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May 1, 2018

VIA ELECTRONIC FILING

Mr. Daniel P. Wolf
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
Saint Paul, MN 55101-2147

Re: **Annual Gas Service Quality Report for 2017**
Docket No. _____

Dear Mr. Wolf:

Attached hereto, please find a copy of Greater Minnesota Gas, Inc.'s Annual Gas Service Quality Report for the Calendar Year of 2017 for filing in a new docket.

All individuals identified on the attached service list have been electronically served with the same.

Thank you for your assistance. Please do not hesitate to contact me should you have any questions or concerns or if you require additional information. My direct dial number is (507) 665-8657 and my email address is kanderson@greatermngas.com.

Sincerely,

GREATER MINNESOTA GAS, INC.

/s/

Kristine A. Anderson

Enclosure

cc: Service List

CERTIFICATE OF SERVICE

I, Kristine Anderson, hereby certify that I have this day served a true and correct copy of the following document to all persons at the addresses indicated on the attached list by electronic filing, electronic mail, or by depositing the same enveloped with postage paid in the United States Mail at Le Sueur, Minnesota:

**Greater Minnesota Gas, Inc.'s Annual Gas Service
Quality Report for the Calendar Year of 2017
Docket No. _____**

filed this 1st day of May, 2018.

/s/ Kristine A. Anderson
Kristine A. Anderson, Esq.
Corporate Attorney
Greater Minnesota Gas, Inc.

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Kristine	Anderson	kanderson@greatermngas.com	Greater Minnesota Gas, Inc.	202 S. Main Street Le Sueur, MN 56058	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2017
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1800 St. Paul, MN 55101	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2017
Ian	Dobson	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012130	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2017
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280 Saint Paul, MN 551012198	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2017
Brian	Gardow	bgardow@greatermngas.com	Greater Minnesota Gas, Inc.	PO Box 68 Le Sueur, MN 56058	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2017
Nicolle	Kupser	nkupser@greatermngas.com	Greater Minnesota Gas, Inc.	202 South Main Street P.O. Box 68 Le Sueur, MN 56058	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2017
Greg	Palmer	gpalmer@greatermngas.com	Greater Minnesota Gas, Inc.	PO Box 68 202 South Main Street Le Sueur, MN 56058	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2017
Daniel P	Wolf	dan.wolf@state.mn.us	Public Utilities Commission	121 7th Place East Suite 350 St. Paul, MN 551012147	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2017

STATE OF MINNESOTA

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Nancy Lange
Dan Lipschultz
Matt Schuerger
Katie Sieben
John Tuma

Chair
Commissioner
Commissioner
Commissioner
Commissioner

MPUC Docket No. _____

In the Matter of Greater Minnesota
Gas, Inc.'s Annual Gas Service
Quality Report for the
Calendar Year of 2017

**ANNUAL GAS SERVICE
QUALITY REPORT
FOR 2017**

Greater Minnesota Gas, Inc. ("GMG") hereby submits its Annual Service Quality Report for the calendar year ending December 31, 2017 for filing in a new docket. This report encompasses data related to the reporting requirements for gas utilities as specifically modified for GMG where appropriate. GMG notes that this report represents the second time that its revised reporting metrics for Service Extension Request Times have been employed.

REPORTING REQUIREMENTS

Pursuant to the Commission's prior orders regarding Gas Service Quality Reports, all natural gas utilities are required to report the following information; however, GMG's reporting differs slightly in some respects due to the technology that GMG uses and information available to it:

- Call Center Response Time
- Meter Reading Performance
- Involuntary Disconnections
- Service Extension Request Times
- Customer Deposits
- Customer Complaints
- Gas Emergency Response Times
- Mislocates
- Damaged Gas Lines
- Gas Service Interruptions
- Major Reportable Events
- Customer Service Expenses
- Miles of Pipe

ANNUAL REPORTING INFORMATION

The requisite statistical information regarding GMG's Service Quality Report components for 2017 is found below:

- *Call Center Response Time*
 - Pursuant to the Commission's Order dated January 18, 2011, GMG is required to track and report the total number of phone calls received during the calendar year and to report on the number of times the phone rings before calls are answered, as GMG does not have a call center.

GMG received a total of 10,705 incoming calls to its primary business line (888-931-3411) during 2017, which is an incoming call rate that is relatively comparable to the number of calls received over the last several years.

Incoming calls included both customer-related and non-customer-related matters. As GMG explained in previous annual service quality dockets, GMG's customer service representatives take calls regarding all types of matters. Existing customers call GMG regarding any number of things: payment questions, contact changes, general questions, service questions, in response to notices or bills, or for any other reason that they need information from GMG. Prospective customers call GMG's office in response to marketing materials when GMG is entering a new area. Interested customers call to arrange a meeting to obtain a quote for service; and, they call again to arrange for the service installation to be scheduled. Sometimes, new customers call with questions related to conversion. New customers may call with a question about reading a bill that they are seeing for the first time. Sometimes, people call GMG from unserved areas wondering if it is possible to have GMG bring service to the area. Developers call GMG to inquire about service to a new home or development. GMG's vendors call its main line. Companies and individuals who are marketing to GMG call its main line. People with questions related to Greater Minnesota Transmission and Greater Minnesota Synergy call the main line. Individuals that need to contact GMG in the regular course of business or return calls to GMG employees, whether related to permitting, easements, supply, banking, or any other matter, all call GMG's telephone number. All of those calls are reported in GMG's total number of calls received. GMG remains committed to continuing to provide personal service to each caller.

All incoming calls are answered live by GMG's customer service team within three rings, or approximately fifteen seconds. If GMG's personnel is unable to answer within the initial three rings, the call is automatically forwarded to TimeComm, a professional live telephone answering service. TimeComm typically answers within one additional ring after the call is transferred, ensuring live contact with the customer within the twenty second goal.

- *Meter Reading Performance Metrics*
 - Pursuant to its January 18, 2011 Order, the Commission required GMG to report the meter reading performance data contained in Minn. R. 7826.1400.

GMG's meter reading performance and staffing levels for 2017 are summarized below:

	<u>Quantity</u>	<u>Percentage</u>
Total Meters Billed	92,456	100.000%
Number & % Read by GMG Personnel	92,297	99.828%
Number & % Self-Read by Customer	23	0.025%
Number & % of Customer Meters Estimated	136	0.147%
Number & % of Meters not read for 6-12 mo	0	0.000%
Number & % of Meters not read for > 12 mo	0	0.000%

GMG's number of estimated meter reads continued to decrease during 2017 when compared to the previous four years. GMG estimated residential meters for some customers in situations where meters could not be read safely due to weather conditions making it unsafe for meter readers to be outside or impossible to access meters; due to loose dogs being in the yard; or, self-reporting customers that did not provide their meter readings. On some occasions, GMG personnel did not have access to a meter due to a locked fence, gate, blocked drive, or meter/lens issues. Customers subject to estimated billing were notified of the same on the monthly invoice; and customers are generally not subject to estimated billing for consecutive months. GMG did not receive any complaints during estimated billing periods, as they were generally minimal usage time periods. Estimated meters are periodically read to insure accurate billing.

GMG essentially completed deploying automated meter reading ("AMR") devices to its existing customers where viable during 2017; hence, GMG anticipates further reduction in estimated meter reads.

In 2017, GMG employed two-full time operational staff people dedicated to the reading of meters in the geographical area headquartered in Le Sueur, Minnesota, along with four additional full-time operational staff members that could assist with meter reading if necessary. GMG also had two full-time technicians located in the geographical area of its Swanville-area distribution facilities and meter reading is a component of their job responsibilities. Likewise, GMG had three full-time technicians who are located in the geographical area of its Becker and Otter Tail County distribution facilities and meter reading is a component of their job responsibilities.

- *Involuntary Service Disconnections*

- GMG is required to reference the data submitted in its Cold Weather Rule reports.

GMG electronically filed its weekly and monthly Cold Weather Rule (“CWR”) data for January through April of 2017 and October through December of 2017, as well as monthly reports for January through December of 2017. GMG made 39 involuntary service disconnections during 2017, which is a decrease of approximately 57% from the same metric in 2016.

Copies of GMG’s Cold Weather Rule reports are appended hereto as Attachment A for ease of reference.

- *Service Extension Requests*

- Pursuant to Rule 7826.1600, GMG is required to provide information regarding the number of customers requesting service to a previously un-served location and the interval between the date of service installation and premises readiness, as well as the number of customers requesting service at a previously served location but unserved at the time of the request along with interval between the date of service installation and premises readiness.

The reporting metrics provided below represent the second time that GMG’s new service extension reporting metrics are being used. Due to GMG’s unique service model, the reporting metrics typically used by larger utilities are not suited for obtaining meaningful information from GMG. Hence, GMG and Staff engaged in cooperative effort to create new service extension reporting metrics that provide meaningful information to the Department and Commission based on GMG’s service model.

As discussed in GMG’s prior Service Quality dockets, when GMG extends service to a new area, it is generally extending service to an entire new rural area rather than to a new development on the edge of an existing service area. Therefore, GMG installs an entire new main to an area and then runs individual service off of it. When a new project is designed, which may be during the preceding fall or winter, GMG begins working with a community to engage its business and residential customers, essentially beginning to “sell” service and receive commitments many months in advance of the main installation. Customers are aware that the main will be installed several months later and that, after the main installation is complete, their individual services will be run. Because services are installed following main construction, a customer’s installation is immediately ready for service upon completion of the service construction. Information regarding GMG’s extension of service to new areas is reflected in the table below; and, samples of its marketing materials sent to customers in new areas are appended hereto as Attachment B. No areas that were promised service during the year did not receive it.

New Main Extension Projects										
Area Served*	Estimated # of Residential Customers to Be Served	Actual # of Residential Customers Served	Estimated # of Firm Commercial Customers to Be Served	Actual # of Firm Commercial Customers Served	Estimated # of Interruptible Commercial Customers to Be Served	Actual # of Interruptible Commercial Customers Served	Date Main Installation Complete	Date Service Installation Complete	Date First Customer Service Activation Fee for the Project is Received	First Date that Service Activation Fees for the Project are Deposited
Detroit Lakes Area	280	257	0	0	0	0	11/9/2017	11/28/2017	5/23/2017	5/23/2017
Rural Medford	1	21	1	1	0	0	5/15/2017	10/2/2017	5/1/2017	5/1/2017

* Areas that were promised service during the calendar year but did not receive service and explanatory information for each needs to be provided.

Similarly, GMG target markets throughout the year to on-main customers who do not currently use gas. Customers often request service during a non-construction season, being slated for installation during the approaching construction season. There isn't a request interval *per se* because the service requests were made as part of the entire project development throughout the year. Information regarding GMG's extension of service to on-main customers is reflected in the table below.

Service Extensions Along Existing Main							
2017	# of Residential Service Requests	Average # of Days to Install	# of Firm Commercial Service Requests	Average # of Days to Install	# of Interruptible Commercial Service Requests	Average # of Days to Install	# of Customers With Denied Service Requests*
January	2	5	0	0	0	0	0
February	2	114	0	0	0	0	0
March	7	25	0	0	0	0	0
April	23	33	0	0	0	0	0
May	10	50	0	0	0	0	0
June	14	25	1	69	0	0	0
July	19	23	0	0	0	0	0
August	25	19	4	21	0	0	0
September	17	24	4	14	1	8	0
October	39	20	6	25	0	0	0
November	18	16	6	19	0	0	0
December	2	4	3	11	0	0	0
Totals	178	30	24	13	1	8	0

* Explanatory information for service request denials needs to be provided.

With regard to customers requesting service to a location previously served by GMG, GMG does not believe that there were any delays in the premises being ready for service. GMG does not lock or stop service between transfers of property owners or occupants. Responsibility for the customer account is transferred on the date agreed to by both parties to the transfer. As a result, there is no delay in providing service to the location. Similarly, in the event that gas service to a previously served location was shut-off due to a foreclosure, GMG may require the subsequent owner to provide assurance that the premises has been inspected by a qualified plumbing/heating contractor and is in a safe condition for the gas service to be turned on. In addition, GMG requires the subsequent owner, or a qualified contractor hired on the owner's behalf, meet a GMG technician at

the location for the meter unlock and service turn up. GMG accommodates the customer's schedule but does request a courtesy twenty-four notice whenever possible.

- *Customer Deposits*

- Pursuant to its January 18, 2011 Order, the Commission required GMG to report information regarding customer deposits pursuant to Minn. R. 7826.1900.

During 2017, five customers were required to make a deposit as a condition of receiving service based on the terms identified in GMG's tariff due to their history with GMG demonstrating consistently poor payment records and poor credit. GMG does not require deposits from new customers. Rather, GMG may require a deposit from existing customers who previously had service disconnected due to non-payment. Pursuant to the terms of its tariff, GMG returns customer deposits after twelve months of timely payments GMG is currently holding deposits for twenty-one customers (including the five acquired during 2017) because there have not been twelve consecutive months of timely payments made.

- *Customer Complaints*

- Pursuant to its January 18, 2011 Order, the Commission required GMG to report customer complaints pursuant to in Minn. R. 7826.2000. Specifically, GMG is obligated to report the total number of customer complaints received by category, including both complaints received from the Commission's Consumer Affairs Office and those received internally.

As GMG has explained in its previous Service Quality dockets, all calls to GMG are promptly answered by GMG's customer service team. If a call comes in after-hours, it is routed to a live-answer professional answering service. As such, none of GMG's customers navigate an automated system with a variety of prompt options. When a customer calls, it is not necessarily due to a complaint. GMG's customer service representatives attempt to identify and meet each customer's needs every time they speak with customers. In most instances, GMG's representative can provide a response that answers the customer's question or otherwise meets the customer's needs. For example, if a customer has a question about his or her gas usage or bill, the customer service representative explains the relevant billing entry and, generally, the customer is satisfied with the explanation and the customer's needs have been met. Likewise, if a customer calls questioning charges for unexpected installation costs, for example, and a GMG satisfactorily explains the basis for the charges without the customer requesting further action, GMG does not log that as a customer complaint. GMG does not consider such inquiries to be complaints; and, such calls are logged and closed out.

GMG considers something a customer complaint if, after speaking with a customer service representative, the customer requests that GMG take some type of action to resolve a particular situation. In that situation, the matter is automatically escalated to a supervisor with the authority to respond to the customer's issue. Therefore, all of the

customer complaints that GMG receives are, by virtue of GMG's customer service policy, escalated to a supervisor for proper handling.

In 2017, GMG had only four customer requests for further action, and each was resolved. GMG is happy to report that no customer complaints required supervisory escalation. Similarly, GMG received zero complaints from the Commission's Consumer Affairs Office and zero complaints from the Office of the Attorney General. The customer requests for further action made during 2017 related to the following area:

- (0) Billing Errors
- (4) Inaccurate Metering
- (0) Wrongful Disconnection
- (0) High Bills
- (0) Inadequate Service
- (0) Service Extension Intervals
- (0) Service Restoration Intervals
- (0) Post-Construction Property Restoration

By way of further explanation, all four customer concerns were based on the customers' belief that the meters were not accurately reflecting the customers' respective gas usage. GMG had each customer's meter tested by Energy Economics and each was reported to be reading within the acceptably accurate measuring range. Consequently, no billing adjustments were required and the customers were satisfied with GMG's response.

GMG does not have any unresolved complaints from 2017.

- *Gas Emergency Calls and Response Time*
 - Since GMG does not have a telephone line specifically dedicated to gas emergency calls, the Commission's January 18 Order required GMG to report the total number of gas emergency calls received and the response time to them during each annual reporting period.

In 2017, GMG received a total of 220 calls reporting gas emergencies, of which 204 were non-line hit calls and 16 were line-hit related. GMG supplied two metrics below: (1) the elapsed time between the call being answered and a technician being dispatched; and, (2) the elapsed time between the dispatch time and the time of arrival by a technician. GMG has also supplied the average elapsed time for each category.

From Call to Time Dispatched

0 – 10 minutes – 220
> 10 minutes – 0

Average = 2.7 minutes

From Time Dispatched to Arrive on Site

0 – 60 minutes – 204
> 60 minutes – 16

Average = 30.4 minutes

With regard to the sixteen site arrivals that exceeded 60 minutes, GMG provides the following information:

- In three instances, GMG's technicians arrived on-site within 62 minutes and addressed the situation. Two of the three calls were taken after-hours and the on-call technician was dispatched.
- Similarly, in eight cases, calls were received by GMG's answering service afterhours and each was promptly dispatched to the appropriate on-call technician. In each case, the technician was travelling during inclement winter driving conditions in rural areas. In those cases, the technician arrived on-site in 69 minutes, 71 minutes, 73 minutes, 74 minutes, 75 minutes, 75 minutes, 83 minutes, and 89 minutes, respectively.
- In five instances, two of which were afterhours calls, the responding technician's drive time was extended due to road construction related detours and delays. In those cases, the respective technician arrived on-site in 69 minutes, 86 minutes, 90 minutes, 90 minutes, and 100 minutes, respectively.

As GMG recently discussed with the Commission during a recent Agenda Meeting for consideration of its 2015 and 2016 Service Quality Reports, GMG had recently undertaken numerous steps to improve its response time including hiring an additional technician, requiring technicians to live within certain areas of GMG's service territory to facilitate quicker response times, implementing text notification of emergency calls to technicians to assist with earlier dispatching, utilizing GPS and truck tracking technology to assist with emergency dispatch, additional training for customer service representatives and answering service employees, and regular safety meetings and tabletop drills related to emergency response. GMG makes safety a priority and constantly strives to improve its performance in that regard. To that end, GMG believes that it is never acceptable to have an emergency response time that exceeds 60 minutes; but, GMG recognizes that there will always be human error and unanticipated delays that are beyond its control. GMG is proud of its safety record and notes that its rate of response times that exceed 60 minutes, which is approximately 7.3%, is relatively comparable to or lower than other natural gas utilities. Nonetheless, GMG will maintain its efforts to improve its safety response time on an ongoing basis.

- *Mislocates*

- Pursuant to the Commission's March 6, 2012 Order, GMG is required to report the number of times that a line is damaged due to a mislocate or failure to mark a gas line and to include a summary of information based on reports submitted to MnOPS.

GMG had four reports of damage due to mislocates (mismark or failure to mark) in 2017. Three of the four were locate responses handled by GMG's locating contractor and one was handled by GMG personnel. As a result of repeated mislocates despite GMG's remedial actions, GMG terminated its locating contractor during 2017 and is now

performing all locating in-house. During the year, GMG personnel and/or GMG's locating contractor performed locates in response to 8,895 locate requests.

- *Damaged Gas Lines*
 - GMG is required to report data regarding damaged gas lines and to provide detailed information regarding any gas line damage events.

Number of damages caused by the utility's employees or contractors: 4

Number resulting from any other unplanned cause not related to utility operations: 8

The line damage that resulted from a GMG employee was the result of a mislocated line; and, as discussed above, three resulted from locating errors committed by GMG's former locating contractor. All four situations resulted in line hits during excavation of one form or another. Of the eight damaged lines resulting from other unplanned causes, one occurred because a gopher chewed through a line; six were caused by excavators, and one was caused by another utility. Other than the four line hits resulting from mislocates, the rest were the result of contractors failing to properly work around correctly marked lines. All excavation events that caused leaks were appropriately reported to MnOPS.

- *Gas Service Interruptions*
 - Pursuant to the Commission's January 18, 2011 Order, GMG is required to report data for gas service interruptions and their cause.

In 2017, GMG has a total of twenty-eight (28) gas service interruptions. Eight were the result of service line hits. The remaining twenty were all related to the same incident. GMG was installing new main for a road project. During the process of tying over the new main, there was a problem that caused GMG to lose gas pressure to twenty customers. All customers were promptly notified and their service restorations and relights occurred within eight hours.

- *Major Reportable Events*
 - GMG is required to provide a summary of all major events that are immediately reportable to the Minnesota Office of Pipeline Safety (MnNOPS) according to the criteria used by MnOPS to identify reportable events.

GMG had one major reportable event in 2017. The reportable event was a service line hit that was located close to the main, thereby causing the local fire department to block the road and reroute traffic.

- *Customer Service Related Expenses*
 - GMG is required to report customer-service related operations and maintenance expenses that include only Minnesota-regulated, customer service expenses based on the costs recorded in FERC accounts 901 and 903 plus payroll taxes and benefits.

In 2017, customer service-related expenses totaled approximately \$106,407. GMG's customer service expenses have been relatively consistent over the last several years, taking into account growth and staffing changes.

- *Miles of Pipe*
 - Utilities are required to report the number of miles of pipe operated in Minnesota.

GMG operated approximately 836 miles of main in 2017.

CONCLUSION

GMG submits this Annual Service Quality Report for the year ending December 31, 2017 in accordance with the requirements of the Minnesota Rules and the Commission and respectfully requests that it be approved.

Dated: May 1, 2018

Respectfully submitted,
/s/
Kristine A. Anderson
Corporate Attorney
Greater Minnesota Gas, Inc.
P.O. Box 68
202 S. Main Street
Le Sueur, MN 56068

ATTACHMENT A
COLD WEATHER RULE REPORTS

MO 01.2017

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	Required
Reporting Year:	2017	Required
Reporting Period:	January	Required

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: January, 2017

1	Number of Residential Customer Accounts:	3,718
2	Number of Past Due Residential Customer Accounts:	370
3	Number of Cold Weather Protection Requests:	2

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	0

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: January, 2017

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	2
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	2
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	196
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0

CWR period only
CWR period only

Company: Greater Minnesota Gas, Inc. for report period ending: January, 2017

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$54,716
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$148
26	Total dollars received from energy assistance programs:	\$6,939
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$1,061,465
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$285
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$576

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	5
d)	# Gas - heat not affected	0
e)	Total # disconnected	5
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	5
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

CWR period only

CWR period only

RECONNECTION DATA

37 # Accounts reconnected

0

38 # Accounts remaining disconnected

5

a) 1-30 days

0

b) 31-60 days

0

c) 61+ days

5

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc. ▼	<i>Required</i>
Reporting Year:	2017 ▼	<i>Required</i>
Reporting Period:	February ▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: February, 2017

1	Number of Residential Customer Accounts:	6,723
2	Number of Past Due Residential Customer Accounts:	388
3	Number of Cold Weather Protection Requests:	7

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	3

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: February, 2017

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	7
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	7
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	0
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	3
d)	# Gas - heat not affected	0
e)	Total # disconnected	3
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	3

CWR period only

CWR period only

Company: Greater Minnesota Gas, Inc. for report period ending: February, 2017

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$75,470
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$195
26	Total dollars received from energy assistance programs:	\$6,391
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$882,566
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$131
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$94

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	7
d)	# Gas - heat not affected	0
e)	Total # disconnected	7
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	7
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

CWR period only
CWR period only

RECONNECTION DATA

37 # Accounts reconnected

3

38 # Accounts remaining disconnected

5

a) 1-30 days

0

b) 31-60 days

0

c) 61+ days

5

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc. ▼	<i>Required</i>
Reporting Year:	2017 ▼	<i>Required</i>
Reporting Period:	March ▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: March, 2017

1	Number of Residential Customer Accounts:	6,791
2	Number of Past Due Residential Customer Accounts:	407
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	1

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: March, 2017

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	0
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	174
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0

CWR period only
CWR period only

Company: Greater Minnesota Gas, Inc. for report period ending: March, 2017

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$90,905
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$223
26	Total dollars received from energy assistance programs:	\$5,142
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$664,553
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$98
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$812

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	4
d)	# Gas - heat not affected	0
e)	Total # disconnected	4
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	4
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

CWR period only
CWR period only

RECONNECTION DATA

37 # Accounts reconnected

1

38 # Accounts remaining disconnected

4

a) 1-30 days

0

b) 31-60 days

0

c) 61+ days

4

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc. ▼	<i>Required</i>
Reporting Year:	2017 ▼	<i>Required</i>
Reporting Period:	April ▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: April, 2017

1	Number of Residential Customer Accounts:	6,869
2	Number of Past Due Residential Customer Accounts:	381
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	6

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: April, 2017

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	0
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	26
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	10
d)	# Gas - heat not affected	0
e)	Total # disconnected	10
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	10

CWR period only

CWR period only

Company: Greater Minnesota Gas, Inc. for report period ending: April, 2017

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$61,896
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$162
26	Total dollars received from energy assistance programs:	\$2,527
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$452,845
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$66
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$402

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	10
d)	# Gas - heat not affected	0
e)	Total # disconnected	10
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	10
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

CWR period only

CWR period only

RECONNECTION DATA

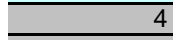
37 # Accounts reconnected



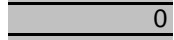
38 # Accounts remaining disconnected



a) 1-30 days



b) 31-60 days



c) 61+ days



[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc. ▼	<i>Required</i>
Reporting Year:	2017 ▼	<i>Required</i>
Reporting Period:	May ▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: May, 2017

1	Number of Residential Customer Accounts:	6,949
2	Number of Past Due Residential Customer Accounts:	414
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	1

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: May, 2017

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	0
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	111
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	2
d)	# Gas - heat not affected	0
e)	Total # disconnected	2
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	2

CWR period only

CWR period only

Company: Greater Minnesota Gas, Inc. for report period ending: May, 2017

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$51,151
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$124
26	Total dollars received from energy assistance programs:	\$448
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$270,713
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$39
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$4

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	9
d)	# Gas - heat not affected	0
e)	Total # disconnected	9
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	9
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

CWR period only

CWR period only

RECONNECTION DATA

37 # Accounts reconnected

1

38 # Accounts remaining disconnected

9

a) 1-30 days

1

b) 31-60 days

4

c) 61+ days

4

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc. ▼	<i>Required</i>
Reporting Year:	2017 ▼	<i>Required</i>
Reporting Period:	June ▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: June, 2017

1	Number of Residential Customer Accounts:	6,979
2	Number of Past Due Residential Customer Accounts:	356
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	1

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: June, 2017

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	0
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	35
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	16
d)	# Gas - heat not affected	0
e)	Total # disconnected	16
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	16

CWR period only

CWR period only

Company: Greater Minnesota Gas, Inc. for report period ending: June, 2017

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$35,702
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$100
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$162,952
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$23
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	21
d)	# Gas - heat not affected	0
e)	Total # disconnected	21
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	21
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

CWR period only
CWR period only

RECONNECTION DATA

37 # Accounts reconnected

4

38 # Accounts remaining disconnected

21

a) 1-30 days

12

b) 31-60 days

1

c) 61+ days

8

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc. ▼	<i>Required</i>
Reporting Year:	2017 ▼	<i>Required</i>
Reporting Period:	July ▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: July, 2017

1	Number of Residential Customer Accounts:	7,037
2	Number of Past Due Residential Customer Accounts:	348
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	5

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: July, 2017

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	0
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	132
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	4
d)	# Gas - heat not affected	0
e)	Total # disconnected	4
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	4

CWR period only
CWR period only

Company: Greater Minnesota Gas, Inc. for report period ending: July, 2017

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$28,878
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$83
26	Total dollars received from energy assistance programs:	\$710
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$129,041
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$18
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	20
d)	# Gas - heat not affected	0
e)	Total # disconnected	20
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	20
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

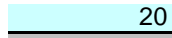
CWR period only
CWR period only

RECONNECTION DATA

37 # Accounts reconnected



38 # Accounts remaining disconnected



a) 1-30 days



b) 31-60 days



c) 61+ days



[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc. ▼	<i>Required</i>
Reporting Year:	2017 ▼	<i>Required</i>
Reporting Period:	August ▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: August, 2017

1	Number of Residential Customer Accounts:	7,096
2	Number of Past Due Residential Customer Accounts:	324
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	2

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: August, 2017

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	0
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	0
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0

CWR period only

CWR period only

Company: Greater Minnesota Gas, Inc. for report period ending: August, 2017

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$26,477
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$82
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$126,273
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$18
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$2

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	18
d)	# Gas - heat not affected	0
e)	Total # disconnected	18
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	18
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

CWR period only
CWR period only

RECONNECTION DATA

37	# Accounts reconnected	2
38	# Accounts remaining disconnected	18
a)	1-30 days	0
b)	31-60 days	8
c)	61+ days	10

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc. ▼	<i>Required</i>
Reporting Year:	2017 ▼	<i>Required</i>
Reporting Period:	September ▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: September, 2017

1	Number of Residential Customer Accounts:	7,124
2	Number of Past Due Residential Customer Accounts:	365
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	2

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: September, 2017

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	0
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	127
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	4
d)	# Gas - heat not affected	0
e)	Total # disconnected	4
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	4

CWR period only
CWR period only

Company: Greater Minnesota Gas, Inc. for report period ending: September, 2017

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$21,918
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$60
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$134,798
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$19
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	18
d)	# Gas - heat not affected	0
e)	Total # disconnected	18
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	18
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

CWR period only
CWR period only

RECONNECTION DATA

37	# Accounts reconnected	2
38	# Accounts remaining disconnected	20
a)	1-30 days	2
b)	31-60 days	0
c)	61+ days	18

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2017	▼	<i>Required</i>
Reporting Period:	October	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: October, 2017

1	Number of Residential Customer Accounts:	7,172
2	Number of Past Due Residential Customer Accounts:	344
3	Number of Cold Weather Protection Requests:	1

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	8

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: October, 2017

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	1
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	1
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	90	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only		
a)	# Electric - heat affected	0	0
b)	# Electric - heat not affected	0	0
c)	# Gas - heat affected	0	12
d)	# Gas - heat not affected	0	0
e)	Total # disconnected	0	12
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected	0	
b)	# Electric - heat not affected	0	
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	12

Company: Greater Minnesota Gas, Inc. for report period ending: October, 2017

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$22,057
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$64
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$184,480
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$26
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

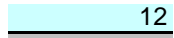
32	Number of customer accounts disconnected 24 hours or more:	
	a) # Electric - heat affected	0
	b) # Electric - heat not affected	0
	c) # Gas - heat affected	12
	d) # Gas - heat not affected	0
	e) Total # disconnected	12
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	12
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

RECONNECTION DATA

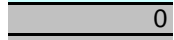
37 # Accounts reconnected



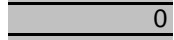
38 # Accounts remaining disconnected



a) 1-30 days



b) 31-60 days



c) 61+ days



[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc. ▼	<i>Required</i>
Reporting Year:	2017 ▼	<i>Required</i>
Reporting Period:	November ▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: November, 2017

1	Number of Residential Customer Accounts:	7,193
2	Number of Past Due Residential Customer Accounts:	363
3	Number of Cold Weather Protection Requests:	3

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	5

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: November, 2017

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	3
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	3
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	51	
21	Number of customer accounts disconnected who did not seek protection:		
	Duplicate columns for use in April and October		
	April 1-15 and October 1-15 in 1st column		
	April 16-30 and October 16-31 in 2nd column		
	All other months, use 1st column only		
a)	# Electric - heat affected	0	0
b)	# Electric - heat not affected	0	0
c)	# Gas - heat affected	0	7
d)	# Gas - heat not affected	0	0
e)	Total # disconnected	0	7
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected	0	
b)	# Electric - heat not affected	0	
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	7

Company: Greater Minnesota Gas, Inc. for report period ending: November, 2017

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$20,567
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$57
26	Total dollars received from energy assistance programs:	\$6,094
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$513,094
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$71
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
	a) # Electric - heat affected	0
	b) # Electric - heat not affected	0
	c) # Gas - heat affected	7
	d) # Gas - heat not affected	0
	e) Total # disconnected	7
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	7
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

RECONNECTION DATA

37 # Accounts reconnected

5

38 # Accounts remaining disconnected

7

a) 1-30 days

0

b) 31-60 days

0

c) 61+ days

7

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc. ▼	<i>Required</i>
Reporting Year:	2017 ▼	<i>Required</i>
Reporting Period:	December ▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: December, 2017

1	Number of Residential Customer Accounts:	7,310
2	Number of Past Due Residential Customer Accounts:	394
3	Number of Cold Weather Protection Requests:	1

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	1

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: December, 2017

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	1
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	1
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	84	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only		
a)	# Electric - heat affected	0	0
b)	# Electric - heat not affected	0	0
c)	# Gas - heat affected	6	0
d)	# Gas - heat not affected	0	0
e)	Total # disconnected	6	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected	0	
b)	# Electric - heat not affected	0	
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	6	6

Company: Greater Minnesota Gas, Inc. for report period ending: December, 2017

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$40,376
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$102
26	Total dollars received from energy assistance programs:	\$5,277
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$747,495
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$102
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
	a) # Electric - heat affected	0
	b) # Electric - heat not affected	0
	c) # Gas - heat affected	6
	d) # Gas - heat not affected	0
	e) Total # disconnected	6
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	6
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

RECONNECTION DATA

37 # Accounts reconnected

1

38 # Accounts remaining disconnected

6

a) 1-30 days

0

b) 31-60 days

0

c) 61+ days

6

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼

Required

Report for Week Ending: Friday, January 06, 2017

Required

Week of Calendar Year: 1

Company: Greater Minnesota Gas, Inc. for week: 1

DISCONNECTIONS

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

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼

Required

Report for Week Ending: Friday, January 13, 2017

Required

Week of Calendar Year: 2

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

DISCONNECTIONS

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

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Required
Report for Week Ending: Friday, January 20, 2017 Required
Week of Calendar Year: 3

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	5
2	Number of electric customers currently disconnected:	

Required

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	0
4	Number of electric customers reconnected this week:	

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼

Required

Report for Week Ending: Friday, January 27, 2017

Required

Week of Calendar Year: 4

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

DISCONNECTIONS

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

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Required
Report for Week Ending: Friday, February 03, 2017 Required
Week of Calendar Year: 5

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="5"/>
2	Number of electric customers currently disconnected:	<input type="text"/>

Required

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text" value="0"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼

Required

Report for Week Ending: Friday, February 10, 2017

Required

Week of Calendar Year: 6

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

DISCONNECTIONS

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

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼
Report for Week Ending: Friday, February 17, 2017
Week of Calendar Year: 7

Required

Required

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	5
2	Number of electric customers currently disconnected:	

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼
Report for Week Ending: Friday, February 24, 2017
Week of Calendar Year: 8

Required

Required

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="5"/>
2	Number of electric customers currently disconnected:	<input type="text"/>

Required

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text" value="1"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼

Required

Report for Week Ending: Friday, March 03, 2017

Required

Week of Calendar Year: 9

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

DISCONNECTIONS

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

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼

Required

Report for Week Ending: Friday, March 10, 2017

Required

Week of Calendar Year: 10

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

DISCONNECTIONS

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

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Required
Report for Week Ending: Friday, March 17, 2017 Required
Week of Calendar Year: 11

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	4
2	Number of electric customers currently disconnected:	

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Required
Report for Week Ending: Friday, March 24, 2017 Required
Week of Calendar Year: 12

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="4"/>
2	Number of electric customers currently disconnected:	<input type="text"/>

Required

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Required
Report for Week Ending: Friday, March 31, 2017 Required
Week of Calendar Year: 13

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="4"/>
2	Number of electric customers currently disconnected:	<input type="text"/>

Required

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text"/>
4	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: 

Required

Report for Week Ending: Friday, April 07, 2017

Required

Week of Calendar Year: 14

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

DISCONNECTIONS

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

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Required
Report for Week Ending: Friday, April 14, 2017 Required
Week of Calendar Year: 15

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:		4
2	Number of electric customers currently disconnected:		

Required

RECONNECTIONS

3	Number of natural gas customers reconnected this week:		2
4	Number of electric customers reconnected this week:		

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼

Required

Report for Week Ending: Friday, April 21, 2017

Required

Week of Calendar Year: 16

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

DISCONNECTIONS

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

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: 

Required

Report for Week Ending: Friday, October 20, 2017

Required

Week of Calendar Year: 42

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

DISCONNECTIONS

- 1 Number of natural gas customers currently disconnected:

14

- 2 Number of electric customers currently disconnected:

--

Required

RECONNECTIONS

- 3 Number of natural gas customers reconnected this week:

0

- 4 Number of electric customers reconnected this week:

--

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼

Required

Report for Week Ending: Friday, October 27, 2017

Required

Week of Calendar Year: 43

Company: Greater Minnesota Gas, Inc. for week: 43

DISCONNECTIONS

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

Required

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Required
Report for Week Ending: Friday, November 03, 2017 Required
Week of Calendar Year: 44

Company: Greater Minnesota Gas, Inc. for week: 44

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	11
2	Number of electric customers currently disconnected:	0

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	2
4	Number of electric customers reconnected this week:	0

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Required
Report for Week Ending: Friday, November 10, 2017 Required
Week of Calendar Year: 45

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	9
2	Number of electric customers currently disconnected:	0

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	2
4	Number of electric customers reconnected this week:	0

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼

Report for Week Ending: Saturday, November 18, 2017

Week of Calendar Year: 46

Required

Required

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	7
2	Number of electric customers currently disconnected:	0

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	2
4	Number of electric customers reconnected this week:	0

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼

Report for Week Ending: Saturday, November 25, 2017

Week of Calendar Year: 47

Required

Required

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	7
2	Number of electric customers currently disconnected:	0

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	0
4	Number of electric customers reconnected this week:	0

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼

Required

Report for Week Ending: Saturday, December 02, 2017

Required

Week of Calendar Year: 48

Company: Greater Minnesota Gas, Inc. for week: 48

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="7"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text" value="0"/>
4	Number of electric customers reconnected this week:	<input type="text" value="0"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼

Required

Report for Week Ending: Saturday, December 09, 2017

Required

Week of Calendar Year: 49

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="6"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text" value="1"/>
4	Number of electric customers reconnected this week:	<input type="text" value="0"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Required
Report for Week Ending: Saturday, December 16, 2017 Required
Week of Calendar Year: 50

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	6
2	Number of electric customers currently disconnected:	0

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	0
4	Number of electric customers reconnected this week:	0

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼

Required

Report for Week Ending: Saturday, December 23, 2017

Required

Week of Calendar Year: 51

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="6"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text" value="0"/>
4	Number of electric customers reconnected this week:	<input type="text" value="0"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Required
Report for Week Ending: Saturday, December 30, 2017 Required
Week of Calendar Year: 52

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	6
2	Number of electric customers currently disconnected:	0

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	0
4	Number of electric customers reconnected this week:	0

[END]

con·ven·ience

/kən'vĕnyəns/

1. the state of being able to proceed with something with little effort or difficulty.
- a thing that contributes to an easy and effortless way of life.

“the convenience of a portable phone or NATURAL GAS”

CALL US TOLL FREE AT (888) 931-3411

To schedule a 20 minute, no obligation appointment.

You could be using

NATURAL GAS.

Safe.

Convenient.

Reliable.

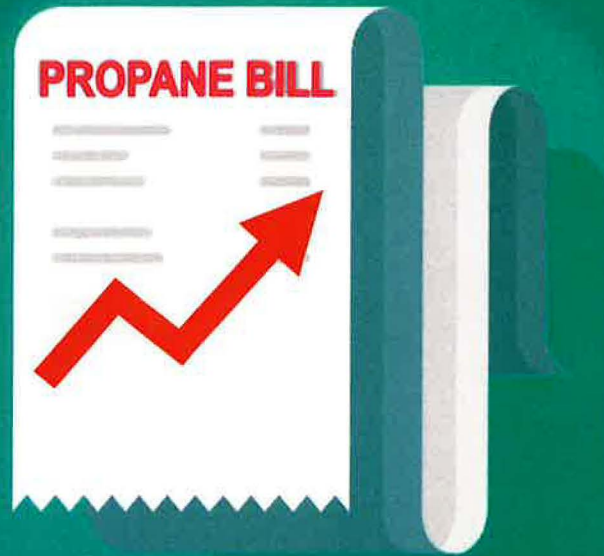


Call (888)931-3411

to schedule a 20 minute, no obligation appointment!

You knew it was too good to be true...

the price of propane is on the rise!



SWITCH TO NATURAL GAS
and save money on heating costs.

NATURAL GAS IS NOW AVAILABLE !

Greater Minnesota Gas, Inc.

Is installing natural gas in your area.


Don't Wait! Call today to schedule a

20 minute no-obligation appointment to

learn more about heating with natural gas.

CALL US TOLL FREE 888-931-3411

OR EMAIL US: GMG@GREATERMNGAS.COM



MAKE
life even BETTER at the
LAKE
by SWITCHING to
NATURAL GAS.

CALL US TODAY! 888-931-3411

OR EMAIL US: GMG@GREATERMNGAS.COM

NOTICE:

Co Hwy 9
Co Hwy 20
Mailed 4/4/17

NATURAL GAS IS COMING TO YOUR AREA!

COUNTY HIGHWAY 9 CONSTRUCTION HAS BEGUN!

Greater Minnesota Gas, Inc. encourages you to sign up today and have your natural gas service line installed in conjunction with the natural gas main line.



In doing so, you will minimize yard disturbance, prevent a second round of restoration in the public right-of-way and give you the best possible installation experience.

CALL US TOLL FREE TO LEARN MORE!

888-931-3411





North On Main
Pelican 3
6/12/17

COME LEARN ABOUT HEATING WITH NATURAL GAS

**PLEASE JOIN US FOR A OPEN HOUSE TO
LEARN MORE ABOUT HEATING WITH
NATURAL GAS.**

COME HAVE A SODA ON GMG!

PLACE: TJ'S BOOZE & BISTRO
21035 CO HWY 22
DETROIT LAKES, MN 56501

DATE: THURSDAY, JUNE 22, 2017

TIME: 4-7PM

**IF YOU RECEIVED AN EASEMENT PACKET FOR THE 2017 CONSTRUCTION, FOR YOUR CONVENIENCE,
PLEASE BRING YOUR PACKET TO THE MEETING WHERE A NOTARY WILL BE PRESENT TO
NOTARIZE SIGNATURES THROUGHOUT THE OPEN HOUSE.**

**Final installation is contingent upon receiving all necessary permits and/or easements, etc. We are currently working with necessary parties to grant access by allowing GMG to install on private roads.*

CONTACT US TOLL FREE AT (888)-931-3411

Customer Service Center | 202 S Main St | P.O. Box 68, Le Sueur, MN 56058

gmg@greatermngas.com | F: 507-665-8602 | M-F 8:00am - 4:30pm

www.greatermngas.com

Detroit Lakes Service Center | 22854 Co Hwy 6, Detroit Lakes, MN 56501

www.greatermngas.com



Thank you TJ's Booze & Bistro for hosting this event for us! Go check out their newly expanded full menu! TJ's Booze & Bistro is open Monday through Saturday from 12:00pm to 1:00am and Sundays from 12:00pm to 10:00pm (218)439-6578



NATURAL GAS

Are you paying more than **78¢/gal for Propane, \$1.17/gal for Fuel or \$0.03/kwh for electricity?**

Thank you for your interest in natural gas as an alternative to heating with propane, fuel oil or electricity. Sign up today and natural gas service could be available to you by this fall*.

**Subject to easements & permitting.*

WHAT ARE THE BENEFITS OF SWITCHING TO NATURAL GAS?

- **CONVENIENT**—NO CONTRACTS OR PRE-FILLS. YOU CAN LEAVE SEASONALLY WITH LESS HASSLE.
- **COST SAVINGS**
- **SAFE**—BOTH GMG AND NATURAL GAS HAVE AN EXCELLENT SAFETY RECORD.
- **EFFICIENT, ECONOMICAL & RELIABLE**
- **AFFORDABLE & PROFESSIONAL INSTALLATION**
- **AESTHETICALLY PLEASING**—GET RID OF THE TANK IN YOUR YARD OR BASEMENT.
- **EXCELLENT CUSTOMER SERVICE EVERY TIME**

I AM INTERESTED IN NATURAL GAS SERVICE, WHAT'S NEXT?

- Attend a public meeting to learn more about heating with natural gas.
- Contact our customer service team toll free at (888)-931-3411 to schedule a no-obligation appointment with our design technician.
- Important! Plan ahead. Obtain a few quotes for conversion or replacement of qualifying appliances from a licensed plumbing and heating contractor.
- At your personal appointment, be prepared to identify your private facilities. Examples of private facilities are: septic systems, sprinkler systems, underground dog fences, private electric lines and water wells.
- Once your service has been designed and white flags have been placed indicating the path, you will want to have your private facilities located. We have a list of companies for you.
- Once your service has been installed, apply for rebates! GMG offers a variety of rebates to help offset the cost of converting or replacing qualifying appliances.
- Restoration in the right-of-way will be completed and monitored by GMG. All restoration of private property is the responsibility of the property owner.

CONTACT US TOLL FREE AT (888)-931-3411

Customer Service Center | 202 S Main St | P.O. Box 68, Le Sueur, MN 56058
gmg@greatermngas.com | F: 507-665-8602 | M-F 8:00am - 4:30pm

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JUNE 2017



Lets Get Acquainted...

___ YES! I am interested in learning more about heating with Natural Gas.

___ NO, I am not interested in learning more about heating with Natural Gas.

Name: _____

Email Address: _____

Daytime Phone: _____

Cell Phone: _____

Mailing Address: _____

City: _____

State: _____

Zip: _____

Property Address: _____

City: _____

State: MN

Zip: _____

Beach Association Name: _____

Is this property heated year round (circle one)? Y / N

Property Type (Circle one): Home

Cabin

Other

Current Fuel Source (circle all that apply): Propane

Fuel Oil

Electric

Wood

My property is along a (check applicable:) _____ Public Road or _____ Private Road

Important! If your property is located on a private road, all property owners must grant an easement to GMG to install natural gas main.

Thank you for completing this survey. If you are interested, we will be contacting you shortly. Please be advised that all projects are subject to issuance of all permits & granting of easements.

PLACE
STAMP
HERE

Greater Minnesota Gas, Inc.

PO Box 68

Le Sueur, MN 56058