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May 1, 2012

VIA ELECTRONIC FILING

Burl W. Haar
Executive Secretary
Minnesota Public Utilities Commission
121 Seventh Place East, Suite 350
St. Paul, MN 55101

Re: Minnesota Energy Resources Corporation Gas Service Quality Standards Report
Docket No.G007,011/M-1012-__

Dear Dr. Haar:

Enclosed for filing is Minnesota Energy Resources Corporation's ("MERC's") Annual Service Quality Report for 2011.

Please feel free to contact me at (612) 340-2881 if you have any questions regarding this matter.

Sincerely yours,

/s/ Michael J. Ahern

Michael J. Ahern

cc: service list

STATE OF MINNESOTA

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

David C. Boyd
J. Dennis O'Brien
Phyllis A. Reha
Betsy Wergin

Commissioner
Commissioner
Commissioner
Commissioner

In the Matter of the Annual Service Quality
Report for Minnesota Energy Resources
Corporation for 2011

Docket No. G007,011/M-12-__

ANNUAL SERVICE QUALITY REPORT

Minnesota Energy Resources Corporation ("MERC" or "the Company") submits this Annual Report for 2011 in compliance with the Minnesota Public Utilities Commission's ("Commission's") August 26, 2010, Order Setting Reporting Requirements in Docket No. G-999/CI-09-409 and March 6, 2012, Order Accepting Reports and Setting Further Requirements in Docket No. G-007,011/M-10-374.

A. Call Center Response Time

Each utility is required to report call center response time in terms of the percentage of calls answered within 20 seconds.

MERC Response: The required information is provided in Attachment A.

B. Meter Reading Performance Data

Each utility is required to report the meter reading performance data contained in Minn. R. part 7826.1400.

7826.1400 REPORTING METER-READING PERFORMANCE.

The annual service quality report must include a detailed report on the utility's meter-reading performance, including, for each customer class and for each calendar month:

- A. the number and percentage of customer meters read by utility personnel;
- B. the number and percentage of customer meters self-read by customers;
- C. the number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and for periods of longer than 12 months, and an explanation as to why they have not been read; and
- D. data on monthly meter-reading staffing levels, by work center or geographical area.

MERC Response: The required information is provided in Attachment B. The data for self reads includes both estimates and customer self reads.

In its March 6, 2012, Order Setting Further Reporting Requirements, the Commission also requested 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 the customers) is equal to the percentage of estimated meter reads.

MERC Response: MERC's system does not differentiate between an estimate and a customer read so the customer read numbers include both estimates and customer self reads.

C. Involuntary Service Disconnections

In lieu of reporting data on involuntary service disconnections as contained in Minn. Rules, part 7826.1500, each utility shall reference the data that it submits under Minn. Stat. §§ 216B.091 and 216B.096.

MERC Response: MERC refers to its monthly reports filed with the Commission under Minn. Stat. §§ 216B.091 and 216B.096, and attached to this report as Attachment C. In particular:

1. The number of customers who received disconnection notices is reported in item 20 of MERC's monthly report.
2. The number of customers who sought Cold Weather Rule protection under chapter 7820 is reported in item 3, and the number of customers who sought Cold Weather Rule protection and whose service was disconnected is provided in item 22 of MERC's monthly report.
3. The total number of customers whose service was disconnected involuntarily is provided in item 23 of MERC's monthly report, and the number of customers whose service was disconnected for 24 hours or more is reported in item 34.
4. The number of customer accounts granted a reconnection request are reported in item 6 of MERC's monthly report.

D. Service Extension Requests

Each utility shall report the service extension request response time data contained in Minn. Rules, part 7826.1600, items A and B, except that data reported under Minn. Stat. §§ 216B.091 and 216B.096, subd. 11, is not required.

7826.1600 REPORTING SERVICE EXTENSION REQUEST RESPONSE TIMES.

The annual service quality report must include a report on 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 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.

MERC Response: The required information is provided in Attachment E. “New installs” represent new service requests at locations where no gas service exists, either because the location is new construction or because an alternate fuel source has been used there previously. “Existing” installs represent any building that has previously had natural gas service, where the service has previously been disconnected.

In its March 6, 2012, Order Setting Further Reporting Requirements, the Commission also requested utilities to explain the types of extension requests included in the data on service extension request response times for locations previously served and not previously served.

MERC Response: For locations not previously served, new service requests are for service where no gas exists, usually for new construction or an existing customer who requests new service to convert to natural gas. For locations previously served, new service requests consist of requests to turn on service after the service was disconnected at the previous customer’s request. Disconnections for non-payment are not included in MERC’s response.

E. Customer Deposits

Each utility shall report the customer deposit data contained in Minn. Rules, part 7826.1900.

7826.1900 REPORTING CUSTOMER DEPOSITS.

The annual service quality report must include the number of customers who were required to make a deposit as a condition of receiving service.

MERC Response: Sixteen customers were required to make deposits in 2011, all due to diversion (theft).

In its March 6, 2012, Order Setting Further Reporting Requirements, the Commission also requested utilities to explain the types of deposits included in the reported number of “required customer deposits.” MERC had 16 new deposits in 2011 and all were required from customers because of theft of service. In total, MERC holds 881 deposits, 865 of which were required before 2011.

F. Customer Complaints

Each utility shall report the customer complaint data contained in Minn. Rules, part 7826.2000.

7826.2000 REPORTING CUSTOMER COMPLAINTS.

The annual service quality report must include a detailed report on complaints by customer class and calendar month, including at least the following information:

- A. the number of complaints received;
- B. the number and percentage of complaints alleging billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service-extension intervals, service-restoration intervals, and any other identifiable subject matter involved in five percent or more of customer complaints;
- C. the number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days;
- D. the number and percentage of all complaints resolved by taking any of the following actions:
 - (1) taking the action the customer requested;
 - (2) taking an action the customer and 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;
or
 - (4) refusing to take the action the customer requested; and
- E. the number of complaints forwarded to the utility by the Commission's Consumer Affairs Office for further investigation and action.

MERC Response: The required information is provided in Attachment G.

G. Telephone Answer Times

Each utility shall report data on telephone answer times to its gas emergency phone line calls.

MERC Response: The required information is provided in Attachment H.

H. Mislocates

Each utility shall report data on mislocates, including the number of times a line is damaged due to a mismarked line or failure to mark a line.

MERC Response: The required information is provided in Attachment I. All of the mislocates noted in Attachment I resulted in a damaged line.

I. Damaged Gas Lines

Each utility shall report data on the number of gas lines damaged. The damage shall be categorized according to whether it was caused by the utility's employees or contractors, or whether it was due to any other unplanned cause.

MERC Response: The required information is provided in Attachment J.

J. Service Interruptions

Each utility shall report data on service interruptions. Each interruption shall be categorized according to whether it was caused by the utility's employees or contractors, or whether it was due to any other unplanned cause.

MERC Response: The required information is provided in Attachment K.

K. MOPS Reportable Events

Each utility shall report summaries of major events that are immediately reportable to the Minnesota Office of Pipeline Safety (MOPS) according to the criteria used by MOPS to identify reportable events. Each utility shall also provide summaries of all service interruptions caused by system integrity pressure issues. Each summary shall include the following ten items:

- the location;
- when the incident occurred;
- how many customers were affected;
- how the company was made aware of the incident;
- the root cause of the incident;
- the actions taken to fix the problem;
- what actions were taken to contact customers;
- any public relations or media issues;
- whether the customer or the company relighted; and
- the longest any customer was without gas service during the incident.

MERC Response: The required information is provided in Attachment L.

L. Notification of Reportable Events

Each utility shall provide the Commission and the OES with notification of reportable events as they are defined by MOPS, contemporaneous with the utility's notification of the event to

MOPS. The notice should be sent to the Commission's Consumer Affairs Office at consumer.puc@state.mn.us and shall describe the location and cause of the event, the number of customers affected, the expected duration of the event, and the utility's best estimate of when service will be restored. This requirement is effective for MERC and CenterPoint beginning as soon as possible in 2010.

MERC Response: MERC is currently providing the Commission and the OES with notification of reportable events contemporaneous with the utility's notification of the event to MOPS through reporting to the Commission's Consumer Affairs Office.

M. Gas Emergency Response Times

Each utility shall report data on gas emergency response times and include the percentage of emergencies responded to within one hour and within more than one hour. CenterPoint, IPL, and MERC shall also report the average number of minutes it takes to respond to an emergency.

MERC Response: The required information is provided in Attachment H. The gas emergency call response times include all calls reporting a suspected gas leak, as well as all line hits.

In its March 6, 2012, Order Setting Further Reporting Requirements, the Commission also requested utilities to describe 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). Further, utilities must explain any difference between the reports provided to the Commission and MOPS.

MERC Response: The information provided in Attachment H includes response time for all calls reporting a suspected gas leak and line hits. The information in Attachment H is the same information provided to MOPS.

N. Customer-Service Related Operations and Maintenance Expenses

Each utility shall report customer-service related operations and maintenance expenses. The reports shall include only Minnesota-regulated, customer-service expenses and shall be based on the costs each utility records in its FERC accounts 901 and 903, plus payroll taxes and benefits.

MERC Response: The required information is provided in Attachment O.

Calls answered within 20 seconds

2011	January	February	March	April	May	June	July	August	September	October	November	December
Total calls	20,151	20,181	24,673	21,022	21,728	27,123	18,669	20,828	20,428	21,203	19,878	12,136
Average speed of answer	17	16	18	17	16	18	19	21	24	21	18	14
% answered in 20 seconds	79.77%	80.07%	77.39%	80.61%	80.49%	79.94%	80.73%	78.63%	76.92%	80.55%	82.11%	83.00%

Answer time for gas emergency phone lines

2011

	January	February	March	April	May	June	July	August	September	October	November	December	AVERAGE	TOTAL
Total calls	1,799	1,436	1,323	1,254	1,172	1,214	1,230	1,196	1,481	1,531	2,037	1,798	1,456	17,471
Average speed of answer	7	7	8	7	7	8	7	7	6	7	7	7	7	7
% answered in 15 seconds	91.29%	91.21%	91.30%	94.11%	94.93%	89.49%	92.22%	90.85%	94.61%	91.99%	91.86%	92.44%	92.2%	

Meter Reading
2011

2010	Total meters	# company read	% company read	# self-read	% of self-read	# not read in 6-12 months	% not read in 6-12 months	# not read > 12 months	% not read > 12 months	Comments		
w/o farm taps												
January	213,561	202,960	95.04%	10,601	4.96%	0	0.0000%	0	0.0000%	accessibility and dogs		
February	213,498	199,389	93.39%	14,109	6.61%	0	0.0000%	0	0.0000%	accessibility and dogs		
March	213,896	205,199	95.93%	8,697	4.07%	0	0.0000%	0	0.0000%	accessibility and dogs		
April	213,605	209,920	98.27%	3,685	1.73%	0	0.0000%	0	0.0000%	accessibility and dogs		
May	213,651	209,836	98.21%	3,815	1.79%	0	0.0000%	0	0.0000%	accessibility and dogs		
June	211,575	206,195	97.46%	5,380	2.54%	0	0.0000%	0	0.0000%	accessibility and dogs		
July	212,661	209,485	98.51%	3,176	1.49%	0	0.0000%	0	0.0000%	accessibility and dogs		
August	213,286	208,788	97.89%	4,498	2.11%	0	0.0000%	0	0.0000%	accessibility and dogs		
September	211,767	207,729	98.09%	4,038	1.91%	0	0.0000%	0	0.0000%	accessibility and dogs		
October	211,932	205,945	97.18%	5,987	2.82%	2	0.0009%	0	0.0000%	accessibility and dogs		
November	211,929	206,070	97.24%	5,859	2.76%	2	0.0009%	0	0.0000%	accessibility and dogs		
December	212,496	206,557	97.21%	5,939	2.79%	2	0.0009%	0	0.0000%	accessibility and dogs		
Total	2,553,857	2,478,073	97.03%	75784	2.97%	6	0.0002%	0	0.0000%			
with farm taps												
January	215,468	204,867	95.08%	12508	5.81%	0	0.0000%	4	0.0019%			
February	215,405	201,296	93.45%	16016	7.44%	16	0.0074%	10	0.0046%			
March	215,803	207,106	95.97%	10604	4.91%	19	0.0088%	10	0.0046%			
April	215,512	211,827	98.29%	5592	2.59%	22	0.0102%	10	0.0046%			
May	215,558	211,743	98.23%	5722	2.65%	15	0.0070%	20	0.0093%			
June	213,482	208,102	97.48%	7287	3.41%	8	0.0037%	25	0.0117%			
July	214,568	211,392	98.52%	5083	2.37%	9	0.0042%	25	0.0117%			
August	215,193	210,695	97.91%	6405	2.98%	8	0.0037%	34	0.0158%			
September	213,674	209,636	98.11%	5945	2.78%	9	0.0042%	28	0.0131%			
October	213,839	207,852	97.20%	7894	3.69%	336	0.1571%	32	0.0150%			
November	213,836	207,977	97.26%	7766	3.63%	598	0.2797%	33	0.0154%			
December	214,403	208,464	97.23%	7846	3.66%	799	0.3727%	33	0.0154%			
Total	2,576,741	2,500,957	97.06%	98,668	3.83%	1,839	0.0714%	264	0.0102%			
Meter reading staffing*	January	February	March	April	May	June	July	August	September	October	November	December
	32.54	33.34	31.88	39.19	26.15	23.38	24.07	25.32	24.29	36.56	23.92	28.5

* approximate
FTEs based on
labor reports

Attachment C

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
Reporting Year:	2011	▼	<i>Required</i>
Reporting Period:	January	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Minnesota Energy Resources People's Natural Gas for report period ending: January, 2011

1	Number of Residential Customer Accounts:	189,674
2	Number of Past Due Residential Customer Accounts:	18,136
3	Number of Cold Weather Protection Requests	722

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	62

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: January, 2011

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	722
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	722
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	9,122
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21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October
 April 1-15 and October 1-15 in 1st column
 April 16-30 and October 16-31 in 2nd column

All other months, use 1st column only

a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	57	
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnectec	57	0

22 Number of customer accounts disconnected seeking protection:

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

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	57	57
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Company: Minnesota Energy Resources People's Natural Gas for report period ending: January, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$2,404,656
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$133
26	Total dollars received from energy assistance programs:	\$944,576
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$32,522,094
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$171
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$117,005

DISCONNECTION DURATION

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

RECONNECTION DATA

37	# Accounts reconnected	62
38	# Accounts remaining disconnected:	333
	a) 1-30 days	18
	b) 31-60 days	2
	c) 61+ days	313

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
Reporting Year:	2011	▼	<i>Required</i>
Reporting Period:	February	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Minnesota Energy Resources People's Natural Gas for report period ending: February, 2011

1	Number of Residential Customer Accounts:	189,736
2	Number of Past Due Residential Customer Accounts:	26,435
3	Number of Cold Weather Protection Requests	904

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	186

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: February, 2011

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	904
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	904
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	9,188	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only		
a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	260	
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnectec	260	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected		<i>CWR period only</i>
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	260	260

Company: Minnesota Energy Resources People's Natural Gas for report period ending: February, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$3,646,511
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$138
26	Total dollars received from energy assistance programs:	\$1,025,590
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$27,158,989
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$143
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$78,119

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
	a) # Electric - heat affected		<i>CWR period only</i>
	b) # Electric - heat not affected		<i>CWR period only</i>
	c) # Gas - heat affected	164	
	d) # Gas - heat not affected		<i>CWR period only</i>
	e) Total # disconnected	164	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	164	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

37	# Accounts reconnected	186
38	# Accounts remaining disconnected:	289
	a) 1-30 days	115
	b) 31-60 days	22
	c) 61+ days	152

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
Reporting Year:	2011	▼	<i>Required</i>
Reporting Period:	March	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Minnesota Energy Resources People's Natural Gas for report period ending: March, 2011

1	Number of Residential Customer Accounts:	189,970
2	Number of Past Due Residential Customer Accounts:	33,933
3	Number of Cold Weather Protection Requests	684

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	1
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	254

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: March, 2011

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	1
a)	Number of PS requests received	684
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	684
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	11,005
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21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October
 April 1-15 and October 1-15 in 1st column
 April 16-30 and October 16-31 in 2nd column

All other months, use 1st column only

a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	376	
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnectec	376	0

22 Number of customer accounts disconnected seeking protection:

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

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	376	376
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Company: Minnesota Energy Resources People's Natural Gas for report period ending: March, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$4,778,686
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$141
26	Total dollars received from energy assistance programs:	\$672,389
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$20,995,589
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$111
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$105,314

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
	a) # Electric - heat affected		<i>CWR period only</i>
	b) # Electric - heat not affected		<i>CWR period only</i>
	c) # Gas - heat affected	246	
	d) # Gas - heat not affected		<i>CWR period only</i>
	e) Total # disconnected	246	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	246	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

37	# Accounts reconnected	233
38	# Accounts remaining disconnected:	281
	a) 1-30 days	158
	b) 31-60 days	73
	c) 61+ days	50

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
Reporting Year:	2011	▼	<i>Required</i>
Reporting Period:	April	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Minnesota Energy Resources People's Natural Gas for report period ending: April, 2011

1	Number of Residential Customer Accounts:	189,722
2	Number of Past Due Residential Customer Accounts:	43,914
3	Number of Cold Weather Protection Requests	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	676

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: April, 2011

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	7,713
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21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October
 April 1-15 and October 1-15 in 1st column
 April 16-30 and October 16-31 in 2nd column

All other months, use 1st column only

a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	1,121	
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnectec	1,121	0

22 Number of customer accounts disconnected seeking protection:

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

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	1,121	1,121
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Company: Minnesota Energy Resources People's Natural Gas for report period ending: April, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$6,509,790
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$148
26	Total dollars received from energy assistance programs:	\$562,727
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$12,286,318
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$65
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$108,512

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
	a) # Electric - heat affected		<i>CWR period only</i>
	b) # Electric - heat not affected		<i>CWR period only</i>
	c) # Gas - heat affected	785	
	d) # Gas - heat not affected		<i>CWR period only</i>
	e) Total # disconnected	785	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).		<i>CWR period only</i>
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

37	# Accounts reconnected	676
38	# Accounts remaining disconnected:	751
	a) 1-30 days	410
	b) 31-60 days	151
	c) 61+ days	190

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
Reporting Year:	2011	▼	<i>Required</i>
Reporting Period:	May	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Minnesota Energy Resources People's Natural Gas for report period ending: May, 2011

1	Number of Residential Customer Accounts:	189,971	
2	Number of Past Due Residential Customer Accounts:	46,798	
3	Number of Cold Weather Protection Requests		<i>CWR period only</i>

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: May, 2011

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	7,647	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only		
a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	2,229	
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnectec	2,229	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected		<i>CWR period only</i>
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	2,229	2,229

Company: Minnesota Energy Resources People's Natural Gas for report period ending: May, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$7,104,784
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$152
26	Total dollars received from energy assistance programs:	\$944,327
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$7,064,196
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$37
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$163,230

DISCONNECTION DURATION

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

RECONNECTION DATA

37	# Accounts reconnected	1,079
38	# Accounts remaining disconnected:	1,699
	a) 1-30 days	1,160
	b) 31-60 days	392
	c) 61+ days	147

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
Reporting Year:	2011	▼	<i>Required</i>
Reporting Period:	June	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Minnesota Energy Resources People's Natural Gas for report period ending: June, 2011

1	Number of Residential Customer Accounts:	189,930
2	Number of Past Due Residential Customer Accounts:	45,992
3	Number of Cold Weather Protection Requests	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: June, 2011

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	7,240
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21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October
 April 1-15 and October 1-15 in 1st column
 April 16-30 and October 16-31 in 2nd column

All other months, use 1st column only

a)	# Electric - heat affected		Required
b)	# Electric - heat not affected		Required
c)	# Gas - heat affected	2,570	
d)	# Gas - heat not affected		Required
e)	Total # disconnectec	2,570	0

22 Number of customer accounts disconnected seeking protection:

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

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	2,570	2,570
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Company: Minnesota Energy Resources People's Natural Gas for report period ending: June, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$6,965,780
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$151
26	Total dollars received from energy assistance programs:	\$1,195,437
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$1,217,212
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$6
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$252,252

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
	a) # Electric - heat affected		<i>CWR period only</i>
	b) # Electric - heat not affected		<i>CWR period only</i>
	c) # Gas - heat affected	2,251	
	d) # Gas - heat not affected		<i>CWR period only</i>
	e) Total # disconnected	2,251	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	2,251	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

37	# Accounts reconnected	1,133
38	# Accounts remaining disconnected:	2,918
	a) 1-30 days	1,382
	b) 31-60 days	1,109
	c) 61+ days	427

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
Reporting Year:	2011	▼	<i>Required</i>
Reporting Period:	July	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Minnesota Energy Resources People's Natural Gas for report period ending: July, 2011

1	Number of Residential Customer Accounts:	190,083	
2	Number of Past Due Residential Customer Accounts:	43,789	
3	Number of Cold Weather Protection Requests		<i>CWR period only</i>

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: July, 2011

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	3,300	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only		
a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	76	
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnectec	76	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected		<i>CWR period only</i>
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	76	76

Company: Minnesota Energy Resources People's Natural Gas for report period ending: July, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$5,845,211
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$133
26	Total dollars received from energy assistance programs:	\$2,367
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$2,939,944
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$15
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$186,859

DISCONNECTION DURATION

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

RECONNECTION DATA

37	# Accounts reconnected	796
38	# Accounts remaining disconnected:	3,279
	a) 1-30 days	633
	b) 31-60 days	1,317
	c) 61+ days	1,329

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
Reporting Year:	2011	▼	<i>Required</i>
Reporting Period:	August	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Minnesota Energy Resources People's Natural Gas for report period ending: August, 2011

1	Number of Residential Customer Accounts:	189,167	
2	Number of Past Due Residential Customer Accounts:	36,829	
3	Number of Cold Weather Protection Requests		<i>CWR period only</i>

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: August, 2011

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	1,713	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only		
a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	706	
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnectec	706	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected		<i>CWR period only</i>
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	706	706

Company: Minnesota Energy Resources People's Natural Gas for report period ending: August, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$4,534,405
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$123
26	Total dollars received from energy assistance programs:	\$3,524
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$3,313,820
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$18
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$195,961

DISCONNECTION DURATION

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

RECONNECTION DATA

37	# Accounts reconnected	579
38	# Accounts remaining disconnected:	3,216
	a) 1-30 days	236
	b) 31-60 days	497
	c) 61+ days	2,483

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
Reporting Year:	2011	▼	<i>Required</i>
Reporting Period:	September	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Minnesota Energy Resources People's Natural Gas for report period ending: September, 2011

1	Number of Residential Customer Accounts:	189,296
2	Number of Past Due Residential Customer Accounts:	33,571
3	Number of Cold Weather Protection Requests	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: September, 2011

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	1,276
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21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October
 April 1-15 and October 1-15 in 1st column
 April 16-30 and October 16-31 in 2nd column

All other months, use 1st column only

a)	# Electric - heat affected		Required
b)	# Electric - heat not affected		Required
c)	# Gas - heat affected	410	Required
d)	# Gas - heat not affected		Required
e)	Total # disconnectec	0	410

22 Number of customer accounts disconnected seeking protection:

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

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	410
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Company: Minnesota Energy Resources People's Natural Gas for report period ending: September, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$3,698,164
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$110
26	Total dollars received from energy assistance programs:	\$12,965
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$3,728,596
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$20
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$167,188

DISCONNECTION DURATION

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

RECONNECTION DATA

37	# Accounts reconnected	821
38	# Accounts remaining disconnected:	2,587
	a) 1-30 days	324
	b) 31-60 days	141
	c) 61+ days	2,122

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
Reporting Year:	2011	▼	<i>Required</i>
Reporting Period:	October	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Minnesota Energy Resources People's Natural Gas for report period ending: October, 2011

1	Number of Residential Customer Accounts:	189,343
2	Number of Past Due Residential Customer Accounts:	29,418
3	Number of Cold Weather Protection Requests	1,306

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	3
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	1,151

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: October, 2011

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	3
a)	Number of PS requests received	1,306
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	1,306
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	890
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21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

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

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

All other months, use 1st column only

a)	# Electric - heat affected			<i>Required</i>
b)	# Electric - heat not affected			<i>Required</i>
c)	# Gas - heat affected	97	21	
d)	# Gas - heat not affected			<i>Required</i>
e)	Total # disconnectec	97	21	

22 Number of customer accounts disconnected seeking protection:

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

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	97	118
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Company: Minnesota Energy Resources People's Natural Gas for report period ending: October, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$2,925,698
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$99
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$0
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$0
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$105,823

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
	a) # Electric - heat affected		<i>CWR period only</i>
	b) # Electric - heat not affected		<i>CWR period only</i>
	c) # Gas - heat affected	128	
	d) # Gas - heat not affected		<i>CWR period only</i>
	e) Total # disconnected	128	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	128	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

37	# Accounts reconnected	1,151
38	# Accounts remaining disconnected:	1,408
	a) 1-30 days	36
	b) 31-60 days	66
	c) 61+ days	1,306

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
Reporting Year:	2011	▼	<i>Required</i>
Reporting Period:	November	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Minnesota Energy Resources People's Natural Gas for report period ending: November, 2011

1	Number of Residential Customer Accounts:	189,958
2	Number of Past Due Residential Customer Accounts:	26,009
3	Number of Cold Weather Protection Requests	697

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	493

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Minnesota Energy Resources People's Natural Gas for report period ending: November, 2011

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	697
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	697
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	1,200
----	--	-------

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

Duplicate columns for use in April and October
 April 1-15 and October 1-15 in 1st column
 April 16-30 and October 16-31 in 2nd column

All other months, use 1st column only

a)	# Electric - heat affected		Required
b)	# Electric - heat not affected		Required
c)	# Gas - heat affected	13	
d)	# Gas - heat not affected		Required
e)	Total # disconnectec	13	0

22 Number of customer accounts disconnected seeking protection:

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

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	13	13
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Company: Minnesota Energy Resources People's Natural Gas for report period ending: November, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$2,427,315
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$93
26	Total dollars received from energy assistance programs:	\$483,690
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$11,556,897
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$61
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$104,886

DISCONNECTION DURATION

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

RECONNECTION DATA

37	# Accounts reconnected	493
38	# Accounts remaining disconnected:	763
	a) 1-30 days	6
	b) 31-60 days	31
	c) 61+ days	726

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
Reporting Year:	2011	▼	<i>Required</i>
Reporting Period:	December	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Minnesota Energy Resources People's Natural Gas for report period ending: December, 2011

1	Number of Residential Customer Accounts:	190,605
2	Number of Past Due Residential Customer Accounts:	25,280
3	Number of Cold Weather Protection Requests	365

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	148

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Minnesota Energy Resources People's Natural Gas for report period ending: December, 2011

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	365
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	365
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	2,586
----	--	-------

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

Duplicate columns for use in April and October
 April 1-15 and October 1-15 in 1st column
 April 16-30 and October 16-31 in 2nd column

All other months, use 1st column only

a)	# Electric - heat affected		Required
b)	# Electric - heat not affected		Required
c)	# Gas - heat affected	8	
d)	# Gas - heat not affected		Required
e)	Total # disconnectec	8	0

22 Number of customer accounts disconnected seeking protection:

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

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	8	8
----	---	---	---

Company: Minnesota Energy Resources People's Natural Gas for report period ending: December, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$2,512,881
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$99
26	Total dollars received from energy assistance programs:	\$675,276
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$22,212,511
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$117
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$110,707

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
	a) # Electric - heat affected		<i>CWR period only</i>
	b) # Electric - heat not affected		<i>CWR period only</i>
	c) # Gas - heat affected	7	
	d) # Gas - heat not affected		
	e) Total # disconnected	7	<i>CWR period only</i>
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	7	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

37	# Accounts reconnected	148
38	# Accounts remaining disconnected:	538
	a) 1-30 days	4
	b) 31-60 days	6
	c) 61+ days	528

[END]

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Service extension requests

2011	Residential		Commercial		Existing		residential average days between request and completion	# of existing commercial requested	# commercial completed as requested	commercial average days between request and completion
	new Installs	Avg time between requested date and install	New Installs	Avg time between requested date and install	# of existing residential requested	completed as requested				
January	27	13	1	14	303	298	1	43	43	0
February	11	15	0	0	291	283	1	33	33	0
March	14	7	0	0	394	393	1	26	26	0
April	80	5	3	6	382	382	0	17	17	0
May	73	31	15	42	521	515	2	25	25	0
June	97	31	10	18	740	739	1	24	24	0
July	104	50	8	33	614	613	1	22	22	0
August	137	34	16	26	843	842	1	26	26	0
September	144	36	15	34	1255	1250	1	46	46	0
October	252	36	42	35	1308	1301	1	83	83	0
November	188	28	29	29	1112	1103	1	68	68	0
December	110	21	12	29	666	664	1	45	45	0

2011

OF COMPLAINTS

TYPE OF COMPLAINT

Employee Action/Behavior Issue
 Billing/Meter Reading Issue
 Collection/Disconnection Issue
 Service Quality
 Meter Adjustment
 Outage
 "My bill is too high"

TIME TO RESOLVE COMPLAINT

Initially
 Within 10 days
 > 10 days

COMPLAINT RESOLUTION

Taking action as customer requested
 Agreeable compromise
 Not within the control of the utility
 Refuse to customer requested action

PUC COMPLAINTS

JANUARY		FEBRUARY		MARCH		APRIL		MAY		JUNE		JULY	
477		458		433		328		289		249		240	
# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints
13	3%	16	3%	19	4%	13	4%	0	0%	1	0%	2	1%
10	2%	16	3%	17	4%	13	4%	18	6%	31	12%	22	9%
10	2%	14	3%	22	5%	34	10%	43	15%	47	19%	29	12%
0	0%	0	0%	0	0%	1	0%	23	8%	37	15%	31	13%
0	0%	3	1%	1	0%	1	0%	0	0%	2	1%	0	0%
0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
444	93%	409	89%	374	86%	266	81%	205	71%	131	53%	156	65%
476		457		433		327		289		248		239	
1		1		0		1		0		1		0	
0		0		0		0		0		0		1	
# resolved by taking the listed actions	% resolved by taking the listed actions	# resolved by taking the listed actions	% resolved by taking the listed actions	# resolved by taking the listed actions	% resolved by taking the listed actions	# resolved by taking the listed actions	% resolved by taking the listed actions	# resolved by taking the listed actions	% resolved by taking the listed actions	# resolved by taking the listed actions	% resolved by taking the listed actions	# resolved by taking the listed actions	% resolved by taking the listed actions
351	74%	300	66%	246	57%	215	66%	194	67%	157	63%	163	68%
53	11%	76	17%	123	28%	62	19%	43	15%	56	22%	46	19%
0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
73	15%	82	18%	64	15%	51	16%	52	18%	36	14%	31	13%
1		0		1		1		0		2		2	

2011

OF COMPLAINTS

TYPE OF COMPLAINT

Employee Action/Behavior Issue
 Billing/Meter Reading Issue
 Collection/Disconnection Issue
 Service Quality
 Meter Adjustment
 Outage
 "My bill is too high"

TIME TO RESOLVE COMPLAINT

Initially
 Within 10 days
 > 10 days

COMPLAINT RESOLUTION

Taking action as customer requested
 Agreeable compromise
 Not within the control of the utility
 Refuse to customer requested action

PUC COMPLAINTS

AUGUST		SEPTEMBER		OCTOBER		NOVEMBER		DECEMBER	
209		144		110		115		205	
# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints
1	0%	2	1%	0	0%	1	1%	0	0%
10	5%	3	2%	9	8%	6	5%	8	4%
15	7%	11	8%	7	6%	9	8%	8	4%
21	10%	26	18%	16	15%	21	18%	12	6%
1	0%	0	0%	0	0%	0	0%	1	0%
0	0%	0	0%	0	0%	0	0%	0	0%
161	77%	102	71%	78	71%	78	68%	176	86%
209		142		109		113		205	
0		2		1		2		0	
0		0		0		0		0	
# resolved by taking the listed actions	% resolved by taking the listed actions	# resolved by taking the listed actions	% resolved by taking the listed actions	# resolved by taking the listed actions	% resolved by taking the listed actions	# resolved by taking the listed actions	% resolved by taking the listed actions	# resolved by taking the listed actions	% resolved by taking the listed actions
88	42%	50	35%	84	76%	38	33%	88	43%
58	28%	58	40%	16	15%	29	25%	64	31%
0	0%	0	0%	0	0%	0	0%	0	0%
63	30%	36	25%	10	9%	48	42%	53	26%
0		0		1		3		1	

Answer time for gas emergency phone lines

2011

	January	February	March	April	May	June	July	August	September	October	November	December	AVERAGE	TOTAL
Total calls	1,794	1,307	1,297	1,092	1,181	1,109	954	1,021	1,185	1,492	1,663	2,123	1351.5	16,218
Average speed of answer	8	7	7	8	7	6	8	7	6	7	7	9	7.25	
% answered in 15 seconds	90.50%	92.10%	90.70%	91.40%	91.70%	92.20%	89.70%	92.50%	93.50%	91.30%	92.60%	90.70%	91.6%	

Tech Response Time From Time of Call to Arrival

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Calls responded to in Under 1 hour	629	516	457	438	433	421	451	515	604	640	643	599	6346
Calls responded to in Over 1 hour	43	16	13	17	22	26	22	26	24	28	27	28	292
Total Calls	672	532	470	455	455	447	473	541	628	668	670	627	6638

Calls responded to in Under 1 hour

	NW region	NE region	CN region	SE region	SW region	Total
January	90	122	154	202	61	629
February	40	96	149	176	55	516
March	56	74	126	147	54	457
April	47	69	113	160	49	438
May	38	75	125	163	32	433
June	39	66	100	158	58	421
July	62	83	109	138	59	451
August	67	107	128	162	51	515
September	70	141	118	208	67	604
October	87	76	139	256	82	640
November	63	138	144	227	71	643
December	74	110	120	215	80	599
Totals	733	1157	1525	2212	719	6346

MERC Emergency response time in minutes	Month
January	0:29:56
February	0:27:21
March	0:27:43
April	0:26:41
May	0:25:48
June	0:29:28
July	0:27:14
August	0:25:59
September	0:26:19
October	0:27:18
November	0:27:38
December	0:27:29
YTD Total 2011	0:23:20

Calls responded to in Over 1 hour

	NW region	NE region	CN region	SE region	SW region	Total
January	10	2	7	16	8	43
February	4	2	2	4	4	16
March	3	1	4	2	3	13
April	3	3	5	3	3	17
May	4	4	9	3	2	22
June	7	2	3	4	10	26
July	6	5	3	3	5	22
August	8	3	6	4	5	26
September	8	2	5	3	6	24
October	9	1	6	1	11	28
November	4	6	3	2	12	27
December	5	3	9	4	7	28
Totals	71	34	62	49	76	292

MERC's emergency response time target is 30 minutes

Emergency reponse time													
2011	January	February	March	April	May	June	July	August	September	October	November	December	Total
Total calls	672	532	470	455	455	447	473	541	628	668	670	627	6638
# responded to in < 1 hour	629	516	457	438	433	421	451	515	604	640	643	599	6346
% responded to in < 1 hour	93.6%	97.0%	97.2%	96.3%	95.2%	94.2%	95.3%	95.2%	96.2%	95.8%	96.0%	95.5%	95.6%
# responded to in > 1 hour	43	16	13	17	22	26	22	26	24	28	27	28	292
% responded to in > 1 hour	6.8%	3.1%	2.8%	3.9%	5.1%	6.2%	4.9%	5.0%	4.0%	4.4%	4.2%	4.7%	4.4%
Average minutes to respond	30	27	28	27	26	29	27	26	26	27	28	27	27

Mislocates

	2011												
	January	February	March	April	May	June	July	August	September	October	November	December	TOTAL
Total locates	992	903	1578	6912	10388	9478	7470	8782	8497	8136	5142	1693	69971
Mislocates	0	0	0	0	1	2	1	1	1	3	3	0	12
% mislocated	0.000%	0.000%	0.000%	0.000%	0.010%	0.021%	0.013%	0.011%	0.012%	0.037%	0.058%	0.000%	0.017%

Gas lines damaged

2011

DATE	Address	Outage caused by system issue	outage caused by MERC employee or MERC contractor	outage caused by other	Number of customer affected	outage duration
JANUARY						
1/24/2011	231 WEBSTER ST, NEW MARKET	N	N	Y	1	180
1/17/2011	1216 7th ST NW, Rochester	N	N	Y	1	30
1/17/2011	404 3rd St E - Madison	N	N	Y	1	120
FEBRUARY						
2/22/2011	1322 DEERCLIFF LN, EAGAN	N	N	Y	2	510
2/26/2011	20675 HOLLINS AVE W, LAKEVILLE	N	N	Y	1	2
2/11/2011	1861 HWY 169 E, Grand Rapids	N	N	Y	1	60
2/10/2011	9353 Westgate Blvd, Proctor	N	N	Y	1	15
2/3/2011	220 S Broadway, Rochester	N	N	Y	1	60
2/14/2011	615 Red Wing Ave, Kenyon	N	N	Y	1	60
2/27/2011	408 N Norman - Ivanhoe	N	N	Y	1	90
2/15/2011	1105 St Olaf Ave N - Canby	N	N	Y	1	200
MARCH						
3/12/2011	20561 BOONE AVE, PRIOR LAKE	N	N	Y	1	120
3/7/2011	3564 147TH ST, ROSEMOUNT	N	N	Y	1	15
3/14/2011	25 Parkside Terrace, Buhl	N	N	Y	22	300
APRIL						
4/2/2011	19066 ESTATE AVE, FARMINGTON	N	N	Y	1	60
4/3/2011	38969 2nd Ave, North Branch	N	N	Y	1	60
4/29/2011	115 W 1st Ave N, Aurora	N	N	Y	1	90
4/11/2011	140 6TH LN NE, ORNOCO	N	N	Y	1	45
4/5/2011	200 Pond Dr - Jackson	N	N	Y	1	60
MAY						
5/2/2011	4324 KIRSTEN CT, EAGAN	N	N	Y	1	15
5/10/2011	23385 OTTAWA AVE, NEW MRKT	N	N	Y	1	120
5/5/2011	202ND ST W AND HAMBURG AVE, LKVL	N	N	Y	1	69
17-May	26640 WOODCREST LN, ELKO	N	N	Y	1	60
5/20/2011	105 2nd St NE, Pine City	N	N	Y	1	60
5/25/2011	300 2nd St NE, Pine City	N	N	Y	1	60
5/18/2011	1017 Division St, Lot 32, Deer River	N	N	Y	1	45
5/19/2011	2178 Co Rd 121, Ranier	N	N	Y	1	160
5/19/2011	710 Boundary Ave, Bayview	N	N	Y	1	15
5/23/2011	1328 NW 5th St, Grand Rapids	N	N	Y	1	60
5/10/2011	802 24TH ST SE ROCHESTER	N	N	Y	1	80
5/17/2011	106 10 1/4 ST SE, ROCHESTER	N	N	Y	1	42
5/17/2011	2ND AVE NE, ELEVATOR, BYRON	N	N	Y	1	75
5/23/2011	16 9TH ST NE, ROCH	N	N	Y	1	60
5/18/2011	810 12TH ST SE, ROCHESTER	N	Y	N	2	120
JUNE						
6/7/2011	602 CLAY ST, MANTORVILLE	N	N	Y	1	110
6/2/2011	3120 E RIVER RD NE, ROCH	N	Y	N	1	120
6/9/2011	417 N MAIN ST, PINE ISLAND	N	N	Y	1	240
6/17/2011	1211 8TH AVE SE, ROCH	N	N	Y	1	120
6/30/2011	647 STAGECOACH RD, MANTORVLE	N	N	Y	1	60
6/23/2011	106 W HUDSON ST, CANTON	N	N	Y	1	120

DATE	Address	Outage caused by system issue	outage caused by MERC employee or MERC contractor	outage caused by other	Number of customer affected	outage duration
6/27/2011	NW CORNER 7TH ST, MANTORVILLE	N	N	Y	5	315
6/2/2011	BEAVER DAM RD & DIFFLEY RD, EAGAN	N	Y	N	6	210
6/9/2011	8600 250TH ST, ELKO	N	N	Y	1	15
6/13/2011	8229 190TH ST W, LKVL	N	N	Y	2	60
6/3/2011	8730 Vinland St, Bavyview	N	N	Y	1	10
6/10/2011	1215 Avenue C, Cloquet	N	N	Y	2	20
6/16/2011	402 Ugstad Rd, Midway	N	N	Y	1	30
6/21/2011	County Rd 92, Ranier	N	N	Y	6	270
6/23/2011	4880 Maple Grove Rd	N	N	Y	1	90
6/1/2011	401 2nd St W - Canby	N	N	Y	1	1050
6/2/2011	103 S Dogwood - New Richland	N	N	Y	1	720
6/18/2011	708 S Douglas - Lamberton	N	N	Y	1	1
6/29/2011	916 Redwood Dr - Fairmont	N	N	Y	1	60
JULY						
7/15/2011	4401/4403 NW 22ND AVE, ROCH	N	N	Y	2	30
7/9/2011	1212 5TH AVE NW, BYRON	N	N	Y	1	120
7/18/2011	4237 22ND AVE NW, ROCH	N	N	Y	2	45
7/15/2011	5614 VILLA RD NW, ROCH	N	N	Y	1	60
7/5/2011	425 5th Ave NE, Pine City	N	N	Y	1	120
7/22/2011	20822 GEMINI TRL, LKVL	N	N	Y	1	2880
7/27/2011	680 S Alger Ave, Rush City	Y	N	N	2	120
7/23/2011	4464 JOHNNY CAKE RIDGE RD, EAGAN	Y	N	N	2	345
7/4/2011	102 Market St, Cloquet	N	N	Y	1	1320
7/14/2011	3283 Co Rd 20, Ranier	N	N	Y	1	60
7/15/2011	136 13th St, Cloquet	N	N	Y	1	120
7/21/2011	47th St & 3rd Ave, Bovey	N	N	Y	5	480
7/6/2011	181 2nd Ave SE - Trimont	N	N	Y	1	1440
7/12/2011	702 Service Dr - Canby	N	N	Y	1	45
7/24/2011	451 Ward St - Fairmont	N	N	Y	1	60
7/21/2011	206 Lyon - Canby	N	N	Y	1	180
AUGUST						
8/3/2011	4313 22ND AVE NW, ROCHESTER	N	N	Y	1	5
8/4/2011	4TH & CLAY ST, MANTORVILLE	N	N	Y	2	125
8/5/2011	2017 SCHMIDT CT SE, ROCH	N	N	Y	1	10
8/8/2011	612 SHORE ACRES, LACRESENT	N	N	Y	1	60
8/10/2011	331 6TH ST SW, EYOTA	N	N	Y	1	210
8/10/2011	220 6TH AVE NE, PLAINVIEW	N	N	Y	1	90
8/15/2011	4010 WINDSOR LN SW, ROCH	N	N	Y	1	60
8/12/2011	2301 TEE TIME RD SE, ROCH	N	N	Y	1	60
8/17/2011	4451 MANOR PARK DR NW, ROCH	N	N	Y	1	60
8/16/2011	607 MEADOW RUN DR SW, ROCH	N	N	Y	41	130
8/26/2011	275 SUMMERFIELD DR, EYOTA	N	N	Y	1	45
8/16/2011	21135 DUTCHMAN XING, LEWISTON	N	N	Y	1	45
8/4/2011	39053 8th Ave, North Branch	N	N	Y	1	15
8/4/2011	840 Main St S, Pine City	N	N	Y	3	120
8/13/2011	20072 ITALY AVE, LKVL	N	N	Y	1	1
8/31/2011	4480 OAK CHASE WAY, EAGAN	N	Y	N	1	15
8/25/2011	8291 208TH ST W	N	N	Y	1	3
8/9/2011	902 Olympic Dr, Cloquet	N	N	Y	1	120
8/11/2011	3617 County Rd 31, Intl Falls	N	N	Y	1	260

DATE	Address	Outage caused by system issue	outage caused by MERC employee or MERC contractor	outage caused by other	Number of customer affected	outage duration
8/11/2011	3613 County Rd 21, Intl Falls	N	N	Y	1	120
8/12/2011	3609 County Rd 21, Intl Falls	N	N	Y	1	184
8/17/2011	2317 Kelly Ave, Cloquet	N	N	Y	1	50
8/21/2011	105 W 1st Ave N, Aurora	N	N	Y	1	15
8/23/2011	603 28th St, Scanlon	N	N	Y	6	60
8/23/2011	811 SE 8th St, Detroit Lakes	N	N	Y	1	15
8/3/2011	Hwy 86 S & 1st St - Lakefield	N	Y	N	2	90
8/10/2011	Broadway - btween Main & Bush, Lakefield	N	Y	N	1	50
8/11/2011	330 Main St - Lakefield	N	N	Y	1	30
8/22/2011	1830 Albion - Fairmont	N	N	Y	1	30
8/26/2011	779 2nd St SW - Wells	N	N	Y	1	30
8/25/2011	451 Ward St - Fairmont	N	N	Y	6	150
SEPTEMBER						
9/4/2011	521 CEDAR CT NE, PINE ISLAND	N	N	Y	1	60
9/9/2011	2403 21ST ST NW, ROCH	N	N	Y	1	45
9/14/2011	4408 19TH AVE NW, ROCH	N	N	Y	1	60
9/13/2011	500 E PLEASANT(600 Auburn repted)	N	N	Y	1	147
9/15/2011	402 3RD AVE NE, BYRON, MN	N	N	Y	1	125
9/21/2011	543 ANSON AVE, SPRING VALLEY	N	N	Y	1	120
9/26/2011	225 1ST ST NW, ELGIN	N	N	Y	1	120
9/27/2011	51569 Forest Blvd, Rush City	N	N	Y	1	90
9/14/2011	1432 YANKEE DOODLE RD	N	N	Y	2	45
9/20/2011	318 S First St, Keewatin	N	N	Y	1	10
9/27/2011	304 White Elm St NE, Bemidji	N	N	Y	2	30
9/3/2011	815 Main Ave N, TRF	N	N	Y	1	30
9/12/2011	Albion Ave & Hodgman Dr - Fairmont	N	N	Y	1	30
9/12/2011	908 S Douglas - Lamberton	N	N	Y	1	120
9/13/2011	326 E Ashley - Jackson	N	N	Y	1	360
9/19/2011	307 S Griffin - Lakefield	N	N	Y	1	30
9/19/2011	317 10th St - Brewster	N	N	Y	1	60
9/20/2011	209 Snure St - Lakefield	N	N	Y	1	29
9/15/2011	East Ashley St - Jackson	N	N	Y	5	240
9/21/2011	318 E Ashley - Jackson	N	N	Y	1	120
9/26/2011	320 E Ashley - Jackson	N	N	Y	1	60
OCTOBER						
10/4/2011	4722 14TH AVE NW, ROCH	N	N	Y	1	60
10/10/2011	5522 SILAS DENT RD, ROCHESTER	N	N	Y	1	60
10/10/2011	5369 TIMBER RIDGE CT SE	N	Y	N	1	120
10/16/2011	438 15TH AVE SW, ROCH	N	N	Y	1	75
10/20/2011	198 8TH NW, BLOOMING PRAIRIE	N	N	Y	1	180
10/21/2011	421 20TH ST, ROCH	N	N	Y	1	180
10/28/2011	2719 MELODY ST SE, ROCH	N	N	Y	1	60
10/12/2011	1600 WEST LN, LACRESCENT	N	N	Y	4	90
10/4/2011	50339 Shorewood Cir, Rush City	N	N	Y	1	120
10/4/2011	Forest Blvd/364th St, North Branch	N	N	Y	2	40
10/19/2011	W Forest Ave, Mora	N	N	Y	1	60
10/26/2011	27396 VERNON AVE S, ELKO	N	N	Y	1	60
10/25/2011	3486 DODD RD, EAGAN	N	N	Y	1	130
10/26/2011	4285 Haines Rd, Hermantown	N	N	Y	2	150
11/27/2011	718 Summit St, Eveleth	N	N	Y	1	90

DATE	Address	Outage caused by system issue	outage caused by MERC employee or MERC contractor	outage caused by other	Number of customer affected	outage duration
10/13/2011	3324 Bemidji Ave N, Bemidji	N	N	Y	1	20
10/26/2011	104 E Holmes St, Detroit Lakes	N	N	Y	1	10
10/29/2011	226 S Merriam Ave, TRF	N	N	Y	1	20
10/13/2011	313 S Main Ave, Baudette	N	N	Y	1	30
10/22/2011	201 9th St - Tracy	N	N	Y	1	15
NOVEMBER						
11/7/2011	2840 NORTHERN VALLEY DR,ROCH	N	N	Y	1	75
11/11/2011	420 6TH AVE NE, PLAINVIEW	N	N	Y	2	420
11/9/2011	1618 MARION RD SE, ROCH	N	Y	N	9	270
11/14/2011	2207 SONKE LN NW, ROCH	N	N	Y	1	90
11/16/2011	810 RIVERWOOD CT, ELGIN	N	N	Y	3	135
11/25/2011	1406 10TH AVE SE ROCH	N	N	Y	1	60
11/29/2011	416 2ND ST, CLAREMONT, MN	N	N	Y	1	122
11/29/2011	328 20TH ST SE, ROCHESTER	N	N	Y	1	360
11/5/2011	16301 Sunset Trl	N	N	Y	1	64
11/17/2011	1115 TIFFANY DR, EAGAN	N	N	Y	1	10
11/15/2011	20330 DODD BLVD #10 EAGAN	N	N	Y	1	60
11/25/2011	120 ELM ST, FARMINGTON	N	N	N	1	15
11/23/2011	1769 HICKORY HILL, EAGAN	Y	N	N	1	10
11/14/2011	8140 220TH ST W	N	N	Y	1	50
DECEMBER						
12/19/2011	308 E 2nd St, Ada	N	N	Y	1	20

Service interruptions

	2011												Total
	January	February	March	April	May	June	July	August	September	October	November	December	
Total System	3	8	3	5	15	19	16	31	21	20	14	1	156
Integrity Company employee or company contractor damage caused by other	0	0	0	0	0	0	2	0	0	0	1	0	3
	0	0	0	0	1	2	0	3	0	1	1	0	8
	3	8	3	5	14	17	14	28	21	19	12	1	145

2011							
DATE	Address	Outage caused by system issue	outage caused by MERC employee or MERC contractor	outage caused by other	Number of customers affected	outage duration	comments
4/13/2011	3rd Ave and 16th Street SE Rochester	N	N	Y	12	8:50 hours	damaged caused by contractor installing pole anchor
11/17/2011	Lakeville Airport	N	N	Y	27	8 days	Airplane hangars only, no danger of freezing damage

O&M expenses FERC Account 901 and 903 plus payroll taxes and benefits

2011

	January	February	March	April	May	June	July	August	September	October	November	December	Total
\$	535,736	\$ 495,782	\$ 535,081	\$ 558,223	\$ 529,184	\$ 508,330	\$ 507,254	\$ 479,949	\$ 514,342	\$ 557,928	\$ 551,128	\$ 589,397	\$ 6,362,334

	FERC 901	FERC 903
Jan-11	\$ 19,074	\$ 516,662
Feb-11	\$ 25,132	\$ 470,650
Mar-11	\$ 31,225	\$ 503,856
Apr-11	\$ 30,281	\$ 527,943
May-11	\$ 33,464	\$ 495,720
Jun-11	\$ 27,369	\$ 480,960
Jul-11	\$ 23,535	\$ 483,719
Aug-11	\$ 30,555	\$ 449,394
Sep-11	\$ 44,857	\$ 469,485
Oct-11	\$ 63,521	\$ 494,407
Nov-11	\$ 44,005	\$ 507,123
Dec-11	\$ 44,976	\$ 544,421
	<u>\$ 417,993</u>	<u>\$ 5,944,342</u>

AFFIDAVIT OF SERVICE

STATE OF MINNESOTA)
) ss
COUNTY OF HENNEPIN)

Amber S. Lee hereby certifies that on the 1st day of May, 2012, on behalf of Minnesota Energy Resources Corporation (MERC) she electronically filed a true and correct copy of the Service Quality Report on www.edockets.state.mn.us. Said documents were also served via U.S. mail and electronic service as designated on the attached service list.

/s/ Amber S. Lee
Amber S. Lee

Subscribed and sworn to before me
this 1st day of May, 2011.

/s/ Sara Garcia
Notary Public, State of Minnesota

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Michael	Ahern	ahern.michael@dorsey.com	Dorsey & Whitney, LLP	50 S 6th St Ste 1500 Minneapolis, MN 554021498	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_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_Minnesota Energy Resources Corporation_General Service List
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First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
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Andrew	Moratzka	apm@mcmlaw.com	Mackall, Crounse and Moore	1400 AT&T Tower 901 Marquette Ave Minneapolis, MN 55402	Paper Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List
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