

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Dan Lipschultz	Commissioner
Matthew Schuerger	Commissioner
Katie J. Sieben	Commissioner
John A. Tuma	Commissioner

In the Matter of Great Plains Natural Gas
Company's 2017 Annual Gas Service Quality
Report

ISSUE DATE: April 12, 2019

DOCKET NO. G-004/M-18-286

ORDER ACCEPTING REPORT,
REQUIRING COMPLIANCE FILING,
AND SETTING ADDITIONAL
REPORTING REQUIREMENTS

PROCEDURAL HISTORY

On April 18, 2018, Great Plains Natural Gas Company (Great Plains) filed its 2017 Natural Gas Service Quality Report.

On May 18, 2018, the Department of Commerce, Division of Energy Resources (the Department) filed comments recommending that the Commission accept the report.

On February 28, 2019, the report came before the Commission.

FINDINGS AND CONCLUSIONS

In 2010, the Commission established service quality reporting requirements for natural gas utilities.¹ The requirements are modeled after the electric utility standards contained in Minn. R. 7826.

The reporting requirements address the following:

- call center response times
- meter reading performance
- involuntary service disconnections
- service extension request response times
- customer deposits
- customer complaints
- telephone answer times to gas emergency line calls

¹ *In the Matter of a Commission Investigation into Gas Utility Service Quality Standards*, Docket No. G-999/CI-09-409, Order Setting Reporting Requirements (August 26, 2010).

- mislocates (i.e., the number of times a gas line is damaged due to a mismarked or unmarked line)
- damaged gas lines
- service interruptions
- notification of reportable incidents (using data from the Minnesota Office of Pipeline Safety, or MnOPS)
- gas emergency response times
- customer service related operations and maintenance expenses

The Department conducted a thorough analysis of Great Plains’ report and recommended that the Commission accept it.

The Commission concurs with the Department’s recommendation and will accept the report. The Commission will also direct Great Plains to file, within 60 days, a compliance filing that:

- identifies the maximum customer service window of no more than 8 hours.
- documents communications between customers and customer service representatives reflecting the maximum customer service window.
- identifies all other measures the utility is undertaking, contemplating, or could undertake, to reduce the maximum customer service window to a timeframe of less than the 8-hour maximum.

Finally, the Commission will establish additional reporting requirements related to customer service response times and emergency response data, as set forth in the ordering paragraphs below.

ORDER

1. The Commission hereby accepts Great Plains’ 2017 Annual Gas Service Quality Report.
2. Within 60 days, Great Plains must file a compliance filing that:
 - a. identifies the maximum customer service window of no more than 8 hours.
 - b. documents communications between customers and customer service representatives reflecting the maximum customer service window.
 - c. identifies all other measures the utility is undertaking, contemplating, or could undertake, to reduce the maximum customer service window to a timeframe of less than the 8-hour window.
3. In its 2018 Annual Gas Service Quality Report, Great Plains must file:
 - a. the utility’s filing under 49 CFR 192.1007 (e): integrity management plan performance measures; monitoring results; and evaluation of effectiveness in a manner to establish a baseline for ongoing reporting.
 - b. a summary of any 2018 emergency response violations cited by MNOPS along with a description of the violation and remediation in each circumstance.

- c. the number of violation letters received by the utility from MNOPS during the year in question.
 - d. a discussion of how to provide ongoing monitoring and metrics towards the deployment of Excess Flow Valves and manual service line shutoff valves pursuant to the Commission's order in Docket No. G-999/CI-18-41.
4. This order shall become effective immediately.

BY ORDER OF THE COMMISSION

Michelle Kethley for

Daniel P. Wolf
Executive Secretary



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