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May 1, 2025

VIA ELECTRONIC FILING

Mr. Will Seuffert
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, Minnesota 55101-2147

Re: Annual Gas Service Quality Report for the Calendar Year of 2024
Docket No. G022/M-25-35

Dear Mr. Seuffert:

Greater Minnesota Gas, Inc. (GMG) submits its Annual Gas Service Quality Report for 2024 herewith for filing in the above-referenced docket.

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

Thank you for your assistance. Please do not hesitate to contact me should you have any questions or concerns or if you require additional information. My direct dial number is (507) 209-2110 and my email address is kanderson@greatermngas.com.

Sincerely,

GREATER MINNESOTA GAS, INC.

/s/
Kristine A. Anderson
Corporate Attorney

Enclosure

cc: Service List

STATE OF MINNESOTA

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Katie Sieben	Chair
Joseph Sullivan	Vice Chair
Hwikwon Ham	Commissioner
Audrey Partridge	Commissioner
John Tuma	Commissioner

MPUC Docket No. G022/M-25-35

In the Matter of Greater Minnesota
Gas, Inc.'s Annual Gas Service
Quality Report for the
Calendar Year of 2024

ANNUAL GAS SERVICE QUALITY REPORT FOR 2024

Greater Minnesota Gas, Inc. (“GMG”) submits this Annual Service Quality Report for the calendar year ending December 31, 2024. This report encompasses data related to the reporting requirements for gas utilities as specifically modified for GMG where appropriate. GMG notes that some reporting metrics differ from those in its previous annual reports pursuant to the revised reporting requirements stemming from the Natural Gas Working Group and the related in Order in Docket No. G022/CI-22-548. GMG provides the information herein consistent with the current annual reporting requirements. GMG is also submitting statistical information from its report in a machine-readable format simultaneously herewith.

REPORTING REQUIREMENTS

Pursuant to the metrics identified in the Current Gas Service Quality Reporting Requirements¹ list, all natural gas utilities are required to report certain information; however, GMG’s reporting differs slightly in some respects due to the technology that GMG uses and information available to it:

- Call Center Response Time
- Meter Reading Performance
- Involuntary Service Disconnections Data
- Service Extension Requests
- Customer Deposits
- Customer Complaints
- Gas Emergency Phone Answer Time
- Gas Emergency Response Times
- Excavation Damages

¹ . See, Docket No. G002,G022,G004,G011,G008/CI-22-548 regarding recommendations of and Order regarding the Natural Gas Working Group convened to address service quality metrics.

- Service Interruptions
- Major Incident Reporting
- Integrity Management Plan Reporting
- MNOPS Violations
- Web-Based Metrics

ANNUAL REPORTING INFORMATION

The requisite statistical information regarding GMG's Service Quality Report components for 2024 is found below:

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

GMG received a total of 10,371 incoming calls to its primary business line (888-931-3411) during 2024. GMG recognizes that the number of calls is lower than in previous years. While GMG can only speculate regarding the reason for the decrease, GMG believes that it is likely related to GMG's change in billing software and the associated electronic payment vendor in 2024. As part of the transition process, GMG engaged in substantial telephone outreach to customers to help them get set up with the new system, which also gave customers an opportunity to ask any questions; and GMG's new system provides a customer portal that allows customers to obtain certain account information and manage some activities electronically.

Incoming calls included both customer-related and non-customer-related matters. As GMG explained in previous annual service quality dockets, GMG's customer service representatives take calls regarding all types of matters. Existing customers call GMG regarding a variety of things, including payment questions, contact changes, general questions, service questions, in response to notices or bills, or for any other reason that they need information from GMG. Prospective customers call GMG's office in response to marketing materials when GMG is entering a new area or marketing in on-main areas. Interested customers call to arrange a meeting to obtain a quote for service; and they call again to arrange for the service installation to be scheduled. Sometimes, new customers call with questions related to conversion. New customers may call with a question about reading a bill that they are seeing for the first time. People call GMG from unserved areas wondering if it is possible to have GMG bring service to the area. Developers call GMG to inquire about service to a new home or development. GMG's vendors call its main line. Companies and individuals who are marketing to GMG call its main line. Individuals that need to contact GMG in the regular course of business or return calls to GMG employees, whether related to permitting, easements, supply, banking, or any other matter, all call GMG's telephone number. All of those calls are reported in GMG's total number of calls received. GMG remains committed to continuing to provide personal

service to each caller and its calls are answered live.

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

- *Meter Reading Performance Metrics*

- GMG is required to report metrics related to the number and percentage of meters read.

GMG’s meter reading performance and staffing levels for 2024 are summarized below:

	<u>Quantity</u>	<u>Percentage</u>
Total Meters Billed	133,836	100.00%
Number & % Read by GMG Personnel	133,732	99.92%
Number & % Self-Read by Customer	0	0 %
Number & % of Customer Meters Estimated	104	0.08 %
Number & % of Meters not read for 6-12 mo	0	0 %
Number & % of Meters not read for > 12 mo	0	0 %

With regard to meter staffing levels, GMG consistently uses one technician located in each of its three regions (southern, central, northern) to collect meter reading data, as all meters are equipped with automatic meter reading capabilities. GMG can provide back-up support among regions if necessary.

- *Involuntary Service Disconnections*

- GMG is required to reference the data submitted in its Residential Customer Status Reports.

GMG made 43 residential service disconnections for non-payment in 2024, all but two of which occurred in the months of June through September. GMG electronically filed its Residential Customer Status Reports for 2024 and, as directed, a copy of GMG’s December 2024 report, which contains data for the entirety of 2024, is appended hereto as Attachment A. There was nothing unusual regarding GMG’s involuntary service disconnections during 2024 and, as reflected in the report, GMG’s involuntary service disconnections remain low.

- *Service Extension Requests*

- GMG is required to provide information regarding extensions to new service

areas, the addition of new customers on existing main, explanatory information if necessary, advertisement and deposit information regarding new service areas, if appropriate.

Due to GMG’s unique service model, the reporting metrics typically used by larger utilities to provide service extension information are not suited for obtaining meaningful information from GMG. Hence, GMG and Staff engaged in a cooperative effort several years ago to create service extension reporting metrics that provide meaningful information to the Department and Commission based on GMG’s service model; and 2024 data is reported below.

As discussed in GMG’s prior Service Quality dockets, when GMG extends service to a new area, it is generally extending service to an entire new rural area rather than to a new development on the edge of an existing service area. Therefore, GMG installs an entire new main to an area and then runs individual services off of it. When a new project is designed, which may be during the preceding fall or winter, GMG begins working with a community to engage its business and residential customers, essentially beginning to “sell” service and receive commitments many months in advance of the main installation. Customers are aware that the main will be installed several months later and that, after the main installation is complete, their individual services will be run. Because services are installed following main construction, a customer’s installation is immediately ready for service upon completion of the service construction. As reflected in the table below, GMG focused on in-fill in its existing territories. GMG did not undertake any major new area main extension projects during 2024. Since GMG did not extend into any new geographic area, GMG did not distribute any advertisements or solicitations to potential new customers in new geographic areas and, hence, has not appended any such documents hereto. No areas were promised service during the year that did not receive it.

New Main Extension Projects										
Area Served*	Estimated # of Residential Customers to Be Served	Actual # of Residential Customers Served	Estimated # of Firm Commercial Customers to Be Served	Actual # of Firm Commercial Customers Served	Estimated # of Interruptible Commercial Customers to Be Served	Actual # of Interruptible Commercial Customers Served	Date Main Installation Complete	Date Service Installation Complete	Date First Customer Service Activation Fee for the Project is Received	First Date that Service Activation Fees for the Project are Deposited
None	GMG focused on in-fill within its existing service territory in 2024 and GMG did not undertake any major new extension projects during the year.									
* Areas that were promised service during the calendar year but did not receive service and explanatory information for each needs to be provided.										

GMG target markets throughout the year to on-main customers who do not currently use gas. Customers often request service during a non-construction season, being slated for installation during the approaching construction season. There isn’t a request interval *per se* because the service requests were made as part of the entire project development throughout the year. Information regarding GMG’s extension of service to on-main customers is reflected in the table below.

	# of Residential Service Requests	Average # of Days to Install	# of Firm Commercial Service Requests	Average # of Days to Install	# of Interruptible Commercial Service Requests	Average # of Days to Install	# of Customers With Denied Service Requests*
January	2	6	1	6	0	0	0
February	1	55	0	0	0	0	0
March	2	71	1	26	0	0	0
April	20	27	2	13	0	0	0
May	17	29	5	10	0	0	0
June	46	17	2	22	0	0	0
July	32	17	4	25	0	0	0
August	28	19	5	32	3	43	0
September	23	23	13	22	0	0	0
October	49	17	14	11	0	0	0
November	15	15	1	7	0	0	0
December	13	17	2	31	0	0	0
* Explanatory information for service request denials needs to be provided.							

- *Customer Deposits*

- GMG is required to report certain information regarding customer deposits and to provide explanatory information for any changes in its deposit collection policy.

GMG did not make any changes to its deposit collection policy in 2024. GMG does not require deposits from new customers. Rather, GMG may require a deposit from existing customers who previously had service disconnected due to non-payment. During 2024, GMG required one customer to make a deposit as a condition of receiving service based on the terms identified in GMG’s tariff due to the customer’s history with GMG demonstrating a consistently poor payment record. GMG returned that customer’s deposit later that same month when the customer unexpectedly sold the property. Pursuant to the terms of its tariff, GMG returns customer deposits after twelve months of timely payments. GMG was holding a deposit for one customer as of December 31, 2024, because that customer had not made twelve consecutive months of timely payments which would have resulted in return of the deposit. Three years of deposit data is reflected in the table below:

Customer Deposits	2022	2023	2024
Number of customers required to make deposit during year	1	2	1
Number of customer deposits being held	9	7	1

- *Customer Complaints*

- GMG is required to report customer complaints received from the Commission’s Consumer Affairs Office (“CAO”) and the total number of complaints received by category.

In 2024, GMG had one complaint that was forwarded by the CAO. The complaint received via the CAO was related to GMG's required safety inspection prior to reconnection when the customer's natural gas service had been disconnected for an extended period. GMG promptly provided the CAO with background information and explained the basis for GMG's policy that a safety inspection is required prior to reconnection if natural gas service has been disconnected for more than 60 days. GMG explained that the reason for the required safety inspection is simple: the pipes inside of a customer's house that carry the gas from the gas meter to the customer's appliances are not the property of GMG and GMG does not maintain them; thus, requiring a safety inspection ensures that, upon restoration of service, there is no gas blowing directly into a customer's house because that could result in explosion. A safety inspection allows both GMG and the customer to have the assurance that restoring gas service will not result in an unsafe environment due to compromised integrity occurring while the gas service was off. The CAO closed the complaint file the day after receiving GMG's response.

GMG is also required to report on the total number of complaints in each of several areas. As GMG has explained in its previous Service Quality dockets, all calls to GMG are promptly answered by GMG's customer service team. If a call comes in after-hours, it is routed to a live-answer professional answering service. As such, none of GMG's customers navigate an automated system with a variety of prompt options. When a customer calls, it is not necessarily due to a complaint. GMG's customer service representatives attempt to identify and meet each customer's needs every time they speak with customers. In most instances, GMG's representative can provide a response that answers the customer's question or otherwise meets the customer's needs. For example, if a customer has a question about his or her gas usage or bill, the customer service representative explains the relevant billing entry and, generally, the customer is satisfied with the explanation and the customer's needs have been met. Likewise, if a customer calls questioning charges for unexpected installation costs, for example, and a GMG representative satisfactorily explains the basis for the charges without the customer requesting further action, GMG does not log that as a customer complaint. GMG does not consider such inquiries to be complaints; and such calls are logged and closed out.

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

There were no requests for further action on a complaint made during 2024. GMG's total complaints by category are reflected below:

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

GMG does not have any unresolved complaints from 2024.

- *Gas Emergency Calls and Response Time*
 - Since GMG does not have a telephone line specifically dedicated to gas emergency calls, GMG is required to report the total number of gas emergency calls it received and certain response time metrics.

In 2024, GMG received a total of 266 calls reporting gas emergencies. Of those emergency calls, GMG responded to 89% of them within one hour and 11% within more than an hour. The average response time from dispatch to arrival was 38 minutes.

GMG's overall emergency response record remains excellent, as it has been historically; and, while no company can realistically always be perfect in its response situations, that is always GMG's goal. As part of its ongoing journey toward organizational excellence, GMG continues to strive for response time improvement by analyzing staffing needs and requiring technicians to live within certain areas of GMG's service territory to facilitate quicker response times; continuing to use text message notification of emergency calls to technicians to assist with earlier dispatching; utilizing GPS and truck tracking technology to assist with emergency dispatch; improving in-house technology to streamline emergency response; providing both regular and remedial emergency response training (if necessary) for customer service representatives and answering service employees; conducting regular safety meetings related to emergency response; and regularly reviewing emergency responses to ensure that best practices are being used. GMG makes safety a priority and constantly strives to improve its performance in that regard. To that end, GMG believes that it is never acceptable to have an emergency response time that exceeds 60 minutes; but, GMG recognizes that there will always be unanticipated delays that are beyond its control, particularly given road construction, the rural location of GMG's service territories which are often subject to very difficult driving conditions in winter weather, and human error. GMG consistently continues its efforts to improve its safety response time on an ongoing basis.

- *Excavation Damages*
 - GMG is required to report certain metrics related to excavation damages to its facilities during the preceding calendar year.

GMG received 8,940 excavation tickets during 2024. Its facilities sustained a total of 16 excavation damages during the year, resulting in a damage rate of 1.8 damages per 1,000 locate tickets, which is consistent with the state average. Four of the excavation damage incidents were at-fault incidents, resulting from GMG's locating contractor using improper locating practices.

- *Service Interruptions*

- GMG is required to report certain data related to unplanned service interruptions during the preceding calendar year.

During 2024, GMG sustained sixteen unplanned service interruptions. All were the result of third-party damages, with none resulting from low system pressure or other causes. Fifteen of the gas service interruptions only affected one customer each, and one interruption did not affect any customers. Four of the service interruptions that resulted from third-party damages were the fault of GMG's locating contractor due to improper locating practices, as also identified above.

- *Major Incident Reporting*

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

GMG did not have any major reportable events in 2024.

- *Integrity Management Plan Reporting*

- GMG is required to report certain metrics reflected in its Annual PHMSA report for the preceding year.

The following metrics were reported by GMG to PHMSA, which report is appended hereto as Attachment B:

Miles of Distribution Main – 968.79

Number of Main Leaks – 2

Number of Main Leaks by Cause:

Excavation Damage – 2

Number of Hazardous Main Leaks by Cause:

Excavation Damage – 2

Main Leaks per 1,000 Miles of Main – 2

Number of Services – 10,758

Number of Service Leaks – 92

Number of Service Leaks by Cause:

Excavation Damage – 14

Other Outside Force Damage – 6
Equipment Failure – 72
Number of Hazardous Service Leaks by Cause:
Excavation Damage – 14
Service Leaks per 1,000 Services: 8.6

With regard to the identified equipment failures, GMG respectfully notes that they were generally due to leaking or venting regulators or meters, many of which were regulators. Since regulators are continually exposed to the elements, their soft (rubber/plastic) components can degrade slightly over time. When those devices develop leaks as a result, it is more cost effective to replace them rather than repair them. When a component is replaced, it becomes reportable on the PHMSA report; hence, leading to a large number of equipment failure leaks reported.

- *MnOPS Violation Reporting*
 - GMG is required to provide a summary of any violations cited by MnOPS.

GMG did not receive any violation letters from MnOPS in 2024.

- *Web-Based Metrics*
 - GMG is required to report certain metrics regarding its website performance.

GMG's requisite website performance data is provided below:

- Percentage of uptime for the enterprise-wide website – 99.95% or higher
- Percentage of uptime for web payment services ability (defined as the percentage of time that web payment services are available to some customers on utility-based platforms) – GMG's third-party payment processing service was not able to provide this metric. GMG notes that it did not receive any complaints from customers regarding any inability to make payments via the processor's platform.
- The error rate percentage for the utility-based payment services (defined as payment processing error rate – does not include errors outside of the utility's control such as non-sufficient funds ("NSF"), expired customer debit or credit cards, etc.) - GMG's third-party payment processing service was not able to provide this metric.
- The yearly total number of website visits to initial facing enterprise-wide website – 8,699
- The yearly number of logins via electronic customer communication platforms – GMG's customer portal functions via its third-party payment processing service, which was not able to provide this metric. GMG notes that 8,102 of its customers created a portal account.

CONCLUSION

GMG submits this Annual Service Quality Report for the year ending December 31, 2024, in accordance with the requirements of the Minnesota Rules and the Commission and respectfully requests that it be approved.

Dated: May 1, 2025

Respectfully submitted,
/s/
Kristine A. Anderson
Corporate Attorney
Greater Minnesota Gas, Inc.
1900 Cardinal Lane
Faribault, MN 55021
(507) 209-2110

Utility Monthly Report														
Name of Utility			Greater Minnesota Gas, Inc.				Highlight Indicates Data Required per Statutes 216B.091 and 216B.096							
Reporting Month/Year			December 2024				Yellow indicates new as of February 2024							
All Utilities														
			A	B	C	D	E	F	G	H	I	J	K	
Utility	Year	Month	# Residential Customers	Total Revenue from Sales to Residential Customers	# Past Due Residential Customers	Total Dollars Past Due Residential Customers	Average Past Due Dollar Amount Per Past Due Customers	Average Monthly Residential Bill	New LIHEAP Customers	Cumulative LIHEAP Customers (year to date)	Total Dollars Received From LIHEAP	Total Dollars Received from other sources	Total Residential Write-Offs due to uncollectible	
GMG	2024	January	9711	\$1,448,088	new system*	new system*	new system*	\$149	13	95	\$3,835	\$219	\$0	
GMG	2024	February	9734	\$1,243,078	1520	\$183,619	\$120.80	\$128	19	114	\$8,112	\$441	\$0	
GMG	2024	March	9744	\$989,842	1464	\$348,722	\$238.20	\$102	6	120	\$2,576	\$0	\$0	
GMG	2024	April	9746	\$943,090	1060	\$281,940	\$265.98	\$97	10	130	\$2,993	\$261	\$6	
GMG	2024	May	9746	\$537,892	784	\$192,376	\$245.38	\$55	3	133	\$666	\$0	\$0	
GMG	2024	June	9761	\$338,577	732	\$142,450	\$194.60	\$35	4	137	\$1,723	\$0	\$0	
GMG	2024	July	9791	\$234,300	680	\$92,686	\$136.30	\$24	0	137	\$0	\$0	\$312	
GMG	2024	August	9851	\$221,822	580	\$68,726	\$118.49	\$23	0	137	\$0	\$0	\$0	
GMG	2024	September	9855	\$219,133	482	\$44,104	\$91.50	\$22	0	137	\$0	\$212	\$0	
GMG	2024	October	9867	\$290,431	401	\$28,834	\$72	\$29	0	137	\$0	\$0	\$174	
GMG	2024	November	9888	\$562,555	472	\$30,946	\$66	\$57	52	189	\$21,221	\$100	\$0	
GMG	2024	December	9925	\$1,405,533	467	\$40,374	\$86	\$142	27	216	\$8,371	\$1,280	\$181	
All Utilities														
			N	O	P	Q	R	S	T	U	V			
Utility	Year	Month	# Residential Customers Receiving Disconnect Notices	# Residential Customers Involuntarily Disconnected	# Residential Customers restored to service w/in 24 hours (SRSQ)	# Residential Customers restored to service by entering a payment plan (SRSQ)	# Residential Customers restored at same address	Total # Residential Customers Reconnected	# Residential Customers Remaining Disconnected, 1-30 days	# Residential Customers Remaining Disconnected, 31-60 days	# Residential Customers Remaining Disconnected, 60+ days			
GMG	2024	January	0	0	0	0	0	0	0	0	6			
GMG	2024	February	0	0	0	0	1	1	0	0	5			
GMG	2024	March	0	0	0	0	0	0	0	0	5			
GMG	2024	April	0	0	0	0	0	0	0	0	5			
GMG	2024	May	0	0	0	0	0	0	0	0	5			
GMG	2024	June	159	3	0	0	0	0	3	0	6			
GMG	2024	July	0	18	8	0	8	8	12	1	5			
GMG	2024	August	243	10	3	0	3	3	0	12	3			
GMG	2024	September	91	10	3	0	4	4	14	4	11			
GMG	2024	October	86	0	0	1	11	11	0	4	8			
GMG	2024	November	60	1	0	0	10	10	1	3	6			
GMG	2024	December	66	1	0	0	3	3	0	0	6			

All Utilities, October - April

	# Customers Seeking Cold Weather Rule Protections	# Customers Granted Cold Weather Rule Protections	# Customers Involuntarily Disconnected, who sought protection heat affected (gas)	# Customers Involuntarily Disconnected, who sought protection non-heat affected (gas)	# Customers Involuntarily Disconnected, who sought protection heat affected (electric)	# Customers Involuntarily Disconnected, who sought protection non-heat affected (electric)	# Customers Involuntarily Disconnected, who did not seek protection heat affected (gas)	# Customers Involuntarily Disconnected, who did not seek protection non-heat affected (gas)	# Customers Involuntarily Disconnected, who did not seek protection heat affected (electric)	# Customers Involuntarily Disconnected, who did not seek protection non-heat affected (electric)	Total Customers Disconnected	
Jan-24	0	0	0	0	N/A	N/A	0	0	N/A	N/A	0	
Feb-24	1	1	0	0	N/A	N/A	0	0	N/A	N/A	0	
Mar-24	0	0	0	0	N/A	N/A	0	0	N/A	N/A	0	
Apr-24	0	0	0	0	N/A	N/A	0	0	N/A	N/A	0	
May-24	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	0
Jun-24	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	3
Jul-24	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	18
Aug-24	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	10
Sep-24	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	10
Oct-24	0	0	0	0	N/A	N/A	0	0	N/A	N/A	0	
Nov-24	0	0	0	0	N/A	N/A	1	0	N/A	N/A	1	
Dec-24	0	0	0	0	N/A	N/A	1	0	N/A	N/A	1	

	# of Appeal Notices sent to customers	# of Payment Plan (PP) requests received	# of mutually agreed PP	# reconnect request appeals withdrawn	# of customers with current payment plans	# customers disconnected 24 hours or more heat affected (gas)	# customers disconnected 24 hours or more non-heat affected (gas)	# customers disconnected 24 hours or more heat affected (electric)	# customers disconnected 24 hours or more non-heat affected (electric)	# accounts reconnected within 24 hrs	Total # Customers Reconnected
Jan-24	0	0	0	0	0	6	0	N/A	N/A	0	1
Feb-24	0	1	1	0	1	5	0	N/A	N/A	0	0
Mar-24	0	0	0	0	1	5	0	N/A	N/A	0	0
Apr-24	0	0	0	0	1	5	0	N/A	N/A	0	0
May-24	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	0	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	0	0
Jun-24	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	0	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	0	0
Jul-24	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	0	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	8	8
Aug-24	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	0	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	3	3
Sep-24	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	0	N/A - not CWR	N/A - not CWR	N/A - not CWR	N/A - not CWR	3	4
Oct-24	0	0	0	0	0	8	0	N/A	N/A	0	11
Nov-24	0	0	0	0	0	6	0	N/A	N/A	0	10
Dec-24	0	0	0	0	0	6	0	N/A	N/A	0	3

File this form separately each week as required. Then, provide all weeks for a given month when making monthly filing.

Utility Heating Service Customers*

*whose service is disconnected or remains disconnected for nonpayment as of October 1 and October 15. If customers remain disconnected on October 15, a utility must file a report each week between November 1 and the end of the cold weather period

All Utilities (starting October 1)		Total # Customers Currently Disconnected for non-payment	# Customers Involuntarily Disconnected for non-payment This Week, Natural Gas	# Customers Involuntarily Disconnected for non-payment This Week, Electric	# Customers Reconnected This Week**
Week ending date	Utility				
1/5/2024	GMG	6	0	N/A	0
1/12/2024	GMG	6	0	N/A	0
1/19/2024	GMG	6	0	N/A	0
1/26/2024	GMG	6	0	N/A	0
2/2/2024	GMG	5	0	N/A	1
2/9/2024	GMG	5	0	N/A	0
2/16/2024	GMG	5	0	N/A	0
2/23/2024	GMG	5	0	N/A	0
3/1/2024	GMG	5	0	N/A	0
3/8/2024	GMG	5	0	N/A	0
3/15/2024	GMG	5	0	N/A	0
3/22/2024	GMG	5	0	N/A	0
3/29/2024	GMG	5	0	N/A	0
4/5/2024	GMG	5	0	N/A	0
4/12/2024	GMG	5	0	N/A	0
4/19/2024	GMG	5	0	N/A	0
4/26/2024	GMG	5	0	N/A	0
5/3/2024	GMG	5	0	N/A	0
10/4/2024	GMG	26	0	N/A	3
10/11/2024	GMG	25	0	N/A	1
10/18/2024	GMG	18	0	N/A	7
10/25/2024	GMG	17	0	N/A	0
11/1/2024	GMG	15	1	N/A	2
11/8/2024	GMG	14	0	N/A	2
11/15/2024	GMG	11	0	N/A	3
11/22/2024	GMG	10	0	N/A	2
11/29/2024	GMG	9	0	N/A	1
12/6/2024	GMG	6	0	N/A	3
12/13/2024	GMG	6	0	N/A	0
12/20/2024	GMG	6	0	N/A	0
12/27/2024	GMG	6	1	N/A	0

**The utility may discontinue weekly reporting if the number of utility heating service customers that are or remain disconnected reaches zero before the end of the cold weather period.

All Utilities

	Utility	Total Res. Customers	Total Residential Customer Disconnects	# LIHEAP Customers	# LIHEAP Disconnects	Disconnect Rate (%), Total Residential	Disconnect Rate (%), LIHEAP	# Customers Restored within 24 hours	# Customers Restored with Payment Plan	# Customers Disconnected 30+ days	# Customers Seeking CWR Protection	# Customers Granted CWR Protection	# Customers Requesting Medical Acct Status	# Customers Granted Medical Acct Status
2015	GMG	6036	122	66		2.02%	0.00%	97	29	19	29	29	0	0
2016	GMG	6,717	67	77	5	1.00%	6.49%	77	18	15	18	18	0	0
2017	GMG	7,310	39	97	2	0.53%	2.06%	38	14	9	14	14	0	0
2018	GMG	7,770	38	98	5	0.49%	5.10%	52	13	11	13	13	0	0
2019	GMG	8175	17	108	0	0.21%	0.00%	17	9	6	9	9	0	0
2020	GMG	8586	0	117	0	0.00%	0.00%	0	0	0	0	0	0	0
2021	GMG	8939	18	152	0	0.20%	0.00%	6	5	6	0	0	0	0
2022	GMG	9411	66	139	0	0.70%	0.00%	11	96	31	0	0	0	0
2023	GMG	9647	39	50	0	0.40%	0.00%	4	37	34	1	1	0	0

beyond

	# of customers with payment arrangements	Average Monthly Payment Amount	Average Number of Months in Current Payment Agreements
Jan-24	0	\$0	0
Feb-24	1	\$209	3
Mar-24	0	\$0	0
Apr-24	0	\$0	0
May-24	0	\$0	0
Jun-24	0	\$0	0
Jul-24	0	\$0	0
Aug-24	0	\$0	0
Sep-24	0	\$0	0
Oct-24	0	\$0	0
Nov-24	0	\$0	0
Dec-24	0	\$0	0

	Service Deposit Charged to Restore Service, Explain Practice	If yes, Service Deposit Amount, Average per Customer	Reconnection Fee Charged to Restore Service, Explain Practice	If yes, Reconnection Fee Amount, Average per Customer	Down Payment Required to restore service to start a payment arrangement, Explain Practice	If yes, Down Payment Amount, as Percent of Past Due Balance or Average Amount	Interest/Penalties/Fees, Explain Practice	If yes, Interest/Penalties/Fee Amount, Average per Customer
Jan-24	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$0.00
Feb-24	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$0.00
Mar-24	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$3.07
Apr-24	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$2.46
May-24	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$1.26
Jun-24	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$1.71
Jul-24	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$1.48
Aug-24	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$1.42
Sep-24	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$1.31
Oct-24	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$1.22
Nov-24	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$1.23
Dec-24	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$1.42

*Practice is defined as when an action would be taken.

Electric Utilities Only

	# Customers Requesting Medical Status	# Customers Granted Medical Status	# Medical Accounts Renewed	# Customers Denied Medical Status
Jan-24	N/A	N/A	N/A	N/A
Feb-24	N/A	N/A	N/A	N/A
Mar-24	N/A	N/A	N/A	N/A
Apr-24	N/A	N/A	N/A	N/A
May-24	N/A	N/A	N/A	N/A
Jun-24	N/A	N/A	N/A	N/A
Jul-24	N/A	N/A	N/A	N/A
Aug-24	N/A	N/A	N/A	N/A
Sep-24	N/A	N/A	N/A	N/A
Oct-24	N/A	N/A	N/A	N/A
Nov-24	N/A	N/A	N/A	N/A
Dec-24	N/A	N/A	N/A	N/A

Total Number of Disconnection Events

Data December - June Filed July 2024		Data July- November Filed December 2024	
Zip Code	Count	Zip Code	Count
None	0	55020	5
		55021	1
		55052	2
		55060	1
		55352	1
		56001	12
		56046	2
		56069	1
		56071	2
		56336	2
		56340	1
		56345	2
		56382	1
		56384	1
		56501	6
		56511	1
		56572	2

NOTICE: This report is required by 49 CFR Part 191. Failure to report may result in a civil penalty OMB No. 2137-0629 as provided in 49 USC 60122.

OMB NO: 2137-0629
EXPIRATION DATE: 6/30/2026

 U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration	ANNUAL REPORT FOR CALENDAR YEAR 2024 GAS DISTRIBUTION SYSTEM	Initial Date Submitted:	03/14/2025
		Report Submission Type	INITIAL
		Date Submitted:	

A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2137-0629. Public reporting for this collection of information is estimated to be approximately 20 hours per response, including the time for reviewing instructions, gathering the data needed, and completing and reviewing the collection of information. All responses to this collection of information are mandatory. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Information Collection Clearance Officer, PHMSA, Office of Pipeline Safety (PHP-30) 1200 New Jersey Avenue, SE, Washington, D.C. 20590.

Important: Please read the separate instructions for completing this form before you begin. They clarify the information requested and provide specific examples. If you do not have a copy of the instructions, you can obtain one from the PHMSA Pipeline Safety Community Web Page at <http://www.phmsa.dot.gov/pipeline/library/forms>.

PART A - OPERATOR INFORMATION	(DOT use only)	20251292-73062
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1. Name of Operator	GREATER MINNESOTA GAS INC.
2. LOCATION OF OFFICE (WHERE ADDITIONAL INFORMATION MAY BE OBTAINED)	
2a. Street Address	1900 CARDINAL LANE
2b. City and County	FARIBAULT Rice
2c. State	MN
2d. Zip Code	55021
3. OPERATOR'S 5 DIGIT IDENTIFICATION NUMBER	30967
4. HEADQUARTERS NAME & ADDRESS	
4a. Street Address	1900 CARDINAL LANE
4b. City and County	FARIBAULT
4c. State	MN
4d. Zip Code	55021
5. STATE IN WHICH SYSTEM OPERATES	MN
6. THIS REPORT PERTAINS TO THE FOLLOWING COMMODITY GROUP (Select Commodity Group based on the predominant gas carried and complete the report for that Commodity Group. File a separate report for each Commodity Group included in this OPID.)	
Natural Gas	
7. THIS REPORT PERTAINS TO THE FOLLOWING TYPE OF OPERATOR (Select Type of Operator based on the structure of the company included in this OPID for which this report is being submitted.):	
Privately Owned	

PART B - SYSTEM DESCRIPTION

1. GENERAL											
	STEEL				PLASTIC	CAST/ WROUGHT IRON	DUCTILE IRON	COPPER	OTHER	RECONDITION ED CAST IRON	SYSTEM TOTAL
	UNPROTECTED		CATHODICALLY PROTECTED								
	BARE	COATED	BARE	COATED							
MILES OF MAIN	0	0	0	11.99	956.8	0	0	0	0	0	968.79
NO. OF SERVICES	0	0	0	0	10758	0	0	0	0	0	10758

2. MILES OF MAINS IN SYSTEM AT END OF YEAR							
MATERIAL	UNKNOWN	2" OR LESS	OVER 2" THRU 4"	OVER 4" THRU 8"	OVER 8" THRU 12"	OVER 12"	SYSTEM TOTALS
STEEL	0	0.15	8.09	3.75	0	0	11.99
DUCTILE IRON	0	0	0	0	0	0	0
COPPER	0	0	0	0	0	0	0
CAST/WROUGHT IRON	0	0	0	0	0	0	0
PLASTIC PVC	0	0	0	0	0	0	0
PLASTIC PE	0	559.82	344.54	52.44	0	0	956.8
PLASTIC ABS	0	0	0	0	0	0	0
PLASTIC OTHER	0	0	0	0	0	0	0
OTHER	0	0	0	0	0	0	0
RECONDITIONED CAST IRON	0	0	0	0	0	0	0
TOTAL	0	559.97	352.63	56.19	0	0	968.79

Describe Other Material:

3. NUMBER OF SERVICES IN SYSTEM AT END OF YEAR				AVERAGE SERVICE LENGTH: 223			
MATERIAL	UNKNOWN	1" OR LESS	OVER 1" THRU 2"	OVER 2" THRU 4"	OVER 4" THRU 8"	OVER 8"	SYSTEM TOTALS
STEEL	0	0	0	0	0	0	0
DUCTILE IRON	0	0	0	0	0	0	0
COPPER	0	0	0	0	0	0	0
CAST/WROUGHT IRON	0	0	0	0	0	0	0
PLASTIC PVC	0	0	0	0	0	0	0
PLASTIC PE	0	9425	1329	3	1	0	10758
PLASTIC ABS	0	0	0	0	0	0	0
PLASTIC OTHER	0	0	0	0	0	0	0
OTHER	0	0	0	0	0	0	0
RECONDITIONED CAST IRON	0	0	0	0	0	0	0
TOTAL	0	9425	1329	3	1	0	10758

Describe Other Material:

4. MILES OF MAIN AND NUMBER OF SERVICES BY DECADE OF INSTALLATION												
	UNKNOWN	PRE-1940	1940-1949	1950-1959	1960-1969	1970-1979	1980-1989	1990-1999	2000-2009	2010-2019	2020-2029	TOTAL
MILES OF MAIN	0	0	0	0	0	0	0	151.9	333.607	406.764	76.429	968.7
NUMBER OF SERVICES	0	0	0	0	0	0	0	1098	2552	5071	2037	10758

PART C - TOTAL LEAKS AND HAZARDOUS LEAKS ELIMINATED/REPAIRED DURING THE YEAR				
CAUSE OF LEAK	MAINS		SERVICES	
	TOTAL	HAZARDOUS	TOTAL	HAZARDOUS
CORROSION FAILURE				
NATURAL FORCE DAMAGE				
EXCAVATION DAMAGE	2	2	14	14
OTHER OUTSIDE FORCE DAMAGE			6	
PIPE, WELD OR JOINT FAILURE				

EQUIPMENT FAILURE			72	
INCORRECT OPERATIONS				
OTHER CAUSE				

NUMBER OF KNOWN SYSTEM LEAKS AT END OF YEAR SCHEDULED FOR REPAIR : 0
NUMBER OF HAZARDOUS LEAKS INVOLVING A MECHANICAL JOINT FAILURE : 0

PART D – EXCAVATION DAMAGE

Notification Issue Sub-Total	6	Location Issue Sub-Total	4
No notification made to the One-Call Center/811	5	Facility not marked due to Abandoned facility	
Excavator dug outside area described on ticket		Facility not marked due to Incorrect facility records/maps	
Excavator dug prior to valid start date/time		Facility not marked due to Locator error	1
Excavator dug after valid ticket expired	1	Facility not marked due to No response from operator/contract locator	
Excavator provided incorrect notification information		Facility not marked due to Incomplete marks at damage location	1
		Facility not marked due to Tracer wire issue	
Excavation Issue Sub-Total	6	Facility not marked due to Unlocatable Facility	
Excavator dug prior to verifying marks by test-hole (pothole)	2	Facility marked inaccurately due to Abandoned facility	
Excavator failed to maintain clearance after verifying marks	2	Facility marked inaccurately due to Incorrect facility records/maps	
Excavator failed to protect/shore/support facilities		Facility marked inaccurately due to Locator error	2
Improper backfilling practices		Facility marked inaccurately due to Tracer wire issue	
Marks faded or not maintained			
Improper excavation practice not listed above	2		
Miscellaneous Root Causes Sub-Total	0		
Deteriorated facility			
One Call Center Error			
Previous damage		1. Total Excavation Damages	16
Root Cause not listed	0	2. Number of Excavation Tickets	8940

PART E – RESERVED	
PART F - LEAKS ON FEDERAL LAND	PART G – PERCENT OF UNACCOUNTED FOR GAS
TOTAL NUMBER OF LEAKS ON FEDERAL LAND REPAIRED OR SCHEDULED TO REPAIR: <u>0</u>	<p>UNACCOUNTED FOR GAS AS A PERCENT OF TOTAL CONSUMPTION FOR THE 12 MONTHS ENDING JUNE 30 OF THE REPORTING YEAR.</p> <p>[(PURCHASED GAS + PRODUCED GAS) MINUS (CUSTOMER USE + COMPANY USE + APPROPRIATE ADJUSTMENTS)] DIVIDED BY (CUSTOMER USE + COMPANY USE + APPROPRIATE ADJUSTMENTS) TIMES 100 EQUALS PERCENT UNACCOUNTED FOR.</p> <p>FOR YEAR ENDING 6/30: <u>0.02%</u></p>
PART H - ADDITIONAL INFORMATION	
PART I - PREPARER	
<u>Taylor Larson Senior Operations Engineer</u> (Preparer's Name and Title)	<u>(507) 209-2113</u> (Area Code and Telephone Number)
<u>tlarson@greatermngas.com</u> (Preparer's email address)	<u>(000) 000-0000</u> (Area Code and Facsimile Number)

CERTIFICATE OF SERVICE

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

**Greater Minnesota Gas, Inc.'s
Annual Gas Service Quality Report for 2024
Docket No. G022/M-25-35**

filed this 1st day of May, 2025.

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

Service List

Last Name	First Name	Email	Organization/Agency	Delivery Method	View Trade Secret	Service List Name
Ambach	Julie	juliea@cmmpa.org	Shakopee Public Utilities	Electronic Service	No	M-25-35
Anderson	Kristine	kanderson@greatermngas.com	Greater Minnesota Gas, Inc.	Electronic Service	No	M-25-35
Balster	Tom	tombalster@alliantenergy.com	Interstate Power & Light Company	Electronic Service	No	M-25-35
Beckner	Lisa	lbeckner@mnpower.com	Minnesota Power	Electronic Service	No	M-25-35
Black	William	bblack@mmua.org	MMUA	Electronic Service	No	M-25-35
Brodin	Matthew	mbrodin@allete.com	Minnesota Power	Electronic Service	No	M-25-35
Brusven	Christina	cbrusven@fredlaw.com	Fredrikson Byron	Electronic Service	No	M-25-35
Chilson	Cody	cchilson@greatermngas.com	Greater Minnesota Gas, Inc. & Greater MN Transmission, LLC	Electronic Service	No	M-25-35
Choquette	Ray	rchoquette@agp.com	Ag Processing Inc.	Electronic Service	No	M-25-35
Commerce Attorneys	Generic	commerce.attorneys@ag.state.mn.us	Office of the Attorney General - Department of Commerce	Electronic Service	Yes	M-25-35
Crocker	George	gwillc@nawo.org	North American Water Office	Electronic Service	No	M-25-35
Drayton	Charles	charles.drayton@enbridge.com	Enbridge Energy Company, Inc.	Electronic Service	No	M-25-35
Erchul	Jim	jerchul@bnhs.org	Daytons Bluff Neighborhood Housing Sv.	Electronic Service	No	M-25-35
Ernst	Greg	gaernst@q.com	G. A. Ernst & Associates, Inc.	Electronic Service	No	M-25-35
Feine	Melissa S	melissa.feine@semcac.org	SEMCAC	Electronic Service	No	M-25-35
Ferguson	Sharon	sharon.ferguson@state.mn.us	Department of Commerce	Electronic Service	No	M-25-35
Foley	Karolanne	karolanne.foley@dairylandpower.com	Dairyland Power Cooperative	Electronic Service	No	M-25-35
Glumack	Jenny	jenny@mrea.org	Minnesota Rural Electric Association	Electronic Service	No	M-25-35
Grenier	Jason	jgrenier@otpco.com	Otter Tail Power Company	Electronic Service	No	M-25-35
Hinman	Holly	holly.r.hinman@xcelenergy.com	Xcel Energy	Electronic Service	No	M-25-35
Hoffman	Joe	ja.hoffman@smmpa.org	SMMPA	Electronic Service	No	M-25-35
Johnson	Dave	dave.johnson@aeoa.org	Arrowhead Economic Opportunity Agency	Electronic Service	No	M-25-35
Knoll	Deborah	dknoll@mnpower.com	Minnesota Power	Electronic Service	No	M-25-35
Koecher	Tina	tkoecher@mnpower.com	Minnesota Power	Electronic Service	No	M-25-35
Kupser	Nicolle	nkupser@greatermngas.com	Greater Minnesota Gas, Inc.	Electronic Service	No	M-25-35
Lepak	Martin	martin.lepak@aeoa.org	Arrowhead Economic Opportunity	Electronic Service	No	M-25-35
Mason	Josh	jmason@rpu.org	Rochester Public Utilities	Electronic Service	No	M-25-35
McClure	Scot	scotmcclure@alliantenergy.com	Interstate Power And Light Company	Electronic Service	No	M-25-35
Moeller	David	dmoeller@allete.com	Minnesota Power	Electronic Service	No	M-25-35
Moratzka	Andrew	andrew.moratzka@stoel.com	Stoel Rives LLP	Electronic Service	No	M-25-35
Netson	Carl	cnelson@mncee.org	Center for Energy and Environment	Electronic Service	No	M-25-35
Norris	Samantha	samanthanorris@alliantenergy.com	Interstate Power and Light Company	Electronic Service	No	M-25-35
Palmer	Greg	gpalmer@greatermngas.com	Greater Minnesota Gas, Inc.	Electronic Service	No	M-25-35
Partridge	Audrey	audrey.peer@centerpointenergy.com	CenterPoint Energy Minnesota Gas	Electronic Service	No	M-25-35
Pickard	Lisa	lseverson@minnkota.com	Minnkota Power Cooperative	Electronic Service	No	M-25-35
Poppert	Bill	info@technologycos.com	Technology North	Electronic Service	No	M-25-35
Reinke	Dave	dreinke@dakotaelectric.com	Dakota Electric Association	Electronic Service	No	M-25-35
Residential Utilities Division	Generic Notice	residential.utilities@ag.state.mn.us	Office of the Attorney General - Residential Utilities Division	Electronic Service	Yes	M-25-35
Schafer	Jean	jeans@bepc.com	Basin Electric Power Cooperative	Electronic Service	No	M-25-35
Schwartz	Christine	regulatory.records@xcelenergy.com	Xcel Energy	Electronic Service	No	M-25-35
Seuffert	Will	will.seuffert@state.mn.us	Public Utilities Commission	Electronic Service	Yes	M-25-35
Sisk	Rick	rsisk@trccompanies.com	Lockheed Martin	Electronic Service	No	M-25-35
Smith	Ken	ken.smith@districtenergy.com	District Energy St. Paul Inc.	Electronic Service	No	M-25-35
Stark	Russ	russ.stark@ci.stpaul.mn.us	City of St. Paul	Electronic Service	No	M-25-35
Swanson	Eric	eswanson@winthrop.com	Winthrop & Weinstine	Electronic Service	No	M-25-35
Volker	Michael	mvolker@eastriver.coop	East River Electric Power Coop	Electronic Service	No	M-25-35
Woeste	Robyn	robynwoeste@alliantenergy.com	Interstate Power and Light Company	Electronic Service	No	M-25-35