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May 1, 2024

VIA ELECTRONIC FILING

Mr. Will Seuffert
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, Minnesota 55101-2147

Re: Annual Gas Service Quality Report for the Calendar Year of 2023
Docket No. G022/M-24-_____

Dear Mr. Seuffert:

Greater Minnesota Gas, Inc. (GMG) submits its Annual Gas Service Quality Report for 2023 herewith 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) 209-2110 and my email address is kanderson@greatermngas.com.

Sincerely,

GREATER MINNESOTA GAS, INC.

/s/
Kristine A. Anderson
Corporate Attorney

Enclosure

cc: Service List

STATE OF MINNESOTA

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Katie Sieben	Chair
Hwikwon Ham	Commissioner
Valerie Means	Commissioner
Joe Sullivan	Commissioner
John Tuma	Commissioner

MPUC Docket No. G022/M-24-_____

In the Matter of Greater Minnesota
Gas, Inc.'s Annual Gas Service
Quality Report for the
Calendar Year of 2023

ANNUAL GAS SERVICE QUALITY REPORT FOR 2023

Greater Minnesota Gas, Inc. (“GMG”) submits this Annual Service Quality Report for the calendar year ending December 31, 2023. This report encompasses data related to the reporting requirements for gas utilities as specifically modified for GMG where appropriate. GMG notes that some reporting metrics differ from those in its previous annual reports pursuant to the revised reporting requirements stemming from the Natural Gas Working Group and the related in Order in Docket No. G022/CI-22-548. GMG provides the information herein consistent with the annual reporting requirements as they are now reflected. GMG is also submitting the statistical information from its report in a machine-readable format simultaneously herewith.

REPORTING REQUIREMENTS

Pursuant to the metrics identified in the Current Gas Service Quality Reporting Requirements¹ list, all natural gas utilities are required to report certain 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 Service Disconnections Data
- Service Extension Requests
- Customer Deposits
- Customer Complaints
- Gas Emergency Phone Answer Time
- Gas Emergency Response Times
- Excavation Damages
- Service Interruptions

¹ . See, Docket No. G002,G022,G004,G011,G008/CI-22-548 regarding recommendations of and Order regarding the Natural Gas Working Group convened to address service quality metrics.

- Major Incident Reporting
- Integrity Management Plan Reporting
- MNOPS Violations
- Web-Based Metrics²

ANNUAL REPORTING INFORMATION

The requisite statistical information regarding GMG's Service Quality Report components for 2023 is found below:

- *Call Center Response Time*
 - 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 13,679 incoming calls to its primary business line (888-931-3411) during 2023. GMG's incoming call rate 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 a variety of things, including 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 or marketing in on-main areas. 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. 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. 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 and its calls are answered live.

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 a professional live telephone

². Reporting of web-based metrics will begin in 2025 for reporting year 2024.

answering service. The answering service 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*

- GMG is required to report metrics related to the number and percentage of meters read.

GMG’s meter reading performance and staffing levels for 2023 are summarized below:

	<u>Quantity</u>	<u>Percentage</u>
Total Meters Billed	128,499	100%
Number & % Read by GMG Personnel	128,499	100%
Number & % Self-Read by Customer	0	0 %
Number & % of Customer Meters Estimated	0	0 %
Number & % of Meters not read for 6-12 mo	0	0 %
Number & % of Meters not read for > 12 mo	0	0 %

- *Involuntary Service Disconnections*

- GMG is required to reference the data submitted in its Residential Customer Status Reports.

GMG electronically filed its Residential Customer Status Reports for 2023 and, as directed, a copy of GMG’s December 2023 report, which contains data for the entirety of 2023, is appended hereto as Attachment A. There was nothing unusual regarding GMG’s involuntary service disconnections during 2023 and, as reflected in the report, GMG’s involuntary service disconnections remain low.

- *Service Extension Requests*

- GMG is required to provide information regarding extensions to new service areas, the addition of new customers on existing main, explanatory information if necessary, advertisement and deposit information regarding new service areas, if appropriate.

Due to GMG’s unique service model, the reporting metrics typically used by larger utilities to provide service extension information are not suited for obtaining meaningful information from GMG. Hence, GMG and Staff engaged in a cooperative effort several years ago to create service extension reporting metrics that provide meaningful information to the Department and Commission based on GMG’s service model; and 2023 data is reported below.

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 services 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. As reflected in the table below, GMG focused on in-fill in its existing territories. GMG did not undertake any major new area main extension projects during 2023. Since GMG did not extend into any new geographic area, GMG did not distribute any advertisements or solicitations to potential new customers in new geographic areas and, hence, has not appended any such documents hereto. No areas were promised service during the year that 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
None	GMG focused on in-fill within its existing service territory in 2023 and GMG did not undertake any major new extension projects during the year.									

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

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							
	# 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	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0
March	3	14	0	0	0	0	0
April	2	36	0	0	0	0	0
May	20	25	6	20	0	0	0
June	16	19	4	21	0	0	0
July	52	22	4	18	1	40	0
August	65	20	16	27	2	14	0
September	32	28	23	30	0	0	0
October	63	23	18	24	0	0	0
November	34	14	9	21	0	0	0
December	5	4	3	10	0	0	0
Totals	292	17	83	14	3	4	0

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

- *Customer Deposits*

- GMG is required to report certain information regarding customer deposits and to provide explanatory information for any changes in its deposit collection policy.

GMG did not make any changes to its deposit collection policy in 2023. 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. During 2023, GMG required two commercial customers to make a deposit as a condition of receiving service based on the terms identified in GMG’s tariff due to their histories with GMG demonstrating consistently poor payment records, including multiple disconnections due to non-payment. Pursuant to the terms of its tariff, GMG returns customer deposits after twelve months of timely payments. GMG was holding deposits for seven customers as of December 31, 2023, because there had not been twelve consecutive months of timely payments made by those customers that would have resulted in return of the deposits. Three years of deposit data is reflected in the table below:

Customer Deposits	2021	2022	2023
Number of customers required to make deposit during year	0	1	2
Number of customer deposits being held	12	9	7

- *Customer Complaints*

- GMG is required to report customer complaints received from the Commission’s Consumer Affairs Office and the total number of complaints received by category.

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 representative 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 problematic situation or if the customer requests escalation to a supervisor seeking resolution. In such instances, a 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 2023, GMG did not have any complaints that were forwarded by or came to it from either the Commission's Consumer Affairs Office, nor did it receive any complaints from the Office of the Attorney General. As reflected in the table below, GMG had one customer that called to complain about billing practices after receiving a pending disconnection notice. The customer, who has a history of chronic late payments and receipt of disconnection notices, requested that a supervisor respond to her. The supervisor reviewed the customer's account history, confirmed that the billing and customer payment information was correct, and left the customer detailed voicemails. The customer did not return the supervisor's calls and GMG considers the matter resolved.

There were no other requests for further action on a complaint made during 2023. GMG's total complaints by category are reflected below:

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

GMG does not have any unresolved complaints from 2023.

- *Gas Emergency Calls and Response Time*
 - Since GMG does not have a telephone line specifically dedicated to gas emergency calls, GMG is required to report the total number of gas emergency calls it received and certain response time metrics.

In 2023, GMG received a total of 311 calls reporting gas emergencies. Of those emergency calls, GMG responded to 86% of them within one hour and 14% within more than an hour. The average response time from dispatch to arrival was 36 minutes.

GMG's overall response emergency response record remains excellent, as it has been historically; and, while no company can realistically always be perfect in its response

situations, that is always GMG's goal. As part of its ongoing journey toward organizational excellence, GMG continues to strive for response time improvement by analyzing staffing needs and requiring technicians to live within certain areas of GMG's service territory to facilitate quicker response times; continuing to use text message notification of emergency calls to technicians to assist with earlier dispatching; utilizing GPS and truck tracking technology to assist with emergency dispatch; improving in-house technology to streamline emergency response; providing both regular and remedial emergency response training (if necessary) for customer service representatives and answering service employees; conducting regular safety meetings related to emergency response; and regularly reviewing emergency responses to ensure that best practices are being used. 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 unanticipated delays that are beyond its control, particularly given road construction (which was substantial in GMG's service territory in 2023), the rural location of GMG's service territories which are often subject to very difficult driving conditions in winter weather, as well as human error. GMG consistently continues its efforts to improve its safety response time on an ongoing basis.

- *Excavation Damages*

- GMG is required to report certain metrics related to excavation damages to its facilities during the preceding calendar year.

GMG received 9,316 excavation tickets during 2023. Its facilities sustained a total of 18 excavation damages during the year, resulting in a damage rate of 1.9 damages per 1,000 locate tickets, which is consistent with the state average. Two of the excavation damage incidents were the fault of GMG's locating contractor resulting from improper locating practices.

- *Service Interruptions*

- GMG is required to report certain data related to unplanned service interruptions during the preceding calendar year.

During 2023, GMG sustained eighteen unplanned service interruptions. All were the result of third-party damages, with none resulting from low system pressure or other causes. Seventeen of the gas service interruptions only affected one customer each, while one interruption affected four customers. Two of the service interruptions that resulted from third-party damages were the fault of GMG's locating contractor due to improper locating practices, as also identified above.

- *Major Incident Reporting*

- 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 did not have any major reportable events in 2023.

- *Integrity Management Plan Reporting*

- GMG is required to report certain metrics reflected in its Annual PHMSA report for the preceding year.

The following metrics were reported by GMG to PHMSA, which report is appended hereto as Attachment B:

Miles of Distribution Main – 933,553
Number of Main Leaks – 1
Number of Main Leaks by Cause:
 Excavation Damage – 1
Number of Hazardous Main Leaks by Cause:
 Excavation Damage – 1
Main Leaks per 1,000 Miles of Main – 0.001
Number of Services – 10,546
Number of Service Leaks – 89
Number of Service Leaks by Cause:
 Corrosion Failure – 1
 Natural Force Damage – 2
 Excavation Damage – 17
 Other Outside Force Damage – 5
 Equipment Failure – 64
Number of Hazardous Service Leaks by Cause:
 Corrosion Failure – 1
 Natural Force Damage – 2
 Excavation Damage – 17
 Other Outside Force Damage – 2
 Equipment Failure – 7
Service Leaks per 1,000 Services: 8.4

With regard to the identified equipment failures, GMG respectfully notes that they were generally due to leaking or venting regulators or meters, many of which were regulators. Since regulators are continually exposed to the elements, their soft (rubber/plastic) components can degrade slightly over time. When those devices develop leaks as a result, it is more cost effective to replace them rather than repair them. When a component is replaced, it becomes reportable on the PHMSA report; hence, leading to a large number of equipment failure leaks reported.

- *MnOPS Violation Reporting*

- GMG is required to provide a summary of any violations cited by MnOPS.

GMG did not receive any violation letters from MnOPS in 2023.

CONCLUSION

GMG submits this Annual Service Quality Report for the year ending December 31, 2023 in accordance with the requirements of the Minnesota Rules and the Commission and respectfully requests that it be approved.

Dated: May 1, 2024

Respectfully submitted,
/s/
Kristine A. Anderson
Corporate Attorney
Greater Minnesota Gas, Inc.
1900 Cardinal Lane
Faribault, MN 55021
(507) 209-2110

Name of Utility		Utility Monthly Report										
Greater Minnesota Gas, Inc. <th colspan="11">Highlight Indicates Data Required per Statutes 216B.091 and 216B.096</th>		Highlight Indicates Data Required per Statutes 216B.091 and 216B.096										
Reporting Month/Year	December, 2023											
A	B	C	D	E	F	G	H	I	J	K		
Utility	# Residential Customers	Total Revenue from Sales to Residential Customers	# Past Due Residential Customers	Total Dollars Past Due Residential Customers	Average Past Due Dollar Amount Per Past Due Customers	Average Monthly Residential Bill	New LIHEAP Customers	Cumulative LIHEAP Customers (year to date)	Total Dollars Received From LIHEAP	Total Dollars Received from other sources	Total Residential Write-Offs due to uncollectible	
Jan-23	9425	\$1,710,478	535	\$69,755	\$130	\$181	18	18	\$6,241	\$469	\$293	
Feb-23	9424	\$1,609,226	430	\$78,238	\$182	\$171	17	35	\$6,891	\$204	\$47	
Mar-23	9419	\$1,207,355	441	\$66,738	\$151	\$128	39	74	\$16,045	\$0	\$0	
Apr-23	9420	\$978,184	419	\$65,008	\$155	\$104	10	84	\$4,438	\$0	\$1	
May-23	9419	\$497,715	523	\$59,001	\$113	\$53	6	90	\$4,278	\$0	\$0	
Jun-23	9417	\$216,850	389	\$39,107	\$101	\$23	12	102	\$6,302	\$0	\$1	
Jul-23	9412	\$178,166	329	\$26,940	\$82	\$19	0	102	\$0	\$0	\$3	
Aug-23	9457	\$181,738	559	\$31,135	\$56	\$19	0	102	\$0	\$0	\$2	
Sep-23	9473	\$182,275	520	\$24,866	\$48	\$19	0	102	\$0	\$0	\$1	
Oct-23	9524	\$226,660	423	\$20,201	\$48	\$24	0	102	\$0	\$838	\$3	
Nov-23	9590	\$633,958	536	\$35,533	\$66	\$66	42	144	\$21,424	\$0	\$26	
Dec-22	9647	\$1,011,234	449	\$30,007	\$67	\$105	6	150	\$2,718	\$0	\$0	

All Utilities										
L	M	N	O	P	Q	R	S	T		
Utility	# Residential Customers Receiving Disconnect Notices	# Residential Customers Involuntarily Disconnected	# Residential Customers restored to service w/in 24 hours (SRSQ)	# Residential Customers restored to service by entering a payment plan (SRSQ)	# Residential Customers restored at same address	Total # Residential Customers Reconnected	# Residential Customers Remaining Disconnected, 1-30 days	# Residential Customers Remaining Disconnected, 31-60 days	# Residential Customers Remaining Disconnected, 60+ days	
Jan-23	197	3	2	0	2	2	1	0	3	
Feb-23	153	0	0	0	0	0	0	1	3	
Mar-23	258	2	1	0	1	1	0	0	3	
Apr-23	206	1	0	0	0	0	1	0	3	
May-23	162	11	0	0	2	2	9	1	3	
Jun-23	165	10	1	0	3	3	7	9	4	
Jul-23	150	3	0	0	0	0	3	7	13	
Aug-23	62	7	0	0	3	3	5	3	20	
Sep-23	46	2	0	0	2	2	1	5	22	
Oct-23	77	0	0	0	7	7	0	0	15	
Nov-23	70	0	0	0	3	3	0	0	12	
Dec-22	117	0	0	0	0	0	0	0	12	

All Utilities, October - April

	# Customers Seeking Cold Weather Rule Protections	# Customers Granted Cold Weather Rule Protections	# Customers Involuntarily Disconnected, who sought protection heat affected (gas)	# Customers Involuntarily Disconnected, who sought protection heat affected (electric)	# Customers Involuntarily Disconnected, who sought protection heat affected (gas)	# Customers Involuntarily Disconnected, who sought protection non-heat affected (electric)	# Customers Involuntarily Disconnected, who did not seek protection heat affected (gas)	# Customers Involuntarily Disconnected, who did not seek protection non-heat affected (gas)	# Customers Involuntarily Disconnected, who did not seek protection heat affected (electric)	# Customers Involuntarily Disconnected, who did not seek protection non-heat affected (electric)	Total Customers Disconnected
Jan-23	0	0	0	N/A	3	N/A	0	N/A	N/A	N/A	3
Feb-23	0	0	0	N/A	0	N/A	0	N/A	N/A	N/A	0
Mar-23	1	1	0	N/A	0	N/A	0	N/A	N/A	N/A	2
Apr-23	0	0	0	N/A	1	N/A	0	N/A	N/A	N/A	1
May-23	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	11
Jun-23	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	10
Jul-23	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	3
Aug-23	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	7
Sep-23	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	2
Oct-23	0	0	0	N/A	0	N/A	0	N/A	N/A	N/A	0
Nov-23	0	0	0	N/A	0	N/A	0	N/A	N/A	N/A	0
Dec-22	0	0	0	N/A	0	N/A	0	N/A	N/A	N/A	0
	# of Appeal Notices sent to customers	# of Payment Plan (PP) requests received	# of mutually agreed PP	# of customers with current payment plans	# customers disconnected 24 hours or more non-heat affected (gas)	# customers disconnected 24 hours or more non-heat affected (electric)	# customers disconnected 24 hours or more heat affected (electric)	# customers disconnected 24 hours or more heat affected (gas)	# customers disconnected 24 hours or more non-heat affected (electric)	# accounts reconnected within 24 hrs	Total # Customers Reconnected
Jan-23	0	5	5	6	1	0	N/A	0	N/A	2	2
Feb-23	0	1	1	7	0	0	N/A	0	N/A	0	0
Mar-23	0	1	1	8	1	0	N/A	0	N/A	1	1
Apr-23	0	0	0	8	4	0	N/A	0	N/A	0	0
May-23	N/A - not CWR	N/A - not CWR	N/A - not CWR	8	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	0	2
Jun-23	N/A - not CWR	N/A - not CWR	N/A - not CWR	0	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	1	3
Jul-23	N/A - not CWR	N/A - not CWR	N/A - not CWR	0	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	0	0
Aug-23	N/A - not CWR	N/A - not CWR	N/A - not CWR	0	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	0	3
Sep-23	N/A - not CWR	N/A - not CWR	N/A - not CWR	0	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	0	2
Oct-23	0	0	0	0	15	0	N/A	0	N/A	0	7
Nov-23	0	0	0	0	12	0	N/A	0	N/A	0	3
Dec-22	0	0	0	0	12	0	N/A	0	N/A	0	0

File this form separately each week as required. Then, provide all weeks for a given month when making monthly filing.

Utility Heating Service Customers*

All Utilities (starting October 1)

Week ending date	Utility	Total # Customers Currently Disconnected for non-payment	# Customers Involuntarily Disconnected for non-payment This Week, Natural Gas	# Customers Involuntarily Disconnected, for non-payment This Week, Electric	# Customers Reconnected This Week**
1/7/2023	GMG	3	0	N/A	0
1/14/2023	GMG	3	0	N/A	0
1/21/2023	GMG	3	2	N/A	2
1/28/2023	GMG	4	1	N/A	0
2/4/2023	GMG	4	0	N/A	0
2/11/2023	GMG	4	0	N/A	0
2/18/2023	GMG	4	0	N/A	0
2/25/2023	GMG	4	0	N/A	0
3/4/2023	GMG	4	0	N/A	0
3/11/2023	GMG	4	0	N/A	0
3/18/2023	GMG	5	1	N/A	0
3/25/2023	GMG	5	0	N/A	0
4/1/2023	GMG	4	0	N/A	1
4/8/2023	GMG	3	0	N/A	0
4/15/2023	GMG	4	1	N/A	0
4/22/2023	GMG	4	0	N/A	0
4/29/2023	GMG	4	0	N/A	0
10/7/2023	GMG	24	0	N/A	3
10/14/2023	GMG	21	0	N/A	1
10/21/2023	GMG	22	0	N/A	1
10/28/2023	GMG	20	0	N/A	2
11/4/2023	GMG	20	0	N/A	0
11/11/2023	GMG	17	0	N/A	3
11/18/2023	GMG	17	0	N/A	0
11/25/2023	GMG	17	0	N/A	0
12/2/2023	GMG	17	0	N/A	0
12/9/2023	GMG	17	0	N/A	0
12/16/2023	GMG	17	0	N/A	0
12/23/2023	GMG	17	0	N/A	0
12/30/2023	GMG	17	0	N/A	0

*Whose service is disconnected or remains disconnected for nonpayment as of October 1 and October 15. If customers remain disconnected on October 15, a utility must file a report each week between November 1 and the end of the cold weather period

**The utility may discontinue weekly reporting if the number of utility heating service customers that are or remain disconnected reaches zero before the end of the cold weather period.

All Utilities

Utility	Total Res. Customers	Total Residential Customer Disconnects	# LIHEAP Customers	# LIHEAP Disconnects	Disconnect Rate (%), Total Residential	Disconnect Rate (%), LIHEAP	# Customers Restored within 24 hours	# Customers Restored with Payment Plan	# Customers Disconnected 30+ days	# Customers Seeking CWR Protection	# Customers Granted CWR Protection	# Customers Requesting Medical Acct Status	# Customers Granted Medical Acct Status
2015	6036	122	66		2.02%	0.00%	97	29	19	29	29	0	0
2016	6,717	67	77	5	1.00%	6.49%	77	18	15	18	18	0	0
2017	7,310	39	97	2	0.53%	2.06%	38	14	9	14	14	0	0
2018	7,770	38	98	5	0.49%	5.10%	52	13	11	13	13	0	0
2019	8,175	17	108	0	0.21%	0.00%	17	9	6	9	9	0	0
2020	8,586	0	117	0	0.00%	0.00%	0	0	0	0	0	0	0
2021	8,939	18	152	0	0.20%	0.00%	6	5	6	0	0	0	0
2022	9,411	66	139	0	0.70%	0.00%	11	96	31	0	0	0	0
2023	9,647	39	50	0	0.40%	0.00%	4	37	34	1	1	0	0

beyond

	# of customers with payment arrangements	Average Monthly Payment Amount	Average Number of Months in Current Payment Agreements
Jan-23	6	\$165	4
Feb-23	7	\$152	3
Mar-23	8	\$158	2
Apr-23	8	\$158	1
May-23	8	\$158	0
Jun-23	0	\$0	0
Jul-23	0	\$0	0
Aug-23	0	\$0	0
Sep-23	0	\$0	0
Oct-23	0	\$0	0
Nov-23	0	\$0	0
Dec-22	0	\$0	0

	Service Deposit Charged to Restore Service, Explain Practice	If yes, Service Deposit Amount, Average per Customer	Reconnection Fee Charged to Restore Service, Explain Practice	If yes, Reconnection Amount, Average per Customer	Down Payment Required to restore service to start a payment arrangement, Explain Practice	If yes, Down Payment Amount, as Percent of Past Due Balance or Average Amount	Interest/Penalties/Fees, Explain Practice	If yes, Interest/Penalties/Fee Amount, Average per Customer
Jan-23	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$1.34
Feb-23	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$2.53
Mar-23	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$2.91
Apr-23	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$2.43
May-23	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$2.09
Jun-23	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$1.50
Jul-23	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$1.26
Aug-23	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$1.20
Sep-23	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$1.09
Oct-23	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$1.08
Nov-23	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$1.07
Dec-22	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$1.10

*Practice is defined as when an action would be taken.

Electric Utilities Only


	# Customers Requesting Medical Status	# Customers Granted Medical Status	# Medical Accounts Renewed	# Customers Denied Medical Status
Jan-23	N/A	N/A	N/A	N/A
Feb-23	N/A	N/A	N/A	N/A
Mar-23	N/A	N/A	N/A	N/A
Apr-23	N/A	N/A	N/A	N/A
May-23	N/A	N/A	N/A	N/A
Jun-23	N/A	N/A	N/A	N/A
Jul-23	N/A	N/A	N/A	N/A
Aug-23	N/A	N/A	N/A	N/A
Sep-23	N/A	N/A	N/A	N/A
Oct-23	N/A	N/A	N/A	N/A
Nov-23	N/A	N/A	N/A	N/A
Dec-23	N/A	N/A	N/A	N/A

Total Number of Disconnection Events

Data December - June Filed July 2023		Data July- November Filed December 2023	
Zip Code	Count	Zip Code	Count
55020	1	55020	2
55021	3	55021	4
55044	1	55044	0
55052	1	55052	0
55054	0	55054	0
55060	1	55060	0
55069	1	55069	1
55088	0	55088	0
55352	0	55352	0
55372	1	55372	0
55379	1	55379	0
55924	0	55924	0
56001	3	56001	1
56021	0	56021	0
56024	0	56024	1
56037	0	56037	0
56069	0	56069	0
56071	3	56071	3
56318	0	56318	0
56336	3	56336	0
56340	0	56340	0
56345	0	56345	0
56382	1	56382	0
56384	0	56384	0
56501	3	56501	1
56511	1	56511	1
56544	1	56544	0
56572	0	56572	0

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:	03/15/2024
		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)	20241205-61072
1. Name of Operator		GREATER MINNESOTA GAS INC.	
2. LOCATION OF OFFICE (WHERE ADDITIONAL INFORMATION MAY BE OBTAINED)			
2a. Street Address		1900 CARDINAL LANE	
2b. City and County		FARIBAULT Rice	
2c. State		MN	
2d. Zip Code		55021	
3. OPERATOR'S 5 DIGIT IDENTIFICATION NUMBER		30967	
4. HEADQUARTERS NAME & ADDRESS			
4a. Street Address		1900 CARDINAL LANE	
4b. City and County		FARIBAULT	
4c. State		MN	
4d. Zip Code		55021	
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.):			
Privately Owned			

PART B - SYSTEM DESCRIPTION											
1.GENERAL											
	STEEL				PLASTIC	CAST/ WROUGHT IRON	DUCTILE IRON	COPPER	OTHER	RECONDITION ED CAST IRON	SYSTEM TOTAL
	UNPROTECTED		CATHODICALLY PROTECTED								
	BARE	COATED	BARE	COATED							
MILES OF MAIN	0	0	0	12.86	920.693	0	0	0	0	0	933.553
NO. OF SERVICES	0	0	0	2	10544	0	0	0	0	0	10546

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	0.15	8.96	3.75	0	0	12.86					
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	534.63	333.65	52.413	0	0	920.693					
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	534.78	342.61	56.163	0	0	933.553					
Describe Other Material:												
3. NUMBER OF SERVICES IN SYSTEM AT END OF YEAR				AVERAGE SERVICE LENGTH: 225								
MATERIAL	UNKNOWN	1" OR LESS	OVER 1" THRU 2"	OVER 2" THRU 4"	OVER 4" THRU 8"	OVER 8"	SYSTEM TOTALS					
STEEL	0	2	0	0	0	0	2					
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	9231	1309	3	1	0	10544					
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	9233	1309	3	1	0	10546					
Describe Other Material:												
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	0	0	0.99	0	0	0	151.9	333.607	406.764	40.292	933.553
NUMBER OF SERVICES	0	0	0	2	0	0	0	1098	2552	5071	1823	10546
PART C - TOTAL LEAKS AND HAZARDOUS LEAKS ELIMINATED/REPAIRED DURING THE YEAR												

CAUSE OF LEAK	MAINS		SERVICES	
	TOTAL	HAZARDOUS	TOTAL	HAZARDOUS
CORROSION FAILURE			1	1
NATURAL FORCE DAMAGE			2	2
EXCAVATION DAMAGE	1	1	17	17
OTHER OUTSIDE FORCE DAMAGE			5	2
PIPE, WELD OR JOINT FAILURE				
EQUIPMENT FAILURE			64	7
INCORRECT OPERATIONS				
OTHER CAUSE				

NUMBER OF KNOWN SYSTEM LEAKS AT END OF YEAR SCHEDULED FOR REPAIR : 0
NUMBER OF HAZARDOUS LEAKS INVOLVING A MECHANICAL JOINT FAILURE : 0

PART D - EXCAVATION DAMAGE	PART E - RESERVED
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<p>1. TOTAL NUMBER OF EXCAVATION DAMAGES BY APPARENT ROOT CAUSE: <u>18</u></p> <p>a. One-Call Notification Practices Not Sufficient: <u>11</u></p> <p>b. Locating Practices Not Sufficient: <u>2</u></p> <p>c. Excavation Practices Not Sufficient: <u>5</u></p> <p>d. Other: <u>0</u></p>	
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2. NUMBER OF EXCAVATION TICKETS <u>9316</u>	
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PART F - LEAKS ON FEDERAL LAND	PART G - PERCENT OF UNACCOUNTED FOR GAS
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<p>TOTAL NUMBER OF LEAKS ON FEDERAL LAND REPAIRED OR SCHEDULED TO REPAIR: <u>0</u></p>	<p>UNACCOUNTED FOR GAS AS A PERCENT OF TOTAL CONSUMPTION FOR THE 12 MONTHS ENDING JUNE 30 OF THE REPORTING YEAR.</p> <p>[(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.</p> <p>FOR YEAR ENDING 6/30: <u>0.36%</u></p>
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PART H - ADDITIONAL INFORMATION

PART I - PREPARER

<u>Taylor Larson Senior Operations Engineer</u> (Preparer's Name and Title)	<u>(507) 209-2113</u> (Area Code and Telephone Number)
<u>tlarson@greatermngas.com</u> (Preparer's email address)	<u>(000) 000-0000</u> (Area Code and Facsimile Number)

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 Faribault, Minnesota:

**Greater Minnesota Gas, Inc.'s
Annual Gas Service Quality Report for 2023
Docket No. G022/M-24-_____**

filed this 1st day of May, 2024.

/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. & Greater MN Transmission, LLC	1900 Cardinal Lane PO Box 798 Faribault, MN 55021	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2024
Robin	Burke	rburke@greatermngas.com	Greater Minnesota Gas, Inc. & Greater MN Transmission, LLC	1900 Cardinal Ln PO Box 798 Faribault, MN 55021	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2024
Cody	Chilson	cchilson@greatermngas.com	Greater Minnesota Gas, Inc. & Greater MN Transmission, LLC	1900 Cardinal Ln PO Box 798 Faribault, MN 55021	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2024
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	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2024
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 2024
Nicolle	Kupser	nkupser@greatermngas.com	Greater Minnesota Gas, Inc. & Greater MN Transmission, LLC	1900 Cardinal Ln PO Box 798 Faribault, MN 55021	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2024
Greg	Palmer	gpalmer@greatermngas.com	Greater Minnesota Gas, Inc. & Greater MN Transmission, LLC	1900 Cardinal Ln PO Box 798 Faribault, MN 55021	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2024
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	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2024
Will	Seuffert	Will.Seuffert@state.mn.us	Public Utilities Commission	121 7th PI E Ste 350 Saint Paul, MN 55101	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2024