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May 1, 2019

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

RE: 2018 Annual Service Quality Report
Docket No. G022/M-19-_____

Dear Mr. Wolf:

Attached hereto, please find a copy of Greater Minnesota Gas, Inc.'s Annual Gas Service Quality Report for the Calendar Year of 2018 for filing in a new docket.

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

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

Sincerely,

GREATER MINNESOTA GAS, INC.

/s/

Kristine A. Anderson
Corporate Attorney

Enclosures

CERTIFICATE OF SERVICE

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

**Greater Minnesota Gas, Inc.'s Annual Gas Service
Quality Report for the Calendar Year of 2018
Docket No. _____**

filed this 1st day of May, 2019.

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

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Kristine	Anderson	kanderson@greatermngas.com	Greater Minnesota Gas, Inc.	202 S. Main Street Le Sueur, MN 56058	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2019
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1800 St. Paul, MN 55101	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2019
Ian	Dobson	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 2019
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 2019
Brian	Gardow	bgardow@greatermngas.com	Greater Minnesota Gas, Inc.	PO Box 68 Le Sueur, MN 56058	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2019
Nicolle	Kupser	nkupser@greatermngas.com	Greater Minnesota Gas, Inc.	202 South Main Street P.O. Box 68 Le Sueur, MN 56058	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2019
Greg	Palmer	gpalmer@greatermngas.com	Greater Minnesota Gas, Inc.	PO Box 68 202 South Main Street Le Sueur, MN 56058	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2019
Daniel P	Wolf	dan.wolf@state.mn.us	Public Utilities Commission	121 7th Place East Suite 350 St. Paul, MN 551012147	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2019

STATE OF MINNESOTA

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Katie Sieben
Dan Lipschultz
Valerie Means
Matt Schuerger
John Tuma

Chair
Commissioner
Commissioner
Commissioner
Commissioner

MPUC Docket No. _____

In the Matter of Greater Minnesota
Gas, Inc.'s Annual Gas Service
Quality Report for the
Calendar Year of 2018

**ANNUAL GAS SERVICE
QUALITY REPORT
FOR 2018**

Greater Minnesota Gas, Inc. ("GMG") submits this Annual Service Quality Report for the calendar year ending December 31, 2018. This report encompasses data related to the reporting requirements for gas utilities as specifically modified for GMG where appropriate. GMG notes that this report represents the third time that its revised reporting metrics for Service Extension Request Times have been employed.

REPORTING REQUIREMENTS

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

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

ANNUAL REPORTING INFORMATION

The requisite statistical information regarding GMG's Service Quality Report components for 2018 is found below:

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

GMG received a total of 10,981 incoming calls to its primary business line (888-931-3411) during 2018, which is an incoming call rate that is relatively comparable to the number of calls received over the last several years.

Incoming calls included both customer-related and non-customer-related matters. As GMG explained in previous annual service quality dockets, GMG's customer service representatives take calls regarding all types of matters. Existing customers call GMG regarding 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. 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. People with questions related to GMG's affiliated companies call the main line. Individuals that need to contact GMG in the regular course of business or return calls to GMG employees, whether related to permitting, easements, supply, banking, or any other matter, all call GMG's telephone number. All of those calls are reported in GMG's total number of calls received. GMG remains committed to continuing to provide personal service to each caller 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 TimeComm, a professional live telephone answering service. TimeComm typically answers within one additional ring after the call is transferred, ensuring live contact with the customer within the twenty second goal.

- *Meter Reading Performance Metrics*

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

GMG’s meter reading performance and staffing levels for 2018 are summarized below:

	<u>Quantity</u>	<u>Percentage</u>
Total Meters Billed	99,567	100.000%
Number & % Read by GMG Personnel	99,561	> 99.993%
Number & % Self-Read by Customer	0	0.000%
Number & % of Customer Meters Estimated	6	< 0.001%
Number & % of Meters not read for 6-12 mo	0	0.000%
Number & % of Meters not read for > 12 mo	0	0.000%

GMG’s number of estimated meter reads dramatically decreased during 2018 when compared to previous years; and, it was statistically insignificant for 2018. Where meters were estimate, it was due to an unforeseen and uncontrollable circumstance where automated meter reading equipment did not pick up the meter read in one month. Customers subject to estimated billing were notified of the same on the monthly invoice; and customers are generally not subject to estimated billing for consecutive months. GMG did not receive any complaints during estimated billing periods. Estimated meters are subsequently read to insure accurate billing.

- *Involuntary Service Disconnections*

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

GMG electronically filed its weekly and monthly Cold Weather Rule (“CWR”) data for January through April of 2018 and October through December of 2018, as well as monthly reports for January through December of 2018. GMG made 43 involuntary service disconnections during 2018, which is similar to the same metric in 2017.

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

- *Service Extension Requests*

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

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

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

New Main Extension Projects										
Area Served*	Estimated # of Residential Customers to Be Served	Actual # of Residential Customers Served	Estimated # of Firm Commercial Customers to Be Served	Actual # of Firm Commercial Customers Served	Estimated # of Interruptible Commercial Customers to Be Served	Actual # of Interruptible Commercial Customers Served	Date Main Installation Complete	Date Service Installation Complete	Date First Customer Service Activation Fee for the Project is Received	First Date that Service Activation Fees for the Project are Deposited
Detroit Lakes Area	235	279	0	0	0	0	11/3/2018	11/17/2018	4/1/2018	4/1/2018
Dodge Center	8	**35	22	22	4	4	9/10/2018	10/24/2018	2/5/2018	2/5/2018

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

** A residential area adjacent to the route requested service and was included in the project.

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

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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	20	35	0	0	0	0	0
February	4	27	0	0	0	0	0
March	7	20	0	0	0	0	0
April	5	50	0	0	0	0	0
May	15	46	0	0	0	0	0
June	70	10	0	0	0	0	0
July	82	15	0	0	1	35	0
August	39	34	0	0	0	0	0
September	33	27	0	0	0	0	0
October	34	25	0	0	0	0	0
November	15	12	0	0	0	0	0
December	1	23	0	0	0	0	0
Totals	327	27	0	0	1	35	0

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

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

- *Customer Deposits*

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

During 2018, two customers were required to make a deposit as a condition of receiving service based on the terms identified in GMG’s tariff due to their history with GMG demonstrating consistently poor payment records and poor credit. GMG does not require deposits from new customers. Rather, GMG may require a deposit from existing customers who previously had service disconnected due to non-payment. Pursuant to the terms of its tariff, GMG returns customer deposits after twelve months of timely payments GMG is currently holding deposits for 22 customers (including the two acquired during 2018) because there have not been twelve consecutive months of timely payments made.

- *Customer Complaints*

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

As GMG has explained in its previous Service Quality dockets, all calls to GMG are promptly answered by GMG's customer service team. If a call comes in after-hours, it is routed to a live-answer professional answering service. As such, none of GMG's customers navigate an automated system with a variety of prompt options. When a customer calls, it is not necessarily due to a complaint. GMG's customer service representatives attempt to identify and meet each customer's needs every time they speak with customers. In most instances, GMG's representative can provide a response that answers the customer's question or otherwise meets the customer's needs. For example, if a customer has a question about his or her gas usage or bill, the customer service representative explains the relevant billing entry and, generally, the customer is satisfied with the explanation and the customer's needs have been met. Likewise, if a customer calls questioning charges for unexpected installation costs, for example, and a GMG 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 situation. In that situation, the matter is automatically escalated to a supervisor with the authority to respond to the customer's issue. Therefore, all of the customer complaints that GMG receives are, by virtue of GMG's customer service policy, escalated to a supervisor for proper handling.

In 2018, GMG had only one customer request for further action, and it was satisfactorily resolved. GMG is happy to report that no other customer complaints required supervisory escalation. Similarly, GMG received zero complaints from the Commission's Consumer Affairs Office and zero complaints from the Office of the Attorney General. The customer request for further action made during 2018 relates to the following area:

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

By way of further explanation, the customer in question was not satisfied with GMG's restoration effort and had very particularized ideas of what she expected. GMG had a

restoration team perform restoration work while the customer was present so that she could provide input; and the customer was satisfied with GMG’s response.

GMG does not have any unresolved complaints from 2018.

- *Gas Emergency Calls and Response Time*

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

In 2018, GMG received a total of 248 calls reporting gas emergencies, of which 220 were non-line hit calls and 28 were line-hit related. GMG supplied two metrics below: (1) the elapsed time between the call being answered and a technician being dispatched; and, (2) the elapsed time between the dispatch time and the time of arrival by a technician. GMG has also supplied the average elapsed time for each category.

From Call to Time Dispatched

0 – 10 minutes – 246

> 10 minutes – 2

Average = 3.34 minutes

From Time Dispatched to Arrive on Site

0 – 60 minutes – 237

> 60 minutes – 11

Average = 29.16 minutes

With regard to the two calls that took more than 10 minutes to dispatch, both were received by GMG’s after-hours answering service and the operator handling the call did not follow the proper, well-documented procedure for handling emergency calls. The operator in question was removed from handling any additional calls for the GMG account; and, remedial training was provided to all remaining answering service operators.

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

- In nine instances, GMG’s technicians were delayed due to traffic, road conditions, and night visibility, including such conditions that were weather-related and/or road construction related. Delays ranged from 1 to 22 minutes; and, the average overall delay was 7 minutes. GMG reviewed each delay situation after it occurred and determined that the delay was not caused by an employee’s failure to follow procedure; but, rather, was due to something beyond GMG’s control and could not be helped.
- In one instance (which was also one of the delayed dispatch instances discussed above), the call was handled improperly by an answering-service operator; and, as a result, the operator was terminated from GMG’s account and remedial training was given to all remaining GMG operators.
- In one instance, a trained HVAC maintenance technician employed by the customer at the customer site identified a slight above-ground leak at the regulator and called GMG. The technician specifically asked GMG’s technician to take the time to bring a replacement regulator (despite it not being regularly stocked on the technician’s vehicle) to fix the regulator upon arrival in order to allow for immediate repair and minimal operational downtime. The customer

was aware that obtaining the regulator would delay the GMG technician's arrival. Due to GMG's familiarity with the customer and its maintenance person's expertise, GMG determined that the customer's request was reasonable under the circumstances.

GMG's response record is excellent; and, while no company can realistically always be perfect in its response situations, GMG always strives for that goal. In recent years, GMG has undertaken numerous steps to improve its response time including hiring an additional technician, requiring technicians to live within certain areas of GMG's service territory to facilitate quicker response times, implementing text notification of emergency calls to technicians to assist with earlier dispatching, utilizing GPS and truck tracking technology to assist with emergency dispatch, additional training for customer service representatives and answering service employees, and regular safety meetings and tabletop drills related to emergency response. GMG makes safety a priority and constantly strives to improve its performance in that regard. To that end, GMG believes that it is never acceptable to have an emergency response time that exceeds 60 minutes; but, GMG recognizes that there will always be human error and unanticipated delays that are beyond its control. GMG consistently continues its efforts to improve its safety response time on an ongoing basis.

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

GMG had five damages resulting from mislocates (mismark or failure to mark) in 2018. GMG handled all locating in-house and does not use contractors, so all were the result of GMG employees. During the year, GMG personnel and/or GMG's locating contractor performed locates in response to 9,312 locate requests.

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

During 2018, GMG sustained 23 gas line damage incidents.

Number of damages caused by the utility's employees or contractors: 5

Number resulting from any other unplanned cause not related to utility operations: 18

The five line damage situations that resulted from GMG employees were the result of mislocated service lines; and, GMG's operations team has engaged in remedial training for its locators. All five situations resulted in line hits during excavation of one form or another. Of the eighteen damaged lines resulting from other unplanned causes, two occurred because a gopher chewed through a service line; three resulted from contractors or owners digging without submitting locate requests; twelve resulted from contractors failing to properly work around correctly marked lines; and; one resulted from a boulder

hitting a meter set during an above-ground landscaping project that did not require a locate. All excavation events that caused leaks were appropriately reported to MnOPS.

- *Gas Service Interruptions*

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

In 2018, GMG has a total of twenty-eight (28) gas service interruptions. Twenty-three were the result of service line hits as discussed above. Of the remaining five, two were the result of excess flow valves tripping; two resulted from meters that locked up; and, one resulted from a bad regulator.

- *Major Reportable Events*

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

GMG had zero major reportable events in 2018.

- *Customer Service Related Expenses*

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

In 2018, customer service-related expenses totaled approximately \$117,847. GMG's customer service expenses have been relatively consistent over the last several years, taking into account growth and staffing changes.

- *Miles of Pipe*

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

GMG operated approximately 871 miles of main in 2018.

CONCLUSION

GMG submits this Annual Service Quality Report for the year ending December 31, 2018 in accordance with the requirements of the Minnesota Rules and the Commission and respectfully requests that it be approved.

Dated: May 1, 2019

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

ATTACHMENT A
Cold Weather Rule Reports
20181-138785-01

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: *Required*
Report for Week Ending: Saturday, January 06, 2018 *Required*
Week of Calendar Year: 1

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

DISCONNECTIONS

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

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc.

Report for Week Ending: Saturday, January 13, 2018

Week of Calendar Year: 2

Required

Required

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

DISCONNECTIONS

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

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, January 20, 2018

Week of Calendar Year: 3

Required

Required

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

DISCONNECTIONS

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

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, January 27, 2018

Week of Calendar Year: 4

Required

Required

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

DISCONNECTIONS

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

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, February 03, 2018

Week of Calendar Year: 5

Required

Required

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

DISCONNECTIONS

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

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc.

Report for Week Ending: Saturday, February 10, 2018

Week of Calendar Year: 6

Required

Required

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<u>6</u>
2	Number of electric customers currently disconnected:	<u>0</u>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<u>0</u>
4	Number of electric customers reconnected this week:	<u>0</u>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc.

Report for Week Ending: Saturday, February 17, 2018

Week of Calendar Year: 7

Required

Required

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<u>6</u>
2	Number of electric customers currently disconnected:	<u>0</u>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<u>0</u>
4	Number of electric customers reconnected this week:	<u>0</u>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼

Report for Week Ending: Saturday, February 24, 2018

Week of Calendar Year: 8

Required

Required

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

DISCONNECTIONS

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

RECONNECTIONS


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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:  *Required*

Report for Week Ending: Saturday, March 03, 2018 *Required*

Week of Calendar Year: 9

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

DISCONNECTIONS

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

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: *Required*

Report for Week Ending: Saturday, March 10, 2018 *Required*

Week of Calendar Year: 10

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

DISCONNECTIONS

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

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, March 17, 2018

Week of Calendar Year: 11

Required

Required

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

DISCONNECTIONS

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

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc.

Report for Week Ending: Saturday, March 24, 2018

Week of Calendar Year: 12

Required

Required

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<u>6</u>
2	Number of electric customers currently disconnected:	<u>0</u>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<u>0</u>
4	Number of electric customers reconnected this week:	<u>0</u>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, March 31, 2018

Week of Calendar Year: 13

Required

Required

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

DISCONNECTIONS

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

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, April 07, 2018

Week of Calendar Year: 14

Required

Required

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

DISCONNECTIONS

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

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, April 14, 2018

Week of Calendar Year: 15

Required

Required

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

DISCONNECTIONS

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

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, April 21, 2018

Week of Calendar Year: 16

Required

Required

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="19"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text" value="9"/>
4	Number of electric customers reconnected this week:	<input type="text" value="0"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: *Required*

Report for Week Ending: Saturday, October 20, 2018 *Required*

Week of Calendar Year: 42

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

DISCONNECTIONS

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

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<input type="text" value="6"/>
4	Number of electric customers reconnected this week:	<input type="text" value="0"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Saturday, October 27, 2018

Week of Calendar Year: 43

Required

Required

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="5"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼

Required

Report for Week Ending: Saturday, November 3, 2018

Required

Week of Calendar Year: 44

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<input type="text" value="5"/>
2	Number of electric customers currently disconnected:	<input type="text" value="0"/>

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, November 10, 2018

Required

Week of Calendar Year: 45

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<u>5</u>
2	Number of electric customers currently disconnected:	<u>0</u>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<u>0</u>
4	Number of electric customers reconnected this week:	<u>0</u>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, November 17, 2018

Required

Week of Calendar Year: 46

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<u>3</u>
2	Number of electric customers currently disconnected:	<u>0</u>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<u>2</u>
4	Number of electric customers reconnected this week:	<u>0</u>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, November 24, 2018

Required

Week of Calendar Year: 47

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<u>3</u>
2	Number of electric customers currently disconnected:	<u>0</u>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<u>0</u>
4	Number of electric customers reconnected this week:	<u>0</u>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, December 1, 2018

Required

Week of Calendar Year: 48

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<u>2</u>
2	Number of electric customers currently disconnected:	<u>0</u>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<u>1</u>
4	Number of electric customers reconnected this week:	<u>0</u>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, December 8, 2018

Required

Week of Calendar Year: 49

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<u>2</u>
2	Number of electric customers currently disconnected:	<u>0</u>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<u>0</u>
4	Number of electric customers reconnected this week:	<u>0</u>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, December 15, 2018

Required

Week of Calendar Year: 50

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<u>2</u>
2	Number of electric customers currently disconnected:	<u>0</u>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<u>0</u>
4	Number of electric customers reconnected this week:	<u>0</u>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: ▼

Required

Report for Week Ending: Saturday, December 22, 2018

Required

Week of Calendar Year: 51

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

DISCONNECTIONS

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

RECONNECTIONS

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

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply: Greater Minnesota Gas, Inc. ▼

Required

Report for Week Ending: Saturday, December 29, 2018

Required

Week of Calendar Year: 52

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

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	<u>2</u>
2	Number of electric customers currently disconnected:	<u>0</u>

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	<u>0</u>
4	Number of electric customers reconnected this week:	<u>0</u>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2018	▼	<i>Required</i>
Reporting Period:	January	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: January, 2018

1	Number of Residential Customer Accounts:	7,352
2	Number of Past Due Residential Customer Accounts:	378
3	Number of Cold Weather Protection Requests:	3

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: January, 2018

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	61	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only		
a)	# Electric - heat affected	0	0
b)	# Electric - heat not affected	0	0
c)	# Gas - heat affected	6	0
d)	# Gas - heat not affected	0	0
e)	Total # disconnected	6	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected	0	
b)	# Electric - heat not affected	0	
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	6	6

Company: Greater Minnesota Gas, Inc. for report period ending: January, 2018

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$49,214
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$130
26	Total dollars received from energy assistance programs:	\$6,724
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$1,231,459
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$167
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

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

RECONNECTION DATA

January 2018

37	# Accounts reconnected	0
38	# Accounts remaining disconnected	6
a)	1-30 days	0
b)	31-60 days	0
c)	61+ days	6

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2018	▼	<i>Required</i>
Reporting Period:	February	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: February, 2018

1	Number of Residential Customer Accounts:	7,367
2	Number of Past Due Residential Customer Accounts:	494
3	Number of Cold Weather Protection Requests:	2

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: February, 2018

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

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

Company: Greater Minnesota Gas, Inc. for report period ending: February, 2018

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$106,622
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$216
26	Total dollars received from energy assistance programs:	\$7,676
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$1,123,191
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$152
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

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

RECONNECTION DATA

February

37	# Accounts reconnected	0
38	# Accounts remaining disconnected	6
a)	1-30 days	0
b)	31-60 days	0
c)	61+ days	6

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2018	▼	<i>Required</i>
Reporting Period:	March	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: March, 2018

1	Number of Residential Customer Accounts:	7,385
2	Number of Past Due Residential Customer Accounts:	450
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: March, 2018

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

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

Company: Greater Minnesota Gas, Inc. for report period ending: March, 2018

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$112,406
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$250
26	Total dollars received from energy assistance programs:	\$5,543
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$750,177
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$102
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

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

RECONNECTION DATA

March 2018

37 # Accounts reconnected

0

38 # Accounts remaining disconnected

6

a) 1-30 days

0

b) 31-60 days

0

c) 61+ days

6

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2018	▼	<i>Required</i>
Reporting Period:	April	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: April, 2018

1	Number of Residential Customer Accounts:	7,433
2	Number of Past Due Residential Customer Accounts:	430
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: April, 2018

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	184	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only		
a)	# Electric - heat affected	0	0
b)	# Electric - heat not affected	0	0
c)	# Gas - heat affected	0	22
d)	# Gas - heat not affected	0	0
e)	Total # disconnected	0	22
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected	0	
b)	# Electric - heat not affected	0	
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	22

Company: Greater Minnesota Gas, Inc. for report period ending: April, 2018

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$76,690
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$178
26	Total dollars received from energy assistance programs:	\$9,740
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$641,071
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$86
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

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

RECONNECTION DATA

37	# Accounts reconnected	9
38	# Accounts remaining disconnected	19
a)	1-30 days	13
b)	31-60 days	0
c)	61+ days	6

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2018	▼	<i>Required</i>
Reporting Period:	May	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: May, 2018

1	Number of Residential Customer Accounts:	7,518
2	Number of Past Due Residential Customer Accounts:	479
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: May, 2018

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	152	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only		
a)	# Electric - heat affected	0	0
b)	# Electric - heat not affected	0	0
c)	# Gas - heat affected	0	1
d)	# Gas - heat not affected	0	0
e)	Total # disconnected	0	1
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected	0	
b)	# Electric - heat not affected	0	
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	1

Company: Greater Minnesota Gas, Inc. for report period ending: May, 2018

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$86,978
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$182
26	Total dollars received from energy assistance programs:	\$1,741
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$280,473
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$37
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

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

RECONNECTION DATA

37 # Accounts reconnected

1

38 # Accounts remaining disconnected

19

a) 1-30 days

1

b) 31-60 days

12

c) 61+ days

6

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2018	▼	<i>Required</i>
Reporting Period:	June	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: June, 2018

1	Number of Residential Customer Accounts:	7,585
2	Number of Past Due Residential Customer Accounts:	409
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: June, 2018

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	0	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only		
a)	# Electric - heat affected	0	0
b)	# Electric - heat not affected	0	0
c)	# Gas - heat affected	0	11
d)	# Gas - heat not affected	0	0
e)	Total # disconnected	0	11
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected	0	
b)	# Electric - heat not affected	0	
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	11

Company: Greater Minnesota Gas, Inc. for report period ending: June, 2018

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$47,135
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$115
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$149,133
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$20
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

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

RECONNECTION DATA

June 2018

37	# Accounts reconnected	1
38	# Accounts remaining disconnected	29
a)	1-30 days	10
b)	31-60 days	0
c)	61+ days	19

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2018	▼	<i>Required</i>
Reporting Period:	July	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: July, 2018

1	Number of Residential Customer Accounts:		7,652
2	Number of Past Due Residential Customer Accounts:		392
3	Number of Cold Weather Protection Requests:		0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: July, 2018

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	204	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only		
a)	# Electric - heat affected	0	0
b)	# Electric - heat not affected	0	0
c)	# Gas - heat affected	0	0
d)	# Gas - heat not affected	0	0
e)	Total # disconnected	0	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected	0	
b)	# Electric - heat not affected	0	
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0

Company: Greater Minnesota Gas, Inc. for report period ending: July, 2018

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$42,827
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$109
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$130,989
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$17
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$522

DISCONNECTION DURATION

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

RECONNECTION DATA

37	# Accounts reconnected	2
38	# Accounts remaining disconnected	27
a)	1-30 days	8
b)	31-60 days	0
c)	61+ days	19

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2018	▼	<i>Required</i>
Reporting Period:	August	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: August, 2018

1	Number of Residential Customer Accounts:	7,674
2	Number of Past Due Residential Customer Accounts:	332
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: August, 2018

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

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

Company: Greater Minnesota Gas, Inc. for report period ending: August, 2018

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$28,819
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$87
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$133,619
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$17
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

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

CWR period only

RECONNECTION DATA

37	# Accounts reconnected	9
38	# Accounts remaining disconnected	19
a)	1-30 days	1
b)	31-60 days	0
c)	61+ days	18

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2018	▼	<i>Required</i>
Reporting Period:	September	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: September, 2018

1	Number of Residential Customer Accounts:	7,741
2	Number of Past Due Residential Customer Accounts:	401
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: September, 2018

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

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

Company: Greater Minnesota Gas, Inc. for report period ending: September, 2018

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$29,674
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$74
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$140,382
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$18
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

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

CWR period only

RECONNECTION DATA

37	# Accounts reconnected	4
38	# Accounts remaining disconnected	18
a)	1-30 days	2
b)	31-60 days	0
c)	61+ days	16

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2018	▼	<i>Required</i>
Reporting Period:	October	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: October, 2018

1	Number of Residential Customer Accounts:	7,764
2	Number of Past Due Residential Customer Accounts:	407
3	Number of Cold Weather Protection Requests:	3

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	13

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: October, 2018

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	0	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only		
a)	# Electric - heat affected	0	0
b)	# Electric - heat not affected	0	0
c)	# Gas - heat affected	0	5
d)	# Gas - heat not affected	0	0
e) Total	# disconnected	0	5
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected	0	
b)	# Electric - heat not affected	0	
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e) Total	# disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	5

Company: Greater Minnesota Gas, Inc. for report period ending: October, 2018

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$30,197
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$74
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$330,428
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$43
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$3,035

DISCONNECTION DURATION

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

RECONNECTION DATA

37	# Accounts reconnected	13
38	# Accounts remaining disconnected	5
a)	1-30 days	0
b)	31-60 days	1
c)	61+ days	4

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2018	▼	<i>Required</i>
Reporting Period:	November	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: November, 2018

1	Number of Residential Customer Accounts:	7,764
2	Number of Past Due Residential Customer Accounts:	407
3	Number of Cold Weather Protection Requests:	3

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	13

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: November, 2018

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	0
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	5
d)	# Gas - heat not affected	0
e)	Total # disconnected	5
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	5

Company: Greater Minnesota Gas, Inc. for report period ending: November, 2018

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$30,197
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$74
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$330,428
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$43
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$3,035

DISCONNECTION DURATION

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

RECONNECTION DATA

37	# Accounts reconnected	13
38	# Accounts remaining disconnected	5
a)	1-30 days	0
b)	31-60 days	1
c)	61+ days	4

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
Reporting Year:	2018	▼	<i>Required</i>
Reporting Period:	December	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: December, 2018

1	Number of Residential Customer Accounts:	7,770
2	Number of Past Due Residential Customer Accounts:	430
3	Number of Cold Weather Protection Requests:	2

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: December, 2018

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

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

Company: Greater Minnesota Gas, Inc. for report period ending: December, 2018

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$52,351
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$122
26	Total dollars received from energy assistance programs:	\$7,007
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$966,781
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$124
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$24,171

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	2
d)	# Gas - heat not affected	0
e)	Total # disconnected	2
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	2
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

RECONNECTION DATA

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

[END]

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THE CREWS ARE COMING...

ATTACHMENT B
Marketing Materials

Greater Minnesota Gas, Inc.
is installing natural gas in your
area. Don't Wait! Call today to
schedule a no-obligation
appointment to learn more about
heating with natural gas.

CALL US TOLL FREE! 888-931-3411

NATURAL GAS MAKE THE SWITCH TODAY



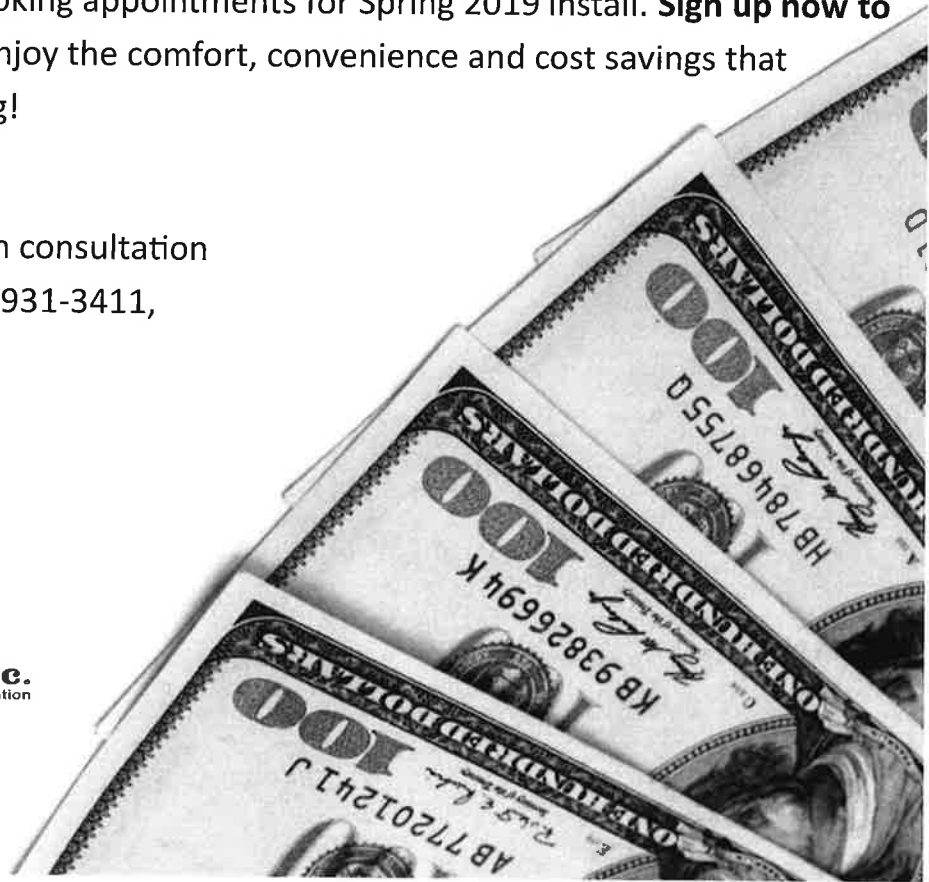
CALL TOLL FREE 888-931-3411

OR EMAIL US: GMG@GREATERMNGAS.COM

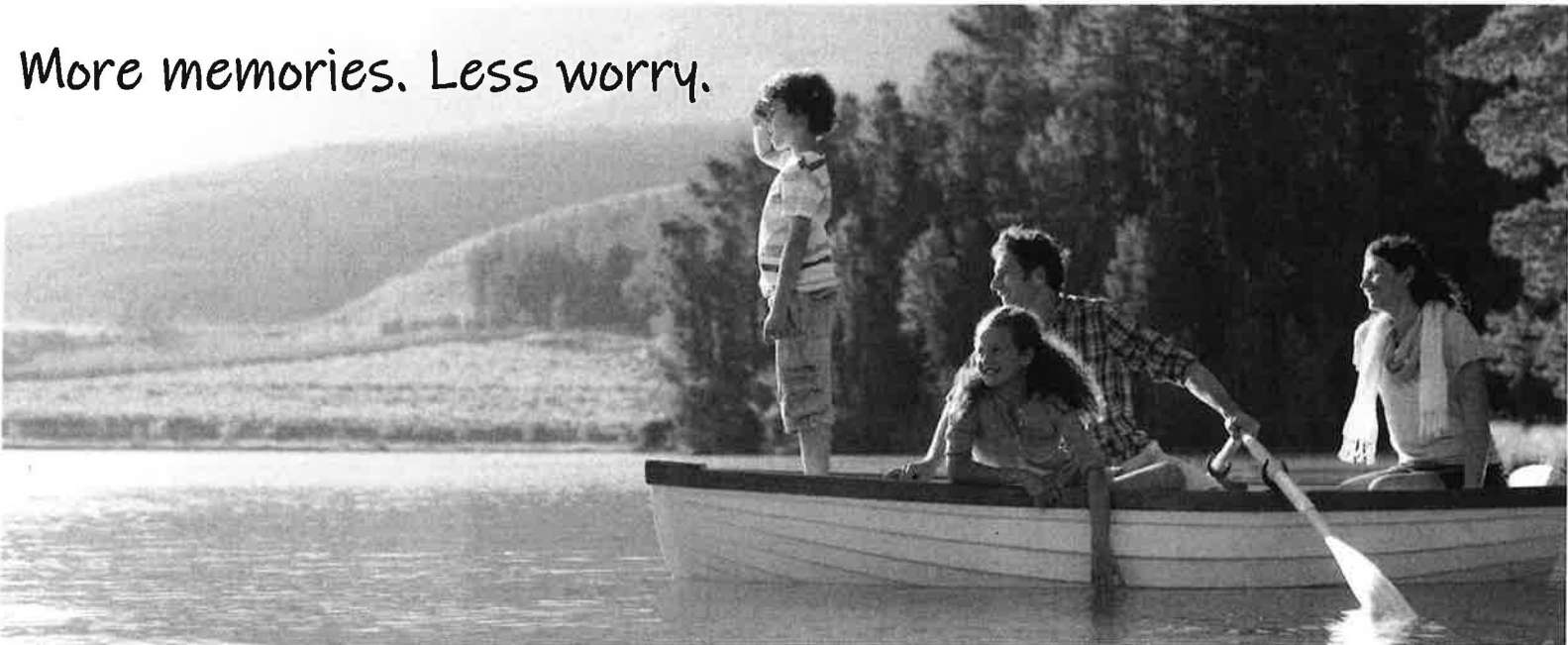
Make the Switch to Natural Gas!

Now is the time to commit! We are booking appointments for Spring 2019 install. **Sign up now to save \$100 on the cost of installation.** Enjoy the comfort, convenience and cost savings that your neighbors are already experiencing!

Call us today to schedule a no-obligation consultation with a friendly, local technician at (888) 931-3411, Monday-Friday 8:00-4:30



More memories. Less worry.



Convenience is key for your busy life! Enjoy the freedom of never having to worry about your energy needs-heating, cooking, fire places, and hot water. Always there, on demand! Nothing to fill, nothing to monitor.

Changing lives with energy. It's what we do!

Call us today to schedule a no-obligation appointment with your local gas technician. Our customer service team is available Monday-Friday, 8-4:30 at (888) 931-3411.



Switch to natural gas

Are you still using propane, fuel oil or electricity to heat your home?



There's never been a better time to convert to natural gas.

Switching is convenient and could save you hundreds of dollars on your energy costs.

NATURAL GAS IS NOW AVAILABLE!

Greater Minnesota Gas, Inc.

Is installing natural gas in your area.

Don't Wait! Call today to schedule a

20 minute, no-obligation appointment to

learn more about heating with natural gas.

CALL US TOLL FREE 888-931-3411

OR EMAIL US: GCM@GREATERMNGAS.COM