



A Division of Montana-Dakota Utilities Co.

*705 West Fir Avenue
Mailing Address: PO Box 176
Fergus Falls, MN 56538-0176
1-877-267-4764
www.gpng.com*

October 3, 2025

Ms. Sasha Bergman
Executive Secretary
Minnesota Public Utilities Commission
121 East Seventh Place, Suite 350
St. Paul, MN 55101-2147

RE: Reply Comments to the Comments of the Minnesota Department of Commerce, Division of Energy Resources Commission, on their Review of Great Plains Natural Gas Co.'s Gas Service Quality Annual Report Docket No. G-004/M-25-32

Dear Ms. Bergman:

Great Plains Natural Gas Co. (Great Plains), a Division of Montana-Dakota Utilities Co., herewith electronically submits its Reply Comments to the Comments of the Minnesota Department of Commerce, Division of Energy Resources (Department) filed September 23, 2025 in the above referenced docket.

In the September 23rd comments, the Department recommended that:

- Great Plains report progress on its compliance with the two MNOPS letters in its Gas Service Quality Report for next year.
- Great Plains provide the number of yearly logins via electronic customer communication platforms in reply comments or provide an explanation of which data in Schedule 12 of the Company's petition is related to this requirement.

The Department will then make a final recommendation after reviewing the Company's reply comments.

Great Plains appreciates the Department's review and comments on its 2024 Gas Service Quality Report. In response to the Department's first recommendation regarding the Company's progress on its compliance with the two MNOPS letters, Great Plains will include the requested progress report in its 2025 Gas Service Quality Report to be filed no later than May 1, 2026.

Regarding the Department's second recommendation to provide the number of yearly logins via electronic customer communication, Great Plains apologizes for not including the information in its May 1, 2025. Following are the total number of logins via electronic customer communication platforms:

Year 2024	Count
January	Data not available
February	Data not available
March	4,960
April	8,360
May	8,373
June	7,094
July	7,409
August	7,606
September	6,859
October	8,197
November	7,757
December	7,963
Total	74,578

If you have any questions regarding this filing, please contact me at (701) 222-7855.

Sincerely,

/s/ Travis R. Jacobson

Travis R. Jacobson
Vice President of Regulatory Affairs

cc: Kristin Stastny