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May 1, 2024

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

Re: 2023 Annual Gas Service Quality Report

Docket No. G-008/M-24-33

COMPLIANCE FILING

Dear Mr. Seuffert:

CenterPoint Energy Resources Corp d/b/a CenterPoint Energy Minnesota Gas (“Company”) respectfully submits its 2023 Service Quality Report in compliance with Commission Rules and Orders. The Company thanks the Commission staff for hosting the Natural Gas Service Quality Work Group and for all combined efforts in Docket No. G-008/CI-22-548. In addition to the report, the Company provides the following attachments updated from previous years to align with the new reporting requirements.

- Attachment A: 2023 PHMSA Report for CenterPoint Energy
- Attachment B: 2023 Service Quality Report Schedules
- Attachment C: Complaint Categories
- Attachment D: Gas Emergency Response Times
- Attachment E: List of Reporting Requirements

Please contact me at (612) 321-5191 or Sherry.Kemmetmueller@centerpointenergy.com with any questions.

Sincerely,

/s/ Sherry Kemmetmueller

Manager, Regulatory Affairs

Attachments

C: Service List

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PHMSA Gas Distribution Reports

CenterPoint Energy Resources Corp (the “Company” or “CenterPoint Energy”) provides the 2023 PHMSA Gas Distribution Report in Attachment A.

Call Center Response Time

The Company provides the percentage of calls answered within 20 seconds, the average speed of answer, and IVR zero out information in Attachment B. Call Center Response Time is reported on Schedule 1.

CenterPoint Energy’s goal is to achieve an 80/20 service level for a 12-month calendar basis. CenterPoint Energy relies on historical trends for call volumes, attrition, absences, as well as any changes in off-the-phone work or other known factors in attempting to achieve an overall 80/20 service level. There will be month-to-month variations based on actual events and call volume.

In 2023, 82% of calls—excluding IVR-only calls—were answered in 20 seconds or less, slightly more than the 80% of calls in 2022. The weighted average speed of answer was 22 seconds in 2023, representing a decrease from the average of 31 seconds in 2022. The number of calls answered (excluding IVR) increased approximately 2.7% from 776,647 in 2022 to 797,826 in 2023.

In 2023, 91% of calls—including IVR-only calls—were answered in 20 seconds or less, equal to the 91% in 2022. The weighted average speed of answer was 9 seconds in 2023, representing a decrease from the weighted average of 13 seconds in 2022. The total number of calls answered (including IVR) increased from 1,757,166 in 2022 to 1,829,154 in 2023. Call volumes in 2022 and 2023 continue to increase to pre-pandemic levels with the resumption of pre-pandemic business processes.

The Company also provides IVR system zero out data. The number of customers who zero out of a menu while interacting with the IVR is included in Schedule 1a. This data shows an overall zero out rate of 0% (0.1%) for 2023, equal to the average zero out rate of 0% (0.1%) for 2022.

Meter Reading Performance

The Company provides information on CenterPoint Energy’s meter reading performance, including 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 that have not been read by utility personnel for periods of six to 12 months and for periods of longer than 12 months and an explanation as to why they have not been read; and
- data on monthly meter reading staffing levels by geographical area.

The difference between the total percentage of meters and the percentage of meters read by the utility or its customers is the number of billings with estimates. This includes, but is not limited to, estimated meter readings, billing adjustments, and rebilling.

Meter Reading Performance is reported on Schedule 2.

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In 2023, 99.40% of meters were read by CenterPoint Energy personnel, 0.00% of meters were not read in six to 12 months and 0.00% of meters were not read in over 12 months; which was consistent with 2022 (99.19%, 0.00%, and 0.00%, respectively).

Average staffing levels increased from 5.0 in 2022 to an average of 6.0 in 2023 for the Minneapolis Metro Area; average staffing levels increased from 7.0 in 2022 to 9.0 in 2023 for greater Minnesota.

Involuntary Disconnection

CenterPoint Energy has included our December Residential Customer Status Report, including data for January through December, as filed in Docket No. E,G-999/PR-23-02.

The 2023 December Residential Customer Status Report, including data for January through December, is included on Schedule 3 a through g.

There were 28,136 customers disconnected for nonpayment in 2023 compared to 19,913 in 2022. In 2022 the Company followed the transition plan in Docket No. E,G-999/CI-20-375,¹ Order Point 11 from May 26, 2021, through April 30, 2022. Standard pre-pandemic business practices were in place for a portion of 2022, 2023 numbers are in alignment with pre-pandemic disconnection numbers. The Company takes the energy burden of our customers seriously and takes steps in working with our customers to prevent disconnection of their natural gas service, including promotional efforts of the Company's Gas Affordability Program and Low Income Home Energy Assistance Programs, additionally making efforts to connect with the customer through phone calls and/or visits at their home to work out payment arrangements.

Service Extension Requests

The Company provides service extension request response times, including for each customer class and each calendar month:

- A. The number of customers requesting service to a location not previously served by CenterPoint Energy 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
- B. The number of customers requesting service to a location previously served by CenterPoint Energy, but not served at the time of the request, 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.

CenterPoint Energy includes the following types of extension requests in our data on service extension response times:

- A. New Service Extensions
 1. Location never had service, new construction

¹ Docket No. E,G-999/CI-20-375, Order Adopting Broad Transition Plan Proposal, Suspending Negative Reporting, and Establishing Notice and Communication Requirements.

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2. Location never had service, existing home

B. Renewed Service Extensions

1. Location previously had service, same customer where the customer requested the disconnection
2. Location previously had service, new customer

Service Extension Request Response Time is reported on Schedule 4.

New residential extensions took an average of 16 days to complete in 2023 compared to an average of 21 days in 2022. Renewed residential extensions took an average of six days to complete in 2023 as compared to six days in 2022.

New commercial extensions took an average of 29 days to complete in 2023 compared to an average of 42 days in 2022. Renewed commercial extensions took an average of five days to complete in 2023 as compared to an average of 16 days in 2022. The volume of renewed commercial service extensions was higher in 2022, straining construction contractor capacity; 2023 benefited from increased capacity of construction contractor resources and a lower level of commercial service extensions.

Customer Deposits

As required in the “Notice of Gas Service Quality Reporting Requirements” issued February 2, 2024, in Docket No. G-008/CI-22-548, 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.

The Company has not had any changes to the customer deposit collection policy in 2023 and therefore does not meet the requirement for customer deposit data as discussed above.

Customer Complaints

The Company provides a detailed report on complaints by customer class and calendar month, including:

- The number of complaints received.
- The number and percentage of complaints alleging billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service-extension intervals, service-restoration intervals and any other identifiable subject matter involved in five percent or more of customer complaints.

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- The number and percentage of complaints resolved upon initial inquiry within 10 days and longer than 10 days.
- The number and percentage of all complaints resolved by taking any of the following actions:
 - Taking the action the customer requested.
 - Taking an action the customer and CenterPoint Energy agree is an acceptable compromise.
 - Providing the customer with information that demonstrates that the situation complained of is not reasonably within the control of CenterPoint Energy.
 - Refusing to take the action the customer requested.
- The number of complaints forwarded to CenterPoint Energy by the Minnesota Public Utilities Commission's ("Commission") Consumer Affairs Office for further investigation and action.

CenterPoint Energy has a number of categories which are used to categorize complaints. Several of these categories have been in use for many years. Some of the categories used by CenterPoint Energy do not directly correspond to the categories listed in Minn. R. 7826.2000 that specifies information to which Minnesota Electric Utilities are subject. However, the categories used by CenterPoint Energy allow for comparison over time (i.e., a category is intended to be used for similar types of issues each year). In general, the categories CenterPoint Energy uses are similar to the categories listed in Minn. R. 7826.2000.

Disconnection Issue: This category is used if the customer calls about disconnection for non-payment including, for example, the customer did not receive a disconnection notice, the meter was locked before the disconnection notice expiration, there were arrangements on the account prior to the account being disconnected, there is a new party living in/owning the property, or the collector locked the wrong meter. This category is a subset of Alleged Billing Error as used in Minn. R. 7826.2000(B).

Service Order Scheduling: This category is used if the customer calls about some aspect of scheduling a service order including, for example, wait time when scheduling to move the meter from inside the home to outside for a reconnection, wait time on a reconnect when the meter was dug at the street or the main, dissatisfaction with appointment windows and/or scheduling policies, and missed/late appointments. This category is a subset of Inadequate Service as used in Minn. R. 7826.2000(B).

Inadequate Service: This category is used if the customer calls about the Company failing to meet customer expectations including, for example, excessive hold time on the phone. This category is a subset of Inadequate Service as used in Minn. R. 7826.2000(B).

Average Monthly Billing Issue: This category is used if the customer calls about the Average Monthly Billing program ("AMB"). If a customer does not understand how the AMB works, the customer may believe their charges are too high or too low. In addition, the customer may have questions as to how their bill is calculated, or the customer may need clarification as to why a payment is required with a credit balance. This category is a subset of Alleged Billing Error as used in Minn. R. 7826.2000(B).

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See also Attachment C where the Company has mapped the categories CenterPoint Energy uses to the categories listed in Minn. R. 7826.2000. To continue making meaningful comparisons for each category, the Company has provided a general list of the types of situations or questions—which the Company has used for many years—that may be included in each of the categories.

The number of complaints taken by CenterPoint Energy is reported on Schedule 6a.

There were 4,416 complaints received in 2023, compared to 3,597 in 2022.

The number and percentage of complaints by type of complaint is reported on Schedule 6b.

In 2023, the three most frequent residential complaint types were service issues, billing errors, and disconnection issues; in 2022, the top three were service issues, disputed charges, and billing errors.

The top three commercial complaint types in 2023 were service issues, payment issues, and disconnection issues; in 2022, the top three were service issues, payment issues, and disputed charges.

The number and percentage of complaints by resolution timeframe is reported on Schedule 6c.

In 2023, 81% of residential complaints were resolved immediately and 10% within 10 days, compared to 75% and 19% in 2022, respectively. For commercial complaints, 62% were resolved immediately and 20% within 10 days, compared to 56% and 30% in 2022, respectively.

The number and percentage of complaints by resolution type are reported on Schedule 6d.

Complaint resolutions are classified as follows: *agreement* between CenterPoint Energy and the customer on the resolution, *compromise* by both the customer and CenterPoint Energy deciding on an acceptable resolution, *demonstration* that the situation complained of is not reasonably within the control of the utility by providing the customer with information, or *refusal* to take the action the customer requested. As shown in the table below, most residential and commercial complaints were resolved by demonstration, compromise, or agreement in both 2022 and 2023.

Resolution Type	Residential		Commercial	
	2022	2023	2022	2023
Agreement	14%	14%	13%	13%
Compromise	7%	8%	12%	11%
Demonstration	70%	67%	60%	62%
Refusal	6%	4%	2%	3%

The number of complaints forwarded to CenterPoint Energy is reported on Schedule 6e.

There were 473 complaints forwarded to CenterPoint Energy in 2023, compared to 269 in 2022. The number of complaints received from the Better Business Bureau (“BBB”) was higher than in 2022 (34 in 2022 versus 52 in 2023), complaints received from the Commission were higher in 2023 than in 2022 (162 in 2022 versus 335 in 2023). In 2023 the Company resolved the way complaints are tracked internally to correspond with Commission totals and previous issues the Company may not have considered a complaint are now tracked as a complaint. Complaints

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received from the Office of the Attorney General also increased (67 in 2022 versus 76 in 2023). There were no additional formal complaints received from other governmental entities in either 2022 or 2023.

The Company provides customer complaint data per Minn. R. 7820.0500 in this Annual Service Quality Report.² The Company reports the total number of resolved and unresolved complaints by class of service and type of complaint, the total number of customers in each class of service, and the total number of customers who initiated service during the past year. Additionally the Company provides the name, address, and telephone number of personnel designated and authorized to receive and respond to requests and directives of the Commission regarding customer inquiries, service requests, and complaints. CenterPoint Energy currently includes the above information for all complaints (regulated and non-regulated) received from state agencies and the BBB, collectively, in its annual report to the Commission on Schedule 6f.

Gas Emergency Phone Line Answer Time

The Company provides the percentage of calls on the emergency line answered within 20 seconds. Emergency line response times are reported on Schedule 7.

There were 74,420 calls received in 2022 and 79,702 calls received in 2023. Ninety-two percent (92%) of calls were answered in 20 seconds or less in 2022 and 2023. Using a weighted average, the average speed of answer was nine seconds in 2023 compared to eight seconds in 2022.

Gas Emergency Response Times

The Company provides the time from the initial order creation to the time that a qualified emergency response person arrives at the incident location for purposes of making the area safe. Emergency response times are reported, by metro and outstate, as (a) calls responded to in one hour or less and (b) calls responded to in over one hour. CenterPoint Energy provides the number and percentage of emergencies responded to within one hour and more than one hour. CenterPoint Energy also provides the average number of minutes it takes to respond to an emergency. This same information, in total, is reported in the Emergency Response Report to the Minnesota Office of Pipeline Safety ("MNOPS").

CenterPoint Energy reports all calls received from customers, contractors, passersby, 911 dispatchers, or company personnel relating to: gas odors, gas leaks, indications of high pressure, fires, explosions, and hit gas lines (either inside or outside).

Emergency Gas Response Times and related MNOPS reports are reported in Attachment D.

In 2023, the Company received 41,668 emergency gas calls, compared to 37,332 in 2022. In 2023, it took an average of 25.9 minutes to respond to an emergency as compared to 24.6 minutes in 2022. In 2023, 96.63% of emergencies were responded to within one hour and 3.37% of emergencies were responded to within more than one hour. In 2022, 97.43% of emergencies were responded to within one hour and 2.57% of emergencies were responded to within more than one hour.

² Docket No. E, G-999/PR-22-13, In the Matter of the Annual Summary of Customer Complaints pursuant to Minn. R. 7820.0500"; "In the Matter of Annual Safety Reliability and Service Quality Reports.

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Excavation Damages

As required in the “Notice of Gas Service Quality Reporting Requirements” issued February 2, 2024, in Docket No. G-008/CI-22-548, Gas Utilities shall report on excavation damages using the following metrics:

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

An “at-fault damage” shall be defined as damage where the root cause of the damage falls under the responsibility of the utility or its contractors including mislocates made by the Company or its contract locating companies.

The Company submits the required information on Excavation Damages in Schedule 8, replacing previous years’ Gas System Damages and Mislocate Rates. The Excavation Damages in 2023 lists the Company at-faults at 0.45% of 1,000 excavation locate tickets, excavator at-faults at 2.19% per 1,000 excavation locate tickets, and total damages at 2.64% of all excavation tickets. The 2022 reporting on the metrics include all tickets from the 2022 Service Quality Report, whereas the 2023 reporting is only excavation tickets.

Service Interruptions

CenterPoint Energy reports the number of firm customers that experience an unplanned service interruption and the average duration of the unplanned service interruptions. Gas Interruptions are reported on Schedule 10.

Total Number of Customers impacted by outages in 2023 increased to 2,778 from 1,918 in 2022.

Major Incident Reporting

The Company provides a summary of events that are immediately reportable to MNOPS according to the criteria used by MNOPS to identify reportable events. The reporting also includes summaries of all service interruptions caused by system integrity pressure issues. The summaries of each event include the following 10 items:

1. Location;
2. when the incident occurred;
3. number of customers affected;
4. how the Company was made aware of the incident;
5. root cause of the incident;
6. actions taken to fix the problem;
7. actions taken to contact customers;
8. any public relations or media issues;
9. whether the customer or the Company relighted; and

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10. the longest any customer was without gas service during the incident.

MNOPS summaries are reported on Schedule 11.

In 2023, there were 40 MNOPS reportable outages and no integrity outages. In 2022, there were 37 MNOPS reportable outages and no integrity outages.

In some cases, the Company may send a courtesy notification to MNOPS of outage events that do not meet the MNOPS criteria for mandatory reporting. The 40 reportable outages total may include such events.

Integrity Management Plan Reporting

In its November 14, 2019, Order regarding the Company's 2018 Service Quality Report (Docket No. G-008/M-19-300), the Commission required that CenterPoint Energy file an update on "integrity management plan performance measures; monitoring results; and an evaluation of effectiveness."³ The Company provides the following information, which parallels the information provided in the Company's 2018 Report:

- Schedules 18a–18c report leaks by cause for above ground facilities ("ABGF"), mains, and services. Causes may include corrosion failure, equipment failure, excavation damage, incorrect operations, natural force damages, other miscellaneous causes, other outside force damage, or pipe/weld/joint failure.
- Schedules 18d and 18e report leaks by material type. Material types include bare steel, coated steel, copper (services only), plastic polyethylene, plastic polyethylene Aldyl A, PVC (services only), and other miscellaneous types.
- Schedules 18f–18h report risk by cause for ABGF, mains, and services. Risk types include corrosion, equipment, excavation, incorrect operation, natural forces, other miscellaneous, other outside force damage, or pipe/weld/joint failure.
- Schedules 18i and 18j report risk by material type. Material types include bare steel, coated steel, copper (services only), plastic polyethylene, plastic polyethylene Aldyl A, PVC (services only), and other miscellaneous types.
- Schedules 18k–18m report the unit cost installed by project, a comparison of budgeted costs to actual installed costs, and the average annual cost to repair leaks by facility. As reported in Docket No. G-008/GR-21-435, the Company no longer accounts for Remote Control Valves as a separate integrity management project.

Integrity Management Reporting for CenterPoint Energy was initiated in Docket No. G-008/AI-18-517,⁴ on January 14, 2019, specifically, Order point 10, regarding Transition Integrity

³ The Commission reiterated this requirement in its January 7, 2020, Order in the same docket and additionally required the Company to update the 3-year averages each year.

⁴ CenterPoint Energy, along with the OAG and the Department, reached agreement in a separate affiliated interest agreement docket on reporting metrics for evaluating the cost-effectiveness of safety and reliability infrastructure investments. See *In the Matter of CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Minnesota Gas (the Company), for Approval of an Affiliated Interest Agreement between CenterPoint Energy and Minnesota Gas and Minnesota Limited, Docket No. G-008/AI-18-517, Commission Order (January 14, 2019)*.

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Management Plan (“TIMP”) and Distribution Integrity Management Plan (“DIMP”) reporting and metrics:

In order to provide additional information on its ongoing TIMP and DIMP investments, CPEM agrees to work together with the OAG and DOC to develop metrics and reporting requirements related to safety, reliability and cost effectiveness of CPEM’s TIMP and DIMP expenditures and submit a report by April 1, 2019 on the result of those discussions. The Parties agree to explore various metrics and/or reporting requirements, including but not limited to: leak rate by pipe material; causes of leaks/incidents; quantification of system risk; quantification of reduction to system risk; unit cost by pipe material; comparison of budgeted costs to actual costs; and quantification of cost savings resulting from reduced leaks.

Because CenterPoint Energy’s utility-specific DIMP/TIMP reporting requirements were developed and agreed upon outside the Service Quality Docket, this alignment was not included in the Natural Gas Service Quality Work Group recommendations. CenterPoint Energy is requesting to provide the metrics from our Annual PHMSA Distribution Reports in place of the previously ordered Integrity Management Plan metrics outlined above and shown in Schedules 18a through 18m.

The requirements outlined in Docket No. G-008-CI-22-548 are to report the following metrics from the Annual PHMSA Distribution Reports in the service quality report:

- 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

This change would align CenterPoint Energy with other utilities’ requirements of Integrity Management Reporting in the “Notice of Gas Service Quality Reporting Requirements” issued February 2, 2024, in Docket No. G-008/CI-22-548. CenterPoint Energy provided the final compliance report in Docket No. G-008/AI-18-517 on January 24, 2024. CenterPoint Energy no longer has MN Limited as an affiliated interest.

Excess Flow Valves (“EFV”)

In its November 14, 2019, Order in Docket No. G-008/M-19-300, the Commission required CenterPoint Energy and certain other gas utilities to consult with each other and provide recommendations for the uniform reporting of annual and overall EFV and manual shutoff valve installation on their distribution systems. On December 6, 2019, the gas utilities filed their recommendation, which was to annually complete the tables below:

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EFV Installation

Number of Customers Suitable for EFV Installation ⁵ (a)	Total Number of Installed EFVs (b)	Number of Customers Who Requested Installation ⁶ (c)	Percentage of Suitable Customers with EFVs (d)	Number of Customers Unsuitable for EFVs ⁷ (e)
514,849	232,903	1	45%	255,109

Manual Shut-Off Installation

Number of Customers Suitable for Manual Shut-Off Valves ⁸ (a)	Total Number of Installed Manual Shut-Off Valves (b)	Number of Customers Who Requested Installation ⁹ (c)	Percentage of Suitable Customers with Manual Shut-Off Valves (d)
255,109	3,272	0	11%

For purposes of the statistics reported above, the Company is defining a customer as a single service line.

In its February 23, 2021, Order in Docket No. G-999/CI-18-41, the Commission authorized CenterPoint Energy, and certain other gas utilities, to submit the required EFV outreach reports in their Gas Service Quality Reports rather than in the before mentioned docket. In those reports, the Company reports on the required outreach to K-12 schools, universities, colleges, hospitals, multi-unit residential buildings, and nursing facilities that do not have EFVs. The Company filed a plan for reaching out to this set of customers and daycares on December 18, 2018, and provided additional information on its plan in Reply Comments filed March 28, 2019, in Docket No. G-999/CI-18-41. As the Company explained in those filings, most of the customers in this set have an assigned Key Account Manager (“KAM”), but daycares are not assigned to KAMs. The Company estimated that it could meet with customers that have a KAM over the course of four years. For daycares, the Company planned to hire a third-party contractor to meet with those customers and to complete those meetings over the course of two years.

⁵ A customer is suitable for an EFV if they fall under the specific installation requirements of 49 CFR § 192.383 which is having a service operated at least 10 pounds per square inch gauge and serve a customer load not greater than 1,000 standard cubic feet per hour. However, the actual number of services with technical feasibility for an EFV installation may vary since an engineering analysis is required on a case-by-case basis to determine technical feasibility.

⁶ Since August 20, 2018, which is the date of the Commission’s Order Finding that Excess Flow Valves Comply with Federal Regulations and Taking Other Actions in Docket No. G-999/CI-18-41.

⁷ A customer unsuitable for an EFV may be suitable for a manual shut-off valve.

⁸ For purposes of this filing, the Company reports a customer as suitable for a manual shut-off valve if they do not meet the requirements of 49 CFR § 192.383, and accordingly are not classified as suitable for an EFV. However, there are many customers that are not suitable for either an EFV or a manual shut-off valve, such as, for example, customers on low pressure lines. The Company estimates the number of customers that are actually suitable for a manual shut-off valve to be less than 30,626.

⁹ Since August 20, 2018, which is the date of the Commission’s Order Finding that Excess Flow Valves Comply with Federal Regulations and Taking Other Actions in Docket No. G-999/CI-18-41.

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The Company confirms in this annual filing that it has completed the EFV and manual shut-off valve outreach pursuant to the Commission's July 31, 2019, Order in Docket No. G-999/CI-18-41. The Company is requesting to cease annual reporting on EFVs, manual shut-off valves, and related outreach in our annual service quality reports, including the reporting on EFV and manual shut-off valve data in its next annual gas service quality reporting as noted in Docket No G-008/CI-22-548.¹⁰

MNOPS Emergency Response Violations and Violation Letters

CenterPoint Energy also reports MNOPS violations and requests for information from MNOPS in Schedule 11a. Letter types are defined as Notice of Probable Violation ("NPV"), Warning Letter ("WL"), and Request for Specific Information ("RSI"). The Company received 19 MNOPS violations or requests for information in 2023 as compared to 26 received in 2022.

As noted in Docket No. G-008/CI-22-548, Gas Utilities shall no longer be required to provide information on customer service operation and maintenance expenses in their annual service quality reports pursuant to Order Point 2.0 of the Commission's August 26, 2010, Order in Docket No. G-999/CI-09-409.

Web-Based Metrics

Beginning in 2025, for reporting year 2024, all gas utilities shall report:

- The percentage of uptime of the utility's enterprise-wide website (may not be state specific).
- The percentage of uptime for web payment services ability (defined as the percentage of time that web payment services are available to some customers on utility-based platforms).
- The error rate percentage for the utility-based payment services (defined as payment processing error rate and does not include errors outside of the utility's control such as non-sufficient funds ("NSF"), expired customer debit or credit cards, etc.).
- The yearly total number of website visits to initial facing enterprise-wide website (may not be state specific).
- The yearly number of logins via electronic customer communication platforms (to include enterprise-wide website and mobile apps, if applicable; may not be state specific and provides combined total for all customer logins, regardless of platform).

CenterPoint Energy Utility-Specific Reporting Requirements

Steel Service Line

The reporting metrics include the itemized costs associated with each steel service line relocation. Steel service line relocation expenses are reported on Schedule 14. Below is a comparison of the 2022 and 2023 steel service line relocations:

¹⁰ Docket No. G-008/CI-22-548, Notice of Gas Service Quality Reporting Requirements.

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Year	# Jobs	High Cost	Low Cost	Average Cost
2022	27	\$90,267	\$1,229	\$9,920
2023	9	\$6,162	\$1,218	\$3,627

The variability of costs is largely due to the unique circumstances of each job.

Meters at 630 Cubic Feet Per Hour (“CFH”) or Greater (“CHF+”)

The Company reports the itemized costs associated with each relocation of meters rated at 630 CFH+. These 630 CFH+ meter relocation expenses are reported on Schedule 15. Below is a comparison of the 2022 and 2023 630 CFH+ meter relocations:

Year	# Jobs	High Cost	Low Cost	Average Cost
2022	23	\$23,188	\$236	\$4,962
2023	19	\$25,128	\$1,452	\$8,282

The variability of costs is largely due to the unique circumstances of each job.

The request on information for *Steel Service Line* and *Meters at 630 Cubic Feet Per Hour or Greater* on future Service Quality reports was requested in 2009 in Docket No. 09-1190¹¹. The Steel Service Line and 630 CFH meter is no longer identified separately in the Company’s tariff, the Company is asking to remove both *Steel Service Line* and *Meters at 630 Cubic Feet Per Hour or Greater* from future Service Quality reports.

Additional Call Center Detail

The Company reports the total number of utility calls received through CenterPoint Energy’s dedicated call center lines. The dedicated call center lines include emergencies, billing inquiries, credit/payment arrangements, service connection/disconnection requests, and the business customer hotline. Call center details are reported on Schedule 16.

The overall call volume increased from 1.76 million in 2022 to 1.83 million in 2023. Call volumes in 2022 and 2023 continue to increase to pre-pandemic levels, with the resumption of pre-pandemic business processes.

Paperless Billing

In Docket No. G-008/M-22-237¹² the Commission required CenterPoint energy to file reports on the paperless billing initiative monitoring process as part of the Company’s annual service quality report and, beginning 30 days after Phase 1 commences, with a final report to be filed 30 days after Phase 2 is complete. Order Point 3 required the Company to submit a report that included the following information regarding the Company’s efforts to auto-enroll customers in paperless billing:

¹¹ Docket No. G-008/M-09-1190, In the Matter of a Request by CenterPoint Energy, a Division of CenterPoint Energy Resources Corp. a Delaware Corporation, for Approval of the Company’s Proposed Charges for Customer-Requested Work, Including Service Alterations and Winter Construction.

¹² Docket No. G-008/M-22-237, In the Matter of CenterPoint Energy’s Paperless Billing Customer Initiative.

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- a. Complaints received;
- b. number of opt outs;
- c. number of customers who state they were enrolled without their knowledge;
- d. other customer objections or comments regarding this initiative;
- e. what percent of auto-enrolled customers fell into arrears within 90 days of enrollment and how that compares to the arrearage percentage for all customers; and
- f. how much money the paperless billing initiatives have saved.

Phase 2 of the Company's auto-enrollment into paperless billing has been completed, and the Company reports the following information:

a. Complaints received

The Company performed a search on the paperless online de-enrollment survey and Customer Service Representative ("CSR") comments appended to customer accounts for the following terms and identified 105 complaints:

Without Consent	Without Awareness
Without Permission	Forced
Without Knowledge	No Choice

Additionally, the Company searched the same survey and CSR comments for more generic statements such as "I did not enroll in paperless" and identified an additional 212 complaints for a total of 317 complaints regarding the auto-enrollment in customer billing.

b. Number of opt outs

A total of 89,727 of customers were auto-enrolled in paperless billing, and of those 11,008 chose to de-enroll.

c. Number of customers who state they were enrolled without their knowledge

Please see the explanation in part a. for the 105 customer complaints identified.

d. Other customer objections or comments regarding this initiative

Please see the explanation in part a. for the 212 customer complaints identified.

e. What percent of auto-enrolled customers fell in arrears within 90 days of enrollment and how that compares to the arrearage percentage for all customers

The average delinquent percentage in 2023 for the Company as a whole was 10%. Comparatively, the delinquent percentage for customers auto-enrolled in paperless billing was also 10%.

f. How much money the paperless billing initiative has saved

At the end of 2023, 78,719 customers were enrolled in paperless billing. This results in monthly cost avoidance of \$36,211.

CenterPoint Energy 2023 Annual Gas Service Quality Report

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Customer Service, Maintenance, and Installation Company Employees for Minnesota

In its March 1, 2021, Order in Docket No. G-008/GR-19-524, the Commission required the Company to provide a 5-year historical look at the number of Company employees and designated full-time equivalents performing direct customer service, maintenance, and installations in Minnesota along with their location by region in Minnesota. The Company shall also provide a narrative explaining any historical trends and plans for these Minnesota employees in light of recent parent company plans and recommendations.

In Schedule 19, the Company provides the number of full-time equivalent employees performing direct customer service and the number of full-time equivalent employees performing maintenance and installations. The total number of direct personnel performing customer service decreased from 2022. There was a slight decrease in full-time equivalent employees performing maintenance and installations.

Conclusion

The Company followed the requirements for the 2023 Annual Service Quality report from Docket No. G-008/CI-22-548 and other noted dockets. In the "Notice of Gas Service Quality Reporting Requirements" the Company also filed the items that are utility-specific for the requirements and within other dockets. The Company is requesting the Commission review the items that are currently utility-specific to CenterPoint Energy, specifically the Company is requesting to cease reporting on *Steel Service Line* and *Meters at 630 Cubic Feet Per Hour ("CFH") or Greater ("CHF+")*, as noted in the identified sections of the 2023 Service Quality report.


The Company is requesting to change the Integrity Management Plan Reporting section of the service quality report to align with other utilities and provide the metrics from our Annual PHMSA Distribution Reports in place of the previously ordered Integrity Management Plan metrics in Schedules 18a through 18m.

The Company confirms in this annual filing that it has completed the EFV and manual shut-off valve outreach pursuant to the Commission's July 31, 2019, Order in Docket No. G-999/CI-18-41. The Company is requesting to cease annual reporting on EFVs, manual shut-off valves, and related outreach in our annual service quality reports, including the reporting on EFV and manual shut-off valve data in its next annual gas service quality reporting as noted in Docket No G-008/CI-22-548.

ATTACHMENT A

NOTICE: This report is required by 49 CFR Part 191. Failure to report may result in a civil penalty OMB No. 2137-0629 as provided in 49 USC 60122.

OMB NO: 2137-0629
EXPIRATION DATE: 6/30/2026

 U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration	ANNUAL REPORT FOR CALENDAR YEAR 2023 GAS DISTRIBUTION SYSTEM	Initial Date Submitted:	03/14/2024
		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)	20241052-60257
1. Name of Operator		CENTERPOINT ENERGY RESOURCES CORP., DBA	
2. LOCATION OF OFFICE (WHERE ADDITIONAL INFORMATION MAY BE OBTAINED)			
2a. Street Address		1111 LOUISIANA ST	
2b. City and County		HOUSTON HARRIS	
2c. State		TX	
2d. Zip Code		77002	
3. OPERATOR'S 5 DIGIT IDENTIFICATION NUMBER		12350	
4. HEADQUARTERS NAME & ADDRESS			
4a. Street Address		1111 LOUISIANA ST	
4b. City and County		HOUSTON	
4c. State		TX	
4d. Zip Code		77002	
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	30.925	1.232	14.804	3297.887	11366.062	0	0	0	0	0	14710.91
NO. OF SERVICES	107	0	0	39317	755537	0	0	2459	3615	0	801035

ATTACHMENT A

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OMB NO: 2137-0629
EXPIRATION DATE: 6/30/2026

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	1427.618	919.49	695.812	133.277	168.651	3344.848					
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	0	0	0	0	0	0					
PLASTIC PE	0	8142.86	2588.646	630.389	4.167	0	11366.062					
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	9570.478	3508.136	1326.201	137.444	168.651	14710.91					
Describe Other Material:												
3. NUMBER OF SERVICES IN SYSTEM AT END OF YEAR				AVERAGE SERVICE LENGTH: 82								
MATERIAL	UNKNOWN	1" OR LESS	OVER 1" THRU 2"	OVER 2" THRU 4"	OVER 4" THRU 8"	OVER 8"	SYSTEM TOTALS					
STEEL	2921	32753	3252	445	51	2	39424					
DUCTILE IRON	0	0	0	0	0	0	0					
COPPER	0	2370	89	0	0	0	2459					
CAST/WROUGHT IRON	0	0	0	0	0	0	0					
PLASTIC PVC	0	9	0	0	0	0	9					
PLASTIC PE	734	711229	42548	811	116	3	755441					
PLASTIC ABS	0	0	0	0	0	0	0					
PLASTIC OTHER	11	70	6	0	0	0	87					
OTHER	3210	360	43	2	0	0	3615					
RECONDITIONED CAST IRON	0	0	0	0	0	0	0					
TOTAL	6876	746791	45938	1258	167	5	801035					
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	0	12.544	29.153	320.499	1598.59	1466.204	1884.175	3167.383	2904.237	2128.746	1199.379	14710.91
NUMBER OF SERVICES	0	31	281	5899	26264	93186	127110	162055	175431	147888	62890	801035
PART C - TOTAL LEAKS AND HAZARDOUS LEAKS ELIMINATED/REPAIRED DURING THE YEAR												

ATTACHMENT A

NOTICE: This report is required by 49 CFR Part 191. Failure to report may result in a civil penalty OMB No. 2137-0629 as provided in 49 USC 60122.

OMB NO: 2137-0629
EXPIRATION DATE: 6/30/2026

CAUSE OF LEAK	MAINS		SERVICES	
	TOTAL	HAZARDOUS	TOTAL	HAZARDOUS
CORROSION FAILURE	21	3	348	184
NATURAL FORCE DAMAGE	6	2	123	83
EXCAVATION DAMAGE	128	122	668	646
OTHER OUTSIDE FORCE DAMAGE	2	2	77	58
PIPE, WELD OR JOINT FAILURE	11	1	65	24
EQUIPMENT FAILURE	108	32	5621	1892
INCORRECT OPERATIONS	17	6	104	51
OTHER CAUSE	1	0	1	0

NUMBER OF KNOWN SYSTEM LEAKS AT END OF YEAR SCHEDULED FOR REPAIR : 1377
NUMBER OF HAZARDOUS LEAKS INVOLVING A MECHANICAL JOINT FAILURE : 123

PART D - EXCAVATION DAMAGE	PART E - RESERVED
-----------------------------------	--------------------------

1. TOTAL NUMBER OF EXCAVATION DAMAGES BY APPARENT ROOT CAUSE: 809

a. One-Call Notification Practices Not Sufficient: 185

b. Locating Practices Not Sufficient: 153

c. Excavation Practices Not Sufficient: 471

d. Other: 0

2. NUMBER OF EXCAVATION TICKETS 347746

PART F - LEAKS ON FEDERAL LAND	PART G - PERCENT OF UNACCOUNTED FOR GAS
---------------------------------------	------------------------------------------------

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: 1.52%

ATTACHMENT A

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OMB NO: 2137-0629
EXPIRATION DATE: 6/30/2026

PART H - ADDITIONAL INFORMATION

PART I - PREPARER

<u>Brock Bleazard Senior Engineer</u> (Preparer's Name and Title)	<u>(713) 207-3643</u> (Area Code and Telephone Number)
<u>brock.bleazard@centerpointenergy.com</u> (Preparer's email address)	<u>(000) 000-0000</u> (Area Code and Facsimile Number)

2023 Annual Gas Service Quality Report

Compliance Filing of CenterPoint Energy

ATTACHMENT B

See Attached Excel Document

Docket No. G-008/M-24-33

May 1, 2024

CenterPoint Energy
2023 Annual Gas Service Quality Report
COMPLAINT CATEGORIES

Alleged Billing Errors

- **Average Monthly Billing (“AMB”) Issue**—This category contains complaints from customers who do not understand how AMB works (thinking their bill is too high or too low), questions as to how it is calculated, or complaints as to why a payment is required with a credit balance.
- **Billing Error**—This category contains complaints regarding bill print issues, questions/issues when we keep the same account number from a current or previous address to use for their new address, when the tenant moves out and an account is not activated into the landlord’s name in a timely manner, and when the meter is not locked even though the owner has authorized a disconnection. This category also includes interim rate refund issues, incorrect billing calculations, delays in invoicing, and multiple months of rebill issues.
- **Disputed Charges**—This category includes any customer contact in which the customer disputes a balance owed. This can include disputes as to when their responsibility should have ended if the property went through foreclosure; divorce or roommate situations regarding who is responsible for a debt incurred at the property when both parties resided there; disputed debt transfers (when a debt from a previous address is transferred onto their current account); and landlord/tenant disputes when either side claims they are not responsible for gas usage during specified time periods. This category also includes customers who do not want to pay a basic fee on a meter that is not in use but is not locked, and customers who dispute the dates of service (move-in/move-out dates) or security deposits.
- **Payment Issue**—This category contains Billmatrix (the third-party vendor who processes our payments) complaints, encoding errors, missing payments, incorrect applications, processing delays, refund checks, late fee/due dates, reconnection payment methods, energy assistance payments, NSF check fees, refused check payments, and automatic bank draft issues.
- **Rates/Tariffs**—This category contains general complaints about interim rates, franchise fees, the Conservation Improvement Program, the Gas Affordability Program, sales tax, and basic charges.
- **Decoupling/Inverted Block Rates**—This category contains any complaint pertaining to the inverted block rate (tiered pricing) and/or decoupling.
- **Inactive/Write Off**—This category contains collection agency complaints, credit bureau reporting, customers who claim they did not receive a bill, and length of time before a balance is written off.

Inaccurate Metering

- **Inaccurate Metering**—This category contains complaints involving switched piping, pressure factors, misreads, non-registering meters, electronic/programming errors, meter changes, and estimated reads.

Wrongful Disconnect

- **Disconnection Issue**—This category includes complaints from customers claiming they did not receive a disconnection notice, a meter was locked before the disconnection notice expiration, and/or customers claiming there were arrangements on the account prior to the account being disconnected. Complaints also include issues involving a new party living on/owning the property, or a collector locking a wrong meter.

High Bills

- **High Bill**—This category includes customers who initiate a complaint regarding a high bill (i.e., high consumption) for any reason.
- **Credit Arrangement**—This category includes customers who cannot agree to/afford acceptable payment arrangements, or who are ineligible for arrangements due to previous defaulted arrangements.

Inadequate Service

- **Service Issue**—This category includes failures to accommodate customer expectations and hold times (phones).

Service Extension Intervals—Service Restoration Intervals

- **Construction**—This category contains complaints which involve the piping leading up to the meter, and the meter itself. It also includes complaints regarding the timeline on when a meter can be installed or relocated, excess footage fees, out of season charges/frost burners, cost to add, change or relocate meter, cost to change pressure, meter location, ice shields, barriers, atmospheric corrosion inspection, and claims or restoration issues.
- **Service Order Scheduling**—This category contains complaints regarding meter move reconnection scheduling wait time (when relocating meters from inside a home to outside), wait time on a reconnection when the meter was dug at the street or the main, customers who are not satisfied with appointment windows and/or scheduling policies, and missed/late appointments.

Other Categories that CNP Uses (does not fit into one of the above categories)

- **Employee Conduct**—This category involves behavioral or driving complaints against an employee.
- **Online Customer Service**—This category involves customers who do not understand or agree with options available for My Account Online and Online Billing, inconvenience when the website is down for maintenance, and online accounts that are locked/blocked due to too many failed password attempts.
- **Other**—This category contains other miscellaneous complaints.

Minnesota Office of Pipeline Safety

Emergency Response Reporting Form

Reporting Company: CenterPoint Energy

Contact Person: Dean Headlee

Phone: 612-321-5366

Email Address: dean.headlee@centerpointenergy.com

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

Dispatch - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

Response -Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

Repair Crew - Time interval If the first response person is not able to shut off the gas and/or repair the facility, additional help by a "repair crew" may be required. The repair crew interval is the cumulative time from the initial notification through the commute to the arrival time at the incident location.

Gas shut off - Time interval - The gas shut off interval is the cumulative time from the initial notification to the time the gas is shut off. The gas shut off time for small leaks that get scheduled for repair are not included in this report.

Line repaired - Time interval - The line repaired interval is the cumulative time from the initial notification to the time the gas line is repaired, purged and repressurized, so relight(s) can begin. The line repaired time for small leaks that get scheduled for repair are not included in this report.

Send report within 30 days of the end of the reporting period to:

Mail to: Email: andy.voyer@state.mn.us

Minnesota Office of Pipeline Safety or Fax: 651-296-9641

444 Cedar St, Suite 147

St. Paul MN 55101- 5147

For more information call 651-296-9636

2023

Selected Year

CenterPoint Energy Emergency Gas Response Time

Calls Responded to in one hour or less														Previous Year		% Change	
Area Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Area Group	<	Area Group	%
	1				1			2	49	3	1	1	58		2		2800.00%
Metro	4672	2826	2418	2429	2878	3376	2497	2627	2793	3681	3329	3052	36578	Metro	32793	Metro	11.54%
Gr Mn	447	279	257	252	337	343	238	280	254	390	337	214	3628	Gr Mn	3206	Gr Mn	13.16%
Total	5120	3105	2675	2681	3216	3719	2735	2909	3096	4074	3667	3267	40264	Total	36001	Total	11.84%

Calls Responded to in over one hour														Previous Year		% Change	
Area Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Area Group	>	Area Group	%
					1		1		1				3				Infinity
Metro	177	71	38	52	49	53	47	50	59	166	178	86	1026	Metro	555	Metro	84.86%
Gr Mn	57	38	30	36	22	22	15	15	25	58	34	23	375	Gr Mn	391	Gr Mn	-4.09%
Total	234	109	68	88	72	75	63	65	85	224	212	109	1404	Total	946	Total	48.41%

Total Calls														Previous Year		% Change	
Area Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Area Group	Count	Area Group	%
					2		1	2	50	3	1	1	61		2		2950.00%
Metro	4849	2897	2456	2481	2927	3429	2544	2677	2852	3847	3507	3138	37604	Metro	33348	Metro	12.76%
Gr Mn	504	317	287	288	359	365	253	295	279	448	371	237	4003	Gr Mn	3597	Gr Mn	11.29%
Total	5354	3214	2743	2769	3288	3794	2798	2974	3181	4298	3879	3376	41668	Total	36947	Total	12.78%

2023

Selected Year

CenterPoint Energy

Emergency Gas Response Time

ATTACHMENT D

Percent Responded to in one hour or less														Previous Year		% Change	
Area Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Area Group	% <	Area Group	%
	100.00%				50.00%			100.00%	98.00%	100.00%	100.00%	100.00%	95.08%		100.00%		-4.92%
Metro	96.35%	97.55%	98.45%	97.90%	98.33%	98.45%	98.15%	98.13%	97.93%	95.68%	94.92%	97.26%	97.27%	Metro	98.34%	Metro	-1.08%
Gr Mn	88.69%	88.01%	89.55%	87.50%	93.87%	93.97%	94.07%	94.92%	91.04%	87.05%	90.84%	90.30%	90.63%	Gr Mn	89.13%	Gr Mn	1.69%
Total	95.63%	96.61%	97.52%	96.82%	97.81%	98.02%	97.75%	97.81%	97.33%	94.79%	94.53%	96.77%	96.63%	Total	97.44%	Total	-0.83%

Percent Responded to in over one hour														Previous Year		% Change	
Area Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Area Group	% >	Area Group	%
					50.00%		100.00%		2.00%				4.92%				
Metro	3.65%	2.45%	1.55%	2.10%	1.67%	1.55%	1.85%	1.87%	2.07%	4.32%	5.08%	2.74%	2.73%	Metro	1.66%	Metro	Infinity
Gr Mn	11.31%	11.99%	10.45%	12.50%	6.13%	6.03%	5.93%	5.08%	8.96%	12.95%	9.16%	9.70%	9.37%	Gr Mn	10.87%	Gr Mn	-13.82%
Total	4.37%	3.39%	2.48%	3.18%	2.19%	1.98%	2.25%	2.19%	2.67%	5.21%	5.47%	3.23%	3.37%	Total	2.56%	Total	31.60%

Average number of minutes to respond to an emergency														Previous Year		% Change	
Area Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Area Group	Avg Resp	Area Group	%
	16.0				61.0		66.0	36.5	24.1	27.3	51.0	23.0	26.8		24.50		9.53%
Metro	25.4	25.1	23.3	23.6	22.8	22.1	22.4	23.8	23.7	31.8	32.1	25.4	25.5	Metro	24.10	Metro	5.60%
Gr Mn	30.9	30.3	30.6	31.1	26.0	25.8	27.9	29.1	30.0	39.6	31.0	30.6	30.5	Gr Mn	32.94	Gr Mn	-7.34%
Total	25.9	25.7	24.0	24.4	23.2	22.5	22.9	24.3	24.3	32.6	32.0	25.7	25.9	Total	24.96	Total	3.92%

2023

Selected Year

Sch 12 - Jan

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	4035	795	701	94
>100min to 120min	30	25	18	7
>10min to 20min	794	1610	1504	105
>20min to 40min	285	2292	2142	150
>2hrs to 3hrs	29	46	45	1
>3hrs to 4hrs	23	23	23	
>40min to 60min	68	423	325	98
>4hrs to 6hrs	20	8	8	
>60min to 80min	31	95	64	31
>6hrs to 8hrs	10	2	2	
>80min to 100min	29	35	17	18
Total	5354	5354	4849	504

	Metro	Gr Mn	Total	
<60 mins	1	4672	447	5120
>60 mins		177	57	234

2023

Selected Year

Sch 12 - Feb

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2313	437	386	51
>100min to 120min	13	5	5	
>10min to 20min	569	941	861	80
>20min to 40min	232	1473	1377	96
>2hrs to 3hrs	11	12	10	2
>3hrs to 4hrs	4	2	2	
>40min to 60min	27	254	202	52
>4hrs to 6hrs	5	4	4	
>60min to 80min	17	61	35	26
>6hrs to 8hrs	4	2	2	
>80min to 100min	16	20	10	10
Total	3214	3214	2897	317

	Metro	Gr Mn	Total
<60 mins	2826	279	3105
>60 mins	71	38	109

2023

Selected Year

Sch 12 - Mar

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2142	340	293	47
>100min to 120min	2	3	3	
>10min to 20min	401	870	808	62
>20min to 40min	150	1252	1160	92
>2hrs to 3hrs	4	2	2	
>3hrs to 4hrs	1			
>40min to 60min	20	213	157	56
>4hrs to 6hrs	2	2	2	
>60min to 80min	12	46	21	25
>6hrs to 8hrs	1			
>80min to 100min	8	15	10	5
Total	2743	2743	2456	287

	Metro	Gr Mn	Total
<60 mins	2418	257	2675
>60 mins	38	30	68

2023

Selected Year

Sch 12 - Apr

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2147	335	286	49
>100min to 120min	7	4	4	
>10min to 20min	403	895	831	64
>20min to 40min	148	1223	1132	91
>2hrs to 3hrs	8	5	2	3
>3hrs to 4hrs	4	2	2	
>40min to 60min	36	228	180	48
>4hrs to 6hrs	1	1	1	
>60min to 80min	11	60	32	28
>80min to 100min	4	16	11	5
Total	2769	2769	2481	288

	Metro	Gr Mn	Total
<60 mins	2429	252	2681
>60 mins	52	36	88

2023

Selected Year

Sch 12 - May

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2593	418	342	76
>100min to 120min	5	6	5	1
>10min to 20min	488	1116	1028	88
>20min to 40min	147	1478	1352	125
>2hrs to 3hrs	3	2	2	
>3hrs to 4hrs	2	2	1	1
>40min to 60min	31	204	156	48
>60min to 80min	14	55	37	18
>80min to 100min	5	7	4	2
Total	3288	3288	2927	359

	Metro	Gr Mn	Total
<60 mins	1 2878	337	3216
>60 mins	1 49	22	72

2023

Selected Year

Sch 12 - Jun

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2910	564	492	72
>100min to 120min	4	4	1	3
>10min to 20min	596	1277	1179	98
>20min to 40min	196	1673	1551	122
>2hrs to 3hrs	13	6	6	
>3hrs to 4hrs	2	2	2	
>40min to 60min	41	205	154	51
>4hrs to 6hrs	2	1	1	
>60min to 80min	17	47	30	17
>6hrs to 8hrs	1	1	1	
>80min to 100min	11	13	11	2
Total	3794	3794	3429	365

	Metro	Gr Mn	Total
<60 mins	3376	343	3719
>60 mins	53	22	75

2023

Selected Year

Sch 12 - Jul

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2222	388	344	44
>100min to 120min	3	6	5	1
>10min to 20min	396	975	909	66
>20min to 40min	123	1194	1113	81
>2hrs to 3hrs	6	4	4	
>3hrs to 4hrs	1			
>40min to 60min	20	178	131	47
>60min to 80min	21	41	29	11
>6hrs to 8hrs	3	1	1	
>80min to 100min	3	11	8	3
Total	2798	2798	2544	253

	Metro	Gr Mn	Tot
<60 mins	2497	238	2735
>60 mins	1	47	48

2023

Selected Year

Sch 12 - Aug

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2316	382	336	46
>100min to 120min	4	5	3	2
>10min to 20min	455	1009	920	89
>20min to 40min	136	1350	1242	107
>2hrs to 3hrs	6	5	5	
>3hrs to 4hrs	1	1	1	
>40min to 60min	26	168	129	38
>4hrs to 6hrs	3	1	1	
>60min to 80min	16	36	26	10
>80min to 100min	7	13	11	2
>8hrs	4	4	3	1
Total	2974	2974	2677	295

	Metro	Gr Mn	Total	
<60 mins	2	2627	280	2909
>60 mins		50	15	65

2023

Selected Year

Sch 12 - Sep

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2434	370	324	43
>100min to 120min		3	1	2
>10min to 20min	478	986	891	78
>20min to 40min	195	1543	1422	93
>2hrs to 3hrs	7	11	8	3
>3hrs to 4hrs	4	1	1	
>40min to 60min	38	197	156	40
>60min to 80min	15	46	32	13
>80min to 100min	10	24	17	7
Total	3181	3181	2852	279

	Metro	Gr Mn	Tot
<60 mins	49	2793	254
>60 mins	1	59	25

2023

Selected Year

Sch 12 - Oct

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	3007	456	382	73
>100min to 120min	16	22	18	4
>10min to 20min	778	1300	1207	93
>20min to 40min	312	1996	1849	146
>2hrs to 3hrs	40	35	33	2
>3hrs to 4hrs	9	8	7	1
>40min to 60min	48	322	243	78
>4hrs to 6hrs	2	1	1	
>60min to 80min	22	82	49	33
>6hrs to 8hrs	4	4	3	1
>80min to 100min	26	38	25	13
>8hrs	34	34	30	4
Total	4298	4298	3847	448

	Metro	Gr Mn	Total	
<60 mins	3	3681	390	4074
>60 mins		166	58	224

2023

Selected Year

Sch 12 - Nov

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2761	345	295	50
>100min to 120min	8	9	9	
>10min to 20min	680	1247	1168	79
>20min to 40min	249	1742	1600	142
>2hrs to 3hrs	13	18	16	2
>3hrs to 4hrs	17	16	16	
>40min to 60min	50	333	266	66
>4hrs to 6hrs	59	53	53	
>60min to 80min	21	74	47	27
>6hrs to 8hrs	12	12	12	
>80min to 100min	6	27	22	5
Total	3879	3879	3507	371

	Metro	Gr Mn	Total	
<60 mins	1	3329	337	3667
>60 mins		178	34	212

2023

Selected Year

Sch 12 - Dec

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2513	322	284	38
>100min to 120min	5	10	10	
>10min to 20min	578	1080	1030	50
>20min to 40min	206	1629	1541	87
>2hrs to 3hrs	7	6	5	1
>3hrs to 4hrs	5	7	7	
>40min to 60min	36	236	197	39
>4hrs to 6hrs	1			
>60min to 80min	17	55	42	13
>80min to 100min	7	30	21	9
>8hrs	1	1	1	
Total	3376	3376	3138	237

	Metro	Gr Mn	Total	
<60 mins	1	3052	214	321
>60 mins		86	23	109

2023

Avg Response Report

Selected Year

Month Name	Total Metro Jobs	Total Metro Minutes	Total Gr Mn Jobs	Total Gr Mn Minutes	Sum of Jobs	Sum of Minutes	Average Response	Metro Avg Response	Gr Mn Avg Response
Jan	4849	123,443	504	15,597	5354	139,056	25.9	25.4	30.9
Feb	2897	72,965	317	9,623	3214	82,588	25.7	25.1	30.3
Mar	2456	57,260	287	8,804	2743	66,064	24.0	23.3	30.6
Apr	2481	58,760	288	8,971	2769	67,731	24.4	23.6	31.1
May	2927	66,861	359	9,363	3288	76,345	23.2	22.8	26.0
Jun	3429	76,118	365	9,438	3794	85,556	22.5	22.1	25.8
Jul	2544	57,019	253	7,067	2798	64,152	22.9	22.4	27.9
Aug	2677	63,759	295	8,591	2974	72,423	24.3	23.8	29.1
Sep	2852	67,692	279	8,379	3181	77,276	24.3	23.7	30.0
Oct	3847	122,323	448	17,761	4298	140,167	32.6	31.8	39.6
Nov	3507	112,548	371	11,491	3879	124,090	32.0	32.1	31.0
Dec	3138	79,616	237	7,243	3376	86,882	25.7	25.4	30.6
Total	37604	958,363	4003	122,328	41668	1,082,329	25.9	25.5	30.5

CenterPoint Energy
2023 Annual Gas Service Quality Report
LIST OF REPORTING REQUIREMENTS

Reporting Requirement	Source(s) of Requirement	Section(s) and/or Schedule(s) Where Information Provided
All Gas Utilities shall append their annual PHMSA Gas Distribution Reports to their Gas Service Quality Reports.	February 2, 2024, Notice of Gas Service Quality Reporting Requirements	Attachment A
For each customer class and calendar month, the number and percentage of customer meters read by utility personnel.	Minn. R. 7826.1400; August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(B)	Meter Reading Performance; Schedule 2
For each customer class and calendar month, the number and percentage of customer meters self read by customers.	Minn. R. 7826.1400; August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(B)	Meter Reading Performance; Schedule 2
For each customer class and calendar month, the number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and for periods of longer than 12 months, and an explanation as to why they have not been read.	Minn. R. 7826.1400; August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(B)	Meter Reading Performance; Schedule 2
Data on monthly meter-reading staffing levels, by work center or geographical area.	Minn. R. 7826.1400; August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(B)	Meter Reading Performance; Schedule 2
For each customer class and calendar month, the number of customers requesting service to a location not previously served by the utility and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service; the types of extension requests (such as requests for reconnection after disconnection for non-payment) included in the data.	Minn. R. 7826.1600; March 6, 2012, Order in Docket No. G-008/M-10-374	Service Extension Requests; Schedule 4
For each customer class and calendar month, the number of customers requesting service to a location previously served by the utility but not served at the time of the request, and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service; the types of extension requests (such as requests for reconnection after disconnection for non-payment) included in the data.	Minn. R. 7826.1600; March 6, 2012, Order in Docket No. G-008/M-10-374	Service Extension Requests; Schedule 4

Reporting Requirement	Source(s) of Requirement	Section(s) and/or Schedule(s) Where Information Provided
A detailed report on call center response times, including calls to the business office and calls regarding service interruptions. The report must include a month-by-month breakdown of this information. Each utility shall report call center response times in terms of the percentage of calls answered within 20 seconds.	Minn. R. 7826.1700; August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(A)	Call Center Response Time; Schedule 1
By customer class and calendar month, the number of customer complaints received.	Minn. R. 7826.2000; August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(G)	Customer Complaints; Schedule 6a
By customer class and calendar month, the number and percentage of complaints of alleged billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service-extension intervals, service-restoration intervals, and any other identifiable subject matter involved in five percent or more of customer complaints.	Minn. R. 7826.2000; August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(G)	Customer Complaints; Schedule 6b
By customer class and calendar month, the number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days.	Minn. R. 7826.2000; August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(G)	Customer Complaints; Schedule 6c
By customer class and calendar month, the number and percentage of all complaints resolved by taking any of the following actions: (1) taking the action the customer requested; (2) taking the action the customer and utility agree is an acceptable compromise; (3) providing the customer with information that demonstrates that the situation complained of is not reasonably in the control of the utility; or (4) refusing to take the action the customer requested.	Minn. R. 7826.2000; August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(G)	Customer Complaints; Schedule 6d
By customer class and calendar month, the number of complaints forwarded to the utility by the Consumer Affairs Office for further investigation.	Minn. R. 7826.2000; August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(G)	Customer Complaints; Schedule 6e
The information contained in its Minn. R. 7820.0500 annual report on PUC "formal" complaints, complaints from other state agencies, and the Better Business Bureau.	July 7, 2006, Order in Docket No. G-008/GR-04-901	Customer Complaints; Schedule 6f
The total number of calls its call center receives and the number of those calls that come into the dedicated line for emergencies, billing inquiries, credit/payment arrangements, and service connection/disconnection requests.	July 7, 2006, Order in Docket No. G-008/GR-04-901	CenterPoint Energy Utility-Specific Reporting Requirements; Additional Call Center Detail; Schedule 16

Reporting Requirement	Source(s) of Requirement	Section(s) and/or Schedule(s) Where Information Provided
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 narrative explanation of their involuntary service disconnection performance, as needed, including steps taken to improve performance in the future.	February 2, 2024, Notice of Gas Service Quality Reporting Requirements	Involuntary Disconnection; Schedule 3a-g
Data on telephone answer times to its gas emergency phone line calls.	August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(H)	Gas Emergency Phone Line Answer Time; Schedule 7
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; c. The number of excavation damages per 1,000 excavation tickets; and d. The number of at fault damages. An “at fault damage” shall be defined as a damage where the root cause of the damage falls under the responsibility of the utility or its contractors including mislocates made by the company or its contract locating companies.	February 2, 2024, Notice of Gas Service Quality Reporting Requirements	Excavation Damages; Schedule 8
Data on service interruptions. Each interruption shall be categorized according to whether it was caused by the utility’s employees or contractors, or whether it was due to any other unplanned cause.	August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(K)	Service Interruptions; Schedule 10
Summaries of major events that are immediately reportable to MNOPS according to the criteria used by MNOPS to identify reportable events. Each utility shall also provide summaries of all service interruptions caused by system integrity pressure issues. Each summary shall include the location; when the incident occurred; how many customers were affected; how the company was made aware of the incident; the root cause of the incident; the actions taken to fix the problem; what actions were taken to contact customers; any public relations or media issues; whether the customer or the company was relighted; and the longest any customer was without gas service during the incident.	August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(L)	Major Incident Reporting; Schedule 11
Data on gas emergency response times including the percentage of emergencies responded to within one hour and within more than one	August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(N)	Gas Emergency Response Times;; Attachment D

Reporting Requirement	Source(s) of Requirement	Section(s) and/or Schedule(s) Where Information Provided
hour. The average number of minutes it takes to respond to an emergency.		
For each steel service line relocation and each relocation of meters rated at 630 cubic feet per hour, the itemized costs associated with each relocation.	March 15, 2010, Order in Docket No. G-008/M-09-1190	CenterPoint Energy Utility-Specific Reporting Requirements; Steel Service Line; Meters at 630 Cubic Feet Per Hour or Greater; Schedules 14 and 15
IVR 'zero out' data.	November 25, 2015, Order in Docket No. G-008/M-15-414	Call Center Response Time; Schedule 1a
Three-year averages on metrics of most significance as agreed to with DOC and OAG.	October 26, 2018, Stipulation in Docket No. G-008/AI-18-517, Stipulation Condition No. 8	Throughout
A summary of any 2019 emergency response violations cited by MNOPS during the year and the number of violation letters received by the utility from MNOPS during the year.	Order in Docket No. G-008/M-19-300 (appears in minutes of October 24, 2019, meeting, but not in subsequent Order)	MNOPS Emergency Response Violations and Violation Letters; Schedule 11a
Based on the utility's filing under 49 CFR 192.1007(e) and the baseline information provided in the 2019 service quality report and update of integrity management plan performance measures, monitoring results, and evaluation of effectiveness.	November 14, 2019, Order in Docket No. G-008/M-19-300	Integrity Management Plan Reporting; Schedules 18a-18m
Uniform reporting metrics for installation of excess flow valves and manual service line shutoff valves developed in consultation with other utilities.	November 14, 2019, Order in Docket No. G-008/M-19-300	Excess Flow Valves ("EFV")
Customer outreach regarding excess flow valves, and customer requests for installations.	February 23, 2021, Order in Docket No. G-999/CI-18-41	Excess Flow Valves ("EFV")
Provide a five-year historical look at the number of Company employees and the designated full-time equivalents performing direct customer service, maintenance, and installations in Minnesota along with their location by region in Minnesota. CenterPoint Energy shall provide a narrative explaining any historical trends and plans for these Minnesota employees in light of recent Parent Company plans and recommendations.	March 1, 2021, Order in Docket No. G-008/GR-19-524	CenterPoint Energy Utility-Specific Reporting Requirements; Customer Service, Maintenance, and Installation Company Employees for Minnesota; Schedule 19
Required the Company to file reports on the paperless billing initiative monitoring process as part of the Company's annual service quality report and beginning 30 days after implementation of Phase 1 commences, with a final report to be filed 30 days after	December 5, 2022, Order in Docket No. G-008/M-22-237	CenterPoint Energy Utility-Specific Reporting Requirements; Paperless Billing

Reporting Requirement	Source(s) of Requirement	Section(s) and/or Schedule(s) Where Information Provided
<p>implementation of Phase 2 is complete. The reports shall include the following information:</p> <ul style="list-style-type: none">a. Complaints received.b. Number of opt outs.c. Number of customers who state they were enrolled without their knowledge.d. Other customer objections or comments regarding this initiative.e. What percent of auto-enrolled customers fell in arrears within 90 days of enrollment and how that compares to the arrearage percentage for all customers.f. How much money the paperless billing initiative has saved.		

CERTIFICATE OF SERVICE

On Wednesday, May 1, 2024, Melodee Carlson Chang certifies that she served the attached 2023 Annual Gas Service Quality Report Compliance Filing of CenterPoint Energy in Docket No. G-008/M-24-33 to all persons at the addresses indicated on the attached service list by having the document delivered via electronic filing.

/s/ Melodee Carlson Chang

Senior Regulatory Paralegal
CenterPoint Energy

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1400 St. Paul, MN 55101	Electronic Service	Yes	OFF_SL_24-33_M-24-33
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280 Saint Paul, MN 551012198	Electronic Service	No	OFF_SL_24-33_M-24-33
Jason	Loos	jason.loos@centerpointenergy.com	CenterPoint Energy Resources Corp.	505 Nicollet Mall 3rd Floor Minneapolis, MN 55402	Electronic Service	No	OFF_SL_24-33_M-24-33
Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	Yes	OFF_SL_24-33_M-24-33
Will	Seuffert	Will.Seuffert@state.mn.us	Public Utilities Commission	121 7th PI E Ste 350 Saint Paul, MN 55101	Electronic Service	Yes	OFF_SL_24-33_M-24-33
Emily	Suppes	emily.suppes@centerpointenergy.com	CenterPoint Energy Minnesota Gas	505 Nicollet Mall Minneapolis, MN 55402	Electronic Service	No	OFF_SL_24-33_M-24-33
Donald	Wynia	donald.wynia@centerpointenergy.com	CenterPoint Energy	CenterPoint Energy 505 Nicollet Mall Minneapolis, MN 55402	Electronic Service	No	OFF_SL_24-33_M-24-33