

July 18, 2013

Burl W. Haar
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, Minnesota 55101-2147

RE: Response **Letter of the Minnesota Department of Commerce, Division of Energy Resources**
Docket No. G022/M-13-362

Dear Dr. Haar:

The Minnesota Department of Commerce, Division of Energy Resources (Department) filed its *Comments* in this docket on June 27, 2013. In those *Comments*, the Department recommended that the Minnesota Public Utilities Commission (Commission) accept Greater Minnesota Gas's (GMG or Company) 2012 *Annual Service Quality Report* pending the Company's response to various inquiries and the provision of additional information in *Reply Comments*.

Specifically, the Department requested that the Company provide the following in *Reply Comments*:

- a full explanation of why the percentage of meters read by utility personnel decreased from 2011 to 2012;
- an explanation of why the level of involuntary disconnects significantly increased in 2012; and
- clarification and/or explanation of how complaints are determined, and classified, by call center personnel and whether the Company is able to provide complete complaint data.

GMG filed its *Reply Comments* on July 5, 2013. In its *Reply Comments*, the Company provided additional, clarifying information regarding the issues the Department identified in its *Comments*. The Department appreciates the additional information and concludes that the Company's explanations and clarifications are satisfactory. The Department recommends that the Commission accept GMG's 2012 *Annual Service Quality Report*.

The Department does not anticipate filing any additional comments in this docket and is available to answer any questions that the Commission may have.

Sincerely,

/s/ LAURA B. LAUFMANN
Rates Analyst
651-539-1828

LBL/jl

CERTIFICATE OF SERVICE

I, Sharon Ferguson, hereby certify that I have this day, served copies of the following document on the attached list of persons by electronic filing, certified mail, e-mail, or by depositing a true and correct copy thereof properly enveloped with postage paid in the United States Mail at St. Paul, Minnesota.

**Minnesota Department of Commerce
Response Letter**

Docket No. G022/M-13-362

Dated this **18th** day of **July, 2013**

/s/Sharon Ferguson

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
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Bob	Emmers	bemmers@greatermngas.com	Greater Minnesota Gas, Inc.	202 South Main St. PO Box 68 Le Sueur, MN 56058	Electronic Service	No	OFF_SL_13-362_M-13-362
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 500 Saint Paul, MN 551012198	Electronic Service	No	OFF_SL_13-362_M-13-362
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