

Greater Minnesota Gas, Inc.
SERVICE QUALITY REPORT STATISTICS 2022

Lines

	Call Center Response Time	2022
1	Number of calls	12, 997
2	Percentage change from previous year	2.20%
	Meter Reading Performance	2022
3	Total Meters Billed	122,640
4	Percentage of total meters billed	100.000%
5	Number of meters self-read by customer	0
6	Percentage of meters self-read by customer	0.000%
7	Number read by GMG personnel	122,638
8	Percentage read by GMG personnel	99.998%
9	Number of customer meters estimated	2
10	Percentage of customer meters estimated	0.002%
11	Number of meters not read for 6-12 months	0
12	Percentage of meters not read for 6-12 months	0.000%
13	Number of meters not read for > 12 months	0
14	Percentage of meters not read for > 12 months	0.000%
	Involuntary Service Disconnections	2022
15	Total number of involuntary service disconnections	66
	Customer Deposits	2022
16	Number of customers required to make deposit during year	1
17	Number of customer deposits being held	9
	Customer Complaints	2022
18	Billing Errors	0
19	Inaccurate Metering	0
20	Wrongful Disconnection	0
21	High Bills	0
22	Inadequate Service	0
23	Service Extension Intervals	0
24	Service Restoration Intervals	0
25	Post-Construction Property Restoration	0
26	Other	0
27	Complaints referred from CAO	0
28	Complaints referred from AG	0
	Gas Emergency Calls and Response Times	2022

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30	Number of calls dispatched within 10 minutes	378
31	Number of calls dispatched over 10 minutes	2
32	Average time to dispatch (minutes)	3
33	Number of calls from dispatch to arrival on site within 60 minutes	355
34	Number of calls from dispatch to arrival on site over 60 minutes	25
35	Average time from dispatch to arrival (minutes)	30
	Mislocates	2022
36	Number of damage incidents resulting from mislocates	1
37	Number of locate requests	9,988
38	Damage rate per 1,000 locate requests	1.1
	Damages Gas Lines	2022
39	Total gas line damage incidents	11
40	Number of at-fault damages	1
41	Number of damages resulting from other unplanned cause not resulting from utility operations	10
	Gas Service Interruptions	2022
42	Total number of gas service interruptions	9
43	Total number of customers affected	9
	Major Reportable Events	2022
44	Total number of major reportable events	0
	Customer-Service Expenses	2022
45	Total amount of customer service expenses	\$114,468
	Miles of Pipe	2022
46	Total miles of main operated	925
	Distribution System Performance	2022
47	Total number of leaks on main	3
48	Caused by corrosion failure	0
49	Caused by natural force damage	0
50	Caused by excavation damage	3
51	Caused by other outside force damage	0
52	Caused by pipe, weld or joint failure	0
53	Caused by equipment failure	0
54	Caused by incorrect operations	0
55	Caused by other cause	0
56	Total number of leaks on services	96

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57	Caused by corrosion failure	0
58	Caused by natural force damage	0
59	Caused by excavation damage	7
60	Caused by other outside force damage	1
61	Caused by pipe, weld or joint failure	0
62	Caused by equipment failure	87
63	Caused by incorrect operations	0
64	Caused by other cause	1
65	Total number of above-ground leaks (included in totals on Lines 47 and 56)	78
66	Caused by corrosion failure	0
67	Caused by natural force damage	0
68	Caused by excavation damage	0
69	Caused by other outside force damage	1
70	Caused by pipe, weld or joint failure	0
71	Caused by equipment failure	77
72	Caused by incorrect operations	0
73	Caused by other cause	0

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	7	18	1	6	0	0	0
February	0	0	0	0	0	0	0
March	1	63	2	28	0	0	0
April	81	7	4	11	0	0	0
May	72	16	2	7	0	0	0
June	31	17	8	32	0	0	0
July	27	15	4	23	0	0	0
August	40	29	8	22	0	0	0
September	55	16	9	22	0	0	0
October	54	15	9	21	0	0	0
November	2	18	15	11	0	0	0
December	4	6	0	0	0	0	0
Totals	374	18	62	15	0	0	0

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

	Total Involuntary Service Disconnections
2010	35
2011	17
2012	54
2013	63
2014	125
2015	122
2016	69
2017	39
2018	43
2019	16
2020	0
2021	18
2022	66