



May 1, 2013

**Via Electronic Filing**

Dr. Burl W. Haar  
Executive Secretary  
Minnesota Public Utilities Commission  
121 7<sup>th</sup> Place East, Suite 350  
St. Paul, MN 55101-2147

RE: CenterPoint Energy Resources Corp.,  
d/b/a CenterPoint Energy Minnesota Gas (CenterPoint Energy)  
2012 Annual Service Quality Report  
Docket No. G-008/M-13-\_\_\_\_\_

Dear Dr. Haar:

Enclosed is CenterPoint Energy's Annual Service Quality Report for 2012, in compliance with the reporting requirements in the Minnesota Public Utilities Commission ("Commission") Order dated August 26, 2010 in Docket No. G-999/CI-09-409.

Additional information is provided in compliance with the Commission's Orders on March 15, 2010 in Docket No. G-008/M-09-1190 and March 6, 2012 in Docket No. G-008/M-10-378.

Please contact me at (612) 321-4905 if you have any questions about this filing.

Sincerely,

/s/

Aaron Crowell  
Regulatory Analyst

Enclosures  
cc: Attached Service List

**AFFIDAVIT OF SERVICE**

STATE OF MINNESOTA   )  
  ) ss.  
COUNTY OF HENNEPIN   )

Aaron Crowell, being first duly sworn on oath, deposes and says she served the attached Compliance Filing by CenterPoint Energy to all persons at the addresses indicated on the attached list by having the document delivered by electronic filing or by placing in the U.S. Mail at the City of Minneapolis, Minnesota:

/s/ \_\_\_\_\_  
Aaron Crowell  
CenterPoint Energy

Subscribed and sworn to before me  
this 1<sup>st</sup> day of May, 2013

/s/ Mary Jo Schuh \_\_\_\_\_  
Notary Public  
My Commission Expires on January 31, 2015.

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
David	Aafedt	daafedt@winthrop.com	Winthrop & Weinstine, P.A.	Suite 3500, 225 South Sixth Street  Minneapolis, MN 554024629	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
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	No	GEN_SL_CenterPoint Energy_General Service List
James J.	Bertrand	james.bertrand@leonard.com	Leonard Street & Deinard	150 South Fifth Street, Suite 2300  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Brenda A.	Bjorklund	brenda.bjorklund@centerpointenergy.com	CenterPoint Energy	800 LaSalle Ave FL 14  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Jerry	Dasinger	jerry.dasinger@state.mn.us	Public Utilities Commission	Suite 350 121 7th Place East  St. Paul, MN 551012147	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Jeffrey A.	Daugherty	jeffrey.daugherty@centerpointenergy.com	CenterPoint Energy	800 LaSalle Ave  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 500  Saint Paul, MN 551012198	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Edward	Garvey	garveyed@aol.com	Residence	32 Lawton St  Saint Paul, MN 55102	Paper Service	No	GEN_SL_CenterPoint Energy_General Service List
Ronald	Giteck	ron.giteck@ag.state.mn.us	Office of the Attorney General-RUD	Antitrust and Utilities Division 445 Minnesota Street, 1400 BRM Tower St. Paul, MN 55101	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Elizabeth	Goodpaster	bgoodpaster@mncenter.org	MN Center for Environmental Advocacy	Suite 206 26 East Exchange Street St. Paul, MN 551011667	Paper Service	No	GEN_SL_CenterPoint Energy_General Service List

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Burl W.	Haar	burl.haar@state.mn.us	Public Utilities Commission	Suite 350 121 7th Place East St. Paul, MN 551012147	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Robert	Harding	robert.harding@state.mn.us	Public Utilities Commission	Suite 350 121 7th Place East  St. Paul, MN 55101	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Richard	Haubensak	RICHARD.HAUBENSAK@ CONSTELLATION.COM	Constellation New Energy Gas	Suite 200 12120 Port Grace Boulevard La Vista, NE 68128	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Nancy	Kelly	nancyk@eurekarecycling.org	Eureka Recycling	2828 Kennedy Street NE  Minneapolis, MN 55413	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
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	No	GEN_SL_CenterPoint Energy_General Service List
Pam	Marshall	pam@energycents.org	Energy CENTS Coalition	823 7th St E  St. Paul, MN 55106	Paper Service	No	GEN_SL_CenterPoint Energy_General Service List
David	Moeller	dmoeller@allete.com	Minnesota Power	30 W Superior St  Duluth, MN 558022093	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Andrew	Moratzka	apmoratzka@stoel.com	Stoel Rives LLP	33 South Sixth Street Suite 4200 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Kent	Ragsdale	kentragdale@alliantenergy.com	Alliant Energy-Interstate Power and Light Company	P.O. Box 351 200 First Street, SE Cedar Rapids, IA 524060351	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Janet	Shaddix Elling	jshaddix@janetshaddix.com	Shaddix And Associates	Ste 122 9100 W Bloomington Frwy Bloomington, MN 55431	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Peggy	Sorum	peggy.sorum@centerpointenergy.com	CenterPoint Energy	800 LaSalle Avenue PO Box 59038 Minneapolis, MN 554590038	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
James M.	Strommen	jstrommen@kennedy-graven.com	Kennedy & Graven, Chartered	470 U.S. Bank Plaza 200 South Sixth Street Minneapolis, MN 55402	Paper Service	No	GEN_SL_CenterPoint Energy_General Service List
Eric	Swanson	eswanson@winthrop.com	Winthrop Weinstine	225 S 6th St Ste 3500 Capella Tower Minneapolis, MN 554024629	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List

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## **1 Customer Service**

### **1.1 Call Center Response Time**

The Call Center Response Time metric provides the percentage of calls answered within 20 seconds.

Call Center Response times are reported on Schedule 1.

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

In 2012, 81% of calls (excluding IVR-only calls) were answered in 20 seconds or less, compared to 82% in 2011. The weighted average speed of answer was 25 seconds in 2012, compared to an average of 20 seconds in 2011. The number of calls answered (excluding IVR) decreased from 896,851 in 2011 to 798,637 in 2012.

At the request of the utility workgroup the Commission tasked with improving consistency in reporting in its March 6, 2012 Order, the Company will also report on call center response time including calls that solely utilized IVR functionality. Because IVR calls were not included in previous years, the following 2012 information cannot be compared to 2011.

In 2012, 88% of calls (including IVR-only calls) were answered in 20 seconds or less. The weighted average speed of answer was 17 seconds in 2012. The total number of calls answered (including IVR) was 1,171,297 in 2012.

### **1.2 Meter Reading Performance**

The Meter Reading Performance reporting metric provides a detailed report on CenterPoint Energy's meter reading performance, including, for each customer class and for each calendar month:

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

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- C. The number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and for periods of longer than 12 months, and an explanation as to why they have not been read; and
- D. Data on monthly meter reading staffing levels, by geographical area.

The Order accepting our 2010 Service Quality Report states:

*Require the utilities to explain, in their 2011 annual reports, whether the difference between the total percentage of meters (100%) and the percentage of meters read (by both the utility and customers) is equal to the percentage of estimated meter reads.*

As explained in our 2011 report, the difference between the total percentage of meters and the percentage of meters read by the utility or its customers is the number of billings with estimates; this includes, but is not limited to, estimated meter readings, billing adjustments, and rebilling.

Meter Reading Performance is reported on Schedule 2.

In 2012, 98.19% of meters were read by CenterPoint Energy personnel, compared to 97.78% in 2011. About 0.02% of meters were not read in 6-12 months, compared to about 0.03% in 2011. About 0.01% of meters were not read in over 12 months, compared to about 0.03% in 2011. Staffing levels did not change from 2011 to 2012 in the Minneapolis Metro Area but decreased from 19.25 to 17 in Greater Minnesota.

### **1.3 Involuntary Disconnection**

CenterPoint Energy has included a summary of the monthly reports that are submitted pursuant to Minnesota Statutes §§ 216B.091 and 216B.096, subdivision 11 in Docket No. E,G 999/PR-11-2.

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

There were 26,573 customers disconnected for nonpayment in 2012, compared to 23,022 in 2011.

### **1.4 Service Extension Request Response Times**

The reporting metric includes service extension request response times, including, for each customer class and each calendar month:

- A. The number of customers requesting service to a location not previously served by the utility and the intervals between the date service was installed



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

The Order accepting our 2010 Service Quality Report states;

*Require the utilities to explain, beginning with their 2011 annual reports, the types of extension requests (such as requests for reconnection after disconnection for non-payment) they are including in their data on service extension request response times for both locations not previously served, as well as for locations that were previously served.*

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

Part A – New Service Extensions

1. Location never had service, new construction
2. Location never had service, existing home

Part B – Renewed Service Extensions

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

In CenterPoint Energy's July 10, 2012 response to the Minnesota Department of Commerce's Comments in Docket No. G-008/M-12-425 regarding service extension request response times, the Company stated:

*In reviewing the Department's comments, we discovered that the data on renewed service orders was not reported the same way as new service orders. For renewed services, the 'site ready' status was not always changed when the work was dispatched so the time to complete the work may have been overstated; as such, the data is not comparable to new orders. We are evaluating the current processes and will make changes to better capture the 'site ready' date which will be reflected in future service quality reports.*

In response to that process assessment, the Company revised reporting methods so new and renewed service orders would be consistently comparable; starting in 2012, the "Avg days to complete" field represents the difference between the dispatched date

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and mobile completion date. Consequently, 2012 response times are not comparable to 2011.

Service Extension Request Response Time reporting is on Schedule 4.

In 2012, new commercial extensions took an average of 11 days to complete, and renewed commercial extensions took an average of 8 days to complete. New residential extensions took an average of 6 days to complete, and renewed residential extensions took an average of 7 days to complete.

### **1.5 Customer Deposits**

The reporting metric includes the number of customers who were required to make a deposit as a condition of receiving service.

The Order accepting our 2010 Service Quality Report states;

*Require the utilities to explain, beginning with their 2011 annual reports, the types of deposits (such as new deposits from new and reconnecting customers and the total number of deposits currently held) included in the reported number of “required customer deposits.”*

CenterPoint Energy reports the number of new deposits required as a condition of service from customers that are liable for disconnection or have been disconnected for non-payment. As of December 31, 2012, a total of 2,343 deposits had been held that were required as a condition of service.

Customer Deposit reporting is included on Schedule 5.

The current policy for deposits is limited to commercial accounts. In 2012, 402 deposits were required as a condition of service for customers, compared to 590 in 2011.

### **1.6 Customer Complaints**

The reporting metrics include a detailed report on complaints by customer class and calendar month including;

- A. The number of complaints received.
- B. The number and percentage of complaints alleging billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service-extension intervals, service-restoration intervals and

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- any other identifiable subject matter involved in five percent or more of customer complaints.
- C. The number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days.
  - D. The number and percentage of all complaints resolved by taking any of the following actions:
    - 1. Taking the action the customer requested;
    - 2. Taking an action the customer and the utility agree is an acceptable compromise.
    - 3. Providing the customer with information that demonstrates that the situation complained of is not reasonably within the control of the utility.
    - 4. Refusing to take the action the customer requested.
  - E. The number of complaints forwarded to the utility by the Commission's Consumer Affairs Office for further investigation and action.

The Order accepting our 2010 Service Quality Report states;

*Request that CenterPoint clarify in its 2011 annual report what is included in the following four customer complaint categories: disconnect for non-payment; service order scheduling; inadequate service; and AMB/BBP issue. CenterPoint should also address how these categories correspond with the categories contained in Minn. Rules, part 7826.2000 (B).*

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

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

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Service order scheduling: This category is used if the customer calls about some aspect of scheduling a service order including, for example, wait time when scheduling to move the meter from inside the home to outside for a reconnect, wait time on a reconnect when the meter was dug at the street or the main, not satisfied with appointment windows and/or scheduling policies, and missed/late appointment. This category is a subset of Inadequate Service as used in Minn. Rules, part 7826.2000 (B).

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

AMB/BBP Issue: This category is used if the customer calls about the Budget Billing Program (BBP) and they do not understand how the BBP works, they may think it is too high/too low, they have questions how it is calculated, or they don't understand why a payment is required with a credit balance. This category is a subset of Alleged Billing Error as used in Minn. Rules, part 7826.2000 (B).

See also Attachment A where we have 'mapped' the categories CenterPoint Energy uses to the categories listed in Minn. Rule 7826.2000. Additionally, for each category we have provided a general list of the types of situations or questions that may be included in each of the categories that we have been using for many years.

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

There were 5,000 complaints received in 2012, compared to 6,772 in 2011.

The number and percentage of complaints by type of complaint is reported on Schedule 6b.

The top three Commercial complaint types in both 2012 and 2011 were Disputed Charges, Disconnect/No Pay, and Payment Issues.

The top three Residential complaint types in 2012 were Disputed Charges, Payment Issues, and Inadequate Service; in 2011 they were Disputed Charges, Payment Issues, and Credit Arrangements.

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

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In 2012, 55% of commercial complaints were resolved immediately and 40% within ten days, compared to 51% and 39% in 2011 respectively. For residential complaints, 61% were resolved immediately and 37% within ten days, compared to 52% and 42% in 2011 respectively.

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

Complaint resolutions were classified as follows: *agreement* between CenterPoint Energy and the customer on the resolution, *compromise* by both the customer and the utility deciding on an acceptable resolution, *demonstration* that the situation complained of is not reasonably within the control of the utility by providing the customer with information, or *refusal* to take the action the customer requested. As shown in the table below, most commercial and residential complaints were resolved by either demonstration or agreement in both 2012 and 2011.

<b>Resolution Type</b>	<b>Commercial</b>		<b>Residential</b>	
	<b>2012</b>	<b>2011</b>	<b>2012</b>	<b>2011</b>
Agreement	30%	33%	40%	43%
Compromise	21%	19%	12%	13%
Demonstration	36%	35%	36%	33%
Refusal	13%	14%	12%	11%

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

There were 206 complaints forwarded to CenterPoint Energy in 2012, compared to 252 in 2011. While the number of complaints received from the BBB and PUC did not vary much from 2011 to 2012, complaints received from the OAG decreased from 129 to 90.

### **1.7 Emergency Line Response Time**

The reporting metric is the percent of calls on the emergency line answered within 20 seconds.

Emergency line response times are reported on Schedule 7.

There were 69,207 calls received in 2012 and 77,042 received in 2011. Ninety percent (90%) of calls were answered in 20 seconds or less in 2012, compared to 81% in 2011.

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Using a weighted average, the average speed of answer was 13 seconds, compared to 24 seconds in 2011.

## **2 Mislocate Rate**

The reporting metrics include the total number of mislocates, including the number of times a line is damaged due to a mismarked line or failure to mark a line.

Mislocate metrics are reported on Schedule 8.

The total mislocates remained about the same in 2011 and 2012, and so did the number of mislocates per 1,000 tickets at 0.37 in both years.

## **3 Gas System Reliability**

### **3.1 Gas System Damages**

The reporting metric is the number of damages as reported in the Annual Utility Damage Report to the Minnesota Office of Pipeline Safety. Damages are reported as those under the control of CenterPoint Energy's employees and contractors or other unplanned causes.

Gas System Damages are reported on Schedule 9.

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

Gas system damages increased from 759 in 2011 to 836 in 2012.

Inadequate Hand Digging accounted for 30% of our damages and No Locate Ticket Requested accounted for 21% of the damages. We experienced an increase in No Locate Ticket Requested damages of 3% or 37 additional damages over 2011 and also an increase of 24 damages where the excavator failed to adequately hand dig to spot our gas line. We worked with the Minnesota Office of Pipeline Safety (MOPS) and Gopher State One Call to address both the No Locate Ticket Requested damages and Exempt Damages.

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### **3.2 Gas Service Interruptions**

The reporting metrics are the number of firm customers that experience an unplanned service interruption and the average duration of the unplanned service interruptions. Unplanned service interruptions are reported as those due to CenterPoint Energy's employees and contractors or other unplanned causes.

Gas service interruptions are reported on Schedule 10.

In 2012 there were 1,554 customers affected by service interruptions; there were 689 outages that lasted 51 minutes per customer on average. In 2011 there were 5,317 customers affected by service interruptions; there were 633 outages that lasted 62 minutes per customer on average.

The increase in outages correlates to the increase in damages we had in 2012 compared to 2011. The incidents appear on the Schedule 10 summary of gas service interruptions in the month the investigation is complete. At times, investigations are extensive and take considerable time to process.

### **3.3 MOPS summaries**

The reporting is a summary of major events that are immediately reportable to MOPS according to the criteria used by MOPS to identify reportable events. The reporting also includes summaries of all service interruptions caused by system integrity pressure issues. Each summary shall include the following ten items:

1. The location;
2. When the incident occurred;
3. How many customers were affected;
4. How the company was made aware of the incident;
5. The root cause of the incident;
6. The actions taken to fix the problem;
7. What actions were taken to contact customers;
8. Any public relations or media issues;
9. Whether the customer or the company relighted; and
10. The longest any customer was without gas service during the incident.

MOPS summaries are reported on Schedule 11.

In 2012 there were 63 MOPS reportable outages and no integrity outages. In 2011 there were 47 MOPS reportable outages and 2 integrity outages.

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### **3.4 Emergency Gas Response Times**

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

The Order accepting our 2010 Service Quality Report states:

*Require the utilities to describe, beginning with their 2011 annual reports, the types of gas emergency calls included in their gas emergency response times, as well as the types of emergency calls included in their reports to the Minnesota Office of Pipeline Safety (MOPS). Require the utilities to provide an explanation of any difference between the reports provided to the Commission and to MOPS.*

The orders that make up this report include all calls received from customers, contractors, passers-by, 911 dispatchers, or company personnel relating to: gas odors, gas leaks, indications of high pressure, fires, explosions incidents, and hit gas lines (either inside or outside). The jobs reported here are the same as are reported to MOPS on their monthly reports.

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

In 2012, 34,481 emergency gas calls were received, compared to 39,655 in 2011. Ninety-four percent (94%) of the calls were responded to in less than one hour, compared to 89% in 2011. In 2012 it took an average of 30 minutes to respond to an emergency, compared to 34 minutes in 2011.

We continue to monitor emergency response times and to manage our processes and personnel involved in responding to emergency calls.



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## **4 Customer Service Related Expenses**

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

Customer service related expenses are reported on Schedule 13.

Customer service related expenses were relatively unchanged from 2011 to 2012.

## **5 Relocation Expenses**

### **5.1 Steel Service Line**

The reporting metrics include the itemized costs associated with each steel service line relocation. Steel service line relocation expenses are reported on Schedule 14. This report is in compliance with the Commission Order dated March 15, 2010 in Docket No. G-008/M-09-1190. Below is a comparison of the 2012 and 2011 steel service line relocations:

<b>Year</b>	<b># Jobs</b>	<b>High cost</b>	<b>Low cost</b>	<b>Average Cost</b>
2012	10	\$12,509.52	\$280.54	\$4,705.80
2011	9	\$109,303.80	\$1,143.53	\$26,157.64

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

### **5.2 Meters at 630 CFH or Greater**

The reporting metrics include the itemized costs associated with each relocation of meters rated at 630 cubic feet per hour (CFH) or greater. 630 CFH or greater meter relocation expenses are reported on Schedule 15. This report is in compliance with the Commission Order dated March 15, 2010 in Docket No. G-008/M-09-1190. Below is a comparison of the 2012 and 2011 630 CFH+ meter relocations:

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<b>Year</b>	<b># Jobs</b>	<b>High cost <sup>1</sup></b>	<b>Low cost</b>	<b>Average Cost</b>
2012	12	\$12,509.52	\$395.64	\$3,145.80
2011	21	\$109,303.80	\$1,845.98	\$12,568.96

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

## **6 Additional Customer Service Reporting**

### **6.1 Call Center Detail**

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

The overall call volume decreased from 1.25 million in 2011 to 1.17 million in 2012.

### **6.2 Customer Formal Complaints**

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

## **7 Utility Workgroup**

The Commission Order dated March 6, 2012 in Docket No. G-008/M-10-378 directed gas utilities to convene a workgroup tasked with improving consistency in service quality reporting. The workgroup – comprised of CenterPoint Energy, Great Plains Natural Gas Company, Interstate Power and Light Company, Minnesota Energy Resources Corporation, and Xcel Energy – identified methods for increasing uniformity in reporting among the gas utilities in order to facilitate annual comparisons of data for each utility and help set any future reporting requirements. Attachment B is a matrix describing

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<sup>1</sup> The high cost jobs have the same cost for both meters at 630 CFH or greater and steel service lines because both relocation types occurred on the same job.

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what and how each utility reports on various service quality categories. The matrix helped the workgroup coordinate changes to annual service quality reporting; for example, as a result of workgroup discussions and the matrix, CenterPoint Energy is now providing call center response times including IVR-only calls, in addition to the Company's previous method of excluding IVR-only calls.

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Attachment A**

**Alleged Billing Errors**

- **Budget Billing Program (BBP) Issue**-- Customers do not understand how the BBP works , they may think it is too high/too low, they have questions how it is calculated, or they don't understand why a payment is required with a credit balance
- **Billing Errors**—Bill Print Issues, questions/issues when we keep the same account number from a current or previous address to use for their new address, when an account is not activated into the landlords name in a timely manner when the tenant moves out, or when the meter is not locked even though the owner has authorized disconnect
- **Disputed Charges**—Landlord/Tenant Disputes happen when either side say they are not responsible for gas usage for specified time periods. Customer disputes when their responsibility should have ended when the property went thru Foreclosure, Divorce-Roommate situation on who is responsible for a debt accrued at the property when both resided there, Disputed debt transfer is when a debt from a previous address is transferred onto their current account, customers do not want to pay a basic fee on a meter that is not being used, but is not locked, and customers dispute the dates of service(move in/move out dates)
- **Payment Issue**—Billmatrix (3<sup>rd</sup> party vendor who processes our payments) complaint, encoding error, missing payment, incorrect application, processing delay, refund checks, late fee/due date, reconnect payment methods, energy assistance payment, NSF checks, fees, refused check payment, automatic bank draft issues
- **Rates/Tariffs**—Interim Rates, franchise fees, Gas Affordability Program contribution, sales tax, basic charge
- **Pinpoint**—any complaint involving pinpoint transfers –which is debt from a different address
- **Decoupling/IBR**—Any complaint pertaining to the Inverted Block Rate (tiered pricing) and/or decoupling
- **Inactive/Write Off**—collection agency complaint, credit bureau reporting, did not get bill, length of time before the balance is written off

**Inaccurate Metering**

- **Inaccurate Metering**—Switched piping, pressure factor, misread, non-registering meters, electronic /programming error, meter changes, estimated reads

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Attachment A**

**Wrongful Disconnect**

- **Disconnect for non-payment**—customer did not receive disconnect notice, locked before disconnect notice expiration, arrangements on account prior to the account being disconnected, new party living/owning the property, collector locked wrong meter

**High Bills**

- **High Bills**—Customer initiated complaint regarding a “high bill” for any reason
- **Credit Arrangements**—cannot agree/afford to acceptable payment arrangements, ineligible for arrangements due to previous defaulted arrangements

**Inadequate service**

- **Inadequate Service**—Failure to accommodate customer expectations, hold times (phones)
- **Service Order Scheduling**—wait time when scheduling to move the meter from inside the home to outside for a reconnect, wait time on a reconnect when the meter was dug at the street or the main, not satisfied with appointment windows and/or scheduling policies, and missed/late appointment

**Service-extension intervals-- Service-restoration intervals**

- **Construction**—Involves piping leading up to the meter, and the meter itself. Timeline on when a meter can be installed or relocated, excess footage fees, out of season charges-frost burners, cost to add, change or relocate meter, cost to change pressure, meter location, ice shields, barriers, Atmospheric Corrosion Inspection

**Other—These are categories that CNP uses, however they do not fit into one of the above categories.**

- **Vehicle Operations**—Driving complaint
- **Employee Misconduct**—behavioral complaint against the employee
- **Online Customer Service**—customers do not understand/ agree with options available for My Account Online and Online Billing, inconvenience when the website is down for maintenance, online accounts that are locked or blocked due to too many failed password attempts

	Xcel Energy	CPE	MERC	IPL	GP
<b>Call Center Answer Times</b>	<b>Change: None. Already include IVR and billing calls.</b>	<b>Change: Eff with 2012 report, will add Service Level with IVR to Schedule 1.</b>	<b>Change: Eff with 2012 report, will add IVR calls to the telephone response information.</b>	<b>Change: None. Already includes IVR and all calls.</b>	<b>Change: None. Already include IVR calls.</b>
Please describe how/what you report	Our report includes E&G residential calls to our call center representatives, business solutions center calls to our reps, credit calls, and IVR handled outage and billing calls. We report monthly volume and percentages based on the 80/20 Rule. We report calls 24/7.	Schedule 1; The percent of calls answered within 20 seconds or less during stated business hours, the average speed of answer and the total number of calls answered. Includes utility call center, emergency calls, and business customer hotline. ASA and total number of calls answered are reported as required in Docket G008/GR-04-901. Excludes calls that only utilized IVR functionality.	Our report includes monthly information for calls taken Monday through Friday, 8-5, the report includes average speed of answer and % of calls answered in 20 seconds or less. We also provide the similar information for calls coming into our emergency lines with the exception of the % answered in 15 seconds or less and is all calls taking 24/7. Does not include IVR calls.	Percentage of calls answered within 20 seconds, including both gas and electric data. Includes all calls 24/7, including IVR.	Total calls answered, percentage of calls answered in 20 seconds or less, and the average speed of answer. Includes calls during business hours (7 am to 7 pm) and includes IVR calls.
Able to include IVR calls in Telephone Response Metrics	We do include IVR handled outage and billing calls	We will add SL with the IVR included for Bill/Credit/Move (CIC - Residential) reporting to Schedule 1 beginning with January 2012.	MERC is able to include the number of IVR calls in the telephone response information.	Will continue to include	Will continue to include.
<b>Customer Deposits</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
Please describe how/what you report	Our reported deposits are from residential customers that have filed for bankruptcy (both E&G)	Schedule 5; The number of move orders and the number and percentage of deposits required as a condition of service. Including deposits required for reconnection of service after disconnection due to credit issues.	Our report includes any deposits collected for the reporting year. We only collect from customers caught diverting (theft) service.	Deposit data is for new and reconnecting customers, consisting of both gas and electric data.	Deposits required as a condition for receiving new service.
<b>Customer Complaints</b>	<b>Change: Eff with 2012 report, submit May 1 Complaint report.</b>	<b>Change: None. Already includes the May 1 Complaint report.</b>	<b>Change: None. Already includes the May 1 Complaint report.</b>	<b>Change: Eff with 2012 report, will include the May 1 Complaint Report.</b>	<b>Change: Eff with 2012 report, will include the May 1 Complaint Report. Eff with 2013 report, will include all calls received in the customer service center summarized by call type.</b>
Please describe how/what you report	Customer advocate group- we report all complaints, source of complaint, type, and action we took and time to resolve- by month Call center- all calls that come into call center by customer type, complaint type, and action we took. By month-- both E&G	Schedule 6; Number of recorded residential and commercial complaints, reason/type of complaint, action taken, time to resolve complaint and number of complains received forwarded by outside agencies.	Our report categorizes complaints by the following types, employee action/behavior, billing/meter reading issue, collection/disconnection issue, service quality, meter adjustment, outage, high bill. We then report time to resolve. This is broken into 3 categories, initially, within 10 days and > 10 days. We then report report complaint resolution by the following, taking action as customer requested, agreeable compromise, not within the control of the utility and refuse customer request. We also indicate the # of PUC complaints. This is all reported on a monthly basis.	All customer complaints are tabulated. Data includes both gas and electric complaints.	Customer complaints that are escalated to a supervisor response. Complaints are reported by type, resolution timeframe, resolution type, and number forwarded by the MN CAO.

	Xcel Energy	CPE	MERC	IPL	GP
<p>Provide description of what is being reported in the Complaint numbers</p>	<p>Customer advocate group- we report all complaints, source of complaint, type, and action we took and time to resolve- by month</p> <p>Call center- we report specific call codes that we previously determined could be indicative of a complaint, this ends up being the majority of calls- we then report the call center calls by customer type, call type, and action we took. By month-- both E&amp;G</p>	<p>AMB/BBP Issue: Any Budget Billing issue, do not understand, too high or too low, question how calculated</p> <p>Billing Errors: Bill print issues, adopted contract account errors, Landlord Agreement error</p> <p>Construction &amp; Maintenance: Excess footage fees, out of season charges, frost burners, cost to add, change, relocate meter, cost to change pressure, meter location, ice shields, barriers, atmospheric corrosion inspection (ACI)</p> <p>Credit Arrangements: GAP, Cannot afford/cannot pay, reasonably on time, defaulted arrangement, CWR arrangement, reconnect quote</p> <p>Disconnect Non-Pay: GULM, Wrongful Disconnect, thought had arrangements, did not receive notice, disconnected during CWR, reconnect fees, payment methods, scheduling requirements</p> <p>Disputed Charges: Any dispute not involving an account currently in write off, Escrow, Investigation Bad Debt, landlord/tenant disputes, foreclosures, divorce, roommate situations, disputed debt transfer, basic fee on inactive meter, dates of service (move in or out)</p> <p>Employee: CSR Error, Employee Misconduct</p> <p>High Bill: Customer initiated complaint regarding high usage (must be usage related, not simply high balance)</p> <p>Inaccurate Metering: Switched piping, incorrect pressure factor, misread, non-registering meter, ERT/programming, meter change, estimated reads</p> <p>Collections/Inactive/Write-Off: Account sent to collections, any collection agency related complaint</p> <p>Inadequate Service: Failure to accommodate customer expectations; hold times, not following through with promised actions</p> <p>Web/Customer Self-Service/IVR: Online Billing, My Account Online, Password locked, web issues, bill reminders, IVR Spanish option, difficulty navigating</p> <p>Payment Issue: One Time Pay, encoding error, missing payment, incorrect application, processing delay, refund checks, late fee/duel date, Energy Assistance payment, Bank Pay issue</p> <p>Rate/Tariffs: Refusal of Service, Interim Rates, franchise fees, taxes, basic charge, delivery charge</p>	<p>MERC reports all calls which the call center CSR believes to be a complaint. MERC has trained the CSRs to record all complaints through an automated process. When the CSR first looks at any account there is a pop up window which asks if the call is a complaint. This question must be answered before the CSR moves on. MERC reports the total number of complaints, breaks down the complaints by 7 different types; this breakdown is given by total number and percentage of total complaints. MERC provides the total numbers that are resolved initially, within 10 days and greater than 10 days. Complaint resolution is reported by total number and percentage. The resolution categories include taking action as customer requested, agreeable compromise, not within the control of the utility and refuse to customer requested action. The report also indicates the number of PUC complaints. This is informational only as those complaints are included in the reported complaint numbers.</p>	<ul style="list-style-type: none"> <li>• Billing Errors - All billing complaints except high bills, low bills, zero usage/consumption, adjusted bills.</li> <li>• Inaccurate Metering - Field/engineering/construction/maintenance issues, meter reading issues.</li> <li>• Wrongful Disconnection - Turn-off or disconnect error, collections issues.</li> <li>• High Bills - High bills due to usage or weather, billing issues.</li> <li>• Inadequate Service - Customer service issues such as poor service, long waits, delayed responses, lack of follow-up.</li> <li>• New Service Connection Intervals - New service issues relating to field/engineering/construction/maintenance departments.</li> <li>• Service Restoration Intervals - Outage issues relating to field/engineering/construction/maintenance departments.</li> <li>• Payment Status - Late payment, incorrect payment amount, late payment penalty, missing payment, promise to make payment, returned payment fee.</li> <li>• Turn-on - Issues with turn-on order for service, wrong date, not complete, not issues correctly, lack of customer contact.</li> <li>• Meter Reading Other - Meter reading issues such as no read/estimate/mis-read, read cycle, reader access, reader behavior, read route cycle.</li> <li>• Payment Arrangement - Payment agreements – short and long-term, new, defaults, multiple agreements, agreement disputes, promise to pay.</li> <li>• Credit &amp; Collections General - Bankruptcy, collection agency/bureau issues, customer assistance programs.</li> <li>• Property Damage - Report of damage to customer property/equipment, claims, insurance questions, locates, construction, line clearance, outages, weather.</li> <li>• Tree Trimming - Issues with tree trimming – not notified, trimmed too much, trimmed too little, did not like way trimmed, trim cycle.</li> <li>• Engineering, Construction, Maintenance Other - No call back, non-emergency safety issue, outages, periodic meter change, planned maintenance/outage, power quality, radio interference, street/security lights.</li> <li>• Power Quality &amp; Reliability - Outages, blinks, quality issues.</li> <li>• Customer Payment Programs - Programs such as: Automatic Payment, Paperless Billing, Western Union, CheckFree, Budget Billing, Customer Assistance programs.</li> <li>• Non-Utility Billing - Bill details, Contribution Tax Adder bill detail, disputes charges, disputes responsibility, finance charges.</li> <li>• General Billing Questions/General Other - All other.</li> </ul>	<p>Effective with 2013 report; call codes determined to be indicative of a complaint which is expected to be the majority of all calls will be reported by customer type, call type, and action taken by month.</p>

	Xcel Energy	CPE	MERC	IPL	GP
		<p>Security Deposit: Cannot afford, question calculation, not returned, interest</p> <p>Service Order Scheduling: Anything appointment related, wait time, appointment windows, scheduling policies, missed/late appointment</p> <p>Other: Legal Access, Postcard, Claims/Restoration, BP Verification, CIP, Marketing, Vehicle Operation</p> <p>Pinpoint: Any complaint involving transfers part of the Pinpoint initiative</p> <p>Decoupling/IBR: Any complaint pertaining to the Inverted Block Rate (tiered pricing) and/or Decoupling</p>			
Whether MERC should be required, in future annual reports, to further categorize the complaints included in the category "my bill is too high"	N/A	N/A	MERC is willing to look at trying to further categorize these type of complaints. It most cases these are customers who's perception is their bill may be too high based on various factors such as media reports of low gas costs (why does gas cost me \$7.00/Dth when the media is telling me it's only \$2.00?), weather impact, etc. In most cases it is CRSs taking time to explain what goes into a bill or that the weather wasn't actually as warm as the customer may think.	N/A	N/A
How MERC, in future annual reports, should report on escalated, informal complaints, including those received by the Commission's Consumer Affairs Office	N/A	N/A	MERC believes it is capturing all those complaints.	N/A	N/A
How Xcel, in future annual reports, should report on call center complaint resolution timeframes (Xcel did not include this information in its 2010 report).	The vast majority of our call center complaints/calls are resolved upon their initial inquiry. However, we are looking into capturing the timeframe for the small percent of remaining calls.	N/A	N/A	N/A	N/A
Whether utilities should be required to file copies of their annual customer service reports (required under Minn. Rules, part 7820.0500), whether those requirements overlap with the information provided in the annual gas service quality reports, and how these requirements compare and are reconciled.	While it seems redundant to file the same report in two different dockets, if it would be helpful to parties, we do not oppose. The reports are different- the annual customer complaint report under 7820.0500 details the numbers resolved/unresolved as well as total customer numbers. The info provided in our SQ reports under 7826.2000 doesn't provide this info, but breaks it down into categories, sources, by month, time resolved, action taken etc.	Schedule 17: Currently including a copy of the report filed, as required in Docket No. G008/GR-04-901.	This seems redundant and hopefully this can be reviewed and determined that the gas service quality fulfills this requirement.	Not a hardship to supply - this is already being done for electric.	Copy of report will be provided.
<b>Meter Reading</b>	<b>Change: Eff with 2012 report, all utilities will report MR staffing levels by geographic location; whether MRs have other non-MR responsibilities; and whether AMR is deployed in each reported geographic area.</b>	<b>Change: Eff with 2012 report, will exclude special or rebill meter readings. Also, all utilities will report MR staffing levels by geographic location; whether MRs have other non-MR responsibilities; and whether AMR is deployed in each reported geographic area.</b>	<b>Change: Eff with 2012 report, all utilities will report MR staffing levels by geographic location; whether MRs have other non-MR responsibilities; and whether AMR is deployed in each reported geographic area.</b>	<b>Change: Eff with 2012 report, all utilities will report MR staffing levels by geographic location; whether MRs have other non-MR responsibilities; and whether AMR is deployed in each reported geographic area.</b>	<b>Change: Eff with 2012 report, all utilities will report MR staffing levels by geographic location; whether MRs have other non-MR responsibilities; and whether AMR is deployed in each reported geographic area.</b>



	Xcel Energy	CPE	MERC	IPL	GP
Please describe how/what you report	<p>Under 7826.1400 we report # and % of meters read by XE and customers by month. We report # and % of unread meters for 6-12 months and 12+months, by month, and a classification for why they haven't been read for all customer classes. We also reporting staffing levels by work center in accordance with the Rule.</p> <p>We also note that our reported numbers of meters read and estimated under 7826.1400 do not add to 100 percent is because the Rule includes only the number of meters estimated for six or more consecutive months. Any meters estimated for a single month, up to a total of five months, are not included in the reported numbers.</p> <p>We report both E&amp;G</p>	<p>Schedule 2; The number of residential, commercial and total number of meters to be read by month, the number of residential, commercial, total and percentage of meters read from actual meter readings by CPE personnel, the number of residential, commercial total and percentage of meters read by customers, and the meter reading staffing levels for the metro area and greater Minnesota. The number of residential, commercial, total and percentage of meters not read within 6-12 months and greater than 13 months.</p>	<p>MERC reports monthly total meters, meters company read and meters estimated or self-reads. MERC is not able to differentiate between an estimate or a self-read. The percentages of company read and self-read is provided along with # and % of meters not read in a 6-12 month period and those not read &gt; 12 months. Comments are also provided as to why meters were not read during those periods. Because of the number of farm tap customers MERC has we report both with and without farm taps included. Farm taps are required by tariff and contract to self-read their meters with the company being required to read them once annually. MERC also provides meter reading staffing levels. MERC does not have dedicated meter readers in all areas of the State. MERC relies on labor reports and provides a FTE estimate based on hours spent reading meters.</p>	<p>Meter reading performance by month including both gas and electric data.</p>	<p>The number and percentage of meters read by utility personnel, self-read by customers, or estimated. Also the number and percentage of meters not read by utility personnel for periods of 6-12 months and longer than 12 months with description as to why. Also provide meter-reading staffing levels by area.</p>
Whether the utilities' data on the number of unread meters and unexplained meter readings is consistent with the utilities' data on the number of estimated billings under Minn. Rules, part 7820.3400.	Yes- we believe we are in compliance with the Rules.	The difference between the total number of meters and the number of meters read by the utility or its customers is the number of estimated meter readings due to an unread meter.	Yes	We include unexplained in our total.	Yes.
Development of a more accurate and comparable method of reporting meter reading staffing levels and whether it is relevant for meter-reading staffing levels to be reported by work center or geographical area.	We have an integrated meter reading workforce and AMR system. We currently report by work center in compliance with Rule 7826.1400 in our electric SQ report. We support maintaining this work center reporting consistent for both our gas & electric SQ reports.	Reported by geographic area; metro and greater MN.	For informational purposes only, MERC believes this information can be included as currently reported. Comparison from company to company is difficult at best based on geography, AMR, etc.	IPL is meeting its meter reading requirements with current staffing levels and does not feel it would be beneficial or relevant to complicate the reporting method. IPL service territory and customer count is comparatively low, so this would provide minimal comparative value.	Currently reported by geographic area.
Are "special" / "rebill" reads included in reported Actual and Estimated meter read numbers?	No.	On the 2011 report, the cancels and rebills were included in the counts of actual bills and estimated bills. For 2012, special or rebill meter readigs will not be included in the reported Actual and Estimated meter read numbers.	No.	Special or rebill meter readings are not included in the reported Actual and Estimated meter read numbers. As a point of reference, IPL only has 58 special bill customers.	No.
<b>Involuntary Service Disconnections</b>	<b>Change: Eff with 2012 report, all utilities will include a summary modeled after the 2011 CPE summary of Cold Weather Rule reports.</b>	<b>Change: None.</b>	<b>Change: Eff with 2012 report, all utilities will include a summary modeled after the 2011 CPE summary of Cold Weather Rule reports.</b>	<b>Change: Eff with 2012 report, IPL will begin separating out the credit-related reconnects. Additionally, all utilities will include a summary modeled after the 2011 CPE summary of Cold Weather Rule reports.</b>	<b>Change: Eff with 2012 report, all utilities will include a summary modeled after the 2011 CPE summary of Cold Weather Rule reports.</b>
Please describe how/what you report	Consistent with Order point 2D of the 8/26/10 Order Docket No. G999/CI-09-409, we reference the CWR docket but do not include any of the information in our gas report	Schedule 3; The month ending Minnesota Cold Rule Compliance Questionnaire in a column format by month with all months reported. (Copy Rec'd).	MERC provides the monthly CWR Compliance Questionnaire that is filed monthly with the Commission.	Included a copy of monthly Cold Weather Rule reports included in appendices.	Number of customers who received disconnection notices, # that sought Cold Weather Rule protection, who were granted protection, and whose services were disconnected involuntarily (All data from Cold Weather monthly reports).
Whether to require utilities to include in their annual service quality reports copies of the information they submit under Minn. Stat. §§ 216B.091 and 216B.096 (and/or summaries of this information), and if so, in what format.	This was addressed in the Commission's August 26, 2010 Order in Docket No. G999/CI-09-409, but we do not oppose providing.	The information is summarized into a monthly matrix rather than including copies of each individual report.	The filings are available so including them is not an issue.	Provided in 2011 report.	Effective with 2012 report, will provide a summary of the monthly Cold Weather reported data.
Separate out credit-related reconnects to report just non-credit-related? If not, include the # of disconnects as a way to approximate just non-credit-related disconnects.	N/A	N/A	N/A	IPL was able identify that 314 of the 6,704 reconnects reported in the 2011 report were credit related, leaving a total of 6,390 non-credit related service connections.	N/A
<b>Service Extension Request Response Times</b>	<b>Change: None. Already excludes reconnects for non-payment. Connections to current customers are included in total connections.</b>	<b>Change: None. Already excludes reconnects for non-payment.</b>	<b>Change: None. Already excludes reconnects for non-payment.</b>	<b>Change: Eff with 2012 report, will exclude reconnects associated with non-payment.</b>	<b>Change: None. Already excludes reconnects for non-payment. Connections to current customers are included in total connections.</b>

	Xcel Energy	CPE	MERC	IPL	GP
Please describe how/what you report	We report requests to service to new locations- both number of installations and average # of days to complete between request and completion by month. We do not report requests to locations previously served as the only people that we classify in this group are customers who have had their meter locked due to credit. We classify those reconections for service upgrades or vacancy with our requests for new service- we classify them all together. This report is gas only.	Schedule 4; The number of commercial and residential service extensions, the average number of days to complete from the time the property is ready until installation in complete for new service request (properties where prior service did not exist) and Renewed service (properties where service previously existed) excluding locked meters related to credit issues.	This report includes monthly information for new service requests for both residential and commercial service installations. It indicates the # of requests and the average time between requested date and installation. The report also includes the same information for requests where an existing service exists and the meter has been turned off for reasons other than non-payment.	Report includes monthly information for new service requests for residential and commercial service installations (gas only data). It indicates the # of requests and the average time between the requested date and installation. The report also includes the same information for requests where an existing service exists and the meter has been turned off for reasons other than non-payment (gas and electric data).	The number of extensions and average days to complete for New Service (locations not previously served) and Renewed Service (locations previously served).
Whether utilities should be required to report the number of requests for service to previously served locations and the time required to complete these requests	Aside from those customers who had their meter locked due to credit (which the Commission said not to include in their 8/26/10 Order) We do report this, we have not (and can not) break them out from the new customers- so our reporting combines them all into one group (both new and current customers).	Currently reporting, excluding locked meters related to credit issues.	This does seem like a waste of time. The reports have indicated that the utilities do a good job in getting service initiated in these instances. If delays were occurring on regular basis the Commission would be receiving complaints. I've seen nothing to indicate this has been an issue.	Provided in 2011 report.	GP provided days between receipt of service line application and date meter was installed. We do not have an efficient means of tracking days between requested meter installation date and actual install date. GP supports excluding this data from the reports -- too situational dependent.
Whether to exclude from the gas service quality reports the number of reconections and restoration of service requests that were processed after a meter was locked for non-payment of a bill and which are also reported under Minn. Stat. §§ 216B.091 and 216B.096.	The Commission's August 26, 2012 Order in Docket No. G999/CI-09-409 said to not need to include this, so we have not.	Currently excluding.	Currently excluding.	Will exclude reconnects associated with non-payment.	Currently excluding.
<b>Mislocates</b>	<b>Change: Eff with 2012 report, will follow the mislocate criteria provided by CPE.</b>	<b>Change: None.</b>	<b>Change: Eff with 2012 report, will follow the mislocate criteria provided by CPE.</b>	<b>Change: Eff with 2012 report, will separate mismarked v. not marked items; will attempt to report mislocates using the CPE criteria; will provide gas-only mislocates.</b>	<b>Change: None. Reported in this fashion for 2011 report.</b>
Please describe how/what you report	We define mislocates as a gas line that was damaged as a result of mismarking or failure to mark a line. We divide the number of mislocates by the number of locate tickets to get the mislocate rate.	Schedule 8: The number of mislocates due to mismarked line, failure to mark a line, total number of mislocates, total number of locate tickets and number of mislocates per 1000 locate tickets.	MERC reports monthly total locates, # of mislocates and the % of mislocates. This report would only include those mislocates resulting in damage as MERC has no other consistent means of tracking this information.	Total locate requests for both gas and electric, including number of gas lines damaged due to mismarked or failure to mark.	The number of locate tickets requests received through the MN One Call system and the number of mislocates categorized as either due to a not marked line or a mismarked line.
Whether to require MERC, Xcel, Interstate, and Great Plains to provide the same level of underlying detail on the total number of mislocates (the number of mismarked lines and the number of failures to mark a line) that CenterPoint provided in its 2010 report.	Yes, we can do this. It will be based on whether there was paint or not, which we understand is the same way CPE does it. Beginning in 2012 b/c of a new rule, MNOPS requires reports only for damages that result in a leak- so our service quality reporting will report more than our MNOPS reports.	N/A	With the very low number of mislocates I question the value of this information.	IPL will separate out mismarked vs. not marked in the 2012 report.	GP provided the split between lines not marked and mismarked lines and will continue to do so.
Assess whether can follow the Mislocate criteria provided by CPE	Yes we can.	Determines whether a line is mismarked or failed to be marked, CPE performs an investigation on all gas damages using post locate pictures taken by the locator to determine whether a line was properly marked or not marked at all. If there are marks/paint in the area of the damage but they are not within the 24 inch tolerance zone CPE determines the root cause of the damage to be a Mismark. If there are no visible marks/paint in the post locate pictures at the site of the damage CPE determines this root cause to be a Failure to Mark.	MERC photographs all line locates prior to excavation. If damage occurs MERC will go back to the locate record (assuming a locate was requested) to verify if the locate was accurate. If it is determined the locate was accurate according to 216D the contractor will be billed. If it determined MERC or its contractor mislocated the facility the information is then included in the mislocate report portion of the Service Quality report.	IPL can break out the mis-locates and failure to mark items, but will need to investigate further our ability to calculate an error rate as gas and electric locate tickets are not broken out separately. IPL will attempt to report mislocates using the CPE criteria in the 2012 report.	Great Plains investigates each damage to determine who is at fault either company or contractor locator also determine if locates are off or not located at all. Results are documented, but we do not take pictures of locates at this time.
Separate out the electric Mislocates to get gas-only?	N/A. Only reports natural gas mislocates.	N/A	N/A	In 2011, IPL had five (5) gas "mislocates/lines not marked" that resulted in damage to gas facilities. In 2012 report, will report gas-only mislocates.	N/A

	Xcel Energy	CPE	MERC	IPL	GP
<b>Gas System Damage</b>	Change: None. Order Pt. 5 of the Commission's Oct 11, 2012 Order in Docket No. G999/AA-10-885 sets the requirements for reporting the lost gas implications associated with at-fault contractor main strikes.	Change: None. Order Pt. 5 of the Commission's Oct 11, 2012 Order in Docket No. G999/AA-10-885 sets the requirements for reporting the lost gas implications associated with at-fault contractor main strikes.	Change: None. Order Pt. 5 of the Commission's Oct 11, 2012 Order in Docket No. G999/AA-10-885 sets the requirements for reporting the lost gas implications associated with at-fault contractor main strikes.	Change: Eff with 2012 report, will report gas damage by month. Order Pt. 5 of the Commission's Oct 11, 2012 Order in Docket No. G999/AA-10-885 sets the requirements for reporting the lost gas implications associated with at-fault contractor main strikes.	Change: Will continue to provide in future annual reports, the detail requested. Order Pt. 5 of the Commission's Oct 11, 2012 Order in Docket No. G999/AA-10-885 sets the requirements for reporting the lost gas implications associated with at-fault contractor main strikes.
Please describe how/what you report	We report gas line damages on a monthly basis classified by whether they were damaged by XE and our contractors or other causes. We then provide our miles of main and the damage calculated per 100 miles of main.	Schedule 9; Damages by CPE Employees/Contractors, Damages by others, total damages, miles of pipe, damages per 100 miles of pipe.	MERC reports on a monthly basis the total number of gas line damages and whether they were the fault of MERC or it's contractors, damaged by others or a system integrity failure.	Number of gas system damages, including whether the damage was caused by those working on behalf of the utility and also what the damage is attributed to (power equipment, hand digging, steaks, etc.)	The number of gas system damages, categorized as to whether the damage was caused by a GP employee/contractor or caused by any other unplanned cause. Also included is miles of pipe and damage per 100 miles of pipe calculation.
Whether to require Interstate to report in future annual reports its gas damage data by month.	N/A	N/A	N/A	IPL will report gas damage by month in the 2012 report.	N/A
Whether to require Great Plains and Greater Minnesota Gas to include in future annual reports data on the type of party (third-party contractor, utility personnel, customer) who caused each particular damage event.	N/A	N/A	N/A	N/A	GP will provide the detail requested in the 2012 report.
How the utilities account for lost gas when there is an incident of any kind that results in lost gas; who pays for the lost gas and who pays for the cost of repairing damaged lines when the damage is not caused by the company or its contractor, as well as when the damage is caused by the company.	Lost gas reporting vet in Docket No. G999/AA-10-885. Amounts received from contractor damage bills are an offset to O&M expenses.	Lost gas reporting vet in Docket No. G999/AA-10-885. Contractors billed for cost of repairs. Amounts received from contractors is an offset to O&M expenses.	Lost gas reporting vet in Docket No. G999/AA-10-885. All at-fault contractors are billed for damages. Amounts received are an offset to O&M expenses.	Lost gas reporting vet in Docket No. G999/AA-10-885. Excavator is billed for cost of repairs. Amounts received are an offset to O&M expenses.	Lost gas reporting vet in Docket No. G999/AA-10-885. All at-fault contractors are billed for damages. Amounts received are an offset to O&M expenses.
<b>Gas Service Interruptions</b>	Change: None.	Change: None.	Change: Eff with 2012 report, will provide calculated outage times.	Change: Eff with 2012 report, will provide calculated outage times.	Change: None.
Please describe how/what you report	We report gas service interruptions on a monthly basis classified by whether they were damaged by XE and our contractors or other causes- within those categories we indicate the number of homes, the number of incidents, and the average outage time.	Schedule 10; Report outages due to CPE Employees/Contractors, outages due to others and total indicating the number of customer affected, number of outages, and the average duration of the outage. Also provide in Schedule 11 detail of MNOPS reportable events and system integrity events.	MERC provides monthly information of total service interruptions, and whether they were caused by a MERC employee or contractor, others or system integrity. A monthly detailed report is also included indicating the duration of the interruption.	Reported all gas service interruptions, including the numbers of customer affected.	All gas service interruptions, including the number of customers affected and the average duration of the outage, categorized according to whether the interruption was caused by a GP employee/contractor or by any other unplanned cause.
Whether Xcel should continue providing gas service interruption information in the five categories used for October through December 2010.	Already changed in 2011 report	N/A	N/A	N/A	N/A
Whether Xcel should be required to summarize its gas service interruption data using the two categories of gas service interruption as required and used by the other companies. These two categories are: (1) customer outages due to Xcel employee or Xcel contractor and (2) customer outages due to any other unplanned cause. Or whether this information should be reconciled with the more detailed, five-category reporting method Xcel currently uses.	Already changed in 2011 report	N/A	N/A	N/A	N/A
Service Interrupts & Integrity Events - Define calculations for Average Outage Time and Total Outage Time	The start of the outage is when it's noted in our system that the gas is off; if that is not noted, we use the create time of the order. The end of the outage is when it's noted that gas is on; if that is not noted, we use or the completion time of the order. The total outage time is the time for all the outages of that time period. The average outage is the total outage time divided by the number of homes affected.	CPE calculates the average duration for monthly outages by taking the total outage time for the month and dividing that by the number of customers lost.	MERC has not provided an average for outage times. MERC is willing to provide this in future Service Quality filings. MERC calculates total outage time as beginning when the outage is reported and completed when service is restored to the last affected customer.	IPL has not previously reported statistics related to outage times.	Total outage time is the time from notification of the outage until service is restored to the last customer. Average outage time equals the total outage minutes divided by the total customers out of service.
<b>Gas Emergency Answer Times</b>	Change: Eff with 2012 report, include internal performance goal for answering gas emergency calls (x percent in x seconds).	Change: Eff with 2012 report, include internal performance goal for answering gas emergency calls (x percent in x seconds).	Change: Eff with 2012 report, include internal performance goal for answering gas emergency calls (x percent in x seconds).	Change: Eff with 2012 report, include internal performance goal for answering gas emergency calls (x percent in x seconds).	Change: Eff with 2012 report, include internal performance goal for answering gas emergency calls (x percent in x seconds).

	Xcel Energy	CPE	MERC	IPL	GP
Please describe how/what you report	We report calls from our MN customers either directly to our Gas Emergency line or to one of our other customer service numbers where the customer selected the option for a gas emergency- we report the monthly number of gas emergency calls as well as the average speed of answer for those calls.	Schedule 7; The percent of calls received on our published emergency line answered 24x7 within 20 seconds, the average speed of answer and the total number of calls answered. This line may also receive calls other than emergency calls. ASA and total number of calls answered are reported as originally required in Docket G008/GR-04-901.	MERC provides the monthly total calls received, average speed of answer and % answered in 15 seconds or less. MERC also provides the tech response time from initial call to arrival for all emergency calls. The numbers are categorized by < 1 hour or > 1 hour. MERC also breaks this information down on by service region as requested by the Department. MERC provides the monthly average response time with its goal of having an average response time of 30 minutes or less.	Both gas and electric callers who respond "Yes" to the initial interactive voice response question "Is this a life threatening emergency, such as a downed wire or gas odor?"	Total calls answered, percentage of calls answered in 20 seconds or less, and the average speed of answer.
Whether to require Xcel to include in its future annual service quality reports the number of gas emergency calls in addition to the average answer time for these calls.	Already included in 2011 report	N/A	N/A	N/A	N/A
Whether to require the gas utilities to include in their annual reports their goals (internal performance metric) for answering gas emergency calls in terms of the "percentage of calls answered within XX seconds	Internal goal is 80/20, though we place a priority on gas emergency calls.	Overall goal of answering 80% of calls within 20 seconds annually for all types of calls.	MERC already provides this information.	We strive to meet the goal of 80%.	Internal goal is 80/20, with a priority placed on gas emergency calls.
<b>Gas Emergency Response Times</b>	<b>Change: Eff with 2012 report, will provide MnOPS reports.</b>	<b>Change: None. Already provides MnOPS reports.</b>	<b>Change: Eff with 2012 report, will provide MnOPS reports.</b>	<b>Change: Eff with 2012 report, will provide MnOPS reports.</b>	<b>Change: Eff with 2012 report, will include an average response time calculation.</b>
Please describe how/what you report to the PUC	We report all gas emergency calls- the count, the answer and talk time, the dispatch/enroute time, travel time, and then the total response time- as well as all averages and % of calls responded to under and over 60 minutes. (Our gas emergency calls classifications are: blowing gas, explosion, fire, carbon monoxide with and without symptoms, iced regulator, smells gas inside, smells gas outside, no gas, and high or low pressure)	Schedule 12; The reporting metric is the time from the initial notification to the time that a qualified emergency response person arrives at the incident location for purposes of making the area safe. Emergency response times are reported, by metro and outstate, as calls responded to in one hour or less and calls responded to in over one hour. CenterPoint Energy provides number and the percentage of emergencies responded to within one hour and within more than one hour. CenterPoint also provides the average number of minutes it takes to respond to an emergency. This same information, in total, is reported in the Emergency Response Report to the Minnesota Office of Pipeline Safety (MnOPS).	MERC provides the tech response time from initial call to arrival for all emergency calls. The numbers are categorized by < 1 hour or > 1 hour. MERC also breaks this information down on by service region as requested by the Department. MERC provides the monthly average response time with its goal of having an average response time of 30 minutes or less.	Any call coded as a gas emergency (CO, fire, line hit, odor) will be included in PUC submittals.	Emergency response calls categorized by calls responded to in 1 hour or less and calls responded to in over 1 hour. Also report the average response time in minutes.
Please describe how/what you report to MnOPS	We report five more types of calls in our gas QSP reports than we do in our MNOPS reports based on MNOPS preference (we do not report on any types of carbon monoxide calls, ice/snow on regulator, no gas, and high / low pressure gas to MnOPS).	Provide Monthly required reporting as specified by MnOPS and is duplicated in our PUC report.	Same as above	Any call coded as a gas emergency (CO, fire, line hit, odor) will be included in MnOPS submittals.	Same information is reported to MnOPS on the monthly Emergency Response Reporting Form.
Define call types included in MnOPS Reports	We report the following call types: blowing gas, explosion, fire, smells gas inside, smells gas outside	The orders that make up this report include all calls received from customers, contractors, passer-bys, 911 dispatchers, or company personnel relating to: gas odors, gas leaks, indications of high pressure, fires, incidents, hit gas lines (either inside or outside).	MERC files 2 annual reports with MnOps. One report provides emergency call responses in 1 hour or less and those over 1 hour. This report is for all gas leak calls and does not include those that specifically state it is a carbon monoxide call. The other report, Annual Utility Damage Report form, provides the total number of locate requests, total number of damages and the cause for those reported damages. There are 11 categories for the cause for damage.	IPL codes the following issues as emergency calls: Carbon Monoxide, Fire, Line Hit, and Odor.	GP reports fire, explosion, lime hits, and odor calls.
Highlight any differences between MnOPS Reports and MPUC reported items.	See above- We report five more types of calls in our gas QSP reports than we do in our MNOPS reports, based on MNOPS preference	We report the same items.	In the MPUC report MERC provides the % of calls answered in < 1 hour and > 1 hour and the average response time. For mislocates MERC reports the total number of locates same as the MnOps report but does not have as many cause reasons. The MPUC has only 3 categories, system integrity, fault of MERC or its contractors and other	None. Any call that is coded as an emergency will be included in the statistical reports submitted both to the Commission and MNOPS.	Great Plains was directed to report all gas service interruptions regardless if qualifying as reportable to MnOps in Docket No. G004/M-11-363.
Whether to require Great Plains to provide, in future annual reports, an average response time calculation for all gas emergency responses.	N/A	N/A	N/A	N/A	GP will provide this information in the 2012 report.

	Xcel Energy	CPE	MERC	IPL	GP
Whether to require the gas utilities to provide, in future annual reports, complete and non-redacted copies of their MnOPS Emergency Response Reporting Forms.	Already included in 2011 report	Currently providing monthly Emergency Response Forms	Only if it eliminates the need to report the same information in the emergency response time in the quality report.	Not an issue to provide this. Will include in the 2012 report.	GP attaches the complete and non-redacted copies of the MnOPS form to its Service Quality Report.
Whether to require the gas utilities to provide, in future annual reports, reconciliations between the gas emergency response numbers reported in their annual service quality reports and the numbers reported to MnOPS in the MnOPS Emergency Response Reporting Forms	It is not possible to reconcile the existing service quality and MnOPS reports due to the breakdown of the categories not matching due to how the 2 reports require different classification, and the differing req'ts re; start/stop of the QSP v. MNOPS forms.	Currently using MnOPS reports to complete Service quality reporting.	No opinion either way.	These numbers should be the same and could be provided.	GP reports the same information
Consider input from the Department on review of those reconciliations, including whether the utilities are accurately reporting their gas emergency response times and reporting data using the correct gas emergency response time metric.	As part of the Working Group, it was determined that all utilities will provide MnOPS reports for their annual reports, so no reconciliation is necessary. The Xcel QSP report will additionally be provided as additional reporting that provides an alternative view of its emergency response (as summarized above).	As part of the Working Group, it was determined that all utilities will provide MnOPS reports for their annual reports, so no reconciliation is necessary.	As part of the Working Group, it was determined that all utilities will provide MnOPS reports for their annual reports, so no reconciliation is necessary.	As part of the Working Group, it was determined that all utilities will provide MnOPS reports for their annual reports, so no reconciliation is necessary.	As part of the Working Group, it was determined that all utilities will provide MnOPS reports for their annual reports, so no reconciliation is necessary.
<b>Major Incident Reporting</b>	<b>Change: Eff with 2012 report, will provide a summary of contemporaneous reports rather than each notification email.</b>	<b>Change: None.</b>	<b>Change: None.</b>	<b>Change: None.</b>	<b>Change: None.</b>
Please describe how/what you report.	Similar to our electric reports, we provide a copy of every email we send to the CAO and the individual summary of the notification that was attached to it.	Provides a summary of all notifications from the year.	Provides a summary of all notifications from the year.	Provides a summary of all notifications from the year.	Provides a summary of all notifications from the year.
<b>Customer Service Related O&amp;M Expenses</b>	<b>Change: None.</b>	<b>Change: None.</b>	<b>Change: None.</b>	<b>Change: None.</b>	<b>Change: None.</b>
Please describe how/what you report	We provide the customer service related O&M expenses included in FERC accounts 901 and 903 plus payroll taxes and benefits both for NSPM (which includes MN, ND and SD operations) as well as the state of MN	Schedule 13; includes FERC accounts 901 and 903 plus payroll taxes and benefits.	MERC reports all expenses associated with FERC accounts 901 and 903 plus payroll taxes and benefits.	Costs related to FERC accounts 901 and 903, including payroll taxes and benefits.	The costs recorded in FERC accounts 901 and 903, plus payroll taxes and benefits.
<b>Additional Service Quality Reporting</b>					
Please describe any additional information included in annual service quality reporting	QSP Tariff annual Gas Emergency Response report.	Schedule 14; Steel service line relocation cost, as ordered in Docket G008/M-09-1190	N/A	N/A	N/A
Please describe any additional information included in annual service quality reporting	N/A	Schedule 15; Meters at 630 or Greater Cost, as ordered in Docket G008/M-09-1190	N/A	N/A	N/A
Please describe any additional information included in annual service quality reporting	N/A	Schedule 16; Calls Received from Dedicated Lines, as ordered in Docket G008/GR-04-901	N/A	N/A	N/A
<b>Docket Numbers</b>					
SQ Docket Numbers	2002-2011 – E,G002/CI-02-2034 2003 -- E,G002/M-03-58 2009 – G002/M-09-841 (SQ TARIFF AMENDMENTS) 2010 -- E,G002/CI-10-691 (TARIFF MODIFICATION) 2011 – G002/M-11-360 2012 – G002/M-12-440	2004 -- G-008/GR-04-901 2005 -- G-008/GR-04-901 2006 -- G-008/M-06-1485 2007 -- G-008/M-07-1641 2008 -- G-008/M-08-396 2009 -- G-008/M-09-390 & G-999/CI-09-409 2010 -- G-008/M-10-378 2011 -- G-008/M-12-425	2003 -- G007,011/CI-02-1369 2004 -- G007,011/CI-02-1369 2005 -- G007,011/CI-02-1369 2006 -- G007,011/CI-02-1369 2007 -- G007,011/M-07-1642 2008 -- G007,011/M-08-397 2009 -- G007,011/M-09-488 2010 -- G007,011/M-10-374 2011 -- G007,011/M-12-436	2010 – G999/M-11-361 2011 – G999/M-12-411	2009 -- G-999 /CI-09-409 2011 -- G004/M-11-363 2012 -- G004/M-12-442

Note: The focus of the workgroup was to identify methods for increasing uniformity in reporting among the gas utilities, making the annual comparisons of data for each utility easier, as well as more useful in assessing the reports and in setting any future reporting requirements.

**CenterPoint Energy  
Service Quality Report**

**Schedule 1**

**Call Center Response Time <sup>/1/</sup>**

**Call Center Response Time Excluding IVR**

(Utility only)	Jan-2012	Feb-2012	Mar-2012	Apr-2012	May-2012	Jun-2012	Jul-2012	Aug-2012	Sep-2012	Oct-2012	Nov-2012	Dec-2012	YTD 2012
Service Level - % of Calls answered in 20 seconds or less.	90%	86%	88%	87%	81%	80%	79%	85%	73%	68%	77%	85%	81%
Average Speed of Answer (in seconds)	15	17	16	16	24	23	31	25	40	43	28	21	25
Total Calls Answered	66,704	64,348	65,031	64,829	73,904	65,925	66,439	70,670	63,376	77,519	62,772	57,120	798,637

**Call Center Response Time Including IVR**

(Utility only)	Jan-2012	Feb-2012	Mar-2012	Apr-2012	May-2012	Jun-2012	Jul-2012	Aug-2012	Sep-2012	Oct-2012	Nov-2012	Dec-2012	YTD 2012
Service Level - % of Calls answered in 20 seconds or less.	93%	91%	92%	91%	88%	87%	86%	89%	82%	77%	84%	90%	88%
Average Speed of Answer (in seconds)	10	11	10	10	15	15	21	17	27	30	19	13	17
Total Calls Answered	92,276	96,103	99,996	98,639	111,122	97,255	97,629	100,167	92,108	107,478	91,226	87,298	1,171,297

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



CenterPoint Energy  
Service Quality Report

Meter Reading Performance

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

	Jan-2012	Feb-2012	Mar-2012	Apr-2012	May-2012	Jun-2012	Jul-2012	Aug-2012	Sep-2012	Oct-2012	Nov-2012	Dec-2012	YTD 2012
<b>Residential</b>													
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	0	0	0	0	1	0	0	0	0	0	0	0	1
Can't Locate	0	1	0	0	0	0	0	0	0	0	0	0	1
Closed	0	0	0	0	0	0	0	0	0	0	0	0	0
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	0	0	0	0	0	0	0	0	0	0	0	0	0
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	1	1	0	0	0	0	0	0	0	0	0	0	2
ERT Not Responding	121	113	109	124	120	146	185	228	214	224	222	187	1,993
Gate Locked	0	0	0	1	0	0	0	0	0	0	0	0	1
Meter Changed	0	0	0	0	0	0	0	0	3	0	0	0	3
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	0	0	0	1	0	1	0	0	0	0	0	0	2
No Answer	2	7	4	2	3	2	1	1	1	2	2	1	28
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	2	1	1	2	2	1	1	1	3	4	6	1	25
Not Home	4	1	1	2	1	0	0	0	0	2	0	2	13
Billing Correction	1	2	1	0	0	2	0	1	0	1	1	0	9
Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Residential Total</b>	<b>131</b>	<b>126</b>	<b>116</b>	<b>132</b>	<b>127</b>	<b>152</b>	<b>187</b>	<b>231</b>	<b>221</b>	<b>233</b>	<b>231</b>	<b>191</b>	<b>2,078</b>
<b>Commercial</b>													
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	0	0	0	0	0	0	0	0	0	0	0	0	0
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	1	0	1	0	0	0	3	0	0	0	0	0	5
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	0	0	0	1	1	0	0	0	0	0	0	0	2
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	0	0	1	0	0	1	0	0	0	0	0	0	2
ERT Not Responding	24	28	27	16	16	14	5	20	18	17	33	27	245
Gate Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Changed	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	0	0	0	0	0	0	3	0	0	0	0	0	3
No Answer	1	1	2	0	0	0	2	0	0	0	0	0	6
No Key	0	0	0	1	1	0	0	0	0	0	0	0	2
Not Attempted	0	0	0	1	0	0	0	0	0	0	0	1	2
Not Home	0	0	0	0	0	0	0	0	0	0	0	0	0
Billing Correction	1	0	0	0	0	0	1	1	1	1	0	0	5
Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	0	0	0	0	0	0	0	0	0	0	1	1
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Commercial Total</b>	<b>27</b>	<b>29</b>	<b>31</b>	<b>19</b>	<b>18</b>	<b>15</b>	<b>14</b>	<b>21</b>	<b>19</b>	<b>18</b>	<b>33</b>	<b>29</b>	<b>273</b>
<b>Monthly Total</b>	<b>158</b>	<b>155</b>	<b>147</b>	<b>151</b>	<b>145</b>	<b>167</b>	<b>201</b>	<b>252</b>	<b>240</b>	<b>251</b>	<b>264</b>	<b>220</b>	<b>2,351</b>
<b>Percentage</b>	0.0193%	0.0189%	0.0173%	0.0184%	0.0168%	0.0217%	0.0255%	0.0282%	0.0324%	0.0280%	0.0340%	0.0277%	0.0239%



CenterPoint Energy  
Service Quality Report

Meter Reading Performance

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

	Jan-2012	Feb-2012	Mar-2012	Apr-2012	May-2012	Jun-2012	Jul-2012	Aug-2012	Sep-2012	Oct-2012	Nov-2012	Dec-2012	YTD 2012
<b>Residential</b>													
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	1	0	0	0	0	0	0	0	0	0	0	0	1
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	0	0	0	0	0	0	0	0	0	0	0	0	0
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	0	0	0	0	0	0	0	0	0	0	0	0	0
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	3	0	0	0	0	0	0	0	1	0	0	1	5
ERT Not Responding	56	43	23	25	28	28	37	50	67	67	64	70	558
Gate Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Changed	0	0	1	0	0	0	0	0	0	0	0	0	1
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	0	1	1	2	1	1	1	0	0	1	0	0	8
No Answer	7	14	6	6	4	3	2	3	5	1	4	1	56
No Key	0	0	0	0	0	0	0	5	0	0	0	0	5
Not Attempted	1	1	0	0	0	1	0	0	0	0	0	1	4
Not Home	7	0	5	3	4	4	4	0	2	6	4	6	45
Billing Correction	1	0	0	0	0	0	0	0	1	0	0	0	2
Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Residential Total</b>	<b>76</b>	<b>59</b>	<b>36</b>	<b>36</b>	<b>37</b>	<b>37</b>	<b>44</b>	<b>58</b>	<b>76</b>	<b>75</b>	<b>72</b>	<b>79</b>	<b>685</b>
<b>Commercial</b>													
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	0	0	0	0	0	0	0	0	0	0	0	0	0
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	7	6	6	8	4	7	0	4	5	5	5	5	62
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	0	0	0	0	0	0	0	0	0	0	0	0	0
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	1	0	0	0	0	0	1	0	1	0	0	0	3
ERT Not Responding	14	15	9	8	11	8	19	7	5	7	7	6	116
Gate Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Changed	0	1	0	0	0	0	0	0	0	0	0	0	1
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	0	1	1	0	1	1	0	0	0	0	0	0	4
No Answer	1	1	1	1	4	1	0	3	1	1	1	1	16
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	0	0	1	0	0	0	0	0	0	0	0	0	1
Not Home	0	0	0	0	0	0	0	0	0	0	0	0	0
Billing Correction	1	1	1	1	1	2	1	1	1	1	1	1	13
Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Commercial Total</b>	<b>24</b>	<b>25</b>	<b>19</b>	<b>18</b>	<b>21</b>	<b>19</b>	<b>21</b>	<b>15</b>	<b>13</b>	<b>14</b>	<b>14</b>	<b>13</b>	<b>216</b>
<b>Monthly Total</b>	<b>100</b>	<b>84</b>	<b>55</b>	<b>54</b>	<b>58</b>	<b>56</b>	<b>65</b>	<b>73</b>	<b>89</b>	<b>89</b>	<b>86</b>	<b>92</b>	<b>901</b>
<b>Percentage</b>	0.0122%	0.0103%	0.0065%	0.0066%	0.0067%	0.0073%	0.0083%	0.0082%	0.0120%	0.0099%	0.0111%	0.0116%	0.0092%

CenterPoint Energy  
Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire  
Utility Monthly Reports (216B.091) Docket #12-02

Company: CenterPoint Energy Minnesota Gas for report period ending:

Jan-2012 Feb-2012 Mar-2012 Apr-2012 May-2012 Jun-2012 Jul-2012 Aug-2012 Sep-2012 Oct-2012 Nov-2012 Dec-2012

1	Number of Residential Customer Accounts:	742,925	743,253	742,722	742,181	740,924	739,045	737,978	738,322	740,109	743,799	746,081	747,266
2	Number of Past Due Residential Customer Accounts:	82,844	79,852	77,573	76,859	78,738	75,879	79,927	83,342	82,823	78,969	90,511	87,868
3	Number of Cold Weather Protection Requests:	15,924	10,605	9,098	4,140						2,705	8,419	5,626

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	7	5	4	2						16	4	2
---	--	---	---	---	---	--	--	--	--	--	----	---	---

5 *Intentionally Blank*

6	Number of customer accounts granted reconnection request:	686	1,046	834	268						982	1,358	359
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INABILITY TO PAY (ITP)

10% PLAN (TPP)

CenterPoint Energy  
Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire  
Utility Monthly Reports (216B.091) Docket #12-02

Company: CenterPoint Energy Minnesota Gas for report period ending:

	Jan-2012	Feb-2012	Mar-2012	Apr-2012	May-2012	Jun-2012	Jul-2012	Aug-2012	Sep-2012	Oct-2012	Nov-2012	Dec-2012
<b>PAYMENT SCHEDULE (PS)</b>												
16	Number of "Right to Appeal" notices mailed to customers:											
	1	0	2	0						0	0	1
a)	Number of PS requests received											
	15,231	9,554	8,262	3,870						1,707	7,057	5,265
17	<i>Intentionally Blank</i>											
18	Number of PS negotiations mutually agreed upon:											
	15,230	9,554	8,260	3,870						1,707	7,057	5,264
19	<i>Intentionally Blank</i>											
<b>DISCONNECTIONS</b>												
20	Number of disconnection notices mailed to customers:											
	15,713	21,395	20,714	20,989	30,090	19,244	15,974	17,263	15,444	16,970	19,228	26,354
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											
	<i>All other months, use 1st column only</i>											
a)	# Electric - heat affected											
b)	# Electric - heat not affected											
c)	# Gas - heat affected											
	929	1,477	1,569	513	3,916	4,093	3,121	3,457	2,241	1,169	1,209	883
d)	# Gas - heat not affected											
	1	5	2	3	50	16	29	32	12	16	4	6
e)	<b>Total # disconnected</b>											
	930	1,482	1,571	516	3,966	4,109	3,150	3,489	2,253	1,185	1,213	889
	April 16-30 and October 16-31 in 2nd column											
	<i>All other months, use 1st column only</i>											
a)	# Electric - heat affected											
b)	# Electric - heat not affected											
c)	# Gas - heat affected											
				1,581						232		
d)	# Gas - heat not affected											
				7						0		
e)	<b>Total # disconnected</b>											
	0	0	0	1,588	0	0	0	0	0	232	0	0
22	Number of customer accounts disconnected seeking protection:											
a)	# Electric - heat affected											
b)	# Electric - heat not affected											
c)	# Gas - heat affected											
	0	0	0	0	0	0	0	0	0	0	0	0
d)	# Gas - heat not affected											
	0	0	0	0	0	0	0	0	0	0	0	0
e)	<b>Total # disconnected (See Note)</b>											
	0	0	0	0	0	0	0	0	0	0	0	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):											
	930	1,482	1,571	516	3,966	4,109	3,150	3,489	2,253	1,185	1,213	889
	930	1,482	1,571	2,104	3,966	4,109	3,150	3,489	2,253	1,417	1,213	889

CenterPoint Energy  
Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire  
Utility Monthly Reports (216B.091) Docket #12-02

Company: CenterPoint Energy Minnesota Gas for report period ending:

Jan-2012 Feb-2012 Mar-2012 Apr-2012 May-2012 Jun-2012 Jul-2012 Aug-2012 Sep-2012 Oct-2012 Nov-2012 Dec-2012

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$10,825,901	\$11,732,947	\$12,317,908	\$11,882,204	\$13,016,990	\$12,883,750	\$12,679,290	\$12,025,921	\$11,215,428	\$8,785,204	\$10,719,412	\$10,521,267
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$131	\$0	\$159	\$155	\$165	\$170	\$159	\$144	\$135	\$111	\$118	\$120
26	Total dollars received from energy assistance programs:	\$2,305,978	\$2,010,530	\$1,243,336	\$1,220,359	\$648,808	\$236,633	\$1,571	\$1,249	\$0	\$0	\$590,438	\$1,153,007
27	Total dollars received from other sources (private organizations):	\$18,512	\$24,490	\$21,970	\$26,313	\$37,939	\$51,205	\$86,132	\$102,308	\$87,725	\$134,279	\$81,359	\$78,787
28	Total Revenue from sales to residential accounts:	\$77,752,149	\$63,712,563	\$35,733,717	\$23,866,983	\$15,080,697	\$13,549,361	\$12,581,652	\$14,702,351	\$13,979,887	\$31,499,165	\$50,664,986	\$77,203,623
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$105	\$0	\$48	\$32	\$20	\$18	\$17	\$20	\$19	\$42	\$68	\$103
30	Intentionally Blank												
30	Average annual residential bill:												
31	Total residential account write-offs due to uncollectible:	\$850,016	\$572,259	\$618,506	\$440,651	\$514,069	\$755,789	\$669,845	\$704,173	\$948,540	\$1,233,901	\$849,024	\$874,595

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	706	1,170	1,399	456						185	1,006	706
d)	# Gas - heat not affected	1	4	2	2						0	4	5
e)	Total # disconnected	707	1,174	1,401	458	0	0	0	0	0	185	1,010	711
33	Intentionally Blank												
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	688	1,129	1,347	430						174	980	680
35	Intentionally Blank												
36	Intentionally Blank												

RECONNECTION DATA

37	# Accounts reconnected	756	1,251	1,009	1,331	2,310	2,494	1,900	2,512	2,200	2,741	1,413	956
38	# Accounts remaining disconnected	2,957	2,950	3,249	3,750	5,003	6,171	6,935	7,225	6,607	4,273	3,434	3,001
a)	1-30 days	177	282	556	814	1,696	1,946	1,461	1,151	742	187	197	91
b)	31-60 days	19	46	157	371	541	1,073	1,518	1,050	779	256	96	71
c)	61+ days	2,761	2,622	2,536	2,565	2,766	3,152	3,956	5,024	5,086	3,830	3,141	2,839

**CenterPoint Energy  
Service Quality Report**

**Service Extension Request Responses Times**

**New Service Extensions**

	Jan-2012	Feb-2012	Mar-2012	Apr-2012	May-2012	Jun-2012	Jul-2012	Aug-2012	Sep-2012	Oct-2012	Nov-2012	Dec-2012	YTD 2012
<b>Commercial</b>													
# Service Installations	21	6	4	3	6	7	3	1	5	20	5	3	84
Avg days to complete	12	20	11	32	6	3	5	4	5	11	8	8	11
<b>Residential</b>													
# Service Installations	178	120	140	217	187	157	333	396	449	590	618	261	3,646
Avg days to complete	6	6	6	8	5	7	6	5	7	6	7	7	6

**Renewed Service Extensions <sup>1</sup>**

	Jan-2012	Feb-2012	Mar-2012	Apr-2012	May-2012	Jun-2012	Jul-2012	Aug-2012	Sep-2012	Oct-2012	Nov-2012	Dec-2012	YTD 2010
<b>Commercial</b>													
# Service Installations	2	3	1	2	2	4				1		1	16
Avg days to complete	26	6	7	10	6	4				2		5	8
<b>Residential</b>													
# Service Installations	19	16	11	13	15	13	21	35	35	62	87	27	354
Avg days to complete	5	7	4	6	5	6	9	6	10	8	6	6	7

<sup>1</sup> excludes locations with locked meters due to credit-related issues

**CenterPoint Energy  
Service Quality Report**

**Customer Deposits**

	Jan-2012	Feb-2012	Mar-2012	Apr-2012	May-2012	Jun-2012	Jul-2012	Aug-2012	Sep-2012	Oct-2012	Nov-2012	Dec-2012	YTD 2012
<b># of Service Connections</b>	13,258	11,129	13,879	14,310	18,807	21,821	20,623	22,988	25,016	27,107	20,128	15,564	224,630
<b># Deposits required as a condition of service</b>	15	18	23	36	25	14	13	23	33	98	68	31	397
<b>% of Service Connections</b>	0.11%	0.16%	0.17%	0.25%	0.13%	0.06%	0.06%	0.10%	0.13%	0.36%	0.34%	0.20%	0.18%

**CenterPoint Energy  
Service Quality Report**

**Schedule 6a**

**Number of Call Center Complaints**

	<u>Jan-2012</u>	<u>Feb-2012</u>	<u>Mar-2012</u>	<u>Apr-2012</u>	<u>May-2012</u>	<u>Jun-2012</u>	<u>Jul-2012</u>	<u>Aug-2012</u>	<u>Sep-2012</u>	<u>Oct-2012</u>	<u>Nov-2012</u>	<u>Dec-2012</u>	<u>YTD 2012</u>
<b>Commercial</b>	27	41	28	53	37	29	25	24	15	30	24	25	358
<b>Residential</b>	380	385	383	373	420	387	463	438	425	377	308	303	4,642
<b>Total</b>	<b>407</b>	<b>426</b>	<b>411</b>	<b>426</b>	<b>457</b>	<b>416</b>	<b>488</b>	<b>462</b>	<b>440</b>	<b>407</b>	<b>332</b>	<b>328</b>	<b>5,000</b>

CenterPoint Energy  
Service Quality Report

Number & Percentage Call Center Complaints by Type of Complaint

	January	February	March	April	May	June	July	August	September	October	November	December	Year to Date															
<b>Commercial</b>																												
AMB/BBP Issue																												
Billing Errors	3	11.11%	4	9.76%	2	7.14%	5	9.43%	2	5.41%	2	6.90%	1	4.00%	2	8.33%	2	13.33%	1	3.33%	1	4.17%	2	8.00%	27	7.54%		
Collections/Inactive/Write Off																			1	3.33%	1	4.17%			2	0.56%		
Construction/Maintenance											1	4.00%							1	3.33%					2	0.56%		
Credit Arrangements	4	14.81%	2	4.88%	4	14.29%	4	7.55%	8	21.62%	3	10.34%			1	4.17%			1	3.33%	2	8.33%	3	12.00%	32	8.94%		
Decoupling/Inverted Block Rates																												
Disconnect Non-Pay	1	3.70%	6	14.63%	3	10.71%	13	24.53%	8	21.62%	3	10.34%	4	16.00%	3	12.50%			7	23.33%	6	25.00%	8	32.00%	62	17.32%		
Disputed Charges	7	25.93%	11	26.83%	8	28.57%	11	20.75%	6	16.22%	7	24.14%	8	32.00%	4	16.67%	5	33.33%	9	30.00%	4	16.67%	6	24.00%	86	24.02%		
Employee	3	11.11%	2	4.88%	1	3.57%	3	5.66%	2	5.41%					1	4.00%	2	8.33%	1	6.67%	1	3.33%	1	4.17%				
High Bill																												
Inaccurate Metering			2	4.88%	1	3.57%			2	5.41%	4	13.79%	2	8.00%	2	8.33%	2	13.33%	2	6.67%	2	8.33%	1	4.00%	20	5.59%		
Inactive/Write-Off																												
Inadequate Service	1	3.70%	1	2.44%			3	5.66%			2	6.90%			3	12.50%			1	3.33%	3	12.50%	2	8.00%	16	4.47%		
Media/Internet Issue																												
Online Customer Service			1	2.44%	1	3.57%																			2	0.56%		
Payment Issue	6	22.22%	4	9.76%	5	17.86%	12	22.64%	6	16.22%	4	13.79%	4	16.00%	2	8.33%	1	6.67%	1	3.33%	2	8.33%					47	13.13%
Pinpoint Debt Matching																												
Rates/Tariffs							1	1.89%							2	8.33%	1	6.67%			2	8.33%			6	1.68%		
Security Deposit															1	4.17%			1	3.33%			1	4.00%	3	0.84%		
Service Order Scheduling			1	2.44%																					1	0.28%		
Web/Cust Self Service/IVR															1	6.67%	2	6.67%					1	4.00%	4	1.12%		
Vehicle Operation																												
Other	2	7.41%	7	17.07%	3	10.71%	1	1.89%	3	8.11%	4	13.79%	4	16.00%	2	8.33%	2	13.33%	2	6.67%					1	4.00%	31	8.66%
<b>Commercial Total</b>	<b>27</b>	<b>100.00%</b>	<b>41</b>	<b>100.00%</b>	<b>28</b>	<b>100.00%</b>	<b>53</b>	<b>100.00%</b>	<b>37</b>	<b>100.00%</b>	<b>29</b>	<b>100.00%</b>	<b>25</b>	<b>100.00%</b>	<b>24</b>	<b>100.00%</b>	<b>15</b>	<b>100.00%</b>	<b>30</b>	<b>100.00%</b>	<b>24</b>	<b>100.00%</b>	<b>25</b>	<b>100.00%</b>	<b>358</b>	<b>100.00%</b>		
<b>Residential</b>																												
AMB/BBP Issue	3	0.79%	3	0.78%	5	1.31%	3	0.80%	8	1.90%			3	0.65%	8	1.83%	2	0.47%	3	0.80%	1	0.32%			39	0.84%		
Billing Errors	41	10.79%	28	7.27%	41	10.70%	20	5.36%	26	6.19%	29	7.49%	22	4.75%	19	4.34%	21	4.94%	22	5.84%	23	7.47%	18	5.94%	310	6.68%		
Collections/Inactive/Write Off															2	0.46%	1	0.24%	3	0.80%			1	0.33%	7	0.15%		
Construction/Maintenance	4	1.05%	4	1.04%	2	0.52%	7	1.88%	5	1.19%	3	0.78%	6	1.30%	15	3.42%	14	3.29%	18	4.77%	5	1.62%	4	1.32%	87	1.87%		
Credit Arrangements	14	3.68%	8	2.08%	16	4.18%	17	4.56%	25	5.95%	34	8.79%	83	17.93%	83	18.95%	85	20.00%	36	9.55%	11	3.57%	12	3.96%	424	9.13%		
Decoupling/Inverted Block Rates	2	0.53%							1	0.24%	1	0.26%													4	0.09%		
Disconnect Non-Pay	17	4.47%	38	9.87%	22	5.74%	35	9.38%	42	10.00%	64	16.54%	58	12.53%	62	14.16%	56	13.18%	38	10.08%	38	12.34%	46	15.18%	516	11.12%		
Disputed Charges	112	29.47%	88	22.86%	90	23.50%	80	21.45%	97	23.10%	78	20.16%	77	16.63%	67	15.30%	72	16.94%	60	15.92%	57	18.51%	87	28.71%	965	20.79%		
Employee	11	2.89%	27	7.01%	22	5.74%	18	4.83%	28	6.67%	14	3.62%	23	4.97%	18	4.11%	17	4.00%	22	5.84%	12	3.90%	10	3.30%	222	4.78%		
High Bill	3	0.79%	5	1.30%	8	2.09%					1	0.26%	3	0.65%			2	0.47%	2	0.53%	1	0.32%			25	0.54%		
Inaccurate Metering	5	1.32%	6	1.56%	2	0.52%	3	0.80%	5	1.19%	1	0.26%	2	0.43%			5	1.18%	6	1.59%	1	0.32%			36	0.78%		
Inactive/Write-Off							1	0.27%	1	0.24%	1	0.26%													3	0.06%		
Inadequate Service	44	11.58%	57	14.81%	35	9.14%	50	13.40%	39	9.29%	54	13.95%	39	8.42%	39	8.90%	50	11.76%	55	14.59%	34	11.04%	38	12.54%	534	11.50%		
Media/Internet Issue																												
Online Customer Service	24	6.32%	29	7.53%	21	5.48%	22	5.90%	21	5.00%	15	3.88%													132	2.84%		
Payment Issue	38	10.00%	36	9.35%	72	18.80%	62	16.62%	69	16.43%	45	11.63%	65	14.04%	37	8.45%	30	7.06%	37	9.81%	31	10.06%	36	11.88%	558	12.02%		
Pinpoint Debt Matching					1	0.26%	1	0.27%																	2	0.04%		
Rates/Tariffs	3	0.79%	3	0.78%	5	1.31%	4	1.07%	2	0.48%	2	0.52%	3	0.65%	4	0.91%	2	0.47%			2	0.65%			30	0.65%		
Security Deposit																												
Service Order Scheduling	3	0.79%	4	1.04%	5	1.31%	10	2.68%	7	1.67%	6	1.55%	7	1.51%	7	1.60%	6	1.41%	10	2.65%	5	1.62%	8	2.64%	78	1.68%		
Vehicle Operation			2	0.52%			1	0.27%	2	0.48%	1	0.26%									1	0.32%			8	0.17%		
Web/Cust Self Service/IVR													16	3.46%	31	7.08%	29	6.82%	25	6.63%	54	17.53%	22	7.26%	177	3.81%		
Other	56	14.74%	47	12.21%	36	9.40%	39	10.46%	42	10.00%	38	9.82%	56	12.10%	46	10.50%	32	7.53%	40	10.61%	32	10.39%	21	6.93%	485	10.45%		
<b>Residential Total</b>	<b>380</b>	<b>100.00%</b>	<b>385</b>	<b>100.00%</b>	<b>383</b>	<b>100.00%</b>	<b>373</b>	<b>100.00%</b>	<b>420</b>	<b>100.00%</b>	<b>387</b>	<b>100.00%</b>	<b>463</b>	<b>100.00%</b>	<b>438</b>	<b>100.00%</b>	<b>425</b>	<b>100.00%</b>	<b>377</b>	<b>100.00%</b>	<b>308</b>	<b>100.00%</b>	<b>303</b>	<b>100.00%</b>	<b>4642</b>	<b>100.00%</b>		



**CenterPoint Energy  
Service Quality Report**

**Number & Percentage Call Center Complaints by Resolution Timeframe**

	January	February	March	April	May	June	July	August	September	October	November	December	Year to Date													
<b>Commercial</b>																										
Immediate	13	48.15%	21	51.22%	15	53.57%	35	66.04%	20	54.05%	13	44.83%	16	64.00%	15	62.50%	8	53.33%	17	56.67%	11	45.83%	13	52.00%	197	55.03%
Within 10 Days	13	48.15%	17	41.46%	13	46.43%	18	33.96%	16	43.24%	14	48.28%	9	36.00%	8	33.33%	3	20.00%	12	40.00%	10	41.67%	10	40.00%	143	39.94%
Greater Than 10 Days	1	3.70%	3	7.32%		0.00%		0.00%	1	2.70%	2	6.90%		0.00%	1	4.17%	4	26.67%	1	3.33%	3	12.50%	2	8.00%	18	5.03%
<b>Commercial Total</b>	27	100.00%	41	100.00%	28	100.00%	53	100.00%	37	100.00%	29	100.00%	25	100.00%	24	100.00%	15	100.00%	30	100.00%	24	100.00%	25	100.00%	358	100.00%
<b>Residential</b>																										
Immediate	215	56.58%	222	57.66%	216	56.40%	209	56.03%	266	63.33%	243	62.79%	268	57.88%	258	58.90%	272	64.00%	235	62.33%	226	73.38%	189	62.38%	2819	60.73%
Within 10 Days	154	40.53%	155	40.26%	163	42.56%	154	41.29%	141	33.57%	135	34.88%	188	40.60%	172	39.27%	139	32.71%	133	35.28%	74	24.03%	105	34.65%	1713	36.90%
Greater Than 10 Days	11	2.89%	8	2.08%	4	1.04%	10	2.68%	13	3.10%	9	2.33%	7	1.51%	8	1.83%	14	3.29%	9	2.39%	8	2.60%	9	2.97%	110	2.37%
<b>Residential Total</b>	380	100.00%	385	100.00%	383	100.00%	373	100.00%	420	100.00%	387	100.00%	463	100.00%	438	100.00%	425	100.00%	377	100.00%	308	100.00%	303	100.00%	4642	100.00%
<b>Total</b>																										
Immediate	228	56.02%	243	57.04%	231	56.20%	244	57.28%	286	62.58%	256	61.54%	284	58.20%	273	59.09%	280	63.64%	252	61.92%	237	71.39%	202	61.59%	3016	60.32%
Within 10 Days	167	41.03%	172	40.38%	176	42.82%	172	40.38%	157	34.35%	149	35.82%	197	40.37%	180	38.96%	142	32.27%	145	35.63%	84	25.30%	115	35.06%	1856	37.12%
Greater Than 10 Days	12	2.95%	11	2.58%	4	0.97%	10	2.35%	14	3.06%	11	2.64%	7	1.43%	9	1.95%	18	4.09%	10	2.46%	11	3.31%	11	3.35%	128	2.56%
<b>Total</b>	407	100.00%	426	100.00%	411	100.00%	426	100.00%	457	100.00%	416	100.00%	488	100.00%	462	100.00%	440	100.00%	407	100.00%	332	100.00%	328	100.00%	5000	100.00%

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**Number & Percentage Call Center Complaints by Resolution Type**

	January	February	March	April	May	June	July	August	September	October	November	December	Year to Date													
<b>Commercial</b>																										
Agree	2	7.41%	13	31.71%	13	46.43%	17	32.08%	11	29.73%	11	37.93%	7	28.00%	6	25.00%	6	40.00%	8	26.67%	4	16.67%	9	36.00%	107	29.89%
Compromise	8	29.63%	6	14.63%	5	17.86%	9	16.98%	3	8.11%	8	27.59%	6	24.00%	7	29.17%	6	40.00%	6	20.00%	6	25.00%	5	20.00%	75	20.95%
Demonstrate	11	40.74%	15	36.59%	8	28.57%	19	35.85%	17	45.95%	9	31.03%	11	44.00%	9	37.50%	3	20.00%	8	26.67%	10	41.67%	10	40.00%	130	36.31%
Refuse	6	22.22%	7	17.07%	2	7.14%	8	15.09%	6	16.22%	1	3.45%	1	4.00%	2	8.33%		0.00%	8	26.67%	4	16.67%	1	4.00%	46	12.85%
Not Assigned																										
<b>Commercial Total</b>	<b>27</b>	<b>100.00%</b>	<b>41</b>	<b>100.00%</b>	<b>28</b>	<b>100.00%</b>	<b>53</b>	<b>100.00%</b>	<b>37</b>	<b>100.00%</b>	<b>29</b>	<b>100.00%</b>	<b>25</b>	<b>100.00%</b>	<b>24</b>	<b>100.00%</b>	<b>15</b>	<b>100.00%</b>	<b>30</b>	<b>100.00%</b>	<b>24</b>	<b>100.00%</b>	<b>25</b>	<b>100.00%</b>	<b>358</b>	<b>100.00%</b>
<b>Residential</b>																										
Agree	148	38.95%	142	36.88%	179	46.74%	180	48.26%	173	41.19%	127	32.82%	160	34.56%	173	39.50%	183	43.06%	151	40.05%	112	36.36%	125	41.25%	1853	39.92%
Compromise	52	13.68%	47	12.21%	39	10.18%	43	11.53%	47	11.19%	56	14.47%	79	17.06%	52	11.87%	51	12.00%	41	10.88%	44	14.29%	27	8.91%	578	12.45%
Demonstrate	133	35.00%	145	37.66%	126	32.90%	123	32.98%	148	35.24%	148	38.24%	175	37.80%	158	36.07%	139	32.71%	147	38.99%	107	34.74%	113	37.29%	1662	35.80%
Refuse	47	12.37%	51	13.25%	39	10.18%	27	7.24%	52	12.38%	56	14.47%	49	10.58%	55	12.56%	52	12.24%	38	10.08%	45	14.61%	38	12.54%	549	11.83%
Not Assigned																										
<b>Residential Total</b>	<b>380</b>	<b>100.00%</b>	<b>385</b>	<b>100.00%</b>	<b>383</b>	<b>100.00%</b>	<b>373</b>	<b>100.00%</b>	<b>420</b>	<b>100.00%</b>	<b>387</b>	<b>100.00%</b>	<b>463</b>	<b>100.00%</b>	<b>438</b>	<b>100.00%</b>	<b>425</b>	<b>100.00%</b>	<b>377</b>	<b>100.00%</b>	<b>308</b>	<b>100.00%</b>	<b>303</b>	<b>100.00%</b>	<b>4642</b>	<b>100.00%</b>
Agree	150	36.86%	155	36.38%	192	46.72%	197	46.24%	184	40.26%	138	33.17%	167	34.22%	179	38.74%	189	42.95%	159	39.07%	116	34.94%	134	40.85%	1960	39.20%
Compromise	60	14.74%	53	12.44%	44	10.71%	52	12.21%	50	10.94%	64	15.38%	85	17.42%	59	12.77%	57	12.95%	47	11.55%	50	15.06%	32	9.76%	653	13.06%
Demonstrate	144	35.38%	160	37.56%	134	32.60%	142	33.33%	165	36.11%	157	37.74%	186	38.11%	167	36.15%	142	32.27%	155	38.08%	117	35.24%	123	37.50%	1792	35.84%
Refuse	53	13.02%	58	13.62%	41	9.98%	35	8.22%	58	12.69%	57	13.70%	50	10.25%	57	12.34%	52	11.82%	46	11.30%	49	14.76%	39	11.89%	595	11.90%
Not Assigned	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
<b>Total</b>	<b>407</b>	<b>100.00%</b>	<b>426</b>	<b>100.00%</b>	<b>411</b>	<b>100.00%</b>	<b>426</b>	<b>100.00%</b>	<b>457</b>	<b>100.00%</b>	<b>416</b>	<b>100.00%</b>	<b>488</b>	<b>100.00%</b>	<b>462</b>	<b>100.00%</b>	<b>440</b>	<b>100.00%</b>	<b>407</b>	<b>100.00%</b>	<b>332</b>	<b>100.00%</b>	<b>328</b>	<b>100.00%</b>	<b>5000</b>	<b>100.00%</b>

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Source of Formal Customer Complaints

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
<b>Residential</b>													
BBB	2	3	4	1	5	4	4	3	2	4	3	4	39
OAG	10	11	8	4	4	6	4	7	4	14	10	8	90
PUC	9	3	5	7	3	4	5	4	11	9	8	6	74
Other													0
<b>Commercial/Industrial</b>													
BBB													0
OAG													0
PUC										3			3
Other													0
<b>Interruptible</b>													
BBB													0
OAG													0
PUC													0
Other													0
<b>Total</b>	21	17	17	12	12	14	13	14	17	30	21	18	206

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**Emergency Line Response Time**

(Utility only)	Jan-2012	Feb-2012	Mar-2012	Apr-2012	May-2012	Jun-2012	Jul-2012	Aug-2012	Sep-2012	Oct-2012	Nov-2012	Dec-2012	YTD 2012
Service Level - % of Calls answered in 20 seconds or less.	92%	96%	97%	94%	89%	87%	90%	94%	90%	85%	85%	84%	90%
Average Speed of Answer (in seconds)	13	11	10	12	15	15	13	11	13	14	14	17	13
Total Calls Answered	5,690	4,459	4,686	4,578	5,534	5,401	5,603	5,691	6,694	7,721	6,484	6,666	69,207

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**Schedule 8**

**Mislocate Rate**

	<u>Jan-2012</u>	<u>Feb-2012</u>	<u>Mar-2012</u>	<u>Apr-2012</u>	<u>May-2012</u>	<u>Jun-2012</u>	<u>Jul-2012</u>	<u>Aug-2012</u>	<u>Sep-2012</u>	<u>Oct-2012</u>	<u>Nov-2012</u>	<u>Dec-2012</u>	<u>YTD 2012</u>
Number of Mislocates													
Mismarked line		2		1	5	9	4	2	7	6	5	2	43
Failure to mark a line	2		2	6	5	4	8	3	6	8	7	3	54
Total	<u>2</u>	<u>2</u>	<u>2</u>	<u>7</u>	<u>10</u>	<u>13</u>	<u>12</u>	<u>5</u>	<u>13</u>	<u>14</u>	<u>12</u>	<u>5</u>	<u>97</u>
Number of Locate Tickets	5,696	5,723	16,092	30,857	35,031	32,641	30,908	30,519	26,720	27,531	16,116	6,899	264,733
Number of Mislocates per 1000 Locate Tickets	0.35	0.35	0.12	0.23	0.29	0.40	0.39	0.16	0.49	0.51	0.74	0.72	0.37

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**Schedule 9**

**Gas System Damages**

	<u>Jan-2012</u>	<u>Feb-2012</u>	<u>Mar-2012</u>	<u>Apr-2012</u>	<u>May-2012</u>	<u>Jun-2012</u>	<u>Jul-2012</u>	<u>Aug-2012</u>	<u>Sep-2012</u>	<u>Oct-2012</u>	<u>Nov-2012</u>	<u>Dec-2012</u>	<u>YTD 2012</u>
Damage under the control of CenterPoint Energy's Employees/Contractors	3	2	4	16	20	17	24	11	24	24	15	6	166
Damage - all other causes	15	11	10	29	72	80	83	102	88	95	58	27	670
<b>Total Damages</b>	<b>18</b>	<b>13</b>	<b>14</b>	<b>45</b>	<b>92</b>	<b>97</b>	<b>107</b>	<b>113</b>	<b>112</b>	<b>119</b>	<b>73</b>	<b>33</b>	<b>836</b>
Miles of Pipe (as of December 31, 2011)													24,819
Damage per 100 miles of pipe:													
Under the control of CenterPoint Energy's Employees													0.67
Caused by all others													2.70
<b>Total</b>													<b>3.37</b>

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**Schedule 10**

**Gas Service Interruptions**

	Jan-2012	Feb-2012	Mar-2012	Apr-2012	May-2012	Jun-2012	Jul-2012	Aug-2012	Sep-2012	Oct-2012	Nov-2012	Dec-2012	YTD 2012
<b>Outages Due to Employees/Contractors</b>													
Number of Customers	2	2	3	14	471	27	29	9	23	44	12	7	643
Number Outages	2	2	3	13	12	16	15	7	16	16	12	5	119
Average duration of outage (in minutes)	120	100	168	136	3	74	89	123	127	60	180	167	29
<b>Outages Due to All Other Causes</b>													
Number of Customers	13	6	11	27	95	121	136	159	118	152	47	26	911
Number Outages	13	6	8	24	66	72	70	79	78	87	46	21	570
Average duration of outage (in minutes)	117	170	83	61	72	57	53	56	73	61	110	99	66
<b>Total</b>													
Number of Customers	15	8	14	41	566	148	165	168	141	196	59	33	1,554
Number Outages	15	8	11	37	78	88	85	86	94	103	58	26	689
Average duration of outage (in minutes)	117	153	101	87	15	60	59	60	81	61	124	113	51
<b>Total Minutes</b>	<b>1,758</b>	<b>1,220</b>	<b>1,418</b>	<b>3,559</b>	<b>8,295</b>	<b>8,895</b>	<b>9,748</b>	<b>10,046</b>	<b>11,465</b>	<b>11,953</b>	<b>7,311</b>	<b>3,735</b>	<b>79,404</b>

CenterPoint Energy  
Service Quality Report

MOPS Reportable Events

Location	When did the incident occur?	How many customers were affected?	How was CenterPoint made aware of the incident?	What was the root cause of the incident?	What actions were taken to fix the problem?	What actions were taken to contact the customers?	Were there any public relations issues?	Did the customers or company relight?	What was the longest time a customer was without gas during this incident?
165 Lakeview Ave, Tonka Bay	1/2/2012	1	911	Fire/explosion	Shut gas off	CPE Spoke with customer	No	Gas off until home repairs are made	Gas off until home repairs are made
112 10 Ave SE, Waseca	1/5/2012	1	911	Car hit meter	Shut gas off	CPE Spoke with customer	Yes	Company	1 hr
151 Outer Ci, LeSueur	1/14/2012	2	911	Vehicle hit house & Meter	Shut gas off	CPE spoke with customer and advised they need a plumber check the integrity of their piping before we can re hang a new meter	No	Gas off until home repairs are made	Gas off until home repairs are made
1411 146 La NW, Andover	1/22/2012	1	911	Vehicle hit house & Meter	Shut gas off	CPE Spoke with homeowner and advised they need a plumber to inspect their customer piping before we turn gas back on	No	Gas off until home piping inspected	Gas off until home piping inspected
221 7 St No, Albany	2/18/2012	1	911	Copper service pulled from sleeve	Temp repair and permanent repair made	CPE spoke with the customer	No	Company	5 hrs
1008 Northdale Blvd NW, Con Rapids	3/6/2012	1	911	Gopher chewed through service line	CPE made the repair	CPE Spoke with the customer	No	Company	1.5 hrs
137 17 St EA, MPLS	3/9/2012	36	911	Fire	Shut gas off	CPE Spoke with customers	Yes	Gas off until building rebuilt	Gas off until building rebuilt
Prairie Rd & 140 Lane NW, Andover	3/19/2012	460	911	Hit Main	Shut off gas & made repair	CPE Spoke with customers	No	Company	1 day
22070 Rum River Blvd, Oak Grove	3/25/2012	1	911	Fire	Shut gas off	CPE Spoke with customer	No	Gas off until home repairs are made	Gas off until building rebuilt
Lyndale Ave So & 54 St We, MPLS	4/5/2012	0	911	Drip tee torn off main	CPE made the repair	None were needed	No	NA	NA
38 St Ea & Oakland ave So. MPLS	4/11/2012	0	911	Contractor working for CPE damaged a main	CPE made the repair	None were needed	No	NA	NA
833 Lyndale St No, Mankato	4/13/2012	2	911	Fire	Shut off gas & made repair	CPE Spoke with customers	No	Gas off until home repairs are made	Gas off until home repairs are made
54 St We & Lyndale Ave SO, MPLS	4/17/2012	0	CPE crew	Corrision on main	CPE made the repair	None were needed	No	NA	NA
1122 Lowry Ave No, MPLS	4/28/2012	6	911	Fire	Shut gas off	CPE spoke with customers	Yes	Gas off until building rebuilt	Gas off until building rebuilt
707 8 St Ea, MPLS	5/6/2012	14	911	Fire/Lightning	Shut gas off	CPE spoke with customers	Yes	Gas off until home rebuilt	Gas off until home rebuilt
Fairveiw Ave & Idaho Ave, Crystal	5/9/2012	20	911	Hit Main	CPE made the repair	CPE spoke with customers	No	Company	4 hrs
4808 140 St We, Savage	5/14/2012	1	911	Fire	Shut gas off	CPE spoke with customer	Yes	Gas off until home rebuilt	Gas off until home rebuilt
1600 E 78 St, Richfield	5/16/2012	1	911	Hit service	Shut gas off/repair	CPE spoke with customer	Yes (Best Buy Office buidling)	Company	The next morning
829 Lyndale Pl, MPLS	5/25/2012	9	911	Car hit meter bank	Shut gas off/repair	CPE spoke with customer	No	Company	8 hrs
909 Dellwood St So, Cambridge	6/1/2012	1	911	Hit service	Shut gas off/repair	CPE	Yes	Company	1 hr
640 3 St No, Gaylord	6/4/2012	1	911	Hit Service	Shut off gas & made repair	CPE	Yes Nursing home	Company	2 hrs
8113 Bass Lake Rd, New Hope	6/5/2012	1	911	Hit Service	Shut off gas & made repair	CPE	No	Company	1 hr 45 min
6003 & 6006 Lower 131 Ct, Apple Valley	6/11/2012	2	911	Lightning Strike/Fire	Shut off Gas	CPE Spoke with customer	No	Gas off until repairs made	Gas off until repairs made for 1 home the other 8 hrs
321 Unumb Ct, Alexandria	6/12/2012	12	911	Hit Main	Shut off gas & made repair	CPE Spoke with customer	No	Company	2.5 hrs



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Location	When did the incident occur?	How many customers were affected?	How was CenterPoint made aware of the incident?	What was the root cause of the incident?	What actions were taken to fix the problem?	What actions were taken to contact the customers?	Were there any public relations issues?	Did the customers or company relight?	What was the longest time a customer was without gas during this incident?
147 St We & Garrett Ave, Apple Valley	6/12/2012	None	911	Hit Main	Shut off gas & made repair	None were needed	No	Na	NA
209 & 211 Belmont Ct, Apple Valley	6/14/2012	5	911	Lightning Strike/Fire	Shut off gas & made repair	CPE Spoke with customer	No	Company	209 not until home is repaired
Cedar Ave So & 143 St, Apple Valley	6/21/2012	22	911	Hit main	Shut off gas & made repair	CPE spoke with customers	No	Company	4 hrs
County Rd 10 & County Rd 50, Corcoran	6/26/2012	None	911	Hit Service	Shut off gas & made repair	None were needed	No	NA	NA
54 St West & Lyndale Ave So, Minneapolis	6/27/2012	1	Locator	Hit main	Shut off gas & made repair	CPE spoke with customer	Yes (Bank & Starbucks)	Company	1 hr
2nd St So & Hillcrest Ave, Olivia	6/27/2012	47	911	Hit Main	Shut off gas & made repair	CPE spoke with customers	No	Company	5 hrs
10501 Central Ave NE, Blaine	6/29/2012	None	911	Hit main	Shut off gas & made repair	None were needed	No	NA	NA
54 St We & Lyndale Ave SO, MPLS	7/2/2012	None	911	Hit main	Shut off gas & made repair	None were needed	No	NA	NA
7500 145 St We, Apple Valley	7/3/2012	1	911	Hit service	Shut off gas & made repair	CPE spoke with customer	No	Company	1 hr
8065 Eagle Creek Blvd, Shakopee	7/16/2012	1	911	Fire	Shut off gas	CPE spoke with customer	Yes	Gas off until building rebuilt	Gas off until building rebuilt
4801 American Blvd We, Bloomington	7/17/2012	None	911	Hit main	Shut off gas & made repair	None were needed	No	NA	NA
2321 Fillmore St NE, MPLS	7/22/2012	1	911	Fire/Explosion	Shut off Gas	CPE Spoke with customer	No	Gas off until building rebuilt	Gas off until building rebuilt
5060 Highway 12, Maple Plain	7/25/2012	6	911	Hit main	Shut off gas & made repair	CPE Spoke with customers	No	Company	3 hrs
3243 Colfax Ave No, Minneapolis	7/30/2012	1	911	Copper Theft	Shut gas off, cut service	House vacant	No	Gas off until service is requested	Gas off until service is requested
256 Westgate Te, Winsted	8/1/2012	None	911	Hit main	Shut off gas & made repair	None were needed	No	NA	NA
Galway Rd & Tyrone La, Mound	8/8/2012	63	911	Hit main	Shut off gas & made repair	CPE spoke with customers	No	Company	8 hrs
125 Ave NE & Polk St NE, Blaine	8/9/2012	None	911	Hit main	Shut off gas & made repair	None were needed	No	NA	NA
13380 Highway 25, Brainerd	8/15/2012	1	911	Hit service	Shut off gas & made repair	CPE spoke with customers	No	Company	2 hrs
110 4 St So, St James	8/30/2012	7	911	Fire	Shut off gas	CPE spoke with customers	Yes	Gas off until lines inspected	Gas off until lines inspected
County Rd 109 & Zachary Lane, Maple Grove	8/31/2012	1	911	Hit Service	Shut off gas and made the repair	CPE spoke with customer	No	Company	4 hrs
5761 139 St We, Apple Valley	8/31/2012	1	911	Fire	Shut off gas	CPE spoke with customer	No	Gas off until home repairs are made	Gas off until home repairs are made
47709 Highway 18 We, Gaylord	9/4/2012	1	911	hit service	shut off gas & made repair	CPE spoke with customer	No	Company	2 hrs
Walnut Ave BTWN 9 St NO & 11 St No, Olivia	9/13/2012	1	911	Leak on main	Main repaired	None were needed	Yes	NA	NA
Elizabeth Ave Se & Robert St, Willmar	9/18/2012	1	911	Pulled Service	Shut off gas and did the repair	CPE spoke with customer	No	Company	2 hrs
101 St Ave No & Noble Pkwy, Brooklyn Park	9/19/2012	None	911	Hit main	Shut off gas and did the repair	None were needed	No	NA	NA
Linden Ave & Elm St No, Kimball	9/24/2012	30	911	tee torn off main	Shut off gas and did the repair	CPE Spoke with customers	Yes	Company	4 hrs
2735 Cheshire La No, Plymouth	9/28/2012	2	911	Hit service	Shut off gas and did the repair	CPE Spoke with customers	No	Company	3 hrs

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MOPS Reportable Events

Location	When did the incident occur?	How many customers were affected?	How was CenterPoint made aware of the incident?	What was the root cause of the incident?	What actions were taken to fix the problem?	What actions were taken to contact the customers?	Were there any public relations issues?	Did the customers or company relight?	What was the longest time a customer was without gas during this incident?
Marion Dr & Shamrock Dr, Arlington	10/1/2012	23	911	Hit main	Shut off gas and did the repair	CPE Spoke with customers	No	Company	3 hrs
3205 Hennepin Ave, Minneapolis	10/8/2012	2	911	Hit service	Shut off gas and did the repair	CPE Spoke with customers	No	Company	2 hrs
317 2 Ave NW, Osseo	10/8/2012	None	911	Gas valve on customer piping left open	Shut off valve	NA	Yes	NA	NA
7455 Market Place Dr, Eden Prairie	10/10/2012	25	911	Hit main	Shut off gas & made repair	CPE spoke with customers	Yes	Company	12 hrs
4 St SE & Malcolm Ave SE, MPLS	10/23/2012	1	911	Hit service	Shut off gas & made repair	CPE spoke with customer	No	Company	1 hr
401 30 St NW, Willmar	10/25/2012	None	911	Hit meter	Meter was already locked	None were needed	No	NA	NA
Burnsville Pkwy & Knox Dr, Burnsville	11/5/2012	1	911	Hit service	Shut off gas and did the repair	CPE spoke with customer	No	Company	1 hr
2683 Lake of the Isles Parkway Ea, MPLS	11/12/2012	1	911	Fire	Shut off gas	CPE spoke with customer	No	NA	Gas off until home repairs are made
407 7 St NW, New Prague	11/19/2012	1	911	Hit Service	Shut off gas and did the repair	CPE spoke with customer	No	Company	2 hrs
219 W 90 St, Bloomington	11/29/2012	0	Passer by	Leaking main	Repaired leak	None were needed	No	NA	NA
7515 Crane Creek Rd, Owatonna	12/21/2012	0	911	Leaking Relief Valve at TBS	Repaired	None were needed	No	NA	NA
1508 W Lake st, Minneapolis	12/28/2012	6	911	Fire	Shut off gas	NA	Yes	NA	Building a total loss/fire not gas related

CenterPoint Energy Minnesota Gas  
Service Quality Report

System Integrity or Pressure Issue Outages

Location	When did the incident occur?	How many customers were affected?	How was CenterPoint made aware of the incident?	What was the root cause of the incident?	What actions were taken to fix the problem?	What actions were taken to contact the customers?	Were there any public relations issues?	Did the customers or company relight?	What was the longest time a customer was without gas during this incident?
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There were no system integrity or pressure issue outages in 2012.

**CenterPoint Energy  
Service Quality Report**

**Emergency Gas Response Times**

	<u>Jan-2012</u>	<u>Feb-2012</u>	<u>Mar-2012</u>	<u>Apr-2012</u>	<u>May-2012</u>	<u>Jun-2012</u>	<u>Jul-2012</u>	<u>Aug-2012</u>	<u>Sep-2012</u>	<u>Oct-2012</u>	<u>Nov-2012</u>	<u>Dec-2012</u>	<u>YTD 2012</u>
<b>Calls Responded to in one hour or less</b>													
Metro	2,447	2,059	2,052	2,089	2,409	2,235	2,137	2,230	2,742	3,139	3,013	2,771	29,323
Outstate	262	200	272	185	238	218	179	251	318	303	251	255	2,932
Combined	<u>2,709</u>	<u>2,259</u>	<u>2,324</u>	<u>2,274</u>	<u>2,647</u>	<u>2,453</u>	<u>2,316</u>	<u>2,481</u>	<u>3,060</u>	<u>3,442</u>	<u>3,264</u>	<u>3,026</u>	<u>32,255</u>
<b>Calls Responded to in over one hour</b>													
Metro	196	181	173	131	167	114	85	106	104	147	164	226	1,794
Outstate	37	21	45	27	35	35	32	36	47	40	34	43	432
Combined	<u>233</u>	<u>202</u>	<u>218</u>	<u>158</u>	<u>202</u>	<u>149</u>	<u>117</u>	<u>142</u>	<u>151</u>	<u>187</u>	<u>198</u>	<u>269</u>	<u>2,226</u>
<b>Total Calls</b>													
Metro	2,643	2,240	2,225	2,220	2,576	2,349	2,222	2,336	2,846	3,286	3,177	2,997	31,117
Outstate	299	221	317	212	273	253	211	287	365	343	285	298	3,364
Combined	<u>2,942</u>	<u>2,461</u>	<u>2,542</u>	<u>2,432</u>	<u>2,849</u>	<u>2,602</u>	<u>2,433</u>	<u>2,623</u>	<u>3,211</u>	<u>3,629</u>	<u>3,462</u>	<u>3,295</u>	<u>34,481</u>
<b>Percent Responded to in one hour or less</b>													
Metro	92.58%	91.92%	92.22%	94.10%	93.52%	95.15%	96.17%	95.46%	96.35%	95.53%	94.84%	92.46%	94.23%
Outstate	87.63%	90.50%	85.80%	87.26%	87.18%	86.17%	84.83%	87.46%	87.12%	88.34%	88.07%	85.57%	87.16%
Combined	92.08%	91.79%	91.42%	93.50%	92.91%	94.27%	95.19%	94.59%	95.30%	94.85%	94.28%	91.84%	93.54%
<b>Percent responded to in over one hour</b>													
Metro	7.42%	8.08%	7.78%	5.90%	6.48%	4.85%	3.83%	4.54%	3.65%	4.47%	5.16%	7.54%	5.77%
Outstate	12.37%	9.50%	14.20%	12.74%	12.82%	13.83%	15.17%	12.54%	12.88%	11.66%	11.93%	14.43%	12.84%
Combined	7.92%	8.21%	8.58%	6.50%	7.09%	5.73%	4.81%	5.41%	4.70%	5.15%	5.72%	8.16%	6.46%
<b>Average number of minutes to respond to an emergency</b>													
Metro	32	32	31	29	28	29	28	29	27	29	30	32	30
Outstate	32	27	34	31	32	34	35	34	33	33	31	37	33
Combined	32	32	32	30	29	29	28	29	28	29	30	33	30



# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2012

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-861-8451

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

### Circle Reporting Period:

<b>January</b>	February
March	April
May	June
July	August
September	October
November	December

	<b>Dispatch Time interval</b>	<b>Response Time interval</b>	<b>Repair Crew Time interval</b>	<b>Gas shut off Time interval</b>	<b>Line repaired Time interval</b>
> 0 min. to 10 min.	1,592	221	7		
> 10 min. to 20 min.	613	644	13		
> 20 min. to 40 min.	521	1,306	44	5	1
> 40 min. to 60 min.	151	538	28	22	12
> 60 min. to 80 min.	43	162	15	20	11
> 80 min. to 100 min.	11	50	18	7	13
> 100 min. to 120 min	2	9	21	15	14
> 2 hrs to 3 hrs	9	12	32	54	47
> 3 hrs to 4 hrs			1	29	34
> 4 hrs to 6 hrs				19	26
> 6 hrs to 8 hrs				4	8
> 8 hrs				4	13
<b>Total</b>	<b>2,942</b>	<b>2,942</b>	<b>179</b>	<b>179</b>	<b>179</b>

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

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer,

**Response** -Time interval - The response interval is the cumulative time from the initial notification through the commute to

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

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

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

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

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

Email: [andy.voyer@state.mn.us](mailto:andy.voyer@state.mn.us)  
or Fax: 651-296-9641

For more information call 651-296-9636



# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2012

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-861-8451

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

### Circle Reporting Period:

January	<b>February</b>
March	April
May	June
July	August
September	October
November	December

	<b>Dispatch Time interval</b>	<b>Response Time interval</b>	<b>Repair Crew Time interval</b>	<b>Gas shut off Time interval</b>	<b>Line repaired Time interval</b>
> 0 min. to 10 min.	1,314	180	10	2	1
> 10 min. to 20 min.	496	549	7	3	3
> 20 min. to 40 min.	487	1,084	40	2	
> 40 min. to 60 min.	116	446	28	15	8
> 60 min. to 80 min.	37	143	27	16	9
> 80 min. to 100 min.	11	40	22	26	21
> 100 min. to 120 min		15	10	16	15
> 2 hrs to 3 hrs		4	24	51	51
> 3 hrs to 4 hrs			5	24	26
> 4 hrs to 6 hrs				14	24
> 6 hrs to 8 hrs				2	12
> 8 hrs				2	3
<b>Total</b>	<b>2,461</b>	<b>2,461</b>	<b>173</b>	<b>173</b>	<b>173</b>

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

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

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

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

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

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

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For more information call 651-296-9636



# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2012

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-861-8451

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

### Circle Reporting Period:

January	February
<b>March</b>	April
May	June
July	August
September	October
November	December

	<b>Dispatch Time interval</b>	<b>Response Time interval</b>	<b>Repair Crew Time interval</b>	<b>Gas shut off Time interval</b>	<b>Line repaired Time interval</b>
> 0 min. to 10 min.	1,403	202	14	2	
> 10 min. to 20 min.	509	580	12	2	1
> 20 min. to 40 min.	448	1,110	26	13	3
> 40 min. to 60 min.	115	432	22	8	6
> 60 min. to 80 min.	40	143	21	17	9
> 80 min. to 100 min.	13	44	16	14	15
> 100 min. to 120 min	3	13	13	18	16
> 2 hrs to 3 hrs	11	18	18	34	40
> 3 hrs to 4 hrs			2	15	17
> 4 hrs to 6 hrs				18	24
> 6 hrs to 8 hrs				3	10
> 8 hrs					3
<b>Total</b>	<b>2,542</b>	<b>2,542</b>	<b>144</b>	<b>144</b>	<b>144</b>

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

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

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

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

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

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

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For more information call 651-296-9636



# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2012

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-861-8451

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

### Circle Reporting Period:

January	February
March	<b>April</b>
May	June
July	August
September	October
November	December

	<b>Dispatch Time interval</b>	<b>Response Time interval</b>	<b>Repair Crew Time interval</b>	<b>Gas shut off Time interval</b>	<b>Line repaired Time interval</b>
> 0 min. to 10 min.	1,533	186	8	1	
> 10 min. to 20 min.	449	628	7	2	1
> 20 min. to 40 min.	340	1,120	45	10	1
> 40 min. to 60 min.	75	340	33	16	2
> 60 min. to 80 min.	21	112	31	35	7
> 80 min. to 100 min.	4	35	21	17	19
> 100 min. to 120 min	3	3	16	30	25
> 2 hrs to 3 hrs	7	7	27	42	63
> 3 hrs to 4 hrs		1	2	26	32
> 4 hrs to 6 hrs			1	8	31
> 6 hrs to 8 hrs			-	2	6
> 8 hrs			-	2	4
<b>Total</b>	<b>2,432</b>	<b>2,432</b>	<b>191</b>	<b>191</b>	<b>191</b>

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

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

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

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

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

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or Fax: 651-296-9641

For more information call 651-296-9636





# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2012

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
<b>May</b>	June
July	August
September	October
November	December

	<b>Dispatch Time interval</b>	<b>Response Time interval</b>	<b>Repair Crew Time interval</b>	<b>Gas shut off Time interval</b>	<b>Line repaired Time interval</b>
> 0 min. to 10 min.	1,813	229	11	2	-
> 10 min. to 20 min.	554	722	18	1	1
> 20 min. to 40 min.	366	1,289	44	17	4
> 40 min. to 60 min.	76	407	33	21	12
> 60 min. to 80 min.	25	142	28	21	9
> 80 min. to 100 min.	6	29	28	26	26
> 100 min. to 120 min	5	21	31	27	29
> 2 hrs to 3 hrs	4	10	32	72	58
> 3 hrs to 4 hrs	-	-	3	25	45
> 4 hrs to 6 hrs	-	-	-	12	27
> 6 hrs to 8 hrs	-	-	-	3	11
> 8 hrs	-	-	-	1	6
<b>Total</b>	<b>2,849</b>	<b>2,849</b>	<b>228</b>	<b>228</b>	<b>228</b>

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

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

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

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

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

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

Email: [andy.voyer@state.mn.us](mailto:andy.voyer@state.mn.us)  
or Fax: 651-296-9641

For more information call 651-296-9636



# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2012

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

### Circle Reporting Period:

January	February
March	April
May	<b>June</b>
July	August
September	October
November	December

	<b>Dispatch Time interval</b>	<b>Response Time interval</b>	<b>Repair Crew Time interval</b>	<b>Gas shut off Time interval</b>	<b>Line repaired Time interval</b>
> 0 min. to 10 min.	1,562	191	8	1	-
> 10 min. to 20 min.	561	668	16	2	-
> 20 min. to 40 min.	383	1,208	53	8	1
> 40 min. to 60 min.	60	386	36	19	3
> 60 min. to 80 min.	20	106	46	26	14
> 80 min. to 100 min.	7	24	28	34	27
> 100 min. to 120 min	6	12	16	33	24
> 2 hrs to 3 hrs	3	7	17	67	79
> 3 hrs to 4 hrs	-	-	1	19	34
> 4 hrs to 6 hrs	-	-	-	8	23
> 6 hrs to 8 hrs	-	-	-	3	10
> 8 hrs	-	-	-	1	6
<b>Total</b>	<b>2,602</b>	<b>2,602</b>	<b>221</b>	<b>221</b>	<b>221</b>

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

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

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# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2012

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
May	June
<b>July</b>	August
September	October
November	December

	<b>Dispatch Time interval</b>	<b>Response Time interval</b>	<b>Repair Crew Time interval</b>	<b>Gas shut off Time interval</b>	<b>Line repaired Time interval</b>
> 0 min. to 10 min.	1,620	169	5	-	-
> 10 min. to 20 min.	480	679	18	1	-
> 20 min. to 40 min.	259	1,141	50	10	3
> 40 min. to 60 min.	47	327	41	19	4
> 60 min. to 80 min.	9	80	22	23	19
> 80 min. to 100 min.	7	21	16	33	17
> 100 min. to 120 min	5	5	11	31	31
> 2 hrs to 3 hrs	6	11	20	44	49
> 3 hrs to 4 hrs	-	-	2	14	33
> 4 hrs to 6 hrs	-	-	-	8	15
> 6 hrs to 8 hrs	-	-	-	2	13
> 8 hrs	-	-	-	-	1
<b>Total</b>	<b>2,433</b>	<b>2,433</b>	<b>185</b>	<b>185</b>	<b>185</b>

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

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

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

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

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Contact Person: Bryan Bruley

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**Circle Reporting Period:**

January	February
March	April
May	June
July	<b>August</b>
September	October
November	December

	<b>Dispatch Time interval</b>	<b>Response Time interval</b>	<b>Repair Crew Time interval</b>	<b>Gas shut off Time interval</b>	<b>Line repaired Time interval</b>
> 0 min. to 10 min.	1,683	198	14	2	-
> 10 min. to 20 min.	506	664	18	-	-
> 20 min. to 40 min.	346	1,230	38	9	3
> 40 min. to 60 min.	56	389	35	23	8
> 60 min. to 80 min.	15	92	36	30	15
> 80 min. to 100 min.	5	30	28	25	19
> 100 min. to 120 min	7	8	14	19	21
> 2 hrs to 3 hrs	5	11	24	54	58
> 3 hrs to 4 hrs	-	1	4	31	35
> 4 hrs to 6 hrs	-	-	-	16	30
> 6 hrs to 8 hrs	-	-	-	2	17
> 8 hrs	-	-	-	-	5
<b>Total</b>	<b>2,623</b>	<b>2,623</b>	<b>211</b>	<b>211</b>	<b>211</b>

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

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

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

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

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

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

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

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

Email: [andy.voyer@state.mn.us](mailto:andy.voyer@state.mn.us)  
or Fax: 651-296-9641

For more information call 651-296-9636



# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2012

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
May	June
July	August
<b>September</b>	October
November	December

	<b>Dispatch Time interval</b>	<b>Response Time interval</b>	<b>Repair Crew Time interval</b>	<b>Gas shut off Time interval</b>	<b>Line repaired Time interval</b>
> 0 min. to 10 min.	2,111	265	8	2	1
> 10 min. to 20 min.	645	869	21		1
> 20 min. to 40 min.	374	1,511	40	5	1
> 40 min. to 60 min.	60	415	47	20	2
> 60 min. to 80 min.	15	102	50	35	14
> 80 min. to 100 min.	3	35	44	45	22
> 100 min. to 120 min	1	7	21	33	37
> 2 hrs to 3 hrs	2	5	44	79	91
> 3 hrs to 4 hrs		2	5	38	62
> 4 hrs to 6 hrs				17	31
> 6 hrs to 8 hrs				6	16
> 8 hrs					2
<b>Total</b>	<b>3,211</b>	<b>3,211</b>	<b>280</b>	<b>280</b>	<b>280</b>

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

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

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

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St. Paul MN 55101- 5147

Email: [andy.voyer@state.mn.us](mailto:andy.voyer@state.mn.us)  
or Fax: 651-296-9641

For more information call 651-296-9636



# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2012

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
May	June
July	August
September	<b>October</b>
November	December

	<b>Dispatch Time interval</b>	<b>Response Time interval</b>	<b>Repair Crew Time interval</b>	<b>Gas shut off Time interval</b>	<b>Line repaired Time interval</b>
> 0 min. to 10 min.	2,262	297	5		
> 10 min. to 20 min.	768	908	18	1	
> 20 min. to 40 min.	473	1,724	50	10	3
> 40 min. to 60 min.	84	513	41	19	4
> 60 min. to 80 min.	22	123	22	23	19
> 80 min. to 100 min.	12	39	16	33	17
> 100 min. to 120 min	4	16	11	31	31
> 2 hrs to 3 hrs	4	9	20	44	49
> 3 hrs to 4 hrs			2	14	33
> 4 hrs to 6 hrs				8	15
> 6 hrs to 8 hrs				2	13
> 8 hrs					1
<b>Total</b>	<b>3,629</b>	<b>3,629</b>	<b>185</b>	<b>185</b>	<b>185</b>

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

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

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St. Paul MN 55101- 5147

Email: [andy.voyer@state.mn.us](mailto:andy.voyer@state.mn.us)  
or Fax: 651-296-9641

For more information call 651-296-9636



# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2012

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: (612) 321-4299

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
May	June
July	August
September	October
<b>November</b>	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	2,068	233	11	4	2
> 10 min. to 20 min.	731	904	12	2	
> 20 min. to 40 min.	469	1,571	37	7	2
> 40 min. to 60 min.	142	556	29	14	8
> 60 min. to 80 min.	30	135	33	18	17
> 80 min. to 100 min.	12	37	30	26	17
> 100 min. to 120 min	4	13	12	28	25
> 2 hrs to 3 hrs	6	12	40	57	54
> 3 hrs to 4 hrs	-	1	2	26	35
> 4 hrs to 6 hrs	-	-	-	19	33
> 6 hrs to 8 hrs	-	-	-	4	7
> 8 hrs	-	-	-	1	6
<b>Total</b>	<b>3,462</b>	<b>3,462</b>	<b>206</b>	<b>206</b>	<b>206</b>

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

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

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

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or Fax: 651-296-9641

For more information call 651-296-9636



# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2012

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
May	June
July	August
September	October
November	<b>December</b>

	<b>Dispatch Time interval</b>	<b>Response Time interval</b>	<b>Repair Crew Time interval</b>	<b>Gas shut off Time interval</b>	<b>Line repaired Time interval</b>
> 0 min. to 10 min.	1,881	191	7	1	1
> 10 min. to 20 min.	696	719	9		
> 20 min. to 40 min.	530	1,527	27	7	1
> 40 min. to 60 min.	106	589	21	12	7
> 60 min. to 80 min.	45	172	31	16	13
> 80 min. to 100 min.	20	64	16	13	14
> 100 min. to 120 min	4	13	19	20	14
> 2 hrs to 3 hrs	13	18	27	58	55
> 3 hrs to 4 hrs		2	3	20	27
> 4 hrs to 6 hrs			1	11	23
> 6 hrs to 8 hrs				1	4
> 8 hrs				2	2
<b>Total</b>	<b>3,295</b>	<b>3,295</b>	<b>161</b>	<b>161</b>	<b>161</b>

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

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

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**CenterPoint Energy  
Service Quality Report**

**Schedule 13**

**Customer Service Related Expenses <sup>(1)</sup>**

	Jan-2012	Feb-2012	Mar-2012	Apr-2012	May-2012	Jun-2012	Jul-2012	Aug-2012	Sep-2012	Oct-2012	Nov-2012	Dec-2012	YTD 2012
Customer Service Related Expenses	\$1,820,000	\$2,019,000	\$2,362,000	\$1,955,000	\$2,235,000	\$2,193,000	\$2,067,000	\$1,868,000	\$2,124,000	\$2,060,000	\$1,754,000	\$2,443,000	\$24,900,000

<sup>(1)</sup> FERC accounts 901 and 903 plus payroll taxes and benefits.





CenterPoint Energy  
Service Quality Report

Steel Service Line Relocations

Customer	Service Order	Service Order Description	TECO Date	Cost Element Description	OrderType	Total Additions
4481317	63206840	MI FIRM 9/26 AM Replace I/C Meter & Set	9/26/2012	M&S-Inventory Issued	MGS2	\$85.72
	63206840 Total					\$300.56
<b>4481317 Total</b>						<b>\$8,276.87</b>
4540547	61764249	Install New Measurement Station	5/15/2012	Construction OH	MGS2	\$12.82
4540547	61764249	Install New Measurement Station	5/15/2012	Stores Overhead	MGS2	\$3.93
4540547	61764249	Install New Measurement Station	5/15/2012	Stores Overhead -Qty	MGS2	\$1.12
4540547	61764249	Install New Measurement Station	5/15/2012	Fleet Pool Vehicles	MGS2	\$2.32
4540547	61764249	Install New Measurement Station	5/15/2012	Un labor-ST-IntAlloc	MGS2	\$36.94
4540547	61764249	Install New Measurement Station	5/15/2012	M&S-Inventory Issued	MGS2	\$49.16
	61764249 Total					\$106.29
4540547	61835445	Relocate Service Line-Steel - OSCN	5/15/2012	Restoration OH	MGC3	\$209.13
4540547	61835445	Relocate Service Line-Steel - OSCN	5/15/2012	Construction OH	MGC3	\$119.09
4540547	61835445	Relocate Service Line-Steel - OSCN	5/15/2012	Stores Overhead	MGC3	\$11.85
4540547	61835445	Relocate Service Line-Steel - OSCN	5/15/2012	Stores Overhead -Qty	MGC3	\$40.96
4540547	61835445	Relocate Service Line-Steel - OSCN	5/15/2012	Fleet Pool Vehicles	MGC3	\$23.56
4540547	61835445	Relocate Service Line-Steel - OSCN	5/15/2012	Fleet Pool Vehicles	MGC3	\$34.57
4540547	61835445	Relocate Service Line-Steel - OSCN	5/15/2012	Un labor-ST-IntAlloc	MGC3	\$615.09
4540547	61835445	Relocate Service Line-Steel - OSCN	5/15/2012	M&S-Inventory Issued	MGC3	\$148.12
	61835445 Total					\$1,202.37
4540547	63880449	Investigate - Other - RJM RELOCATION OF	11/30/2012	Fleet Pool Vehicles	MGS1	\$13.21
4540547	63880449	Investigate - Other - RJM RELOCATION OF	11/30/2012	Un labor-ST-IntAlloc	MGS1	\$73.21
	63880449 Total					\$86.42
4540547	64075365	Repair Gas Meter - vent meter away from	12/26/2012	Stores Overhead	MGS1	\$0.40
4540547	64075365	Repair Gas Meter - vent meter away from	12/26/2012	Stores Overhead -Qty	MGS1	\$0.75
4540547	64075365	Repair Gas Meter - vent meter away from	12/26/2012	Fleet Pool Vehicles	MGS1	\$34.14
4540547	64075365	Repair Gas Meter - vent meter away from	12/26/2012	Fleet Pool Vehicles	MGS1	\$13.34
4540547	64075365	Repair Gas Meter - vent meter away from	12/26/2012	Un labor-ST-IntAlloc	MGS1	\$523.41
4540547	64075365	Repair Gas Meter - vent meter away from	12/26/2012	M&S-Inventory Issued	MGS1	\$5.36
	64075365 Total					\$577.40
<b>4540547 Total</b>						<b>\$1,972.48</b>
4586936	63183706	FIRM 9/21 PM 2 PERSON I/C NEW MEASUREME	10/18/2012	Construction OH	MGS2	\$183.95
4586936	63183706	FIRM 9/21 PM 2 PERSON I/C NEW MEASUREME	10/18/2012	Stores Overhead	MGS2	\$43.65
4586936	63183706	FIRM 9/21 PM 2 PERSON I/C NEW MEASUREME	10/18/2012	Stores Overhead -Qty	MGS2	\$10.50
4586936	63183706	FIRM 9/21 PM 2 PERSON I/C NEW MEASUREME	10/18/2012	Fleet Pool Vehicles	MGS2	\$32.34
4586936	63183706	FIRM 9/21 PM 2 PERSON I/C NEW MEASUREME	10/18/2012	Fleet Pool Vehicles	MGS2	\$44.33
4586936	63183706	FIRM 9/21 PM 2 PERSON I/C NEW MEASUREME	10/18/2012	Un labor-ST-IntAlloc	MGS2	\$610.01
4586936	63183706	FIRM 9/21 PM 2 PERSON I/C NEW MEASUREME	10/18/2012	M&S-Inventory Issued	MGS2	\$581.95
	63183706 Total					\$1,506.73
4586936	63495487	Relocate I/C Service Line-Plastic - RJM	12/14/2012	Restoration OH	MGC3	\$1,743.86
4586936	63495487	Relocate I/C Service Line-Plastic - RJM	12/14/2012	Construction OH	MGC3	\$793.68
4586936	63495487	Relocate I/C Service Line-Plastic - RJM	12/14/2012	Stores Overhead	MGC3	\$25.90
4586936	63495487	Relocate I/C Service Line-Plastic - RJM	12/14/2012	Stores Overhead -Qty	MGC3	\$42.00
4586936	63495487	Relocate I/C Service Line-Plastic - RJM	12/14/2012	Fleet Pool Vehicles	MGC3	\$17.39
4586936	63495487	Relocate I/C Service Line-Plastic - RJM	12/14/2012	Un labor-ST-IntAlloc	MGC3	\$423.90
4586936	63495487	Relocate I/C Service Line-Plastic - RJM	12/14/2012	M&S-Inventory Issued	MGC3	\$345.37
4586936	63495487	Relocate I/C Service Line-Plastic - RJM	12/14/2012	Billable Cntrctd Lbr	MGC3	\$5,446.82
	63495487 Total					\$8,838.92
<b>4586936 Total</b>						<b>\$10,345.65</b>
<b>Grand Total</b>						<b>\$47,058.04</b>

CenterPoint Energy  
Service Quality Report

Relocation of Meters rated 630 CHF or greater

Customer	Service Order	Service Order Description	TECODate	Cost Element Description	OrderType	Total Additions
2905489	61726945	Relocate I/C Service Line-Plastic - -RJM	5/18/2012	Restoration OH	MGC3	\$264.44
2905489	61726945	Relocate I/C Service Line-Plastic - -RJM	5/18/2012	Construction OH	MGC3	\$124.12
2905489	61726945	Relocate I/C Service Line-Plastic - -RJM	5/18/2012	Stores Overhead	MGC3	\$6.26
2905489	61726945	Relocate I/C Service Line-Plastic - -RJM	5/18/2012	Stores Overhead -Qty	MGC3	\$4.48
2905489	61726945	Relocate I/C Service Line-Plastic - -RJM	5/18/2012	Un labor-ST-IntAlloc	MGC3	\$275.74
2905489	61726945	Relocate I/C Service Line-Plastic - -RJM	5/18/2012	Un labor-ST-IntAlloc	MGC3	\$502.02
2905489	61726945	Relocate I/C Service Line-Plastic - -RJM	5/18/2012	M&S-Inventory Issued	MGC3	\$78.23
	<b>61726945 Total</b>					<b>\$1,255.29</b>
2905489	61727045	WED 5/9* MI Relocate I/C Meter & SET - R	5/9/2012	Stores Overhead	MGS1	\$1.30
2905489	61727045	WED 5/9* MI Relocate I/C Meter & SET - R	5/9/2012	Stores Overhead -Qty	MGS1	\$1.60
2905489	61727045	WED 5/9* MI Relocate I/C Meter & SET - R	5/9/2012	Fleet Pool Vehicles	MGS1	\$11.63
2905489	61727045	WED 5/9* MI Relocate I/C Meter & SET - R	5/9/2012	Fleet Pool Vehicles	MGS1	\$40.25
2905489	61727045	WED 5/9* MI Relocate I/C Meter & SET - R	5/9/2012	Un labor-ST-IntAlloc	MGS1	\$238.76
2905489	61727045	WED 5/9* MI Relocate I/C Meter & SET - R	5/9/2012	M&S-Inventory Issued	MGS1	\$16.26
	<b>61727045 Total</b>					<b>\$309.80</b>
2905489	61888716	Move Meter In-to-Out	5/9/2012	Construction OH	MGS2	\$78.75
2905489	61888716	Move Meter In-to-Out	5/9/2012	Stores Overhead	MGS2	\$11.97
2905489	61888716	Move Meter In-to-Out	5/9/2012	Stores Overhead -Qty	MGS2	\$1.12
2905489	61888716	Move Meter In-to-Out	5/9/2012	Fleet Pool Vehicles	MGS2	\$26.99
2905489	61888716	Move Meter In-to-Out	5/9/2012	Fleet Pool Vehicles	MGS2	\$37.51
2905489	61888716	Move Meter In-to-Out	5/9/2012	Un labor-ST-IntAlloc	MGS2	\$328.94
2905489	61888716	Move Meter In-to-Out	5/9/2012	M&S-Inventory Issued	MGS2	\$149.66
	<b>61888716 Total</b>					<b>\$634.94</b>
2905489	61893613	Abandon Service - Plastic	5/9/2012	Restoration OH	MGC2	\$38.58
2905489	61893613	Abandon Service - Plastic	5/9/2012	Construction OH	MGC2	\$16.94
2905489	61893613	Abandon Service - Plastic	5/9/2012	Stores Overhead	MGC2	\$0.27
2905489	61893613	Abandon Service - Plastic	5/9/2012	Stores Overhead -Qty	MGC2	\$0.32
2905489	61893613	Abandon Service - Plastic	5/9/2012	Un labor-ST-IntAlloc	MGC2	\$40.23
2905489	61893613	Abandon Service - Plastic	5/9/2012	Un labor-ST-IntAlloc	MGC2	\$73.24
2905489	61893613	Abandon Service - Plastic	5/9/2012	M&S-Inventory Issued	MGC2	\$3.36
	<b>61893613 Total</b>					<b>\$172.94</b>
	<b>2905489 Total</b>					<b>\$2,372.97</b>
2906988	61725261	Repair Service-Plastic-3rd Party	4/24/2012	Stores Overhead	MGM2	\$4.88
2906988	61725261	Repair Service-Plastic-3rd Party	4/24/2012	Stores Overhead -Qty	MGM2	\$0.16
2906988	61725261	Repair Service-Plastic-3rd Party	4/24/2012	Un labor-ST-IntAlloc	MGM2	\$106.36
2906988	61725261	Repair Service-Plastic-3rd Party	4/24/2012	M&S-Inventory Issued	MGM2	\$60.98
	<b>61725261 Total</b>					<b>\$172.38</b>
2906988	62018322	MI Install New Measurement Station	7/11/2012	Construction OH	MGS2	\$188.82
2906988	62018322	MI Install New Measurement Station	7/11/2012	Stores Overhead	MGS2	\$55.04
2906988	62018322	MI Install New Measurement Station	7/11/2012	Stores Overhead -Qty	MGS2	\$5.02
2906988	62018322	MI Install New Measurement Station	7/11/2012	Fleet Pool Vehicles	MGS2	\$23.39
2906988	62018322	MI Install New Measurement Station	7/11/2012	Fleet Pool Vehicles	MGS2	\$26.79
2906988	62018322	MI Install New Measurement Station	7/11/2012	Un labor-ST-IntAlloc	MGS2	\$59.02
2906988	62018322	MI Install New Measurement Station	7/11/2012	Un labor-ST-IntAlloc	MGS2	\$340.32
2906988	62018322	MI Install New Measurement Station	7/11/2012	M&S-Inventory Issued	MGS2	\$852.65
	<b>62018322 Total</b>					<b>\$1,551.05</b>
2906988	62018325	MI Relocate Meter	7/13/2012	Stores Overhead	MGS1	\$3.54
2906988	62018325	MI Relocate Meter	7/13/2012	Stores Overhead -Qty	MGS1	\$0.72
2906988	62018325	MI Relocate Meter	7/13/2012	Fleet Pool Vehicles	MGS1	\$3.01
2906988	62018325	MI Relocate Meter	7/13/2012	Fleet Pool Vehicles	MGS1	\$3.45
2906988	62018325	MI Relocate Meter	7/13/2012	Un labor-ST-IntAlloc	MGS1	\$43.80
2906988	62018325	MI Relocate Meter	7/13/2012	M&S-Inventory Issued	MGS1	\$59.05
	<b>62018325 Total</b>					<b>\$113.57</b>
2906988	62857627	Replace Service Line - Plastic	8/9/2012	Restoration OH	MGC2	\$225.25
2906988	62857627	Replace Service Line - Plastic	8/9/2012	Construction OH	MGC2	\$114.07
2906988	62857627	Replace Service Line - Plastic	8/9/2012	Stores Overhead	MGC2	\$7.45
2906988	62857627	Replace Service Line - Plastic	8/9/2012	Stores Overhead -Qty	MGC2	\$21.06
2906988	62857627	Replace Service Line - Plastic	8/9/2012	Un labor-ST-IntAlloc	MGC2	\$662.49
2906988	62857627	Replace Service Line - Plastic	8/9/2012	M&S-Inventory Issued	MGC2	\$124.17
	<b>62857627 Total</b>					<b>\$1,154.49</b>
	<b>2906988 Total</b>					<b>\$2,991.49</b>
2924032	63695013	MI Move Meter In-to-Out	12/21/2012	Construction OH	MGS2	\$59.46
2924032	63695013	MI Move Meter In-to-Out	12/21/2012	Stores Overhead	MGS2	\$14.71
2924032	63695013	MI Move Meter In-to-Out	12/21/2012	Stores Overhead -Qty	MGS2	\$0.25
2924032	63695013	MI Move Meter In-to-Out	12/21/2012	Fleet Pool Vehicles	MGS2	\$9.85
2924032	63695013	MI Move Meter In-to-Out	12/21/2012	Un labor-ST-IntAlloc	MGS2	\$59.02
2924032	63695013	MI Move Meter In-to-Out	12/21/2012	Un labor-ST-IntAlloc	MGS2	\$162.20
2924032	63695013	MI Move Meter In-to-Out	12/21/2012	Un labor-ST-IntAlloc	MGS2	\$177.18
2924032	63695013	MI Move Meter In-to-Out	12/21/2012	M&S-Inventory Issued	MGS2	\$196.08



**CenterPoint Energy  
Service Quality Report**

**Relocation of Meters rated 630 CHF or greater**

Customer	Service Order	Service Order Description	TECODate	Cost Element Description	OrderType	Total Additions
	<b>62675920 Total</b>					\$1,022.43
<b>3651355 Total</b>						<b>\$12,509.52</b>
4280659	63032095	FIRM 9/21 7:30 Relocate Meter-COORDINATE	9/21/2012	Stores Overhead	MGS1	\$26.29
4280659	63032095	FIRM 9/21 7:30 Relocate Meter-COORDINATE	9/21/2012	Stores Overhead -Qty	MGS1	\$3.78
4280659	63032095	FIRM 9/21 7:30 Relocate Meter-COORDINATE	9/21/2012	Fleet Pool Vehicles	MGS1	\$37.32
4280659	63032095	FIRM 9/21 7:30 Relocate Meter-COORDINATE	9/21/2012	Un labor-ST-IntAlloc	MGS1	\$320.50
4280659	63032095	FIRM 9/21 7:30 Relocate Meter-COORDINATE	9/21/2012	M&S-Inventory Issued	MGS1	\$438.21
	<b>63032095 Total</b>					\$826.10
<b>4280659 Total</b>						<b>\$826.10</b>
4484806	60235668	MI I/C Install New Measurement Station-	1/10/2012	Construction OH	MGS2	\$75.08
4484806	60235668	MI I/C Install New Measurement Station-	1/10/2012	Stores Overhead	MGS2	\$17.90
4484806	60235668	MI I/C Install New Measurement Station-	1/10/2012	Stores Overhead -Qty	MGS2	\$4.48
4484806	60235668	MI I/C Install New Measurement Station-	1/10/2012	Fleet Pool Vehicles	MGS2	\$24.25
4484806	60235668	MI I/C Install New Measurement Station-	1/10/2012	Fleet Pool Vehicles	MGS2	\$9.85
4484806	60235668	MI I/C Install New Measurement Station-	1/10/2012	Un labor-ST-IntAlloc	MGS2	\$168.71
4484806	60235668	MI I/C Install New Measurement Station-	1/10/2012	Un Labor 1 1/2-IntAl	MGS2	\$33.15
4484806	60235668	MI I/C Install New Measurement Station-	1/10/2012	Un labor-ST-IntAlloc	MGS2	\$58.12
4484806	60235668	MI I/C Install New Measurement Station-	1/10/2012	M&S-Inventory Issued	MGS2	\$223.70
	<b>60235668 Total</b>					\$615.24
4484806	62932455	FIRM MON 8/27, 2 PEOPLE 7:30 START TIME	8/27/2012	Stores Overhead	MGS1	\$2.34
4484806	62932455	FIRM MON 8/27, 2 PEOPLE 7:30 START TIME	8/27/2012	Stores Overhead -Qty	MGS1	\$2.16
4484806	62932455	FIRM MON 8/27, 2 PEOPLE 7:30 START TIME	8/27/2012	Fleet Pool Vehicles	MGS1	\$12.90
4484806	62932455	FIRM MON 8/27, 2 PEOPLE 7:30 START TIME	8/27/2012	Un labor-ST-IntAlloc	MGS1	\$223.77
4484806	62932455	FIRM MON 8/27, 2 PEOPLE 7:30 START TIME	8/27/2012	M&S-Inventory Issued	MGS1	\$39.01
	<b>62932455 Total</b>					\$280.18
<b>4484806 Total</b>						<b>\$895.42</b>
4490646	60035327	Install New I/C Service Line - Plastic-O	1/27/2012	Restoration OH	MGC1	\$1,609.59
4490646	60035327	Install New I/C Service Line - Plastic-O	1/27/2012	Construction OH	MGC1	\$708.06
4490646	60035327	Install New I/C Service Line - Plastic-O	1/27/2012	Stores Overhead	MGC1	\$11.93
4490646	60035327	Install New I/C Service Line - Plastic-O	1/27/2012	Stores Overhead -Qty	MGC1	\$39.04
4490646	60035327	Install New I/C Service Line - Plastic-O	1/27/2012	M&S-Inventory Issued	MGC1	\$149.07
4490646	60035327	Install New I/C Service Line - Plastic-O	1/27/2012	Billable Cntrctd Lbr	MGC1	\$4,734.09
	<b>60035327 Total</b>					\$7,251.78
4490646	62626787	Extend Service Line-Plastic	7/31/2012	Restoration OH	MGC2	\$348.20
4490646	62626787	Extend Service Line-Plastic	7/31/2012	Construction OH	MGC2	\$149.34
4490646	62626787	Extend Service Line-Plastic	7/31/2012	Stores Overhead	MGC2	\$0.35
4490646	62626787	Extend Service Line-Plastic	7/31/2012	Stores Overhead -Qty	MGC2	\$0.36
4490646	62626787	Extend Service Line-Plastic	7/31/2012	Un labor-ST-IntAlloc	MGC2	\$1,024.11
4490646	62626787	Extend Service Line-Plastic	7/31/2012	M&S-Inventory Issued	MGC2	\$5.84
	<b>62626787 Total</b>					\$1,528.20
4490646	62626789	MI 7-26-2012 Relocate Meter 800 MTR	7/26/2012	Stores Overhead	MGS1	\$0.22
4490646	62626789	MI 7-26-2012 Relocate Meter 800 MTR	7/26/2012	Stores Overhead -Qty	MGS1	\$0.36
4490646	62626789	MI 7-26-2012 Relocate Meter 800 MTR	7/26/2012	Fleet Pool Vehicles	MGS1	\$6.62
4490646	62626789	MI 7-26-2012 Relocate Meter 800 MTR	7/26/2012	Un labor-ST-IntAlloc	MGS1	\$293.26
4490646	62626789	MI 7-26-2012 Relocate Meter 800 MTR	7/26/2012	M&S-Inventory Issued	MGS1	\$3.65
	<b>62626789 Total</b>					\$304.11
<b>4490646 Total</b>						<b>\$9,084.09</b>
4589088	63144149	Install New Measurement Station	10/11/2012	Construction OH	MGS2	\$218.55
4589088	63144149	Install New Measurement Station	10/11/2012	Stores Overhead	MGS2	\$65.77
4589088	63144149	Install New Measurement Station	10/11/2012	Stores Overhead -Qty	MGS2	\$7.00
4589088	63144149	Install New Measurement Station	10/11/2012	Fleet Pool Vehicles	MGS2	\$7.74
4589088	63144149	Install New Measurement Station	10/11/2012	Fleet Pool Vehicles	MGS2	\$9.85
4589088	63144149	Install New Measurement Station	10/11/2012	Fleet Pool Vehicles	MGS2	\$65.84
4589088	63144149	Install New Measurement Station	10/11/2012	Un labor-ST-IntAlloc	MGS2	\$59.02
4589088	63144149	Install New Measurement Station	10/11/2012	Un labor-ST-IntAlloc	MGS2	\$487.84
4589088	63144149	Install New Measurement Station	10/11/2012	M&S-Inventory Issued	MGS2	\$876.99
	<b>63144149 Total</b>					\$1,798.60
4589088	63213357	Move-in Large Meter Install-Original	10/8/2012	Construction OH	MGS2	\$2.11
4589088	63213357	Move-in Large Meter Install-Original	10/8/2012	Fleet Pool Vehicles	MGS2	\$0.86
4589088	63213357	Move-in Large Meter Install-Original	10/8/2012	Un labor-ST-IntAlloc	MGS2	\$13.68
	<b>63213357 Total</b>					\$16.65
4589088	63213359	Install New Service Line - Plastic-OSCR	11/28/2012	Restoration OH	MGC1	\$352.92
4589088	63213359	Install New Service Line - Plastic-OSCR	11/28/2012	Construction OH	MGC1	\$200.12
4589088	63213359	Install New Service Line - Plastic-OSCR	11/28/2012	Stores Overhead	MGC1	\$25.66
4589088	63213359	Install New Service Line - Plastic-OSCR	11/28/2012	Stores Overhead -Qty	MGC1	\$211.25
4589088	63213359	Install New Service Line - Plastic-OSCR	11/28/2012	M&S-Inventory Issued	MGC1	\$342.12
4589088	63213359	Install New Service Line - Plastic-OSCR	11/28/2012	Billable Cntrctd Lbr	MGC1	\$1,038.00
	<b>63213359 Total</b>					\$2,170.07
4589088	63482337	Relocate Meter-CPAY (\$254) FOR MTR RELOC	10/24/2012	Fleet Pool Vehicles	MGS1	\$30.63

CenterPoint Energy  
Service Quality Report

Relocation of Meters rated 630 CHF or greater

Customer	Service Order	Service Order Description	TECODate	Cost Element Description	OrderType	Total Additions
4589088	63482337	Relocate Meter-CPAY (\$254) FOR MTR RELOC	10/24/2012	Un labor-ST-IntAlloc	MGS1	\$169.68
	<b>63482337 Total</b>					\$200.31
<b>4589088 Total</b>						<b>\$4,185.63</b>
<b>Grand Total</b>						<b>\$37,749.59</b>



**CenterPoint Energy  
Service Quality Report**

**Schedule 16**

**Call Center Detail - Calls Received from Dedicated Lines**

(Utility only)	Jan-2012	Feb-2012	Mar-2012	Apr-2012	May-2012	Jun-2012	Jul-2012	Aug-2012	Sep-2012	Oct-2012	Nov-2012	Dec-2012	YTD 2012
Total Calls Received <sup>1</sup>	92,276	96,103	99,996	98,639	111,122	97,255	97,629	100,167	92,108	107,478	91,226	87,298	1,171,297
Dedicated Calls Received:													
Billing Inquiries	73,417	78,653	80,947	79,184	87,744	77,108	77,768	78,223	71,440	82,930	70,459	67,955	925,828
Credit/Payment Arrangements	4,017	4,386	5,315	5,535	7,412	6,005	5,419	6,507	5,407	6,278	5,360	4,822	66,463
Service Connection/Disconnection Requests	5,209	4,679	4,971	5,518	6,627	5,515	5,808	6,651	5,731	6,748	5,264	4,296	67,017
Emergencies	5,690	4,459	4,686	4,578	5,534	5,401	5,603	5,691	6,694	7,721	6,484	6,666	69,207
Business Customer Hotline	3,943	3,926	4,077	3,824	3,805	3,226	3,031	3,095	2,836	3,801	3,659	3,559	42,782

<sup>1</sup> Includes IVR

**CENTERPOINT ENERGY**  
**Summary of Formal Customers' complaints**  
**Location: Minneapolis**  
**Dates: From 1/1/2012 to 12/31/2012**

<u>Check One:</u>	
Reporting Unit	<u>  X  </u>
Division	<u>          </u>
Region	<u>          </u>

Type of Complaint	Residential				Commercial/Industrial				Interruptible				Total			
	No. Rec	No. Resl.	No. Unrsl.	Avg Time*	No. Rec	No. Resl.	No. Unrsl.	Avg Time*	No. Rec	No. Resl.	No. Unrsl.	Avg Time	No. Rec	No. Resl.	No. Unrsl.	Avg Time*
<b>Bill</b>																
Too High/Low	3	3		6.7									3	3		6.7
Do Not Understand																
Budget	1	1		3.0									1	1		3.0
Due Date - Late Payment Charge	2	2		2.5									2	2		2.5
Rates	6	6		3.2									6	6		3.2
Payment Application Refund Check	7	7		5.0									7	7		5.0
Non-Register Meter/Remote Indexes	3	3		11.3	1	1		14.0					4	4		12.0
Other	13	13		4.5									13	13		4.5
<b>Credit</b>																
Arrangements	31	31		1.4	1	1		0					32	32		1.4
Notice Letters																
Transfers	4	4		4.3									4	4		4.3
Disputed Charges	20	20		5.3	1	1		4					21	21		5.2
Disconnected	58	58		1.7									58	58		1.7
Other	3	3		8.7									3	3		8.7
<b>Meter</b>																
Not Read																
Mis-Read																
Estimated Readings																
Customer Readings																
Final Readings Not Taken																
<b>Service</b>																
Gas Service and/or Mains	20	20		4.7									20	20		4.7
Appliance Service and/or Repair	32	32		4.4									32	32		4.4
<b>Total</b>	<b>203</b>	<b>203</b>		<b>3.4</b>	<b>3</b>	<b>3</b>		<b>6</b>					<b>206</b>	<b>206</b>		<b>3.5</b>
<b>Average Number of Customers for Reporting Period</b>	742,050				64,730				2,809				809,589			
<b>Customers Added</b>	3,227				132				(28)				3,331			
<b>Number of Involuntary Disconnects</b>	26,579				1,144				0				27,723			

\*Average in Calendar Days

Prepared By /s/ Dave Knudson  
 Dept, Division or Region Customer Services