| Number Received | Number Resolved | Number Unresolved |
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| Government | | |
|-----------------|-----------------|-------------------|
| Number Received | Number Resolved | Number Unresolved |
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**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2014**

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 | 149 | 26 | 14 | 20 | 9 | 13 | 12 | 5 | 5 | 9 | 22 | 7 | 7 |
| Percentage | 94% | 100% | 93% | 91% | 90% | 93% | 92% | 100% | 100% | 82% | 96% | 88% | 100% |
| Calls Responded to in over 1 hour | 10 | 0 | 1 | 2 | 1 | 1 | 1 | 0 | 0 | 2 | 1 | 1 | 0 |
| Percentage | 6% | 0% | 7% | 9% | 10% | 7% | 8% | 0% | 0% | 18% | 4% | 12% | 0% |
| Total Calls | 159 | 26 | 15 | 22 | 10 | 14 | 13 | 5 | 5 | 11 | 23 | 8 | 7 |
| Average Response Time (in minutes) | 20 | 13 | 23 | 29 | 22 | 22 | 16 | 14 | 7 | 31 | 17 | 26 | 16 |



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form CY 2014

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. | 39 | 19 | | | |
| > 10 min. to 20 min. | 2 | 12 | | | |
| > 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



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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. | 26 | 9 | | | |
| > 10 min. to 20 min. | 6 | 9 | | | |
| > 20 min. to 40 min. | | 6 | | | |
| > 40 min. to 60 min. | | 5 | | | |
| > 60 min. to 80 min. | | 3 | | | |
| > 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 | | | | | |

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| | Dispatch Time interval | Response Time interval | Repair Crew Time interval | Gas shut off Time interval | Line repaired Time interval |
|-----------------------|---------------------------|---------------------------|------------------------------|-------------------------------|--------------------------------|
| > 0 min. to 10 min. | 27 | 13 | | | |
| > 10 min. to 20 min. | | 6 | | | |
| > 20 min. to 40 min. | | 3 | | | |
| > 40 min. to 60 min. | | 3 | | | |
| > 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.

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|------------------------|---------------------------|---------------------------|------------------------------|-------------------------------|--------------------------------|
| > 0 min. to 10 min. | 10 | 6 | | | |
| > 10 min. to 20 min. | | 4 | | | |
| > 20 min. to 40 min. | | | | | |
| > 40 min. to 60 min. | | | | | |
| > 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.

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|-----------------------|---------------------------|---------------------------|------------------------------|-------------------------------|--------------------------------|
| > 0 min. to 10 min. | 27 | 8 | | | |
| > 10 min. to 20 min. | 7 | 10 | | | |
| > 20 min. to 40 min. | | 12 | | | |
| > 40 min. to 60 min. | | 1 | | | |
| > 60 min. to 80 min. | | 3 | | | |
| > 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 | | | | | |

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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 | 3 | | | |
| > 10 min. to 20 min. | 1 | 7 | | | |
| > 20 min. to 40 min. | | 3 | | | |
| > 40 min. to 60 min. | | 1 | | | |
| > 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 | | | | | |

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**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2014**

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 | 8 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 1 | 0 | 3 | 0 | 1 |
| Not Marked Line | 4 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 0 | 0 |
| Mis-Marked Line | 4 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 1 |
| Number of Locate Tickets 1/ | 7,397 | 67 | 88 | 111 | 615 | 1,143 | 1,030 | 1,086 | 814 | 918 | 1,004 | 340 | 181 |
| Number of Mislocates per 1000 Locate Tickets | 1.08 | 0.00 | 0.00 | 0.00 | 0.00 | 1.75 | 0.97 | 0.00 | 1.23 | 0.00 | 2.99 | 0.00 | 5.52 |

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, 2014**

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 | 5 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 1 |
| Damage - All Other Causes | 33 | 0 | 1 | 1 | 0 | 4 | 5 | 5 | 6 | 3 | 6 | 2 | 0 |
| Total Number of Damages | 38 | 0 | 2 | 1 | 0 | 5 | 5 | 5 | 7 | 3 | 7 | 2 | 1 |
| Miles of Pipe 1/ | 519 | 519 | 519 | 519 | 519 | 519 | 519 | 519 | 519 | 519 | 519 | 519 | 519 |
| Damage per 100 Miles of Pipe | | | | | | | | | | | | | |
| Under the Control of Great Plains' | | | | | | | | | | | | | |
| Employees and Contractors | 0.96 | 0.00 | 0.19 | 0.00 | 0.00 | 0.19 | 0.00 | 0.00 | 0.19 | 0.00 | 0.19 | 0.00 | 0.19 |
| All Other Causes | 6.36 | 0.00 | 0.19 | 0.19 | 0.00 | 0.77 | 0.96 | 0.96 | 1.16 | 0.58 | 1.16 | 0.39 | 0.00 |
| Total | 7.32 | 0.00 | 0.38 | 0.19 | 0.00 | 0.96 | 0.96 | 0.96 | 1.35 | 0.58 | 1.35 | 0.39 | 0.19 |

1/ Total miles of distribution (454.193) and transmission (64.89) main operated in Minnesota as of December 31, 2014.

MINNESOTA OFFICE OF PIPELINE SAFETY ANNUAL UTILITY DAMAGE REPORT FORM – CALENDAR YEAR 2014

| | |
|---|-----------------------------------|
| Part A) General Information - | |
| Utility Name: GREAT PLAINS NATURAL GAS CO. | Area / Division / System ID: 6690 |
| Contact Person & Title: AMY ASCHE, PIPELINE SAFETY SPECIALIST | Phone #701-222-7768 |
| e-mail address: <u>AMY.ASCHE@MDU.COM</u> | Fax #: |
| Utility Type: (Check One – please submit one form for each utility operated) | |
| <input type="checkbox"/> Transmission Pipeline <input checked="" type="checkbox"/> Distribution Gas <input type="checkbox"/> Electric <input type="checkbox"/> Communication <input type="checkbox"/> Municipal-Water & Sewer <input type="checkbox"/> Other - Specify _____ | |

| | |
|--|---|
| Part B) Number of Locates and Number of Damages - | |
| 6,941 | Number of Locate Requests for the calendar year. |
| 11 | On-going project damages. How many damages occurred on on-going projects (typically projects are excavation activities lasting 14 days or more) |
| 27 | Remaining damages occurring in situations other than on-going projects. |

| | | |
|----------------------------------|---|---|
| Part C) Cause of Damage - | | |
| 5 | 1) Locates were not requested through GSOC | No or Inadequate Excavation Notice (ticket). |
| 0 | 2) Relying on someone else's ticket | |
| 1 | 3) Excavated prior to legal start time | |
| 0 | 4) Expired Locate / Ticket | |
| 3 | 5) Excavation outside requested area | |
| 5 | 6) No Hand Digging /Hit While Excavating | |
| 14 | 7) Marks Not Maintained By Excavator | |
| 0 | 8) Failure to Support and Protect Facility | |
| 2 | 9) Damage Done by Non Power Equipment (Hand Digging Damage) | |
| 4 | 10) Not Marked | Mis-locate |
| 4 | 11) Mis-Marked | |

| |
|---|
| -Optional- Part D) Confidentiality Statement - |
| |

MINNESOTA OFFICE OF PIPELINE SAFETY ANNUAL UTILITY DAMAGE REPORT FORM – CALENDAR YEAR 2014

| | |
|---|-----------------------------------|
| Part A) General Information - | |
| Utility Name: GREAT PLAINS NATURAL GAS CO. | Area / Division / System ID: 6690 |
| Contact Person & Title: AMY ASCHE, PIPELINE SAFETY SPECIALIST | Phone #701-222-7768 |
| e-mail address: amy.asche@mdu.com | Fax #: |
| Utility Type: (Check One – please submit one form for each utility operated) | |
| <input checked="" type="checkbox"/> Transmission Pipeline <input type="checkbox"/> Distribution Gas <input type="checkbox"/> Electric <input type="checkbox"/> Communication <input type="checkbox"/> Municipal-Water & Sewer <input type="checkbox"/> Other - Specify _____ | |

| | |
|--|---|
| Part B) Number of Locates and Number of Damages - | |
| 456 | Number of Locate Requests for the calendar year. |
| 0 | On-going project damages. How many damages occurred on on-going projects (typically projects are excavation activities lasting 14 days or more) |
| 0 | Remaining damages occurring in situations other than on-going projects. |

| | | |
|----------------------------------|---|---|
| Part C) Cause of Damage - | | |
| 0 | 1) Locates were not requested through GSOC | No or Inadequate Excavation Notice (ticket). |
| 0 | 2) Relying on someone else's ticket | |
| 0 | 3) Excavated prior to legal start time | |
| 0 | 4) Expired Locate / Ticket | |
| 0 | 5) Excavation outside requested area | |
| 0 | 6) No Hand Digging /Hit While Excavating | |
| 0 | 7) Marks Not Maintained By Excavator | |
| 0 | 8) Failure to Support and Protect Facility | |
| 0 | 9) Damage Done by Non Power Equipment (Hand Digging Damage) | |
| 0 | 10) Not Marked | Mis-locate |
| 0 | 11) Mis-Marked | |

| |
|---|
| -Optional- Part D) Confidentiality Statement - |
| |

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2014**

Gas Service Interruptions

| | Total | Jan | Feb | Mar | Apr | May | June | July | Aug | Sept | Oct | Nov | Dec |
|---|-------|-----|-----|-----|-----|-----|------|-------|-------|------|-------|-----|-----|
| Due to Employees/Contractors | | | | | | | | | | | | | |
| Number of Customers | 16 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 14 |
| Number of Outages | 3 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| Average Duration of Outage (in minutes) | 280 | 0 | 240 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 300 | 0 | 300 |
| Due to Other Unplanned Causes | | | | | | | | | | | | | |
| Number of Customers | 107 | 0 | 13 | 0 | 0 | 4 | 4 | 10 | 24 | 2 | 48 | 2 | 0 |
| Number of Outages | 26 | 0 | 1 | 0 | 0 | 3 | 4 | 4 | 6 | 2 | 4 | 2 | 0 |
| Average Duration of Outage (in minutes) | 336 | 0 | 480 | 0 | 0 | 87 | 113 | 833 | 530 | 60 | 183 | 90 | 0 |
| Total Interruptions | | | | | | | | | | | | | |
| Number of Customers | 123 | 0 | 14 | 0 | 0 | 4 | 4 | 10 | 24 | 2 | 49 | 2 | 14 |
| Number of Outages | 29 | 0 | 2 | 0 | 0 | 3 | 4 | 4 | 6 | 2 | 5 | 2 | 1 |
| Average Duration of Outage (in minutes) | 330 | 0 | 360 | 0 | 0 | 87 | 113 | 833 | 530 | 60 | 206 | 90 | 300 |
| Duration in Minutes | | | | | | | | | | | | | |
| Due to Employees/Contracts | 840 | 0 | 240 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 300 | 0 | 300 |
| Due to Others | 8,733 | 0 | 480 | 0 | 0 | 260 | 453 | 3,330 | 3,180 | 120 | 730 | 180 | 0 |
| | 9,573 | 0 | 720 | 0 | 0 | 260 | 453 | 3,330 | 3,180 | 120 | 1,030 | 180 | 300 |

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2014**

Emergency Line Response Times

| | <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> |
|--|--------------|------------|------------|------------|------------|------------|-------------|-------------|------------|-------------|------------|------------|------------|
| Service Level - % of Calls answered in 20 seconds or less. | 78.89% | 79.34% | 74.19% | 81.82% | 80.27% | 75.94% | 83.18% | 82.28% | 86.87% | 77.19% | 73.86% | 70.23% | 81.46% |
| Average Speed of Answer (in seconds) | 19 | 17 | 24 | 16 | 9 | 23 | 22 | 10 | 13 | 18 | 35 | 25 | 21 |
| Total Calls Answered | 1,702 | 198 | 235 | 145 | 128 | 121 | 101 | 71 | 93 | 103 | 135 | 186 | 186 |

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2014**

Customer Service Related Expenses

| | <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> |
|---|--------------|------------|------------|------------|------------|------------|-------------|-------------|------------|-------------|------------|------------|------------|
| Customer Service Related Expenses 1/ | \$362,198 | \$32,112 | \$26,487 | \$31,345 | \$31,411 | \$37,229 | \$30,070 | \$27,115 | \$27,432 | \$26,133 | \$36,672 | \$25,238 | \$30,954 |

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