In the Matter of
CenterPoint Energy Natural Gas Innovation Act (NGIA)
Innovation Plan

Petition of CenterPoint Energy

EXHIBIT R: COST RECOVERY PROPOSAL

Docket No. G-008/M-23-215

June 28, 2023

As described in Section VIII of the Petition, consistent with the NGIA, CenterPoint Energy proposes to recover Plan costs through the Purchased Gas Adjustment ("PGA"), base rates (through the Innovation Act Charge or "IAC"), and a rider with annual true-up (the Innovation Act Adjustment or "IAA"). Section XI of the Petition presents an overview of CenterPoint Energy's proposed timing for plan implementation and reporting.

Plan costs recovered through the PGA are not expected to affect customer bills until program year 2 (proposed to run from July 2025-June 2026), when the Company begins to incur costs for PGA-eligible expenses such as renewable natural gas ("RNG") costs. The table below shows the Company's estimates for NGIA PGA charges per Dth for sales customers.

Table 1: NGIA Annual Average PGA Charges

Program Year	Per Dth Charge
Year 2 (July 2025-June 2026)	$0.0508
Year 3 (July 2026-June 2027)	$0.0862
Year 4 (July 2027-June 2028)	$0.0873
Year 5 (July 2028-June 2029)	$0.0884

NGIA charges included in the PGA will be adjusted monthly and will be included in the annual automatic adjustment true-up consistent with other costs recovered through the PGA.

With respect to all other Plan costs to be recovered through the IAC and the IAA, the Company has attached a proposed NGIA Tracker as Attachment 1 to this Exhibit.

The Company plans to include IAC charges appropriate for each class in its upcoming rate case to be filed in fall 2023. The Company plans to set these charges to recover plan development costs incurred through 2023 and NGIA costs expected to be incurred in calendar years 2024 and 2025. As described in Section XI of the filing, the Company is requesting approval of the Plan by July 1, 2024, which would allow implementation to start on that date. Accordingly, the Company has estimated an initial IAC based on plan development costs already incurred, development and regulatory costs it expects to incur in the remainder of 2023 and 2024, and implementation costs for program year 1 and half of program year 2 (calendar years 2024 and 2025).

The estimated IAC rates are shown in Attachment 1 tabs 2025-2029 on lines 10, 12, and 14. We have assumed for purposes of developing the draft tracker that the IAC would go into effect upon approval of the Company's upcoming rate case and have estimated that date to be January 1, 2025.

The Company expects to propose IAA charges appropriate for each class in its first annual status report which it has proposed to file on June 1, 2025. For purposes of developing the draft tracker, the Company has assumed that the first IAA charges would go into effect January 1, 2026. The estimated IAA charges are shown in Attachment 1 in the 2026 tab, lines 11, 13, and 15. The Company has also forecasted IAA charges for subsequent years in the 2027-2029 tabs. In each year, the Company forecasted IAA rates that would allow the projected NGIA Tracker balance to reach near zero by the end of the year.

It is important to note that the estimated IACs and IAAs will vary based on actual expenses and recoveries and are unlikely to equal the estimates provided in the attached tracker. The Company will propose an IAC in its rate case filing based on the expenses it has incurred and its expectations for expenses at the time of rate case filing, which are likely to be updated from what we have included in Attachment 1. IAAs will be set each year based on actual expenses and recoveries, which will vary based on customer gas usage, the timing of implementation of the IAC and previous IAA rates, and differences between expected and actual expenses as well as expense timing.

Consistent with the Commission's decisions on the Company's Conservation Improvement Program ("CIP") tracker, the proposed NGIA Tracker includes carrying charges equal to the Company's short-term cost of debt as set in CenterPoint Energy's most recent rate case. CenterPoint Energy may propose an update to this carrying charge rate in its upcoming rate case, in which case it will adjust its IAA and IAC projections accordingly in the rate case filing. Carrying charges accrue in the Company's favor when the NGIA Tracker is under-recovered and accrue in favor of customers when the NGIA Tracker is over-recovered.

CenterPoint Energy Minnesota Gas
NGIA Tracker and Balance
Plan Development - 2023

		Jan Actual	Feb Actual	Mar Actual	Apr Actual	May Actual	Jun Forecast	Jul Forecast	Aug Forecast	Sep Forecast	Oct Forecast	Nov Forecast	Dec Forecast	Annual Summary
	Expenses													
1	Beginning Tracker Balance ($) - Under / (Over) All Classes	$ 580,336	$ 596,094	$ 610,663	$ 635,469	$ 652,898	$ 681,672	$ 772,973	$ 864,296	$ 955,639	$ 1,047,003	$ 1,138,389	$ 1,229,796	$ 580,336
2	Beginning Tracker Balance ($) - Under / (Over) C&I	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
3	Beginning Tracker Balance ($) - Under / (Over) Residential	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
4	NGIA All Class Expense	$ 15,566	$ 14,374	$ 24,605	$ 17,224	$ 28,562	$ 91,068	$ 91,068	$ 91,068	$ 91,068	$ 91,068	$ 91,068	$ 91,068	$ 737,809
5	NGIA C&I Expense	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
6	NGIA Residential Expense	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
7	**Total Expenses (Line 4 + Line 5 + Line 6)**	**$ 15,566**	**$ 14,374**	**$ 24,605**	**$ 17,224**	**$ 28,562**	**$ 91,068**	**$ 91,068**	**$ 91,068**	**$ 91,068**	**$ 91,068**	**$ 91,068**	**$ 91,068**	**$ 737,809**
	Recovery													
8	C&I Volumes (less CIP Exempt) (Dt)	11,782,493	11,295,261	9,973,614	7,116,840	4,959,577	3,599,652	3,487,691	3,237,881	2,883,568	3,531,633	5,833,337	8,897,539	76,599,084
9	Residential Volumes (Dt)	11,411,594	10,939,700	9,659,657	6,892,811	4,803,455	3,486,339	3,377,902	3,135,957	2,792,797	3,420,461	5,649,711	8,617,456	74,187,839
10	Base Rate Recovery All Classes (per Dt)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
11	NGIA Rider All Classes (per Dt)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
12	Base Rate Recovery C&I (per Dt)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
13	NGIA Rider C&I (per Dt)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
14	Base Rate Recovery Residential (per Dt)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
15	NGIA Rider Residential (per Dt)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
16	All Class Volumes Recovery ((Line 8 + Line 9)*(Line 10 + Line 11))	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
17	C&I Volumes Recovery ((Line 8)*(Line 12 + Line 13))	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
18	Residential Volumes Recovery ((Line 9)*(Line 14 + Line 15))	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
19	**Total Recovery** (Lines 16 + Line 17 + Line 18)	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**
	Carrying Charges - All Classes													
20	Sub Balance (Line 1 + Line 4 - Line 16)	$ 595,902	$ 610,468	$ 635,268	$ 652,693	$ 681,460	$ 772,740	$ 864,042	$ 955,364	$ 1,046,707	$ 1,138,072	$ 1,229,457	$ 1,320,864	$ 1,318,145
21	Deferred Income Tax ([Line 20 - Line 1] x 28.742%)	$ (4,474)	$ (4,131)	$ (7,072)	$ (4,951)	$ (8,209)	$ (26,175)	$ (26,175)	$ (26,175)	$ (26,175)	$ (26,175)	$ (26,175)	$ (26,175)	
22	ADIT (Line 21 + Line 22 prior month)	$ (4,474)	$ (8,605)	$ (15,677)	$ (20,628)	$ (28,837)	$ (55,012)	$ (81,187)	$ (107,362)	$ (133,537)	$ (159,711)	$ (185,886)	$ (212,061)	
23	Net Investment (Line 20 + Line 22)	$ 591,428	$ 601,863	$ 619,591	$ 632,065	$ 652,623	$ 717,728	$ 782,855	$ 848,002	$ 913,171	$ 978,360	$ 1,043,571	$ 1,108,803	
24	Carrying Charge Rate	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	
25	**Carrying Charge** (Line 23 x Line 24)	**192**	**195**	**201**	**205**	**212**	**233**	**254**	**275**	**296**	**317**	**339**	**360**	**$ 3,079**
27	**Ending Tracker Balance - Under / (Over) Recovered**	**$ 596,094**	**$ 610,663**	**$ 635,469**	**$ 652,898**	**$ 681,672**	**$ 772,973**	**$ 864,296**	**$ 955,639**	**$ 1,047,003**	**$ 1,138,389**	**$ 1,229,796**	**$ 1,321,224**	**$ 1,321,224**
	Carrying Charges - C&I													
28	Sub Balance (Line 2 + Line 5 - Line 17)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
29	Deferred Income Tax ([Line 28 - Line 2] x 28.742%)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
30	ADIT (Line 29 + Line 30 prior month)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
31	Net Investment (Line 28 + Line 30)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
32	Carrying Charge Rate	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	
33	**Carrying Charge** (Line 31 x Line 32)	-	-	-	-	-	-	-	-	-	-	-	-	**$ -**
34	**Ending Tracker Balance - Under / (Over) Recovered**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**
	Carrying Charges - Residential													
35	Sub Balance Residential (Line 3 + Line 6 - Line 18)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
36	Deferred Income Tax ([Line 35 - Line 3] x 28.742%)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
37	ADIT (Line 36 + Line 37 prior month)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
38	Net Investment (Line 35 + Line 37)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
39	Carrying Charge Rate	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	
40	**Carrying Charge** (Line 38 x Line 39)	-	-	-	-	-	-	-	-	-	-	-	-	**$ -**
41	**Ending Tracker Balance - Under / (Over) Recovered**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**
42	**Sub-Balance ($)** (Line 27 + Line 34 + Line 41)	$ 596,094	$ 610,663	$ 635,469	$ 652,898	$ 681,672	$ 772,973	$ 864,296	$ 955,639	$ 1,047,003	$ 1,138,389	$ 1,229,796	$ 1,321,224	$ 1,321,224

CenterPoint Energy Minnesota Gas
NGIA Tracker and Balance
Year 1 - 2024

	Expenses	Jan Forecast	Feb Forecast	Mar Forecast	Apr Forecast	May Forecast	Jun Forecast	Jul Forecast	Aug Forecast	Sep Forecast	Oct Forecast	Nov Forecast	Dec Forecast	Annual Summary
1	Beginning Tracker Balance ($) - Under / (Over) All Classes	$ 1,321,224	$ 1,412,673	$ 1,504,144	$ 1,595,635	$ 1,687,147	$ 1,778,682	$ 1,870,237	$ 2,240,485	$ 2,610,819	$ 2,981,239	$ 3,351,743	$ 3,722,334	$ 1,321,224
2	Beginning Tracker Balance ($) - Under / (Over) C&I	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 301,880	$ 603,829	$ 905,848	$ 1,207,937	$ 1,510,095	$ -
3	Beginning Tracker Balance ($) - Under / (Over) Residential	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 66,871	$ 133,757	$ 200,659	$ 267,576	$ 334,509	$ -
4	NGIA All Class Expense	$ 91,068	$ 91,068	$ 91,068	$ 91,068	$ 91,068	$ 91,068	$ 369,676	$ 369,676	$ 369,676	$ 369,676	$ 369,676	$ 369,676	$ 2,764,465
5	NGIA C&I Expense	$ -	$ -	$ -	$ -	$ -	$ -	$ 301,810	$ 301,810	$ 301,810	$ 301,810	$ 301,810	$ 301,810	$ 1,810,858
6	NGIA Residential Expense	$ -	$ -	$ -	$ -	$ -	$ -	$ 66,856	$ 66,856	$ 66,856	$ 66,856	$ 66,856	$ 66,856	$ 401,133
7	**Total Expenses (Line 4 + Line 5 + Line 6)**	**$ 91,068**	**$ 91,068**	**$ 91,068**	**$ 91,068**	**$ 91,068**	**$ 91,068**	**$ 738,341**	**$ 738,341**	**$ 738,341**	**$ 738,341**	**$ 738,341**	**$ 738,341**	**$ 4,976,456**
	Recovery													
8	C&I Volumes (less CIP Exempt) (Dt)	11,782,493	11,295,261	9,973,614	7,116,840	4,959,577	3,599,652	3,487,691	3,237,881	2,883,568	3,531,633	5,833,337	8,897,539	76,599,084
9	Residential Volumes (Dt)	11,411,594	10,939,700	9,659,657	6,892,811	4,803,455	3,486,339	3,377,902	3,135,957	2,792,797	3,420,461	5,649,711	8,617,456	74,187,839
10	Base Rate Recovery All Classes (per Dt)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
11	NGIA Rider All Classes (per Dt)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
12	Base Rate Recovery C&I (per Dt)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
13	NGIA Rider C&I (per Dt)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
14	Base Rate Recovery Residential (per Dt)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
15	NGIA Rider Residential (per Dt)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
16	All Class Volumes Recovery ((Line 8 + Line 9)*(Line 10 + Line 11))	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
17	C&I Volumes Recovery ((Line 8)*(Line 12 + Line 13))	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
18	Residential Volumes Recovery ((Line 9)*(Line 14 + Line 15))	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
19	**Total Recovery** (Lines 16 + Line 17 + Line 18)	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**
	Carrying Charges - All Classes													
20	Sub Balance (Line 1 + Line 4 - Line 16)	$ 1,412,292	$ 1,503,742	$ 1,595,212	$ 1,686,703	$ 1,778,216	$ 1,869,750	$ 2,239,913	$ 2,610,161	$ 2,980,495	$ 3,350,914	$ 3,721,419	$ 4,092,010	$ 4,085,689
21	Deferred Income Tax ([Line 20 - Line 1] x 28.742%)	$ (26,175)	$ (26,175)	$ (26,175)	$ (26,175)	$ (26,175)	$ (26,175)	$ (106,252)	$ (106,252)	$ (106,252)	$ (106,252)	$ (106,252)	$ (106,252)	
22	ADIT (Line 21 + Line 22 prior month)	$ (238,236)	$ (264,411)	$ (290,586)	$ (316,760)	$ (342,935)	$ (369,110)	$ (475,362)	$ (581,615)	$ (687,867)	$ (794,119)	$ (900,371)	$ (1,006,624)	
23	Net Investment (Line 20 + Line 22)	$ 1,174,057	$ 1,239,331	$ 1,304,626	$ 1,369,943	$ 1,435,280	$ 1,500,640	$ 1,764,550	$ 2,028,546	$ 2,292,628	$ 2,556,795	$ 2,821,048	$ 3,085,386	
24	Carrying Charge Rate	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	
25	**Carrying Charge** (Line 23 x Line 24)	**381**	**402**	**423**	**444**	**466**	**487**	**572**	**658**	**744**	**829**	**915**	**1,001**	**$ 7,322**
27	**Ending Tracker Balance - Under / (Over) Recovered**	**$ 1,412,673**	**$ 1,504,144**	**$ 1,595,635**	**$ 1,687,147**	**$ 1,778,682**	**$ 1,870,237**	**$ 2,240,485**	**$ 2,610,819**	**$ 2,981,239**	**$ 3,351,743**	**$ 3,722,334**	**$ 4,093,011**	**$ 4,093,011**
	Carrying Charges - C&I													
28	Sub Balance (Line 2 + Line 5 - Line 17)	$ -	$ -	$ -	$ -	$ -	$ -	$ 301,810	$ 603,689	$ 905,639	$ 1,207,658	$ 1,509,746	$ 1,811,905	$ 1,810,858
29	Deferred Income Tax ([Line 28 - Line 2] x 28.742%)	$ -	$ -	$ -	$ -	$ -	$ -	$ (86,746)	$ (86,746)	$ (86,746)	$ (86,746)	$ (86,746)	$ (86,746)	
30	ADIT (Line 29 + Line 30 prior month)	$ -	$ -	$ -	$ -	$ -	$ -	$ (86,746)	$ (173,492)	$ (260,238)	$ (346,985)	$ (433,731)	$ (520,477)	
31	Net Investment (Line 28 + Line 30)	$ -	$ -	$ -	$ -	$ -	$ -	$ 215,064	$ 430,197	$ 645,401	$ 860,673	$ 1,076,016	$ 1,291,428	
32	Carrying Charge Rate	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	
33	**Carrying Charge** (Line 31 x Line 32)	**-**	**-**	**-**	**-**	**-**	**-**	**70**	**140**	**209**	**279**	**349**	**419**	**$ 1,466**
34	**Ending Tracker Balance - Under / (Over) Recovered**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ 301,880**	**$ 603,829**	**$ 905,848**	**$ 1,207,937**	**$ 1,510,095**	**$ 1,812,324**	**$ 1,812,324**
	Carrying Charges - Residential													
35	Sub Balance Residential (Line 3 + Line 6 - Line 18)	$ -	$ -	$ -	$ -	$ -	$ -	$ 66,856	$ 133,726	$ 200,613	$ 267,514	$ 334,432	$ 401,364	$ 401,133
36	Deferred Income Tax ([Line 35 - Line 3] x 28.742%)	$ -	$ -	$ -	$ -	$ -	$ -	$ (19,216)	$ (19,216)	$ (19,216)	$ (19,216)	$ (19,216)	$ (19,216)	
37	ADIT (Line 36 + Line 37 prior month)	$ -	$ -	$ -	$ -	$ -	$ -	$ (19,216)	$ (38,431)	$ (57,647)	$ (76,862)	$ (96,078)	$ (115,294)	
38	Net Investment (Line 35 + Line 37)	$ -	$ -	$ -	$ -	$ -	$ -	$ 47,640	$ 95,295	$ 142,966	$ 190,652	$ 238,353	$ 286,070	
39	Carrying Charge Rate	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	
40	**Carrying Charge** (Line 38 x Line 39)	**-**	**-**	**-**	**-**	**-**	**-**	**15**	**31**	**46**	**62**	**77**	**93**	**$ 324**
41	**Ending Tracker Balance - Under / (Over) Recovered**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ 66,871**	**$ 133,757**	**$ 200,659**	**$ 267,576**	**$ 334,509**	**$ 401,457**	**$ 401,457**
42	**Sub-Balance ($)** (Line 27 + Line 34 + Line 41)	$ 1,412,673	$ 1,504,144	$ 1,595,635	$ 1,687,147	$ 1,778,682	$ 1,870,237	$ 2,609,235	$ 3,348,405	$ 4,087,745	$ 4,827,256	$ 5,566,938	$ 6,306,792	$ 6,306,792

CenterPoint Energy Minnesota Gas
NGIA Tracker and Balance
Year 2 - 2025

	Expenses	Jan Forecast	Feb Forecast	Mar Forecast	Apr Forecast	May Forecast	Jun Forecast	Jul Forecast	Aug Forecast	Sep Forecast	Oct Forecast	Nov Forecast	Dec Forecast	Annual Summary
1	Beginning Tracker Balance ($) - Under / (Over) All Classes	$ 4,093,011	$ 3,108,926	$ 2,180,639	$ 1,404,112	$ 955,900	$ 755,645	$ 711,719	$ 725,856	$ 768,721	$ 852,338	$ 861,454	$ 605,903	$ 4,093,011
2	Beginning Tracker Balance ($) - Under / (Over) C&I	$ 1,812,324	$ 1,116,415	$ 461,623	$ (81,352)	$ (382,426)	$ (500,809)	$ (504,006)	$ (321,500)	$ (117,788)	$ 115,989	$ 294,915	$ 278,884	$ 1,812,324
3	Beginning Tracker Balance ($) - Under / (Over) Residential	$ 401,457	$ 161,378	$ (66,060)	$ (259,109)	$ (377,757)	$ (440,217)	$ (467,252)	$ (359,484)	$ (245,181)	$ (121,619)	$ (14,915)	$ 31,831	$ 401,457
4	NGIA All Class Expense	$ 369,676	$ 369,676	$ 369,676	$ 369,676	$ 369,676	$ 369,676	$ 414,864	$ 414,864	$ 414,864	$ 414,864	$ 414,864	$ 414,864	$ 4,707,241
5	NGIA C&I Expense	$ 301,810	$ 301,810	$ 301,810	$ 301,810	$ 301,810	$ 301,810	$ 477,988	$ 477,988	$ 477,988	$ 477,988	$ 477,988	$ 477,988	$ 4,678,784
6	NGIA Residential Expense	$ 66,856	$ 66,856	$ 66,856	$ 66,856	$ 66,856	$ 66,856	$ 198,717	$ 198,717	$ 198,717	$ 198,717	$ 198,717	$ 198,717	$ 1,593,433
7	**Total Expenses (Line 4 + Line 5 + Line 6)**	**$ 738,341**	**$ 738,341**	**$ 738,341**	**$ 738,341**	**$ 738,341**	**$ 738,341**	**$ 1,091,569**	**$ 1,091,569**	**$ 1,091,569**	**$ 1,091,569**	**$ 1,091,569**	**$ 1,091,569**	**$ 10,979,458**
	Recovery													
8	C&I Volumes (less CIP Exempt) (Dt)	11,782,493	11,295,261	9,973,614	7,116,840	4,959,577	3,599,652	3,487,691	3,237,881	2,883,568	3,531,633	5,833,337	8,897,539	76,599,084
9	Residential Volumes (Dt)	11,411,594	10,939,700	9,659,657	6,892,811	4,803,455	3,486,339	3,377,902	3,135,957	2,792,797	3,420,461	5,649,711	8,617,456	74,187,839
10	Base Rate Recovery All Classes (per Dt)	$ 0.0584	$ 0.0584	$ 0.0584	$ 0.0584	$ 0.0584	$ 0.0584	$ 0.0584	$ 0.0584	$ 0.0584	$ 0.0584	$ 0.0584	$ 0.0584	
11	NGIA Rider All Classes (per Dt)													
12	Base Rate Recovery C&I (per Dt)	$ 0.0847	$ 0.0847	$ 0.0847	$ 0.0847	$ 0.0847	$ 0.0847	$ 0.0847	$ 0.0847	$ 0.0847	$ 0.0847	$ 0.0847	$ 0.0847	
13	NGIA Rider C&I (per Dt)													
14	Base Rate Recovery Residential (per Dt)	$ 0.0269	$ 0.0269	$ 0.0269	$ 0.0269	$ 0.0269	$ 0.0269	$ 0.0269	$ 0.0269	$ 0.0269	$ 0.0269	$ 0.0269	$ 0.0269	
15	NGIA Rider Residential (per Dt)													
16	All Class Volumes Recovery ((Line 8 + Line 9)*(Line 10 + Line 11))	$ 1,354,535	$ 1,298,522	$ 1,146,583	$ 818,164	$ 570,161	$ 413,822	$ 400,951	$ 372,232	$ 331,500	$ 406,002	$ 670,610	$ 1,022,876	$ 8,805,956
17	C&I Volumes Recovery ((Line 8)*(Line 12 + Line 13))	$ 997,977	$ 956,709	$ 844,765	$ 602,796	$ 420,076	$ 304,891	$ 295,407	$ 274,249	$ 244,238	$ 299,129	$ 494,084	$ 753,622	$ 6,487,942
18	Residential Volumes Recovery ((Line 9)*(Line 14 + Line 15))	$ 306,972	$ 294,278	$ 259,845	$ 185,417	$ 129,213	$ 93,783	$ 90,866	$ 84,357	$ 75,126	$ 92,010	$ 151,977	$ 231,810	$ 1,995,653
19	**Total Recovery** (Lines 16 + Line 17 + Line 18)	**$ 2,659,484**	**$ 2,549,508**	**$ 2,251,193**	**$ 1,606,377**	**$ 1,119,450**	**$ 812,495**	**$ 787,224**	**$ 730,838**	**$ 650,864**	**$ 797,142**	**$ 1,316,671**	**$ 2,008,307**	**$ 17,289,552**
	Carrying Charges - All Classes													
20	Sub Balance (Line 1 + Line 4 - Line 16)	$ 3,108,152	$ 2,180,080	$ 1,403,732	$ 955,624	$ 755,415	$ 711,499	$ 725,633	$ 768,488	$ 852,086	$ 861,200	$ 605,708	$ (2,108)	$ (5,704)
21	Deferred Income Tax ([Line 20 - Line 1] x 28.742%)	$ 283,068	$ 266,969	$ 223,299	$ 128,904	$ 57,623	$ 12,688	$ (3,999)	$ (12,253)	$ (23,961)	$ (2,547)	$ 73,506	$ 174,755	
22	ADIT (Line 21 + Line 22 prior month)	$ (723,555)	$ (456,587)	$ (233,288)	$ (104,384)	$ (46,760)	$ (34,072)	$ (38,071)	$ (50,324)	$ (74,285)	$ (76,832)	$ (3,325)	$ 171,429	
23	Net Investment (Line 20 + Line 22)	$ 2,384,597	$ 1,723,494	$ 1,170,444	$ 851,241	$ 708,655	$ 677,427	$ 687,562	$ 718,164	$ 777,801	$ 784,368	$ 602,383	$ 169,321	
24	Carrying Charge Rate	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	
25	**Carrying Charge** (Line 23 x Line 24)	**774**	**559**	**380**	**276**	**230**	**220**	**223**	**233**	**252**	**254**	**195**	**55**	**$ 3,651**
27	**Ending Tracker Balance - Under / (Over) Recovered**	**$ 3,108,926**	**$ 2,180,639**	**$ 1,404,112**	**$ 955,900**	**$ 755,645**	**$ 711,719**	**$ 725,856**	**$ 768,721**	**$ 852,338**	**$ 861,454**	**$ 605,903**	**$ (2,053)**	**$ (2,053)**
	Carrying Charges - C&I													
28	Sub Balance (Line 2 + Line 5 - Line 17)	$ 1,116,157	$ 461,516	$ (81,333)	$ (382,338)	$ (500,693)	$ (503,890)	$ (321,426)	$ (117,761)	$ 115,962	$ 294,847	$ 278,819	$ 3,250	$ 3,165
29	Deferred Income Tax ([Line 28 - Line 2] x 28.742%)	$ 200,092	$ 188,231	$ 156,056	$ 86,510	$ 33,992	$ 886	$ (52,477)	$ (58,559)	$ (67,184)	$ (51,407)	$ 4,626	$ 79,223	
30	ADIT (Line 29 + Line 30 prior month)	$ (320,384)	$ (132,153)	$ 23,903	$ 110,413	$ 144,405	$ 145,290	$ 92,813	$ 34,254	$ (32,930)	$ (84,337)	$ (79,711)	$ (488)	
31	Net Investment (Line 28 + Line 30)	$ 795,772	$ 329,362	$ (57,430)	$ (271,926)	$ (356,288)	$ (358,600)	$ (228,613)	$ (83,506)	$ 83,032	$ 210,510	$ 199,108	$ 2,762	
32	Carrying Charge Rate	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	
33	**Carrying Charge** (Line 31 x Line 32)	**258**	**107**	**(19)**	**(88)**	**(116)**	**(116)**	**(74)**	**(27)**	**27**	**68**	**65**	**1**	**$ 86**
34	**Ending Tracker Balance - Under / (Over) Recovered**	**$ 1,116,415**	**$ 461,623**	**$ (81,352)**	**$ (382,426)**	**$ (500,809)**	**$ (504,006)**	**$ (321,500)**	**$ (117,788)**	**$ 115,989**	**$ 294,915**	**$ 278,884**	**$ 3,251**	**$ 3,251**
	Carrying Charges - Residential													
35	Sub Balance Residential (Line 3 + Line 6 - Line 18)	$ 161,341	$ (66,045)	$ (259,049)	$ (377,670)	$ (440,115)	$ (467,144)	$ (359,401)	$ (245,124)	$ (121,591)	$ (14,912)	$ 31,824	$ (1,262)	$ (763)
36	Deferred Income Tax ([Line 35 - Line 3] x 28.742%)	$ 69,014	$ 65,366	$ 55,469	$ 34,077	$ 17,923	$ 7,739	$ (30,999)	$ (32,869)	$ (35,522)	$ (30,670)	$ (13,434)	$ 9,512	
37	ADIT (Line 36 + Line 37 prior month)	$ (46,279)	$ 19,086	$ 74,555	$ 108,632	$ 126,555	$ 134,294	$ 103,296	$ 70,427	$ 34,904	$ 4,235	$ (9,199)	$ 312	
38	Net Investment (Line 35 + Line 37)	$ 115,061	$ (46,958)	$ (184,494)	$ (269,038)	$ (313,560)	$ (332,849)	$ (256,105)	$ (174,698)	$ (86,687)	$ (10,678)	$ 22,625	$ (949)	
39	Carrying Charge Rate	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	
40	**Carrying Charge** (Line 38 x Line 39)	**37**	**(15)**	**(60)**	**(87)**	**(102)**	**(108)**	**(83)**	**(57)**	**(28)**	**(3)**	**7**	**-**	**$ (499)**
41	**Ending Tracker Balance - Under / (Over) Recovered**	**$ 161,378**	**$ (66,060)**	**$ (259,109)**	**$ (377,757)**	**$ (440,217)**	**$ (467,252)**	**$ (359,484)**	**$ (245,181)**	**$ (121,619)**	**$ (14,915)**	**$ 31,831**	**$ (1,262)**	**$ (1,262)**
42	**Sub-Balance ($)** (Line 27 + Line 34 + Line 41)	$ 4,386,718	$ 2,576,202	$ 1,063,651	$ 195,717	$ (185,380)	$ (259,538)	$ 44,873	$ 405,752	$ 846,708	$ 1,141,453	$ 916,618	$ (64)	$ (64)

CenterPoint Energy Minnesota Gas
NGIA Tracker and Balance
Year 3 - 2026

	Expenses	Jan Forecast	Feb Forecast	Mar Forecast	Apr Forecast	May Forecast	Jun Forecast	Jul Forecast	Aug Forecast	Sep Forecast	Oct Forecast	Nov Forecast	Dec Forecast	Annual Summary
1	Beginning Tracker Balance ($) - Under / (Over) All Classes	$ (2,053)	$ (528,936)	$ (1,016,991)	$ (1,399,505)	$ (1,553,737)	$ (1,535,552)	$ (1,408,649)	$ (1,081,002)	$ (733,308)	$ (357,211)	$ (32,833)	$ 107,620	$ (2,053)
2	Beginning Tracker Balance ($) - Under / (Over) C&I	$ 3,251	$ (561,642)	$ (1,083,535)	$ (1,488,556)	$ (1,640,788)	$ (1,602,093)	$ (1,443,008)	$ (1,099,922)	$ (734,643)	$ (337,916)	$ 1,536	$ 137,318	$ 3,251
3	Beginning Tracker Balance ($) - Under / (Over) Residential	$ (1,262)	$ (168,896)	$ (321,418)	$ (432,876)	$ (455,524)	$ (411,093)	$ (324,363)	$ (234,309)	$ (136,466)	$ (27,581)	$ 61,175	$ 78,376	$ (1,262)
4	NGIA All Class Expense	$ 414,864	$ 414,864	$ 414,864	$ 414,864	$ 414,864	$ 414,864	$ 606,585	$ 606,585	$ 606,585	$ 606,585	$ 606,585	$ 606,585	$ 6,128,696
5	NGIA C&I Expense	$ 477,988	$ 477,988	$ 477,988	$ 477,988	$ 477,988	$ 477,988	$ 652,001	$ 652,001	$ 652,001	$ 652,001	$ 652,001	$ 652,001	$ 6,779,932
6	NGIA Residential Expense	$ 198,717	$ 198,717	$ 198,717	$ 198,717	$ 198,717	$ 198,717	$ 198,539	$ 198,539	$ 198,539	$ 198,539	$ 198,539	$ 198,539	$ 2,383,535
7	**Total Expenses (Line 4 + Line 5 + Line 6)**	**$ 1,091,569**	**$ 1,091,569**	**$ 1,091,569**	**$ 1,091,569**	**$ 1,091,569**	**$ 1,091,569**	**$ 1,457,125**	**$ 1,457,125**	**$ 1,457,125**	**$ 1,457,125**	**$ 1,457,125**	**$ 1,457,125**	**$ 15,292,163**
	Recovery													
8	C&I Volumes (less CIP Exempt) (Dt)	11,782,493	11,295,261	9,973,614	7,116,840	4,959,577	3,599,652	3,487,691	3,237,881	2,883,568	3,531,633	5,833,337	8,897,539	76,599,084
9	Residential Volumes (Dt)	11,411,594	10,939,700	9,659,657	6,892,811	4,803,455	3,486,339	3,377,902	3,135,957	2,792,797	3,420,461	5,649,711	8,617,456	74,187,839
10	Base Rate Recovery All Classes (per Dt)	$ 0.0583	$ 0.0583	$ 0.0583	$ 0.0583	$ 0.0583	$ 0.0583	$ 0.0583	$ 0.0583	$ 0.0583	$ 0.0583	$ 0.0583	$ 0.0583	
11	NGIA Rider All Classes (per Dt)	$ (0.0177)	$ (0.0177)	$ (0.0177)	$ (0.0177)	$ (0.0177)	$ (0.0177)	$ (0.0177)	$ (0.0177)	$ (0.0177)	$ (0.0177)	$ (0.0177)	$ (0.0177)	
12	Base Rate Recovery C&I (per Dt)	$ 0.0847	$ 0.0847	$ 0.0847	$ 0.0847	$ 0.0847	$ 0.0847	$ 0.0847	$ 0.0847	$ 0.0847	$ 0.0847	$ 0.0847	$ 0.0847	
13	NGIA Rider C&I (per Dt)	$ 0.0038	$ 0.0038	$ 0.0038	$ 0.0038	$ 0.0038	$ 0.0038	$ 0.0038	$ 0.0038	$ 0.0038	$ 0.0038	$ 0.0038	$ 0.0038	
14	Base Rate Recovery Residential (per Dt)	$ 0.0269	$ 0.0269	$ 0.0269	$ 0.0269	$ 0.0269	$ 0.0269	$ 0.0269	$ 0.0269	$ 0.0269	$ 0.0269	$ 0.0269	$ 0.0269	
15	NGIA Rider Residential (per Dt)	$ 0.0052	$ 0.0052	$ 0.0052	$ 0.0052	$ 0.0052	$ 0.0052	$ 0.0052	$ 0.0052	$ 0.0052	$ 0.0052	$ 0.0052	$ 0.0052	
16	All Class Volumes Recovery ((Line 8 + Line 9)*(Line 10 + Line 11))	$ 941,680	$ 902,739	$ 797,111	$ 568,792	$ 396,379	$ 287,691	$ 278,743	$ 258,778	$ 230,460	$ 282,255	$ 466,212	$ 711,109	$ 6,121,949
17	C&I Volumes Recovery ((Line 8)*(Line 12 + Line 13))	$ 1,042,751	$ 999,631	$ 882,665	$ 629,840	$ 438,923	$ 318,569	$ 308,661	$ 286,552	$ 255,196	$ 312,549	$ 516,250	$ 787,432	$ 6,779,019
18	Residential Volumes Recovery ((Line 9)*(Line 14 + Line 15))	$ 366,312	$ 351,164	$ 310,075	$ 221,259	$ 154,191	$ 111,911	$ 108,431	$ 100,664	$ 89,649	$ 109,797	$ 181,356	$ 276,620	$ 2,381,430
19	**Total Recovery** (Lines 16 + Line 17 + Line 18)	**$ 2,350,743**	**$ 2,253,534**	**$ 1,989,851**	**$ 1,419,891**	**$ 989,493**	**$ 718,172**	**$ 695,834**	**$ 645,995**	**$ 575,305**	**$ 704,601**	**$ 1,163,818**	**$ 1,775,161**	**$ 15,282,398**
	Carrying Charges - All Classes													
20	Sub Balance (Line 1 + Line 4 - Line 16)	$ (528,869)	$ (1,016,811)	$ (1,399,237)	$ (1,553,433)	$ (1,535,252)	$ (1,408,379)	$ (1,080,807)	$ (733,194)	$ (357,184)	$ (32,881)	$ 107,540	$ 3,097	$ 4,694
21	Deferred Income Tax ([Line 20 - Line 1] x 28.742%)	$ 151,417	$ 140,225	$ 109,865	$ 44,242	$ (5,313)	$ (36,552)	$ (94,228)	$ (99,967)	$ (108,106)	$ (93,219)	$ (40,346)	$ 30,042	
22	ADIT (Line 21 + Line 22 prior month)	$ 322,847	$ 463,072	$ 572,937	$ 617,179	$ 611,866	$ 575,314	$ 481,085	$ 381,118	$ 273,013	$ 179,794	$ 139,448	$ 169,490	
23	Net Investment (Line 20 + Line 22)	$ (206,022)	$ (553,739)	$ (826,301)	$ (936,254)	$ (923,386)	$ (833,065)	$ (599,721)	$ (352,076)	$ (84,171)	$ 146,913	$ 246,988	$ 172,587	
24	Carrying Charge Rate	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	
25	**Carrying Charge** (Line 23 x Line 24)	**(67)**	**(180)**	**(268)**	**(304)**	**(300)**	**(270)**	**(195)**	**(114)**	**(27)**	**48**	**80**	**56**	**$ (1,541)**
27	**Ending Tracker Balance - Under / (Over) Recovered**	**$ (528,936)**	**$ (1,016,991)**	**$ (1,399,505)**	**$ (1,553,737)**	**$ (1,535,552)**	**$ (1,408,649)**	**$ (1,081,002)**	**$ (733,308)**	**$ (357,211)**	**$ (32,833)**	**$ 107,620**	**$ 3,153**	**$ 3,153**
	Carrying Charges - C&I													
28	Sub Balance (Line 2 + Line 5 - Line 17)	$ (561,512)	$ (1,083,285)	$ (1,488,212)	$ (1,640,409)	$ (1,601,723)	$ (1,442,674)	$ (1,099,668)	$ (734,473)	$ (337,838)	$ 1,536	$ 137,286	$ 1,887	$ 4,164
29	Deferred Income Tax ([Line 28 - Line 2] x 28.742%)	$ 162,324	$ 149,931	$ 116,312	$ 43,646	$ (11,228)	$ (45,820)	$ (98,683)	$ (105,037)	$ (114,050)	$ (97,565)	$ (39,017)	$ 38,926	
30	ADIT (Line 29 + Line 30 prior month)	$ 161,836	$ 311,766	$ 428,079	$ 471,724	$ 460,496	$ 414,676	$ 315,993	$ 210,956	$ 96,906	$ (659)	$ (39,676)	$ (751)	
31	Net Investment (Line 28 + Line 30)	$ (399,676)	$ (771,518)	$ (1,060,133)	$ (1,168,685)	$ (1,141,227)	$ (1,027,998)	$ (783,675)	$ (523,517)	$ (240,932)	$ 877	$ 97,610	$ 1,136	
32	Carrying Charge Rate	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	
33	**Carrying Charge** (Line 31 x Line 32)	**(130)**	**(250)**	**(344)**	**(379)**	**(370)**	**(334)**	**(254)**	**(170)**	**(78)**	**-**	**32**	**-**	**$ (2,277)**
34	**Ending Tracker Balance - Under / (Over) Recovered**	**$ (561,642)**	**$ (1,083,535)**	**$ (1,488,556)**	**$ (1,640,788)**	**$ (1,602,093)**	**$ (1,443,008)**	**$ (1,099,922)**	**$ (734,643)**	**$ (337,916)**	**$ 1,536**	**$ 137,318**	**$ 1,887**	**$ 1,887**
	Carrying Charges - Residential													
35	Sub Balance Residential (Line 3 + Line 6 - Line 18)	$ (168,857)	$ (321,344)	$ (432,776)	$ (455,419)	$ (410,998)	$ (324,288)	$ (234,255)	$ (136,434)	$ (27,575)	$ 61,161	$ 78,358	$ 295	$ 843
36	Deferred Income Tax ([Line 35 - Line 3] x 28.742%)	$ 48,170	$ 43,817	$ 32,007	$ 6,479	$ (12,798)	$ (24,950)	$ (25,899)	$ (28,131)	$ (31,297)	$ (25,506)	$ (4,939)	$ 22,442	
37	ADIT (Line 36 + Line 37 prior month)	$ 48,483	$ 92,299	$ 124,306	$ 130,785	$ 117,987	$ 93,038	$ 67,139	$ 39,008	$ 7,710	$ (17,796)	$ (22,735)	$ (293)	
38	Net Investment (Line 35 + Line 37)	$ (120,375)	$ (229,045)	$ (308,471)	$ (324,634)	$ (293,011)	$ (231,250)	$ (167,116)	$ (97,426)	$ (19,865)	$ 43,365	$ 55,624	$ 2	
39	Carrying Charge Rate	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	
40	**Carrying Charge** (Line 38 x Line 39)	**(39)**	**(74)**	**(100)**	**(105)**	**(95)**	**(75)**	**(54)**	**(32)**	**(6)**	**14**	**18**	**-**	**$ (548)**
41	**Ending Tracker Balance - Under / (Over) Recovered**	**$ (168,896)**	**$ (321,418)**	**$ (432,876)**	**$ (455,524)**	**$ (411,093)**	**$ (324,363)**	**$ (234,309)**	**$ (136,466)**	**$ (27,581)**	**$ 61,175**	**$ 78,376**	**$ 295**	**$ 295**
42	**Sub-Balance ($)** (Line 27 + Line 34 + Line 41)	$ (1,259,474)	$ (2,421,944)	$ (3,320,938)	$ (3,650,049)	$ (3,548,738)	$ (3,176,020)	$ (2,415,232)	$ (1,604,418)	$ (722,708)	$ 29,878	$ 323,315	$ 5,335	$ 5,335

CenterPoint Energy Minnesota Gas
NGIA Tracker and Balance
Year 4 - 2027

	Expenses	Jan Forecast	Feb Forecast	Mar Forecast	Apr Forecast	May Forecast	Jun Forecast	Jul Forecast	Aug Forecast	Sep Forecast	Oct Forecast	Nov Forecast	Dec Forecast	Annual Summary
1	Beginning Tracker Balance ($) - Under / (Over) All Classes	$ 3,153	$ (533,799)	$ (1,023,578)	$ (1,385,179)	$ (1,469,553)	$ (1,344,542)	$ (1,087,492)	$ (794,942)	$ (478,074)	$ (126,739)	$ 161,769	$ 226,916	$ 3,153
2	Beginning Tracker Balance ($) - Under / (Over) C&I	$ 1,887	$ (175,640)	$ (318,900)	$ (369,126)	$ (218,201)	$ 84,665	$ 483,362	$ 484,697	$ 503,623	$ 547,502	$ 545,757	$ 381,935	$ 1,887
3	Beginning Tracker Balance ($) - Under / (Over) Residential	$ 295	$ (220,022)	$ (423,068)	$ (579,173)	$ (633,747)	$ (611,635)	$ (541,170)	$ (410,239)	$ (270,397)	$ (117,926)	$ 11,541	$ 59,205	$ 295
4	NGIA All Class Expense	$ 606,585	$ 606,585	$ 606,585	$ 606,585	$ 606,585	$ 606,585	$ 631,153	$ 631,153	$ 631,153	$ 631,153	$ 631,153	$ 631,153	$ 7,426,430
5	NGIA C&I Expense	$ 652,001	$ 652,001	$ 652,001	$ 652,001	$ 652,001	$ 652,001	$ 246,756	$ 246,756	$ 246,756	$ 246,756	$ 246,756	$ 246,756	$ 5,392,545
6	NGIA Residential Expense	$ 198,539	$ 198,539	$ 198,539	$ 198,539	$ 198,539	$ 198,539	$ 254,995	$ 254,995	$ 254,995	$ 254,995	$ 254,995	$ 254,995	$ 2,721,202
7	**Total Expenses (Line 4 + Line 5 + Line 6)**	**$ 1,457,125**	**$ 1,457,125**	**$ 1,457,125**	**$ 1,457,125**	**$ 1,457,125**	**$ 1,457,125**	**$ 1,132,904**	**$ 1,132,904**	**$ 1,132,904**	**$ 1,132,904**	**$ 1,132,904**	**$ 1,132,904**	**$ 15,540,177**
	Recovery													
		0.0493												
8	C&I Volumes (less CIP Exempt) (Dt)	11,782,493	11,295,261	9,973,614	7,116,840	4,959,577	3,599,652	3,487,691	3,237,881	2,883,568	3,531,633	5,833,337	8,897,539	76,599,084
9	Residential Volumes (Dt)	11,411,594	10,939,700	9,659,657	6,892,811	4,803,455	3,486,339	3,377,902	3,135,957	2,792,797	3,420,461	5,649,711	8,617,456	74,187,839
10	Base Rate Recovery All Classes (per Dt)	$ 0.0493	$ 0.0493	$ 0.0493	$ 0.0493	$ 0.0493	$ 0.0493	$ 0.0493	$ 0.0493	$ 0.0493	$ 0.0493	$ 0.0493	$ 0.0493	
11	NGIA Rider All Classes (per Dt)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
12	Base Rate Recovery C&I (per Dt)	$ 0.0704	$ 0.0704	$ 0.0704	$ 0.0704	$ 0.0704	$ 0.0704	$ 0.0704	$ 0.0704	$ 0.0704	$ 0.0704	$ 0.0704	$ 0.0704	
13	NGIA Rider C&I (per Dt)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
14	Base Rate Recovery Residential (per Dt)	$ 0.0367	$ 0.0367	$ 0.0367	$ 0.0367	$ 0.0367	$ 0.0367	$ 0.0367	$ 0.0367	$ 0.0367	$ 0.0367	$ 0.0367	$ 0.0367	
15	NGIA Rider Residential (per Dt)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
16	All Class Volumes Recovery ((Line 8 + Line 9)*(Line 10 + Line 11))	$ 1,143,468	$ 1,096,184	$ 967,920	$ 690,676	$ 481,317	$ 349,339	$ 338,474	$ 314,230	$ 279,845	$ 342,738	$ 566,114	$ 863,489	$ 7,433,795
17	C&I Volumes Recovery ((Line 8)*(Line 12 + Line 13))	$ 829,487	$ 795,186	$ 702,142	$ 501,026	$ 349,154	$ 253,415	$ 245,533	$ 227,947	$ 203,003	$ 248,627	$ 410,667	$ 626,387	$ 5,392,576
18	Residential Volumes Recovery ((Line 9)*(Line 14 + Line 15))	$ 418,806	$ 401,487	$ 354,509	$ 252,966	$ 176,287	$ 127,949	$ 123,969	$ 115,090	$ 102,496	$ 125,531	$ 207,344	$ 316,261	$ 2,722,694
19	**Total Recovery** (Lines 16 + Line 17 + Line 18)	**$ 2,391,762**	**$ 2,292,857**	**$ 2,024,572**	**$ 1,444,667**	**$ 1,006,758**	**$ 730,704**	**$ 707,976**	**$ 657,267**	**$ 585,344**	**$ 716,896**	**$ 1,184,126**	**$ 1,806,137**	**$ 15,549,065**
	Carrying Charges - All Classes													
20	Sub Balance (Line 1 + Line 4 - Line 16)	$ (533,731)	$ (1,023,397)	$ (1,384,914)	$ (1,469,269)	$ (1,344,286)	$ (1,087,296)	$ (794,813)	$ (478,019)	$ (126,765)	$ 161,676	$ 226,808	$ (5,420)	$ (4,213)
21	Deferred Income Tax ([Line 20 - Line 1] x 28.742%)	$ 154,311	$ 140,720	$ 103,855	$ 24,169	$ (36,004)	$ (73,938)	$ (84,122)	$ (91,090)	$ (100,973)	$ (82,896)	$ (18,694)	$ 66,778	
22	ADIT (Line 21 + Line 22 prior month)	$ 323,801	$ 464,521	$ 568,376	$ 592,546	$ 556,541	$ 482,604	$ 398,482	$ 307,392	$ 206,419	$ 123,522	$ 104,829	$ 171,607	
23	Net Investment (Line 20 + Line 22)	$ (209,930)	$ (558,876)	$ (816,537)	$ (876,724)	$ (787,744)	$ (604,692)	$ (396,331)	$ (170,627)	$ 79,654	$ 285,199	$ 331,637	$ 166,187	
24	Carrying Charge Rate	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	
25	**Carrying Charge** (Line 23 x Line 24)	**(68)**	**(181)**	**(265)**	**(284)**	**(256)**	**(196)**	**(129)**	**(55)**	**26**	**93**	**108**	**54**	**$ (1,153)**
27	**Ending Tracker Balance - Under / (Over) Recovered**	**$ (533,799)**	**$ (1,023,578)**	**$ (1,385,179)**	**$ (1,469,553)**	**$ (1,344,542)**	**$ (1,087,492)**	**$ (794,942)**	**$ (478,074)**	**$ (126,739)**	**$ 161,769**	**$ 226,916**	**$ (5,366)**	**$ (5,366)**
	Carrying Charges - C&I													
28	Sub Balance (Line 2 + Line 5 - Line 17)	$ (175,599)	$ (318,826)	$ (369,041)	$ (218,150)	$ 84,646	$ 483,250	$ 484,585	$ 503,507	$ 547,376	$ 545,631	$ 381,847	$ 2,305	$ 1,857
29	Deferred Income Tax ([Line 28 - Line 2] x 28.742%)	$ 51,013	$ 41,154	$ 14,412	$ (43,393)	$ (87,044)	$ (114,561)	$ (352)	$ (5,406)	$ (12,576)	$ 538	$ 47,111	$ 109,113	
30	ADIT (Line 29 + Line 30 prior month)	$ 50,262	$ 91,417	$ 105,828	$ 62,435	$ (24,609)	$ (139,171)	$ (139,522)	$ (144,929)	$ (157,504)	$ (156,967)	$ (109,855)	$ (742)	
31	Net Investment (Line 28 + Line 30)	$ (125,337)	$ (227,409)	$ (263,213)	$ (155,715)	$ 60,036	$ 344,079	$ 345,063	$ 358,578	$ 389,872	$ 388,665	$ 271,992	$ 1,563	
32	Carrying Charge Rate	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	
33	**Carrying Charge** (Line 31 x Line 32)	**(41)**	**(74)**	**(85)**	**(51)**	**19**	**112**	**112**	**116**	**126**	**126**	**88**	**1**	**$ 449**
34	**Ending Tracker Balance - Under / (Over) Recovered**	**$ (175,640)**	**$ (318,900)**	**$ (369,126)**	**$ (218,201)**	**$ 84,665**	**$ 483,362**	**$ 484,697**	**$ 503,623**	**$ 547,502**	**$ 545,757**	**$ 381,935**	**$ 2,306**	**$ 2,306**
	Carrying Charges - Residential													
35	Sub Balance Residential (Line 3 + Line 6 - Line 18)	$ (219,971)	$ (422,970)	$ (579,039)	$ (633,600)	$ (611,494)	$ (541,045)	$ (410,144)	$ (270,334)	$ (117,899)	$ 11,538	$ 59,191	$ (2,061)	$ (1,197)
36	Deferred Income Tax ([Line 35 - Line 3] x 28.742%)	$ 63,309	$ 58,331	$ 44,829	$ 15,643	$ (6,396)	$ (20,289)	$ (37,659)	$ (40,211)	$ (43,831)	$ (37,210)	$ (13,696)	$ 17,609	
37	ADIT (Line 36 + Line 37 prior month)	$ 63,016	$ 121,348	$ 166,177	$ 181,820	$ 175,424	$ 155,135	$ 117,476	$ 77,264	$ 33,433	$ (3,777)	$ (17,473)	$ 136	
38	Net Investment (Line 35 + Line 37)	$ (156,955)	$ (301,623)	$ (412,862)	$ (451,780)	$ (436,070)	$ (385,910)	$ (292,669)	$ (193,070)	$ (84,465)	$ 7,761	$ 41,718	$ (1,925)	
39	Carrying Charge Rate	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	
40	**Carrying Charge** (Line 38 x Line 39)	**(51)**	**(98)**	**(134)**	**(147)**	**(141)**	**(125)**	**(95)**	**(63)**	**(27)**	**3**	**14**	**(1)**	**$ (865)**
41	**Ending Tracker Balance - Under / (Over) Recovered**	**$ (220,022)**	**$ (423,068)**	**$ (579,173)**	**$ (633,747)**	**$ (611,635)**	**$ (541,170)**	**$ (410,239)**	**$ (270,397)**	**$ (117,926)**	**$ 11,541**	**$ 59,205**	**$ (2,062)**	**$ (2,062)**
42	**Sub-Balance ($)** (Line 27 + Line 34 + Line 41)	$ (929,462)	$ (1,765,546)	$ (2,333,477)	$ (2,321,501)	$ (1,871,513)	$ (1,145,300)	$ (720,484)	$ (244,848)	$ 302,838	$ 719,068	$ 668,057	$ (5,122)	$ (5,122)

CenterPoint Energy Minnesota Gas
NGIA Tracker and Balance
Year 5 - 2028

	Expenses	Jan Forecast	Feb Forecast	Mar Forecast	Apr Forecast	May Forecast	Jun Forecast	Jul Forecast	Aug Forecast	Sep Forecast	Oct Forecast	Nov Forecast	Dec Forecast	Annual Summary
1	Beginning Tracker Balance ($) - Under / (Over) All Classes	$ (5,366)	$ (585,024)	$ (1,114,737)	$ (1,508,735)	$ (1,609,202)	$ (1,487,968)	$ (1,226,932)	$ (902,829)	$ (552,976)	$ (166,625)	$ 153,207	$ 236,543	$ (5,366)
2	Beginning Tracker Balance ($) - Under / (Over) C&I	$ 2,306	$ (215,218)	$ (413,591)	$ (559,924)	$ (593,708)	$ (542,484)	$ (437,655)	$ (319,465)	$ (191,402)	$ (49,348)	$ 67,200	$ 93,067	$ 2,306
3	Beginning Tracker Balance ($) - Under / (Over) Residential	$ (2,062)	$ (418,166)	$ (806,613)	$ (1,119,865)	$ (1,270,462)	$ (1,298,210)	$ (1,248,501)	$ (974,781)	$ (686,767)	$ (378,505)	$ (107,086)	$ 33,285	$ (2,062)
4	NGIA All Class Expense	$ 631,153	$ 631,153	$ 631,153	$ 631,153	$ 631,153	$ 631,153	$ 682,641	$ 682,641	$ 682,641	$ 682,641	$ 682,641	$ 682,641	$ 7,882,766
5	NGIA C&I Expense	$ 246,756	$ 246,756	$ 246,756	$ 246,756	$ 246,756	$ 246,756	$ 255,679	$ 255,679	$ 255,679	$ 255,679	$ 255,679	$ 255,679	$ 3,014,613
6	NGIA Residential Expense	$ 254,995	$ 254,995	$ 254,995	$ 254,995	$ 254,995	$ 254,995	$ 472,567	$ 472,567	$ 472,567	$ 472,567	$ 472,567	$ 472,567	$ 4,365,370
7	**Total Expenses (Line 4 + Line 5 + Line 6)**	**$ 1,132,904**	**$ 1,132,904**	**$ 1,132,904**	**$ 1,132,904**	**$ 1,132,904**	**$ 1,132,904**	**$ 1,410,887**	**$ 1,410,887**	**$ 1,410,887**	**$ 1,410,887**	**$ 1,410,887**	**$ 1,410,887**	**$ 15,262,749**
	Recovery													
8	C&I Volumes (less CIP Exempt) (Dt)	11,782,493	11,295,261	9,973,614	7,116,840	4,959,577	3,599,652	3,487,691	3,237,881	2,883,568	3,531,633	5,833,337	8,897,539	76,599,084
9	Residential Volumes (Dt)	11,411,594	10,939,700	9,659,657	6,892,811	4,803,455	3,486,339	3,377,902	3,135,957	2,792,797	3,420,461	5,649,711	8,617,456	74,187,839
10	Base Rate Recovery All Classes (per Dt)	$ 0.0522	$ 0.0522	$ 0.0522	$ 0.0522	$ 0.0522	$ 0.0522	$ 0.0522	$ 0.0522	$ 0.0522	$ 0.0522	$ 0.0522	$ 0.0522	
11	NGIA Rider All Classes (per Dt)													
12	Base Rate Recovery C&I (per Dt)	$ 0.0394	$ 0.0394	$ 0.0394	$ 0.0394	$ 0.0394	$ 0.0394	$ 0.0394	$ 0.0394	$ 0.0394	$ 0.0394	$ 0.0394	$ 0.0394	
13	NGIA Rider C&I (per Dt)													
14	Base Rate Recovery Residential (per Dt)	$ 0.0588	$ 0.0588	$ 0.0588	$ 0.0588	$ 0.0588	$ 0.0588	$ 0.0588	$ 0.0588	$ 0.0588	$ 0.0588	$ 0.0588	$ 0.0588	
15	NGIA Rider Residential (per Dt)													
16	All Class Volumes Recovery ((Line 8 + Line 9)*(Line 10 + Line 11))	$ 1,210,731	$ 1,160,665	$ 1,024,857	$ 731,304	$ 509,630	$ 369,889	$ 358,384	$ 332,714	$ 296,306	$ 362,899	$ 599,415	$ 914,283	$ 7,871,077
17	C&I Volumes Recovery ((Line 8)*(Line 12 + Line 13))	$ 464,230	$ 445,033	$ 392,960	$ 280,403	$ 195,407	$ 141,826	$ 137,415	$ 127,573	$ 113,613	$ 139,146	$ 229,833	$ 350,563	$ 3,018,004
18	Residential Volumes Recovery ((Line 9)*(Line 14 + Line 15))	$ 671,002	$ 643,254	$ 567,988	$ 405,297	$ 282,443	$ 204,997	$ 198,621	$ 184,394	$ 164,216	$ 201,123	$ 332,203	$ 506,706	$ 4,362,245
19	**Total Recovery** (Lines 16 + Line 17 + Line 18)	**$ 2,345,963**	**$ 2,248,953**	**$ 1,985,805**	**$ 1,417,005**	**$ 987,481**	**$ 716,712**	**$ 694,420**	**$ 644,681**	**$ 574,135**	**$ 703,169**	**$ 1,161,452**	**$ 1,771,552**	**$ 15,251,326**
	Carrying Charges - All Classes													
20	Sub Balance (Line 1 + Line 4 - Line 16)	$ (584,944)	$ (1,114,535)	$ (1,508,441)	$ (1,608,885)	$ (1,487,679)	$ (1,226,703)	$ (902,675)	$ (552,903)	$ (166,641)	$ 153,117	$ 236,433	$ 4,901	$ 6,323
21	Deferred Income Tax ([Line 20 - Line 1] x 28.742%)	$ 166,582	$ 152,192	$ 113,158	$ 28,785	$ (34,928)	$ (75,093)	$ (93,198)	$ (100,576)	$ (111,040)	$ (91,900)	$ (23,921)	$ 66,578	
22	ADIT (Line 21 + Line 22 prior month)	$ 338,189	$ 490,381	$ 603,540	$ 632,325	$ 597,397	$ 522,304	$ 429,106	$ 328,530	$ 217,490	$ 125,590	$ 101,669	$ 168,247	
23	Net Investment (Line 20 + Line 22)	$ (246,754)	$ (624,154)	$ (904,901)	$ (976,560)	$ (890,282)	$ (704,399)	$ (473,569)	$ (224,373)	$ 50,849	$ 278,706	$ 338,102	$ 173,148	
24	Carrying Charge Rate	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	
25	**Carrying Charge** (Line 23 x Line 24)	**(80)**	**(202)**	**(294)**	**(317)**	**(289)**	**(229)**	**(154)**	**(73)**	**16**	**90**	**110**	**56**	**$ (1,366)**
27	**Ending Tracker Balance - Under / (Over) Recovered**	**$ (585,024)**	**$ (1,114,737)**	**$ (1,508,735)**	**$ (1,609,202)**	**$ (1,487,968)**	**$ (1,226,932)**	**$ (902,829)**	**$ (552,976)**	**$ (166,625)**	**$ 153,207**	**$ 236,543**	**$ 4,957**	**$ 4,957**
	Carrying Charges - C&I													
28	Sub Balance (Line 2 + Line 5 - Line 17)	$ (215,168)	$ (413,495)	$ (559,795)	$ (593,571)	$ (542,359)	$ (437,554)	$ (319,391)	$ (191,358)	$ (49,336)	$ 67,185	$ 93,046	$ (1,817)	$ (1,085)
29	Deferred Income Tax ([Line 28 - Line 2] x 28.742%)	$ 62,506	$ 56,989	$ 42,022	$ 9,671	$ (14,759)	$ (30,159)	$ (33,991)	$ (36,820)	$ (40,833)	$ (33,494)	$ (7,429)	$ 27,272	
30	ADIT (Line 29 + Line 30 prior month)	$ 61,764	$ 118,753	$ 160,775	$ 170,446	$ 155,687	$ 125,528	$ 91,537	$ 54,716	$ 13,883	$ (19,610)	$ (27,039)	$ 233	
31	Net Investment (Line 28 + Line 30)	$ (153,404)	$ (294,742)	$ (399,020)	$ (423,125)	$ (386,672)	$ (312,026)	$ (227,854)	$ (136,642)	$ (35,452)	$ 47,575	$ 66,007	$ (1,585)	
32	Carrying Charge Rate	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	
33	**Carrying Charge** (Line 31 x Line 32)	**(50)**	**(96)**	**(129)**	**(137)**	**(125)**	**(101)**	**(74)**	**(44)**	**(12)**	**15**	**21**	**(1)**	**$ (733)**
34	**Ending Tracker Balance - Under / (Over) Recovered**	**$ (215,218)**	**$ (413,591)**	**$ (559,924)**	**$ (593,708)**	**$ (542,484)**	**$ (437,655)**	**$ (319,465)**	**$ (191,402)**	**$ (49,348)**	**$ 67,200**	**$ 93,067**	**$ (1,818)**	**$ (1,818)**
	Carrying Charges - Residential													
35	Sub Balance Residential (Line 3 + Line 6 - Line 18)	$ (418,069)	$ (806,426)	$ (1,119,606)	$ (1,270,168)	$ (1,297,910)	$ (1,248,212)	$ (974,555)	$ (686,608)	$ (378,417)	$ (107,061)	$ 33,278	$ (854)	$ 1,063
36	Deferred Income Tax ([Line 35 - Line 3] x 28.742%)	$ 119,569	$ 111,594	$ 89,961	$ 43,200	$ 7,889	$ (14,370)	$ (78,738)	$ (82,827)	$ (88,626)	$ (78,018)	$ (40,343)	$ 9,812	
37	ADIT (Line 36 + Line 37 prior month)	$ 119,705	$ 231,299	$ 321,259	$ 364,459	$ 372,348	$ 357,978	$ 279,240	$ 196,414	$ 107,788	$ 29,769	$ (10,574)	$ (762)	
38	Net Investment (Line 35 + Line 37)	$ (298,364)	$ (575,127)	$ (798,347)	$ (905,708)	$ (925,562)	$ (890,234)	$ (695,315)	$ (490,195)	$ (270,629)	$ (77,292)	$ 22,704	$ (1,616)	
39	Carrying Charge Rate	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	
40	**Carrying Charge** (Line 38 x Line 39)	**(97)**	**(187)**	**(259)**	**(294)**	**(300)**	**(289)**	**(226)**	**(159)**	**(88)**	**(25)**	**7**	**(1)**	**$ (1,918)**
41	**Ending Tracker Balance - Under / (Over) Recovered**	**$ (418,166)**	**$ (806,613)**	**$ (1,119,865)**	**$ (1,270,462)**	**$ (1,298,210)**	**$ (1,248,501)**	**$ (974,781)**	**$ (686,767)**	**$ (378,505)**	**$ (107,086)**	**$ 33,285**	**$ (855)**	**$ (855)**
42	**Sub-Balance ($)** (Line 27 + Line 34 + Line 41)	$ (1,218,408)	$ (2,334,941)	$ (3,188,523)	$ (3,473,372)	$ (3,328,662)	$ (2,913,089)	$ (2,197,075)	$ (1,431,145)	$ (594,477)	$ 113,321	$ 362,895	$ 2,284	$ 2,284

CenterPoint Energy Minnesota Gas
NGIA Tracker and Balance
Year 6 - 2029

	Expenses	Jan Forecast	Feb Forecast	Mar Forecast	Apr Forecast	May Forecast	Jun Forecast	Jul Forecast	Aug Forecast	Sep Forecast	Oct Forecast	Nov Forecast	Dec Forecast	Annual Summary
1	Beginning Tracker Balance ($) - Under / (Over) All Classes	$ 4,957	$ 56,787	$ 134,723	$ 283,460	$ 585,228	$ 1,002,602	$ 1,492,904	$ 1,306,517	$ 1,133,465	$ 979,350	$ 790,491	$ 478,319	$ 4,957
2	Beginning Tracker Balance ($) - Under / (Over) C&I	$ (1,818)	$ 18,215	$ 48,000	$ 104,231	$ 217,623	$ 374,196	$ 558,012	$ 488,371	$ 423,711	$ 366,125	$ 295,560	$ 178,934	$ (1,818)
3	Beginning Tracker Balance ($) - Under / (Over) Residential	$ (855)	$ 35,797	$ 90,488	$ 194,102	$ 403,456	$ 692,691	$ 1,032,318	$ 903,491	$ 783,879	$ 677,350	$ 546,814	$ 331,071	$ (855)
4	NGIA All Class Expense	$ 682,641	$ 682,641	$ 682,641	$ 682,641	$ 682,641	$ 682,641	$ -	$ -	$ -	$ -	$ -	$ -	$ 4,095,846
5	NGIA C&I Expense	$ 255,679	$ 255,679	$ 255,679	$ 255,679	$ 255,679	$ 255,679	$ -	$ -	$ -	$ -	$ -	$ -	$ 1,534,075
6	NGIA Residential Expense	$ 472,567	$ 472,567	$ 472,567	$ 472,567	$ 472,567	$ 472,567	$ -	$ -	$ -	$ -	$ -	$ -	$ 2,835,402
7	**Total Expenses (Line 4 + Line 5 + Line 6)**	**$ 1,410,887**	**$ 1,410,887**	**$ 1,410,887**	**$ 1,410,887**	**$ 1,410,887**	**$ 1,410,887**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ 8,465,323**
	Recovery													
8	C&I Volumes (less CIP Exempt) (Dt)	11,782,493	11,295,261	9,973,614	7,116,840	4,959,577	3,599,652	3,487,691	3,237,881	2,883,568	3,531,633	5,833,337	8,897,539	76,599,084
9	Residential Volumes (Dt)	11,411,594	10,939,700	9,659,657	6,892,811	4,803,455	3,486,339	3,377,902	3,135,957	2,792,797	3,420,461	5,649,711	8,617,456	74,187,839
10	Base Rate Recovery All Classes (per Dt)	$ 0.0522	$ 0.0522	$ 0.0522	$ 0.0522	$ 0.0522	$ 0.0522	$ 0.0522	$ 0.0522	$ 0.0522	$ 0.0522	$ 0.0522	$ 0.0522	
11	NGIA Rider All Classes (per Dt)	$ (0.0250)	$ (0.0250)	$ (0.0250)	$ (0.0250)	$ (0.0250)	$ (0.0250)	$ (0.0250)	$ (0.0250)	$ (0.0250)	$ (0.0250)	$ (0.0250)	$ (0.0250)	
12	Base Rate Recovery C&I (per Dt)	$ 0.0394	$ 0.0394	$ 0.0394	$ 0.0394	$ 0.0394	$ 0.0394	$ 0.0394	$ 0.0394	$ 0.0394	$ 0.0394	$ 0.0394	$ 0.0394	
13	NGIA Rider C&I (per Dt)	$ (0.0194)	$ (0.0194)	$ (0.0194)	$ (0.0194)	$ (0.0194)	$ (0.0194)	$ (0.0194)	$ (0.0194)	$ (0.0194)	$ (0.0194)	$ (0.0194)	$ (0.0194)	
14	Base Rate Recovery Residential (per Dt)	$ 0.0588	$ 0.0588	$ 0.0588	$ 0.0588	$ 0.0588	$ 0.0588	$ 0.0588	$ 0.0588	$ 0.0588	$ 0.0588	$ 0.0588	$ 0.0588	
15	NGIA Rider Residential (per Dt)	$ (0.0206)	$ (0.0206)	$ (0.0206)	$ (0.0206)	$ (0.0206)	$ (0.0206)	$ (0.0206)	$ (0.0206)	$ (0.0206)	$ (0.0206)	$ (0.0206)	$ (0.0206)	
16	All Class Volumes Recovery ((Line 8 + Line 9)*(Line 10 + Line 11))	$ 630,879	$ 604,791	$ 534,025	$ 381,062	$ 265,554	$ 192,739	$ 186,744	$ 173,368	$ 154,397	$ 189,097	$ 312,339	$ 476,408	$ 4,101,404
17	C&I Volumes Recovery ((Line 8)*(Line 12 + Line 13))	$ 235,650	$ 225,905	$ 199,472	$ 142,337	$ 99,192	$ 71,993	$ 69,754	$ 64,758	$ 57,671	$ 70,633	$ 116,667	$ 177,951	$ 1,531,982
18	Residential Volumes Recovery ((Line 9)*(Line 14 + Line 15))	$ 435,923	$ 417,897	$ 368,999	$ 263,305	$ 183,492	$ 133,178	$ 129,036	$ 119,794	$ 106,685	$ 130,662	$ 215,819	$ 329,187	$ 2,833,975
19	**Total Recovery** (Lines 16 + Line 17 + Line 18)	**$ 1,302,452**	**$ 1,248,593**	**$ 1,102,496**	**$ 786,705**	**$ 548,238**	**$ 397,910**	**$ 385,534**	**$ 357,920**	**$ 318,753**	**$ 390,391**	**$ 644,825**	**$ 983,545**	**$ 8,467,361**
	Carrying Charges - All Classes													
20	Sub Balance (Line 1 + Line 4 - Line 16)	$ 56,719	$ 134,637	$ 283,339	$ 585,038	$ 1,002,315	$ 1,492,504	$ 1,306,160	$ 1,133,148	$ 979,068	$ 790,253	$ 478,153	$ 1,911	$ (601)
21	Deferred Income Tax ([Line 20 - Line 1] x 28.742%)	$ (14,877)	$ (22,376)	$ (42,715)	$ (86,680)	$ (119,879)	$ (140,808)	$ 53,674	$ 49,830	$ 44,377	$ 54,350	$ 89,772	$ 136,929	
22	ADIT (Line 21 + Line 22 prior month)	$ 153,370	$ 130,994	$ 88,279	$ 1,599	$ (118,280)	$ (259,087)	$ (205,413)	$ (155,584)	$ (111,207)	$ (56,857)	$ 32,916	$ 169,845	
23	Net Investment (Line 20 + Line 22)	$ 210,089	$ 265,631	$ 371,618	$ 586,638	$ 884,035	$ 1,233,417	$ 1,100,747	$ 977,565	$ 867,861	$ 733,397	$ 511,068	$ 171,756	
24	Carrying Charge Rate	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	
25	**Carrying Charge** (Line 23 x Line 24)	**68**	**86**	**121**	**190**	**287**	**400**	**357**	**317**	**282**	**238**	**166**	**56**	**$ 2,568**
27	**Ending Tracker Balance - Under / (Over) Recovered**	**$ 56,787**	**$ 134,723**	**$ 283,460**	**$ 585,228**	**$ 1,002,602**	**$ 1,492,904**	**$ 1,306,517**	**$ 1,133,465**	**$ 979,350**	**$ 790,491**	**$ 478,319**	**$ 1,967**	**$ 1,967**
	Carrying Charges - C&I													
28	Sub Balance (Line 2 + Line 5 - Line 17)	$ 18,211	$ 47,989	$ 104,207	$ 217,573	$ 374,110	$ 557,883	$ 488,258	$ 423,613	$ 366,040	$ 295,492	$ 178,893	$ 984	$ 275
29	Deferred Income Tax ([Line 28 - Line 2] x 28.742%)	$ (5,757)	$ (8,558)	$ (16,155)	$ (32,577)	$ (44,978)	$ (52,795)	$ 20,049	$ 18,613	$ 16,576	$ 20,301	$ 33,532	$ 51,147	
30	ADIT (Line 29 + Line 30 prior month)	$ (5,524)	$ (14,082)	$ (30,237)	$ (62,814)	$ (107,791)	$ (160,586)	$ (140,538)	$ (121,925)	$ (105,349)	$ (85,048)	$ (51,516)	$ (369)	
31	Net Investment (Line 28 + Line 30)	$ 12,687	$ 33,907	$ 73,970	$ 154,759	$ 266,319	$ 397,296	$ 347,720	$ 301,688	$ 260,691	$ 210,444	$ 127,378	$ 615	
32	Carrying Charge Rate	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	
33	**Carrying Charge** (Line 31 x Line 32)	**4**	**11**	**24**	**50**	**86**	**129**	**113**	**98**	**85**	**68**	**41**	**-**	**$ 709**
34	**Ending Tracker Balance - Under / (Over) Recovered**	**$ 18,215**	**$ 48,000**	**$ 104,231**	**$ 217,623**	**$ 374,196**	**$ 558,012**	**$ 488,371**	**$ 423,711**	**$ 366,125**	**$ 295,560**	**$ 178,934**	**$ 984**	**$ 984**
	Carrying Charges - Residential													
35	Sub Balance Residential (Line 3 + Line 6 - Line 18)	$ 35,789	$ 90,467	$ 194,057	$ 403,363	$ 692,531	$ 1,032,080	$ 903,282	$ 783,698	$ 677,194	$ 546,688	$ 330,995	$ 1,884	$ 571
36	Deferred Income Tax ([Line 35 - Line 3] x 28.742%)	$ (10,532)	$ (15,713)	$ (29,768)	$ (60,146)	$ (83,086)	$ (97,547)	$ 37,087	$ 34,431	$ 30,663	$ 37,555	$ 62,031	$ 94,615	
37	ADIT (Line 36 + Line 37 prior month)	$ (11,294)	$ (27,008)	$ (56,775)	$ (116,921)	$ (200,007)	$ (297,554)	$ (260,467)	$ (226,036)	$ (195,372)	$ (157,818)	$ (95,787)	$ (1,172)	
38	Net Investment (Line 35 + Line 37)	$ 24,495	$ 63,460	$ 137,281	$ 286,442	$ 492,524	$ 734,526	$ 642,815	$ 557,662	$ 481,822	$ 388,871	$ 235,208	$ 712	
39	Carrying Charge Rate	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	
40	**Carrying Charge** (Line 38 x Line 39)	**8**	**21**	**45**	**93**	**160**	**238**	**209**	**181**	**156**	**126**	**76**	**-**	**$ 1,313**
41	**Ending Tracker Balance - Under / (Over) Recovered**	**$ 35,797**	**$ 90,488**	**$ 194,102**	**$ 403,456**	**$ 692,691**	**$ 1,032,318**	**$ 903,491**	**$ 783,879**	**$ 677,350**	**$ 546,814**	**$ 331,071**	**$ 1,884**	**$ 1,884**
42	**Sub-Balance ($)** (Line 27 + Line 34 + Line 41)	$ 110,799	$ 273,211	$ 581,792	$ 1,206,308	$ 2,069,490	$ 3,083,234	$ 2,698,379	$ 2,341,055	$ 2,022,825	$ 1,632,866	$ 988,324	$ 4,835	$ 4,835

In the Matter of
CenterPoint Energy Natural Gas Innovation Act (NGIA)
Innovation Plan

Petition of CenterPoint Energy

EXHIBIT S: DRAFT TARIFF

Docket No. G-008/M-23-215

June 28, 2023

NATURAL GAS INNOVATION ACT (NGIA) ADJUSTMENT RIDER

Applicability:
Applicable to bills for gas and transportation service provided under the Company's retail rate schedules according to customer class, as shown below.

Exemptions are as follows:
"Large Customer Facility" customers that have been exempted from the Company's Conservation Improvement Program charges pursuant to Minn. Stat. 216B.241, subd. 1a (b) shall receive a monthly exemption from NGIA charges unless they have filed a request with the Minnesota Department of Commerce to be included in the Company's NGIA innovation plan, pursuant to Minn. Stat. 216B.2427, subd. 3(f). Such monthly exemption will be effective beginning January 1 of the year following the grant of exemption. Upon exemption from the NGIA charges, the "Large Customer Facility" customers can no longer participate in CenterPoint Energy's NGIA innovation plan pilot programs.

Rates:

Rate Class	Base Charge Per Therm (IAC)	Adjustment Per Therm (IAA)
Residential	$0.00000	$0.00000
Comm Firm A	$0.00000	$0.00000
Comm/Ind Firm B	$0.00000	$0.00000
Comm/Ind Firm C - Sales Service	$0.00000	$0.00000
Comm/Ind Firm C - Transport	$0.00000	$0.00000
Large General Firm Sales Service	$0.00000	$0.00000
Large Firm Transport	$0.00000	$0.00000
Small Dual Fuel A - Sales Service	$0.00000	$0.00000
Small Dual Fuel A - Transport	$0.00000	$0.00000
Small Dual Fuel B - Sales Service	$0.00000	$0.00000
Small Dual Fuel B - Transport	$0.00000	$0.00000
Large Volume - Dual Fuel Sales Service	$0.00000	$0.00000
Large Volume - Dual Fuel Transport	$0.00000	$0.00000
Large Volume-Transport-MR	$0.00000	$0.00000
Large Volume-Dual Fuel Sales Service-MR	$0.00000	$0.00000
Large Volume - Dual Fuel Transport-MR	$0.00000	$0.00000
Interruptible Agricultural Grain Dryer Sales Service	$0.00000	$0.00000
Backup Generator Firm Sales Service	$0.00000	$0.00000

NATURAL GAS INNOVATION ACT (NGIA) ADJUSTMENT RIDER (CONTINUED)

Determination of the Innovation Act Charge ("IAC") or Base Charge per Therm:
The IAC is per therm charge included in base rates dedicated to the recovery of NGIA innovation plan costs as approved by the Minnesota Public Utilities Commission in the Company's last general rate case. All revenue received from the IAC shall be credited to the NGIA tracker account, described below.

NGIA Tracker Account:
A tracking mechanism (NGIA Tracker) will be established to account for the recovery of NGIA innovation plan costs authorized by the Minnesota Public Utilities Commission, including the recovery of NGIA innovation plan costs through the IAC and IAA but excluding expenses and recoveries that have been or will be recovered through the Purchased Gas Adjustment Rider. Recoverable NGIA innovation plan costs include all costs incurred by the Company under an approved NGIA Innovation Plan, including costs to obtain third-party analysis required under Minn. Stat. §216B.2427, but excluding costs that have been or will be recovered through the Purchased Gas Adjustment Rider. NGIA innovation plan costs are designated as recoverable from residential customers, commercial and industrial customers, or from all customers. Any over or under-recovery due to differences in the Projected Sales Volumes and actual sales volumes by class with respect to the IAC and IAA will be accounted for through the NGIA Tracker Account. The Company will file an annual reconciliation of the previous 12-months' NGIA Tracker balance.

Determination of Innovation Act Adjustment ("IAA"):
An IAA shall be included on each non-exempt customer's monthly bill. The IAA shall be calculated for each customer class by dividing the forecasted NGIA Tracker balance for each class by Projected Sales Volumes for each class for a designated recovery period. The forecasted NGIA Tracker balance shall be calculated for each class based on the difference between incurred costs and forecasted costs applicable to each class over the designated recovery period and recovered costs and forecasted recoveries from each class over the designated recovery period. The factor may be adjusted annually with the approval of the Minnesota Public Utilities Commission. The applicable IAA factor shall be multiplied by the customer's monthly billing in therms for gas service before any adjustments, surcharges, or sales tax. The IAA factor will be applied to customers' billings for the designated period and will be in effect for a twelve (12) month period, or until the Commission approves a new IAA.

Projected Sales Volumes:
Shall be the current total sales volumes forecasted to be delivered to that class of customer over a budgeted 12-month period (net of NGIA exempt volumes).

In the Matter of
CenterPoint Energy Natural Gas Innovation Act (NGIA)
Innovation Plan

Petition of CenterPoint Energy

EXHIBIT T: UTILITY SYSTEMS REPORT AND FORECASTS

Docket No. G-008/M-23-215

June 28, 2023

PUBLIC VERSION

CenterPoint Energy has designated information in Attachment 1 as trade secret. The information meets the definition of trade secret in Minn. Stat. § 13.37, subd. 1(b), as follows: (1) the information was supplied by CenterPoint Energy, the affected organization; (2) we have taken all reasonable efforts to maintain the secrecy of the information, including protecting it from disclosure in this proceeding; and (3) the protected information contains a memorandum prepared by ICF predicting future trends in renewable natural gas prices, which derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means, by other persons who could obtain economic value from its disclosure or use.

Utility Systems Report and Forecasts

CenterPoint Energy Resources Corp. d/b/a CenterPoint Energy Minnesota Gas ("CenterPoint Energy" or the "Company") respectfully submits this Utility Systems Report and Forecasts ("Report") as required by Subdivision 11 of the Natural Gas Innovation Act ("NGIA").

The following information is presented in this report as required by the NGIA.[1]

I. Methane gas emissions attributed to CenterPoint Energy's system;
II. Total greenhouse gas ("GHG") emissions attributed to the Company's system[2] and projected GHG emissions reduced or avoided through innovative resource investments and energy conservation investments;
III. Quantity of pipe in service in CenterPoint Energy's Minnesota natural gas network;
IV. Description of other equipment owned and operated by the Company through which gas is transported or stored;
V. Five-year forecast of fuel prices and anticipated purchases;
VI. Five-year forecast of potential capital investments in existing and new infrastructure for conventional geologic natural gas and for innovative resources; and
VII. Inventory of the Company's current financial incentive programs for natural gas.

As reflected in the NGIA:

> *Information filed under this subdivision is intended to be used by the commission to evaluate a utility's innovation plan in the context of the utility's other planned investments and activities with respect to natural gas produced from conventional geologic sources. Information filed under this subdivision must not be used by the commission to set or limit utility rate recovery.*[3]

I. Methane gas emissions attributed to utility's system.

NGIA Reporting Requirement: *The volume of methane gas emissions attributed to venting or leakage across the utility's system, including emissions information reported to the Environmental Protection Agency and gas leaks considered to be hazardous or nonhazardous, and a narrative description of the utility's expectations regarding the cost and performance of the utility's leakage reduction programs over the next five years*[4]

Methane Gas Emissions Attributed to Venting

The Company may need to vent methane as part of its procedures to evaluate, maintain, repair, replace, or abandon an existing facility. The primary reason for venting or flaring natural gas is to reduce the pressure of the pipeline for the safety of the workers. The Company currently

[1] Minn. Stat. § 216B.2427, subd. 11(a).

[2] Total system emissions include Scope 1, 2, and 3 and are defined in further detail in Section II.

[3] Minn. Stat. § 216B.2427, subd. 11(b).

[4] Minn. Stat. § 216B.2427, subd. 11(a)(1).

tracks and reports the volume of methane emissions from venting for gas pipelines in accordance with 40 CFR Part 98 Subpart W, § 98.232(m).

The Company is increasingly taking actions to limit the amount of natural gas vented while maintaining the safety of the system and its workers.

Gas Flow Interruption Plans are used to reduce the amount of gas vented or flared by decreasing pressure in the pipeline prior to venting. For example, if 2,000-feet of 24-inch diameter pipeline was being replaced, engineers and operations personnel work together to create a plan to bring the pipeline pressure from 170 psig down to 10 psig, avoiding over 68,220 cubic feet of natural gas from being vented or flared.

In 2019, the Company piloted the Zero Emission Vacuum and Compressor ("ZEVAC©") technology to avoid methane venting on a large diameter pipeline replacement projects. ZEVAC uses compressed air to drawdown a pipeline segment, transferring the gas to an adjacent pressurized pipeline so it is not released into the atmosphere. Since the successful pilot, the Company has purchased additional ZEVAC units for broader use across its system for pipeline maintenance, repair, and replacement projects. Currently in Minnesota, CenterPoint Energy has five large operational units and 13 mini-ZEVAC units.

Adding odorant to natural gas is a safety measure that helps make leaks detectable by sense of smell. In 2022, CenterPoint Energy installed the first Zero Emissions Odorization ("ZEO") technology from YZ Systems on its Minnesota gas system. The ZEO technology eliminates the need to vent methane into the atmosphere as part of the odorizing process.[5] The Company plans to replace another six standard YZ Systems odorizers over the next two years with plans to replace the remaining 38 venting odorizers in the coming years. The transition to ZEO technology also requires less maintenance, and unlike traditional venting odorizers, ZEOs do not use charcoal filters, reducing costs and waste.

Methane Gas Emissions Attributed to Leaks

CenterPoint Energy reports annual methane emissions data to the Environmental Protection Agency ("EPA") via the Greenhouse Gas Reporting Program ("GHGRP")[6] under 40 CFR Part 98, Subpart W.[7] The EPA assigns leak factors based on the pipe material and those factors are multiplied by the miles of pipe in the distribution network to estimate emissions associated with system leaks. In addition to factors based on type of pipe and miles of pipe, pipeline components are surveyed, and any leaks identified are also accounted for in the EPA reporting

[5] Standard odorization processes increase system gas pressure when the odorant is added. Gas is vented in order to reduce the pressure back to normal levels. YZ System's Zero Emissions Odorization uses an electric pump to add the odorant without increasing gas pressure.

[6] https://www.epa.gov/ghgreporting.

[7] Owners or operators of facilities that contain petroleum and natural gas systems and emit 25,000 metric tons ("mt") or more of GHGs per year (expressed as carbon dioxide equivalents) report GHG emissions from combustion, venting, equipment leaks, and flaring.

system. The EPA's leak emissions estimates for the Company's Minnesota natural gas system are summarized in the following table.

Table 1: Total Estimated Emissions from Equipment Leaks for GHGRP[8]

Total Reported CO2 Emissions (MT CO2)	82.1
Total Reported CH4 Emissions (MT CH4)	2,725.54
Total CO2e Emissions (MTCO2e)	68,220.6

Gas Leaks Considered to be Hazardous or Non-Hazardous

CenterPoint Energy reports total annual leaks and hazardous leaks eliminated/repaired to the U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration ("PHMSA"). In 2022, CenterPoint Energy reported eliminating/repairing 342 Main leaks of which 57 percent (195) were characterized as hazardous[9] and 6,217 Services leaks of which 39 percent (2,434) were characterized as hazardous.[10]

CenterPoint Energy Expectations Regarding Cost and Performance of Leakage Reduction Programs

CenterPoint Energy committed to a Company-wide goal of achieving net zero GHG emissions directly attributable to its natural gas system by 2035. In Minnesota, the Company has made significant progress towards this goal by focusing on system integrity and being an early adopter of technology[11] to quickly identify and address system leaks. The Company has also seen a significant improvement in the quality of data generated for tracking and reporting purposes as it continues to modernize[12] its processes and leverage new technology. The Company is working to be an industry leader in improving the detection, tracking, and mitigation of natural gas system emissions.

Even as the methods to detect, track, and report system leaks and emissions are evolving, the Company sees a direct correlation between its pipeline integrity efforts and the number of leaks on its system over the last decade. Between 2012[13] and 2022[14] total system leaks eliminated/repaired decreased by 11 percent and hazardous leaks decreased by 35 percent.

[8] As reported by CenterPoint Energy Minnesota Gas for EPA Greenhouse Gas Reporting Program Subpart W in April 2023.

[9] A "hazardous leak" means a leak that represents an existing or probable hazard to persons or property and requires immediate repair or continuous action until the conditions are no longer hazardous. 49 CFR §192.1001.

[10] As reported in CenterPoint Energy's (Minnesota) Annual Report for Calendar Year 2022, Gas Distribution System, submitted to PHMSA in March 2023.

[11] See Section IV for more information about CenterPoint Energy's efforts to prevent leaks on its system.

[12] Such as using electronics in the field to record real-time data. Using electronics with built-in logic guardrails for data entry also helps ensure technicians correctly classify leak causes.

[13] As reported in CenterPoint Energy's (Minnesota) Annual Report for Calendar Year 2012, Gas Transmission System and Gas Distribution System, submitted to PHMSA in March 2023.

[14] As reported in CenterPoint Energy's (Minnesota) Annual Report for Calendar Year 2022, Gas Transmission System and Gas Distribution System, submitted to PHMSA in March 2023.

The overall decrease in system leaks was driven, in part, by a reduction in corrosion failure (down 39 percent); pipe, weld, or joint failure (down 55 percent); and equipment failure (down 8 percent), all of which are helped by system integrity projects. See Section IV for more information about how the Company maintains system integrity.

Table 2: Total Leaks and Hazardous Leaks Eliminated/Repaired, 2012 and 2022

Cause of Leak	2012	2022	2012-2022 % Change	2012	2022	2012-2022 % Change
	Total Leaks (Mains and Services Combined)			Hazardous Leaks (Mains and Services Combined)		
Corrosion Failure	659	405	-39%	351	215	-39%
Natural Force Damage	201	92	-54%	122	48	-61%
Excavation Damage	756	747	-1%	713	723	1%
Other Outside Force Damage	141	143	1%	86	92	7%
Pipe, Weld or Joint Failure	266	121	-55%	127	24	-81%
Equipment Failure	5253	4849	-8%	2601	1442	-45%
Incorrect Operations[15]	84	157	87%	43	66	53%
Other Cause[16]	21	45	114%	10	19	90%
Total	**7381**	**6559**	**-11%**	**4053**	**2629**	**-35%**

By continuing to invest in system integrity, leak detection, and leakage reduction programs, the Company expects to achieve net zero emissions by 2035 and greater system safety and reliability. The Company's 5-year spending and 5-year forecast are described in Table 3. Compared to previous spending on the projects identified below, the proposed spending is forecasted to decrease, as the identified materials on the system decreases over time as a result of replacement efforts. Company engineers help to forecast future spending based on previous years' activities and current information about costs. Forecasts are subject to change.

[15] Leaks caused by Incorrect Operations increased, in part, due to improved data entry. In prior years, leaks caused by Incorrect Operations were often mischaracterized as Pipe, Weld, Joint, or Equipment Failure.

[16] Leaks caused by Other Causes increased significantly in 2021, in part, due to incorrect data entry. Since then, training efforts have started to normalize the number of Other Cause Leaks back to average reporting levels. Prior to 2021, the number of Other Cause Leaks remained relatively constant.

Table 3: CenterPoint Energy Leak Reduction 5-Year Spend and Forecast (Dollars in Millions)

	2018-2022 Actual Spend	2023-2027 Forecast
Transmission Pipeline Integrity	$109,401,868	$77,791,284
Transmission Pipeline Replacement (Beltline Project)	$176,205,004	$0
Bare Steel Main Replacement	$103,481,255	$73,500,000
Legacy Steel Main Replacement	$7,980,279	$30,770,000
Legacy Plastic Main Replacement	$20,547,789	$63,030,206
Legacy Plastic Service Line Replacement	$11,571,303	$17,260,000
Copper Service Line Replacement	$5,366,941	$8,640,000
Inside Meter Replacement	$49,788,119	$91,850,000
Advanced Leak Detection-Picarro	$28,434,902	$5,559,000
Total	**$512,777,460**	**$368,400,490**

II. Total GHG emissions attributed to the utility's system and projected GHG emissions reduced or avoided through innovative resource investments and energy conservation investments.

NGIA Reporting Requirement: *Total system greenhouse gas emissions and greenhouse gas emissions projected to be reduced or avoided through innovative resource investments and energy conservation investments, and a narrative description of the costs required to achieve the reductions over the next five years through investments in innovative resources and energy conservation.*[17]

CenterPoint Energy estimates its annual total system GHG emissions to be 8,733,421 metric tons,[18] using the GREET lifecycle emissions factor for geologic gas for consistency with the Commission's June 1, 2022 Order establishing Frameworks for Implementing Minnesota's Natural Gas Innovation Act in Docket No. G-999/CI-21-566 ("Frameworks Order"). This emissions factor represents emissions from extraction, processing, and distribution of fuels to end use – essentially all relevant lifecycle emissions through the point of consumption/combustion. More information on the methodology used to develop the GREET emissions factor is available in Exhibit F. This calculation uses throughput data for only Company sales service customers, and the methodology differs from that used to report emissions to the EPA under 40 CFR Part 98 Subpart NN.

The Company estimates GHG emissions will be avoided or reduced by 7,046,096 metric tons through investments in innovative resources and energy conservation made over the next five

[17] Minn. Stat. § 216B.2427, subd. 11(a)(2).

[18] The GREET 2022 lifecycle emissions factor for natural gas used in the calculation was 66.14 $kgCO_2e/Dth$ of geologic natural gas, inclusive of 53.74 $kgCO_2e/Dth$ for combustion and an additional 12.4 $kgCO_2e/Dth$ for upstream (up to point of consumption). 2022 weather-normalized sales, excluding transportation customers, of 132,035,300 Dth was used to represent the throughput for this calculation and may differ from the methodology used to report emissions data to the EPA under 40 CFR Part 98 Subpart NN.

years. Table 4 describes the estimated GHG emissions reduced/avoided and costs associated with CenterPoint Energy's Conservation Improvement Program ("CIP") and its proposed Innovation Plan.

Table 4: Estimated Lifetime GHG Emissions Reduction/Avoidance and 5-Year Costs

	Estimated Lifetime GHG Emissions Reduction/Avoidance	Estimated 5-year Cost
Innovative Resources	1,185,620 $MTCO_2e$	$111,971,433[19]
Energy Conservation	5,860,476 $MTCO_2e$	$246,536,091
Total	**7,046,096 $MTCO_2e$**	**$358,507,524**

The Company's GHG emissions reduction/avoidance and cost forecast for investments made in innovative resources over the next five years were developed in consultation with our technical consultant, ICF, and are described in more detail in the Exhibits F and E, respectively. The Company's GHG emissions reduction/avoidance and cost forecast for investments made in energy conservation over the next five years are based on preliminary CIP triennial plan values to be filed June 30, 2023, forecasting for 2027 and 2028 based on estimated performance in 2026.[20]

III. Quantity of pipe in service in utility's Minnesota natural gas network.

NGIA Reporting Requirement: *The quantity of pipe in service in the utility's natural gas network in Minnesota, by material, size, coating, operating pressure, and decade of installation, based on utility information reported to the United States Department of Transportation.*[21]

CenterPoint Energy reports annual information describing the Company's natural gas network in Minnesota to PHMSA. These reports include information about the quantity and characteristics of CenterPoint Energy's transmission and distribution pipelines including information by materials and coating (Table 5), size (Table 6), and decade of installation (Table 7). The Company is not required to report pipeline operating pressure to PHMSA; this information is presented in Table 8.

CenterPoint Energy's Minnesota natural gas network by materials and coating is summarized in Table 5.

[19] This figure represents costs to be incurred by CenterPoint Energy and is not net of commodity or peak demand savings. Note that lifetime costs for NGIA are higher as some expenses will be incurred outside of the five-year plan window.

[20] CenterPoint Energy Conservation Improvement Program 2024-2026 Triennial Report, Docket No. G-008/CIP-23-95 (June 30, 2023).

[21] Minn. Stat. § 216B.2427, subd. 11(a)(3).

Table 5: Mains and Services by Materials and Coating, 2022[22]

Materials			Miles of Distribution Main	No. of Services	Miles of Transmission Main
Steel	Unprotected	Bare	53	113	0
		Coated	2	0	0
	Cathodically Protected	Bare	17	0	0
		Coated	3,330	39,821	106
Plastic			11,207	749,015	0
Iron			0	0	0
Copper			0	2,610	0
Other			0	3,627	0
Total			**14,608[23]**	**795,186**	**106**

CenterPoint Energy's Minnesota mains and services by size are summarized in Table 6.

Table 6: Mains and Services by Size, 2022[24]

Size	Miles of Distribution Main	No. of Services	Miles of Transmission Main
Unknown	0	7,120	0
2" or less	9,487	786,650	4
Over 2" thru 4"	3,506	1,257	
Over 4" thru 8"	1,318	159	39
Over 8" thru 12"	131	0	20
Over 12"	167	0	44
Total	**14,608[25]**	**795,186**	**106[26]**

[22] As reported in CenterPoint Energy's (Minnesota) Annual Report for Calendar Year 2022, Gas Distribution System, submitted to PHMSA in March 2023.

[23] Sum does not equal total due to rounding error.

[24] As reported in CenterPoint Energy's (Minnesota) Annual Report for Calendar Year 2022, Gas Distribution System, submitted to PHMSA in March 2023.

[25] Sum does not equal total due to rounding error.

[26] Sum does not equal total due to rounding error.

CenterPoint Energy's Minnesota mains and services by decade of install are summarized in Table 7.

Table 7: Mains and Services by Decade of Install, 2022[27]

Decade of Install	Miles of Distribution Main	No. of Services	Miles of Transmission Main
Pre 1940	16	32	10
1940s	38	293	0
1950s	346	6043	11
1960s	1,634	26,732	0.3
1970s	1,486	95,766	18
1980s	1,894	128,658	19
1990s	3,177	162,429	4
2000s	2,910	175,639	41
2010s	2,133	148,160	4
2020s	973	51,434	0.01
Total	**14,608[28]**	**795,186**	**106[29]**

CenterPoint Energy's Minnesota mains and services by operating pressure are summarized in Table 8.

Table 8: Mains and Services by Pressure Range, 2023

Pressure Class	Normal Pressure Range	Distribution Main Miles	Service Mileage	Estimated Service Count[30]	Transmission Main Miles
CL-2	8-10 PSIG	2,769	3,306	250,444	0
CL-5	20-25 PSIG	1,213	1,074	68,605	0
CL-6	50-55 PSIG	9,710	7,600	464,504	0
CL-7	70-76 PSIG	126	74	2,832	0
CL-8	70-95 PSIG	312	180	7,896	0
CL-A	125 PSIG or less	63	5	161	2
CL-C	175 PSIG or less	167	8	158	1
CL-E	215 PSIG or less	49	4	77	0
CL-F	250 PSIG or less	117	15	306	14

[27] As reported in CenterPoint Energy's (Minnesota) Annual Report for Calendar Year 2022, Gas Distribution System, submitted to PHMSA in March 2023.

[28] Sum does not equal total due to rounding error.

[29] Sum does not equal total due to rounding error.

[30] The Number of Services was estimated by using the length of services in feet divided by the average length of services (82ft) as reported in CenterPoint Energy's (Minnesota) Annual Report for Calendar Year 2022, Gas Distribution System, submitted to PHMSA in March 2023.

Pressure Class	Normal Pressure Range	Distribution Main Miles	Service Mileage	Estimated Service Count[30]	Transmission Main Miles
CL-K	400 PSIG or less	37	4	93	27
CL-L	450 PSIG or less	27	0	3	0
CL-M	500 PSIG or less	8	1	42	0.2
CL-O	600 PSIG or less	10	0	1	19
CL-P	650 PSIG or less	1	0	0	44
Totals[31]		14,608[32]	12,270[33]	795,122[34]	106[35]

IV. Description of equipment owned and operated by the utility through which gas is transported or stored.

NGIA Reporting Requirement: *A narrative description of other significant equipment owned and operated by the utility through which gas is transported or stored, including regulator stations and storage facilities, a discussion of the function of the equipment, how the equipment is maintained, and utility efforts to prevent leaks from the equipment.*[36]

Description of Equipment

CenterPoint Energy's natural gas distribution system is made up of transmission, distribution, and storage facilities. The Company's transmission facilities include transmission mains, regulation and control facilities, and related equipment. The distribution system includes distribution mains, service lines, meters, regulation and control facilities, and related equipment. Regulation and control facilities reduce pressure in the distribution system from high to low pressure and may include over-pressure protection devices to protect the system from over pressurization. CenterPoint Energy has hundreds of regulation stations, and they are maintained annually to ensure proper functionality per 49 CFR 192 Part M. The storage facilities include one natural gas underground aquifer storage facility, one liquefied natural gas storage and peak shaving facility, and eight propane storage and peak shaving facilities.[37]

CenterPoint Energy's predecessor company in Minnesota began operating in 1870. Over time, industry standards for facility size, materials, installation techniques, and operating procedures, as well as regulatory requirements, have evolved.

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[31] The discrepancy in Totals in Table 8 compared to Tables 5-7 is due to the Company using a different process to compile and estimate the miles of pipe and number of services by operating pressure. The Company is not required to report this information to PHMSA.

[32] Sum does not equal total due to rounding error.

[33] Sum does not equal total due to rounding error.

[34] Sum does not equal total due to rounding error.

[35] Sum does not equal total due to rounding error.

[36] Minn. Stat. § 216B.2427, subd. 11(a)(4).

[37] As reported in the Direct Testimony of John M. Wiinamaki in the Company's 2021 rate case, Docket No. G-008/GR-21-435 (Nov. 1, 2021).

The following table demonstrates a decade of progress upgrading CenterPoint Energy's transmission and distribution mains and service lines to more durable materials. The Company eliminated the use of cast iron pipe completely from the system in 2017 and has significantly reduced the amount of bare steel on the system. These changes make the Minnesota natural gas system, which serves over 900,000 customers and growing, safer and more reliable.

Table 9: Quantities of Materials, 2012 and 2022

Facility	2012 Quantity[38]	2022[39] Quantity	Percent Change 2012-2022
Transmission mains	162	106	-35%
Distribution mains, cast iron	43	0	-100%
Distribution mains, bare steel[40]	459	69	-85%
Distribution mains, coated steel	3,735	3,332	-11%
Distribution mains, plastic	9,086	11,207	23%
Service lines, copper	14,866	2,610	-82%
Service lines, bare and coated steel	64,464	39,934	-38%
Service lines, plastic	660,985	749,015	13%
Service lines, other	3,456	3,627	5%

Description of how the equipment is maintained and utility efforts to prevent leaks from the equipment

The Company's 2021 Rate Case, Docket No. G-008/GR-21-435, provides a detailed overview of the Company's natural gas system, pipeline safety regulations, and integrity management efforts in the Direct Testimony of John M. Wiinamaki, P.E. These topics are briefly described in this section as they relate to CenterPoint Energy's system maintenance and efforts to prevent leaks.

The Company administers a Transmission Integrity Management Program ("TIMP") and Distribution Integrity Management Program ("DIMP"), in compliance with PHMSA regulations in 49 CFR Part 192, subpart O and P, and a Storage Integrity Management Program ("SIMP") in compliance with the PHMSA Final Rule published February 12, 2020, at 85 Fed. Reg. 8104.

TIMP describes how the Company identifies High Consequence Areas ("HCAs") and Moderate Consequence Areas ("MCAs"); performs threat[41] identification and risk analysis; conducts

[38] As reported in CenterPoint Energy's (Minnesota) Annual Report for Calendar Year 2012, Gas Transmission System and Gas Distribution System, submitted to PHMSA in March 2013.

[39] As reported in CenterPoint Energy's (Minnesota) Annual Report for Calendar Year 2022, Gas Transmission System and Gas Distribution System, submitted to PHMSA in March 2023.

[40] Because both protected and unprotected bare steel are now being replaced under the Bare Steel Main Replacement project, the Company is now combining the categories of unprotected and protected bare steel into a single bare steel category.

[41] The TIMP regulations identify nine major threats to transmission pipelines: external corrosion, internal corrosion, stress corrosion cracking, manufacturing defects, construction defects, equipment failure or

assessments of transmission line integrity; and addresses the results of those assessments through remediation, prevention, and mitigation.

DIMP describes how the Company collects and documents knowledge about it distribution system, identifies threats to system integrity,[42] evaluates and ranks risks, and manages the activities to address risks.

SIMP describes how the Company performs threat and hazard identification; evaluates and ranks risks associated with underground storage wells and assets; conducts site assessments and well-logging to identify integrity defects; and addresses the results of those assessments through remediation, prevention, monitoring, mitigation, and emergency responses.

CenterPoint Energy adheres to 49 CFR Part 192, subpart I requirements for minimizing the risk of pipeline leaks from corrosion. The requirements prescribe frequency and processes related to pipeline monitoring, inspections, testing, determining abnormal operating conditions,[43] and remediation activities to bring pipes back into compliance.

Picarro Leak Surveyor technology detects methane at the parts-per-billion level instead of the parts-per-million sensitivity of traditional leak detection methodologies.[44] The technology is vehicle mounted, allowing it to cover a greater area in less time than traditional surveying methods by foot. Since the Company's deployment of the technology in 2015, over 25,000 miles of the feasible survey area has been surveyed as of June 2023. The use of the technology has enabled the Company to more systemically map, evaluate, and repair system leaks.

Intelis Meters are equipped with sensors that automatically shut off gas flow if unsafe conditions[45] are detected. In the event of a potential gas leak, a technician can use the Intelis Meter to remotely shut off gas flow, reducing the risk of gas leak exposure to people in the vicinity and the technician inspecting the leak. The Company plans to replace all residential meters with Intelis Meters by 2040. To date, CenterPoint Energy has installed 35,600 of 811,393 Intelis Meters.

malfunction, third-party/mechanical damage, incorrect operations in the installation or operation of the pipe, and weather or outside force.

[42] The DIMP regulations identify eight major threats to distribution lines: corrosion, natural forces, excavation damage, other outside force damage, material or welds, equipment failure, incorrect operation, and other concerns.

[43] Abnormal operating condition means a condition identified by the operator that may indicate a malfunction of a component or deviation from normal operations that may: (a) Indicate a condition exceeding design limits; or (b) Result in a hazard (s) to persons, property, or the environment.

[44] The traditional method is to use vehicle-mounted optical methane detectors to find leaks on mains and hand-held infrared detection devices to find leaks on service lines. Please see the discussion of the deployment of the Picarro Leak Surveyor technology in the Direct Testimony of Mr. Talmadge Centers from the Company's 2017 rate case at pages 48-55, Docket No. G-008/GR-17-285 (Aug. 2, 2017).

[45] Unsafe conditions include anomalously high gas flow, high temperatures such as in the event of a fire, or air in the meter resulting from damage to or theft of the meter.

CenterPoint Energy's Leak Chasers respond to emergency calls and conduct maintenance and repair work on our natural gas distribution facilities. In 2021, CenterPoint Energy created sixteen dedicated Leak Chaser positions aimed at streamlining the Company's ability to quickly address natural gas leaks on the system. The new positions pay prevailing wages, include paid training, and do not require prior experience or technical school.

More information about the Company's leak reduction activities is provided in Section I.

V. Five-year forecast of fuel prices and anticipated purchases.

NGIA Reporting Requirement: *A five-year forecast of fuel prices and anticipated purchases including, as available, natural gas produced from conventional geologic sources, renewable natural gas, and alternative fuels.*[46]

CenterPoint Energy anticipates procuring approximately 2,217,159 Dth of renewable natural gas ("RNG") over the term of this innovation plan. The cost of the RNG is expected to vary by source, ranging from an estimated $16 to $50 per Dth, with a weighted average price of approximately $23/Dth. More information on the forecasted pricing of RNG is included in Attachment 1.

The Company anticipates producing approximately 63,481 Dth of hydrogen for blending into its natural gas distribution system over the term of the innovation plan. The Company anticipates spending $3,423,834 on electricity and operations and maintenance for the hydrogen system over this time period for a cost of approximately $54/Dth.[47]

Lastly, the Company is currently forecasting to purchase approximately 630,000,000 Dth of geologic natural gas over the term of this innovation plan for estimated total system demand. The assumptions that CenterPoint Energy used to project geologic natural gas prices for the NGIA plan are dictated by the Frameworks Order. The average of CenterPoint Energy's last 24 months of geologic natural gas pricing is used to establish a base year price of $5.41/Dth. The baseline price is then forecasted to drop by 5.25% per year, based on the average percent change in the gas prices between 2023 and 2027 to all users in the West North Central Region, as estimated in EIA's 2023 Annual Energy Outlook.

VI. Five-year forecast of potential capital investments by the utility in existing and new infrastructure for conventional geologic natural gas and for innovative resources.

NGIA Reporting Requirement: *A five-year forecast of potential capital investments by the utility in existing infrastructure and new infrastructure for natural gas produced from conventional geologic sources and for innovative resources.*[48]

[46] Minn. Stat. § 216B.2427, subd. 11(a)(5).

[47] The Company will also have costs related to the design and construction of the hydrogen facility as well as program delivery and administrative costs which are included in the total pilot costs for the Green Hydrogen Blending into Natural Gas Distribution System pilot.

[48] Minn. Stat. § 216B.2427, subd. 11(a)(6).

The Company's five-year forecast for investments in existing and new natural gas infrastructure, not including NGIA investments, at the time of this report is summarized in Table 10. Past activity and cost experience is used to forecast the Company's future capital expenditures. The forecast is subject to change. In addition to the forecast included in Table 10, the five-year NGIA plan includes capital investments of roughly $10 million, after accounting for IRA incentives, for Pilot D (Green Hydrogen Blending into Natural Gas Distribution System) and Pilot I (New Networked Geothermal Systems). There is also the possibility that CenterPoint Energy could make additional capital investments to facilitate RNG projects proposed through the RFP process.

Table 10: CenterPoint Energy 5-year Forecast of Potential Capital Investments in Natural Gas Infrastructure (Dollars in Millions)

	2024	2025	2026	2027	2028	2024-2028
Growth/Customer Additions	$24	$25	$31	$31	$31	$143
Rehab/System Maintenance/Improvement	$87	$85	$129	$122	$133	$556
Construction Overhead	$42	$42	$43	$43	$44	$214
Public Improvement	$80	$80	$80	$80	$81	$401
Meters & Regulators	$8	$8	$24	$29	$27	$97
Peak Shaving & Storage	$21	$23	$14	$9	$9	$75
Total Capital Expenditure	**$262**	**$263**	**$321**	**$314**	**$326**	**$1,486**

VII. Inventory of the utility's current financial incentive programs for natural gas.

NGIA Reporting Requirement: *An inventory of the utility's current financial incentive programs for natural gas, including rebates and incentives offered for new and existing buildings and a description of the utility's projected changes in incentives the utility is likely to implement over the next five years.*[49]

Inventory of CIP Incentives

An inventory of CIP Incentives for new and existing buildings and projected changes to incentives the utility is likely to implement over next 5 years can be found in the 2024-2026 CIP Triennial Plan to be filed on June 30, 2023.[50] Twenty of the Company's thirty-one programs offer over one hundred customer incentives or rebates for energy efficiency projects. The Company's Triennial Plan has been developed to include marketing to raise customer awareness about IRA tax credits and was designed with the flexibility to align program services with IRA rebate programs that are under development.

Inventory of Non-CIP Incentives

[49] Minn. Stat. § 216B.2427, subd. 11(a)(7).

[50] *In the Matter of CenterPoint Energy's 2024-2026 Energy Conservation and Optimization Triennial Plan*, Docket No. G-008/CIP-23-95 (June, 30 2023).

Builders Club Points CenterPoint Energy sponsors Builders Club[51] points for builders installing natural gas equipment including water heaters and non-space heating natural gas equipment (e.g., ovens, fireplaces, etc.) in new construction. This program is funded by the Company and the Company is not considering any changes to this offering.

Build Wiser Builders are offered incentives per new home with the installation of a natural gas water heater. This program is funded by the Company and the Company is not considering any changes to this offering.

Inventory of NGIA Incentives

As described further in Exhibit D, CenterPoint Energy proposes to offer the following customer incentives under NGIA:

Table 11: Incentives Proposed in NGIA Plan

Pilot	Measure	Incentive Amount
Industrial or Large Commercial Hydrogen and Carbon Capture Incentives	Green hydrogen production or carbon capture facilities	20% of feasibility study costs up to $30,000; 100% of project capital costs up to $1.5M
Industrial Methane and Refrigerant Leak Reduction Program	Behind the meter leak repair	Full cost of leak surveys; $5/Dth for leak repairs up to incremental cost of repair
Carbon Capture Rebates for Commercial Buildings	CarbinX units	$8,000 per unit for first unit; $3,000 for additional units
Decarbonizing Existing District Energy Systems	Deployment of innovative resources to decarbonize existing district energy systems	20% of feasibility study costs up to $30,000; Between $10/Dth and $25/Dth saved, up to $1.5M
New District Energy System	New district energy systems	50% of engineering study costs up to $10,000; Between $10/Dth and $25/Dth saved, up to $1.5M
Industrial Electrification Incentive	Industrial heat pumps	100% of project capital costs up to $1.5M
Commercial Hybrid Heating	Hybrid electric/gas HVAC systems	40% of cost, up to $100,000; CenterPoint Energy may consider higher incentives for

[51] https://www.buildersclubnorth.com

Pilot	Measure	Incentive Amount
		large systems on a case-by-case basis
Residential Deep Energy Retrofits and Electric Air Source Heat Pumps	Residential insulation and heat pump installation	Full cost in initial pilot stages; later stage rebates to be described in future NGIA annual status report
Small/Medium Business GHG Audit	CarbinX units and hybrid electric/gas HVAC systems	Same as under other pilots offering those measures; bonus rebate of up to $5000 available for businesses meeting "thermal energy leaders" requirements (see Exhibit D).
Residential Gas Heat Pumps	Gas heat pumps	Full cost
Gas Heat Pumps for Commercial Buildings	Gas heat pumps	Full cost
Industrial and Large Commercial GHG Audit	Electric heat pumps, hybrid heating systems, CarbinX units, industrial heat pumps, solar thermal walls, onsite biogas production/use, and energy efficiency measures	Between $10/Dth and $25/Dth, saved up to $1.5M

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To: CenterPoint Energy

From: ICF Resources, LLC

Date: February 2023

Re: RNG Pricing in Voluntary and Utility Markets

CONFIDENTIAL

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CenterPoint Energy ("Client") engaged ICF Resources, LLC ("ICF"), to develop this Memorandum (the "Memo") to become informed of ICF's view on pricing and market dynamics of the voluntary and utility RNG market (the "Purpose") according to the scope of work as documented within the agreement and or amendments between ICF and Client (the "Contract").

This Memo is for use by the Client in accordance with the licensing terms provided in the Contract and has been developed based upon the needs conveyed by the Client during the course of our work and discussions in accordance with the Contract.

This Memo has been prepared by ICF based on information and data obtained from the public domain, certain third party data secured via license, as well as in-house knowledge of the relevant regulations, parties involved in the market, and their historical actions. To develop and inform the Memo, we have exercised professional and engineering judgments. The achievement of possible outcomes is contingent on risks and uncertainties that are both known and unknown. This detail may result in actual outcomes that differ from those discussed in the Memo. ICF does not expect to update or otherwise revise this memorandum should events or circumstances occur that impact the information or assumptions used for the development of the memorandum unless otherwise discussed between ICF and the Client.

We have made the following principal considerations and assumptions to produce the Memo as well as the market opinions contained herein. We note that the following assumptions may or may not actually occur. We believe the assumptions are reasonable, but acknowledge that events or circumstances that are unforeseen, and or beyond our control, may result in future conditions that vary from those assumed in the memo.

- Regulators will continue to administer all of the relevant programs according to the existing regulations and targets in place as of the date of this Memo. The forecasts do not include future potential changes under consideration by Regulators or Legislators in the various jurisdictions.
- All contracts, agreements, rules, and regulations will be fully enforced in accordance with their respective terms, and all parties will comply with and fulfill the requirements or provisions of their respective rules, regulations, contracts and or agreements.
- Rules and regulations will remain in place for the term currently prescribed and that future iterations of the rules and regulations, if any, will be materially similar to current regulations used to prepare the memo.
- Future trends and market conditions can be reasonably expected to remain consistent with the long-term historical record as represented by the various historical data records reviewed and or presented in the memo.

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Introduction

[Trade Secret Data Begins...

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PUBLIC DOCUMENT - NOT PUBLIC DATA HAS BEEN EXCISED

Expected Voluntary and Utility Offtake Price Range

[Trade Secret Data Begins...

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- [redacted]

[redacted]

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In the Matter of
CenterPoint Energy Natural Gas Innovation Act (NGIA)
Innovation Plan

Petition of CenterPoint Energy

EXHIBIT U: SERVICE QUALITY REPORT

Docket No. G-008/M-23-215

June 28, 2023

505 Nicollet Mall
PO Box 59038
Minneapolis, MN 55459-0038

May 1, 2023

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

Re: 2022 Annual Service Quality Report

Docket No. G-008/M-23-79

Dear Mr. Seuffert:

CenterPoint Energy Resources Corp. d/b/a CenterPoint Energy Minnesota Gas ("Company") respectfully submits its 2022 Service Quality Report in compliance with Commission Rules and Orders. In addition to the Report, the Company provides the following attachments:

- Attachment A: 2022 Service Quality Report Schedules;
- Attachment B: Complaint Categories; and
- Attachment C: List of Reporting Requirements.

Please contact me at (612) 321-5363 or Emily.Suppes@centerpointenergy.com with any questions.

Sincerely,

/s/ Emily Suppes

Manager, Regulatory Affairs

Attachments

C: Service List

1 Customer Service

1.1 Call Center Response Time

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

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

In 2022, 81% of calls—excluding IVR-only calls—were answered in 20 seconds or less, slightly more than the 80% of calls in 2021. The weighted average speed of answer was 31 seconds in 2022, representing an increase from the average of 20 seconds in 2021. The number of calls answered (excluding IVR) increased approximately 24.2% from 625,389 in 2021 to 776,647 in 2022.

In 2022, 91% of calls — including IVR-only calls — were answered in 20 seconds or less, equal to the 92% in 2021. The weighted average speed of answer was 13 seconds in 2022, representing an increase from the average of 8 seconds in 2021. The total number of calls answered (including IVR) increased from 1,460,323 in 2021 to 1,757,166 in 2022. Call volumes in 2021 and 2022 were below historical levels as a result of COVID-19, and the associated changes to our dunning processes, and customers not calling in to respond to disconnection notices.

The Company also provides IVR system 'zero out' data. The number of customers who zero out of a menu while interacting with the IVR is included in Schedule 1a. This data shows an overall zero out rate of 0% (0.1%) for 2022, equal to the average zero out rate of 0% (0.1%) for 2021.

1.2 Meter Reading Performance

The Company provides information on CenterPoint Energy's meter reading performance, including, for each customer class and for each calendar month:

A. The number and percentage of customer meters read by utility personnel;

B. The number and percentage of customer meters self-read by customers;

C. The number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and for periods of longer than 12 months and an explanation as to why they have not been read; and

D. Data on monthly meter reading staffing levels, by geographical area.

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

Meter Reading Performance is reported on Schedule 2.

In 2022, 99.19% of meters were read by CenterPoint Energy personnel, 0.00% of meters were not read in six to 12 months and 0.00% of meters were not read in over 12 months; which was consistent with 2021 (99.29%, 0.00%, and 0.00%, respectively).

Average staffing levels- decreased slightly from 5.5 in 2021 to an average of 5.0 in 2022 for the Minneapolis Metro Area; average staffing levels stayed level at seven from 2021 to 2022 for Greater Minnesota.

1.3 Involuntary Disconnection

CenterPoint Energy has included a summary of the monthly reports that are submitted pursuant to Minnesota Statutes §§ 216B.091 and 216B.096, subdivision 11, in Docket No. E, G 999/PR-21-02.

A summary of involuntary disconnection reporting is included on Schedule 3.

There were 19,913 customers disconnected for nonpayment in 2022, compared to 6,200 in 2021. 2021 is below historical averages for customer disconnections as a direct result of halting dunning processes in response to the COVID-19 pandemic.

1.4 Service Extension Request Response Times

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

A. The number of customers requesting service to a location not previously served by CenterPoint Energy and the intervals between the date service was installed and the latter of the in-service date requested by the customer or the date the premises were ready for service; and

B. The number of customers requesting service to a location previously served by CenterPoint Energy, but not served at the time of the request, and the intervals between the date service was installed and the latter of the in-service date requested by the customer or the date the premises were ready for service.

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

A. New Service Extensions

   1. Location never had service, new construction

   2. Location never had service, existing home

B. Renewed Service Extensions

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

   2. Location previously had service, new customer

Service Extension Request Response Time is reported on Schedule 4.

New residential extensions took an average of 21 days to complete in 2022 compared to an average of 16 days in 2021. Renewed residential extensions took an average of 5 days to complete in 2022 as compared to 28 days for 2021.

New commercial extensions took an average of 42 days to complete in 2022 compared to an average of 26 days in 2021. Renewed commercial extensions took an average of 16 days to complete in 2022 and an average of 24 days in 2021.

Reporting process changes were made in evaluating the average days to complete the 2022 data, therefore will not be an exact comparison to 2021 data.

1.5 Customer Deposits

CenterPoint Energy reports the number of new deposits required as a condition of service from customers that are subject to disconnection or have been disconnected for non-payment in Schedule 5. As of December 31, 2022, CenterPoint Energy held a total of 1,637 deposits that were required as a condition of service.

The current policy for deposits is limited to commercial accounts. In 2022, CenterPoint Energy required 316 new deposits as a condition of service, compared to 284 in 2021.

1.6 Customer Complaints

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

A. The number of complaints received.

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

C. The number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days.

D. The number and percentage of all complaints resolved by taking any of the following actions:

   1. Taking the action the customer requested.

   2. Taking an action the customer and CenterPoint Energy agree is an acceptable compromise.

   3. Providing the customer with information that demonstrates that the situation complained of is not reasonably within the control of CenterPoint Energy.

   4. Refusing to take the action the customer requested.

D. The number of complaints forwarded to CenterPoint Energy by the Commission's Consumer Affairs Office for further investigation and action.

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

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

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

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

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

See also Attachment A where the Company has mapped the categories CenterPoint Energy uses to the categories listed in Minn. R. 7826.2000. Additionally, for each category the Company has provided a general list of the types of situations or questions that may be included in each of the categories the Company has been using for many years so that meaningful comparisons can continue to be made.

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

There were 3,597 complaints received in 2022, compared to 2,330 in 2021. The number and percentage of complaints by type of complaint is reported on Schedule 6b.

In 2022, the three most frequent residential complaint types were service issues, disputed charges, and payment issues; in 2021, the top three service issues, disputed charges, and billing errors.

The top three commercial complaint types in 2022 were service issues, disputed charges, and payment issues; in 2021, the top three were service issues, disputed charges, and billing errors.

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

In 2022, 75% of residential complaints were resolved immediately and 19% within ten days, compared to 69% and 16% in 2021, respectively. For commercial complaints, 56% were resolved immediately and 30% within ten days, compared to 25% and 54% in 2021, respectively.

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

Complaint resolutions were classified as follows: *agreement* between CenterPoint Energy and the customer on the resolution, *compromise* by both the customer and CenterPoint Energy deciding on an acceptable resolution, *demonstration* that the situation complained of is not reasonably within the control of the utility by providing the customer with information, or *refusal* to take the action the customer requested. As shown in the table below, most residential and commercial complaints were resolved by demonstration, compromise, or agreement in both 2021 and 2022.

	Residential		Commercial	
Resolution Type	**2021**	**2022**	**2021**	**2022**
Agreement	20%	14%	18%	13%
Compromise	12%	7%	14%	12%
Demonstration	58%	70%	56%	60%
Refusal	5%	6%	4%	2%

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

There were 269 complaints forwarded to CenterPoint Energy in 2022, compared to 166 in 2021. The number of complaints received from the Better Business Bureau was lower than in 2021 (42 in 2021 vs. 34 in 2022), complaints received from the Commission were higher in 2022 than in 2021 (83 in 2021 vs. 162 in 2022), and complaints received from the OAG also increased (41 in 2021 vs. 67 in 2022). There were no additional formal complaints received from Other governmental entities in either 2021 or 2022.

1.7 Emergency Line Response Time

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

There were 66,005 calls received in 2021 and 74,420 received in 2022. Ninety-two percent (92%) of calls were answered in 20 seconds or less in 2022, compared to 89% in 2021. Using a weighted average, the average speed of answer was 9 seconds in 2022, compared to 15 seconds in 2021.

2 Mislocate Rate

The Company provides the total number of mislocates, including the number of times a line is damaged due to a mismarked line or failure to mark a line. Mislocate metrics are reported on Schedule 8.

The total number of mislocates and the number of mislocates per 1,000 tickets both decreased between 2021 and 2022. The total number of mislocates decreased from 166 in 2021 to 148 in 2022 and mislocates per 1,000 tickets decreased from 0.47 to 0.43.

3 Gas System Reliability

3.1 Gas System Damages

The Company provides the number of damages as reported in the Annual Utility Damage Report to the Minnesota Office of Pipeline Safety. Damages are reported as those under the control of CenterPoint Energy's employees and contractors or other unplanned causes. Gas System Damages are reported on Schedule 9.

To be consistent with past reporting practices and for ease of comparison with our historical data, we also provide the miles of pipe as of December 31 of the previous year and the annual ratio of damages per 100 miles of pipe.

The number of gas system damages and the ratio of damages per 100 miles of pipe both decreased between 2021 and 2022. The number of damages decreased from 935 to 858 and the ratio of damages per 100 miles of pipe decreased 3.53 to 3.20.

3.2 Gas Service Interruptions

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

Total Number of Customers impacted by outages in 2022 decreased from 2021.

3.3 MNOPS summaries

The Company provides a summary of - events that are immediately reportable to the Minnesota Office of Pipeline Safety ("MNOPS") according to the criteria used by MNOPS to identify reportable events. The reporting also includes summaries of all service interruptions caused by system integrity pressure issues. The summaries of each event include the following ten items:

1. The location;
2. When the incident occurred;
3. How many customers were affected;
4. How the company was made aware of the incident;
5. The root cause of the incident;
6. The actions taken to fix the problem;
7. What actions were taken to contact customers;
8. Any public relations or media issues;

9. Whether the customer or the company relighted; and

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

MNOPS summaries are reported on Schedule 11.

In 2022, there were 37 MNOPS reportable outages and no integrity outages. In 2021, there were 63 MNOPS reportable outages and no integrity outages.

In some cases, the Company may send a courtesy notification to MNOPS of outage events that do not meet the MNOPS criteria for mandatory reporting. The 37 reportable outage total may include such events.

CenterPoint Energy also reports MNOPS violations and requests for information from MNOPS in Schedule 11a. Letter types are defined as Notice of Probable Violation (NPV), Warning Letter (WL), and Request for Specific Information (RSI). The Company received 26 MNOPS violations or requests for information in 2022 as compared to the 28 received in 2021.

3.4 Emergency Gas Response Times

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

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

Emergency Gas Response Times and related MNOPS reports are reported on Schedule 12.

In 2022, the Company received 37,332 emergency gas calls, compared to 35,244 in 2021. In 2022, it took an average of 24.6 minutes to respond to an emergency as compared to 26.5 minutes in 2021.

4 Customer Service-Related Expenses

The Company provides the total of customer service-related operations and maintenance expenses. The report includes only Minnesota-regulated, customer-services expenses based on the costs recorded in CenterPoint Energy's FERC Accounts 901 and 903, plus payroll taxes and benefits.

Customer service-related expenses are reported on Schedule 13.

Customer service-related expenses increased to $27.1 million for year 2022, as compared to $24.5 million for year 2021. This level of customer service-related expenses is still below historical levels due to a change in corporate allocations in 2020 which resulted in benefits and payroll taxes of the Customer Service organization no longer being booked to FERC Accounts 901 or 903.

5 Relocation Expenses

5.1 Steel Service Line

The reporting metrics include the itemized costs associated with each steel service line relocation. Steel service line relocation expenses are reported on Schedule 14. Below is a comparison of the 2021 and 2022 steel service line relocations:

Year	# Jobs	High cost	Low cost	Average Cost
2021	25	$44,731	$1,004	$10,366
2022	27	$ 90,267	$ 1,229	$ 9,320

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

5.2 Meters at 630 CFH or Greater

The Company reports the itemized costs associated with each relocation of meters rated at 630 cubic feet per hour (CFH) or greater. These 630 CFH or greater meter relocation expenses are reported on Schedule 15. Below is a comparison of the 2021 and 2022 630 CFH+ meter relocations:

Year	# Jobs	High cost	Low cost	Average Cost
2021	25	$28,880	$1,205	$9,246
2022	23	$ 23,188	$ 236	$ 4,962

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

6 Additional Customer Service Reporting

6.1 Call Center Detail

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

The overall call volume increased from 1.46 million in 2021 to 1.76 million in 2022. Call volumes in 2021 and 2022 were below historical levels as a result of COVID-19, and the associated changes to our dunning processes, and customers not calling in to respond to disconnection notices.

6.2 Annual Summary of MPUC, OAG, BBB & Other Customer Complaints

The Company reports the total number of resolved and unresolved complaints by class of service and type of complaint, the total number of customers in each class of service, and the total number of customers who initiated service during the past year. CenterPoint Energy currently includes the above information for all complaints (regulated and non-regulated) received from state agencies and the Better Business Bureau, collectively, in its annual report to the Commission, which is required under Minn. R. 7820.0500. Customer complaints are reported on Schedule 17.

7 Integrity Management Reporting

In its November 14, 2019, Order -regarding the Company's 2018 Service Quality Report (Docket No. G-008/M-19-300), the Commission required that CenterPoint Energy file an update on "integrity management plan performance measures; monitoring results; and an evaluation of effectiveness."[1] The Company provides the following information, which parallels the information provided in the Company's 2018 Report:

- Schedules 18a – 18c report leaks by cause for above ground facilities (ABGF), mains, and services. Causes may include corrosion failure, equipment failure, excavation damage, incorrect operations, natural force damages, other miscellaneous causes, other outside force damage, or pipe/weld/joint failure.

- Schedules 18d and 18e report leaks by material type. Material types include bare steel, coated steel, copper (services only), plastic polyethylene, plastic polyethylene Aldyl A, PVC (services only), and other miscellaneous type.

- Schedules 18f – 18h report risk by cause for above ground facilities (ABGF), mains, and services. Risk types include corrosion, equipment, excavation, incorrect operation, natural forces, other miscellaneous, other outside force damage, or pipe/weld/joint failure.

- Schedules 18i and 18j report risk by material type. Material types include bare steel, coated steel, copper (services only), plastic polyethylene, plastic polyethylene Aldyl A, PVC (services only), and other miscellaneous type.

- Schedules 18k, 18l, and 18m report the unit cost installed by project, a comparison of budgeted costs to actual installed costs, and the average annual cost to repair leaks by facility. As reported in Docket No. G-008/GR-21-435, the Company no longer accounts for Remote Control Valves as a separate integrity management project.

8 Excess Flow Valves (EFV)

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

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

EFV Installation

Number of Customers Suitable for EFV Installation[2] (a)	Total Number of Installed EFVs (b)	Number of Customers Who Requested Installation[3] (c)	Percentage of Suitable Customers with EFVs (d)	Number of Customers Unsuitable for EFVs[4] (e)
504,669	224,508	1	44%	259,190

Manual Shut-Off Installation

Number of Customers Suitable for Manual Shut-Off Valves[5] (a)	Total Number of Installed Manual Shut-Off Valves (b)	Number of Customers Who Requested Installation[6] (c)	Percentage of Suitable Customers with Manual Shut-Off Valves (d)
53,708	2,903	0	5.0%

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

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

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

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

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

[5] For purposes of this filing, the Company reports a customer as suitable for a manual shut-off valve if they do not meet the requirements of 49 CFR § 192.383, and accordingly are not classified as suitable for an EFV. However, there are many customers that are not suitable for either an EFV or a manual shut-off valve, such as, for example, customers on low pressure lines. The Company estimates the number of customers that are actually suitable for a manual shut-off valve to be less than 33,769.

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

As reported in the Company's 2020 and 2021 Service Quality Report, in 2020, due to COVID, the Company had done all initial contact by email, and follow-up meetings and engineering studies were done by phone. No requests for EFV installations have been made at this time. The table below summarizes the Company's efforts. Note that one point of contact may be the decision maker for multiple accounts.

Annual EFV Communications and Responses

First Email Sent	171 decisions makers representing 736 accounts
Customer Replies	31 decisions makers representing 224 accounts
Follow Up Meeting Scheduled	3 decisions makers representing 3 accounts
Engineering Analysis Performed	3 decision makers requested engineering analysis on 7 accounts
Second Email Sent	136 decisions makers representing 508 accounts
Customer Replies	7 decisions makers representing 22 accounts
Follow Up Meeting Scheduled	0 follow up meetings were scheduled
Engineering Analysis Performed	0 decision makers requested an engineering analysis

The original list of daycares indicated 236 potential candidates, and after review, this list was reduced to 164. The third-party contractor has completed contact with all 164 daycares and 159 showed no interest in meeting to further review benefits of EFV's. Five customers did request cost information, and four of those decided not to pursue the installation of an EFV. One customer did request EFV installation which occurred on June 29, 2020.

9 Customer Service, Maintenance, and Installation Company Employees for Minnesota

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

In Schedule 19, the Company provides the number of full-time equivalent employees performing direct customer service and the number of full-time equivalent employees performing maintenance and installations. The total number of direct personal performing customer service increased from 2021. There was a slight decrease in full-time equivalent employees performing maintenance and installations.

CenterPoint Energy
2022 Service Quality Report

2022 SERVICE QUALITY REPORT SCHEDULES

Docket No. G-008/M-23-79

May 1, 2023

CenterPoint Energy
2022 Service Quality Report

2022 CALL CENTER RESPONSE TIME /1/

Call Center Response Time Excluding IVR

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Service Level - % of Calls answered in 20 seconds or less.	81%	80%	70%	89%	86%	66%	88%	83%	83%	73%	87%	85%	81%
Average Speed of Answer (in seconds)	22	25	43	19	21	58	18	23	24	70	26	21	31
Total Calls Answered	61,449	61,809	69,741	61,327	65,295	67,676	61,850	69,090	63,793	66,921	65,416	62,280	776,647

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Call Center Response Time Including IVR

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Service Level - % of Calls answered in 20 seconds or less.	92%	91%	86%	95%	94%	84%	95%	92%	92%	87%	94%	94%	91%
Average Speed of Answer (in seconds)	9	11	19	8	9	26	7	10	10	31	11	8	13
Total Calls Answered	140,217	137,091	156,716	142,671	151,548	148,767	137,850	155,640	137,705	149,433	147,489	152,039	1,757,166

/1/ Includes utility call center, emergency calls, and business customer hotline.

3 Year Average Calculations (2019 - 2021)

Calls Answered within 20 seconds (Excluding IVR)

Year 2019	81%
Year 2020	81%
Year 2021	80%
3 Year Avg.	81%

Average Speed in Seconds (Excluding IVR)

Year 2019	21
Year 2020	18
Year 2021	20
3 Year Avg.	20

Total Calls (Excluding IVR)

Year 2019	834,873
Year 2020	590,899
Year 2021	625,389
3 Year Avg.	683,720

Calls Answered within 20 seconds (Including IVR)

Year 2019	91%
Year 2020	92%
Year 2021	92%
3 Year Avg.	92%

Average Speed in Seconds (Including IVR)

Year 2019	10
Year 2020	7
Year 2021	8
3 Year Avg.	8

Total Calls (Including IVR)

Year 2019	1,777,600
Year 2020	1,412,418
Year 2021	1,460,323
3 Year Avg.	1,550,114

CenterPoint Energy
2022 Service Quality Report

2022 PERCENT OF ZERO OUT BY MONTH

IVR Data

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Customers who went into the IVR	140,217	137,091	156,716	142,671	151,548	148,767	137,850	155,640	137,705	149,433	147,489	152,039	1,757,166
Customers who "0" (Zero) out of the IVR	230	203	211	162	188	242	205	210	207	174	183	200	2,415
Customers who came out of the IVR and went on to an agent	61,449	61,809	69,741	61,327	65,295	67,676	61,850	69,090	63,793	66,921	65,416	62,280	776,647
Customers handled IN the IVR	78,768	75,282	86,975	81,344	86,253	81,091	76,000	86,550	73,912	82,512	82,073	89,759	980,519
Percentage of Zero Out	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

3 Year Average Calculations (2019 - 2021)

Customers who went into IVR

Year 2019	1,777,600
Year 2020	1,412,418
Year 2021	1,460,323
3 Year Avg.	1,550,114

Customers who "0" out of IVR

Year 2019	2,596
Year 2020	1,497
Year 2021	1,948
3 Year Avg.	2,014

Customers who came out of IVR and went to an agent

Year 2019	834,873
Year 2020	590,899
Year 2021	625,389
3 Year Avg.	683,720

Customers handled in IVR

Year 2019	942,727
Year 2020	821,519
Year 2021	834,934
3 Year Avg.	866,393

CenterPoint Energy
2022 Service Quality Report

METER READING PERFORMANCE

	Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022	Jul-2022	Aug-2022	Sep-2022	Oct-2022	Nov-2022	Dec-2022	YTD 2022
Total number of customer meters													
Residential	837,179	806,519	911,961	840,451	843,000	843,816	769,466	918,938	844,629	800,692	844,629	847,190	10,108,470
Commercial	70,736	68,388	75,269	70,773	70,394	70,402	65,742	74,890	70,332	67,782	70,559	71,023	846,290
Monthly Total	**907,915**	**874,907**	**987,230**	**911,224**	**913,394**	**914,218**	**835,208**	**993,828**	**914,961**	**868,474**	**915,188**	**918,213**	**10,954,760**
Number and percentage of customer meters read by utility personnel													
Residential	831,757	802,347	905,547	833,172	836,162	836,678	762,760	911,320	837,556	794,994	833,872	840,996	10,027,161
Commercial	70,053	67,820	74,333	70,106	69,802	69,910	65,274	74,264	69,682	67,279	69,604	70,419	838,546
Monthly Total	**901,810**	**870,167**	**979,880**	**903,278**	**905,964**	**906,588**	**828,034**	**985,584**	**907,238**	**862,273**	**903,476**	**911,415**	**10,865,707**
Percentage	99.33%	99.46%	99.26%	99.13%	99.19%	99.17%	99.14%	99.17%	99.16%	99.29%	98.72%	99.26%	99.19%
Number and percentage of customer meters self-read by cutomers													
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Monthly Total	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Meter Reading Staffing Levels by Area:													
Minneapolis Metro Area	5	5	5	5	5	5	5	5	5	5	5	5	5.0
Greater Minnesota	7	7	7	7	7	7	7	7	7	7	7	7	7.0

3 Year Average Calculations (2018 - 2020)

% of Meters Read by Utility Personnel	
Year 2019	98.98%
Year 2020	99.44%
Year 2021	99.29%
3 Year Avg	99.24%

CenterPoint Energy
2022 Service Quality Report

METER READING PERFORMANCE

Number and percentage of customer meters Not Read 6-12 Months & Reasons

		Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022	Jul-2022	Aug-2022	Sep-2022	Oct-2022	Nov-2022	Dec-2022	YTD 2022
Residential														
	Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
	Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
	Blocked	0	0	0	0	0	0	0	0	0	0	0	0	0
	Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
	Closed	0	0	0	0	0	0	0	0	0	0	0	0	0
	Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
	Denied Entry	0	0	0	0	0	0	0	0	0	0	0	0	0
	Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
	Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
	Door Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
	ERT Not Responding	10	13	8	15	45	141	40	37	35	32	32	29	437
	Gate Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
	Meter Changed	0	0	0	0	0	0	0	0	0	0	0	0	0
	Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
	No Access	0	0	0	0	0	0	0	0	0	0	0	0	0
	No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0
	No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
	Not Attempted	3	1	2	2	0	0	0	1	0	0	0	0	9
	Not Home	0	0	0	0	0	0	0	0	0	0	0	0	0
	Billing Correction	0	0	0	0	0	0	0	0	0	0	0	0	0
	Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
	Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0
	Water	0	0	0	0	0	0	0	0	0	0	0	0	0
	Residential Total	**13**	**14**	**10**	**17**	**45**	**141**	**40**	**38**	**35**	**32**	**32**	**29**	**446**

CenterPoint Energy
2022 Service Quality Report

METER READING PERFORMANCE

Commercial	Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022	Jul-2022	Aug-2022	Sep-2022	Oct-2022	Nov-2022	Dec-2022		YTD 2022
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ERT Not Responding	8	6	10	6	6	7	7	7	14	11	10	6	#	98
Gate Locked	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Changed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	1	0	0	0	0	0	0	0	0	0	0	0	1	1
No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	2	2	1	1	2	0	0	0	0	0	0	0	8	8
Not Home	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Billing Correction	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Water	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial Total	**11**	**8**	**11**	**7**	**8**	**7**	**7**	**7**	**14**	**11**	**10**	**6**		**107**
Monthly Total	**24**	**22**	**21**	**24**	**53**	**148**	**47**	**45**	**49**	**43**	**42**	**35**		**553**
Percentage	0.00%	0.00%	0.00%	0.00%	0.01%	0.02%	0.01%	0.00%	0.01%	0.00%	0.00%	0.00%		0.0050%

3 Year Average Calculations (2018 - 2020)

% of Meters Not Read in 6-12 Months	
Year 2019	0.0048%
Year 2020	0.0078%
Year 2021	0.0027%
3 Year Avg	0.0051%

CenterPoint Energy
2022 Service Quality Report

METER READING PERFORMANCE

Number and percentage of customer meters Not Read 13+ Months & Reasons

		Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022	Jul-2022	Aug-2022	Sep-2022	Oct-2022	Nov-2022	Dec-2022	YTD 2022
Residential														
	Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
	Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
	Blocked	0	0	0	0	0	0	0	0	0	0	0	0	0
	Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
	Closed	0	0	0	0	0	0	0	0	0	0	0	0	0
	Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
	Denied Entry	0	0	0	0	0	0	0	0	0	0	0	0	0
	Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
	Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
	Door Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
	ERT Not Responding	8	8	6	6	4	7	8	5	5	5	5	5	72
	Gate Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
	Meter Changed	0	0	0	0	0	0	0	0	0	0	0	0	0
	Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
	No Access	0	0	0	0	0	0	0	0	0	0	0	0	0
	No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0
	No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
	Not Attempted	2	2	2	1	1	0	0	0	0	0	0	0	8
	Not Home	0	0	0	0	0	0	0	0	0	0	0	0	0
	Billing Correction	0	0	0	0	0	0	0	0	0	0	0	0	0
	Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
	Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0
	Water	0	0	0	0	0	0	0	0	0	0	0	0	0
	Residential Total	**10**	**10**	**8**	**7**	**5**	**7**	**8**	**5**	**5**	**5**	**5**	**5**	**80**

CenterPoint Energy
2022 Service Quality Report

METER READING PERFORMANCE

Commercial	Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022	Jul-2022	Aug-2022	Sep-2022	Oct-2022	Nov-2022	Dec-2022	YTD 2022
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	0	0	0	0	0	0	0	0	0	0	0	0	0
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	0	0	0	0	0	0	0	0	0	0	0	0	0
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	0	0	0	0	0	1	0	0	0	0	0	0	1
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
ERT Not Responding	3	1	2	2	2	3	2	2	1	1	1	0	20
Gate Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Changed	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	0	1	1	1	0	0	1	1	1	1	1	1	9
No Answer	0	0	0	0	1	0	0	0	0	0	0	0	1
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	0	0	0	0	0	0	0	0	0	0	1	0	1
Not Home	0	0	0	0	0	0	0	0	0	0	0	0	0
Billing Correction	0	0	0	0	0	0	0	0	0	0	0	0	0
Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial Total	**3**	**2**	**3**	**3**	**3**	**4**	**3**	**3**	**2**	**2**	**3**	**1**	**32**
Monthly Total	**13**	**12**	**11**	**10**	**8**	**11**	**11**	**8**	**7**	**7**	**8**	**6**	**112**
Percentage	0.001%	0.001%	0.001%	0.001%	0.001%	0.001%	0.001%	0.001%	0.001%	0.001%	0.001%	0.001%	0.001%

3 Year Average Calculations (2018 - 2020)

% of Meters Not Read in 13+ Months

Year 2019	0.0010%
Year 2020	0.0016%
Year 2021	0.0025%
3 Year Avg	0.0017%

% of Meters Estimated (not accounted for above)

Year 2019	1.01%
Year 2020	0.55%
Year 2021	0.81%
3 Year Avg	0.79%

CenterPoint Energy
2022 Service Quality Report

INVOLUNTARY DISCONNECTIONS

Minnesota Cold Weather Rule Compliance Questionnaire
Utility Monthly Reports (216B.091) Docket# 21-2

Company: CenterPoint Energy Minnesota Gas for report period ending:

		January	February	March	April	May	June	July	August	September	October	November	December	Average
1	Number of Residential Customer Accounts:	830,893	831,506	831,846	832,157	832,662	832,411	831,687	832,158	833,305	835,929	837,731	839,278	833,464
2	Number of Past Due Residential Customer Accounts:*	79,466	81,676	83,693	89,199	88,477	86,138	90,947	85,169	82,039	76,516	84,311	85,573	84,434
3	Number of Cold Weather Protection Requests:	6,760	3,779	4,183	3,904	5,369	6,630	6,479	7,748	6,868	5,372	4,052	3,092	5,353
	RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS													
4	Number of "Right to Appeal" notices mailed to customers:	1	1	1	0	0	0	0	0	0	0	0	0	0
5	*Intentionally Blank*							0						
6	Number of customer accounts granted reconnection request:	329	428	751	931	1,533	1,656	1,537	2,061	2,242	1,648	1,252	458	1,236
	INABILITY TO PAY (ITP)													
	PAYMENT SCHEDULE (PS)													
16	Number of "Right to Appeal" notices mailed to customers:	0	0	0	0	0	0	0	0	0	1	1	1	0
	a) Number of PS requests received	0	0	0	0	0	0	0	0	0	0	0	0	0
17	*Intentionally Blank*													
18	Number of PS negotiations mutually agreed upon:	6,430	3,350	3,431	2,973	3,836	4,974	4,942	5,687	4,626	3,724	2,800	2,634	4,117
19	*Intentionally Blank*													
	DISCONNECTIONS													
20	Number of disconnection notices mailed to customers:	12,299	17,778	25,145	21,011	18,867	16,540	9,523	10,275	9,032	14,962	14,649	26,294	16,365
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													
	All other months, use 1st column only													
	a) # Electric - heat affected	0	0	0	0	0	0	0	0	0	0	0	0	
	b) # Electric - heat not affected	0	0	0	0	0	0	0	0	0	0	0	0	
	c) # Gas - heat affected	0	0	0	0	0	0	0	0	0	0	0	0	0
	d) # Gas - heat not affected	0	0	0	0	0	0	0	0	0	0	0	0	0
	e) **Total** # disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0
	April 16-30 and October 16-31 in 2nd column													
	All other months, use 1st column only													
	a) # Electric - heat affected	0	0	0	0	0	0	0	0	0	0	0	0	
	b) # Electric - heat not affected	0	0	0	0	0	0	0	0	0	0	0	0	

CenterPoint Energy
2022 Service Quality Report

INVOLUNTARY DISCONNECTIONS

Minnesota Cold Weather Rule Compliance Questionnaire
Utility Monthly Reports (216B.091) Docket# 21-2

Company: CenterPoint Energy Minnesota Gas for report period ending:

		January	February	March	April	May	June	July	August	September	October	November	December	Average
c)	# Gas - heat affected	285	505	1503	1123	2235	2384	1624	1797	1377	764	610	196	1,200
d)	# Gas - heat not affected	1	5	3	6	13	8	12	16	19	6	4	3	8
e)	**Total #** disconnected	286	510	1,506	1,129	2,248	2,392	1,636	1,813	1,396	770	614	199	1,208
22	Number of customer accounts disconnected seeking protection:													
a)	# Electric - heat affected	0	0	0	0	0	0	0	0	0	0	0	0	
b)	# Electric - heat not affected	0	0	0	0	0	0	0	0	0	0	0	0	
c)	# Gas - heat affected	83	96	177	168	527	607	942	1,310	934	152	258	146	450
d)	# Gas - heat not affected	1	0	2	1	0	0	3	4	1	0	2	0	1
e)	Total # disconnected (See Note)	84	96	179	169	527	607	945	1,314	935	152	260	146	451
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	370	606	1,685	1,298	2,775	2,999	2,581	3,127	2,331	922	874	345	1,659

3 Year Average Calculations (2019 - 2021)

Customers Disconnected for Non-Payment

Year 2019	24,567
Year 2020	2,640
Year 2021	6,200
3 Year Avg	11,136

% of Residential Customer Accounts Disconnected for Non-Payment

Year 2019	3.07%
Year 2020	0.32%
Year 2021	0.74%
3 Year Avg	1.38%

CenterPoint Energy
2022 Service Quality Report

INVOLUNTARY DISCONNECTIONS

Minnesota Cold Weather Rule Compliance Questionnaire
Utility Monthly Reports (216B.091) Docket# 21-2

Company: CenterPoint Energy Minnesota Gas for report period ending:

		January	February	March	April	May	June	July	August	September	October	November	December	Average
DOLLAR VALUE														
24	**Total** dollars past due on all residential accounts:	$19,002,896	$22,784,989	$25,186,370	$26,410,750	$25,489,130	$26,228,374	$24,792,709	$22,262,943	$19,246,139	$16,041,194	$15,594,042	$17,364,214	$21,700,312
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$239	$279	$301	$296	$288	$304	$273	$261	$235	$210	$185	$203	$256
26	**Total** dollars received from energy assistance programs:	$1,705,818	$1,666,811	$1,970,230	$1,918,386	$2,236,173	$2,207,122	$985,512	$202,512	$2,011,132	$371	$2,128,777	$1,027,883	$1,505,061
27	**Total** dollars received from other sources (private organizations):	$59,917	$104,645	$252,352	$462,909	$734,234	$977,018	$133,891	$0	$1,959,359	$0	$32,578	$0	$393,075
28	**Total** Revenue from sales to residential accounts:	$149,685,909	$138,163,488	$103,565,284	$80,083,251	$46,362,726	$30,818,324	$22,651,978	$31,615,116	$30,819,238	$57,152,858	$91,529,367	$171,607,668	$79,504,601
29	**Average** monthly residential bill: (auto-calculation of #28 ÷ #1)	$180	$166	$125	$96	$56	$37	$27	$38	$37	$68	$109	$204	$95
30	*Intentionally Blank*													
31	**Total** residential account write-offs due to uncollectible:	$1,156,828	$397,162	$382,462	$444,643	$549,228	$647,057	$1,245,453	$1,258,135	$1,389,243	$1,586,066	$909,275	$721,090	$890,553
DISCONNECTION DURATION														
32	Number of customer accounts disconnected 24 hours or more:													
	a) # Electric - heat affected	0	0	0	0	0	0	0	0	0	0	0	0	
	b) # Electric - heat not affected	0	0	0	0	0	0	0	0	0	0	0	0	
	c) # Gas - heat affected	290	399	1,364	1,157	2,419	2,657	2,385	2,662	2,013	667	714	280	1,417
	d) # Gas - heat not affected	2	4	5	7	12	6	15	19	20	3	6	3	9
	e) **Total** # disconnected	292	403	1,369	1,164	2,431	2,663	2,400	2,681	2,033	670	720	283	1,426
33	*Intentionally Blank*													
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	290	399	1,364	1,157	2,419	2,657	2,385	2,662	2,013	667	714	280	1,417
35	*Intentionally Blank*													
36	*Intentionally Blank*													
RECONNECTION DATA														
37	# Accounts reconnected	478	522	1,349	1,161	1,767	1,936	1,830	2,503	2,797	2,307	1,768	693	1,593
38	# Accounts remaining disconnected	1,826	1,895	2,204	2,318	3,297	4,325	5,058	5,648	5,128	3,707	2,762	2,363	3,378
	a) 1-30 days	29	141	452	370	1,131	1,445	1,258	1,288	582	331	137	29	599
	b) 31-60 days	63	21	40	235	289	780	993	825	644	248	67	52	355
	c) 61+ days	1,734	1,733	1,712	1,713	1,877	2,100	2,807	3,535	3,902	3,128	2,558	2,282	2,423

CenterPoint Energy
2022 Service Quality Report

SERVICE EXTENSION REQUEST RESPONSE TIMES

New Service Extensions

	Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022	Jul-2022	Aug-2022	Sep-2022	Oct-2022	Nov-2022	Dec-2022	2022
Residential													
# Service Installations	574	456	502	514	577	562	605	585	589	557	768	535	6,824
Avg days to complete	21	16	13	22	20	25	26	24	30	25	21	15	21
Commercial													
# Service Installations	37	37	29	11	27	36	36	50	62	72	126	145	668
Avg days to complete	40	41	40	74	56	38	24	46	42	33	36	33	42

Renewed Service Extensions*

	Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022	Jul-2022	Aug-2022	Sep-2022	Oct-2022	Nov-2022	Dec-2022	2022
Residential													
# Service Installations	54	38	25	1,775	2,724	3,181	2,440	2,906	2,096	2,206	1,723	509	19,677
Avg days to complete	3	2	5	4	10	6	6	14	6	4	1	6	5
Commercial													
# Service Installations	21	14	27	121	256	215	151	208	183	159	108	61	1,524
Avg days to complete	19	5	123	1	1	17	6	3	6	5	2	3	16

*excludes locations with locked meters due to credit-related issues

3 Year Average Calculations (2018 - 2020)

Residential New Service Extension Installations

Year 2019	5,459
Year 2020	5,681
Year 2021	7,249
3 Year Avg	6,130

Commercial New Service Extension Installations

Year 2019	524
Year 2020	425
Year 2021	477
3 Year Avg	475

Residential Renewed Service Extension Installations

Year 2019	476
Year 2020	364
Year 2021	16,560
3 Year Avg	5,800

Commercial Renewedw Service Extension Installations

Year 2019	49
Year 2020	32
Year 2021	1,444
3 Year Avg	508

Residential New Service Avg. days to complete

Year 2019	8
Year 2020	15
Year 2021	16
3 Year Avg	13

Commercial New Service Avg. days to complete

Year 2019	8
Year 2020	26
Year 2021	26
3 Year Avg	20

Residential Renewed Service Avg. days to complete

Year 2019	8
Year 2020	21
Year 2021	28
3 Year Avg	19

Commercial Renewed Service Avg. days to complete

Year 2019	9
Year 2020	22
Year 2021	24
3 Year Avg	18

*2021 information includes additional installation codes that were ommitted in previous reports.

CenterPoint Energy
2022 Service Quality Report

CUSTOMER DEPOSITS

New Service Extensions

	Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022	Jul-2022	Aug-2022	Sep-2022	Oct-2022	Nov-2022	Dec-2022	2022
# of Service Connections	9,773	8,957	12,607	13,746	14,986	17,935	17,804	20,877	19,233	18,575	14,809	11,605	180,907
# Deposits required as a condition of service	4	21	39	15	7	11	2	4	9	50	88	34	284
% of Service Connections	0.04%	0.23%	0.31%	0.11%	0.05%	0.06%	0.01%	0.02%	0.05%	0.27%	0.59%	0.29%	0.16%

3 Year Average Calculations (2018 - 2020)

% of Commercial Svc Connections Requiring a Deposit

Year 2019	0.33%
Year 2020	0.14%
Year 2021	0.18%
3 Year Avg	0.22%

Deposits Held at Year-End

Year 2019	2,042
Year 2020	1,839
Year 2021	1,839
3 Year Avg	1,907

CenterPoint Energy
2022 Service Quality Report

NUMBER OF CALL CENTER COMPLAINTS

	Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022	Jul-2022	Aug-2022	Sep-2022	Oct-2022	Nov-2022	Dec-2022	2022
Residential	269	255	283	205	216	254	286	355	318	309	309	295	3,354
Commercial	17	17	24	22	18	24	12	16	20	20	24	29	243
Total	**286**	**272**	**307**	**227**	**234**	**278**	**298**	**371**	**338**	**329**	**333**	**324**	**3,597**

3 Year Average Calculations (2019 - 2021)

# of Residential Complaints	
Year 2019	5,251
Year 2020	2,554
Year 2021	2,188
3 Year Avg	3,331

# of Commercial Complaints	
Year 2019	369
Year 2020	179
Year 2021	142
3 Year Avg	230

Exhibit U: Service Quality Report
Petition of CenterPoint Energy
Docket No. G-008/M-23-215

CenterPoint Energy
2022 Service Quality Report

NUMBER AND PERCENTAGE OF CALL CENTER COMPLAINTS BY TYPE OF COMPLAINT

	January		February		March		April		May		June		July		August		September		October		November		December		Total	
Residential																										
Billing Errors																										
Average Monthly Billing (AMB) Issue	6	2.23%	9	3.53%	7	2.47%	2	0.98%	6	2.78%	4	1.57%	13	4.55%	7	1.97%	8	2.52%	4	1.29%	1	0.32%	3	1.02%	70	2.09%
Billing Errors	29	10.78%	35	13.73%	30	10.60%	17	8.29%	24	11.11%	20	7.87%	26	9.09%	37	10.42%	17	5.35%	32	10.36%	42	13.59%	53	17.97%	362	10.79%
Disputed Charges	57	21.19%	44	17.25%	50	17.67%	35	17.07%	37	17.13%	32	12.60%	33	11.54%	35	9.86%	32	10.06%	25	8.09%	30	9.71%	33	11.19%	443	13.21%
Payment Issue	43	15.99%	27	10.59%	26	9.19%	21	10.24%	25	11.57%	27	10.63%	26	9.09%	20	5.63%	24	7.55%	15	4.85%	22	7.12%	23	7.80%	299	8.91%
Rates/Tariffs		0.00%	4	1.57%		0.00%		0.00%	1	0.46%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%	1	0.34%	6	0.18%
Decoupling/Inverted Block Rates		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%	0	0.00%
Inactive/Write-Off	3	1.12%	2	0.78%	1	0.35%	1	0.49%		0.00%		0.00%	1	0.35%		0.00%		0.00%	3	0.97%		0.00%	3	1.02%	14	0.42%
Inaccurate Metering																										
Inaccurate Metering	1	0.37%	3	1.18%	1	0.35%		0.00%		0.00%		0.00%	1	0.35%	3	0.85%	3	0.94%	1	0.32%	4	1.29%	1	0.34%	18	0.54%
Wrongful Disconnect																										
Disconnection Issue	9	3.35%	1	0.39%	16	5.65%	13	6.34%	12	5.56%	26	10.24%	27	9.44%	37	10.42%	37	11.64%	17	5.50%	22	7.12%	23	7.80%	240	7.16%
High Bills																										
High Bill	18	6.69%	11	4.31%	9	3.18%	8	3.90%	4	1.85%	2	0.79%	10	3.50%	8	2.25%	6	1.89%	1	0.32%	3	0.97%	8	2.71%	88	2.62%
Credit Arrangement	4	1.49%	3	1.18%	5	1.77%	7	3.41%	2	0.93%	10	3.94%	19	6.64%	35	9.86%	21	6.60%	3	0.97%	8	2.59%	6	2.03%	123	3.67%
Inadequate Service																										
Service Issue	78	29.00%	85	33.33%	107	37.81%	76	37.07%	72	33.33%	96	37.80%	92	32.17%	130	36.62%	141	44.34%	154	49.84%	129	41.75%	112	37.97%	1272	37.92%
Service-Extension/Restoration Intervals																										
Construction	2	0.74%	2	0.78%	1	0.35%	2	0.98%	5	2.31%	4	1.57%	2	0.70%	9	2.54%	4	1.26%	3	0.97%	7	2.27%		0.00%	41	1.22%
Service Order Scheduling	6	2.23%	6	2.35%	15	5.30%	3	1.46%	14	6.48%	8	3.15%	13	4.55%	10	2.82%	11	3.46%	23	7.44%	21	6.80%	13	4.41%	143	4.26%
Other																										
Employee Conduct	3	1.12%	4	1.57%	8	2.83%	9	4.39%	5	2.31%	6	2.36%	6	2.10%	8	2.25%	6	1.89%	8	2.59%	6	1.94%	4	1.36%	73	2.18%
Online Customer Service	7	2.60%	1	0.39%	1	0.35%	4	1.95%	1	0.46%	1	0.39%	2	0.70%	1	0.28%	1	0.31%	5	1.62%	5	1.62%	3	1.02%	32	0.95%
Other	3	1.12%	18	7.06%	6	2.12%	7	3.41%	8	3.70%	18	7.09%	15	5.24%	15	4.23%	7	2.20%	15	4.85%	9	2.91%	9	3.05%	130	3.88%
Residential Total	269	100.00%	255	100.00%	283	100.00%	205	100.00%	216	100.00%	254	100.00%	286	100.00%	355	100.00%	318	100.00%	309	100.00%	309	100.00%	295	100.00%	3354	100.00%
Commercial																										
Billing Errors																										
Average Monthly Billing (AMB) Issue		0.00%		0.00%		0.00%		0.00%		0.00%	1	4.17%		0.00%		0.00%		0.00%		0.00%		0.00%	1	3.45%	2	0.82%
Billing Errors	1	5.88%	2	11.76%	2	8.33%	1	4.55%	2	11.11%		0.00%	1	8.33%		0.00%	4	20.00%		0.00%	2	8.33%	1	3.45%	16	6.58%
Disputed Charges	2	11.76%	4	23.53%	1	4.17%	1	4.55%		0.00%	9	37.50%	2	16.67%	2	12.50%	3	15.00%	3	15.00%	1	4.17%		0.00%	28	11.52%
Payment Issue	2	11.76%	2	11.76%	6	25.00%	5	22.73%	5	27.78%	2	8.33%	2	16.67%	2	12.50%	3	15.00%	1	5.00%	2	8.33%	5	17.24%	37	15.23%
Rates/Tariffs		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%	0	0.00%
Decoupling/Inverted Block Rates		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%	0	0.00%
Inactive/Write-Off		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%	1	3.45%	1	0.41%
Inaccurate Metering																										
Inaccurate Metering		0.00%		0.00%		0.00%	2	9.09%		0.00%		0.00%		0.00%	1	6.25%		0.00%	2	10.00%		0.00%	2	6.90%	7	2.88%
Wrongful Disconnect																										
Disconnection Issue	2	11.76%		0.00%		0.00%	1	4.55%		0.00%	1	4.17%	2	16.67%	2	12.50%	1	5.00%	3	15.00%		0.00%	5	17.24%	17	7.00%
High Bills																										
High Bill		0.00%	1	5.88%	1	4.17%		0.00%		0.00%		0.00%		0.00%		0.00%	1	5.00%		0.00%		0.00%		0.00%	3	1.23%
Credit Arrangement	2	11.76%	1	5.88%	1	4.17%		0.00%	1	5.56%		0.00%		0.00%		0.00%	1	5.00%	1	5.00%		0.00%	1	3.45%	8	3.29%
Inadequate Service																										
Service Issue	6	35.29%	5	29.41%	11	45.83%	11	50.00%	8	44.44%	10	41.67%	5	41.67%	7	43.75%	4	20.00%	8	40.00%	18	75.00%	9	31.03%	102	41.98%
Service-Extension/Restoration Intervals																										
Construction		0.00%		0.00%	2	8.33%		0.00%		0.00%		0.00%		0.00%	1	6.25%		0.00%		0.00%		0.00%		0.00%	3	1.23%
Service Order Scheduling		0.00%	1	5.88%		0.00%	1	4.55%	1	5.56%		0.00%		0.00%	1	6.25%	1	5.00%	2	10.00%		0.00%	2	6.90%	9	3.70%
Other																										
Employee Conduct	1	5.88%	1	5.88%		0.00%		0.00%	1	5.56%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%	3	1.23%
Online Customer Service	1	5.88%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%	1	3.45%	2	0.82%
Other		0.00%		0.00%		0.00%		0.00%		0.00%	1	4.17%		0.00%		0.00%	2	10.00%		0.00%	1	4.17%	1	3.45%	5	2.06%
Commercial Total	17	100.00%	17	100.00%	24	100.00%	22	100.00%	18	100.00%	24	100.00%	12	100.00%	16	100.00%	20	100.00%	20	100.00%	24	100.00%	29	100.00%	243	100.00%

CenterPoint Energy
2022 Service Quality Report

NUMBER AND PERCENTAGE OF CALL CENTER COMPLAINTS BY RESOLUTION TIMEFRAME

	January		February		March		April		May		June		July		August		September		October		November		December		Total	
Residential																										
Immediate	155	57.62%	147	57.65%	185	65.37%	144	70.24%	150	69.44%	182	71.65%	215	75.17%	298	83.94%	252	79.25%	258	83.50%	272	88.03%	263	89.15%	2521	75.16%
Within 10 Days	101	37.55%	89	34.90%	74	26.15%	49	23.90%	46	21.30%	52	20.47%	50	17.48%	46	12.96%	44	13.84%	37	11.97%	21	6.80%	20	6.78%	629	18.75%
Greater Than 10 Days	13	4.83%	19	7.45%	24	8.48%	12	5.85%	20	9.26%	20	7.87%	21	7.34%	11	3.10%	22	6.92%	14	4.53%	16	5.18%	12	4.07%	204	6.08%
Residential Total	269	100.00%	255	100.00%	283	100.00%	205	100.00%	216	100.00%	254	100.00%	286	100.00%	355	100.00%	318	100.00%	309	100.00%	309	100.00%	295	100.00%	3354	100.00%
Commercial																										
Immediate	7	41.18%	3	17.65%	10	41.67%	10	45.45%	13	72.22%	15	62.50%	6	50.00%	10	62.50%	13	65.00%	14	70.00%	14	58.33%	21	72.41%	136	55.97%
Within 10 Days	6	35.29%	13	76.47%	11	45.83%	8	36.36%	4	22.22%	6	25.00%	2	16.67%	3	18.75%	6	30.00%	2	10.00%	6	25.00%	7	24.14%	74	30.45%
Greater Than 10 Days	4	23.53%	1	5.88%	3	12.50%	4	18.18%	1	5.56%	3	12.50%	4	33.33%	3	18.75%	1	5.00%	4	20.00%	4	16.67%	1	3.45%	33	13.58%
Commercial Total	17	100.00%	17	100.00%	24	100.00%	22	100.00%	18	100.00%	24	100.00%	12	100.00%	16	100.00%	20	100.00%	20	100.00%	24	100.00%	29	100.00%	243	100.00%

	January		February		March		April		May		June		July		August		September		October		November		December		Year to Date	
Total																										
Immediate	162	56.64%	150	55.15%	195	63.52%	154	67.84%	163	69.66%	197	70.86%	221	74.16%	308	83.02%	265	78.40%	272	82.67%	286	85.89%	284	87.65%	2657	73.87%
Within 10 Days	107	37.41%	102	37.50%	85	27.69%	57	25.11%	50	21.37%	58	20.86%	52	17.45%	49	13.21%	50	14.79%	39	11.85%	27	8.11%	27	8.33%	703	19.54%
Greater Than 10 Days	17	5.94%	20	7.35%	27	8.79%	16	7.05%	21	8.97%	23	8.27%	25	8.39%	14	3.77%	23	6.80%	18	5.47%	20	6.01%	13	4.01%	237	6.59%
Total	286	100.00%	272	100.00%	307	100.00%	227	100.00%	234	100.00%	278	100.00%	298	100.00%	371	100.00%	338	100.00%	329	100.00%	333	100.00%	324	100.00%	3597	100.00%

3 Year Average Calculations

% of Residential Complaints Resolved Immediately	
Year 2019	80.94%
Year 2020	79.01%
Year 2021	69.33%
3 Year Avg	76.43%

% of Residential Complaints Resolved Within 10 Days	
Year 2019	12.30%
Year 2020	16.52%
Year 2021	15.86%
3 Year Avg	14.89%

% of Residential Complaints Resolved > 10 Days	
Year 2019	6.76%
Year 2020	4.46%
Year 2021	14.81%
3 Year Avg	8.68%

% of Commercial Complaints Resolved Immediately	
Year 2019	41.73%
Year 2020	36.87%
Year 2021	24.65%
3 Year Avg	34.42%

% of Commercial Complaints Resolved Within 10 Days	
Year 2019	40.38%
Year 2020	54.19%
Year 2021	54.23%
3 Year Avg	49.60%

% of Commercial Complaints Resolved > 10 Days	
Year 2019	17.89%
Year 2020	8.91%
Year 2021	21.13%
3 Year Avg	15.98%

CenterPoint Energy
2022 Service Quality Report

NUMBER AND PERCENTAGE OF CALL CENTER COMPLAINTS BY RESOLUTION TYPE

	January		February		March		April		May		June		July		August		September		October		November		December		Total	
Residential																										
Agree	43	15.99%	33	12.94%	54	19.08%	30	14.63%	21	9.72%	38	14.96%	35	12.24%	52	14.65%	42	13.21%	38	12.30%	40	12.94%	38	12.88%	464	13.83%
Compromise	39	14.50%	16	6.27%	23	8.13%	21	10.24%	20	9.26%	20	7.87%	16	5.59%	28	7.89%	24	7.55%	18	5.83%	10	3.24%	11	3.73%	246	7.33%
Demonstrate	166	61.71%	200	78.43%	181	63.96%	139	67.80%	159	73.61%	175	68.90%	208	72.73%	248	69.86%	208	65.41%	211	68.28%	228	73.79%	215	72.88%	2338	69.71%
Refuse	5	1.86%	2	0.78%	12	4.24%	6	2.93%	8	3.70%	6	2.36%	13	4.55%	6	1.69%	12	3.77%	16	5.18%	9	2.91%	8	2.71%	103	3.07%
Not Assigned	16	5.95%	4	1.57%	13	4.59%	9	4.39%	8	3.70%	15	5.91%	14	4.90%	21	5.92%	32	10.06%	26	8.41%	22	7.12%	23	7.80%	203	6.05%
Residential Total	269	100.00%	255	100.00%	283	100.00%	205	100.00%	216	100.00%	254	100.00%	286	100.00%	355	100.00%	318	100.00%	309	100.00%	309	100.00%	295	100.00%	3354	100.00%
Commercial																										
Agree	1	5.88%	2	11.76%	3	12.50%	3	13.64%	3	16.67%	6	25.00%	3	25.00%	4	25.00%	2	10.00%		0.00%	2	8.33%	3	10.34%	32	13.17%
Compromise	2	11.76%	2	11.76%	4	16.67%	3	13.64%	1	5.56%	1	4.17%	3	25.00%	1	6.25%	2	10.00%	1	5.00%	4	16.67%	5	17.24%	29	11.93%
Demonstrate	12	70.59%	11	64.71%	14	58.33%	12	54.55%	12	66.67%	13	54.17%	6	50.00%	7	43.75%	13	65.00%	15	75.00%	13	54.17%	18	62.07%	146	60.08%
Refuse	1	5.88%	2	11.76%	1	4.17%		0.00%		0.00%		0.00%		0.00%		0.00%	1	5.00%		0.00%		0.00%		0.00%	5	2.06%
Not Assigned	1	5.88%		0.00%	2	8.33%	4	18.18%	2	11.11%	4	16.67%		0.00%	4	25.00%	2	10.00%	4	20.00%	5	20.83%	3	10.34%	31	12.76%
Commercial Total	17	100.00%	17	100.00%	24	100.00%	22	100.00%	18	100.00%	24	100.00%	12	100.00%	16	100.00%	20	100.00%	20	100.00%	24	100.00%	29	100.00%	243	100.00%
	January		**February**		**March**		**April**		**May**		**June**		**July**		**August**		**September**		**October**		**November**		**December**		**Total**	
Agree	44	15.38%	35	12.87%	57	18.57%	33	14.54%	24	10.26%	44	15.83%	38	12.75%	56	15.09%	44	13.02%	38	11.55%	42	12.61%	41	12.65%	496	13.79%
Compromise	41	14.34%	18	6.62%	27	8.79%	24	10.57%	21	8.97%	21	7.55%	19	6.38%	29	7.82%	26	7.69%	19	5.78%	14	4.20%	16	4.94%	275	7.65%
Demonstrate	178	62.24%	211	77.57%	195	63.52%	151	66.52%	171	73.08%	188	67.63%	214	71.81%	255	68.73%	221	65.38%	226	68.69%	241	72.37%	233	71.91%	2484	69.06%
Refuse	6	2.10%	4	1.47%	13	4.23%	6	2.64%	8	3.42%	6	2.16%	13	4.36%	6	1.62%	13	3.85%	16	4.86%	9	2.70%	8	2.47%	108	3.00%
Not Assigned	17	5.94%	4	1.47%	15	4.89%	13	5.73%	10	4.27%	19	6.83%	14	4.70%	25	6.74%	34	10.06%	30	9.12%	27	8.11%	26	8.02%	234	6.51%
Total	286	100.00%	272	100.00%	307	100.00%	227	100.00%	234	100.00%	278	100.00%	298	100.00%	371	100.00%	338	100.00%	329	100.00%	333	100.00%	324	100.00%	3597	100.00%

3 Year Average Calculations

% of Residential Complaints Resolved as "Agree"

Year 2019	13.33%
Year 2020	15.94%
Year 2021	19.74%
3 Year Avg	16.34%

% of Residential Complaints Resolved as "Compromise"

Year 2019	16.68%
Year 2020	19.81%
Year 2021	11.93%
3 Year Avg	16.14%

% of Residential Complaints Resolved as "Demonstrate"

Year 2019	63.42%
Year 2020	54.62%
Year 2021	58.18%
3 Year Avg	58.74%

% of Residential Complaints Resolved as "Refuse"

Year 2019	5.75%
Year 2020	5.48%
Year 2021	4.94%
3 Year Avg	5.39%

% of Commercial Complaints Resolved as "Agree"

Year 2019	33.33%
Year 2020	20.11%
Year 2021	17.61%
3 Year Avg	23.68%

% of Commercial Complaints Resolved as "Compromise"

Year 2019	9.76%
Year 2020	17.32%
Year 2021	14.08%
3 Year Avg	13.72%

% of Commercial Complaints Resolved as "Demonstrate"

Year 2019	51.49%
Year 2020	52.51%
Year 2021	56.34%
3 Year Avg	53.45%

% of Commercial Complaints Resolved as "Refuse"

Year 2019	3.52%
Year 2020	4.47%
Year 2021	7.75%
3 Year Avg	5.25%

CenterPoint Energy
2022 Service Quality Report

SOURCE OF FORMAL CUSTOMER COMPLAINTS

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Residential													
BBB	1	2	4	2	2	6	7	4	1	2	1	2	34
OAG	6	8	8	3	2	4	4	5	3	9	6	9	67
PUC	11	18	10	12	5	8	8	13	12	19	28	18	162
Other													0
Commercial/Industrial													
BBB													0
OAG							1					1	2
PUC						1		1	2				4
Other													0
Interruptible													
BBB													0
OAG													0
PUC													0
Other													0
Total	18	28	22	17	9	19	20	23	18	30	35	30	269

3 Year Average Calculations

Formal Complaints

Year 2019	255
Year 2020	145
Year 2021	166
3 Year Avg	189

CenterPoint Energy
2022 Service Quality Report

EMERGENCY LINE RESPONSE TIME

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Service Level - % of Calls answered in 20 seconds or less.	91%	93%	93%	91%	91%	74%	96%	96%	97%	95%	98%	92%	92%
Average Speed of Answer (in seconds)	10	7	7	9	9	42	5	4	3	5	2	8	9
Total Calls Answered	7,604	6,478	5,585	5,290	6,020	5,296	5,532	5,915	5,630	7,017	6,371	7,682	74,420

3 Year Average Calculations (2019 - 2021)

% of Calls asnwered within 20 seconds

Year 2019	88%
Year 2020	91%
Year 2021	89%
3 Year Avg.	89%

Average Speed of Answer

Year 2019	16
Year 2020	9
Year 2021	15
3 Year Avg.	13

Total Calls Answered

Year 2019	79,076
Year 2020	54,824
Year 2021	66,005
3 Year Avg.	66,635

CenterPoint Energy
2022 Service Quality Report

MISLOCATE RATE

	January	February	March	April	May	June	July	August	September	October	November	December	Total	2021	% Change
Number of Mislocates															
Mismarked line	1	1	-	2	7	7	8	7	7	12	1	2	55	69	-20.3%
Failure to mark a line	1	3	1	5	7	8	17	15	14	18	2	1	92	97	-5.2%
Total	2	4	1	7	14	15	25	22	21	30	4	3	148	166	-10.8%
Number of Locate Tickets	7,410	7,353	15,216	34,248	47,849	47,282	39,594	42,869	38,486	33,753	18,452	7,974	340,486	351,659	-3.2%
Number of Mislocates per 1000 Locate Tickets	0.27	0.54	0.07	0.20	0.29	0.32	0.63	0.51	0.55	0.89	0.22	0.38	0.43	0.47	-7.9%

Note: Number of Locate Tickets should match the Annual MNOPS Report.

Number of Mislocates should match #6 on the Annual MNOPS Report.

3 Year Average Calculations (2019 - 2021)

# of Mislocates	
Year 2019	165
Year 2020	137
Year 2021	166
3 Year Avg	156

# of Locate Tickets	
Year 2019	351,086
Year 2020	359,301
Year 2021	351,659
3 Year Avg	354,015

# of Mislocates per 1,000 Tickets	
Year 2019	0.47
Year 2020	0.38
Year 2021	0.47
3 Year Avg	0.44

CenterPoint Energy
2022 Service Quality Report

GAS SYSTEM DAMAGES

	January	February	March	April	May	June	July	August	September	October	November	December	Total	2021	% Change
Damage under the control of CenterPoint Energy's Employees/Contractors	2	4	1	11	16	22	26	23	25	37	5	5	177	204	-13.2%
Damage - all other causes	19	11	21	26	82	85	92	114	89	89	39	14	681	731	-6.8%
Total Damages	21	15	22	37	98	107	118	137	114	126	44	19	858	935	-8.2%
Miles of Pipe (as of December 31, 2022)													26,792	26,493	1.1%
Damage per 100 miles of pipe:															
Under the control of CenterPoint Energy's Employees													0.66	0.77	-14.3%
Caused by all others													2.54	2.76	-8.0%
Total													3.20	3.53	-9.3%

Note: Damage all other causes includes above ground. Total damages will not match the Annual MNOPS Report.

3 Year Average Calculations (2019 - 2021)

Damage Under the Control of CNP or Contractors	
Year 2019	234
Year 2020	179
Year 2021	204
3 Year Avg	206

Damage Count - All Other Causes	
Year 2019	715
Year 2020	785
Year 2021	731
3 Year Avg	744

Damage per 100 Miles of Pipe (CNP Control)	
Year 2019	0.89
Year 2020	0.68
Year 2021	0.77
3 Year Avg	0.78

Damage per 100 Miles of Pipe (All Other)	
Year 2019	2.73
Year 2020	2.99
Year 2021	2.76
3 Year Avg	2.83

CenterPoint Energy
2022 Service Quality Report

GAS SERVICE INTERRUPTIONS

	January	February	March	April	May	June	July	August	September	October	November	December	Total	2021	% Change
Damage Caused Outages Due to Employees/Contractors															
Number of Customers	5	4	0	15	259	72	9	10	104	32	1	7	518	550	-5.8%
Number Outages	2	3	0	7	11	10	9	8	19	14	1	3	87	149	-41.6%
Average duration of outage (in minutes)	150	170	0	94	177	173	108	109	160	141	180	122	144	136	6.1%
Damage Caused Outages Due to All Other Causes															
Number of Customers	12	6	9	31	58	122	216	178	86	157	33	11	919	1,867	-50.8%
Number Outages	12	5	8	15	51	63	66	80	63	59	21	10	453	520	-12.9%
Average duration of outage (in minutes)	138	90	179	129	256	241	163	113	200	117	203	120	173	160	8.4%
Total Damage Caused Outages															
Number of Customers	17	10	9	46	317	194	225	188	190	189	34	18	1,437	2,417	-40.5%
Number Outages	14	8	8	22	62	73	75	88	82	73	22	13	540	669	-19.3%
Average duration of outage (in minutes)	139	120	179	118	242	232	156	113	191	122	202	121	169	154	9.3%
Other Outages															
Number of Customers	80	45	28	23	28	20	28	27	24	50	50	99	502	549	-8.6%
Number Outages	80	45	28	23	28	20	28	27	24	50	50	99	502	549	-8.6%
Average duration of outage (in minutes)	154	141	188	133	153	128	108	102	168	110	137	171	145	154	-5.7%
Total Outages															
Number of Customers	97	55	37	69	345	214	253	215	214	239	84	117	1,939	2,966	-34.6%
Number Outages	94	53	36	45	90	93	103	115	106	123	72	112	1,042	1,218	-14.4%
Average duration of outage (in minutes)	152	138	186	126	214	209	143	110	186	117	157	165	157	145	8.6%
Total Minutes	14,271	7,305	6,699	5,649	19,302	19,470	14,751	12,698	19,676	14,400	11,297	18,499	164,016	176,350	-7.0%

3 Year Average Calculations (2019 - 2021) (Damage Caused Outages Only)

Customers Interrupted - Due to Employees/Contractors	
Year 2019	1,157
Year 2020	347
Year 2021	550
3 Year Avg	685

Avg Duration of Outage (Minutes) - Due to Employees/Contractors	
Year 2019	206
Year 2020	187
Year 2021	136
3 Year Avg	176

Outages Due to All Other Causes	
Year 2019	461
Year 2020	541
Year 2021	669
3 Year Avg	557

Outages Due to Employees/Contractors	
Year 2019	157
Year 2020	114
Year 2021	149
3 Year Avg	140

Customers Interrupted - Due to All Other Causes	
Year 2019	3,199
Year 2020	1,548
Year 2021	1,867
3 Year Avg	2,205

Avg Duration of Outage (Minutes) - Due to All Other Causes	
Year 2019	150
Year 2020	131
Year 2021	160
3 Year Avg	147

*In 2019, the Company made two changes to how it calculates and reports gas service interruption information. First, the Company has added information on outages not caused by damage to Company equipment. Secondly, the Company corrected an error in how it was calculating average outage duration in previous years. These changes add an additional category that was not previously reported, and increased the average duration of outage minutes as compared to reports prior to 2019.

CenterPoint Energy

2022 Service Quality Report

MNOPS REPORTABLES

231 Sinclair Ave, Sauk Centre	4/7/2022	1	Customer	Indoor Gas Leak	Repaired Leak	Door Hanger/Spoke With Customer	No	N/A	0
W 26th Street and Pleasant Ave S, Minneapolis	4/11/2022	0	Excavator	Damaged Gas Main	Repaired Line	N/A	No	N/A	0
10177 Nathan Lane North, Maple Grove	5/5/2022	0	911	Fire	Gas Shut Off	Door Hanger/Spoke With Customer	No	N/A	Service will be restored when repairs completed
West Lake Street & market Plaza, Minneapolis	5/3/2022	248	911	Damaged Gas Main	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	4.00 Hours
Black Lake Road & Shoreline Drive, Spring Park	6/14/2022	25	Excavator	Damaged Gas Main	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	4.00 Hours
29th Ave Northeast & Lincoln Street Northeast, Minneapo	6/16/2022	59	911	Damaged Gas Main	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	8.00 Hours
233 2nd Street Northwest, Winnebago	6/18/2022	1	Sheriff	Fire	N/A	N/A	No	N/A	Service will be restored when repairs completed
Woodland Road & Townline Road, Minnetonka	6/22/2022	0	911	Damaged Gas Main	Repaired Line	N/A	No	N/A	0
Minnetonka Blvd & Georgia Ave South, Saint Louis Park	6/29/2022	2	Excavator	Damaged Gas Main	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	1
Lake Road & Shoreline Drive, Minnetonka Beach	7/17/2022	2	911	Damaged Gas Main	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	2.42 Hours
24th Ave Southwest & Main Street South, Cambridge	7/18/2022	2	911	Damaged Gas Main	Repaired Line	Door Hanger/Spoke With Customer	No	Unknown	2.78 Hours
Lotus Drive & Meadowview Lane, Minnetrista	7/20/2022	96	Excavator	Damaged Gas Main	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	3.50 Hours
2815, 2817, 2819 14th Ave South, Minneapolis	7/20/2022	3	911	Fire(s)	Gas Cut & Capped	N/A	No	N/A	Service will be restored when repairs completed
210 21st Ave North, Hopkins	7/27/2022	1	911	Explosion	Meter Locked & Plated	N/A	No	N/A	Service will be restored when repairs completed
County Road 37 & Kahler Drive, Albertville	7/27/2022	43	911	Damaged Gas Main	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	3.00 Hours
4115 East 42nd Street, Minneapolis	8/1/2022	1	Excavator	Damaged Gas Service	Repaired Line	N/A	No	N/A	1.00 Hours
California Street Northeast & Lowry Ave Northeast, Minne	8/16/2022	1	911	Damaged Gas Main	Repaired Line	N/A	No	N/A	5.50 Hours
6123 France Ave South, Edina	8/26/2022	2	Excavator	Damaged Gas Service	Repaired Line	N/A	No	CNP	2.00 Hours
6500 Nicollet Ave South, Richfield	8/30/2022	31	911	Damaged Gas Main	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	3.00 Hours
Eden Prairie Road & Lincoln Lane, Eden Prairie	8/31/2022	0	Excavator	Damaged Gas Main	Repaired Line	N/A	No	N/A	0
9211 Cavell Circle, Bloomington	9/13/2022	58	911	Damaged Gas Main	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	5.00 Hours
4629 France Ave South, Edina	9/20/2022	1	911	Damaged Gas Service	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	2.00 Hours
3121 Excelsior Blvd, Minneapolis	9/23/2022	0	Excavator	Damaged Gas Service	Repaired Line	N/A	No	N/A	0
Frankfort Parkway Northeast & Lannon Ave Northeast, S	9/29/2022	0	911	Damaged Gas Main	Repaired Line	N/A	No	N/A	0
9293 Pineview Lane North, Maple Grove	10/2/2022	1	911	Fire	N/A	N/A	No	N/A	Service will be restored when repairs completed
4399 Lotus Drive, Minnetrista	10/3/2022	96	Excavator	Improper Squeeze On Main	Main Purged	Door Hanger/Spoke With Customer	No	CNP	11.42 Hours
16108 Gleason Road, Wayzata	10/4/2022	0	Excavator	Damaged Gas Service	Repaired Line	N/A	No	N/A	0
800 West College Ave, Building D, Saint Peter	10/6/2022	0	Customer	Leak on Outside Meter	Repaired Leak	N/A	No	N/A	0
166th Street West & Highway 169, Jordan	10/18/2022	71	CNP	Damaged Gas Main	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	4.00 Hours
6740 France Ave South, Edina	10/26/2022	3	CNP	Leak on Main	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	2.50 Hours
3472 Johnson Street Northeast, Minneapolis	11/1/2022	1	911	Damaged Gas Service	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	3.00 Hours
3113 Dakota Ave South, Saint Louis Park	11/2/2022	0	911	Damaged Gas Main	Repaired Line	N/A	No	N/A	0
4144 13th Ave South, Minneapolis	11/3/2022	4	911	Damaged Gas Main	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	5.00 Hours
311 Main Street, Cold Spring	11/19/2022	0	Emergency Respond	Fire	Gas Cut & Capped	N/A	No	N/A	Service will be restored when repairs completed

CenterPoint Energy
2022 Service Quality Report
MNOPS VIOLATIONS AND REQUESTED FOR INFORMATION

Case No	Type of Letter	Subject	Address	Status
20210624	NPV	Locating Underground Facilities	Brooklyn Blvd & Kentucky Ave N, Brooklyn Park	Provided documentation and corrective actions
20210521	NPV	Locating Underground Facilities	5350 West 78th Street, Edina	Service tag installed/DP alert sent out
20210524	NPV	Locating Underground Facilities	119th Ave NW & Kerry St NW, Coon Rapids	DP alert sent out/audit locates
20210530	NPV	Locating Underground Facilities	877 Bison Blvd, Buffalo	Corrective action taken with the tech
20220368	NPV	Locating Underground Facilities	Near Lake St and Market Plaza, Minneapolis	DP alert sent out/corrective action taken with the tech
20220380	NPV	Locating Underground Facilities	117 Grove Avenue North, Silver Lake	Audit locates
20220335	NPV	Locating Underground Facilities	W 26th St & Pleasant Ave S, Minneapolis	Audit locates
20220389	NPV	Locating Underground Facilities	1655 101st Ave NE, Blaine	Audit locates
20220477	NPV	Locating Underground Facilities	West 62nd Street and Woodland Road, Minnetonka	Maps corrected area reviewed and was accurately mapped
20220513	NPV	Locating Underground Facilities	Hemlock Ln N & W Eagle Lake Dr, Maple Grove	DP alert sent out
20220561	RSI	Request for Specific Information	210 21st Ave N, Hopkins	Provided records requested
20220466	NPV	Locating Underground Facilities	29th Ave and Lincoln Street NE, Mpls	Reviewed "Underground Locating Guidelines Minnesota" procedure
20220475	NPV	Locating Underground Facilities	1169 Teal Way, Hastings	The technician was within the bounds of the rule
20220489	NPV	Locating Underground Facilities	Northland Fence Project	Continue to improve our tracking
20220436	NPV	Locating Underground Facilities	403 Cimarron Road, Apple Valley	Map corrected
20220537	NPV	Locating Underground Facilities	9899 Avocet St NW, Coon Rapids	Continue to improve our tracking
20220484	NPV	Locating Underground Facilities	6807 Forestview Lane, Maple Grove	Corrective action taken with the tech
20220652	NPV	Locating Underground Facilities	10 Oak Lane, Big Lake	Corrective action taken with the tech
20220649	NPV	Locating Underground Facilities	Cavell Ave S & Cavell Circle, Bloomington	Audit locates
20220535	NPV	Locating Underground Facilities	Lake Rd & Shoreline Dr, Minnetonka Beach	Audit locates
20220536	NPV	Locating Underground Facilities	24th Ave Southwest & Main Street, Cambridge	Quarterly reports sent to MNOPS
20220687	NPV	Locating Underground Facilities	16108 Gleason Lake Rd, Wayzata	Quarterly reports sent to MNOPS
20220566	NPV	Locating Underground Facilities	Various Locations	Still in process
20220682	NPV	Procedural	Ginger Drive & Lotus Drive, Minnetrista	Corrective action taken with the tech
20220628	Inspection Results	Locating Underground Facilities	Lincoln Lane, Eden Prairie	Service line was accurately marked
20220719	NPV	Locating Underground Facilities	S 7th St & Jefferson Ave, St Peter	Audit locates

Minnesota Office of Pipeline Safety

Emergency Response Reporting Form

Reporting Company: CenterPoint Energy

Contact Person: Dean Headlee

Phone: 612-321-5366

Email Address: dean.headlee@centerpointenergy.com

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

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

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

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

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

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

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

Mail to:
Minnesota Office of Pipeline Safety
444 Cedar St, Suite 147
St. Paul MN 55101- 5147

Email: andy.voyer@state.mn.us
or Fax: 651-296-9641

For more information call 651-296-9636

This information is being gathered under the authority MS 299J.13, 299F.59 and 299F.63

2022

Selected Year

CenterPoint Energy

Emergency Gas Response Time

Calls Responded to in one hour or less

Area Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Metro	3370	2683	2506	2188	2427	2162	2211	2676	2612	3429	2759	4094	33117
Gr Mn	348	240	243	195	257	246	207	254	256	348	275	383	3252
Total	**3718**	**2923**	**2749**	**2383**	**2685**	**2408**	**2418**	**2931**	**2868**	**3777**	**3035**	**4477**	36372

Previous Year

Area Group	<
Metro	31111
Gr Mn	3053
Total	34164

% Change

Area Group	%
Metro	6.4%
Gr Mn	6.5%
Total	6.5%

Calls Responded to in over one hour

Area Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Metro	66	30	28	32	28	23	29	59	24	60	50	133	562
Gr Mn	55	25	16	21	29	21	32	17	33	45	35	69	398
Total	**121**	**55**	**44**	**53**	**57**	**44**	**61**	**76**	**57**	**105**	**85**	**202**	960

Previous Year

Area Group	>
Metro	703
Gr Mn	377
Total	1080

% Change

Area Group	%
Metro	-20.1%
Gr Mn	5.6%
Total	-11.1%

Total Calls

Area Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Metro	3436	2713	2534	2220	2455	2185	2240	2735	2636	3489	2809	4227	33679
Gr Mn	403	265	259	216	286	267	239	271	289	393	310	452	3650
Total	**3839**	**2978**	**2793**	**2436**	**2742**	**2452**	**2479**	**3007**	**2925**	**3882**	**3120**	**4679**	37332

Previous Year

Area Group	Count
Metro	31814
Gr Mn	3430
Total	35244

% Change

Area Group	%
Gr Mn	6.4%
Metro	5.9%
Total	5.9%

Percent Responded to in one hour or less

Area Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Metro	98.08%	98.89%	98.90%	98.56%	98.86%	98.95%	98.71%	97.84%	99.09%	98.28%	98.22%	96.85%	98.33%
Gr Mn	86.35%	90.57%	93.82%	90.28%	89.86%	92.13%	86.61%	93.73%	88.58%	88.55%	88.71%	84.73%	89.10%
Total	**96.85%**	**98.15%**	**98.42%**	**97.82%**	**97.92%**	**98.21%**	**97.54%**	**97.47%**	**98.05%**	**97.30%**	**97.28%**	**95.68%**	97.43%

Previous Year

Area Group	% <
Metro	97.79%
Gr Mn	89.01%
Total	96.94%

% Change

Area Group	%
Metro	0.55%
Gr Mn	0.10%
Total	0.51%

Percent Responded to in over one hour

Area Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Metro	1.92%	1.11%	1.10%	1.44%	1.14%	1.05%	1.29%	2.16%	0.91%	1.72%	1.78%	3.15%	1.67%
Gr Mn	13.65%	9.43%	6.18%	9.72%	10.14%	7.87%	13.39%	6.27%	11.42%	11.45%	11.29%	15.27%	10.90%
Total	**3.15%**	**1.85%**	**1.58%**	**2.18%**	**2.08%**	**1.79%**	**2.46%**	**2.53%**	**1.95%**	**2.70%**	**2.72%**	**4.32%**	2.57%

Previous Year

Area Group	% >
Metro	2.21%
Gr Mn	10.99%
Total	3.06%

% Change

Area Group	%
Metro	-24.48%
Gr Mn	-0.79%
Total	-16.08%

Average number of minutes to respond to and emergency

Area Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Metro	25.4	24.0	23.1	22.9	23.4	23.9	24.3	23.1	22.8	22.5	22.8	25.5	23.7
Gr Mn	35.7	31.9	29.2	32.2	34.3	30.8	34.7	28.1	32.9	31.4	29.7	36.3	32.5
Total	**26.5**	**24.7**	**23.7**	**23.7**	**24.5**	**24.7**	**25.3**	**23.6**	**23.8**	**23.4**	**23.5**	**26.5**	24.6

Previous Year

Area Group	Avg Resp
Metro	25.8
Gr Mn	32.9
Total	26.5

% Change

Area Group	%
Metro	-8.07%
Gr Mn	-1.17%
Total	-7.22%

2022

Selected Year

Sch 12 - Jan

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2695	335	289	46
>10min to 20min	843	1158	1081	77
>20min to 40min	237	1805	1664	141
>40min to 60min	42	420	336	84
>60min to 80min	9	75	39	36
>80min to 100min	5	27	17	10
>100min to 120min	3	9	5	4
>2hrs to 3hrs	3	8	4	4
>3hrs to 4hrs	1	1		1
>4hrs to 6hrs	1	1	1	
Total	**3839**	**3839**	**3436**	**403**

	Metro	Gr Mn	**Total**
<60 mins	3370	348	**3718**
>60 mins	66	55	**121**

2022

Selected Year

Sch 12 - Feb

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2140	292	262	30
>10min to 20min	620	949	886	63
>20min to 40min	179	1417	1323	94
>40min to 60min	31	265	212	53
>60min to 80min	6	42	25	17
>80min to 100min	2	7	2	5
>100min to 120min		5	3	2
>2hrs to 3hrs		1		1
Total	**2978**	**2978**	**2713**	**265**

	Metro	Gr Mn	**Total**
<60 mins	2683	240	**2923**
>60 mins	30	25	**55**

2022

Selected Year

Sch 12 - Mar

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2149	295	261	34
>10min to 20min	483	932	869	63
>20min to 40min	132	1305	1205	100
>40min to 60min	23	217	171	46
>60min to 80min	3	39	25	14
>80min to 100min		2	1	1
>2hrs to 3hrs	1	1		1
>3hrs to 4hrs	2	2	2	
Total	**2793**	**2793**	**2534**	**259**

	Metro	Gr Mn	**Total**
<60 mins	2506	243	**2749**
>60 mins	28	16	**44**

2022

Selected Year

Sch 12 - Apr

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	1934	250	221	29
>10min to 20min	378	870	826	44
>20min to 40min	107	1086	1009	77
>40min to 60min	11	177	132	45
>60min to 80min	2	41	24	17
>80min to 100min	2	4	3	1
>100min to 120min	2	7	4	3
>2hrs to 3hrs		1	1	
Total	**2436**	**2436**	**2220**	**216**

	Metro	Gr Mn	**Total**
<60 mins	2188	195	**2383**
>60 mins	32	21	**53**

2022

Selected Year

Sch 12 - May

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2140	268	239	29
>10min to 20min	434	931	873	57
>20min to 40min	133	1246	1139	107
>40min to 60min	25	240	176	64
>60min to 80min	5	42	22	20
>80min to 100min	2	8	3	5
>100min to 120min	1	3	2	1
>2hrs to 3hrs	2	4	1	3
Total	**2742**	**2742**	**2455**	**286**

		Metro	Gr Mn	Tot
<60 mins	1	2427	257	26
>60 mins		28	29	

2022

Selected Year

Sch 12 - Jun

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	1845	217	184	33
>10min to 20min	444	771	707	64
>20min to 40min	142	1217	1130	87
>40min to 60min	16	203	141	62
>60min to 80min	5	35	17	18
>80min to 100min		7	5	2
>100min to 120min		2	1	1
Total	**2452**	**2452**	**2185**	**267**

	Metro	Gr Mn	**Total**
<60 mins	2162	246	**2408**
>60 mins	23	21	**44**

2022

Selected Year

Sch 12 - Jul

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	1871	179	160	19
>10min to 20min	431	849	786	63
>20min to 40min	150	1170	1086	84
>40min to 60min	19	220	179	41
>60min to 80min	6	45	24	21
>80min to 100min	1	11	4	7
>100min to 120min		3		3
>2hrs to 3hrs	1	2	1	1
Total	**2479**	**2479**	**2240**	**239**

	Metro	Gr Mn	**Total**
<60 mins	2211	207	**2418**
>60 mins	29	32	**61**

2022

Selected Year

Sch 12 - Aug

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2337	375	330	45
>10min to 20min	485	1027	965	62
>20min to 40min	135	1331	1228	102
>40min to 60min	21	198	153	45
>60min to 80min	8	50	36	14
>80min to 100min	7	12	10	2
>100min to 120min	8	7	6	1
>2hrs to 3hrs	4	5	5	
>3hrs to 4hrs	1	1	1	
>4hrs to 6hrs	1	1	1	
Total	**3007**	**3007**	**2735**	**271**

		Metro	Gr Mn	Tot
<60 mins	1	2676	254	29
>60 mins		59	17	

2022

Selected Year

Sch 12 - Sep

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2264	326	286	40
>10min to 20min	503	958	912	46
>20min to 40min	126	1355	1236	119
>40min to 60min	21	229	178	51
>60min to 80min	5	41	18	23
>80min to 100min	4	10	4	6
>100min to 120min		4		4
>2hrs to 3hrs	2	2	2	
Total	**2925**	**2925**	**2636**	**289**

	Metro	Gr Mn	**Total**
<60 mins	2612	256	**2868**
>60 mins	24	33	**57**

2022

Selected Year

Sch 12 - Oct

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	3056	493	436	57
>10min to 20min	598	1339	1254	85
>20min to 40min	174	1693	1554	139
>40min to 60min	32	252	185	67
>60min to 80min	6	67	35	32
>80min to 100min	5	21	10	11
>100min to 120min	3	6	6	
>2hrs to 3hrs	8	11	9	2
Total	**3882**	**3882**	**3489**	**393**

	Metro	Gr Mn	**Total**
<60 mins	3429	348	**3777**
>60 mins	60	45	**105**

2022

Selected Year

Sch 12 - Nov

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2491	386	327	59
>10min to 20min	461	1072	1002	69
>20min to 40min	126	1375	1276	99
>40min to 60min	23	202	154	48
>60min to 80min	8	59	33	26
>80min to 100min	3	14	9	5
>100min to 120min	2	6	2	4
>2hrs to 3hrs	2	2	2	
>3hrs to 4hrs	1	1	1	
>6hrs to 8hrs	3	3	3	
Total	**3120**	**3120**	**2809**	**310**

		Metro	Gr Mn	Tot
<60 mins	1	2759	275	30
>60 mins		50	35	

2022

Selected Year

Sch 12 - Dec

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	3486	537	470	67
>10min to 20min	805	1308	1220	88
>20min to 40min	294	2170	2044	126
>40min to 60min	36	462	360	102
>60min to 80min	23	116	78	38
>80min to 100min	12	48	29	19
>100min to 120min	9	19	11	8
>2hrs to 3hrs	10	15	13	2
>3hrs to 4hrs	2	2		2
>4hrs to 6hrs	2	2	2	
Total	**4679**	**4679**	**4227**	**452**

	Metro	Gr Mn	**Total**
<60 mins	4094	383	**4477**
>60 mins	133	69	**202**

2022

Selected Year

Avg Response Report

Month Name	Total Metro Jobs	Total Metro Minutes	Total Gr Mn Jobs	Total Gr Mn Minutes	Sum of Jobs	Sum of Minutes	Average Response	Metro Avg Response	Gr Mn Avg Response
Jan	3436	87,378	403	14385	3839	101,763	26.5	25.4	35.7
Feb	2713	65,049	265	8459	2978	73,508	24.7	24.0	31.9
Mar	2534	58,642	259	7563	2793	66,204	23.7	23.1	29.2
Apr	2220	50,809	216	6950	2436	57,758	23.7	22.9	32.2
May	2455	57,440	286	9814	2742	67,274	24.5	23.4	34.3
Jun	2185	52,242	267	8206	2452	60,447	24.7	23.9	30.8
Jul	2240	54,362	239	8277	2479	62,639	25.3	24.3	34.7
Aug	2735	63,307	271	7622	3007	70,958	23.6	23.1	28.1
Sep	2636	60,209	289	9531	2925	69,741	23.8	22.8	32.9
Oct	3489	78,597	393	12370	3882	90,967	23.4	22.5	31.4
Nov	2809	64,237	310	9245	3120	73,496	23.5	22.8	29.7
Dec	4227	107,780	452	16425	4679	124,205	26.5	25.5	36.3
Total	**33679**	**800,051**	**3650**	**118846**	**37332**	**918,959**	**24.6**	**23.7**	**32.5**

CenterPoint Energy
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CUSTOMER SERVICE RELATED EXPENSES

	Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022	Jul-2022	Aug-2022	Sep-2022	Oct-2022	Nov-2022	Dec-2022	2022
Customer Service Related Expenses	2,184,510	2,708,110	2,719,838	1,963,751	1,442,851	1,919,208	1,897,657	1,893,857	1,798,508	2,205,752	2,788,587	3,598,012	27,120,640

3 Year Average Calculations (2019 - 2021)

Customer Service Expenses	
Year 2019	$ 30,530,325
Year 2020	$ 20,919,238
Year 2021	$ 24,508,313
3 Year Avg	$ 25,319,292

*2020 Customer Service expenses decreased as a result of changes to corporate allocations

CenterPoint Energy
2022 Service Quality Report

2022 CUSTOMER REQUESTED STEEL SERVICE RELOCATIONS

Customer	Service Order	Address	Short Text	Revision	Order Type	Actual Start Date	Actual Finish Date	Total Act. Costs
5297612	104221321	11028 MAGNOLIA ST NW	Replace Service Line - Plastic	PCR	MGC2	8/19/2022	8/19/2022	$2,956.75
5297612	103986550	11028 MAGNOLIA ST NW	Investigate - Other	PCR	MGS1	8/10/2022	8/10/2022	$321.18
5002816200	104324955	11028 MAGNOLIA ST NW	Replace Sm Vol Gas Meter & Set	RCR	MGS2	8/19/2022	8/19/2022	$1,833.08
5002306627	105342080	1411 RACINE AVE S	Replace Service Line - Plastic	PCR	MGC2	11/8/2022	11/15/2022	$2,166.61
5002306627	103536644	1411 RACINE AVE S	Investigate - Other	PCR	MGS1	7/5/2022	11/3/2022	$1,188.21
4904645	105176417	14740 VALLEY CREEK TR SO	Replace Service Line - Plastic	PCR	MGC2	10/26/2022	11/14/2022	$4,027.44
4904645	104918815	14740 VALLEY CREEK TR SO	Investigate - Other	PCR	MGS1	10/10/2022	10/21/2022	2,798.74-
8487183	104318532	14775 VALLEY CREEK TRL S	Replace Service Line - Plastic	PCR	MGC2	10/14/2022	11/3/2022	$2,014.71
8487183	104293247	14775 VALLEY CREEK TRL S	Investigate - Other	PCR	MGS1	8/18/2022	8/18/2022	$114.60
5641584	103914084	17336 RIVERWOOD DR	Replace Service Line - Plastic	PCR	MGC2	7/20/2022	8/16/2022	$3,755.51
5641584	102990586	17336 RIVERWOOD DR	Investigate - Other	PCR	MGS1	7/19/2022	7/20/2022	$312.15
5641584	104284676	17336 RIVERWOOD DR	Replace Small Volume Meter-Sampling/Age	PCR	MGS1	8/16/2022	8/17/2022	$218.57
5641584	104299525	17336 RIVERWOOD DR	Paint Sm Vol Gas Meter	PCR	MGS1	8/17/2022	8/17/2022	$4.84
5085411	103903520	1916 COUNTY ROAD 90	Replace Service Line - Plastic	RCR	MGC2	7/22/2022	10/26/2022	$12,740.23
5085411	105147366	1916 COUNTY ROAD 90	Replace Med Vol Gas Meter & Set	RCR	MGS2	10/26/2022	10/26/2022	$304.93
3222111	104659407	215 1ST ST NE	Replace Service Line - Plastic	PCR	MGC2	9/14/2022	9/14/2022	$2,234.94
3222111	104197149	215 1ST ST NE	Investigate - Other	PCR	MGS1	8/24/2022	9/6/2022	830.74-
3222111	104559370	215 1ST ST NE	Relocate Sm Vol Gas Meter & Replace Set	PCR	MGS2	9/6/2022	9/14/2022	$1,090.86
3222111	104659356	215 1ST ST NE	Replace Small Volume Meter-Sampling/Age	PCR	MGS1	9/14/2022	9/14/2022	$26.17
8148508	103917427	220 W MAIN ST	Replace Service Line - Plastic	RCR	MGC2	7/26/2022	7/28/2022	$3,479.01
8148508	103917426	220 W MAIN ST	Replace Sm Vol Gas Meter & Set	RCR	MGS2	7/28/2022	7/28/2022	$119.76
4681945	103567268	252 UPTON AVE S, *MULTI	Replace Service Line - Plastic	RCR	MGC2	7/5/2022	7/6/2022	$78,010.76
4681945	103658716	252 UPTON AVE S	Repair LgVol Meter	PCR	MGS1	6/29/2022	7/5/2022	$1,261.43
4681945	104313723	252 UPTON AVE S	Install Guard Posts-Large Meter	ICR	MGS1	6/29/2022	7/5/2022	$2,793.18
4681945	104051558	252 UPTON AVE S, *MULTI	Replace Lg Vol Gas Meter & Set	RCR	MGS2	8/1/2022	8/18/2022	$8,201.88
8462720	100586911	3430 LIST PL	Replace Service Line - Plastic	RCR	MGC2	1/10/2022	1/10/2022	$3,524.64
8462720	100586786	3430 LIST PL	Replace Lg Vol Gas Meter & Set	RCR	MGS2	1/7/2022	1/12/2022	$11,233.40
8462720	101213163	3430 LIST PL	Investigate - Other	PCR	MGS1	1/4/2022	1/4/2022	$98.32
8462720	**101259946**	**3430 LIST PL**	**Abandon Service - Steel**	**ACR**	**MGC2**	**1/7/2022**	**1/11/2022**	**$4,151.74**
5002775432	104699101	364 QUINLAN AVE N	Replace Service Line - Plastic	PCR	MGC2	9/23/2022	9/29/2022	$1,311.00
5002775432	104679174	364 QUINLAN AVE N	Investigate - Other	PCR	MGS1	9/16/2022	9/16/2022	$132.11
5002775432	105493667	364 QUINLAN AVE N	Replace SmVol Gas Meter	PCR	MGS1	11/17/2022	11/17/2022	$7.78
3222111	104418637	375 JACKSON AV	Replace Service Line - Plastic	PCR	MGC2	9/22/2022	9/22/2022	$4,452.39
3222111	104190070	375 JACKSON AV	Investigate - Other	PCR	MGS1	8/24/2022	8/24/2022	$592.95
3222111	104780858	375 JACKSON AV	Replace Sm Vol Gas Meter & Set	PCR	MGS2	9/22/2022	9/22/2022	$385.03

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2022 CUSTOMER REQUESTED STEEL SERVICE RELOCATIONS

Customer	Service Order	Address	Short Text	Revision	Order Type	Actual Start Date	Actual Finish Date	Total Act. Costs
9040451	105069750	405 3RD ST N	Replace Service Line - Plastic	PCR	MGC2	11/9/2022	11/28/2022	$3,667.30
9040451	105067334	405 3RD ST N	Investigate - Other	PCR	MGS1	10/13/2022	10/13/2022	$142.21
9040451	105593584	405 3RD ST N	Replace Sm Vol Gas Meter & Set	PCR	MGS2	11/28/2022	11/28/2022	$146.57
3222111	105400858	409 WALNUT ST SW	Replace Service Line - Plastic	PCR	MGC2	11/23/2022	12/5/2022	$5,599.25
3222111	105362809	409 WALNUT ST SW	Investigate - Other	PCR	MGS1	11/8/2022	11/8/2022	$51.99
3222111	105460306	409 WALNUT ST SW	Replace Sm Vol Gas Meter & Set	RCR	MGS2	12/5/2022	12/5/2022	$144.50
6874382	104010507	415 JEFFERSON ST	Replace Service Line - Plastic	PCR	MGC2	7/27/2022	7/27/2022	$1,315.88
6874382	103490032	415 JEFFERSON ST	Investigate - Other	PCR	MGS1	7/13/2022	7/20/2022	$58.78
6874382	**103921653**	**415 JEFFERSON ST**	**Relocate Sm Vol Gas Meter & Replace Set**	**PCR**	**MGS2**	**7/20/2022**	**7/27/2022**	**$1,128.92**
6874382	104010387	415 JEFFERSON ST	Replace SmVol Gas Meter	PCR	MGS1	7/27/2022	7/27/2022	$307.16
5001260709	99746614	4409 GLENWOOD AV	Replace Service Line - Plastic	PCR	MGC2	9/20/2021	9/29/2021	$8,409.40
5000845182	104879707	4436 200TH ST E	Replace Service Line - Plastic	PCR	MGC2	10/13/2022	10/18/2022	$2,116.18
5000845182	104627186	4436 200TH ST E	Investigate - Other	PCR	MGS1	9/15/2022	9/29/2022	$77.28
5000845182	105124711	4436 200TH ST E	Replace Sm Vol Gas Meter & Set	PCR	MGS2	10/18/2022	10/18/2022	$166.98
4854371	105087331	502 W BISHOP ST	Replace Service Line - Plastic	PCR	MGC2	10/14/2022	11/1/2022	$2,495.24
4854371	105066352	502 W BISHOP ST	Investigate - Other	PCR	MGS1	10/14/2022	10/14/2022	$124.34
4854371	105318347	502 W BISHOP ST	Replace Sm Vol Gas Meter & Set	PCR	MGS2	11/1/2022	11/1/2022	$177.12
5802924	105330461	505 MALCOLM AVE SE, *TEMP	Replace Service Line - Steel	RCR	MGC2	12/16/2022	12/16/2022	-$3,142.58
9358918	104598415	535 W LINCOLN ST	Replace Service Line - Plastic	PCR	MGC2	10/17/2022	10/31/2022	$4,271.88
9358918	104316587	535 W LINCOLN ST	Investigate - Other	PCR	MGS1	9/9/2022	9/9/2022	$277.13
9358918	105301569	535 W LINCOLN ST	Replace Sm Vol Gas Meter & Set	PCR	MGS2	10/31/2022	10/31/2022	$130.12
4726471	104867895	5701 NORMANDALE RD	Replace Service Line - Plastic	RCR	MGC2	10/19/2022	10/31/2022	$11,686.48
4726471	104867897	5701 NORMANDALE RD	Move In-to-Out - Med Vol Meter	RCR	MGS2	10/20/2022	10/20/2022	$1,039.80
4726471	104867898	5701 NORMANDALE RD	Replace Med Vol Gas Meter	RCR	MGS1	10/14/2022	10/20/2022	$2,170.98
9198898	104626168	612 LYNDALE ST	Replace Service Line - Plastic	PCR	MGC2	9/14/2022	9/27/2022	$3,058.29
9198898	103977245	612 LYNDALE ST	Investigate - Other	PCR	MGS1	8/8/2022	9/12/2022	$220.41
9198898	103857733	612 LYNDALE ST	Replace Sm Vol Gas Meter & Set		MGS2	7/15/2022	7/15/2022	$284.85
5002779027	103819760	6280 EDGEWOOD AV NO	Replace Service Line - Plastic	PCR	MGC2	7/19/2022	7/26/2022	$5,626.45
5002779027	103632458	6280 EDGEWOOD AV NO	Investigate - Other	PCR	MGS1			$0.00
5002779027	103920425	6280 EDGEWOOD AVE N	Relocate Small Volume Meter		MGS1	7/26/2022	7/26/2022	178.79-
5002779027	103993346	6280 EDGEWOOD AVE N	Replace Sm Vol Gas Meter & Set		MGS2	7/26/2022	7/26/2022	$736.15
5001109789	105063649	721 COURT ST WE	Replace Service Line - Plastic	PCR	MGC2	10/28/2022	11/16/2022	$2,114.56
5001109789	104727248	721 COURT ST WE	Investigate - Other	PCR	MGS1	10/12/2022	10/12/2022	$140.58
5001109789	105259590	721 COURT ST WE	Regulator Upgrade	PCR	MGS1	11/16/2022	11/16/2022	500.94-

CenterPoint Energy
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2022 CUSTOMER REQUESTED STEEL SERVICE RELOCATIONS

Customer	Service Order	Address	Short Text	Revision	Order Type	Actual Start Date	Actual Finish Date	Total Act. Costs
4641647	103912916	7337 FRONTIER TRL	Replace Service Line - Plastic	PCR	MGC2	8/2/2022	8/4/2022	$6,788.91
4641647	103740540	7337 FRONTIER TRL	Investigate - Other	PCR	MGS1	7/12/2022	7/20/2022	$88.94
4641647	104133979	7337 FRONTIER TRL	Replace Sm Vol Gas Meter & Set	PCR	MGS2	8/5/2022	8/5/2022	$371.09
5049079	102370731	810 E 27TH ST, NORTH	Replace Service Line - Steel	RCR	MGC2	4/4/2022	4/8/2022	$14,148.87
5049079	102370431	810 E 27TH ST, NORTH	Relocate Large Volume Meter	PCR	MGS1	4/5/2022	4/8/2022	$4,723.62
5049079	103328377	810 E 27TH ST, NORTH	Replace Service Line - Plastic	RCR	MGC2	8/18/2022	8/22/2022	$11,429.66
5049079	103328844	810 E 27TH ST, NORTH	Relocate Large Volume Meter	PCR	MGS1	8/18/2022	8/19/2022	$1,575.34
5002866450	105442388	912 8TH ST S	Replace Service Line - Plastic	PCR	MGC2	11/16/2022	11/28/2022	$3,593.44
5002866450	105437228	912 8TH ST S	Investigate - Other	PCR	MGS1	11/14/2022	11/14/2022	$105.97
Grand Total								**$252,636.20**

CenterPoint Energy
2022 Service Quality Report

2022 CUSTOMER REQUESTED MEDIUM/LARGE METER RELOCATIONS

Customer	Service Order	Address	Short Text Description	Revision	Order Type	Actual Start Date	Actual Finish Date	Total Actual Costs
4746815	105650637	1100 CANTERBURY RD S	Relocate Large Volume Meter	PCR	MGS1	12/12/2022	12/12/2022	$1,276.02
8959343	103644638	1237 EDMONSON AVE NE	Extend Service Line-Plastic	ICR	MGC2	8/10/2022	8/10/2022	$765.31
8959343	103644637	1237 EDMONSON AVE NE	Relocate Large Volume Meter	PCR	MGS1	8/10/2022	8/10/2022	$1,087.41
5000670248	102794183	15752 LAKE AVE, *DINING	Relocate Med Vol Gas Meter	PCR	MGS1	4/29/2022	5/4/2022	$1,056.53
5001255169	105497105	15906 WAYZATA BLVD	Relocate Large Volume Meter	PCR	MGS1	11/21/2022	11/21/2022	$544.01
5001255169	105499562	15906 WAYZATA BLVD	Replace Service Line - Plastic	RCR	MGC2	11/21/2022	11/22/2022	$794.76
5001636472	103917282	16913 HIGHWAY 7	Relocate Med Vol Gas Meter	PCR	MGS1	8/4/2022	8/4/2022	$1,015.40
5001897700	101607666	1819 MADISON AVE	Replace Service Line - Plastic	RCR	MGC2	2/8/2022	2/11/2022	$3,123.63
5001897700	101607495	1819 MADISON AVE	Relocate Med Vol Gas Meter & Replace Set	RCR	MGS2	2/8/2022	2/11/2022	$1,136.43
9119600	103468973	201 24TH AVE SE	Relocate Med Vol Gas Meter	PCR	MGS1	10/17/2022	10/17/2022	$556.56
9119600	103468986	201 24TH AVE SE	Extend Service Line-Plastic	ICR	MGC2	10/17/2022	10/17/2022	$1,968.29
4682497	102988297	2215 3RD AVE NE	Relocate Med Vol Gas Meter	PCR	MGS1	6/10/2022	6/10/2022	$705.69
4682497	102988305	2215 3RD AVE NE	Extend Service Line-Plastic	ICR	MGC2	6/10/2022	6/10/2022	$1,971.71
7616701	105044929	2265 HOWARD DR W	Relocate Med Vol Gas Meter	PCR	MGS1	11/10/2022	12/6/2022	$420.83
7616701	105045077	2265 HOWARD DR W	Replace Service Line - Plastic	RCR	MGC2	11/29/2022	12/6/2022	$1,078.07
5000551488	103766341	2601 STINSON BLVD	Replace House Regulator	PCR	MGS1	7/20/2022	7/20/2022	$1,527.35
5000551488	103680255	2601 STINSON BLVD	Relocate Large Volume Meter	PCR	MGS1	7/6/2022	7/20/2022	$1,012.86
5000551488	103680263	2601 STINSON BLVD	Extend Service Line-Steel	ICR	MGC2	7/6/2022	7/20/2022	$7,014.99
8619126	103468736	265 GIRARD AVE N	Relocate Med Vol Gas Meter	PCR	MGS1	6/16/2022	6/27/2022	$778.41
8619126	103468740	265 GIRARD AVE N	Extend Service Line-Plastic	ICR	MGC2	6/23/2022	6/27/2022	$2,739.05
7043286	103062694	3020 16TH AVE S	Relocate Med Vol Gas Meter	PCR	MGS1	5/27/2022	5/27/2022	$1,584.56
7043286	**103062695**	**3020 16TH AVE S**	**Extend Service Line-Plastic**	**ICR**	**MGC2**	**5/20/2022**	**5/27/2022**	**$2,967.58**
6763770	103840878	3300 129TH AVE NW	Relocate Med Vol Gas Meter & Replace Set	RCR	MGS2	7/28/2022	8/1/2022	$2,975.67
6763770	103841153	3300 129TH AVE NW	Extend Service Line-Plastic	ICR	MGC2	8/2/2022	8/2/2022	$618.75
9119600	105051093	401 24TH AVE SE	Paint Med Vol Gas Meter	PCR	MGS1	11/4/2022	11/4/2022	$43.12
9119600	103468185	401 24TH AVE SE	Relocate Med Vol Gas Meter	PCR	MGS1	10/11/2022	10/12/2022	$1,114.90
9272754	105738974	5400 KINGSTON LN NE, *NORTH	Relocate Med Vol Gas Meter	PCR	MGS1	12/19/2022	12/19/2022	$236.18
5001493670	105262015	615 OLD HIGHWAY 14	Relocate Large Volume Meter	PCR	MGS1	11/15/2022	11/15/2022	$217.59
5001493670	105262010	615 OLD HIGHWAY 14	Replace Service Line - Plastic	RCR	MGC2	11/7/2022	11/16/2022	$1,194.67

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2022 CUSTOMER REQUESTED MEDIUM/LARGE METER RELOCATIONS

Customer	Service Order	Address	Short Text Description	Revision	Order Type	Actual Start Date	Actual Finish Date	Total Actual Costs
5022437	105074079	7970 BROOKLYN BLVD, M	Replace Service Line - Plastic	RCR	MGC2	10/20/2022	10/20/2022	$2,693.66
5022437	105074667	7970 BROOKLYN BLVD, M	Relocate Med Vol Gas Meter	PCR	MGS1	10/20/2022	10/20/2022	$519.50
5072546	103328081	800 E 27TH ST	Relocate Med Vol Gas Meter	PCR	MGS1	6/22/2022	6/22/2022	$552.37
5000523518	103722011	801 15TH AVE SE	Relocate Large Volume Meter	PCR	MGS1	8/2/2022	8/2/2022	$1,689.07
5000523518	103008002	801 15TH AVE SE	Extend Service Line-Plastic	ICR	MGC2	8/2/2022	8/2/2022	$8,298.54
5049079	102370431	810 27 ST EA	Relocate Large Volume Meter	PCR	MGS1	4/5/2022	4/8/2022	$4,723.62
5049079	102370731	810 E 27 ST, NORTH	Replace Service Line - Steel	RCR	MGC2	4/4/2022	4/8/2022	$14,148.87
5049079	103328844	810 E 27TH ST	Relocate Large Volume Meter	PCR	MGS1	8/18/2022	8/19/2022	$1,575.34
5049079	103328377	810 27 ST EA	Replace Service Line - Plastic	RCR	MGC2	8/18/2022	8/22/2022	$11,429.66
5267245	104315595	8945 EVERGREEN BLVD NW	Paint Sm Vol Gas Meter	RCR	MGS1	10/3/2022	10/3/2022	$97.32
5267245	104680822	8945 EVERGREEN BLVD NW	Replace Large Volume Meter	RCR	MGS1	9/27/2022	9/27/2022	$1,653.73
5267245	104724504	8945 EVERGREEN BLVD NW	Investigate - Other	PCR	MGS1	9/19/2022	9/19/2022	$221.93
5267245	103846146	8945 EVERGREEN BLVD NW	Relocate Lg Vol Gas Meter & Replace Set	RCR	MGS2	7/25/2022	8/18/2022	$8,511.75
5267245	103846165	8945 EVERGREEN BLVD NW	Replace Service Line - Plastic	RCR	MGC2	9/22/2022	9/27/2022	$12,703.49
9094796	103372460	917 WILLEMS WAY	Relocate Med Vol Gas Meter	PCR	MGS1	6/10/2022	6/14/2022	$1,306.07
9094796	103372783	917 WILLEMS WAY	Extend Service Line-Steel	ICR	MGC2	6/16/2022	6/16/2022	$2,476.66
Grand Total								**$114,127.91**

CenterPoint Energy
2022 Service Quality Report

2022 CALL CENTER DETAIL - CALLS RECEIVED FROM DEDICATED LINES

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Total Calls Received [1]	140,217	137,091	156,716	142,671	151,548	148,767	137,850	155,640	137,705	149,433	147,489	152,039	1,757,166
Dedicated Calls Received:													
Billing Inquiries	117,687	115,783	133,604	121,896	128,738	124,970	115,301	130,862	114,860	125,618	125,053	128,886	1,483,258
Credit/Payment Arrangements	5,595	6,275	7,208	6,296	6,794	6,531	6,299	6,808	6,208	5,446	5,728	6,078	75,266
Service Connection/Disconnection Requests	5,167	4,708	5,868	5,757	6,756	8,741	8,031	8,988	8,110	7,872	6,397	5,231	81,626
Emergency	7,604	6,478	5,585	5,290	6,020	5,296	5,532	5,915	5,630	7,017	6,371	7,682	74,420
Business Customer Hotline	4,164	3,847	4,451	3,432	3,240	3,229	2,687	3,067	2,897	3,480	3,940	4,162	42,596

[1] Includes IVR

3 Year Average Calculations (2019 - 2021)

Total Calls

Year 2019	1,777,600
Year 2020	1,412,418
Year 2021	1,460,323
3 Year Avg.	1,550,114

Billing Inquiries

Year 2019	1,458,583
Year 2020	1,159,939
Year 2021	1,225,964
3 Year Avg.	1,281,495

Credit/Payment Arrangements

Year 2019	71,278
Year 2020	54,673
Year 2021	53,102
3 Year Avg.	59,684

Service Connection Disconnection Requests

Year 2019	123,229
Year 2020	106,292
Year 2021	78,115
3 Year Avg.	102,545

Emergency

Year 2019	79,076
Year 2020	54,824
Year 2021	66,005
3 Year Avg.	66,635

Business Customer Hotline

Year 2019	45,434
Year 2020	36,690
Year 2021	37,137
3 Year Avg.	39,754

CenterPoint Energy
2022 Service Quality Report

SUMMARY OF FORMAL CUSTOMERS' COMPLAINTS
Location: Minneapolis
Dates: From 1/1/2022 to 12/31/2022

Check One:
Reporting Unit X
Division
Region

	Residential				Commercial/Industrial				Interruptible				Total			
Type of Complaint	No. Rec	No. Resl.	No. Unrsl.	Avg Time*	No. Rec	No. Resl.	No. Unrsl.	Avg Time*	No. Rec	No. Resl.	No. Unrsl.	Avg Time*	No. Rec	No. Resl.	No. Unrsl.	Avg Time*
Bill																
Too High/Low	3	3	0	2.0								0.0	3	3	0	2.0
Do Not Understand	5	5	0	2.9	2	2	0	15.0				0.0	7	7	0	6.4
Budget	7	7	0	8.3	1	1	0	10.0				0.0	8	8	0	8.5
Due Date - Late Payment Charge	6	6	0	2.3								0.0	6	6	0	0.0
Rates	5	5	0	10.1								0.0	5	5	0	10.1
Payment Application Refund Check	16	16	0	6.7								0.0	16	16	0	6.7
Non-Register Meter/Remote Indexes	1	1	0	13.0								0.0	1	1	0	0.0
Other	9	9	0	4.9								0.0	9	9	0	4.9
Credit																
Arrangements	48	48	0	2.1									48	48	0	2.1
Notice Letters	1	1	0	1.0									1	1	0	1.0
Transfers													0	0	0	0.0
Disputed Charges	22	22	0	6.1									22	22	0	6.1
Disconnected	29	29	0	1.3									29	29	0	1.3
Other	3	3	0	5.6									3	3	0	0.0
Meter																
Not Read													0	0	0	0.0
Mis-Read	3	3	0	6.6									3	3	0	6.6
Estimated Readings													0	0	0	0.0
Customer Readings													0	0	0	0.0
Final Readings Not Taken													0	0	0	0.0
Service																
Gas Service and/or Mains	40	40	0	1.8	3	3	0	6.3					43	43	0	2.1
Appliance Service and/or Repair	65	65	0	12.1									65	65	0	12.1
Total	263	263	0	5.6	6	6	0	9.8	0	0	0	0.0	269	269	0	5.5
Average Number of Customers for Reporting Period	833,464				70,476				1,232				905,172			
Customers Added	8,385				465				(16)				8,834			
Number of Involuntary Disconnects	19,914				1,301				0				21,215			

*Average in Calendar Days

Prepared By /s/ Robin Hougdahl
Dept, Division or Region Customer Services

	2021			
Number of Involuntary Disconnects	6,200	708	0	6,908
Change from prior year	13,714	593	0	14,307
Percent Change	221.2%	83.8%	#DIV/0!	207.1%

CenterPoint Energy
2022 Service Quality Report

2022 ABOVE GROUND FACILITY (ABGF) LEAKS BY CAUSE

	Year 2022
Total ABGF Leaks (by Cause & Year Repaired)	4,959
Corrosion Failure	214
Equipment Failure	4,482
Excavation Damage	12
Incorrect Operations	68
Natural Force Damage	34
Other Cause	36
Other Outside Force Damage	57
Pipe, Weld or Joint Failure	56

3 Year Average Calculations (2019 - 2021)

Corrosion Failure

Year 2019	140
Year 2020	35
Year 2021	83
3 Year Avg	86

Incorrect Operations

Year 2019	55
Year 2020	29
Year 2021	47
3 Year Avg	44

Other Outside Force Damage

Year 2019	79
Year 2020	49
Year 2021	54
3 Year Avg	61

Equipment Failure

Year 2019	5,062
Year 2020	3,763
Year 2021	3,948
3 Year Avg	4,258

Natural Force Damage

Year 2019	135
Year 2020	44
Year 2021	58
3 Year Avg	79

Pipe, Weld or Joint Failure

Year 2019	107
Year 2020	87
Year 2021	109
3 Year Avg	101

Excavation Damage

Year 2019	38
Year 2020	2
Year 2021	35
3 Year Avg	25

Other Cause

Year 2019	2
Year 2020	3
Year 2021	195
3 Year Avg	67

CenterPoint Energy
2022 Service Quality Report

2022 MAINS LEAKS BY CAUSE

	Year 2022
Total Mains Leaks (by Cause & Year Repaired)	297
Corrosion Failure	36
Equipment Failure	63
Excavation Damage	138
Incorrect Operations	14
Natural Force Damage	7
Other Cause	2
Other Outside Force Damage	11
Pipe, Weld or Joint Failure	26

3 Year Average Calculations (2019 - 2021)

Corrosion Failure

Year 2019	71
Year 2020	86
Year 2021	73
3 Year Avg	77

Incorrect Operations

Year 2019	54
Year 2020	36
Year 2021	37
3 Year Avg	42

Other Outside Force Damage

Year 2019	17
Year 2020	24
Year 2021	17
3 Year Avg	19

Equipment Failure

Year 2019	143
Year 2020	123
Year 2021	70
3 Year Avg	112

Natural Force Damage

Year 2019	6
Year 2020	5
Year 2021	6
3 Year Avg	6

Pipe, Weld or Joint Failure

Year 2019	26
Year 2020	22
Year 2021	9
3 Year Avg	19

Excavation Damage

Year 2019	133
Year 2020	149
Year 2021	137
3 Year Avg	140

Other Cause

Year 2019	9
Year 2020	18
Year 2021	-
3 Year Avg	9

CenterPoint Energy
2022 Service Quality Report

2022 SERVICES LEAKS BY CAUSE

	Year 2022
Total Services Leaks (by Cause & Year Repaired)	1,303
Corrosion Failure	155
Equipment Failure	304
Excavation Damage	597
Incorrect Operations	75
Natural Force Damage	51
Other Cause	7
Other Outside Force Damage	75
Pipe, Weld or Joint Failure	39

3 Year Average Calculations (2019 - 2021)

Corrosion Failure

Year 2019	165
Year 2020	178
Year 2021	131
3 Year Avg	158

Incorrect Operations

Year 2019	126
Year 2020	110
Year 2021	86
3 Year Avg	107

Other Outside Force Damage

Year 2019	107
Year 2020	95
Year 2021	87
3 Year Avg	96

Equipment Failure

Year 2019	324
Year 2020	461
Year 2021	257
3 Year Avg	347

Natural Force Damage

Year 2019	46
Year 2020	50
Year 2021	44
3 Year Avg	47

Pipe, Weld or Joint Failure

Year 2019	46
Year 2020	56
Year 2021	32
3 Year Avg	45

Excavation Damage

Year 2019	595
Year 2020	675
Year 2021	596
3 Year Avg	622

Other Cause

Year 2019	16
Year 2020	24
Year 2021	23
3 Year Avg	21

CenterPoint Energy
2022 Service Quality Report

2022 MAINS LEAKS BY MATERIAL

	Year 2022
Total Mains Leaks (by Material & Year Repaired)	297
Bare Steel	18
Coated Steel	103
Not Assigned/Unknown	2
Plastic-PE	130
Plastic-PE Aldyl A	44

3 Year Average Calculations (2019 - 2021)

Bare Steel

Year 2019	79
Year 2020	90
Year 2021	55
3 Year Avg	75

Not Assigned/Unknown

Year 2019	14
Year 2020	20
Year 2021	4
3 Year Avg	13

Plastic-PE Aldyl A

Year 2019	43
Year 2020	51
Year 2021	48
3 Year Avg	47

Coated Steel

Year 2019	187
Year 2020	156
Year 2021	99
3 Year Avg	147

Plastic-PE

Year 2019	136
Year 2020	146
Year 2021	143
3 Year Avg	142

CenterPoint Energy
2022 Service Quality Report

2022 SERVICES LEAKS BY MATERIAL

	Year 2022
Total Services Leaks (by Material & Year Repaired)	1,303
Bare Steel	45
Coated Steel	144
Copper	191
Not Assigned/Unknown	9
Plastic-PE	667
Plastic-PE Aldyl A	247
PVC	0

3 Year Average Calculations (2019 - 2021)

Bare Steel

Year 2019	52
Year 2020	82
Year 2021	32
3 Year Avg	55

Not Assigned/Unknown

Year 2019	18
Year 2020	8
Year 2021	4
3 Year Avg	10

PVC

Year 2019	-
Year 2020	-
Year 2021	2
3 Year Avg	1

Coated Steel

Year 2019	118
Year 2020	301
Year 2021	128
3 Year Avg	182

Plastic-PE

Year 2019	763
Year 2020	752
Year 2021	703
3 Year Avg	739

Copper

Year 2019	180
Year 2020	246
Year 2021	147
3 Year Avg	191

Plastic-PE Aldyl A

Year 2019	294
Year 2020	260
Year 2021	240
3 Year Avg	265

CenterPoint Energy
2022 Service Quality Report

2022 ABOVE GROUND FACILITIES RISK BY CAUSE

	Year 2022
Total ABGF Risk (by Cause & Year Repaired)	381,251
Corrosion	8,197
Equipment	330,024
Excavation	3,600
Incorrect Operation	13,177
Natural Forces	7,613
Other	7,374
Other Outside Force Damage	10,513
Pipe, Weld or Joint Failure	753

3 Year Average Calculations (2019 - 2021)

Corrosion

Year 2019	10,924
Year 2020	333
Year 2021	3,969
3 Year Avg	5,075

Incorrect Operation

Year 2019	20,927
Year 2020	372
Year 2021	6,819
3 Year Avg	9,373

Other Outside Force Damage

Year 2019	28,849
Year 2020	5,932
Year 2021	10,326
3 Year Avg	15,036

Equipment

Year 2019	298,935
Year 2020	39,966
Year 2021	248,097
3 Year Avg	195,666

Natural Forces

Year 2019	30,819
Year 2020	5,529
Year 2021	13,921
3 Year Avg	16,756

Pipe, Weld or Joint Failure

Year 2019	10,227
Year 2020	870
Year 2021	7,659
3 Year Avg	6,252

Excavation

Year 2019	27,648
Year 2020	288
Year 2021	21,530
3 Year Avg	16,489

Other

Year 2019	144
Year 2020	432
Year 2021	15,340
3 Year Avg	5,305

CenterPoint Energy
2022 Service Quality Report

2022 MAINS RISK BY CAUSE

	Year 2022
Total Mains Risk (by Cause & Year Repaired)	486,892
Corrosion	46,170
Equipment	103,140
Excavation	253,866
Incorrect Operation	18,424
Natural Forces	9,747
Other	1,734
Other Outside Force Damage	17,091
Pipe, Weld or Joint Failure	36,720

3 Year Average Calculations (2019 - 2021)

Corrosion

Year 2019	60,750
Year 2020	83,538
Year 2021	85,050
3 Year Avg	76,446

Incorrect Operation

Year 2019	64,800
Year 2020	45,529
Year 2021	53,666
3 Year Avg	54,665

Other Outside Force Damage

Year 2019	18,630
Year 2020	25,535
Year 2021	28,492
3 Year Avg	24,219

Equipment

Year 2019	122,310
Year 2020	98,520
Year 2021	100,710
3 Year Avg	107,180

Natural Forces

Year 2019	7,311
Year 2020	6,499
Year 2021	7,311
3 Year Avg	7,040

Pipe, Weld or Joint Failure

Year 2019	26,730
Year 2020	18,873
Year 2021	10,530
3 Year Avg	18,711

Excavation

Year 2019	223,924
Year 2020	246,972
Year 2021	253,887
3 Year Avg	241,594

Other

Year 2019	7,290
Year 2020	13,722
Year 2021	-
3 Year Avg	7,004

CenterPoint Energy
2022 Service Quality Report

2022 SERVICES RISK BY CAUSE

	Year 2022
Total Services Risk (by Cause & Year Repaired)	2,037,326
Corrosion	236,025
Equipment	376,650
Excavation	1,104,570
Incorrect Operation	87,034
Natural Forces	71,023
Other	7,314
Other Outside Force Damage	113,400
Pipe, Weld or Joint Failure	41,310

3 Year Average Calculations (2019 - 2021)

Corrosion

Year 2019	219,826
Year 2020	183,061
Year 2021	200,920
3 Year Avg	201,269

Incorrect Operation

Year 2019	136,890
Year 2020	104,327
Year 2021	125,009
3 Year Avg	122,075

Other Outside Force Damage

Year 2019	136,720
Year 2020	111,726
Year 2021	117,720
3 Year Avg	122,055

Equipment

Year 2019	366,930
Year 2020	321,048
Year 2021	318,330
3 Year Avg	335,436

Natural Forces

Year 2019	66,713
Year 2020	62,948
Year 2021	65,790
3 Year Avg	65,150

Pipe, Weld or Joint Failure

Year 2019	51,030
Year 2020	51,462
Year 2021	34,290
3 Year Avg	45,594

Excavation

Year 2019	969,840
Year 2020	1,079,406
Year 2021	1,059,750
3 Year Avg	1,036,332

Other

Year 2019	18,709
Year 2020	27,484
Year 2021	26,821
3 Year Avg	24,338

CenterPoint Energy
2022 Service Quality Report

2022 MAINS RISK BY MATERIAL

	Year 2022
Total Mains Risk (by Material & Year Repaired)	486,892
Bare Steel	25,169
Coated Steel	163,545
Not Assigned/Unknown	4,860
Plastic-PE	226,404
Plastic-PE Aldyl A	66,914

3 Year Average Calculations (2019 - 2021)

Bare Steel

Year 2019	66,431
Year 2020	79,325
Year 2021	62,370
3 Year Avg	69,375

Not Assigned/Unknown

Year 2019	8,103
Year 2020	10,707
Year 2021	7,355
3 Year Avg	8,722

Plastic-PE Aldyl A

Year 2019	55,941
Year 2020	67,663
Year 2021	78,042
3 Year Avg	67,215

Coated Steel

Year 2019	185,542
Year 2020	152,064
Year 2021	144,742
3 Year Avg	160,783

Plastic-PE

Year 2019	215,728
Year 2020	229,428
Year 2021	247,136
3 Year Avg	230,764

CenterPoint Energy
2022 Service Quality Report

2022 SERVICES RISK BY MATERIAL

	Year 2022
Total Services Risk (by Material & Year Repaired)	2,037,326
Bare Steel	62,648
Coated Steel	213,506
Copper	282,133
Not Assigned/Unknown	11,343
Plastic PE	1,156,795
Plastic-PE Aldyl A	310,901
PVC	0

3 Year Average Calculations (2019 - 2021)

Bare Steel

Year 2019	60,011
Year 2020	51,733
Year 2021	50,568
3 Year Avg	54,104

Not Assigned/Unknown

Year 2019	22,712
Year 2020	6,804
Year 2021	3,513
3 Year Avg	11,010

Plastic-PE Aldyl A

Year 2019	349,920
Year 2020	335,945
Year 2021	313,062
3 Year Avg	332,976

Coated Steel

Year 2019	160,963
Year 2020	175,189
Year 2021	176,536
3 Year Avg	170,896

Plastic PE

Year 2019	1,122,442
Year 2020	1,137,842
Year 2021	1,175,897
3 Year Avg	1,145,394

PVC

Year 2019	-
Year 2020	-
Year 2021	3,240
3 Year Avg	1,080

Copper

Year 2019	250,610
Year 2020	233,949
Year 2021	225,814
3 Year Avg	236,791

CenterPoint Energy
2022 Service Quality Report

2022 UNIT COST INSTALLED BY PROJECT

Project	Metric	Total Cost	Quantity	Unit Cost
Transmission Pipeline Integrity	Cost per foot replaced	$46,586,219	51,266	$909
Transmission Pipeline Replacement	Cost per foot replaced	$22,157,784	9,764	$2,269
Remote Control Valves	Cost per 8" valve installed	0	0	N/A
Bare Steel Mains	Cost per foot replaced	$39,373,638	74,889	$526
Cast Iron Mains	Cost per foot replaced	0	0	N/A
Copper Service Lines	Cost per service line replaced	$761,375	113	$6,738
Inside Meters	Cost per meter moved	$12,572,747	2,823	$4,454
Vintage Plastic Pipe	Cost per service line replaced	$3,341,995	358	$9,335

3 Year Average Calculations (2019 - 2021)

Transmission Pipe Integrity	Total Cost	Quantity (per foot replaced)	Unit Cost
Year 2019	$13,545,333	7,523	$1,801
Year 2020	$13,410,198	11,860	$1,131
Year 2021	$10,072,361	13,641	$738
3 Year Avg	$12,342,631	11,008	$1,223

Transmission Pipeline Replacement	Total Cost	Quantity (per foot replaced)	Unit Cost
Year 2019	$36,815,986	25,824	$1,426
Year 2020	$47,612,907	29,473	$1,615
Year 2021	$21,402,153	16,905	$1,266
3 Year Avg	$35,277,015	24,067	$1,436

Remote Control Valves	Total Cost	Quantity (per 8" valve installed)	Unit Cost
Year 2019	-	-	N/A
Year 2020	-	-	N/A
Year 2021	-	-	N/A
3 Year Avg	$0	-	#DIV/0!

Bare Steel Mains	Total Cost	Quantity (per foot replaced)	Unit Cost
Year 2019	$18,531,169	115,260	$161
Year 2020	$10,368,789	38,178	$272
Year 2021	$29,016,192	270,173	$107
3 Year Avg	$19,305,383	141,204	$180

Cast Iron Mains	Total Cost	Quantity (per foot replaced)	Unit Cost
Year 2019	$0	-	N/A
Year 2020	$0	-	N/A
Year 2021	$0	-	N/A
3 Year Avg	$0	-	#DIV/0!

Copper Service Lines	Total Cost	Quantity (per svc line replaced)	Unit Cost
Year 2019	$1,225,054	405	$3,025
Year 2020	$1,377,974	295	$4,671
Year 2021	$1,136,253	295	$3,852
3 Year Avg	$1,246,427	332	$3,849

Inside Meters	Total Cost	Quantity (per meter moved)	Unit Cost
Year 2019	$8,610,296	1,455	$5,918
Year 2020	$9,389,022	1,228	$7,646
Year 2021	$11,675,373	3,180	$3,672
3 Year Avg	$9,891,564	1,954	$5,745

Vintage Plastic Pipe	Total Cost	Quantity (per svc line replaced)	Unit Cost
Year 2019	$1,882,122	650	$2,896
Year 2020	$2,215,349	420	$5,275
Year 2021	$2,115,877	469	$4,511
3 Year Avg	$2,071,116	513	$4,227

CenterPoint Energy
2022 Service Quality Report

2022 COMPARISON OF BUDGETED COSTS TO ACTUAL INSTALLED COSTS

Project	Estimate	Actual	Actual Over/(Under)
Transmission Pipeline Integrity (TIMP Capital)	$56,961,000	54,145,513	($2,815,487)
Transmission Pipeline Integrity (TIMP Expense)	$5,230,000	$3,282,512	($1,947,488)
Transmission Pipeline Replacement (TIMP Capital)	$18,100,000	$22,157,784	$4,057,784
Remote Control Valves (TIMP Capital)	$0	$0	$0
Bare Steel Mains (DIMP Capital)	$27,455,126	$39,373,638	$11,918,512
Cast Iron Mains (DIMP Capital)	$0	$0	$0
Copper Service Lines (DIMP Capital)	$1,027,950	$761,375	($266,575)
Inside Meters (DIMP Capital)	$12,999,829	$12,572,747	($427,082)
Vintage Plastic Pipe (DIMP Capital)	$2,367,750	$3,341,995	$974,245

3 Year Average Calculations (2019 - 2021)

Transmission Pipe Integrity (Capital)	Estimate	Actual	Actual O/(U)
Year 2019	$16,635,000	$15,511,783	($1,123,217)
Year 2020	$13,890,000	$15,217,921	$1,327,921
Year 2021	$14,830,000	$12,296,758	($2,533,242)
3 Year Avg	$15,118,333	$14,342,154	($602,661)

Transmission Pipe Integrity (Expense)	Estimate	Actual	Actual O/(U)
Year 2019	$5,891,377	$4,405,824	($1,485,553)
Year 2020	$5,545,625	$1,843,561	($3,702,064)
Year 2021	$3,973,942	$1,979,807	($1,994,135)
3 Year Avg	$5,136,981	$2,743,064	($2,393,917)

Transmission Pipeline Replacement	Estimate	Actual	Actual O/(U)
Year 2019	$39,710,000	$36,815,986	($2,894,014)
Year 2020	$38,470,000	$47,612,907	$9,142,907
Year 2021	$21,500,000	$21,402,153	($97,847)
3 Year Avg	$33,226,667	$35,277,015	$2,050,349

Remote Control Valves	Estimate	Actual	Actual O/(U)
Year 2019	$400,000	$63,422	($336,578)
Year 2020	$60,000	$190,035	$130,035
Year 2021	$0	$0	$0
3 Year Avg	$153,333	$84,486	($68,848)

Bare Steel Mains	Unit Cost	Actual	Actual O/(U)
Year 2019	$15,100,000	$18,531,169	$3,431,169
Year 2020	$9,094,674	$10,368,789	$1,274,115
Year 2021	$27,242,117	$29,016,192	$1,774,075
3 Year Avg	$17,145,597	$19,305,383	$2,159,786

Cast Iron Mains	Unit Cost	Actual	Actual O/(U)
Year 2019	$0	$0	$0
Year 2020	$0	$0	$0
Year 2021	$0	$0	$0
3 Year Avg	$0	$0	$0

Copper Service Lines	Unit Cost	Actual	Actual O/(U)
Year 2019	$1,027,890	$1,225,054	$197,164
Year 2020	$1,027,890	$1,377,974	$350,084
Year 2021	$1,027,890	$1,136,253	$108,363
3 Year Avg	$1,027,890	$1,246,427	$218,537

Inside Meters	Unit Cost	Actual	Actual O/(U)
Year 2019	$7,995,420	$8,610,296	$614,876
Year 2020	$7,995,420	$9,389,022	$1,393,602
Year 2021	$12,999,829	$11,675,373	($1,324,456)
3 Year Avg	$9,663,556	$9,891,564	$228,007

Vintage Plastic Pipe	Unit Cost	Actual	Actual O/(U)
Year 2019	$2,354,670	$1,882,122	($472,548)
Year 2020	$2,354,670	$2,215,349	($139,321)
Year 2021	$2,367,750	$2,115,877	($251,873)
3 Year Avg	$2,359,030	$2,071,116	($287,914)

CenterPoint Energy
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2022 AVERAGE ANNUAL COST TO REPAIR LEAKS BY FACILITY

	Number	Repair Cost	Average Cost
All Leak Repairs	**14,110**	**$5,089,024**	**$361**
All Mains	535	$1,283,300	$2,399
All Meters	11,665	$2,153,936	$185
All Service Lines	1,910	$1,651,788	$865
Capitalized Leak Repairs	**1,376**	**$1,595,469**	**$1,159**
Mains (capitalized)	162	$540,792	$3,338
Meters (capitalized)	483	$287,245	$595
Service Lines (capitalized)	731	$767,432	$1,050
Expensed Leak Repairs	**12,734**	**$3,493,555**	**$274**
Mains (expensed)	373	$742,508	$1,991
Meters (expensed)	11,182	$1,866,691	$167
Service Lines (expensed)	1,179	$884,356	$750

3 Year Average Calculations (2019 - 2021)

All Leak Repairs - Mains	Number	Repair Cost	Avg Cost
Year 2019	644	$1,890,446	$2,935
Year 2020	614	$1,546,049	$2,518
Year 2021	615	$1,908,016	$3,102
3 Year Avg	624	$1,781,504	$2,853

Capital Leak Repairs - Meters	Number	Repair Cost	Avg Cost
Year 2019	455	$274,385	$603
Year 2020	318	$229,524	$722
Year 2021	333	$243,547	$731
3 Year Avg	369	$249,152	$676

Expensed Leak Repairs - Svc Lines	Number	Repair Cost	Avg Cost
Year 2019	1,940	$1,531,330	$789
Year 2020	1,236	$863,794	$699
Year 2021	1,083	$810,953	$749
3 Year Avg	1,420	$1,068,692	$753

All Leak Repairs - Meters	Number	Repair Cost	Avg Cost
Year 2019	12,844	$2,945,015	$229
Year 2020	9,705	$1,979,900	$204
Year 2021	10,975	$2,182,167	$199
3 Year Avg	11,175	$2,369,027	$212

Capital Leak Repairs - Svc Lines	Number	Repair Cost	Avg Cost
Year 2019	430	$579,131	$1,347
Year 2020	766	$842,514	$1,100
Year 2021	754	$822,520	$1,091
3 Year Avg	650	$748,055	$1,151

All Leak Repairs - Service Lines	Number	Repair Cost	Avg Cost
Year 2019	2,370	$2,110,461	$890
Year 2020	2,002	$1,706,308	$852
Year 2021	1,837	$1,633,473	$889
3 Year Avg	2,070	$1,816,747	$878

Expensed Leak Repairs - Mains	Number	Repair Cost	Avg Cost
Year 2019	532	$1,170,256	$2,200
Year 2020	448	$1,037,709	$2,316
Year 2021	425	$784,218	$1,845
3 Year Avg	468	$997,394	$2,130

Capital Leak Repairs - Mains	Number	Repair Cost	Avg Cost
Year 2019	112	$487,982	$4,357
Year 2020	166	$508,340	$3,062
Year 2021	190	$1,123,798	$5,915
3 Year Avg	156	$706,707	$4,530

Expensed Leak Repairs - Meters	Number	Repair Cost	Avg Cost
Year 2019	12,389	$2,670,630	$216
Year 2020	9,387	$1,750,376	$186
Year 2021	10,642	$1,938,620	$182
3 Year Avg	10,806	$2,119,875	$196

CenterPoint Energy
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CUSTOMER SERVICE, MAINTENANCE, AND INSTALLATION COMPANY EMPLOYEES FOR MINNESOTA

Full-Time Equivalent Employees Performing Direct Customer Service

	2017	2018	2019	2020	2021	2022
Other/agent not assigned to team	1	2	4	0	0	0
Evansville	0	0	0	0	0	0
Houston	24	21	12	12	13	13
Houston Svc Center	1	0	0	0	1	1
IQOR	27	20	1	0	0	0
Minnesota	35	52	75	54	57	83
Grand Total	**89**	**96**	**92**	**66**	**71**	**97**

Full-Time Equivalent Employees Performing Maintenance and Installations

	2017	2018	2019	2020	2021	2022
505 Nicollet	5	3	4	3	3	3
Alexandria	7	6	8	7	10	9
Brainerd	3	3	2	3	7	7
Coon Rapids	84	82	81	83	80	84
Dakota Station	12	13	12	12	11	11
Evergreen	43	45	45	43	50	50
Golden Valley Lab (Bldg C)	3	3	3	3	2	2
Golden Valley Svc Ctr (Bldg A)	50	49	46	49	48	53
Hastings	2	2	2	2	1	2
Linden	206	203	205	226	231	215
Mankato HQ	32	30	32	31	30	27
Milaca	3	3	2	3	8	0
River	5	6	5	6	6	9
Shakopee FBO	17	16	18	15	18	17
South 501	97	92	95	90	86	84
South 601 (Stores)	40	53	54	61	64	64
Waterville	8	8	8	9	3	7
Willmar	5	6	9	7	13	11
Z Obsolete Luverne						
Grand Total	**622**	**623**	**631**	**653**	**669**	**655**

CenterPoint Energy
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COMPLAINT CATEGORIES

Alleged Billing Errors

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

Inaccurate Metering

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

Wrongful Disconnect

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

High Bills

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

Inadequate Service

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

Service-Extension Intervals—Service-Restoration Intervals

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

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

- **Employee Conduct—**These complaints involve behavioral or driving complaints against an employee.

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

CenterPoint Energy
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LIST OF REPORTING REQUIREMENTS

Reporting Requirement	Source(s) of Requirement	Section(s) and/or Schedule(s) Where Information Provided
For each customer class and calendar month, the number and percentage of customer meters read by utility personnel.	Minn. R. 7826.1400; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(B)	Section 1.2; Schedule 2
For each customer class and calendar month, the number and percentage of customer meters self-read by customers.	Minn. R. 7826.1400; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(B)	Section 1.2; Schedule 2
For each customer class and calendar month, the number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and for periods of longer than 12 months, and an explanation as to why they have not been read.	Minn. R. 7826.1400; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(B)	Section 1.2; Schedule 2
Data on monthly meter-reading staffing levels, by work center or geographical area.	Minn. R. 7826.1400; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(B)	Section 1.2; Schedule 2
For each customer class and calendar month, the number of customers requesting service to a location not previously served by the utility and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service; the types of extension requests (such as requests for reconnection after disconnection for non-payment) included in the data.	Minn. R. 7826.1600; March 6, 2012 Order in Docket No. G-008/M-10-374	Section 1.4; Schedule 4
For each customer class and calendar month, the number of customers requesting service to a location previously served by the utility, but not served at the time of the request, and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service; the types of extension requests (such as requests for reconnection after disconnection for non-payment) included in the data.	Minn. R. 7826.1600; March 6, 2012 Order in Docket No. G-008/M-10-374	Section 1.4; Schedule 4
A detailed report on call center response times, including calls to the business office and calls regarding service interruptions. The report must include a month-by-month breakdown of this information. Each utility shall report call center response times in terms of the percentage of calls answered with 20 seconds.	Minn. R. 7826.1700; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(A)	Section 1.1; Schedule 1

Reporting Requirement	Source(s) of Requirement	Section(s) and/or Schedule(s) Where Information Provided
The number of customers who were required to make a deposit as a condition of receiving service.	Minn. R. 7826.1900; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(F)	Section 1.5, Schedule 5
By customer class and calendar month, the number of customer complaints received.	Minn. R. 7826.2000; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(G)	Section 1.6; Schedule 6a
By customer class and calendar month, the number and percentage of complaints of alleged billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service-extension intervals, service-restoration intervals, and any other identifiable subject matter involved in five percent or more of customer complaints.	Minn. R. 7826.2000; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(G)	Section 1.6; Schedule 6b
By customer class and calendar month, the number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days.	Minn. R. 7826.2000; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(G)	Section 1.6; Schedule 6c
By customer class and calendar month, the number and percentage of all complaints resolved by taking any of the following actions: (1) taking the action the customer requested; (2) taking the action the customer and utility agree is an acceptable compromise; (3) providing the customer with information that demonstrates that the situation complained of is not reasonably in the control of the utility; or (4) refusing to take the action the customer requested.	Minn. R. 7826.2000; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(G)	Section 1.6; Schedule 6d
By customer class and calendar month, the number of complaints forwarded to the utility by the Consumer Affairs Office for further investigation.	Minn. R. 7826.2000; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(G)	Section 1.6; Schedule 6e
The information contained in its Minn. R. 7820.0500 annual report on PUC “formal” complaints, complaints from other state agencies, and the Better Business Bureau	July 7, 2006 Order in Docket No. G-008/GR-04-901	Section 6.2; Schedule 17
The total number of calls its call center receives and the number of these calls that come into the dedicated line for emergencies, billing inquiries, credit/payment arrangements, and service connection/disconnection requests.	July 7, 2006 Order in Docket No. G-008/GR-04-901	Section 6.1, Schedule 16
In lieu of reporting data on involuntary service disconnections as contained in Minn. R. 7826.1500, each utility shall reference the data that it submits under Minn. Stat. §§ 216B.091 and 216B.096.	August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(D)	Section 1.3; Schedule 3
Data on telephone answer times to its gas emergency phone line calls.	August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(H)	Section 1.7; Schedule 7

Reporting Requirement	Source(s) of Requirement	Section(s) and/or Schedule(s) Where Information Provided
Data on mislocates, including the number of times a line is damaged due a mismarked line or failure to mark a line.	August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(I)	Section 2; Schedule 8
Data on the number of gas lines damaged. The damage shall be categorized according to whether it was caused by the utility's employees or contractors, or whether it was due to any other unplanned cause.	August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(J)	Section 3.1; Schedule 9
Data on service interruptions. Each interruption shall be categorized according to whether it was caused by the utility's employees or contractors, or whether it was due to any other unplanned cause.	August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(K)	Section 3.2; Schedule 10
Summaries of major events that are immediately reportable to MNOPS according to the criteria used by MNOPS to identify reportable events. Each utility shall also provide summaries of all service interruptions caused by system integrity pressure issues. Each summary shall include the location; when the incident occurred; how many customers were affected; how the company was made aware of the incident; the root cause of the incident; the actions taken to fix the problem; what actions were taken to contact customers; any public relations or media issues; whether the customer or the company was relighted; and the longest any customer was without gas service during the incident.	August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(L)	Section 3.3; Schedule 11
Data on gas emergency response times including the percentage of emergencies responded to within one hour and within more than one hour. The average number of minutes it takes to respond to an emergency.	August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(N)	Section 3.4; Schedule 12
Customer-service related operations and maintenance expenses. The reports shall include only Minnesota-regulated, customer-service expenses and shall be based on the costs each utility records in its FERC accounts 901 and 903, plus payroll taxes and benefits.	August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(O)	Section 4; Schedule 13
For each steel service line relocation and each relocation of meters rated at 630 cubic feet per hour, the itemized costs associated with each relocation.	March 15, 2010 Order in Docket No. G-008/M-09-1190	Section 5; Schedules 14 and 15
IVR 'zero out' data.	November 25, 2015 Order in Docket No. G-008/M-15-414	Section 1; Schedule 1a
Three-year averages on metrics of most significance as agreed to with DOC and OAG.	October 26, 2018 Stipulation in Docket No. G-008/AI-18-517, Stipulation Condition No. 8	Throughout

Reporting Requirement	Source(s) of Requirement	Section(s) and/or Schedule(s) Where Information Provided
A summary of any 2019 emergency response violations cited by MNOPS during the year and the number of violation letters received by the utility from MNOPS during the year.	Order in Docket No. G-008/M-19-300 (appears in minutes of October 24, 2019 meeting, but not in subsequent Order)	Section 3.3; Schedule 11a
Based on the utility's filing under 49 CFR 192.1007 (e) and the baseline information provided in the 2019 service quality report and update of integrity management plan performance measures, monitoring results, and evaluation of effectiveness.	November 14, 2019 Order in Docket No. G-008/M-19-300	Section 7; Schedules 18a-18m
Uniform reporting metrics for installation of excess flow valves and manual service line shutoff valves developed in consultation with other utilities.	November 14, 2019 Order in Docket No. G-008/M-19-300	Section 8
Customer outreach regarding excess flow valves, and customer requests for installations.	February 23, 2021 Order in Docket No. G-999/CI-18-41	Section 8
Provide a five-year historical look at the number of Company employees and the designated full-time equivalents performing direct customer service, maintenance, and installations in Minnesota along with their location by region in Minnesota. CenterPoint Energy shall provide a narrative 15 explaining any historical trends and plans for these Minnesota employees in light of recent Parent Company plans and recommendations.	March 1, 2021 Order in Docket No. G-008/GR-19-524	Section 9; Schedule 19

In the Matter of
CenterPoint Energy Natural Gas Innovation Act (NGIA)
Innovation Plan

Petition of CenterPoint Energy

EXHIBIT V: ALTERNATIVE PORTFOLIOS

Docket No. G-008/M-23-215

June 28, 2023

Alternative Portfolio Saving 50% of GHGs

Perspectives	RNG Proposal - Anaerobic Digestion of Organic Materials	RNG Proposal - Anaerobic Digestion of East Metro Food Waste	RNG Archetype - Wastewater Resource Recovery Facility	RNG Archetype - Food Waste	RNG Archetype - Landfill Gas	Green Hydrogen Blending into Natural Gas Distribution System	Green Hydrogen Archetype for Industrial or Large Commercial Facility	Industrial Methane and Refrigerant Leak Reduction Program	Carbon Capture Archetype for Industrial or Large Commercial Facility	Carbon Capture Rebates for Commercial Buildings	New Networked Geothermal Systems Pilot	Commercial hybrid heating pilot	Residential deep energy retrofit + electric ASHP pilot (with gas backup)	Small/medium business GHG audit pilot	Residential Gas Heat Pump	Gas Heat Pump for Commercial Buildings	Industrial and Large Commercial GHG Audit Pilot
NGIA Utility Perspective	-$7,384,330	-$26,322,323	-$1,861,312	-$2,121,534	-$13,363,746	-$22,444,767	$777,702	-$1,005,465	-$3,111,567	$109,387	-$11,846,663	-$2,920,622	-$4,963,950	-$1,391,831	-$305,058	-$558,792	$339,580
NGIA Participants Perspective (including specific impacts on low- and moderate-income participants) Quantifiable Costs/Benefits	$0	$0	$0	$0	$0	$0	-$44,485,253	$100,759	-$14,259,346	-$1,103,836	-$716,541	-$536,483	-$9,343,676	-$218,674	$11,879	$69,236	-$311,245
NGIA Participants Perspective (including specific impacts on low- and moderate-income participants) Qualitative Costs/Benefits							May assist MN businesses in achieving GHG goals	May assist MN businesses in achieving GHG goals; may improve workplace safety	May assist MN businesses in achieving GHG goals	May assist MN businesses in achieving GHG goals		May assist MN businesses in achieving GHG goals	May improve thermal comfort	May assist MN businesses in achieving GHG goals		May assist MN businesses in achieving GHG goals	May assist MN businesses in achieving GHG goals
NGIA Nonparticipating Customers Perspective (including specific impacts on low- and moderate-income customers) Quantifiable Costs/Benefits	-$2,254,376	-$8,016,033	-$761,053	-$868,238	-$5,437,250	-$4,124,185	-$924,630	-$1,284,195	-$2,166,735	-$1,040,443	-$2,425,248	-$3,407,583	-$5,751,386	-$1,551,574	-$316,937	-$639,685	-$757,717
NGIA Nonparticipating Customers Perspective (including specific impacts on low- and moderate-income customers) Qualitative Costs/Benefits	Provides widespread benefits to all sales customers	Provides widespread benefits to all sales customers	Provides widespread benefits to all sales customers	Provides widespread benefits to all sales customers	Provides widespread benefits to all sales customers	Provides widespread benefits to all sales customers											
Effects on Other Energy Systems and Energy Security	Fuel made in MN and reduces import of fuel from outside of MN	Fuel made in MN and reduces import of fuel from outside of MN	Company will give preference to fuel made in MN that will reduce import from outside of MN	Company will give preference to fuel made in MN that will reduce import from outside of MN	Company will give preference to fuel made in MN that will reduce import from outside of MN	Fuel made in MN and reduces import of fuel from outside of MN; hydrogen may place burden on electric grid	Fuel made in MN and reduces import of fuel from outside of MN; hydrogen production may place burden on electric grid			Reduces overall energy consumption	System will also support cooling reducing demand on electric system	Promotes strategic electrification	Promotes strategic electrification	Reduces overall energy consumption	Reduces geologic gas throughput; may reduce electric build out needs	Reduces geologic gas throughput; may reduce electric build out needs	Reduces overall energy consumption
Environment																	
GHG Emissions ($) Quantifiable Costs/Benefits	$1,441,875	$7,554,616	$275,423	$600,457	$3,562,276	$1,322,111	$2,660,517	$1,828,044	$2,405,753	$2,597,709	$909,967	$653,697	$1,432,864	$254,897	$11,636	$107,512	$1,680,938
GHG Emissions Qualitative Benefits								Quantified benefits do not include avoided refrigerant leaks							Use refrigerants with lower global warming potential	Use refrigerants with lower global warming potential	
Other Pollution (including any environmental justice costs or benefits) Quantifiable Costs/Benefits	$0	$0	$0	$0	$0	-$1,439	-$2,895	$26,572	-$164,916	$201,302	$121,160	$71,355	$176,646	$25,123	$1,243	$11,586	$191,173
Other Pollution (including any environmental justice costs or benefits) Qualitative Costs/Benefits	Planned facility located in an environmental justice area of concern																
Waste reduction and reuse (including reduction of water use)	Supports community organics recycling	Supports community organics recycling	Wastewater projects make a useful product from waste	Food waste projects can have landfill avoidance benefits; foodwaste projects all make a useful product from waste													
Policy (e.g., natural gas throughput, renewable energy goals)	Reduces geologic gas throughput; avoids landfilling; increases use of renewable energy	Reduces geologic gas throughput; avoids landfilling; increases use of renewable energy	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput		Reduces geologic gas throughput	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput	Reduces geologic gas throughput	Reduces geologic gas throughput	Reduces geologic gas throughput; increases use of renewable energy
Socioeconomic																	
Net Job Creation	Creates 46 direct jobs, 17 indirect jobs and 25 induced jobs	Creates 112 direct jobs, 62 indirect jobs and 70 induced jobs	Creates 8 direct jobs, 4 indirect jobs and 5 induced jobs	Creates 8 direct jobs, 5 indirect jobs and 5 induced jobs	Creates 45 direct jobs, 24 indirect jobs and 27 induced jobs	Creates 43 direct jobs, 59 indirect jobs and 45 induced jobs	Creates 164 direct jobs, 98 indirect jobs and 120 induced jobs	Creates 9 direct jobs, 5 indirect jobs and 7 induced jobs	Creates 23 direct jobs, 26 indirect jobs and 28 induced jobs	Creates 88 direct jobs, 51 indirect jobs and 55 induced jobs	Creates 24 direct jobs, 34 indirect jobs and 41 induced jobs	Creates 19 direct jobs, 12 indirect jobs and 13 induced jobs	Creates 21 direct jobs, 15 indirect jobs and 47 induced jobs	Creates 13 direct jobs, 9 indirect jobs and 9 induced jobs	Creates 2 direct jobs, 1 indirect jobs and 1 induced jobs	Creates 3 direct jobs, 2 indirect jobs and 2 induced jobs	Creates 21 direct jobs, 13 indirect jobs and 13 induced jobs
Economic Development	Will pay prevailing wages; will seek apprentices; will seek to hire from local community	Will pay prevailing wages; will seek apprentices; will seek to hire from local community				Will pay prevailing wages; will seek apprentices; will seek to hire from local community; will take advantage of higher IRA credits due to labor practices; hydrogen projects represent clean energy opportunity for workers from traditional geologic fuel jobs; will help MN build hydrogen workforce as hydrogen poised for growth due to IRA	Likely that many projects will satisfy IRA labor requirements; hydrogen projects represent clean energy opportunity for workers from traditional geologic fuel jobs; will help MN build hydrogen workforce as hydrogen poised for growth due to IRA		Likely that many projects will satisfy IRA labor requirements; will help MN build carbon capture workforce as carbon capture poised for growth due to IRA	Manufacturer intends to establish MN office in 2023	Will pay prevailing wages; will seek apprentices; will seek to hire from local community; will take advantage of higher IRA credits due to labor practices; networked geothermal projects represent clean energy opportunity for workers from traditional geologic fuel jobs; locally produced technologies will be considered	Projects may follow IRA labor requirements to take advantage of tax benefits					
Public Co-Benefits	Supports local government waste management	Supports local government waste management	Pilot would support wastewater treatement, which is often a public and publicly funded service														
Market Development	May produce fertilizer or soil amendments	May produce biochar					May help MN businesses appeal to customers interested in sustainability	May help MN businesses appeal to customers interested in sustainability	May help MN businesses appeal to customers interested in sustainability; carbon capture may produce by-products for resale	May help MN businesses appeal to customers interested in sustainability; carbon capture will produce by-products for resale		May help MN businesses appeal to customers interested in sustainability		May help MN businesses appeal to customers interested in sustainability		May help MN businesses appeal to customers interested in sustainability	May help MN businesses appeal to customers interested in sustainability
Innovation																	
Direct Innovation Support	Opportunity for Company to learn about purchasing RNG	Opportunity for Company to learn about purchasing RNG	Opportunity for Company to learn about purchasing RNG	Opportunity for Company to learn about purchasing RNG	Opportunity for Company to learn about purchasing RNG	Opportunity for Company to learn about hydrogen blending, storage, and use of solar	Opportunity for customers to learn about novel options for reducing GHGs from their systems	Opportunity for customers to learn about novel options for reducing GHGs from their systems; will reduce uncertainty about GHG potential of leak detection programs	Opportunity for customers to learn about novel options for reducing GHGs from their systems	Opportunity for customers to learn about novel options for reducing GHGs from their systems; version 4 unit is forthcoming with expected larger carbon capture percentages and application to more building types	Major opportunity for gas utility to learn about delivering energy in a new way	Opportunity for customers to learn about novel options for reducing GHGs from their systems; opportunity to collaborate with ETA program	Opportunity to collaborate with ETA program	Opportunity for customers to learn about novel options for reducing GHGs from their systems	Opportunity to collaborate with ETA program	Opportunity to collaborate with ETA program	Opportunity for customers to learn about novel options for reducing GHGs from their systems
Resource Scalability and Role in a Decarbonized System	Realistic pathways to decarbonization include RNG	Realistic pathways to decarbonization include RNG	Realistic pathways to decarbonization include RNG	Realistic pathways to decarbonization include RNG	Realistic pathways to decarbonization include RNG	Hydrogen poised to become more affordable and scalable as a result of IRA	Hydrogen poised to become more affordable and scalable as a result of IRA; hydrogen may be best decarb options for high heat load processes	Even in full decarbonized system likely to have some methane gas and continuing need for leak detection	Carbon capture poised to become more affordable and scalable as a result of IRA; carbon capture may be best decarb options for high heat load processes; carbon capture can be used in conjunction with RNG to drive net negative emissions	Carbon capture may be used in conjunction with RNG to drive net negative emissions		Strategic electrification necessary part of net zero strategy	Strategic electrification necessary part of net zero strategy				

Alternative Portfolio Saving 150% of GHGs

Perspectives	RNG Proposal - Anaerobic Digestion of Organic Materials	RNG Proposal - Anaerobic Digestion of East Metro Food Waste	RNG Archetype - Wastewater Resource Recovery Facility	RNG Archetype - Dairy Manure	RNG Archetype - Food Waste	RNG Archetype - Landfill Gas	Green Hydrogen Blending into Natural Gas Distribution System	Green Hydrogen Archetype for Industrial or Large Commercial Facility	Industrial Methane and Refrigerant Leak Reduction Program	Urban Tree Carbon Offset Program	Carbon Capture Archetype for Industrial or Large Commercial Facility	Carbon Capture Rebates for Commercial Buildings	New Networked Geothermal Systems Pilot	Decarbonizing Existing District Energy Systems	New District Energy System	Industrial Electrification Incentive Program	Commercial hybrid heating pilot	Residential deep energy retrofit + electric ASHP pilot (with gas backup)	Small/medium business GHG audit pilot	Residential Gas Heat Pump	Gas Heat Pump for Commercial Buildings	Industrial and Large Commercial GHG Audit Pilot
NGIA Utility Perspective	-$7,384,330	-$32,747,927	-$44,059,070	-$8,627,992	-$38,031,672	-$20,761,729	-$22,444,767	$1,591,509	-$1,878,850	-$485,613	-$6,020,357	$469,133	-$41,039,753	$4,962,643	$806,364	$70,937	-$6,725,479	-$13,432,012	-$1,937,235	-$493,852	-$898,613	$1,284,087
NGIA Participants Perspective (including specific impacts on low- and moderate-income participants) Quantifiable Costs/Benefits	$0	$0	$0	$0	$0	$0	$0	-$87,357,617	$208,376	$0	-$28,518,692	-$2,229,072	-$3,721,380	-$8,904,928	-$14,918,235	-$1,128,929	-$1,537,810	-$28,031,029	-$328,011	$19,798	$134,838	-$622,490
NGIA Participants Perspective (including specific impacts on low- and moderate-income participants) Qualitative Costs/Benefits								May assist MN businesses in achieving GHG goals	May assist MN businesses in achieving GHG goals; may improve workplace safety		May assist MN businesses in achieving GHG goals	May assist MN businesses in achieving GHG goals				May assist MN businesses in achieving GHG goals	May assist MN businesses in achieving GHG goals	May improve thermal comfort	May assist MN businesses in achieving GHG goals		May assist MN businesses in achieving GHG goals	May assist MN businesses in achieving GHG goals
NGIA Nonparticipating Customers Perspective (including specific impacts on low- and moderate-income customers) Quantifiable Costs/Benefits	-$2,254,376	-$9,970,747	-$17,911,647	-$3,539,088	-$15,507,029	-$8,407,910	-$4,124,185	-$1,723,783	-$2,523,164	-$485,613	-$4,130,693	-$1,864,352	-$9,336,428	-$1,039,950	-$316,550	-$701,836	-$8,108,485	-$15,794,319	-$2,176,849	-$513,650	-$1,056,151	-$910,507
NGIA Nonparticipating Customers Perspective (including specific impacts on low- and moderate-income customers) Qualitative Costs/Benefits	Provides widespread benefits to all sales customers	Provides widespread benefits to all sales customers	Provides widespread benefits to all sales customers	Provides widespread benefits to all sales customers	Provides widespread benefits to all sales customers	Provides widespread benefits to all sales customers	Provides widespread benefits to all sales customers			Shade can reduce cooling and heating costs for nearby buildings												
Effects on Other Energy Systems and Energy Security	Fuel made in MN and reduces import of fuel from outside of MN	Fuel made in MN and reduces import of fuel from outside of MN	Company will give preference to fuel made in MN that will reduce import from outside of MN	Company will give preference to fuel made in MN that will reduce import from outside of MN	Company will give preference to fuel made in MN that will reduce import from outside of MN	Company will give preference to fuel made in MN that will reduce import from outside of MN	Fuel made in MN and reduces import of fuel from outside of MN; hydrogen may place burden on electric grid	Fuel made in MN and reduces import of fuel from outside of MN; hydrogen production may place burden on electric grid		Shade can reduce need for cooling in summer months		Reduces overall energy consumption	System will also support cooling reducing demand on electric system	May promote strategic electrification; may reduce overall energy use	System will also support cooling reducing demand on electric system	Promotes strategic electrification	Promotes strategic electrification	Promotes strategic electrification	Reduces overall energy consumption	Reduces geologic gas throughput; may reduce electric build out needs	Reduces geologic gas throughput; may reduce electric build out needs	Reduces overall energy consumption
Environment																						
GHG Emissions ($) Quantifiable Costs/Benefits	$1,441,875	$9,443,270	$8,262,675	$1,026,274	$13,210,050	$5,533,632	$1,322,111	$5,277,923	$4,474,496	$489,901	$4,811,505	$5,274,423	$4,532,936	$8,816,738	$1,806,585	$1,131,745	$1,865,606	$4,298,592	$382,345	$19,393	$213,371	$3,361,877
GHG Emissions Qualitative Benefits									Quantified benefits do not include avoided refrigerant leaks											Use refrigerants with lower global warming potential	Use refrigerants with lower global warming potential	
Other Pollution (including any environmental justice costs or benefits) Quantifiable Costs/Benefits	$0	$0	$0	$0	$0	$0	-$1,439	-$5,698	$63,332	$0	-$329,832	$408,637	$592,289	$1,047,077	$228,494	$133,413	$203,146	$529,939	$37,685	$2,072	$22,801	$382,347
Other Pollution (including any environmental justice costs or benefits) Qualitative Costs/Benefits	Planned facility located in an environmental justice area of concern			Dairy manure projects can have local water quality, odor benefits						Trees can reduce urban heat effects, reduce stormwater runoff, prevent air pollution from reaching homes; pilot targets areas of low tree coverage which correspond with poverty												
Waste reduction and reuse (including reduction of water use)	Supports community organics recycling	Supports community organics recycling	wastewater projects make a useful product from waste	dairy projects all make a useful product from waste	Food waste projects can have landfill avoidance benefits; foodwaste projects all make a useful product from waste																	
Policy (e.g., natural gas throughput, renewable energy goals)	Reduces geologic gas throughput; avoids landfilling; increases use of renewable energy	Reduces geologic gas throughput; avoids landfilling; increases use of renewable energy	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput			Reduces geologic gas throughput	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput; may increase use of renewable energy	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput	Reduces geologic gas throughput	Reduces geologic gas throughput	Reduces geologic gas throughput; increases use of renewable energy
Socioeconomic																						
Net Job Creation	Creates 46 direct jobs, 17 indirect jobs and 25 induced jobs	Creates 139 direct jobs, 75 indirect jobs and 86 induced jobs	Creates 181 direct jobs, 98 indirect jobs and 112 induced jobs	Creates 13 direct jobs, 29 indirect jobs and 14 induced jobs	Creates 161 direct jobs, 88 indirect jobs and 100 induced jobs	Creates 188 direct jobs, 102 indirect jobs and 117 induced jobs	Creates 43 direct jobs, 59 indirect jobs and 45 induced jobs	Creates 330 direct jobs, 197 indirect jobs and 243 induced jobs	Creates 41 direct jobs, 8 indirect jobs and 13 induced jobs	Creates 5 direct jobs, 0 indirect jobs and 0 induced jobs	Creates 44 direct jobs, 50 indirect jobs and 45 induced jobs	Creates 173 direct jobs, 104 indirect jobs and 108 induced jobs	Creates 115 direct jobs, 129 indirect jobs and 186 induced jobs	Creates 126 direct jobs, 74 indirect jobs and 79 induced jobs	Creates 49 direct jobs, 31 indirect jobs and 45 induced jobs	Creates 21 direct jobs, 11 indirect jobs and 13 induced jobs	Creates 55 direct jobs, 33 indirect jobs and 34 induced jobs	Creates 61 direct jobs, 42 indirect jobs and 141 induced jobs	Creates 19 direct jobs, 12 indirect jobs and 12 induced jobs	Creates 2 direct jobs, 1 indirect jobs and 2 induced jobs	Creates 5 direct jobs, 4 indirect jobs and 4 induced jobs	Creates 36 direct jobs, 23 indirect jobs and 23 induced jobs
Economic Development	Will pay prevailing wages; will seek apprentices; will seek to hire from local community	Will pay prevailing wages; will seek apprentices; will seek to hire from local community					Will pay prevailing wages; will seek apprentices; will seek to hire from local community; will take advantage of higher IRA credits due to labor practices; hydrogen projects represent clean energy opportunity for workers from traditional geologic fuel jobs; will help MN build hydrogen workforce as hydrogen poised for growth due to IRA	Likely that many projects will satisfy IRA labor requirements; hydrogen projects represent clean energy opportunity for workers from traditional geologic fuel jobs; will help MN build hydrogen workforce as hydrogen poised for growth due to IRA			Likely that many projects will satisfy IRA labor requirements; will help MN build carbon capture workforce as carbon capture poised for growth due to IRA	Manufacturer intends to establish MN office in 2023	Will pay prevailing wages; will seek apprentices; will seek to hire from local community; will take advantage of higher IRA credits due to labor practices; networked geothermal projects represent clean energy opportunity for workers from traditional geologic fuel jobs; locally produced technologies will be considered	Projects may follow IRA labor requirements to take advantage of higher tax credits	Projects may follow IRA labor requirements to take advantage of higher tax credits		Projects may follow IRA labor requirements to take advantage of tax benefits					
Public Co-Benefits	Supports local government waste management	Supports local government waste management	Pilot would support wastewater treatment, which is often a public and publicly funded service							Reduces stormwater runoff costs; supports Minneapolis Park and Recreation Board tree planting and maintenance												
Market Development	May produce fertilizer or soil amendments	May produce biochar						May help MN businesses appeal to customers interested in sustainability	May help MN businesses appeal to customers interested in sustainability		May help MN businesses appeal to customers interested in sustainability; carbon capture may produce by-products for resale	May help MN businesses appeal to customers interested in sustainability; carbon capture will produce by-products for resale				May help MN businesses appeal to customers interested in sustainability	May help MN businesses appeal to customers interested in sustainability		May help MN businesses appeal to customers interested in sustainability		May help MN businesses appeal to customers interested in sustainability	May help MN businesses appeal to customers interested in sustainability
Innovation																						
Direct Innovation Support	Opportunity for Company to learn about purchasing RNG	Opportunity for Company to learn about purchasing RNG	Opportunity for Company to learn about purchasing RNG	Opportunity for Company to learn about purchasing RNG	Opportunity for Company to learn about purchasing RNG	Opportunity for Company to learn about purchasing RNG	Opportunity for Company to learn about hydrogen blending, storage, and use of solar	Opportunity for customers to learn about novel options for reducing GHGs from their systems	Opportunity for customers to learn about novel options for reducing GHGs from their systems; will reduce uncertainty about GHG potential of leak detection programs		Opportunity for customers to learn about novel options for reducing GHGs from their systems	Opportunity for customers to learn about novel options for reducing GHGs from their systems; version 4 unit is forthcoming with expected larger carbon capture percentages and application to more building types	Major opportunity for gas utility to learn about delivering energy in a new way			Opportunity for customers to learn about novel options for reducing GHGs from their systems	Opportunity for customers to learn about novel options for reducing GHGs from their systems; opportunity to collaborate with ETA program	Opportunity to collaborate with ETA program	Opportunity for customers to learn about novel options for reducing GHGs from their systems	Opportunity to collaborate with ETA program	Opportunity to collaborate with ETA program	Opportunity for customers to learn about novel options for reducing GHGs from their systems
Resource Scalability and Role in a Decarbonized System	Realistic pathways to decarbonization include RNG	Realistic pathways to decarbonization include RNG	Realistic pathways to decarbonization include RNG	Realistic pathways to decarbonization include RNG	Realistic pathways to decarbonization include RNG	Realistic pathways to decarbonization include RNG	Hydrogen poised to become more affordable and scalable as a result of IRA	Hydrogen poised to become more affordable and scalable as a result of IRA; hydrogen may be best decarb options for high heat load processes	Even in full decarbonized system likely to have some methane gas and continuing need for leak detection		Carbon capture poised to become more affordable and scalable as a result of IRA; carbon capture may be best decarb options for high heat load processes; carbon capture can be used in conjunction with RNG to drive net negative emissions	Carbon capture may be used in conjunction with RNG to drive net negative emissions				Strategic electrification necessary part of net zero strategy	Strategic electrification necessary part of net zero strategy	Strategic electrification necessary part of net zero strategy				

Alternative Portfolio Saving 200% of GHGs

Perspectives	RNG Proposal - Anaerobic Digestion of Organic Materials	RNG Proposal - Anaerobic Digestion of East Metro Food Waste	RNG Archetype - Wastewater Resource Recovery Facility	RNG Archetype - Dairy Manure	RNG Archetype - Food Waste	RNG Archetype - Landfill Gas	Green Hydrogen Blending into Natural Gas Distribution System	Green Hydrogen Archetype for Industrial or Large Commercial Facility	Industrial Methane and Refrigerant Leak Reduction Program	Urban Tree Carbon Offset Program	Carbon Capture Archetype for Industrial or Large Commercial Facility	Carbon Capture Rebates for Commercial Buildings	New Networked Geothermal Systems Pilot	Decarbonizing Existing District Energy Systems	New District Energy System	Industrial Electrification Incentive Program	Commercial hybrid heating pilot	Residential deep energy retrofit + electric ASHP pilot (with gas backup)	Small/medium business GHG audit pilot	Residential Gas Heat Pump	Gas Heat Pump for Commercial Buildings	Industrial and Large Commercial GHG Audit Pilot	Industrial and Large Commercial GHG Audit Pilot
NGIA Utility Perspective	-$7,384,330	-$32,747,927	-$44,059,070	-$40,527,608	-$38,031,672	-$91,084,576	-$22,444,767	$2,265,618	-$1,878,850	-$924,064	-$6,020,357	$469,133	-$41,039,753	$4,992,643	$1,178,741	$242,977	-$6,725,479	-$13,432,012	-$1,937,235	-$809,995	-$1,294,758	$2,228,593	$2,228,593
NGIA Participants Perspective (including specific impacts on low- and moderate-income participants) Quantifiable Costs/Benefits	$0	$0	$0	$0	$0	$0	$0	-$147,358,908	$208,376	$0	-$28,518,692	-$2,229,072	-$3,721,380	-$8,904,928	-$22,060,366	-$1,710,486	-$1,537,810	-$28,031,028	-$328,011	$39,596	$200,439	-$933,736	$418,932
NGIA Participants Perspective (including specific impacts on low- and moderate-income participants) Qualitative Costs/Benefits								May assist MN businesses in achieving GHG goals	May assist MN businesses in achieving GHG goals; may improve workplace safety		May assist MN businesses in achieving GHG goals	May assist MN businesses in achieving GHG goals				May assist MN businesses in achieving GHG goals	May assist MN businesses in achieving GHG goals	May improve thermal comfort	May assist MN businesses in achieving GHG goals		May assist MN businesses in achieving GHG goals	May assist MN businesses in achieving GHG goals	May assist MN businesses in achieving GHG goals
NGIA Nonparticipating Customers Perspective (including specific impacts on low- and moderate-income customers) Quantifiable Costs/Benefits	-$2,254,376	-$9,970,747	-$17,911,647	-$16,614,227	-$15,507,029	-$36,809,817	-$4,124,185	-$2,577,956	-$2,523,164	-$924,064	-$4,130,693	-$1,864,352	-$9,336,428	-$1,039,950	-$463,813	-$905,768	-$8,108,485	-$15,794,319	-$2,176,849	-$849,590	-$1,528,942	-$1,063,297	-$2,415,964
NGIA Nonparticipating Customers Perspective (including specific impacts on low- and moderate-income customers) Qualitative Costs/Benefits	Provides widespread benefits to all sales customers	Provides widespread benefits to all sales customers	Provides widespread benefits to all sales customers	Provides widespread benefits to all sales customers	Provides widespread benefits to all sales customers	Provides widespread benefits to all sales customers	Provides widespread benefits to all sales customers			Shade can reduce cooling and heating costs for nearby buildings													
Effects on Other Energy Systems and Energy Security	Fuel made in MN and reduces import of fuel from outside of MN	Fuel made in MN and reduces import of fuel from outside of MN	Company will give preference to fuel made in MN that will reduce import from outside of MN	Company will give preference to fuel made in MN that will reduce import from outside of MN	Company will give preference to fuel made in MN that will reduce import from outside of MN	Company will give preference to fuel made in MN that will reduce import from outside of MN	Fuel made in MN and reduces import of fuel from outside of MN; hydrogen may place burden on electric grid	Fuel made in MN and reduces import of fuel from outside of MN; hydrogen production may place burden on electric grid		Shade can reduce need for cooling in summer months		Reduces overall energy consumption	System will also support cooling reducing demand on electric system	May promote strategic electrification; may reduce overall energy use	System will also support cooling reducing demand on electric system	Promotes strategic electrification	Promotes strategic electrification	Promotes strategic electrification	Reduces overall energy consumption	Reduces geologic gas throughput; may reduce electric build out needs	Reduces geologic gas throughput; may reduce electric build out needs	Reduces overall energy consumption	Reduces overall energy consumption
Environment																							
GHG Emissions ($) Quantifiable Costs/Benefits	$1,441,875	$9,443,270	$8,262,675	$5,131,371	$13,210,050	$24,901,344	$1,322,111	$7,852,228	$4,474,496	$979,803	$4,811,505	$5,274,423	$4,532,936	$8,816,738	$2,693,699	$1,694,998	$1,865,606	$4,298,592	$382,345	$38,787	$319,229	$5,042,815	$5,042,815
GHG Emissions Qualitative Benefits									Quantified benefits do not include avoided refrigerant leaks											Use refrigerants with lower global warming potential	Use refrigerants with lower global warming potential		
Other Pollution (including any environmental justice costs or benefits) Quantifiable Costs/Benefits	$0	$0	$0	$0	$0	$0	-$1,439	-$8,411	$63,332	$0	-$329,832	$408,637	$592,289	$1,047,077	$337,299	$199,037	$203,146	$529,939	$37,685	$4,145	$34,017	$573,520	$485,199
Other Pollution (including any environmental justice costs or benefits) Qualitative Costs/Benefits	Planned facility located in an environmental justice area of concern			Dairy manure projects can have local water quality, odor benefits						Trees can reduce urban heat effects, reduce stormwater runoff, prevent air pollution from reaching homes; pilot targets areas of low tree coverage which correspond with poverty														
Waste reduction and reuse (including reduction of water use)	Supports community organics recycling	Supports community organics recycling	wastewater projects make a useful product from waste	dairy projects all make a useful product from waste	Food waste projects can have landfill avoidance benefits; foodwaste projects all make a useful product from waste																		
Policy (e.g., natural gas throughput, renewable energy goals)	Reduces geologic gas throughput; avoids landfilling; increases use of renewable energy	Reduces geologic gas throughput; avoids landfilling; increases use of renewable energy	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput			Reduces geologic gas throughput	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput; may increase use of renewable energy	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput; increases use of renewable energy	Reduces geologic gas throughput	Reduces geologic gas throughput	Reduces geologic gas throughput	Reduces geologic gas throughput; increases use of renewable energy	Reduces fossil gas throughput; increases use of renewable energy
Socioeconomic																							
Net Job Creation	Creates 46 direct jobs, 17 indirect jobs and 25 induced jobs	Creates 139 direct jobs, 75 indirect jobs and 86 induced jobs	Creates 181 direct jobs, 98 indirect jobs and 112 induced jobs	Creates 59 direct jobs, 137 indirect jobs and 74 induced jobs	Creates 161 direct jobs, 88 indirect jobs and 100 induced jobs	Creates 376 direct jobs, 203 indirect jobs and 232 induced jobs	Creates 43 direct jobs, 59 indirect jobs and 45 induced jobs	Creates 367 direct jobs, 220 indirect jobs and 277 induced jobs	Creates 41 direct jobs, 8 indirect jobs and 13 induced jobs	Creates 7 direct jobs, 0 indirect jobs and 2 induced jobs	Creates 44 direct jobs, 50 indirect jobs and 45 induced jobs	Creates 173 direct jobs, 104 indirect jobs and 108 induced jobs	Creates 115 direct jobs, 129 indirect jobs and 186 induced jobs	Creates 126 direct jobs, 74 indirect jobs and 79 induced jobs	Creates 73 direct jobs, 45 indirect jobs and 67 induced jobs	Creates 30 direct jobs, 16 indirect jobs and 19 induced jobs	Creates 55 direct jobs, 33 indirect jobs and 34 induced jobs	Creates 61 direct jobs, 42 indirect jobs and 141 induced jobs	Creates 19 direct jobs, 12 indirect jobs and 12 induced jobs	Creates 4 direct jobs, 2 indirect jobs and 3 induced jobs	Creates 7 direct jobs, 5 indirect jobs and 5 induced jobs	Creates 56 direct jobs, 34 indirect jobs and 36 induced jobs	Creates 56 direct jobs, 34 indirect jobs and 36 induced jobs
Economic Development	Will pay prevailing wages; will seek apprentices; will seek to hire from local community	Will pay prevailing wages; will seek apprentices; will seek to hire from local community					Will pay prevailing wages; will seek apprentices; will seek to hire from local community; will take advantage of higher IRA credits due to labor practices; hydrogen projects represent clean energy opportunity for workers from traditional geologic fuel jobs; will help MN build hydrogen workforce as hydrogen poised for growth due to IRA	Likely that many projects will satisfy IRA labor requirements; hydrogen projects represent clean energy opportunity for workers from traditional geologic fuel jobs; will help MN build hydrogen workforce as hydrogen poised for growth due to IRA			Likely that many projects will satisfy IRA labor requirements; will help MN build carbon capture workforce as carbon capture poised for growth due to IRA	Manufacturer intends to establish MN office in 2023	Will pay prevailing wages; will seek apprentices; will seek to hire from local community; will take advantage of higher IRA credits due to labor practices; networked geothermal projects represent clean energy opportunity for workers from traditional geologic fuel jobs; locally produced technologies will be considered	Projects may follow IRA labor requirements to take advantage of higher tax credits	Projects may follow IRA labor requirements to take advantage of higher tax credits		Projects may follow IRA labor requirements to take advantage of tax benefits						
Public Co-Benefits	Supports local government waste management	Supports local government waste management	Pilot would support wastewater treatement, which is often a public and publicly funded service							Reduces stormwater runoff costs; supports Minneapolis Park and Recreation Board tree planting and maintenance													
Market Development	May produce fertilizer or soil amendments	May produce biochar						May help MN businesses appeal to customers interested in sustainability	May help MN businesses appeal to customers interested in sustainability		May help MN businesses appeal to customers interested in sustainability; carbon capture may produce by-products for resale	May help MN businesses appeal to customers interested in sustainability; carbon capture will produce by-products for resale				May help MN businesses appeal to customers interested in sustainability	May help MN businesses appeal to customers interested in sustainability		May help MN businesses appeal to customers interested in sustainability		May help MN businesses appeal to customers interested in sustainability	May help MN businesses appeal to customers interested in sustainability	May help MN businesses appeal to customers interested in sustainability
Innovation																							
Direct Innovation Support	Opportunity for Company to learn about purchasing RNG	Opportunity for Company to learn about purchasing RNG	Opportunity for Company to learn about purchasing RNG	Opportunity for Company to learn about purchasing RNG	Opportunity for Company to learn about purchasing RNG	Opportunity for Company to learn about purchasing RNG	Opportunity for Company to learn about hydrogen blending, storage, and use of solar	Opportunity for customers to learn about novel options for reducing GHGs from their systems	Opportunity for customers to learn about novel options for reducing GHGs from their systems; will reduce uncertainty about GHG potential of leak detection programs		Opportunity for customers to learn about novel options for reducing GHGs from their systems	Opportunity for customers to learn about novel options for reducing GHGs from their systems; version 4 unit is forthcoming with expected larger carbon capture percentages and application to more building types	Major opportunity for gas utility to learn about delivering energy in a new way			Opportunity for customers to learn about novel options for reducing GHGs from their systems	Opportunity for customers to learn about novel options for reducing GHGs from their systems; opportunity to collaborate with ETA program	Opportunity to collaborate with ETA program	Opportunity for customers to learn about novel options for reducing GHGs from their systems	Opportunity to collaborate with ETA program	Opportunity to collaborate with ETA program	Opportunity for customers to learn about novel options for reducing GHGs from their systems	Opportunity for customers to learn about novel options for reducing GHGs from their systems
Resource Scalability and Role in a Decarbonized System	Realistic pathways to decarbonization include RNG	Realistic pathways to decarbonization include RNG	Realistic pathways to decarbonization include RNG	Realistic pathways to decarbonization include RNG	Realistic pathways to decarbonization include RNG	Realistic pathways to decarbonization include RNG	Hydrogen poised to become more affordable and scalable as a result of IRA	Hydrogen poised to become more affordable and scalable as a result of IRA; hydrogen may be best decarb options for high heat load processes	Even in full decarbonized system likely to have some methane gas and continuing need for leak detection		Carbon capture poised to become more affordable and scalable as a result of IRA; carbon capture may be best decarb options for high heat load processes; carbon capture can be used in conjunction with RNG to drive net negative emissions	Carbon capture may be used in conjunction with RNG to drive net negative emissions				Strategic electrification necessary part of net zero strategy	Strategic electrification necessary part of net zero strategy	Strategic electrification necessary part of net zero strategy				

In the Matter of
CenterPoint Energy Natural Gas Innovation Act (NGIA)
Innovation Plan

Petition of CenterPoint Energy

EXHIBIT W: TRACKING AND VERIFICATION PLAN

Docket No. G-008/M-23-215

June 28, 2023

In accordance with Subdivision 2(a)(10) of the Natural Gas Innovation Act ("NGIA"), this Exhibit provides a summary of CenterPoint Energy's tracking and verification approaches for each innovative resource proposed under the NGIA Plan. Please see Exhibit D for additional pilot project-specific tracking and verification details to supplement or modify the approaches described in this Exhibit.

General Description of Tracking and Verification Approach

- All greenhouse gas ("GHG") emissions reductions will be verified using methods established in the Minnesota Public Utilities Commission's June 1, 2022 Order Establishing Frameworks for Implementing Minnesota's Natural Gas Innovation Act in Docket No. G-999/CI-21-566 ("Frameworks Order"). Additional tracking and verification approach details for each innovative resource included in this Innovation Plan's pilots are described further below.

- **Renewable Natural Gas ("RNG") and Biogas**
    - *Verification of environmental attributes and GHG) emissions intensity*
        - CenterPoint Energy will require third-party verifiers to validate carbon intensity of RNG purchased using methods established in the Frameworks Order on an annual basis. A third-party verification report from an alternative market, such as for compliance with the California Low Carbon Fuel Standard, may be accepted for this requirement if it contains sufficient verified data to re-calculate carbon intensity under the Frameworks Order.
        - CenterPoint Energy will accept verification reports from reputable verifiers with experience in other markets such as compliance markets for the California Low Carbon Fuel Standard.
    - *Tracking*
        - For all RNG projects receiving NGIA funding, M-RETS will be used to issue and track Renewable Thermal Certificates ("RTCs"). RTCs associated with any GHG reductions claimed through NGIA will be retired.

- **Power-to-Hydrogen**
    - *Verification of environmental attributes and GHG emissions intensity*
        - CenterPoint Energy will engage a third party to conduct measurement and verification ("M&V") to monitor system performance and establish a value for annual green hydrogen production for each project. This value will be used to calculate lifetime GHG reductions for the project.
        - CenterPoint Energy will obtain records demonstrating that electricity used to produce any green hydrogen claimed under NGIA is carbon-free (e.g., documentation of green tariff electricity subscription, utility billing, solar/wind power purchase agreement ("PPA"), or on-site dedicated solar/wind), prior to paying any incentive. CenterPoint Energy will also evaluate whether any other electricity sources are used for compression, transportation, purification and pumping of water, or for any other purpose associated with the hydrogen production and use and adjust GHG emissions calculations for the project accordingly.

- *Tracking*
  - For CenterPoint Energy-owned power-to-hydrogen projects, M-RETS will be used to issue and track RTCs. RTCs associated with any GHG reductions claimed through NGIA will be retired.
  - For customer-owned power-to-hydrogen projects, in project participation agreements, CenterPoint Energy will prohibit customers from generating and reselling any environmental attributes in other markets for hydrogen. CenterPoint Energy may grant an exception to allow sale or transfer of environmental attributes if there are sufficient controls and tracking to ensure that the environmental attributes and their benefits are retired on behalf of an entity within the state of Minnesota.

- **Carbon Capture**
  - *Verification of environmental attributes and GHG emissions intensity*
    - CenterPoint Energy will use lifecycle assessments, third-party verifiers and/or on-site M&V to establish annual carbon savings for each project. This value will be multiplied by the project life to calculate lifetime GHG reductions for the project. As described in Exhibit D, the Carbon Capture Rebates for Commercial Buildings pilot will use deemed-calculated savings figures rather than site-specific verification.
  - *Tracking*
    - For customer-owned carbon capture projects, in project participation agreements, CenterPoint Energy will prohibit customer from generating and reselling any environmental attributes in other markets for carbon offsets. CenterPoint Energy may grant an exception to allow sale or transfer of environmental attributes if there are sufficient controls and tracking to ensure that the environmental attributes and their benefits are retired on behalf of an entity within the state of Minnesota.

- **Energy Efficiency, Strategic Electrification, and District Energy**
  - *Verification of environmental attributes and GHG emissions intensity*
    - Measures with standardized energy savings:
      - Where available and appropriate, CenterPoint Energy will use standard Technical Reference Manual ("TRM") algorithms to calculate reductions/increases in natural gas/electricity use for NGIA projects claiming natural gas energy savings. If TRM algorithms do not exist for high-participation measures (e.g., dual fuel rooftop units under the Commercial Hybrid Heating pilot), CenterPoint Energy may propose new deemed-calculated algorithms in this filing or annual status reports, to replace custom project calculations as described below.
    - Energy savings for custom projects:
      - Custom projects reducing natural gas use by over 20,000 Dth: CenterPoint Energy will engage a third-party to conduct sufficient M&V of system performance to establish verified annual savings.

        - Except where otherwise specified in Exhibit D, projects reducing natural gas use between 1,000 and 20,000 Dth: CenterPoint Energy will engage a third-party to calculate savings or complete a desk review of energy savings calculations that were prepared by CenterPoint Energy staff.
        - Except where otherwise specified in Exhibit D, projects reducing natural gas use by less than 1,000 Dth: energy savings calculations will be prepared by a CenterPoint Energy technical sales engineer (or equivalent technical staff)
    - CenterPoint Energy will use methods established in the Frameworks Order to calculate the lifecycle GHG intensity of electricity and natural gas, on an annual basis.
- *Tracking*
    - Participation Tracking:
        - For NGIA pilots involving specific customer participation, CenterPoint Energy will establish a dedicated tracking system to record customers' participation and ensure that savings are not being claimed in both CIP and NGIA.
    - Natural Gas Energy Savings Tracking
        - For NGIA pilots involving energy efficiency and strategic electrification, CenterPoint Energy will establish a database or tracking system to record natural gas energy savings.