

705 West Fir Avenue
P.O. Box 176
Fergus Falls, MN 56538-0176
1-877-267-4764

July 17, 2012

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

**Re: Review of 2011 Annual Service Quality Report
Docket No. G004/M-12-442**

Dear Dr. Haar:

Pursuant to the Minnesota Public Utilities Commission's ("Commission") January 18, 2011 Order Setting Reporting Requirements for service quality information, Great Plains Natural Gas Co. ("Great Plains") submitted the annual report on May 1, 2012 for calendar year 2011. Great Plains respectfully submits the following Reply Comments in response to comments filed by the Minnesota Department of Commerce on June 29, 2012 in the above-referenced proceedings.

If you have any questions regarding this filing, please contact me at (701) 222-7856, or Brian Meloy, at (612) 335-1451.

Sincerely,

/s/ Tamie A. Aberle

Tamie A. Aberle
Regulatory Affairs Manager

cc: Brian Meloy

**STATE OF MINNESOTA
BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION**

Beverly Jones Heydinger	Chair
Phyllis A. Reha	Vice Chair
Dr. David C. Boyd	Commissioner
J. Dennis O'Brien	Commissioner
Betsy L. Wergin	Commissioner

In the Matter of 2011 Annual Gas)	Docket No. G004/M-12-442
Quality Report)	
)	

**REPLY COMMENTS OF
GREAT PLAINS NATURAL GAS CO.**

Pursuant to the Minnesota Public Utilities Commission's ("Commission") January 18, 2011 Order Setting Reporting Requirements for service quality information, Great Plains Natural Gas Co. ("Great Plains") submitted the annual report on May 1, 2012 for calendar year 2011. Great Plains respectfully submits the following Reply Comments in response to comments filed by the Minnesota Department of Commerce (Department) on June 29, 2012, in the above-referenced proceedings.

Meter Reading Performance

At page 3 section B of its June 29 Comments, the Department noted that Great Plains reported an average of 5 meter reading employees for its North District and only 2 for its South District. Noting that the number of customers served by Great Plains for each district is fairly equal, the Department requested that Great Plains explain why the number of meter reading employees is different between the North and South districts.

Great Plains uses two contract meter reading companies; one in the North District and a different one in the South District. The contracted companies are paid a flat rate per meter read and are expected to read 100% of the meters requested by Great Plains to be read, varying by day, cycle and route. The staffing levels are determined by each contracted company.

Involuntary Service Disconnections

At page 3 section C of its June 29 Comments, the Department noted that while reviewing Great Plains' Cold Weather Rule Reports it noticed that the number of past due residential accounts appear relatively high on a month-to-month basis. Specifically, approximately 8,000 residential accounts were past due each month compared to roughly 18,000 total residential customers. The Department requested that Great Plains explain whether the amount of past due residential accounts in 2011 are representative of general operating conditions and what steps Great Plains is taking to decrease the number of past due residential accounts.

Upon further investigation, Great Plains determined that the number of past due residential accounts reported on the Cold Weather Rule Reports was incorrect. Please see Attachment A for the corrected Cold Weather Rule Reports for 2011. The number of past due residential accounts on the corrected Reports represent the number of accounts in arrears over 30 days. The corrected Cold Weather Rule Reports will also be resubmitted to the Commission.

Service Extension Request Response Times

At page 4 section D of its June 29 Comments, the Department noted that in its review of other utility service extension request data, the Department observed that the length of time to extend new service may appear long because the requested service date may occur before the structure is ready to receive natural gas service. The Department noted that this situation appears to be the case for Great Plains and therefore requested that Great Plains clarify whether delays caused by factors outside of the Company's control are incorporated into the reported average time needed for new service extension requests.

Great Plains confirms that delays caused by factors outside of the Company's control are incorporated into the reported average time needed for new service extension requests in Great Plains May 1 Report. In particular, Great Plains' reported average time needed for new service extensions is greatly impacted by customer delays. The majority of the delays are related to the time between when customers initially request an extension of service to when the customer is ultimately ready for service. Also at page 4 section D, the Department noted that in its report, Great Plains stated that the data for service extension requests to existing meters was not available at a customer class level. The Department noted that Great Plains is required to report

service extension request data by customer class and therefore recommended that the Commission require the Company to provide service extension request data by customer class in future service quality report filings.

Great Plains did not record the information necessary to report service extension requests to existing meters on a class basis in 2011, but will do so in 2012 for reporting in 2013.

Customer Complaints

At page 5 section F of its June 29 Comments, the Department stated that it is somewhat concerned by the small number of complaints (seven) that Great Plains reported in 2011, since other Minnesota gas utilities generally report significantly greater numbers of complaints. The Department noted that Great Plains had stated in its filing that it only reported complaints that were escalated to a supervisor for response, which may account for the small number of complaints reported in 2011. Given this, the Department requested that Great Plains clarify and explain how it determines and classifies complaints and whether the information provided represents all complaints reported to the Company during 2011.

Great Plains defines complaints as an issue or question that is not resolved by a frontline employee (customer service representative, collection representative, or service technician). Issues which cannot be resolved to the customer's satisfaction by frontline employees, are then given to a supervisor. It is at this level of interaction with the customer that Great Plains considers the call to be a complaint. Great Plains' practice is designed to filter out general customer questions and inquiries that can be resolved in short order to the customer's satisfaction from concerns that cannot be resolved to the customer's satisfaction. While Great Plains is willing to expand its definition of a complaint to include broader customer questions and inquiries not escalated to a supervisor, if directed by the Commission, Great Plains does not believe such information would meaningfully and accurately contribute to the Commission's evaluation of service quality. Great Plains will, however, explore the feasibility of adding an electronic tracking system to be able to capture all complaints.

Also at page 5 section F, the Department noted that Great Plains included a sub-category of complaints labeled "Inadequate Service". Viewing this description as vague, the Department recommended that Great Plains explain what kind of complaints would be classified as "Inadequate Service".

Great Plains includes in the sub-category of "Inadequate Service", general complaints where the customer has expressed that he/she is dissatisfied with the level of customer service received from any Great Plains employee. This category is used by Great Plains as a "catch-all" for all complaints that do not align with the other complaint categories.

Damaged Gas Lines

At page 7 section I of its June 29 Comments, the Department noted that the majority of damage incidences were related to two categories: inadequate or incorrect one-call marking or failure to support and protect facility. The Department was unclear what "failure to support and protect facility" means and requested that Great Plains provide a definition for this category.

The category "failure to support and protect facility" originates from Common Ground Alliance's Damage Information Reporting Tool (DIRT) and is defined as "facility failed due to lack of support in accordance with generally accepted engineering practices or instructions provided by the facility operator". Great Plains further defines this category as cases in which an excavator does not take due care in digging or working around the facilities after the facilities are exposed.

Service Interruptions

At page 7 section J of its June 29 Comments, the Department noted that Great Plains reported 25 service interruptions in 2011 and no interruptions in 2010. Based on the increase in outages, the Department requested that Great Plains explain what circumstances led to the increase in outages between 2010 and 2011 and whether the data reported in 2010 is analogous to what was reported for 2011.

The number of service interruptions reported in 2011 is not analogous to the number reported in 2010 as Great Plains previously only reported gas service interruptions that were reportable to MnOPS, whereas in 2011, Great Plains reported all service interruptions at the direction of the Commission. Of the 25 service interruptions reported in 2011, only three were reportable to MnOPS.

The Department also observed that there were three months (July, August, and September) where the average duration of an outage was in excess of 200 minutes and requested that Great Plains explain what events contributed to each of these long outages.

In July, Great Plains had two service interruptions where the outage duration was in excess of 200 minutes. In both of these instances, the service technician responded and shut off the gas within 10 minutes. The duration of the outages was prolonged due to the service technician having to wait and go back later to gain access in order to re-light the services affected. There was one service interruption in August with a duration in excess of 200 minutes that should not have been included, as the service line fed a vacant premise and no customer was actually affected. There was one service interruption in September with a duration in excess of 200 minutes. In this instance, the service technician responded to a gas odor call and made the site safe by shutting off gas service within 20 minutes. The crew followed later in the day when available, upon completion of previously scheduled projects to repair the line and restore service to the customer.

Further, while reviewing the monthly average duration for the whole system, the Department observed that the calculation appeared to be made in error and requested that Great Plains provide an updated total system average calculation.

Great Plains agrees with the Department's observation that the total system average duration calculation reported by Great Plains is incorrect. Please see Attachment B for the corrected schedule.

Emergency Line Response Time

At page 8 section K of its June 29 Comments, the Department noted that Great Plains was able to meet the reporting standard in 6 of the 12 months during 2011. The Department requested that Great Plains explain what steps it is taking to meet the prescribed emergency line reporting requirements on a going-forward basis. In addition, the Department requested that Great Plains explain what circumstances led to the poor reporting performance in September 2011.

The 6 months in which Great Plains did not meet the reporting standard, was impacted by the number of abandoned calls. Abandoned calls are part of the service level calculation and count as a call that is not answered within the service level even if the customer abandons before 20 seconds. For emergencies, abandoned calls are usually not the result of long hold times, but a result of the customer either choosing the wrong menu option or deciding their call is not an emergency and hanging up before a customer service representative has a chance to answer. During the week of September 12, 2011, Great Plains experienced a high abandoned call rate due to peak

call volumes associated with the fall season and customers trying to get service through the emergency line instead of waiting for answer on the regular customer service line. Learning from this experience, Great Plains has prepared to more adequately handle "peak" volumes through better training and the addition of an additional employee dedicated to answering Great Plains' calls. While not directly affecting emergency call response times Great Plains is in the process of implementing a self-service Interactive Voice Response (IVR) function that will allow customers to perform basic account functions such as obtaining their account balance, payment due date, date of last payment and in some cases schedule a payment plan. This IVR system will provide immediate service to customers selecting this option, which is expected to reduce the number of dropped calls on the emergency line by freeing up resources to handle other service related calls. Customers will still have the option to retrieve this basic account information from a customer service representative and bypass the IVR system if they are more comfortable doing so.

CONCLUSION

WHEREFORE, for the foregoing reasons, Great Plains respectfully requests that the Commission consider the reply comments expressed above and accept Great Plains 2011 Annual Service Quality Report.

Dated: July 17, 2012

Respectfully submitted,

By /s/ Tamie A. Aberle
Tamie A. Aberle
Regulatory Affairs Manager
Great Plains Natural Gas Co.
a Division of MDU Resources
Group
400 North Fourth Street
Bismarck, ND 58501

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	▼	Required
Reporting Year:	2011	▼	Required
Reporting Period:	January	▼	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: January, 2011

1	Number of Residential Customer Accounts:	18,098
2	Number of Past Due Residential Customer Accounts:	2,570
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)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains 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	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:	573
----	--	-----

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			Required
d)	# Gas - heat not affected			Required
e)	Total # disconnected	0	0	

22 Number of customer accounts disconnected seeking protection:

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

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0
----	---	---	---

Company: Great Plains Natural Gas for report period ending: January, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$93,682
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$36
26	Total dollars received from energy assistance programs:	\$171,326
27	Total dollars received from other sources (private organizations):	\$4,804
28	Total Revenue from sales to residential accounts:	\$2,507,530
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$139
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
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).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

RECONNECTION DATA

37	# Accounts reconnected	2
38	# Accounts remaining disconnected	156
a)	1-30 days	
b)	31-60 days	
c)	61+ days	156

Required
Required

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	▼	Required
Reporting Year:	2011	▼	Required
Reporting Period:	February	▼	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: February, 2011

1	Number of Residential Customer Accounts:	18,267
2	Number of Past Due Residential Customer Accounts:	2,871
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)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains 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	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:	717
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	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0

Company: Great Plains Natural Gas for report period ending: February, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$182,924
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$64
26	Total dollars received from energy assistance programs:	\$161,699
27	Total dollars received from other sources (private organizations):	\$2,873
28	Total Revenue from sales to residential accounts:	\$2,445,897
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$134
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
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).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

RECONNECTION DATA

37	# Accounts reconnected	11
38	# Accounts remaining disconnected	145
a)	1-30 days	
b)	31-60 days	
c)	61+ days	145

Required
Required

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	▼	Required
Reporting Year:	2011	▼	Required
Reporting Period:	March	▼	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: March, 2011

1	Number of Residential Customer Accounts:	18,368
2	Number of Past Due Residential Customer Accounts:	3,075
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 <u>request</u> :	0

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains Natural Gas for report period ending: March, 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:	709
----	--	-----

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	0	
b)	# Electric - heat not affected	0	
c)	# Gas - heat affected	2	
d)	# Gas - heat not affected	0	
e)	Total # disconnected	2	0

22 Number of customer accounts disconnected seeking protection:

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

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	2	2
----	---	---	---

Company: Great Plains Natural Gas for report period ending: March, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$204,742
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$67
26	Total dollars received from energy assistance programs:	\$96,935
27	Total dollars received from other sources (private organizations):	\$3,857
28	Total Revenue from sales to residential accounts:	\$2,322,833
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$126
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
	a) # Electric - heat affected	0
	b) # Electric - heat not affected	0
	c) # Gas - heat affected	2
	d) # Gas - heat not affected	0
	e) Total # disconnected	2
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
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

RECONNECTION DATA

37	# Accounts reconnected	57
38	# Accounts remaining disconnected	90
	a) 1-30 days	2
	b) 31-60 days	
	c) 61+ days	88

Required

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	▼	Required
Reporting Year:	2011	▼	Required
Reporting Period:	April	▼	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: April, 2011

1	Number of Residential Customer Accounts:	18,256
2	Number of Past Due Residential Customer Accounts:	3,494
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)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains 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:	840	
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	0	0
b)	# Electric - heat not affected	0	0
c)	# Gas - heat affected	9	159
d)	# Gas - heat not affected	0	0
e)	Total # disconnected	9	159
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected	0	
b)	# Electric - heat not affected	0	
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	9	168

Company: Great Plains Natural Gas for report period ending: April, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$242,375
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$69
26	Total dollars received from energy assistance programs:	\$74,631
27	Total dollars received from other sources (private organizations):	\$3,763
28	Total Revenue from sales to residential accounts:	\$1,493,978
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$82
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
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).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

RECONNECTION DATA

37	# Accounts reconnected	135
38	# Accounts remaining disconnected	130
a)	1-30 days	130
b)	31-60 days	0
c)	61+ days	0

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	▼	Required
Reporting Year:	2011	▼	Required
Reporting Period:	May	▼	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: May, 2011

1	Number of Residential Customer Accounts:	18,248
2	Number of Past Due Residential Customer Accounts:	3,710
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)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains Natural Gas for report period ending: May, 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:	842
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	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	330
d)	# Gas - heat not affected	0
e)	Total # disconnected	330
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	330

Company: Great Plains Natural Gas for report period ending: May, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$175,179
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$47
26	Total dollars received from energy assistance programs:	\$62,339
27	Total dollars received from other sources (private organizations):	\$3,535
28	Total Revenue from sales to residential accounts:	\$1,036,490
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$57
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
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).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

RECONNECTION DATA

37	# Accounts reconnected	80
38	# Accounts remaining disconnected	380
a)	1-30 days	260
b)	31-60 days	120
c)	61+ days	0

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	▼	<i>Required</i>
Reporting Year:	2011	▼	<i>Required</i>
Reporting Period:	June	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: June, 2011

1	Number of Residential Customer Accounts:	18,046
2	Number of Past Due Residential Customer Accounts:	4,093
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)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains 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:	782
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	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	261
d)	# Gas - heat not affected	0
e)	Total # disconnected	261
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	261

Company: Great Plains Natural Gas for report period ending: June, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$111,769
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$27
26	Total dollars received from energy assistance programs:	\$16,197
27	Total dollars received from other sources (private organizations):	\$3,547
28	Total Revenue from sales to residential accounts:	\$437,463
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$24
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
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).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

RECONNECTION DATA

37	# Accounts reconnected	74
38	# Accounts remaining disconnected	567
a)	1-30 days	200
b)	31-60 days	247
c)	61+ days	120

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	Required
Reporting Year:	2011	Required
Reporting Period:	July	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: July, 2011

1	Number of Residential Customer Accounts:	17,732
2	Number of Past Due Residential Customer Accounts:	4,282
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)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains Natural Gas for report period ending: July, 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:	719
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	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	232
d)	# Gas - heat not affected	0
e)	Total # disconnected	232
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	232

Company: Great Plains Natural Gas for report period ending: July, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$79,026
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$18
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$3,414
28	Total Revenue from sales to residential accounts:	\$285,098
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$16
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
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).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

RECONNECTION DATA

37	# Accounts reconnected	84
38	# Accounts remaining disconnected	717
a)	1-30 days	162
b)	31-60 days	189
c)	61+ days	366

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	Required
Reporting Year:	2011	Required
Reporting Period:	August	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: August, 2011

1	Number of Residential Customer Accounts:	17,600
2	Number of Past Due Residential Customer Accounts:	3,945
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)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains Natural Gas for report period ending: August, 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:	610
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	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	149
d)	# Gas - heat not affected	0
e)	Total # disconnected	149
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	149

Company: Great Plains Natural Gas for report period ending: August, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$48,115
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$12
26	Total dollars received from energy assistance programs:	\$1,370
27	Total dollars received from other sources (private organizations):	\$3,564
28	Total Revenue from sales to residential accounts:	\$259,958
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:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
	a) # Electric - heat affected	0
	b) # Electric - heat not affected	0
	c) # Gas - heat affected	0
	d) # Gas - heat not affected	0
	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).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

RECONNECTION DATA

37	# Accounts reconnected	161
38	# Accounts remaining disconnected	705
	a) 1-30 days	80
	b) 31-60 days	138
	c) 61+ days	487

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	▼	Required
Reporting Year:	2011	▼	Required
Reporting Period:	September	▼	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: September, 2011

1	Number of Residential Customer Accounts:	17,559
2	Number of Past Due Residential Customer Accounts:	3,290
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 <u>request</u> :	0

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains 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:	563
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	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	97
d)	# Gas - heat not affected	0
e)	Total # disconnected	97
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	97

Company: Great Plains Natural Gas for report period ending: September, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$43,266
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$13
26	Total dollars received from energy assistance programs:	\$788
27	Total dollars received from other sources (private organizations):	\$5,311
28	Total Revenue from sales to residential accounts:	\$280,259
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$16
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
	a) # Electric - heat affected	0
	b) # Electric - heat not affected	0
	c) # Gas - heat affected	0
	d) # Gas - heat not affected	0
	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).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

RECONNECTION DATA

37	# Accounts reconnected	200
38	# Accounts remaining disconnected	602
	a) 1-30 days	35
	b) 31-60 days	53
	c) 61+ days	514

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	▼	Required
Reporting Year:	2011	▼	Required
Reporting Period:	October	▼	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: October, 2011

1	Number of Residential Customer Accounts:	17,697
2	Number of Past Due Residential Customer Accounts:	2,621
3	Number of Cold Weather Protection Requests:	16

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)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains Natural Gas for report period ending: October, 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:	16
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	609
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	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	53
d)	# Gas - heat not affected	0
e)	Total # disconnected	53
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	53

Company: Great Plains Natural Gas for report period ending: October, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$37,390
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$14
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$11,613
28	Total Revenue from sales to residential accounts:	\$376,973
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$21
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
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).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

RECONNECTION DATA

37	# Accounts reconnected	299
38	# Accounts remaining disconnected	356
a)	1-30 days	7
b)	31-60 days	13
c)	61+ days	336

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	▼	Required
Reporting Year:	2011	▼	Required
Reporting Period:	November	▼	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: November, 2011

1	Number of Residential Customer Accounts:	18,064
2	Number of Past Due Residential Customer Accounts:	2,352
3	Number of Cold Weather Protection Requests:	10

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 <u>request</u> :	0

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains 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	0
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	10
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	689
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	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0

Company: Great Plains Natural Gas for report period ending: November, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$39,836
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$17
26	Total dollars received from energy assistance programs:	\$58,261
27	Total dollars received from other sources (private organizations):	\$6,420
28	Total Revenue from sales to residential accounts:	\$837,400
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$46
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
	a) # Electric - heat affected	0
	b) # Electric - heat not affected	0
	c) # Gas - heat affected	0
	d) # Gas - heat not affected	0
	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).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

RECONNECTION DATA

37	# Accounts reconnected	192
38	# Accounts remaining disconnected	165
	a) 1-30 days	4
	b) 31-60 days	5
	c) 61+ days	156

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	▼	Required
Reporting Year:	2011	▼	Required
Reporting Period:	December	▼	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: December, 2011

1	Number of Residential Customer Accounts:	18,267
2	Number of Past Due Residential Customer Accounts:	2,259
3	Number of Cold Weather Protection Requests:	4

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 <u>request</u> :	0

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains 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	0
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	10
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	258
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	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	1
d)	# Gas - heat not affected	0
e)	Total # disconnected	1
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	1

Company: Great Plains Natural Gas for report period ending: December, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$46,127
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$20
26	Total dollars received from energy assistance programs:	\$110,944
27	Total dollars received from other sources (private organizations):	\$2,220
28	Total Revenue from sales to residential accounts:	\$1,576,518
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$86
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
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).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

RECONNECTION DATA

37	# Accounts reconnected	31
38	# Accounts remaining disconnected	134
a)	1-30 days	
b)	31-60 days	5
c)	61+ days	129

Required

[END]

cwrutilrpt.xls ver 3.0

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2011**

Gas Service Interruptions

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Due to Employees/Contractors													
Number of Customers	97	1	0	1	0	0	28	3	2	3	57	2	0
Number of Outages	22	1	0	1	0	0	5	2	2	3	6	2	0
Average Duration of Outage (in minutes)	143	90	0	100	0	0	93	282	274	203	109	57	0
Due to Other Unplanned Causes													
Number of Customers	16	0	0	0	1	0	0	0	0	1	14	0	0
Number of Outages	3	0	0	0	1	0	0	0	0	1	1	0	0
Average Duration of Outage (in minutes)	166	0	0	0	100	0	0	0	0	31	368	0	0
Total Interruptions													
Number of Customers	113	1	0	1	1	0	28	3	2	4	71	2	0
Number of Outages	25	1	0	1	1	0	5	2	2	4	7	2	0
Average Duration of Outage (in minutes)	146	90	0	100	100	0	93	282	274	160	146	57	0