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May 2, 2016

**VIA ELECTRONIC FILING**

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

Re: **Annual Gas Service Quality Report for 2015**  
**Docket No. \_\_\_\_\_**

**PUBLIC DOCUMENT—TRADE SECRET DATA HAS BEEN EXCISED**

Dear Mr. Wolf:

Attached hereto, please find a copy of Greater Minnesota Gas, Inc.'s Annual Gas Service Quality Report for the Calendar Year of 2015 for filing in a new docket. The attached document is a public document and trade secret data has been excised. A complete copy including the redacted trade secret information has been filed with the Commission.

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

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

Sincerely,

GREATER MINNESOTA GAS, INC.

/s/

Kristine A. Anderson

Enclosure

cc: Service List

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# CERTIFICATE OF SERVICE

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

**Greater Minnesota Gas, Inc.'s Annual Gas Service  
Quality Report for the Calendar Year of 2015  
Docket No. \_\_\_\_\_**

filed this 2<sup>nd</sup> day of May, 2016.

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

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First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Julia	Anderson	Julia.Anderson@ag.state.mn.us	Office of the Attorney General-DOC	1800 BRM Tower 445 Minnesota St St. Paul, MN 551012134	Electronic Service	Yes	OFF_SL_12-690_CIP-12-690
Kristine	Anderson	kanderson@greatermngas.com	Greater Minnesota Gas, Inc.	202 S. Main Street  Le Sueur, MN 56058	Electronic Service	No	OFF_SL_12-690_CIP-12-690
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 500  Saint Paul, MN 551012198	Electronic Service	No	OFF_SL_12-690_CIP-12-690
Nicolle	Kupser	nkupser@greatermngas.com	Greater Minnesota Gas, Inc.	202 South Main Street P.O. Box 68 Le Sueur, MN 56058	Electronic Service	No	OFF_SL_12-690_CIP-12-690
John	Lindell	agorud.ecf@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012130	Electronic Service	Yes	OFF_SL_12-690_CIP-12-690
Greg	Palmer	gpalmer@greatermngas.com	Greater Minnesota Gas, Inc.	PO Box 68 202 South Main Street Le Sueur, MN 56058	Electronic Service	No	OFF_SL_12-690_CIP-12-690
Eric	Swanson	eswanson@winthrop.com	Winthrop Weinstine	225 S 6th St Ste 3500 Capella Tower Minneapolis, MN 554024629	Electronic Service	No	OFF_SL_12-690_CIP-12-690
Daniel P	Wolf	dan.wolf@state.mn.us	Public Utilities Commission	121 7th Place East Suite 350 St. Paul, MN 551012147	Electronic Service	Yes	OFF_SL_12-690_CIP-12-690

**STATE OF MINNESOTA**

**BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION**

Beverly Jones Heydinger	Chair
Nancy Lange	Commissioner
Dan Lipschultz	Commissioner
Matt Schuerger	Commissioner
John Tuma	Commissioner

MPUC Docket No. \_\_\_\_\_

In the Matter of Greater Minnesota  
Gas, Inc.'s Annual Gas Service  
Quality Report for the  
Calendar Year of 2015

**ANNUAL GAS SERVICE  
QUALITY REPORT  
FOR 2015**

**PUBLIC DOCUMENT—  
TRADE SECRET DATA REDACTED**

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Greater Minnesota Gas, Inc. (“GMG”) hereby submits its Annual Service Quality Report for the calendar year ending December 31, 2015 for filing in a new docket. This report encompasses data related to the reporting requirements for gas utilities as specifically modified for GMG where appropriate. GMG notes that the reporting metrics for Service Extension Request Times employed herein will change beginning with its report for the 2016 calendar year pursuant to a recently issued order in a separate docket.

**REPORTING REQUIREMENTS**

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

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

## ANNUAL REPORTING INFORMATION

The requisite statistical information regarding GMG's Service Quality Report components for 2015 is found below:

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

GMG received a total of 11,308 incoming calls to its primary business line (888-931-3411) during 2015, which is an incoming call rate that is relatively comparable to the number of calls received over the last several years; and, it reflects a decrease in calls of approximately 15% from the 2014 call totals.

GMG attributes the decrease in customer calls to changes that it made regarding handling of customer payment-related inquiries. When GMG changed its website during the second half of 2014, it added an online access customer portal and payment option. Consequently, GMG's customer service staff has seen a significant drop in calls related to balance inquiries and payment questions. GMG also believes that its improved website features have decreased the number of customer calls because customers are able to find more answers to their questions electronically. Additionally, GMG streamlined its process for dealing with rental properties and now obtains tenant change information directly from property managers; whereas, previously, GMG received phone calls from both the vacating tenant and from the incoming tenant.

Incoming calls included both customer-related and non-customer-related matters. As GMG explained in previous annual service quality dockets, GMG's customer service representatives take calls regarding all types of matters. Existing customers call GMG regarding any number of things: payment questions, contact changes, general questions, service questions, in response to notices or bills, or for any other reason that they need information from GMG. Prospective customers call GMG's office in response to marketing materials when GMG is entering a new area. Interested customers call to arrange a meeting to obtain a quote for service; and, they call again to arrange for the service installation to be scheduled. Sometimes, new customers call with questions related to conversion. New customers may call with a question about reading a bill that they are seeing for the first time. Sometimes, people call GMG from unserved areas wondering if it is possible to have GMG bring service to the area. Developers call GMG to inquire about service to a new home or development. GMG's vendors call its main line. Companies and individuals who are marketing to GMG call its main line. People with questions related to Greater Minnesota Transmission and Greater Minnesota Synergy call the main line. Individuals that need to contact GMG in the regular course of

business or return calls to GMG employees, whether related to permitting, easements, supply, banking, or any other matter, all call GMG's telephone number. All of those calls are reported in GMG's total number of calls received. GMG remains committed to continuing to provide personal service to each caller.

All incoming calls are answered live by GMG's customer service team within three rings, or approximately fifteen seconds. If GMG's personnel is unable to answer within the initial three rings, the call is automatically forwarded to MAS Communications ("MASCom"), a professional live telephone answering service. MASCom typically answers within one additional ring after the call is transferred, ensuring live contact with the customer within the twenty second goal.

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

GMG's meter reading performance and staffing levels for 2015 are summarized below:

	<u>Quantity</u>	<u>Percentage</u>
Total Meters Billed	80,580	100.00%
Number & % Read by GMG Personnel	79,570	98.75%
Number & % Self-Read by Customer	135	0.17%
Number & % of Customer Meters Estimated	1,010	1.25%
Number & % of Meters not read for 6-12 mo	0	0.00%
Number & % of Meters not read for > 12 mo	0	0.00%

GMG's number of estimated meter reads continued to decrease during 2015 when compared to the previous three years. GMG estimated residential meters for some customers in situations where meters could not be read safely due to weather conditions making it unsafe for meter readers to be outside or impossible to access meters; or, due to loose dogs being in the yard. On some occasions, GMG personnel did not have access to a meter due to a locked fence, gate, or blocked drive. In 2015, GMG also used estimated meter reads at the request of certain turkey farm customers when the farms were dealing with bird flu issues and strictly controlling farm conditions for biohazard reasons. Customers subject to estimated billing were notified of the same on the monthly invoice; and customers are not subject to estimated billing for consecutive months. GMG did not receive any complaints during estimated billing periods, as they were generally minimal usage time periods. Estimated meters are periodically read to insure accurate billing.

GMG began deploying automated meter reading ("AMR") devices in the latter part of 2014, substantially increased its AMR device installation in 2015, and is continuing its efforts in 2016. GMG's AMR deployment has substantially contributed to the reduction in estimated meter reads.

In 2015, GMG one two-full time and one part-time operational staff people dedicated to the reading of meters in the geographical area headquartered in Le Sueur, Minnesota, along with four additional full-time operational staff members that could assist with meter reading if necessary. GMG also had two full-time technicians located in the geographical area of its Swanville-area distribution facilities and meter reading is a component of their job responsibilities. Likewise, during 2015, GMG had two full-time technicians who are located in the geographical area of its Becker and Otter Tail County distribution facilities and meter reading is a component of their job responsibilities.

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

GMG electronically filed its weekly and monthly Cold Weather Rule (“CWR”) data for January through April of 2015 and October through December of 2015, as well as monthly reports for January through December of 2015. GMG made 122 involuntary service disconnections during 2015, which is relatively consistent with its 2014 statistics.

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

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

As the Department and the Commission are aware, GMG’s unique model resulted in a cooperative effort to create new service extension reporting metrics for GMG beginning with the 2016 calendar year. Accordingly, this represents the last year that GMG will be reporting service extension data in a fashion similar to how it has been reporting. As explained in GMG’s prior Service Quality dockets, when GMG extends service to a new area, it is generally extending service to an entire new rural area rather than to a new development on the edge of an existing service area. Therefore, GMG installs an entire new main to an area and then runs individual service off of it. When a new project is designed, which may be during the preceding fall or winter, GMG begins working with a community to engage its business and residential customers, essentially beginning to “sell” service and receive commitments many months in advance of the main installation. Customers are aware that the main will be installed several months later and that, after the main installation is complete, their individual services will be run. Because services are installed following main construction, a customer’s installation is immediately ready

for service upon completion of the service construction. Similarly, GMG target markets throughout the year to on-main customers who do not currently use gas. Customers often request service during a non-construction season, being slated for installation during the approaching construction season. There isn't a request interval *per se* because the service requests were made as part of the entire project development throughout the year.

GMG is being responsive to customers requesting service. GMG's continued delivery of gas to unserved rural areas coupled with its lack of complaints about the time for service extension provides empirical evidence that it meets customer expectations.

To that end, GMG has tried to provide illustrative information herein that is similar to that provided in recent years, recognizing that different statistics are being recorded to enable reporting with the recently-approved new metrics next year. GMG added 969 new meters in 2015. 832 new customers were added as a result of the new main installations in 2015; and, 137 customers that were located on-main but did not previously have service were added. The chart below identifies various projects that GMG considered for 2014. As the chart demonstrates, a number of the projects involve multiple years of construction. GMG is hopeful that this information, while not identical to previous reporting schemes, provides sufficient information for Commission oversight regarding its service extensions.

*Balance of page intentionally left blank to accommodate table size.*



**TRADE SECRET DATA BEGINS:**

**TRADE SECRET DATA ENDS**

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

- *Customer Deposits*

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

During 2015, ten customers were required to make a deposit as a condition of receiving service based on the terms identified in GMG's tariff due to their history with GMG demonstrating consistently poor payment and poor credit. GMG does not require deposits from new customers. Rather, GMG may require a deposit from existing customers who previously had service disconnected due to non-payment. Pursuant to the terms of its tariff, GMG returns customer deposits after twelve months of timely payments.

- *Customer Complaints*

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

As GMG has explained in its previous Service Quality dockets, all calls to GMG are promptly answered by GMG's customer service team. If a call comes in after-hours, it is routed to a live-answer professional answering service. As such, none of GMG's customers navigate an automated system with a variety of prompt options. When a customer calls, it is not necessarily due to a complaint. GMG's customer service representatives attempt to identify and meet each customer's needs every time they speak with customers. In most instances, GMG's representative can provide a response that answers the customer's question or otherwise meets the customer's needs. For example, if a customer has a question about his or her gas usage or bill, the customer service representative explains the relevant billing entry and, generally, the customer is satisfied

with the explanation and the customer's needs have been met. Likewise, if a customer calls questioning charges for unexpected installation costs, for example, and a GMG satisfactorily explains the basis for the charges without the customer requesting further action, GMG does not log that as a customer complaint. GMG does not consider such inquiries to be complaints; and, such calls are logged and closed out.

GMG considers something a customer complaint if, after speaking with a customer service representative, the customer requests that GMG take some type of action to resolve a particular situation. In that situation, the matter is automatically escalated to a supervisor with the authority to respond to the customer's issue. Therefore, all of the customer complaints that GMG receives are, by virtue of GMG's customer service policy, escalated to a supervisor for proper handling.

In 2015, GMG had minimal customer complaints, all of which were resolved. No complaints were made to the Commission's Consumer Affairs Office, to the best of GMG's knowledge. One complaint was made to the Office of the Attorney General and one complaint was made to the Better Business Bureau. The details of each are discussed below. The complaints made during 2015 related to the following areas:

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

By way of further explanation, the four errors classified as being related to high billing are billing-related, but did not involve GMG errors, *per se*. In one case, a customer called GMG to inquire about the amount of the distribution charge, which a GMG representative explained. The customer was not satisfied with the answer and contacted the Office of the Attorney General. In response to the inquiry from the Attorney General's Office customer service representative, GMG's president sent the customer a letter (with a copy to the Attorney General's Office) that explained the breakdown of the distribution charge in great detail. The letter also explained how the distribution charge was set in a rate case and that it has not increased in five years. There was no further communication from the customer or the Attorney General's Office; and, therefore, GMG considered the complaint resolved by its explanation.

In another instance, the customer called GMG on November 11, 2014 to request that service be brought to his newly constructed house. GMG sent a representative out on that day to work with the customer, estimate the installation costs, explain late season construction, and sign the service agreement paperwork. The customer signed an

agreement that included acknowledgement of extra installation footage charges and the possibility of frost charges. GMG called a crew back to handle the service line installation despite the fact that the crew was finished for the season. The customer was billed for the extra footage, which ultimately was a longer service line than what was originally estimated, and associated frost charges were passed on to the customer. In January, 2015, the customer called GMG to complain about the installation cost. GMG explained the charges and agreed to waive late fees to allow the customer to make partial payments over a period of time. The customer was dissatisfied with that response and contacted the Better Business Bureau, which then contacted GMG. Ultimately, as a sign of good faith and to create customer satisfaction, GMG credited the customer account for the difference between the estimated extra footage length and the actual amount of extra footage. GMG also credited the customer the amount of the frost charges, despite the fact that GMG had to pay them and that the customer had initially acknowledged them. The BBB reported that the customer accepted GMG’s resolution.

In the third instance, the customer was dissatisfied with the cost of a permit fee related to the service installation, which GMG passed on to the customer with no mark up. As a sign of good faith and commitment to customer satisfaction, GMG credited the customer account for the amount of the permit fee rather than passing it on. In the final instance, a customer did not want to make the required pre-payment for relocation of an existing line. In accordance with its standard requirements, GMG did not begin the relocation work until the pre-payment was made. GMG promptly relocated the service line once the pre-payment was received.

GMG does not have any unresolved complaints from 2015.

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

In 2015, GMG received a total of 123 calls reporting gas emergencies. GMG supplied two metrics below: (1) the elapsed time between the call being answered and a technician being dispatched; and, (2) the elapsed time between the dispatch time and the time or arrival by a technician. GMG has also supplied the average elapsed time for each category (1-2).

<u>From Call to Time Dispatched</u>	<u>From Time Dispatched to Arrive on Site</u>
0 - 10 minutes 120	0 - 60 minutes 116
> 10 minutes 3	> 60 minutes 7
Average = 7 minutes	Average = 33 minutes

With regard to the three dispatch times that exceeded 10 minutes, GMG provides the following information:

- One was related to a call taken by GMG's answering service from a pending home buyer indicating that the home had been inspected earlier that day and the buyer was told by the inspector that there was a suspected gas leak outside near the meter. The caller asked that the caller (potential buyer) be contacted before a technician was dispatched. A technician was dispatched within 13 minutes of the answering service receiving the call.
- One was related to a caller who was buying a vacant home and reported a faint smell of gas noticed the day before the call during the home inspection; and, the caller provided a phone number for the listing agent. GMG personnel contacted the listing agent regarding emergency response; the listing agent contacted the home owners (seller); and, the seller agreed to have the listing agent meet a GMG technician at the home. The listing agent requested that the technician meet at the home approximately 90 minutes later. Given the complexity of scheduling, it took 18 minutes to dispatch a technician. The technician arrived on site within less than 60 minutes from being dispatched, which was prior to the time requested by the listing agent, checked the exterior of the home and waited for the listing agent's arrival to continue with the emergency response and safety measures.
- One was related to an email that was sent to GMG's engineer by Xcel Energy regarding a small leak that was identified by Xcel at a regulator station on a piece of GMG equipment. Subsequent communication between GMG and Xcel indicated that the leak was identified by a qualified natural gas technician and was small, above ground, and non-hazardous. A technician was dispatched within 18 minutes from the time that the email was received and arrived at the site within approximately 80 minutes of the initial call.

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

- One call was received by GMG's answering service in the evening and was dispatched to a technician within 2 minutes. The technician arrived on-site 62 minutes later and addressed the situation.
- One was a call received by GMG's answering service at 6:12 a.m. The caller reported that she did not smell gas, but was calling because her pilot lights were out. The call was dispatched to GMG's on-call technician who arrived on-site within 65 minutes.
- One was a call received by GMG's answering service at 8:23 p.m. reporting the smell of gas by the front deck and near the back door. It was dispatched to the on-call technician at 8:25 p.m. and the technician arrived on-site 65 minutes later at 9:30 p.m. and repaired a small exterior leak.
- One call was received by the answering service at 7:09 a.m. reporting the smell of gas outside the home near the meter. The on-call technician, who responded from

some distance away in winter driving conditions, arrived on-site in 70 minutes and determined that there was no leak and no smell of gas. On-site discussions with the homeowner revealed that the homeowner smelled gas near the furnace exhaust area outside the home when the furnace was started but that no further smell existed. The technician fully checked the home and found no problems.

- One call was received at the close of the business day as technicians were returning to the main office in Le Sueur. The caller identified a gas odor near the meter on a grain dryer and stated that he had noticed it for the past couple of weeks. A technician left the main office right away; but, due to distance and traffic, did not arrive on-site for 87 minutes. The technician tightened a cap and repaired some small leaks.
- One call was received by GMG's answering service at 7:10 a.m. on a Saturday morning regarding the smell of gas coming from outdoors near a vent and it dispatched to the on-call technician immediately. The caller asked the answering service to have the technician do a check in with them before responding. The technician ultimately arrived on-site within 90 minutes of the initial dispatch to repair a small exterior leak.
- As noted above, one event was related to an email that was sent to GMG's engineer by Xcel Energy regarding a small leak that was identified by Xcel at a regulator station on a piece of GMG equipment. Subsequent communication between GMG and Xcel indicated that the leak was identified by a qualified natural gas technician and was small, above ground, and non-hazardous. A technician was dispatched within 18 minutes from the time that the email was received and arrived at the site within approximately 80 minutes of the initial call.

- *Mislocates*

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

GMG had one report of damage due to a mislocate (mismark or failure to mark) in 2015. That incident occurred when a contractor was removing a tree using a tree spade and the line was mismarked in the area near the tree. During the year, GMG personnel performed locates in response to 8,033 calls from Gopher State One Call.

- *Damaged Gas Lines*

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

Number of damages caused by the utility's employees or contractors: 0

Number resulting from any other unplanned cause not related to utility operations: 7

Of the seven damaged lines resulting from other unplanned causes, three were caused by land owners, three were caused by landowner's contractors, and one was caused by a road construction contractor. Six line hits involved cut service lines due to digging by the landowners or their contractors. In four of those incidents, no locates had been called in; in one, a contractor hit a correctly located line; and, in one, a locate had been called in but the line was mismarked near the area that the contractor was removing a tree with a tree spade. One damaged line was caused when a road construction contractor hit a main line during removal of silt fence; and, no locate had been called in for that job. The main line hit constituted an immediately reportable incident to MnOPS, which report was made; and, all other excavation events were appropriately reported to MnOPS.

- *Gas Service Interruptions*

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

In 2015, GMG has a total of seven (7) gas service interruptions. They are synonymous with the incidents identified in the damaged gas line itemization above. GMG did not have any service interruptions that were not due to damaged gas lines.

- *Major Reportable Events*

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

GMG had one major immediately reportable event in 2015. As discussed above, a road construction contractor hit a main line while removing silt fence posts. The contractor did not have a locate ticket when the silt fence was installed. The actual date of the fence post installation is not known, but it occurred at some point after the pre-construction meeting that took place 47 days prior to the blowing gas incident. GMG believes that the damage to the main line likely initially occurred when the fence post was installed; but, that the fence post plugged the hole that it created and thus there was no discernable gas leak. Consequently, when the fence post was removed, it opened the hole and created a blowing gas situation. Rerouting traffic was required due to the main hit; and, that met the MnOPS criteria for an immediately reportable event. All necessary MnOPS reporting requirements were timely met by GMG.

- *Customer Service Related Expenses*

- GMG is required to report customer-service related operations and maintenance expenses that include only Minnesota-regulated, customer service expenses based

on the costs recorded in FERC accounts 901 and 903 plus payroll taxes and benefits.

In 2015, customer service-related expenses totaled \$99,101.00. GMG's customer service expenses have been relatively consistent over the last several years, taking into account growth and staffing changes.

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

GMG operated approximately 763 miles of main in 2015.

### CONCLUSION

GMG submits this Annual Service Quality Report for the year ending December 31, 2015 in accordance with the requirements of the Minnesota Rules and the Commission and respectfully requests that it be approved.

Dated: May 2, 2016

Respectfully submitted,

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



**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**

**Report for Week Ending:** Friday, January 02, 2015

**Week of Calendar Year:** 1

*Required*

*Required*

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="10"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

*Required*

**RECONNECTIONS**

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

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**

**Report for Week Ending:** Friday, January 09, 2015

**Week of Calendar Year:** 2

*Required*

*Required*

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="8"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

*Required*

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text" value="2"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**   *Required*

**Report for Week Ending:** Friday, January 16, 2015 *Required*

**Week of Calendar Year:** 3

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="8"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

*Required*

**RECONNECTIONS**

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

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**

**Report for Week Ending:** Friday, January 23, 2015

**Week of Calendar Year:** 4

*Required*

*Required*

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="8"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

*Required*

**RECONNECTIONS**

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

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**   *Required*

**Report for Week Ending:** Friday, January 30, 2015 *Required*

**Week of Calendar Year:** 5

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="8"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

*Required*

**RECONNECTIONS**

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

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**

**Report for Week Ending:** Friday, February 06, 2015

**Week of Calendar Year:** 6

*Required*

*Required*

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="8"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

*Required*

**RECONNECTIONS**

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

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**

**Report for Week Ending:** Friday, February 13, 2015

**Week of Calendar Year:** 7

*Required*

*Required*

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

**DISCONNECTIONS**

- 1 Number of natural gas customers currently disconnected:
- 2 Number of electric customers currently disconnected:

*Required*

**RECONNECTIONS**

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

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**  ▼  
**Report for Week Ending:** Friday, February 20, 2015  
**Week of Calendar Year:** 8

*Required*

*Required*

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	8
<b>2</b>	Number of electric customers currently disconnected:	

*Required*

**RECONNECTIONS**

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

[END]



**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**  ▼  
**Report for Week Ending:** Friday, February 27, 2015  
**Week of Calendar Year:** 9

*Required*

*Required*

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	8
<b>2</b>	Number of electric customers currently disconnected:	

*Required*

**RECONNECTIONS**

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

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**  ▼

**Report for Week Ending:** Friday, March 06, 2015

**Week of Calendar Year:** 10

*Required*

*Required*

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	8
<b>2</b>	Number of electric customers currently disconnected:	

*Required*

**RECONNECTIONS**

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

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**

**Report for Week Ending:** Friday, March 13, 2015

**Week of Calendar Year:** 11

*Required*

*Required*

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="8"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

*Required*

**RECONNECTIONS**

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

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**

**Report for Week Ending:** Friday, March 20, 2015

**Week of Calendar Year:** 12

*Required*

*Required*

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="7"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

*Required*

**RECONNECTIONS**

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

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**

**Report for Week Ending:** Friday, March 27, 2015

**Week of Calendar Year:** 13

*Required*

*Required*

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="7"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

*Required*

**RECONNECTIONS**

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

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**

**Report for Week Ending:** Friday, April 03, 2015

**Week of Calendar Year:** 14

*Required*

*Required*

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="7"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

*Required*

**RECONNECTIONS**

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

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**

**Report for Week Ending:** Friday, April 10, 2015

**Week of Calendar Year:** 15

*Required*

*Required*

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="7"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

*Required*

**RECONNECTIONS**

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

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**  ▼

**Report for Week Ending:** Friday, April 17, 2015

**Week of Calendar Year:** 16

*Required*

*Required*

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	7
<b>2</b>	Number of electric customers currently disconnected:	

*Required*

**RECONNECTIONS**

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

[END]



**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**   *Required*  
**Report for Week Ending:** Friday, October 16, 2015 *Required*  
**Week of Calendar Year:** 42

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="43"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

*Required*

**RECONNECTIONS**

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

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**   *Required*

**Report for Week Ending:** Friday, October 30, 2015 *Required*

**Week of Calendar Year:** 44

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="42"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

*Required*

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text" value="5"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**   *Required*

**Report for Week Ending:** Friday, October 30, 2015 *Required*

**Week of Calendar Year:** 44

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="37"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

*Required*

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text" value="2"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**  ▼  
**Report for Week Ending:** Friday, November 06, 2015  
**Week of Calendar Year:** 45

*Required*

*Required*

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	37
<b>2</b>	Number of electric customers currently disconnected:	

*Required*

**RECONNECTIONS**

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

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**   *Required*  
**Report for Week Ending:** Friday, November 13, 2015 *Required*  
**Week of Calendar Year:** 46

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="32"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

*Required*

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text" value="5"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**  ▼  
**Report for Week Ending:** Friday, November 20, 2015  
**Week of Calendar Year:** 47

*Required*

*Required*

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	25
<b>2</b>	Number of electric customers currently disconnected:	

*Required*

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	7
<b>4</b>	Number of electric customers reconnected this week:	

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**  ▼

**Report for Week Ending:** Friday, November 27, 2015

**Week of Calendar Year:** 48

*Required*

*Required*

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

**DISCONNECTIONS**

1	Number of natural gas customers currently disconnected:	24
2	Number of electric customers currently disconnected:	

*Required*

**RECONNECTIONS**

3	Number of natural gas customers reconnected this week:	1
4	Number of electric customers reconnected this week:	

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**  ▼  
**Report for Week Ending:** Friday, December 04, 2015  
**Week of Calendar Year:** 49

*Required*

*Required*

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	23
<b>2</b>	Number of electric customers currently disconnected:	

*Required*

**RECONNECTIONS**

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

[END]



**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**   *Required*  
**Report for Week Ending:** Friday, December 11, 2015 *Required*  
**Week of Calendar Year:** 50

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="15"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

*Required*

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text" value="2"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**  ▼  
**Report for Week Ending:** Friday, December 18, 2015  
**Week of Calendar Year:** 51

*Required*

*Required*

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	15
<b>2</b>	Number of electric customers currently disconnected:	

*Required*

**RECONNECTIONS**

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

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**  ▼  
**Report for Week Ending:** Friday, December 25, 2015  
**Week of Calendar Year:** 52

*Required*

*Required*

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

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	14
<b>2</b>	Number of electric customers currently disconnected:	

*Required*

**RECONNECTIONS**

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

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Greater Minnesota Gas, Inc.	▼	Required
<b>Reporting Year:</b>	2015	▼	Required
<b>Reporting Period:</b>	January	▼	Required

**Utility Monthly Reports (216B.091)**

**Company: Greater Minnesota Gas, Inc. for report period ending: January, 2015**

1	Number of Residential Customer Accounts:	5,263
2	Number of Past Due Residential Customer Accounts:	352
3	Number of Cold Weather Protection Requests:	17

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

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

**INABILITY TO PAY (ITP)**

*This entire section intentionally left blank*

**10% PLAN (TPP)**

*This entire section intentionally left blank*

**Company: Greater Minnesota Gas, Inc. for report period ending: January, 2015**

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>a)</b>	Number of PS requests received	17
<b>17</b>	<i>Intentionally Blank</i>	
<b>18</b>	Number of PS negotiations mutually agreed upon:	10
<b>19</b>	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	0
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**21** Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

**All other months, use 1st column only**

<b>a)</b>	# Electric - heat affected			<i>Required</i>
<b>b)</b>	# Electric - heat not affected			<i>Required</i>
<b>c)</b>	# Gas - heat affected	3		
<b>d)</b>	# Gas - heat not affected			<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	3	0	

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected	0		
<b>d)</b>	# Gas - heat not affected	0		
<b>e)</b>	<b>Total # disconnected (See Note)</b>	0		

<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	3	3
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**Company: Greater Minnesota Gas, Inc. for report period ending: January, 2015**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$67,924
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$193
26	<b>Total</b> dollars received from energy assistance programs:	\$5,506
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$852,945
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$162
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

**DISCONNECTION DURATION**

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

*CWR period only*  
*CWR period only*

**RECONNECTION DATA**

Jan Monthly CWR

37 # Accounts reconnected

5

38 # Accounts remaining disconnected

8

a) 1-30 days

0

b) 31-60 days

0

c) 61+ days

8

[END]

*cwrutilrpt.xls ver 3.0*

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
<b>Reporting Year:</b>	2015	▼	<i>Required</i>
<b>Reporting Period:</b>	February	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Greater Minnesota Gas, Inc. for report period ending: February, 2015**

1	Number of Residential Customer Accounts:	5,263
2	Number of Past Due Residential Customer Accounts:	351
3	Number of Cold Weather Protection Requests:	1

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

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

**INABILITY TO PAY (ITP)**

*This entire section intentionally left blank*

**10% PLAN (TPP)**

*This entire section intentionally left blank*



**Company: Greater Minnesota Gas, Inc. for report period ending: February, 2015**

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>a)</b>	Number of PS requests received	1
<b>17</b>	<i>Intentionally Blank</i>	
<b>18</b>	Number of PS negotiations mutually agreed upon:	0
<b>19</b>	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	0
-----------	--	---

**21** Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

**All other months, use 1st column only**

<b>a)</b>	# Electric - heat affected			<i>Required</i>
<b>b)</b>	# Electric - heat not affected			<i>Required</i>
<b>c)</b>	# Gas - heat affected	0		
<b>d)</b>	# Gas - heat not affected			<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	0	0	

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected	0		
<b>d)</b>	# Gas - heat not affected	0		
<b>e)</b>	<b>Total # disconnected (See Note)</b>	0		

<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0
-----------	---	---	---

**Company: Greater Minnesota Gas, Inc. for report period ending: February, 2015**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$95,721
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$273
26	<b>Total</b> dollars received from energy assistance programs:	\$3,052
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$695,712
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$132
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

**DISCONNECTION DURATION**

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

*CWR period only*  
*CWR period only*

**RECONNECTION DATA**

Feb Monthly CWR

**37** # Accounts reconnected

0

**38** # Accounts remaining disconnected

8

**a)** 1-30 days

0

**b)** 31-60 days

0

**c)** 61+ days

8

[END]

*cwrutilrpt.xls ver 3.0*

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
<b>Reporting Year:</b>	2015	▼	<i>Required</i>
<b>Reporting Period:</b>	March	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Greater Minnesota Gas, Inc. for report period ending: March, 2015**

1	Number of Residential Customer Accounts:	5,263
2	Number of Past Due Residential Customer Accounts:	373
3	Number of Cold Weather Protection Requests:	0

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	1

**INABILITY TO PAY (ITP)**

*This entire section intentionally left blank*

**10% PLAN (TPP)**

*This entire section intentionally left blank*

Company: Greater Minnesota Gas, Inc. for report period ending: March, 2015

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:		191
----	--	--	-----

21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

**All other months, use 1st column only**

a)	# Electric - heat affected			Required
b)	# Electric - heat not affected			Required
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected			Required
e)	<b>Total # disconnected</b>	0	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected			CWR period only
b)	# Electric - heat not affected			CWR period only
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected	0		
e)	<b>Total # disconnected (See Note)</b>	0		

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0
----	---	---	---

**Company: Greater Minnesota Gas, Inc. for report period ending: March, 2015**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$105,868
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$284
26	<b>Total</b> dollars received from energy assistance programs:	\$4,298
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$722,150
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$137
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

**DISCONNECTION DURATION**

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

*CWR period only*  
*CWR period only*

**RECONNECTION DATA**

Mar Monthly CWR

37 # Accounts reconnected

1
---

38 # Accounts remaining disconnected

7
---

a) 1-30 days

0
---

b) 31-60 days

0
---

c) 61+ days

7
---

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Greater Minnesota Gas, Inc.	▼	Required
<b>Reporting Year:</b>	2015	▼	Required
<b>Reporting Period:</b>	April	▼	Required

**Utility Monthly Reports (216B.091)**

**Company: Greater Minnesota Gas, Inc. for report period ending: April, 2015**

1	Number of Residential Customer Accounts:	5,263
2	Number of Past Due Residential Customer Accounts:	339
3	Number of Cold Weather Protection Requests:	0

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

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

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

*This entire section intentionally left blank*



**Company: Greater Minnesota Gas, Inc. for report period ending: April, 2015**

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	0
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**21** Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

**All other months, use 1st column only**

<b>a)</b>	# Electric - heat affected			<i>Required</i>
<b>b)</b>	# Electric - heat not affected			<i>Required</i>
<b>c)</b>	# Gas - heat affected	0	40	
<b>d)</b>	# Gas - heat not affected			<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	0	40	

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected	0		
<b>d)</b>	# Gas - heat not affected	0		
<b>e)</b>	<b>Total # disconnected (See Note)</b>	0		

<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	40
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**Company: Greater Minnesota Gas, Inc. for report period ending: April, 2015**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$102,980
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$304
26	<b>Total</b> dollars received from energy assistance programs:	\$4,738
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$423,549
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$80
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

**DISCONNECTION DURATION**

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

CWR period only  
CWR period only

**RECONNECTION DATA**

Apr Monthly CWR

<b>37</b>	# Accounts reconnected	13
<b>38</b>	# Accounts remaining disconnected	41
<b>a)</b>	1-30 days	34
<b>b)</b>	31-60 days	0
<b>c)</b>	61+ days	7

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
<b>Reporting Year:</b>	2015	▼	<i>Required</i>
<b>Reporting Period:</b>	May	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Greater Minnesota Gas, Inc. for report period ending: May, 2015**

<b>1</b>	Number of Residential Customer Accounts:	5,263
<b>2</b>	Number of Past Due Residential Customer Accounts:	363
<b>3</b>	Number of Cold Weather Protection Requests:	0

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

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

**INABILITY TO PAY (ITP)**

*This entire section intentionally left blank*

**10% PLAN (TPP)**

*This entire section intentionally left blank*

**Company: Greater Minnesota Gas, Inc. for report period ending: May, 2015**

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	186
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**21** Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

**All other months, use 1st column only**

<b>a)</b>	# Electric - heat affected			<i>Required</i>
<b>b)</b>	# Electric - heat not affected			<i>Required</i>
<b>c)</b>	# Gas - heat affected	0	0	
<b>d)</b>	# Gas - heat not affected			<i>Required</i>
<b>e)</b>	<b>Total</b> # disconnected	0	0	

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected	0		
<b>d)</b>	# Gas - heat not affected	0		
<b>e)</b>	Total # disconnected (See Note)	0		

<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0
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**Company: Greater Minnesota Gas, Inc. for report period ending: May, 2015**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$94,023
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$259
26	<b>Total</b> dollars received from energy assistance programs:	\$200
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$221,002
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$42
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

**DISCONNECTION DURATION**

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

CWR period only  
CWR period only

**RECONNECTION DATA**

May Monthly CWR

37 # Accounts reconnected

0

38 # Accounts remaining disconnected

41

a) 1-30 days

0

b) 31-60 days

34

c) 61+ days

7

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Greater Minnesota Gas, Inc.	▼	Required
<b>Reporting Year:</b>	2015	▼	Required
<b>Reporting Period:</b>	June	▼	Required

**Utility Monthly Reports (216B.091)**

**Company: Greater Minnesota Gas, Inc. for report period ending: June, 2015**

1	Number of Residential Customer Accounts:	5,255
2	Number of Past Due Residential Customer Accounts:	314
3	Number of Cold Weather Protection Requests:	0

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

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

**INABILITY TO PAY (ITP)**

*This entire section intentionally left blank*

**10% PLAN (TPP)**

*This entire section intentionally left blank*



**Company: Greater Minnesota Gas, Inc. for report period ending: June, 2015**

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	0
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**21** Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

**All other months, use 1st column only**

<b>a)</b>	# Electric - heat affected			<i>Required</i>
<b>b)</b>	# Electric - heat not affected			<i>Required</i>
<b>c)</b>	# Gas - heat affected	42	0	
<b>d)</b>	# Gas - heat not affected			<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	42	0	

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected	0		
<b>d)</b>	# Gas - heat not affected	0		
<b>e)</b>	<b>Total # disconnected (See Note)</b>	0		

<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	42	42
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**Company: Greater Minnesota Gas, Inc. for report period ending: June, 2015**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$48,610
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$155
26	<b>Total</b> dollars received from energy assistance programs:	\$0
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$134,722
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$26
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

**DISCONNECTION DURATION**

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

*CWR period only*  
*CWR period only*

**RECONNECTION DATA**

Jun Monthly CWR

<b>37</b>	# Accounts reconnected	19
<b>38</b>	# Accounts remaining disconnected	57
<b>a)</b>	1-30 days	0
<b>b)</b>	31-60 days	23
<b>c)</b>	61+ days	34

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
<b>Reporting Year:</b>	2015	▼	<i>Required</i>
<b>Reporting Period:</b>	July	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Greater Minnesota Gas, Inc. for report period ending: July, 2015**

1	Number of Residential Customer Accounts:	5,392
2	Number of Past Due Residential Customer Accounts:	291
3	Number of Cold Weather Protection Requests:	0

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	1

**INABILITY TO PAY (ITP)**

*This entire section intentionally left blank*

**10% PLAN (TPP)**

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**Company: Greater Minnesota Gas, Inc. for report period ending: July, 2015**

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	131
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**21** Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

**All other months, use 1st column only**

<b>a)</b>	# Electric - heat affected			<i>Required</i>
<b>b)</b>	# Electric - heat not affected			<i>Required</i>
<b>c)</b>	# Gas - heat affected	0	0	
<b>d)</b>	# Gas - heat not affected			<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	0	0	

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected	0		
<b>d)</b>	# Gas - heat not affected	0		
<b>e)</b>	<b>Total # disconnected (See Note)</b>	0		

<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0
-----------	---	---	---

**Company: Greater Minnesota Gas, Inc. for report period ending: July, 2015**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$37,651
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$129
26	<b>Total</b> dollars received from energy assistance programs:	\$0
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$109,925
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$20
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

**DISCONNECTION DURATION**

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

CWR period only  
CWR period only

**RECONNECTION DATA**

Jul Monthly CWR

37 # Accounts reconnected

1
---

38 # Accounts remaining disconnected

56
----

a) 1-30 days

0
---

b) 31-60 days

23
----

c) 61+ days

33
----

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Greater Minnesota Gas, Inc.	▼	Required
<b>Reporting Year:</b>	2015	▼	Required
<b>Reporting Period:</b>	August	▼	Required

**Utility Monthly Reports (216B.091)**

**Company: Greater Minnesota Gas, Inc. for report period ending: August, 2015**

1	Number of Residential Customer Accounts:	5,544
2	Number of Past Due Residential Customer Accounts:	211
3	Number of Cold Weather Protection Requests:	0

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	8

**INABILITY TO PAY (ITP)**

*This entire section intentionally left blank*

**10% PLAN (TPP)**

*This entire section intentionally left blank*



**Company: Greater Minnesota Gas, Inc. for report period ending: August, 2015**

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	1
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**21** Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

**All other months, use 1st column only**

<b>a)</b>	# Electric - heat affected			<i>Required</i>
<b>b)</b>	# Electric - heat not affected			<i>Required</i>
<b>c)</b>	# Gas - heat affected	16	0	
<b>d)</b>	# Gas - heat not affected			<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	16	0	

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected	0		
<b>d)</b>	# Gas - heat not affected	0		
<b>e)</b>	<b>Total # disconnected (See Note)</b>	0		

<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	16	16
-----------	---	----	----

**Company: Greater Minnesota Gas, Inc. for report period ending: August, 2015**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$25,362
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$120
26	<b>Total</b> dollars received from energy assistance programs:	\$0
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$352,703
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$64
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

**DISCONNECTION DURATION**

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

*CWR period only*  
*CWR period only*  
*CWR period only*

**RECONNECTION DATA**

Aug Monthly CWR

<b>37</b>	# Accounts reconnected	8
<b>38</b>	# Accounts remaining disconnected	54
<b>a)</b>	1-30 days	16
<b>b)</b>	31-60 days	0
<b>c)</b>	61+ days	38

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
<b>Reporting Year:</b>	2015	▼	<i>Required</i>
<b>Reporting Period:</b>	September	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Greater Minnesota Gas, Inc. for report period ending: September, 2015**

1	Number of Residential Customer Accounts:	5,617
2	Number of Past Due Residential Customer Accounts:	385
3	Number of Cold Weather Protection Requests:	0

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	8

**INABILITY TO PAY (ITP)**

*This entire section intentionally left blank*

**10% PLAN (TPP)**

*This entire section intentionally left blank*

Company: Greater Minnesota Gas, Inc. for report period ending: September, 2015

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	74
----	--	----

21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

**All other months, use 1st column only**

a)	# Electric - heat affected			<i>Required</i>
b)	# Electric - heat not affected			<i>Required</i>
c)	# Gas - heat affected	0	0	
d)	# Gas - heat not affected			<i>Required</i>
e)	<b>Total # disconnected</b>	0	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected			<i>CWR period only</i>
b)	# Electric - heat not affected			<i>CWR period only</i>
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected	0		
e)	<b>Total # disconnected (See Note)</b>	0		

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0
----	---	---	---

**Company: Greater Minnesota Gas, Inc. for report period ending: September, 2015**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$26,198
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$68
26	<b>Total</b> dollars received from energy assistance programs:	\$0
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$324,061
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$58
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

**DISCONNECTION DURATION**

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

*CWR period only*  
*CWR period only*  
*CWR period only*

**RECONNECTION DATA**

Sep Monthly CWR

<b>37</b>	# Accounts reconnected	3
<b>38</b>	# Accounts remaining disconnected	51
<b>a)</b>	1-30 days	15
<b>b)</b>	31-60 days	0
<b>c)</b>	61+ days	36

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Greater Minnesota Gas, Inc.	▼	Required
<b>Reporting Year:</b>	2015	▼	Required
<b>Reporting Period:</b>	October	▼	Required

**Utility Monthly Reports (216B.091)**

**Company: Greater Minnesota Gas, Inc. for report period ending: October, 2015**

1	Number of Residential Customer Accounts:	5,959
2	Number of Past Due Residential Customer Accounts:	282
3	Number of Cold Weather Protection Requests:	6

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	32

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

*This entire section intentionally left blank*



**Company: Greater Minnesota Gas, Inc. for report period ending: October, 2015**

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>a)</b>	Number of PS requests received	0
<b>17</b>	<i>Intentionally Blank</i>	
<b>18</b>	Number of PS negotiations mutually agreed upon:	6
<b>19</b>	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	0
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**21** Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

**All other months, use 1st column only**

<b>a)</b>	# Electric - heat affected			<i>Required</i>
<b>b)</b>	# Electric - heat not affected			<i>Required</i>
<b>c)</b>	# Gas - heat affected	19	0	
<b>d)</b>	# Gas - heat not affected			<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	19	0	

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected	0		
<b>d)</b>	# Gas - heat not affected	0		
<b>e)</b>	<b>Total # disconnected (See Note)</b>	0		

<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	19	19
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**Company: Greater Minnesota Gas, Inc. for report period ending: October, 2015**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$17,779
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$63
26	<b>Total</b> dollars received from energy assistance programs:	\$0
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$139,176
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$23
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	47
b)	# Electric - heat not affected	
c)	# Gas - heat affected	
d)	# Gas - heat not affected	0
e)	<b>Total</b> # disconnected	47
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	47
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

*CWR period only*  
*CWR period only*

**RECONNECTION DATA**

Oct Monthly CWR

<b>37</b>	# Accounts reconnected	32
<b>38</b>	# Accounts remaining disconnected	38
<b>a)</b>	1-30 days	7
<b>b)</b>	31-60 days	0
<b>c)</b>	61+ days	31

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
<b>Reporting Year:</b>	2015	▼	<i>Required</i>
<b>Reporting Period:</b>	November	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Greater Minnesota Gas, Inc. for report period ending: November, 2015**

1	Number of Residential Customer Accounts:	6,018
2	Number of Past Due Residential Customer Accounts:	377
3	Number of Cold Weather Protection Requests:	4

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	12

**INABILITY TO PAY (ITP)**

*This entire section intentionally left blank*

**10% PLAN (TPP)**

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**Company: Greater Minnesota Gas, Inc. for report period ending: November, 2015**

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>a)</b>	Number of PS requests received	0
<b>17</b>	<i>Intentionally Blank</i>	
<b>18</b>	Number of PS negotiations mutually agreed upon:	4
<b>19</b>	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	129
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**21** Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

**All other months, use 1st column only**

<b>a)</b>	# Electric - heat affected			<i>Required</i>
<b>b)</b>	# Electric - heat not affected			<i>Required</i>
<b>c)</b>	# Gas - heat affected	0	0	
<b>d)</b>	# Gas - heat not affected			<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	0	0	

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected	0		
<b>d)</b>	# Gas - heat not affected	0		
<b>e)</b>	<b>Total # disconnected (See Note)</b>	0		

<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0
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**Company: Greater Minnesota Gas, Inc. for report period ending: November, 2015**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$31,885
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$85
26	<b>Total</b> dollars received from energy assistance programs:	\$4,230
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$263,224
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$44
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	15
b)	# Electric - heat not affected	
c)	# Gas - heat affected	
d)	# Gas - heat not affected	0
e)	<b>Total</b> # disconnected	15
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	15
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

*CWR period only*  
*CWR period only*

**RECONNECTION DATA**

Nov Monthly CWR

<b>37</b>	# Accounts reconnected	12
<b>38</b>	# Accounts remaining disconnected	15
<b>a)</b>	1-30 days	0
<b>b)</b>	31-60 days	4
<b>c)</b>	61+ days	11

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
<b>Reporting Year:</b>	2015	▼	<i>Required</i>
<b>Reporting Period:</b>	December	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Greater Minnesota Gas, Inc. for report period ending: December, 2015**

1	Number of Residential Customer Accounts:	6,036
2	Number of Past Due Residential Customer Accounts:	325
3	Number of Cold Weather Protection Requests:	1

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	3

**INABILITY TO PAY (ITP)**

*This entire section intentionally left blank*

**10% PLAN (TPP)**

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**Company: Greater Minnesota Gas, Inc. for report period ending: December, 2015**

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>a)</b>	Number of PS requests received	0
<b>17</b>	<i>Intentionally Blank</i>	
<b>18</b>	Number of PS negotiations mutually agreed upon:	1
<b>19</b>	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	0
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**21** Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

**All other months, use 1st column only**

<b>a)</b>	# Electric - heat affected			<i>Required</i>
<b>b)</b>	# Electric - heat not affected			<i>Required</i>
<b>c)</b>	# Gas - heat affected	0	0	
<b>d)</b>	# Gas - heat not affected			<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	0	0	

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected	0		
<b>d)</b>	# Gas - heat not affected	0		
<b>e)</b>	<b>Total # disconnected (See Note)</b>	0		

<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0
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**Company: Greater Minnesota Gas, Inc. for report period ending: December, 2015**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$29,346
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$90
26	<b>Total</b> dollars received from energy assistance programs:	\$5,315
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$506,966
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$84
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$62,558

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	
c)	# Gas - heat affected	
d)	# Gas - heat not affected	0
e)	<b>Total</b> # disconnected	0
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	12
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

*CWR period only*  
*CWR period only*

**RECONNECTION DATA**

Dec Monthly CWR

**37** # Accounts reconnected

3

**38** # Accounts remaining disconnected

12

**a)** 1-30 days

0

**b)** 31-60 days

0

**c)** 61+ days

12

[END]

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