



A Division of Montana-Dakota Utilities Co.

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May 1, 2024

Will Seuffert
Executive Secretary
Minnesota Public Utilities Commission
121 East Seventh Place, Suite 350
St. Paul, MN 55101-2147

**RE: Compliance Filing of Great Plains Natural Gas Co.
Gas Service Quality Annual Report
Docket No. G-004/M-24-32**

Dear Mr. Seuffert:

Great Plains Natural Gas Co. (Great Plains), a Division of Montana-Dakota Utilities Co., herewith electronically submits its Gas Service Quality Report for calendar year 2023.

Great Plains respectfully requests this filing be accepted as being in full compliance with the Notice of Gas Service Quality Reporting Requirements issued on February 2, 2024 in Docket No. G-004/CI-22-548.

Sincerely,

/s/ Travis R. Jacobson

Travis R. Jacobson
Director of Regulatory Affairs

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2023

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 2023 data is provided on Schedule 1.

Great Plains' call center response time was 98% of calls were answered in 20 seconds or less for 2023 with a total call count of 44,118 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 2023 data is provided on Schedule 2.

Great Plains deployed AMR in its service area starting in May 2015. As of December 2017, all meters are equipped with AMR. There was a total of 272,506 meter reads in 2023, of which 99.98% were read via the automated meter reading system or utility personnel. The remainder of the meter reads (.02%) were estimated by the system.

The 50 estimated reads in 2023 were primarily attributable to no meter data retrievable via the fixed network system or via the handheld device. Great Plains did not have any meters that went unread and had no meters self-read by customers. The average meter-reading staffing level for 2023 was three people, unchanged from previous years.

3. Involuntary Service Disconnection (Schedule 3)

All Gas Utilities shall append their December Residential Customer Status Reports, including data for January through December as filed in Docket No. E,G-999/PR-YY-02, in their annual service quality reports. Gas Utilities shall also provide a

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narrative explanation of their involuntary service disconnection performance, as needed, including steps taken to improve performance in the future.

The Company's December 2023 Residential Customer Status Report filed in Docket No. E,G.-999/PR-23-02 is included herein as Schedule 3.

In 2023 Great Plains sent 4,215 disconnection notices and there were 672 residential customers whose services were disconnected for non-payment.

4. Service Extension Request Response Time (Schedule 4)

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

- The number of customers requesting a service extension by customer class to a location not previously served by the utility and the intervals between the date service was installed and the latter 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, and the interval between the date service was installed and the latter of the in-service date requested by the customer or the date the premises were ready for service.

The 2023 data is provided on Schedule 4.

Great Plains received 73 residential and 25 commercial new service extension requests in 2023. For new service line installations, Great Plains tracks the service line application date but has not tracked the date the property is ready for the service line installation, therefore the report reflects the time from completion of the service line installation to the date the meter was installed upon request from the customer. The lag time between the service line installed date and the date the meter installation is requested is customer dependent. Once requested by the customer, meters are typically set within a day or two of the request, if not the same day. 96 meters were installed on the same day the customer requested its installation, one was installed the next day, and one installed the same day but not turned on until 15 days later at the customer's request.

Great Plains received 655 residential and 120 commercial reconnections or renewed service extension requests in 2023. Renewed service extensions were made up of 83 residential and 35 commercial meter installations at an existing premise, and 572 residential and 85 commercial requests for meters to be turned on for 2023. The renewed service extension statistics do not include reconnection of service to customers disconnected by the Company for non-payment of service. For renewed service extensions, Great Plains reviewed the average days to

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completion when comparing the date the customer requested a meter to the date the meter was installed. On average meters were installed on the same day the customer requested the reinstallation of a meter.

5. Customer Deposits (Schedule 5)

All Gas Utilities shall report on customer deposits within their annual service quality reports whenever their deposit collection policies change. These reports shall include:

- a description of the previous deposit collection policy;
- a description of the new deposit collection policy;
- the reason for the policy change, and
- data from the previous three years regarding the number of customers who were required to make a deposit as a condition of receiving service including the total number of deposits held at the end of each year.

Consistent with the reporting of customer deposits in previous Gas Service Quality Reports, Great Plains did not require a deposit as a condition of receiving new service in 2023. As there was no change in the Company's deposit collection policy in 2023, there is no information to report for Schedule 5.

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 and the Minnesota Attorney General's Office.

The 2023 data is provided on Schedule 6.

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

- A) The information presented on Schedule 6 pages 1 through 4 reflect customer complaint data consistent with the reporting of customer complaints since 2011, i.e. those customer calls that were escalated to a supervisor for resolution or were forwarded to the Company by the Consumer Affairs Office or the Attorney General's Office for resolution.

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- There were 25 customer complaints in 2023, an increase from 8 in 2022. 2 of the 25 customer complaints received came through the Consumer Affairs Office or Minnesota Public Utilities Commission.

B) The information presented on Schedule 6 page 5 specifies the breakdown of all calls received based on the call option selected by the Customer Service Representative at the beginning of the call, or the option selected by the caller when using the Interactive Voice Response (IVR), i.e. Billing, High Bill, Metering, Emergency, Payment Arrangements, Inadequate Service, Service Extension (relating to credit issues), Service Requests, Stop Service, Wrongful Disconnection, Call Backs, and Other. The Other category includes, but is not limited to current balance inquiries, usage history, request for a copy of customer's bill, etc.

C) The information presented on Schedule 6 page 6 identifies the breakdown of calls received by the call code entered by the Customer Service Representative upon completion of the call for calls other than those related to emergency, payment arrangements or stop service.

D) A copy of the Company's Annual Summary of Customer Complaints is included on Schedule 6 pages 7 and 8.

7. Gas Emergency Response Time (Schedule 7)

The reporting metric is the time elapsed 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. The 2023 data is provided on Schedule 7.

In 2023, 97% of emergency calls were responded to in less than one hour. There were 12 calls (or 3%) where the call response time exceeded one hour. There were 424 total emergency response calls answered in 2023, which was a decrease of approximately 12% from 2022. The average response time in 2023 was 23 minutes. Of the 12 calls where the response time exceeded an hours' time, 3 were due to travel distance and 9 were after-hours calls.

8. Damages (Schedule 8)

All Gas Utilities shall report on excavation damages using the following metrics:

- a. The number of excavation tickets received;
- b. The number of excavation damages;

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- c. The number of excavation damages per 1,000 excavation tickets; and
- d. The number of at fault damages.

The 2023 data is provided on Schedule 8.

Gas system damages increased from 39 in 2022 to 40 in 2023. Of the 40 damages in 2023, 9 were under the control of Great Plains' employees and contractors, a decrease from the 2022 report. The root causes of excavation related damages as reported on the MNOPS Quarterly Utility Damage Survey in 2023 included 1 caused by a notification not made (no locate ticket), 2 excavation outside request, 4 expired notification, 5 failed to determine precise location, 2 failed to maintain marks, 12 caused by failure to maintain clearance, 5 from failure to protect and support during excavation, 5 caused by incorrect records or maps, and 4 caused by line mis-marked.

Copies of the Company's 2023 quarterly Utility Damage Report Forms filed with the Minnesota Office of Pipeline Safety are included herein.

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.

9. Gas Service Interruption (Schedule 9)

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 and contractors or whether the interruption was due to any other unplanned cause. The 2023 data is provided on Schedule 9.

Great Plains had a total of 30 gas service interruptions in 2023 affecting a total of 163 customers. Great Plains had 2 service interruption that were reported to MNOPS in 2023. A brief summary of the 2 interruptions is included later in this report.

10. Gas Emergency Phone Response Time (Schedule 10)

The reporting metrics are the total number of utility emergency calls answered by Great Plains' representatives, the percent of calls answered within 20 seconds, and the average speed of answer. The 2023 data is provided on Schedule 10.

The average percent of emergency calls answered within 20 seconds or less increased from 83.6% in 2022 to 92.3% in 2023. The average speed of answer decreased from 7 seconds in 2022 to 5 seconds in 2023. There was a total of 581 calls coming into the system as emergency calls in 2023.

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

11. Distribution System Performance Measures. (Schedule 11).

Great Plains shall report the following metrics from their annual PHMSA Distribution Reports in their service quality reports:

- Miles of Distribution Main
- Number of Main Leaks
- Number of Main Leaks by Cause
- Number of Hazardous Main Leaks by Cause
- Main Leaks per 1,000 Miles of Main
- Number of Services
- Number of Service Leaks
- Number of Service Leaks by Cause
- Number of Hazardous Service Leaks by Cause
- Service Leaks per 1,000 Services

The 2023 data is provided in Schedule 11. Total mains leaks decreased from 22 in 2022 to 16 in 2023. Total services leaks increased from 79 in 2022 to 120 in 2023.

12. Excess Flow Valves (EFVs) (Schedule 12).

Great Plains was ordered in paragraph 4 of the Commission's July 31, 2019 Order in Docket No. G-999/CI-18-41 to "...submit an annual compliance report no later than March 31st each year through the 2025 reporting period, listing its progress toward complying with Ordering Paragraphs 7a-c of the August 20, 2018 Order.

On February 23, 2021 the Commission ordered in the above referenced docket that utilities should submit all remaining Excess Flow Valve status update reports in their annual Gas Service Quality Reports starting in 2021, rather than the previously ordered March 31st deadline.

Below is Great Plains' Excess Flow Valve 2023 status update.

August 20, 2018 Order Paragraph 7a

Great Plains can report that in 2023 there was a change to the number of customers that fall into the categories noted in the July 31 Order since the Company's Reply Comments filed on July 27, 2020 in Docket No. G-999/CI-18-41, with an EFV being installed at a hospital and at a multi-unit residential/nursing facility. A total of 328 customers fall into the categories noted in the August 20, 2018 Order Paragraph 7a. The customer counts by type are noted below.

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a-b.	K-12 public and non-public schools	35
c.	Public and private universities and colleges	10
d.	Hospitals	28
e.	Multi-unit residential and nursing facilities	255
		328

August 20, 2018 Order Paragraph 7b

Great Plains continues to post information regarding EFVs on its website. The Company also notified customers of their EFV options through an annual bill insert mailed to customers in June 2023. The insert previously approved by the Commission will again be included in customers' bills in June 2024.

Great Plains will continue to review ongoing projects and how those projects may match up with interest by identified customers in moving forward with the installation of an EFV, curb valve or manual shut off valve. Great Plains will also continue to provide customers with information regarding Great Plains' planning and replacement projects to inform customers of their options that may help reduce customers' costs associated with installation.

August 20, 2018 Order Paragraph 7c

Great Plains' incremental costs related to face-to-face meetings with the identified customer categories have been minimal. At this time, the Company does not anticipate significant costs for the communication plan in the future.

Major Incident Reporting and MNOPS Violation Letters

Great Plains had three events reportable to MNOPS in 2023 with one resulting in a violation letter. Following is a brief summary of the three events and the violation.

Reportable Incidents:

- On February 24, 2023, the Company received a call through its call center by school staff in Belview to investigate a leak. No leak or gas was found inside the building. However, outside, a gas meter was buried in snow. After cleaning off the meter, a small leak was found and repaired by tightening. The school had self-evacuated and called the fire department as a safety measure. No service was interrupted.

- On July 31, 2023, the Company received a call through its call center that a retired tap on a main was hit in Marshall. Emergency responders and the media were on site. Traffic was rerouted and 16 customers were interrupted lasting 4 hours. The excavator has been involved in Great Plains' damage prevention training and was aware there was not a valid locate ticket but moved forward with the excavation.

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- On November 9, 2023, Great Plains received a report of damage by a contractor in Marshall through its call center. A line was damaged during a directional drill installing fiber optic cable. The building was evacuated by the fire department as the wind was blowing the gas towards the building. The fire department also rerouted traffic. There was an article in the local paper reporting the incident. The service interruption affected 1 customer and lasted 5 hours.

Violation Letter

Great Plains received one violation letter in 2023 due to failure to accurately locate a gas line for the reportable event on November 9 in Marshall, citing Rule and Minnesota Statute §192.605(a) – Procedural manual for operations, maintenance, and emergencies and §MS216D.04 Sub 3 (a) – Excavation, land survey. During the investigation into the incident, MNOPS determined that Great Plains did not follow its Operations and Maintenance manual or Minnesota Statute by not marking within 2 feet of the utility. The locator lost the locate signal and instead used maps and measurements to mark the approximate location of the main.

Further review determined that the locate request should have been reported as a non-locate due to a poor signal per Great Plains' locating procedure. If the facility would have been appropriately classified as non-locatable, additional verification of the line's location would have been completed.

Additional investigation of the impacted line is planned to begin spring of 2024 to determine the cause of the poor locate signal and remediate the issue. A locate marker ball was placed above the gas pipe at the location of damage to assist with the locating of this line in the future and included in the Company's mapping system. Great Plains has also resumed system locating responsibilities in the Company's south district in April 2024 to eliminate the need to employ the 3rd party locator.

PHMSA Gas Distribution Annual Report

A copy of the Company's annual PHMSA Gas Distribution Report is included herein as Attachment A.

In compliance with Order Point 1 of the Commission's December 22, 2023 Order in Docket No. G004/M-23-81, the Company has included as Attachment B the Company's 2023 Annual Gas Service Quality Report in machine readable format.

Schedule 1
Call Center Response Time

**Great Plains Natural Gas Co.
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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.	98%	99%	99%	98%	98%	96%	98%	98%	99%	98%	96%	98%	98%
Average Speed of Answer (in seconds) 1/	8	9	8	8	9	10	9	7	5	7	9	6	7
Total Calls Answered	44,118	3,684	3,620	4,211	3,658	4,084	3,906	3,329	3,428	3,088	4,418	3,376	3,316

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

Schedule 2
Meter Reading Performance

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Meter Reading Performance

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Total number of meters	272,506	22,784	22,713	22,785	22,783	22,775	22,736	22,733	22,651	22,541	22,669	22,684	22,652
Meters read by utility personel													
Residential	235,094	19,635	19,589	19,637	19,637	19,635	19,627	19,625	19,560	19,459	19,565	19,577	19,548
Commercial	37,362	3,141	3,124	3,142	3,141	3,137	3,106	3,106	3,091	3,078	3,094	3,102	3,100
Total	272,456	22,776	22,713	22,779	22,778	22,772	22,733	22,731	22,651	22,537	22,659	22,679	22,648
%	99.98%	99.96%	100.00%	99.97%	99.98%	99.99%	99.99%	99.99%	100.00%	99.98%	99.96%	99.98%	99.98%
Meters self-read by customer													
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Meters - estimated													
Residential	42	5	0	6	5	2	2	2	0	4	8	5	3
Commercial	8	3	0	0	0	1	1	0	0	0	2	0	1
Total	50	8	0	6	5	3	3	2	0	4	10	5	4
%	0.02%	0.04%	0.00%	0.03%	0.02%	0.01%	0.01%	0.01%	0.00%	0.02%	0.04%	0.02%	0.02%
Meters - not read for <6 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 6-12 months													
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Meters not read for 13+ months													
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Meter reading staffing levels													
North	2 1/	2	2	2	2	2	2	2	2	2	2	2	2
South	1 1/	1	1	1	1	1	1	1	1	1	1	1	1
Total	3 1/	3	3	3	3	3	3	3	3	3	3	3	3

1/ Average

Schedule 3
Involuntary Service Disconnection

Great Plains Natural Gas Co.
 2023 Gas Service Quality Annual Report
 Schedule 3 - Involuntary Service Disconnections
 December Residential Customer Status Reports

Utility Monthly Report												
Name of Utility		Great Plains Natural Gas Co.					Highlight Indicates Data Required per Statutes 216B.091 and 216B.096					
Reporting Month/Year		DEC-23										
All Utilities												
		A	B	C	D	E	F	G	H	I	J	K
	Utility	# Residential Customers	Total Revenue from Sales to Residential Customers	# Past Due Residential Customers	Total Dollars Past Due Residential Customers	Average Past Due Dollar Amount Per Past Due Customers	Average Monthly Residential Bill	New LIHEAP Customers	Cumulative LIHEAP Customers (year to date) 1/	Total Dollars Received From LIHEAP	Total Dollars Received from other sources	Total Residential Write-Offs due to uncollectible
Jan-23	Great Plains	19,365	\$ 4,221,920	3,818	\$ 399,868	\$ 105	\$ 218	243	1,017	\$ 83,382	\$ 1,589	\$ 6,994
Feb-23	Great Plains	19,372	\$ 3,646,876	4,434	\$ 685,975	\$ 155	\$ 188	415	1,189	\$ 79,222	\$ 2,349	\$ 4,355
Mar-23	Great Plains	19,372	\$ 3,421,113	4,319	\$ 741,478	\$ 172	\$ 177	602	1,376	\$ 87,638	\$ 4,204	\$ 3,498
Apr-23	Great Plains	19,366	\$ 2,005,946	4,833	\$ 878,324	\$ 182	\$ 104	719	1,493	\$ 84,812	\$ 2,303	\$ 2,355
May-23	Great Plains	19,234	\$ 1,298,711	5,427	\$ 822,165	\$ 151	\$ 68	851	1,625	\$ 97,531	\$ 601	\$ 17,909
Jun-23	Great Plains	19,007	\$ 394,547	5,248	\$ 716,861	\$ 137	\$ 21	918	1,692	\$ 65,360	\$ 2,135	\$ 13,562
Jul-23	Great Plains	18,915	\$ 272,938	5,360	\$ 608,925	\$ 114	\$ 14	920	1,694	\$ 1,029	\$ 1,714	\$ 16,197
Aug-23	Great Plains	18,861	\$ 288,791	4,853	\$ 505,770	\$ 104	\$ 15	-	1,694	\$ -	\$ 1,765	\$ 42,240
Sep-23	Great Plains	18,846	\$ 275,570	4,528	\$ 322,227	\$ 71	\$ 15	-	1,694	\$ -	\$ 7,525	\$ 126,173
Oct-23	Great Plains	19,190	\$ 386,592	3,947	\$ 169,506	\$ 43	\$ 20	-	1,694	\$ -	\$ 22,631	\$ 90,322
Nov-23	Great Plains	19,300	\$ 1,069,468	3,680	\$ 154,877	\$ 42	\$ 55	768	768	\$ 268,373	\$ 44,256	\$ 12,235
Dec-23	Great Plains	19,338	\$ 1,708,367	3,446	\$ 1,708,367	\$ 496	\$ 88	238	1,012	\$ 81,567	\$ 1,697	\$ 12,713
All Utilities												
		L	M	N	O	P	Q	R	S	T		
	Utility	# Residential Customers Receiving Disconnect Notices	# Residential Customers Involuntarily Disconnected	# Residential Customers restored to service w/in 24 hours (SRSQ)	# Residential Customers restored to service by entering a payment plan (SRSQ)	# Residential Customers restored at same address	Total # Residential Customers Reconnected	# Residential Customers Remaining Disconnected, 1-30 days	# Residential Customers Remaining Disconnected, 31-60 days	# Residential Customers Remaining Disconnected, 60+ days		
Jan-23	Great Plains	555	0	0	0	4	6	0	0	160		
Feb-23	Great Plains	498	0	0	0	0	2	0	0	158		
Mar-23	Great Plains	553	0	0	1	1	2	0	0	156		
Apr-23	Great Plains	398	3	0	0	1	2	3	0	154		
May-23	Great Plains	465	214	12	0	20	39	175	3	154		
Jun-23	Great Plains	377	179	15	0	23	48	145	162	156		
Jul-23	Great Plains	276	84	3	0	14	29	70	138	310		
Aug-23	Great Plains	242	109	3	0	35	38	81	64	406		
Sep-23	Great Plains	163	79	9	0	45	15	53	71	437		
Oct-23	Great Plains	178	4	1	2	171	283	1	15	266		
Nov-23	Great Plains	203	0	0	12	38	60	1	11	210		
Dec-23	Great Plains	307	0	0	3	16	16	0	0	190		

Great Plains Natural Gas Co.
2023 Gas Service Quality Annual Report
Schedule 3 - Involuntary Service Disconnections
December Residential Customer Status Reports

All Utilities, October - April											
	# Customers Seeking Cold Weather Rule Protections	# Customers Granted Cold Weather Rule Protections	# Customers Involuntarily Disconnected, who sought protection heat affected (gas)	# Customers Involuntarily Disconnected, who sought protection non-heat affected (gas)	# Customers Involuntarily Disconnected, who sought protection heat affected (electric)	# Customers Involuntarily Disconnected, who sought protection non-heat affected (electric)	# Customers Involuntarily Disconnected, who did not seek protection heat affected (gas)	# Customers Involuntarily Disconnected, who did not seek protection non-heat affected (gas)	# Customers Involuntarily Disconnected, who did not seek protection heat affected (electric)	# Customers Involuntarily Disconnected, who did not seek protection non-heat affected (electric)	Total Customers Disconnected
Jan-23	0	0	0	0	N/A	N/A	0	0	N/A	N/A	0
Feb-23	0	0	0	0	N/A	N/A	0	0	N/A	N/A	0
Mar-23	1	1	0	0	N/A	N/A	0	0	N/A	N/A	0
Apr-23	0	0	0	0	N/A	N/A	3	0	N/A	N/A	3
May-23											
Jun-23											
Jul-23											
Aug-23											
Sep-23											
Oct-23	3	3	0	0	N/A	N/A	0	0	N/A	N/A	0
Nov-23	12	12	0	0	N/A	N/A	0	0	N/A	N/A	0
Dec-23	3	3	0	0	N/A	N/A	0	0	N/A	N/A	0
	# of Appeal Notices sent to customers	# of Payment Plan (PP) requests received	# of mutually agreed PP	# reconnect request appeals withdrawn	# of customers with current payment plans	# customers disconnected 24 hours or more heat affected (gas)	# customers disconnected 24 hours or more non-heat affected (gas)	# customers disconnected 24 hours or more heat affected (electric)	# customers disconnected 24 hours or more non-heat affected (electric)	# accounts reconnected within 24 hrs	Total # Customers Reconnected
Jan-23	0	0	0	0	88	0	0	N/A	N/A	0	6
Feb-23	0	0	0	0	109	0	0	N/A	N/A	0	2
Mar-23	1	1	1	0	155	0	0	N/A	N/A	0	2
Apr-23	0	0	0	0	155	3	0	N/A	N/A	0	2
May-23				0	176			N/A	N/A	12	39
Jun-23				0	162			N/A	N/A	15	48
Jan-23				0	128			N/A	N/A	3	29
Aug-23				0	76			N/A	N/A	3	38
Sep-23				0	77			N/A	N/A	9	15
Oct-23	3	3	3	0	60	1	0	N/A	N/A	1	283
Nov-23	12	12	12	0	41	0	0	N/A	N/A	0	60
Dec-23	3	3	3	0	48	0	0	N/A	N/A	0	16

Great Plains Natural Gas Co.
 2023 Gas Service Quality Annual Report
 Schedule 3 - Involuntary Service Disconnections
 December Residential Customer Status Reports

File this form separately each week as required. Then, provide all weeks for a given month when making monthly filing.	Utility Heating Service Customers*					<i>*whose service is disconnected or remains disconnected for nonpayment as of October 1 and October 15. If customers remain disconnected on October 15, a utility must file a report each week between November 1 and the end of the cold weather period</i>
All Utilities (starting October 1)						
Week ending date	Utility	Total # Customers Currently Disconnected for non-payment	# Customers Involuntarily Disconnected for non-payment This Week, Natural Gas	# Customers Involuntarily Disconnected for non-payment This Week, Electric	# Customers Reconnected This Week**	<i>**The utility may discontinue weekly reporting if the number of utility heating service customers that are or remain disconnected reaches zero before the end of the cold weather period.</i>
10/6/2023	Great Plains	561	1	N/A	61	
10/13/2023	Great Plains	501	2	N/A	101	
10/20/2023	Great Plains	402	1	N/A	37	
10/27/2023	Great Plains	366	0	N/A	48	
11/3/2023	Great Plains	318	0	N/A	36	
11/10/2023	Great Plains	282	0	N/A	5	
11/17/2023	Great Plains	277	0	N/A	12	
11/24/2023	Great Plains	265	0	N/A	17	
12/1/2023	Great Plains	248	0	N/A	26	
12/8/2023	Great Plains			N/A		
12/15/2023	Great Plains			N/A		
12/22/2023	Great Plains			N/A		
3/31/2023	Great Plains			N/A		
4/7/2023	Great Plains			N/A		
4/14/2023	Great Plains			N/A		
4/21/2023	Great Plains			N/A		
4/28/2023	Great Plains			N/A		

Great Plains Natural Gas Co.
 2023 Gas Service Quality Annual Report
 Schedule 3 - Involuntary Service Disconnections
 December Residential Customer Status Reports

All Utilities														
	Utility	Total Res. Customers	Total Residential Customer Disconnects	# LIHEAP Customers	# LIHEAP Disconnects	Disconnect Rate (%), Total Residential	Disconnect Rate (%), LIHEAP	# Customers Restored within 24 hours	# Customers Restored with Payment Plan	# Customers Disconnected 30+ days	# Customers Seeking CWR Protection	# Customers Granted CWR Protection	# Customers Requesting Medical Acct Status	# Customers Granted Medical Acct Status
2015	Great Plains	18,502	819	1,596	184	4%	12%	0	0	89	18	18	n/a	n/a
2016	Great Plains	18,628	649	1,509	158	3%	10%	0	0	133	12	12	n/a	n/a
2017	Great Plains	18,556	743	1,549	169	4%	11%	0	0	100	16	15	n/a	n/a
2018	Great Plains	18,657	836	1,566	196	4%	13%	0	0	176	18	18	n/a	n/a
2019	Great Plains	18,723	862	1,869	183	5%	10%	0	0	212	43	43	n/a	n/a
2020	Great Plains	19,277	-	1,413	-	-	-	0	0	40	-	-	n/a	n/a
2021	Great Plains	19,338	407	898	0	2%	0	26	16	129	14	14	n/a	n/a
2022	Great Plains	19,362	581	1,941	91	3%	5%	48	18	166	21	21	n/a	n/a
2023														
beyond														

Great Plains Natural Gas Co.
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Schedule 3 - Involuntary Service Disconnections
December Residential Customer Status Reports

	# of customers with payment arrangements	Average Monthly Payment Amount	Average Number of Months in Current Payment Agreements					
Jan-23	88	\$ 147.81	2					
Feb-23	109	\$ 170.88	3					
Mar-23	155	\$ 138.53	4					
Apr-23	155	\$ 211.66	3					
May-23	176	\$ 139.08	5					
Jun-23	162	\$ 134.84	5					
Jul-23	128	\$ 121.76	5					
Aug-23	76	\$ 96.91	6					
Sep-23	77	\$ 106.59	5					
Oct-23	60	\$ 103.50	6					
Nov-23	41	\$ 98.62	7					
Dec-23	48	\$ 90.55	5					
	Service Deposit Charged to Restore Service, Explain Practice	If yes, Service Deposit Amount, Average per Customer	Reconnection Fee Charged to Restore Service, Explain Practice	If yes, Reconnection Fee Amount, Average per Customer	Down Payment Required to restore service to start a payment arrangement, Explain Practice	If yes, Down Payment Amount, as Percent of Past Due Balance or Average Amount	Interest/Penalties/Fees, Explain Practice	If yes, Interest/Penalties/Fee Amount, Average per Customer
Jan-23	Great Plains does not charge a service deposit to restore service.	0	In the event service has been disconnected because the Customer could not pay their bill, the Customer shall pay a reconnection fee of forty-five (\$45.00) dollars in addition to making a settlement satisfactory to the Company of the outstanding bill, before service is restored.	\$ 45.00	Great Plains does not require a down payment to restore service to start a payment arrangement.	0	A balance of \$10 or more remaining after the due date is subject to a late payment charge of 1.5% per month, or \$1 whichever is greater.	\$ 1.57
Feb-23		0		\$ 45.00		0		\$ 2.32
Mar-23		0		\$ 45.00		0		\$ 2.58
Apr-23		0		\$ 45.00		0		\$ 2.73
May-23		0		\$ 45.00		0		\$ 2.27
Jun-23		0		\$ 45.00		0		\$ 2.05
Jul-23		0		\$ 45.00		0		\$ 1.70
Aug-23		0		\$ 45.00		0		\$ 1.56
Sep-23		0		\$ 45.00		0		\$ 1.07
Oct-23		0		\$ 45.00		0		\$ 0.64
Nov-23		0		\$ 45.00		0		\$ 0.63
Dec-23		0		45		0		\$ 7.44
	*Practice is defined as when an action would be taken.							

Great Plains Natural Gas Co.
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 Schedule 3 - Involuntary Service Disconnections
 December Residential Customer Status Reports

Electric Utilities Only				
	# Customers Requesting Medical Status	# Customers Granted Medical Status	# Medical Accounts Renewed	# Customers Denied Medical Status
Jan-22				
Feb-22				
Mar-22				
Apr-22				
May-22				
Jun-22				
Jul-22				
Aug-22				
Sep-22				
Oct-22				
Nov-22				
Dec-22				

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 Schedule 3 - Involuntary Service Disconnections
 December Residential Customer Status Reports

Total Number of Disconnection Events			
Data December - June Filed July 2023		Data July- November Filed December 2023	
Zip Code	Count	Zip Code	Count
56237	47	56237	4
56230	9	56230	5
56520	24	56520	11
56572	11	56572	9
56716	42	56716	26
56241	30	56241	28
56284	28	56284	12
56285	8	26285	1
56297	8	56297	5
56258	54	56258	22
56214	3	56214	1
56237	5	56265	48
56265	35	56587	6
56587	1	56283	26
56283	5	56537	49
56283	<u>44</u>	56218	3
	354	56223	5
		56232	<u>15</u>
			276

Schedule 4
Service Extension Request
Response Time

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
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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	73	0	0	0	0	0	8	10	9	22	15	9	0
Average Days to Complete 2/	55	0	0	0	0	0	106	57	47	55	41	23	0
Commercial													
Number of Extensions	25	0	0	0	0	1	1	0	4	5	4	10	0
Average Days to Complete 2/	65	0	0	0	0	124	132	0	44	46	17	28	0
Renewed Service Extensions 3/													
Residential													
Number of Extensions	655	15	13	12	18	32	34	41	66	63	234	94	33
Average Days to Complete	1	1	1	1	1	1	1	1	1	1	1	1	1
Commercial													
Number of Extensions	120	4	2	2	0	9	11	3	4	12	36	26	11
Average Days to Complete	1	2	1	1	0	1	1	1	1	1	2	1	1

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

Schedule 6
Customer Complaints

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2023**

Number of Customer Complaints

	<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	24	1	2	1	3	2	0	4	5	0	2	1	3
Commercial	1	0	0	0	0	0	1	0	0	0	0	0	0
Total	25	1	2	1	3	2	1	4	5	0	2	1	3

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	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	7	29%	0	0%	0	0%	0	0%	2	67%	0	0%	0	0%	2	50%	1	20%	0	0%	0	0%	1	100%	1	33%				
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	3	13%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	2	40%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
High Bills	2	8%	1	100%	1	50%	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	3	13%	0	0%	1	50%	0	0%	0	0%	0	0%	0	0%	1	25%	0	0%	0	0%	0	0%	1	50%	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	2	8%	0	0%	0	0%	0	0%	0	0%	2	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Other	7	29%	0	0%	0	0%	0	0%	1	33%	0	0%	0	0%	1	25%	2	40%	0	0%	1	50%	0	0%	2	67%				
Total Residential	24	100%	1	100%	2	100%	1	100%	3	100%	2	100%	0	0%	4	100%	5	100%	0	0%	2	100%	1	100%	3	100%				
Commercial																														
Billing Errors	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	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%
Other	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	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%		

**Great Plains Natural Gas Co.
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Number & Percentage of Customer Complaints by Resolution Timeframe

	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	24	100%	1	100%	2	100%	1	100%	3	100%	2	100%	0	0%	4	100%	5	100%	0	0%	2	100%	1	100%	3	100%				
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%	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%	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%	0	0%
Total Residential	24	100%	1	100%	2	100%	1	100%	3	100%	2	100%	0	0%	4	100%	5	100%	0	0%	2	100%	1	100%	3	100%				
Commercial																														
Immediate	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	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%	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%	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%	0	0%
Total Commercial	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%		

**Great Plains Natural Gas Co.
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Number & Percentage of Customer Complaints by Resolution Type

	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	4	17%	0	0%	0	0%	0	0%	1	33%	0	0%	0	0%	1	25%	1	20%	0	0%	0	0%		0%	1	34%						
Compromise	3	12%	0	0%	1	50%	0	0%	0	0%	0	0%	0	0%	0	0%	1	20%	0	0%	0	0%	0	0%	0	0%	1	33%				
Demonstrate	11	46%	1	100%	0	0%	0	0%	2	67%	1	50%	0	0%	2	50%	2	40%	0	0%	2	100%	1	100%	0	0%	0	0%				
Refuse	6	25%	0	0%	1	50%	1	100%	0	0%	1	50%	0	0%	1	25%	1	20%	0	0%	0	0%	0	0%	0	0%	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%	0	0%		
Total Residential	24	100%	1	100%	2	100%	1	100%	3	100%	2	100%	0	0%	4	100%	5	100%	0	0%	2	100%	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%	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%	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%	0	0%		
Refuse	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	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%	0	0%		
Total Commercial	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%		

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Number of Customer Calls by Type - General Inquiry

	Total		January		February		March		April		May		June		July		August		September		October		November		December	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Billing Error	5,239	12%	372	10%	414	11%	431	10%	327	9%	363	9%	451	12%	364	11%	456	13%	499	16%	631	14%	486	14%	445	13%
High Bill	518	1%	26	1%	56	2%	49	1%	42	1%	53	1%	39	1%	29	1%	45	1%	39	1%	63	1%	46	1%	31	1%
Inaccurate Metering	126	0%	7	0%	9	0%	8	0%	10	0%	11	0%	10	0%	8	0%	8	0%	13	0%	21	0%	13	0%	8	0%
Emergency	473	1%	34	1%	38	1%	40	1%	22	1%	48	1%	34	1%	45	1%	41	1%	39	1%	51	1%	43	1%	38	1%
Payment Arrangements	5,508	12%	495	13%	527	15%	605	14%	498	14%	520	13%	513	13%	416	12%	371	11%	326	11%	499	11%	359	11%	379	11%
Inadequate Service	1,295	3%	92	2%	104	3%	139	3%	111	3%	118	3%	131	3%	78	2%	105	3%	109	4%	149	3%	101	3%	58	2%
Service Extension Relating to Credit Issues	243	1%	24	1%	37	1%	42	1%	21	1%	19	0%	18	0%	14	0%	17	0%	7	0%	27	1%	11	0%	6	0%
Service Request	233	1%	6	0%	10	0%	13	0%	9	0%	20	0%	20	1%	20	1%	24	1%	22	1%	43	1%	25	1%	21	1%
Start/Stop Service	4,886	11%	319	9%	230	6%	320	8%	351	10%	456	11%	424	11%	413	12%	450	13%	390	13%	711	16%	460	14%	362	11%
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%
Call Backs	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%
Interactive Voice Response 1/ Customer Account Inquiry Non-Authenticated	9,894 10,664		941 924		925 960		1,072 1,106		942 930		941 1,040		875 964		708 794		654 811		652 636		727 919		684 783		773 797	
Interactive Voice Response	20,558	47%	1,865	51%	1,885	52%	2,178	52%	1,872	51%	1,981	49%	1,839	47%	1,502	45%	1,465	43%	1,288	42%	1,646	37%	1,467	43%	1,570	47%
Other	5,039	11%	444	12%	310	9%	386	10%	395	10%	495	13%	427	11%	440	15%	446	14%	356	11%	577	15%	365	12%	398	13%
Total GP Calls	44,118	100%	3,684	100%	3,620	100%	4,211	100%	3,658	100%	4,084	100%	3,906	100%	3,329	100%	3,428	100%	3,088	100%	4,418	100%	3,376	100%	3,316	100%

1/ In mid-January 2022, the tracking of IVR calls was expanded to include both customer specific inquiries and general information inquiries.

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2023
Number of Customer Calls by Call Code by Type and Resolution 1/

	Total		January		February		March		April		May		June		July		August		September		October		November		December		
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
Billing Error																											
Agree	1,506	20%	137	26%	155	25%	162	24%	109	21%	138	24%	110	16%	102	20%	137	21%	126	18%	149	16%	94	14%	87	15%	
Compromise	709	9%	34	6%	54	9%	64	9%	49	9%	61	10%	60	9%	41	8%	61	9%	64	9%	77	8%	80	12%	64	11%	
Demonstrate	2,627	34%	166	32%	177	28%	176	26%	144	28%	133	23%	244	37%	203	40%	234	36%	270	40%	358	38%	264	39%	258	45%	
Refuse	397	5%	35	7%	28	4%	29	4%	25	5%	31	5%	37	6%	18	4%	24	4%	39	6%	47	5%	48	7%	36	6%	
	<u>5,239</u>		<u>372</u>		<u>414</u>		<u>431</u>		<u>327</u>		<u>363</u>		<u>451</u>		<u>364</u>		<u>456</u>		<u>499</u>		<u>631</u>		<u>486</u>		<u>445</u>		
High Bill																											
Agree	221	3%	13	3%	22	4%	25	4%	18	3%	23	4%	12	2%	15	3%	18	3%	14	2%	19	2%	25	4%	17	3%	
Compromise	168	2%	6	1%	25	4%	15	2%	13	3%	18	3%	16	3%	7	1%	15	2%	13	2%	16	2%	15	2%	9	2%	
Demonstrate	99	2%	7	1%	7	1%	7	1%	10	2%	9	2%	10	1%	5	1%	8	1%	7	1%	23	2%	3	0%	3	1%	
Refuse	30	0%	0	0%	2	0%	2	0%	1	0%	3	1%	1	0%	2	0%	4	1%	5	1%	5	1%	3	0%	2	0%	
	<u>518</u>		<u>26</u>		<u>56</u>		<u>49</u>		<u>42</u>		<u>53</u>		<u>39</u>		<u>29</u>		<u>45</u>		<u>39</u>		<u>63</u>		<u>46</u>		<u>31</u>		
Inaccurate Meter																											
Agree	97	2%	5	1%	8	1%	4	1%	5	1%	8	1%	9	1%	6	1%	6	1%	12	2%	16	2%	11	2%	7	1%	
Compromise	7	0%	0	0%	0	0%	0	0%	3	1%	1	0%	1	0%	0	0%	0	0%	0	0%	0	0%	1	0%	1	0%	
Demonstrate	16	0%	2	0%	1	0%	3	0%	2	0%	2	0%	0	0%	2	0%	1	0%	1	0%	2	0%	0	0%	0	0%	
Refuse	6	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	3	0%	1	0%	0	0%	
	<u>126</u>		<u>7</u>		<u>9</u>		<u>8</u>		<u>10</u>		<u>11</u>		<u>10</u>		<u>8</u>		<u>8</u>		<u>13</u>		<u>21</u>		<u>13</u>		<u>8</u>		
Inadequate Service																											
Agree	321	4%	31	6%	28	4%	38	6%	34	7%	27	5%	16	3%	25	5%	19	3%	26	4%	27	3%	30	4%	20	4%	
Compromise	73	1%	4	1%	7	1%	9	1%	5	0%	6	0%	10	1%	6	1%	5	1%	5	1%	11	1%	5	1%	0	0%	
Demonstrate	896	12%	57	11%	69	12%	91	13%	72	14%	85	15%	103	16%	46	9%	81	12%	77	11%	111	12%	66	10%	38	7%	
Refuse	5	0%	0	0%	0	0%	1	0%	0	0%	0	0%	2	0%	1	0%	0	0%	1	0%	0	0%	0	0%	0	0%	
	<u>1,295</u>		<u>92</u>		<u>104</u>		<u>139</u>		<u>111</u>		<u>118</u>		<u>131</u>		<u>78</u>		<u>105</u>		<u>109</u>		<u>149</u>		<u>101</u>		<u>58</u>		
Service Extension																											
Relating to Credit																											
Agree	81	1%	7	1%	10	2%	10	1%	6	1%	11	2%	8	1%	4	1%	11	2%	5	1%	5	1%	3	0%	1	0%	
Compromise	20	0%	2	0%	7	1%	4	1%	2	0%	1	0%	0	0%	2	0%	0	0%	0	0%	1	0%	1	0%	0	0%	
Demonstrate	139	2%	15	3%	19	3%	28	5%	13	3%	7	1%	10	1%	8	2%	6	1%	2	0%	20	2%	6	1%	5	1%	
Refuse	3	0%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	1	0%	0	0%	
	<u>243</u>		<u>24</u>		<u>37</u>		<u>42</u>		<u>21</u>		<u>19</u>		<u>18</u>		<u>14</u>		<u>17</u>		<u>7</u>		<u>27</u>		<u>11</u>		<u>6</u>		
Service Restoration																											
Agree	72	1%	0	0%	6	1%	5	1%	4	1%	5	1%	7	1%	6	2%	9	1%	10	1%	6	1%	8	1%	6	1%	
Compromise	22	0%	0	0%	2	0%	2	0%	1	0%	2	0%	3	1%	2	0%	2	0%	2	0%	3	0%	2	0%	1	0%	
Demonstrate	110	2%	4	1%	2	0%	4	1%	4	1%	9	2%	8	1%	10	2%	9	1%	8	1%	29	3%	12	2%	11	2%	
Refuse	29	0%	2	0%	0	0%	2	0%	0	0%	4	1%	2	0%	2	0%	4	1%	2	0%	5	1%	3	1%	3	1%	
	<u>233</u>		<u>6</u>		<u>10</u>		<u>13</u>		<u>9</u>		<u>20</u>		<u>20</u>		<u>20</u>		<u>24</u>		<u>22</u>		<u>43</u>		<u>25</u>		<u>21</u>		
Wrongful Disconnect																											
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%	
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%	
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%	
Refuse	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
	<u>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>		
Total	<u>7,654</u>	<u>100%</u>	<u>527</u>	<u>100%</u>	<u>630</u>	<u>100%</u>	<u>682</u>	<u>100%</u>	<u>520</u>	<u>100%</u>	<u>584</u>	<u>100%</u>	<u>669</u>	<u>100%</u>	<u>513</u>	<u>100%</u>	<u>655</u>	<u>100%</u>	<u>689</u>	<u>100%</u>	<u>934</u>	<u>100%</u>	<u>682</u>	<u>100%</u>	<u>569</u>	<u>100%</u>	

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

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 12/31/2023
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: Travis Jacobson, Phone 701-222-7855

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	7	7	0	1	1	0						
B. Inaccurate Metering												
C. Wrongful Disconnection	3	3	0									
D. High Bills	2	2	0									
E. Inadequate Service	3	3	0									
F. Service-Extension Interval												
G. Service-Restoration Interval												
H. Payment Arrangements	2	2	0									
I. Other	7	7	0									
Total Complaints	24	24	0	1	1	0						

II. Number of Customers	Average		
	2023	2022	Change
Residential	19,065	19,091	(26)
Commercial/Industrial	3,066	3,050	16
Interruptible	137	137	0
Total	22,268	22,278	(10)

III. Contact Names of Great Plains Personnel:

Caitlin Straabe	Travis Jacobson
800-431-5733	701-222-7855
701-222-7603	
400 N. 4th Street	400 N. 4th Street
Bismarck, ND 58501	Bismarck, ND 58501

Schedule 7
Gas Emergency Response Time

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2023**

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	412	33	28	30	35	39	39	34	22	31	51	42	28
Percentage	97%	94%	93%	100%	97%	95%	100%	92%	96%	97%	100%	100%	100%
Calls Responded to in over 1 hour	12	2	2	0	1	2	0	3	1	1	0	0	0
Percentage	3%	6%	7%	0%	3%	5%	0%	8%	4%	3%	0%	0%	0%
Total Calls	424	35	30	30	36	41	39	37	23	32	51	42	28
Average Response Time (in minutes)	23	22	25	18	24	24	22	24	19	22	22	24	24

Schedule 8

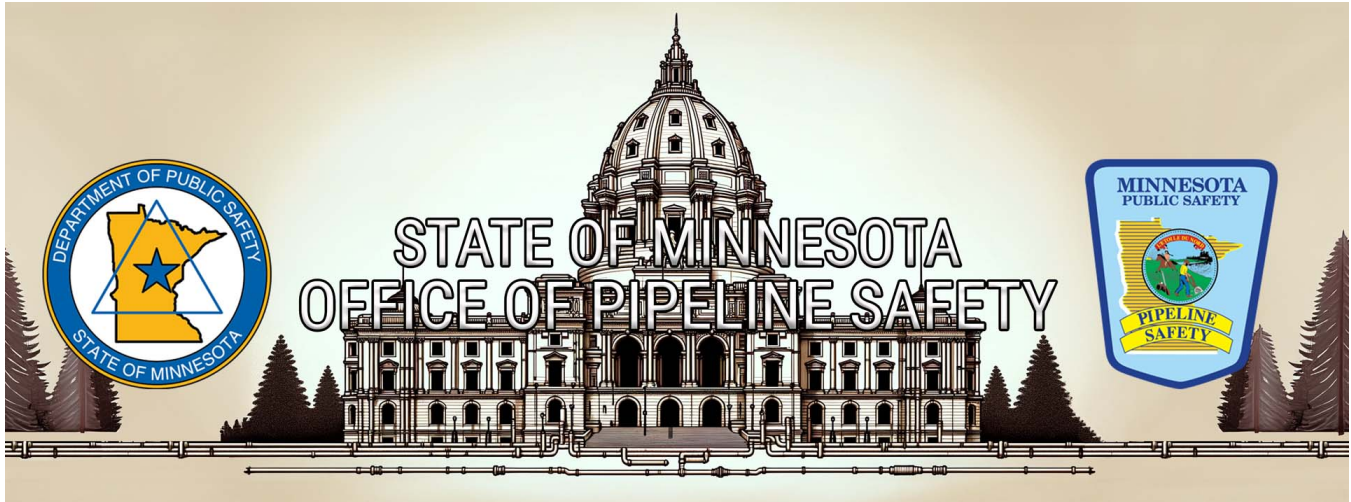
Damages

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2023**

Damages

	<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 Locate Tickets 1/	8,144	110	86	128	592	1,310	1,153	1,091	1,070	925	906	569	204
Damage Under the Control of Great Plains' Employees and Contractors	9	0	0	0	0	1	2	3	0	1	0	1	1
Damage - All Other Causes	<u>31</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>2</u>	<u>2</u>	<u>8</u>	<u>6</u>	<u>5</u>	<u>3</u>	<u>3</u>	<u>1</u>	<u>0</u>
Total Number of Damages	40	0	0	1	2	3	10	9	5	4	3	2	1
Damage per 1,000 Locate Tickets	4.91	0.00	0.00	7.81	3.38	2.29	8.67	8.25	4.67	4.32	3.31	3.51	4.90

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



MNOPS Quarterly Utility Damage Survey

Quarterly Utility Damage Survey

Purpose of this Survey: The Minnesota Office of Pipeline Safety (OPS) will use this survey to evaluate the effectiveness of the state damage prevention laws, Minnesota Statute 216D, and Minnesota Rule Chapter 7560. As always, OPS will continue to investigate individual complaints made by utility operators, excavators, and the public. A statewide summary of quarterly survey data will be made available on the OPS website in the Stakeholder Communication section under [Damage Reporting Statistics](#).

Directions: Fill in the information as specified below for data acquired during the quarterly period. Multiple utility types may be submitted at one time by clicking the "+Add Utility Survey." When finished, click the submit button at the bottom of the survey. Once the submit button has been clicked, a specific report number will be issued for the survey and the data will automatically be sent to OPS. The operator will receive an email acknowledging OPS' receipt of the survey. A survey can be saved and resumed later by clicking the "Save" button at the bottom right of the page and following the prompts.

Intrastate Gas Utility Operators: This is a mandatory survey by OPS per [Minnesota Statute 299F.63](#) and [MN Rule 7530.0400 Subpart 1](#). Submit this survey to OPS within 30 days from the end of each quarter. OPS inspectors will use the submitted information in coordination with annual inspections.

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

Contact Information

Name of Utility Operator
Great Plains Natural Gas

Contact Name
Teresa Hendrickson

Contact Email
teresa.hendrickson@mdu.com

General Data Information

Select the year for which this data is being submitted.
2023

Select the quarter for which this data is being submitted.
1st

Contact Phone
(701) 222-7655

Damage Data Submissions

Utility Survey 1

Select Utility Type
Gas Distribution

Total Number of Gopher State One Call Notifications Received
324

Has any excavation or mechanized equipment caused damage to this utility?
Yes

Root Causes of Excavation Related Damages

Fill in the number of damages for each type of root cause occurring this quarter for this utility.

Root Cause means the most basic cause that can reasonably be identified that when fixed would prevent future recurrence. Multiple violations of MS216D/MN Rule 7560 could occur during damage but the root cause would be the violation that is directly related to the damage occurring. For example, an excavator may have failed to use white markings to show a proposed excavation location, however, if the utility was correctly located and the excavator failed to determine the precise location of the utility prior to excavating, the root cause would be the excavator failing to determine the precise location of the utility.

1. Notification Not Made (no locate ticket)

2. Excavation Outside Request

3. Prior to Start Time

4. Expired Notification

5. Failed to Determine Precise Location

6. Failed to Maintain Marks

7. No White Markings

8. Failed to Maintain Clearance

9. Failed to Protect and Support During Excavation
1

10. Damage by Hand Dig

11. Incorrect Records or Maps

12. Not Marked

13. Mis-Marked

Has any non-excavation or non-mechanized equipment caused damage to this utility?
No

Comments/Suggestions



MNOPS Quarterly Utility Damage Survey

Quarterly Utility Damage Survey

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Contact Information

Name of Utility Operator
Great Plains Natural Gas

Contact Name
Teresa Hendrickson

Contact Email
teresa.hendrickson@mdu.com

General Data Information

Select the year for which this data is being submitted.
2023

Select the quarter for which this data is being submitted.
2nd

Contact Phone
(701) 222-7655

Damage Data Submissions

Utility Survey 1

Select Utility Type
Gas Distribution

Total Number of Gopher State One Call Notifications Received
3,055

Has any excavation or mechanized equipment caused damage to this utility?
Yes

Root Causes of Excavation Related Damages

Fill in the number of damages for each type of root cause occurring this quarter for this utility.

Root Cause means the most basic cause that can reasonably be identified that when fixed would prevent future recurrence. Multiple violations of MS216D/MN Rule 7560 could occur during damage but the root cause would be the violation that is directly related to the damage occurring. For example, an excavator may have failed to use white markings to show a proposed excavation location, however, if the utility was correctly located and the excavator failed to determine the precise location of the utility prior to excavating, the root cause would be the excavator failing to determine the precise location of the utility.

1. Notification Not Made (no locate ticket)
1

2. Excavation Outside Request
2

3. Prior to Start Time

4. Expired Notification
2

5. Failed to Determine Precise Location

6. Failed to Maintain Marks
1

7. No White Markings

8. Failed to Maintain Clearance
5

9. Failed to Protect and Support During Excavation
1

10. Damage by Hand Dig

11. Incorrect Records or Maps
1

12. Not Marked

13. Mis-Marked
2

Has any non-excavation or non-mechanized equipment caused damage to this utility?
No

Comments/Suggestions



MNOPS Quarterly Utility Damage Survey

Quarterly Utility Damage Survey

Purpose of this Survey: The Minnesota Office of Pipeline Safety (OPS) will use this survey to evaluate the effectiveness of the state damage prevention laws, Minnesota Statute 216D, and Minnesota Rule Chapter 7560. As always, OPS will continue to investigate individual complaints made by utility operators, excavators, and the public. A statewide summary of quarterly survey data will be made available on the OPS website in the Stakeholder Communication section under [Damage Reporting Statistics](#).

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

Contact Information

Name of Utility Operator
Great Plains Natural Gas

Contact Name
Melissa Hansen

Contact Email
melissa.hansen@mdu.com

General Data Information

Select the year for which this data is being submitted.
2023

Select the quarter for which this data is being submitted.
3rd

Contact Phone
(701) 389-4075

Damage Data Submissions

Utility Survey 1

Select Utility Type
Gas Distribution

Total Number of Gopher State One Call Notifications Received
3,086

Has any excavation or mechanized equipment caused damage to this utility?
Yes

Root Causes of Excavation Related Damages

Fill in the number of damages for each type of root cause occurring this quarter for this utility.

Root Cause means the most basic cause that can reasonably be identified that when fixed would prevent future recurrence. Multiple violations of MS216D/MN Rule 7560 could occur during damage but the root cause would be the violation that is directly related to the damage occurring. For example, an excavator may have failed to use white markings to show a proposed excavation location, however, if the utility was correctly located and the excavator failed to determine the precise location of the utility prior to excavating, the root cause would be the excavator failing to determine the precise location of the utility.

1. Notification Not Made (no locate ticket)

2. Excavation Outside Request

3. Prior to Start Time

4. Expired Notification
1

5. Failed to Determine Precise Location
4

6. Failed to Maintain Marks
1

7. No White Markings

8. Failed to Maintain Clearance
6

9. Failed to Protect and Support During Excavation
2

10. Damage by Hand Dig

11. Incorrect Records or Maps
3

12. Not Marked

13. Mis-Marked
1

Has any non-excavation or non-mechanized equipment caused damage to this utility?
No

Comments/Suggestions



MNOPS Quarterly Utility Damage Survey

Quarterly Utility Damage Survey

Purpose of this Survey: The Minnesota Office of Pipeline Safety (OPS) will use this survey to evaluate the effectiveness of the state damage prevention laws, Minnesota Statute 216D, and Minnesota Rule Chapter 7560. As always, OPS will continue to investigate individual complaints made by utility operators, excavators, and the public. A statewide summary of quarterly survey data will be made available on the OPS website in the Stakeholder Communication section under [Damage Reporting Statistics](#).

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

Contact Information

Name of Utility Operator
Great Plains Natural Gas

Contact Name
Melissa Hansen

Contact Email
melissa.hansen@mdu.com

General Data Information

Select the year for which this data is being submitted.
2023

Select the quarter for which this data is being submitted.
4th

Contact Phone
(701) 389-4075

Damage Data Submissions

Utility Survey 1

Select Utility Type
Gas Distribution

Total Number of Gopher State One Call Notifications Received
1,679

Has any excavation or mechanized equipment caused damage to this utility?
Yes

Root Causes of Excavation Related Damages

Fill in the number of damages for each type of root cause occurring this quarter for this utility.

Root Cause means the most basic cause that can reasonably be identified that when fixed would prevent future recurrence. Multiple violations of MS216D/MN Rule 7560 could occur during damage but the root cause would be the violation that is directly related to the damage occurring. For example, an excavator may have failed to use white markings to show a proposed excavation location, however, if the utility was correctly located and the excavator failed to determine the precise location of the utility prior to excavating, the root cause would be the excavator failing to determine the precise location of the utility.

1. Notification Not Made (no locate ticket)

2. Excavation Outside Request

3. Prior to Start Time

4. Expired Notification
1

5. Failed to Determine Precise Location
1

6. Failed to Maintain Marks

7. No White Markings

8. Failed to Maintain Clearance
1

9. Failed to Protect and Support During Excavation
1

10. Damage by Hand Dig

11. Incorrect Records or Maps
1

12. Not Marked

13. Mis-Marked
1

Has any non-excavation or non-mechanized equipment caused damage to this utility?
No

Comments/Suggestions

Schedule 9
Gas Service Interruption

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2023**

Gas Service Interruptions

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Due to Employees/Contractors													
Number of Customers	44	0	0	0	0	0	3	36	0	1	0	1	3
Number of Outages	9	0	0	0	0	0	3	3	0	1	0	1	1
Average Duration of Outage (in minutes)	170	0	0	0	0	0	30	280	0	180	0	300	120
Due to Other Unplanned Causes													
Number of Customers	119	0	0	1	1	2	41	68	4	1	1	0	0
Number of Outages	21	0	0	1	1	2	5	6	4	1	1	0	0
Average Duration of Outage (in minutes)	136	0	0	45	60	90	132	190	90	300	120	0	0
Total Interruptions													
Number of Customers	163	0	0	1	1	2	44	104	4	2	1	1	3
Number of Outages	30	0	0	1	1	2	8	9	4	2	1	1	1
Average Duration of Outage (in minutes)	147	0	0	45	60	90	94	220	90	240	120	300	120
Duration in Minutes													
Due to Employees/Contracts	1,530	0	0	0	0	0	90	840	0	180	0	300	120
Due to Others	2,865	0	0	45	60	180	660	1,140	360	300	120	0	0
	4,395	0	0	45	60	180	750	1,980	360	480	120	300	120

Schedule 10
Gas Emergency Phone Response
Time

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2023**

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.	92.3%	87.5%	94.3%	97.9%	93.9%	85.0%	95.1%	92.6%	93.6%	93.3%	95.3%	92.2%	86.7%
Average Speed of Answer (in seconds)	5	14	4	4	5	5	4	5	4	4	5	5	4
Total Calls Answered	581	40	53	48	33	60	41	54	47	45	64	51	45

Schedule 11
Distribution System Plan
Performance Measures

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2023**

Leak Count by Facility Type and Threat

Miles of Distribution Mains: 477.09 1/

Mains Leaks Count Repaired by Cause

	Corrosion	Natural Forces	Excavation	Other Outside Forces	Material Failure	Equipment Failure	Incorrect Operations	Other Unknown / Missing	2023 Total
Mains	1	0	0	0	0	1	0	0	2
Hazardous Mains	0	0	13	0	0	1	0	0	14
TOTAL Mains Leaks	1	0	13	0	0	2	0	0	16

Main Leaks per 1,000 Miles of Mains 33.5

Number of Services: 23,259

Services Leaks Count Repaired by Cause

	Corrosion	Natural Forces	Excavation	Other Outside Forces	Material Failure	Equipment Failure	Incorrect Operations	Other Unknown / Missing	2023 Total
Above Ground	0	1	0	1	20	55	0	1	78
Services	0	0	0	1	2	1	0	0	4
Total	0	1	0	2	22	56	0	1	82
Hazardous Above Ground	0	0	2	5	1	1	0	0	9
Hazardous Services	1	0	23	1	3	1	0	0	29
Total	1	0	25	6	4	2	0	0	38
TOTAL Services Leaks	1	1	25	8	26	58	0	1	120

Services Leaks per 1,000 Services 5.16

1/ Total miles of distribution (477.09) and transmission (62.60) main operated in Minnesota.

Schedule 12
Excess Flow Valves (EFV) and
Manual Shut off Valves


Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2023

Excess Flow Valves (EFV) and Manual Service Line Shut off Valves

EFV Installation					
Customer Class	Number of Customers Suitable of EFV Installation (a)	Total Number of Installed EFVs (b)	Number of Customers Who Requested Installation (c)	Percentage of Suitable Customers with EFVs (d)	Number of Customers Unsuitable for EFVs (e)
			(subset of (b))	(b)/(a)	
Residential (60)	18,580	7,512	0	40.4%	18
Firm General (70)	2,706	675	0	24.9%	50
Small Interruptible (71)	104	8	0	7.7%	45
Large Interruptible (85)	7	-	0	0.0%	6
Small Interruptible Transportation (81)	6	-	0	0.0%	2
Large Interruptible Transportation (82)(TF 1-5)	10	-	0	0.0%	7
Unassigned	-	-	0		0
Total	21,413	8,195	0	38.3%	128

Manual Shut-Off Installation				
Customer Class	Number of Customers Suitable for Manual Shot-Off Valves (a)	Total Number of Installed Manual Shut-Off Valves (b)	Number of Customers who Requested Installation (c)	Percentage of Suitable Customers with Manual Shut-Off Valves (d)
			(subset of (b))	(b)/(a)
Residential (60)	18	18	0	100%
Firm General (70)	50	43	0	86%
Small Interruptible (71)	45	26	0	58%
Large Interruptible (85)	6	4	0	67%
Small Interruptible Transportation (81)	2	3	0	150%
Large Interruptible Transportation (82)(TF 1-5)	7	1	0	14%
Unassigned	0	0	0	0%
Total	128	95	0	74%

Attachment A
PHMSA Annual Report
7100.1-1

 U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration	ANNUAL REPORT FOR CALENDAR YEAR 2023 GAS DISTRIBUTION SYSTEM	Initial Date Submitted:	02/25/2024
		Report Submission Type	INITIAL
		Date Submitted:	

A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2137-0629. Public reporting for this collection of information is estimated to be approximately 20 hours per response, including the time for reviewing instructions, gathering the data needed, and completing and reviewing the collection of information. All responses to this collection of information are mandatory. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Information Collection Clearance Officer, PHMSA, Office of Pipeline Safety (PHP-30) 1200 New Jersey Avenue, SE, Washington, D.C. 20590.

Important: Please read the separate instructions for completing this form before you begin. They clarify the information requested and provide specific examples. If you do not have a copy of the instructions, you can obtain one from the PHMSA Pipeline Safety Community Web Page at <http://www.phmsa.dot.gov/pipeline/library/forms>.

PART A - OPERATOR INFORMATION		(DOT use only)	20240365-56939
1. Name of Operator		GREAT PLAINS NATURAL GAS CO	
2. LOCATION OF OFFICE (WHERE ADDITIONAL INFORMATION MAY BE OBTAINED)			
2a. Street Address		5181 Southgate Drive	
2b. City and County		Billings	
2c. State		MT	
2d. Zip Code		59101	
3. OPERATOR'S 5 DIGIT IDENTIFICATION NUMBER		6690	
4. HEADQUARTERS NAME & ADDRESS			
4a. Street Address		400 NORTH FOURTH STREET	
4b. City and County		BISMARCK	
4c. State		ND	
4d. Zip Code		58501	
5. STATE IN WHICH SYSTEM OPERATES		MN	
6. THIS REPORT PERTAINS TO THE FOLLOWING COMMODITY GROUP (Select Commodity Group based on the predominant gas carried and complete the report for that Commodity Group. File a separate report for each Commodity Group included in this OPID.)			
Natural Gas			
7. THIS REPORT PERTAINS TO THE FOLLOWING TYPE OF OPERATOR (Select Type of Operator based on the structure of the company included in this OPID for which this report is being submitted.):			
Investor Owned			

PART B - SYSTEM DESCRIPTION											
1.GENERAL											
	STEEL				PLASTIC	CAST/ WROUGHT IRON	DUCTILE IRON	COPPER	OTHER	RECONDITION ED CAST IRON	SYSTEM TOTAL
	UNPROTECTED		CATHODICALLY PROTECTED								
	BARE	COATED	BARE	COATED							
MILES OF MAIN			0.25	110.02	366.82	0	0	0	0	0	477.09
NO. OF SERVICES			54	3002	20201	0	0	0	2	0	23259

2. MILES OF MAINS IN SYSTEM AT END OF YEAR												
MATERIAL	UNKNOWN	2" OR LESS	OVER 2" THRU 4"	OVER 4" THRU 8"	OVER 8" THRU 12"	OVER 12"	SYSTEM TOTALS					
STEEL	0.14	38.52	45.85	20.68	5.1	0	110.29					
DUCTILE IRON	0	0	0	0	0	0	0					
COPPER	0	0	0	0	0	0	0					
CAST/WROUGHT IRON	0	0	0	0	0	0	0					
PLASTIC PVC	0.22	66.97	14.33	0.04	0	0	81.56					
PLASTIC PE	0.09	209.8	59.79	15.48	0.1	0	285.26					
PLASTIC ABS	0	0	0	0	0	0	0					
PLASTIC OTHER	0	0	0	0	0	0	0					
OTHER	0	0	0	0	0	0	0					
RECONDITIONED CAST IRON	0	0	0	0	0	0	0					
TOTAL	0.45	315.29	119.97	36.2	5.2	0	477.11					
Describe Other Material:												
3. NUMBER OF SERVICES IN SYSTEM AT END OF YEAR				AVERAGE SERVICE LENGTH: 93.8								
MATERIAL	UNKNOWN	1" OR LESS	OVER 1" THRU 2"	OVER 2" THRU 4"	OVER 4" THRU 8"	OVER 8"	SYSTEM TOTALS					
STEEL	0	2613	432	10	1	0	3056					
DUCTILE IRON	0	0	0	0	0	0	0					
COPPER	0	0	0	0	0	0	0					
CAST/WROUGHT IRON	0	0	0	0	0	0	0					
PLASTIC PVC	0	3738	39	10	0	0	3787					
PLASTIC PE	0	16156	235	19	4	0	16414					
PLASTIC ABS	0	0	0	0	0	0	0					
PLASTIC OTHER	0	0	0	0	0	0	0					
OTHER	0	2	0	0	0	0	2					
RECONDITIONED CAST IRON	0	0	0	0	0	0	0					
TOTAL	0	22509	706	39	5	0	23259					
Describe Other Material:			Unknown									
4. MILES OF MAIN AND NUMBER OF SERVICES BY DECADE OF INSTALLATION												
	UNKNOWN	PRE-1940	1940-1949	1950-1959	1960-1969	1970-1979	1980-1989	1990-1999	2000-2009	2010-2019	2020-2029	TOTAL
MILES OF MAIN	108.11	0	1.65	9.25	32.52	33.42	34.64	51.33	41.97	116.58	47.64	477.11
NUMBER OF SERVICES	2197	1	5	92	1449	2656	3017	3092	2041	6060	2649	23259
PART C - TOTAL LEAKS AND HAZARDOUS LEAKS ELIMINATED/REPAIRED DURING THE YEAR												

CAUSE OF LEAK	MAINS		SERVICES	
	TOTAL	HAZARDOUS	TOTAL	HAZARDOUS
CORROSION FAILURE	1	0	1	1
NATURAL FORCE DAMAGE	0	0	1	0
EXCAVATION DAMAGE	13	13	25	25
OTHER OUTSIDE FORCE DAMAGE	0	0	8	6
PIPE, WELD OR JOINT FAILURE	0	0	26	4
EQUIPMENT FAILURE	2	1	58	2
INCORRECT OPERATIONS	0	0	0	0
OTHER CAUSE	0	0	1	0

NUMBER OF KNOWN SYSTEM LEAKS AT END OF YEAR SCHEDULED FOR REPAIR : 3
NUMBER OF HAZARDOUS LEAKS INVOLVING A MECHANICAL JOINT FAILURE : 1

PART D - EXCAVATION DAMAGE	PART E - RESERVED
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1. TOTAL NUMBER OF EXCAVATION DAMAGES BY APPARENT ROOT CAUSE: 40

a. One-Call Notification Practices Not Sufficient: 7

b. Locating Practices Not Sufficient: 9

c. Excavation Practices Not Sufficient: 24

d. Other: 0

2. NUMBER OF EXCAVATION TICKETS 8144

PART F - LEAKS ON FEDERAL LAND	PART G - PERCENT OF UNACCOUNTED FOR GAS
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TOTAL NUMBER OF LEAKS ON FEDERAL LAND REPAIRED OR SCHEDULED TO REPAIR: 0

UNACCOUNTED FOR GAS AS A PERCENT OF TOTAL CONSUMPTION FOR THE 12 MONTHS ENDING JUNE 30 OF THE REPORTING YEAR.

[(PURCHASED GAS + PRODUCED GAS) MINUS (CUSTOMER USE + COMPANY USE + APPROPRIATE ADJUSTMENTS)] DIVIDED BY (CUSTOMER USE + COMPANY USE + APPROPRIATE ADJUSTMENTS) TIMES 100 EQUALS PERCENT UNACCOUNTED FOR.

FOR YEAR ENDING 6/30: 1.33%

PART H - ADDITIONAL INFORMATION

PART I - PREPARER

<u>Debbie Buck Manager of Compliance</u> (Preparer's Name and Title)	<u>(406) 896-4210</u> (Area Code and Telephone Number)
<u>debbie.buck@mdu.com</u> (Preparer's email address)	<u>(406) 896-4270</u> (Area Code and Facsimile Number)