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April 29, 2016

**Via Electronic Filing**

Mr. Daniel Wolf  
Executive Secretary  
Minnesota Public Utilities Commission  
121 7<sup>th</sup> Place East, Suite 350  
St. Paul, MN 55101-2147

RE: CenterPoint Energy Resources Corp.,  
d/b/a CenterPoint Energy Minnesota Gas (CenterPoint Energy)  
2015 Annual Service Quality Report  
Docket No. G-008/M-16-\_\_\_\_

Dear Mr. Wolf:

Enclosed is CenterPoint Energy's Annual Service Quality Report for 2015, in compliance with the reporting requirements in the Minnesota Public Utilities Commission ("Commission") Order dated August 26, 2010 in Docket No. G-999/CI-09-409.

Additional information is provided in compliance with the Commission's Orders on March 15, 2010 in Docket No. G-008/M-09-1190, March 6, 2012 in Docket No. G-008/M-10-378, and November 25, 2015 in Docket No. G-008/M-15-414.

Please contact me at (612) 321-4905 if you have any questions about this filing.

Sincerely,

/s/

Shari Grams  
Regulatory Analyst

Enclosures  
cc: Attached Service List

**AFFIDAVIT OF SERVICE**

STATE OF MINNESOTA   )  
  ) ss.  
COUNTY OF HENNEPIN )

Shari Grams, being first duly sworn on oath, deposes and says she served the attached Compliance Filing by CenterPoint Energy to all persons at the addresses indicated on the attached list by having the document delivered by electronic filing or by placing in the U.S. Mail at the City of Minneapolis, Minnesota:

/s/ \_\_\_\_\_  
Shari Grams  
CenterPoint Energy

Subscribed and sworn to before me  
this 29th day of April, 2016

/s/ Mary Jo Schuh \_\_\_\_\_  
Notary Public  
My Commission Expires on January 31, 2020.

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**CenterPoint Energy  
Gas Service Quality Plan  
2015 Results**

**1 Customer Service**

**1.1 Call Center Response Time**

The Call Center Response Time metric provides the percentage of calls answered within 20 seconds.

Call Center Response times are reported on Schedule 1.

CenterPoint Energy’s goal is to achieve an 80/20 service level for a 12 month, calendar basis. We rely on historical trends for call volumes, attrition, absences, as well as any changes in off-the-phone work or other known factors in attempting to achieve an overall 80/20 service level. There will be month-to-month variations based on actual events and call volume.

In 2015, 82% of calls (excluding IVR-only calls) were answered in 20 seconds or less and 90% of calls (including IVR-only calls) were answered in 20 seconds or less. During the preparation of this report, we identified an error in this metric reported in 2014. As a result, we have included a revised 2014 Schedule 1. The table below summarizes the annual results:

<b><u>Excluding IVR</u></b>	<b><u>2015</u></b>	<b><u>2014 Revised</u></b>	<b><u>2014 Original</u></b>
Service Level %	82%	67%	65%
Average Speed of Answer	23	47	51
Total Calls Answered	977,155	943,870	811,237
<b><u>Including IVR</u></b>			
Service Level %	90%	80%	80%
Average Speed of Answer	13	28	28
Total Calls Answered	1,750,366	1,606,827	1,474,194

In its November 25, 2015 Order in Docket No. G-008/M-15-414, the Commission stated: “Should call center response time fail to improve in 2015, CenterPoint will provide a complete discussion of the issues and plan to resolve those issues in its 2015 Annual Service Quality Report.” As shown above, the call center response time did improve (from 67% to 82% excluding IVR-only calls and from 80% to 90% including IVR-only calls). Therefore, no additional discussion or plan is required.

**CenterPoint Energy  
Gas Service Quality Plan  
2015 Results**

Also in the November 25, 2015 Order, the Commission stated: “CenterPoint should address in its next annual service quality report any aspects of the new system that may impact the comparability of data based on the old versus the new system, if any.” The implementation of the technological changes described in the Company’s 2014 report affected the Percent of Zero Out by Month (Schedule 1a). A higher number of customer calls can be handled in the IVR, resulting in a lower IVR zero out. This is because the new IVR system prompts the customer to determine why they are calling so they can be routed to the appropriate resource.

Finally, the November 25, 2015 Order also required that CenterPoint provide “IVR system ‘zero out’ data in subsequent annual service quality reports.” The number of customers who zero out of a menu while interacting with the IVR is included in Schedule 1a. The error identified above also affected this metric in 2014. As a result, we have included a revised 2014 Schedule 1a.

This data shows an overall zero out rate of 1% for 2015, as compared to an average zero out rate of 4% for 2014. The reason for this change was provided above.

## **1.2 Meter Reading Performance**

The Meter Reading Performance reporting metric provides a detailed report on CenterPoint Energy’s meter reading performance, including, for each customer class and for each calendar month:

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

The Order accepting our 2010 Service Quality Report states:

*Require the utilities to explain, in their 2011 annual reports, whether the difference between the total percentage of meters (100%) and the percentage of meters read (by both the utility and customers) is equal to the percentage of estimated meter reads.*

**CenterPoint Energy  
Gas Service Quality Plan  
2015 Results**

As explained in our 2011 report, the difference between the total percentage of meters and the percentage of meters read by the utility or its customers is the number of billings with estimates; this includes, but is not limited to, estimated meter readings, billing adjustments, and rebilling.

Meter Reading Performance is reported on Schedule 2.

In 2015, 98.31% of meters were read by CenterPoint Energy personnel, compared to 98.09% in 2014. About 0.02% of meters were not read in 6–12 months, compared to about 0.02% in 2014. About 0.01% of meters were not read in over 12 months, compared to about 0.01% in 2014.

Average staffing levels decreased from 7.5 in 2014 to 7 in 2015 for the Minneapolis Metro Area; average staffing levels also decreased from 14.2 in 2014 to 11 in 2015 for Greater Minnesota. A project to replace approximately 90,000 manually-read meters with ERTs in Greater Minnesota, which began in 2013, was completed in 2014. The project increases the efficiency of reading meters in Greater Minnesota and allows the Company to reduce its staffing levels while maintaining past performance.

### **1.3 Involuntary Disconnection**

CenterPoint Energy has included a summary of the monthly reports that are submitted pursuant to Minnesota Statutes §§ 216B.091 and 216B.096, subdivision 11 in Docket No. E,G 999/PR-15-02.

A summary of involuntary disconnection reporting is included on Schedule 3.

There were 32,809 customers disconnected for nonpayment in 2015, compared to 23,364 in 2014.

### **1.4 Service Extension Request Response Times**

The reporting metric includes service extension request response times, including, for each customer class and each calendar month:

- A. The number of customers requesting service to a location not previously served by the utility and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service; and

**CenterPoint Energy  
Gas Service Quality Plan  
2015 Results**

- B. The number of customers requesting service to a location previously served by the utility, but not served at the time of the request, and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service.

The Order accepting our 2010 Service Quality Report states:

*Require the utilities to explain, beginning with their 2011 annual reports, the types of extension requests (such as requests for reconnection after disconnection for non-payment) they are including in their data on service extension request response times for both locations not previously served, as well as for locations that were previously served.*

CenterPoint Energy includes the following types of extension request in our data on service extension response times:

Part A — New Service Extensions

1. Location never had service, new construction
2. Location never had service, existing home

Part B — Renewed Service Extensions

1. Location previously had service, same customer where the customer requested the disconnection
2. Location previously had service, new customer

Service Extension Request Response Time is reported on Schedule 4.<sup>1</sup>

New residential extensions took an average of 9 days to complete in 2015 compared to an average of 8 days in 2014. Renewed residential extensions took an average of 9 days to complete in 2015 and an average of 9 days in 2014.

New commercial extensions took an average of 8 days to complete in 2015 compared to an average of 8 days in 2014. Renewed commercial extensions took an average of 8

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<sup>1</sup> As discussed in the 2012 Service Quality report, we have evaluated the process to report service extension response times and have modified our reporting to better capture the site ready date. Therefore, current results may not be comparable to data before 2012.



**CenterPoint Energy  
Gas Service Quality Plan  
2015 Results**

days to complete in 2015 and an average of 7 days in 2014. This is due to an increase in the number of commercial service installations, which went up by 38% during 2015.

### **1.5 Customer Deposits**

The reporting metric includes the number of customers who were required to make a deposit as a condition of receiving service.

The Order accepting the Company's 2010 Service Quality Report states:

*Require the utilities to explain, beginning with their 2011 annual reports, the types of deposits (such as new deposits from new and reconnecting customers and the total number of deposits currently held) included in the reported number of "required customer deposits."*

CenterPoint Energy reports the number of new deposits required as a condition of service from customers that are liable for disconnection or have been disconnected for non-payment. As of December 31, 2015, a total of 2,192 deposits were held that were required as a condition of service.

Customer Deposit reporting is included on Schedule 5.

The current policy for deposits is limited to commercial accounts. In 2015, 512 deposits were required as a condition of service for customers, compared to 533 in 2014.

### **1.6 Customer Complaints**

The reporting metrics include a detailed report on complaints by customer class and calendar month, including:

- A. The number of complaints received.
- B. The number and percentage of complaints alleging billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service-extension intervals, service-restoration intervals and any other identifiable subject matter involved in five percent or more of customer complaints.
- C. The number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days.

**CenterPoint Energy  
Gas Service Quality Plan  
2015 Results**

- D. The number and percentage of all complaints resolved by taking any of the following actions:
1. Taking the action the customer requested;
  2. Taking an action the customer and the utility agree is an acceptable compromise.
  3. Providing the customer with information that demonstrates that the situation complained of is not reasonably within the control of the utility.
  4. Refusing to take the action the customer requested.
- E. The number of complaints forwarded to the utility by the Commission's Consumer Affairs Office for further investigation and action.

The Order accepting the Company's 2010 Service Quality Report states:

*Request that CenterPoint clarify in its 2011 annual report what is included in the following four customer complaint categories: disconnect for non-payment; service order scheduling; inadequate service; and AMB/BBP issue. CenterPoint should also address how these categories correspond with the categories contained in Minn. Rules, part 7826.2000 (B).*

CenterPoint Energy has a number of 'complaint categories' which are used to categorize complaints. Many of these categories have been in use for many years; as such, some of the categories used by CenterPoint Energy do not directly correspond to the categories listed in Minn. Rule 7826.2000 that specifies information to which Minnesota Electric Utilities are subject. However, the categories used by CenterPoint Energy allow for comparison over time (i.e., a category is intended to be used for similar types of issues each year). In general, the categories CenterPoint Energy uses are similar to the categories listed in Minn. Rule 7826.2000.

Disconnection Issue: This category is used if the customer calls about disconnection for non-payment including, for example, the customer did not receive disconnect notice, locked before disconnect notice expiration, arrangements on account prior to the account being disconnected, new party living/owning the property, collector locked wrong meter. This category is a subset of Alleged Billing Error as used in Minn. Rules, part 7826.2000 (B).

**CenterPoint Energy  
Gas Service Quality Plan  
2015 Results**

Service order scheduling: This category is used if the customer calls about some aspect of scheduling a service order including, for example, wait time when scheduling to move the meter from inside the home to outside for a reconnect, wait time on a reconnect when the meter was dug at the street or the main, not satisfied with appointment windows and/or scheduling policies, and missed/late appointment. This category is a subset of Inadequate Service as used in Minn. Rules, part 7826.2000 (B).

Inadequate service: This category is used if the customer calls about the Company failing to meet customer expectations including, for example, excessive hold time on the phone. This category is a subset of Inadequate Service as used in Minn. Rules, part 7826.2000 (B).

Average Monthly Billing<sup>2</sup> Issue: This category is used if the customer calls about the Average Monthly Billing Program (AMB). If they do not understand how the AMB works, they may think it is too high/too low, they have questions how it is calculated, or they don't understand why a payment is required with a credit balance. This category is a subset of Alleged Billing Error as used in Minn. Rules, part 7826.2000 (B).

See also Attachment A where we have 'mapped' the categories CenterPoint Energy uses to the categories listed in Minn. Rule 7826.2000. Additionally, for each category we have provided a general list of the types of situations or questions that may be included in each of the categories that we have been using for many years.

The number of complaints taken by CenterPoint Energy is reported on Schedule 6a.

There were 7,113 complaints received in 2015, compared to 6,770 in 2014. There were an additional 327 disconnection complaints during 2015. This increase in complaints corresponds to the increase in residential disconnection activity for 2015.

The number and percentage of complaints by type of complaint is reported on Schedule 6b.

The top three Residential complaint types in 2015 were Service Issues, Disconnection Issues, and Billing Errors; in 2014 the top three were Service Issues, Disputed Charges, and Other.

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<sup>2</sup> This was previously known as the "Budget Billing Program" (BBP). It was renamed "Average Monthly Billing" (AMB) in Docket No. G-008/M-14-753.

**CenterPoint Energy  
Gas Service Quality Plan  
2015 Results**

The top three Commercial complaint types in 2015 were Disputed Charges, Service Issues, and Disconnection Issues; in 2014 the top three were Disputed Charges, Disconnection Issues, and Credit Arrangements.

The number and percentage of complaints by resolution timeframe is reported on Schedule 6c.

In 2015, 77% of residential complaints were resolved immediately and 13% within ten days, compared to 75% and 18% in 2014, respectively. For Commercial complaints, 77% were resolved immediately and 13% within ten days, compared to 75% and 18% in 2014, respectively.

The number and percentage of complaints by resolution type are reported on Schedule 6d.

Complaint resolutions were classified as follows: *agreement* between CenterPoint Energy and the customer on the resolution, *compromise* by both the customer and the utility deciding on an acceptable resolution, *demonstration* that the situation complained of is not reasonably within the control of the utility by providing the customer with information, or *refusal* to take the action the customer requested. As shown in the table below, most residential and commercial were resolved by either demonstration or agreement in both 2015 and 2014.

<b>Resolution Type</b>	<b>Residential</b>		<b>Commercial</b>	
	<b>2015</b>	<b>2014</b>	<b>2015</b>	<b>2014</b>
Agreement	28%	32%	24%	28%
Compromise	15%	14%	19%	24%
Demonstration	49%	46%	49%	38%
Refusal	7%	7%	7%	9%

The number of complaints forwarded to CenterPoint Energy is reported on Schedule 6e.

There were 249 complaints forwarded to CenterPoint Energy in 2015, compared to 233 in 2014. The number of complaints received from the BBB was lower than 2014 (20 in 2015 vs. 46 in 2014), complaints received from the PUC were higher than 2014 (114 in 2015 vs. 94 in 2014), and complaints received from the OAG increased (115 in 2015 vs. 93 in 2014).

**CenterPoint Energy  
Gas Service Quality Plan  
2015 Results**

## **1.7 Emergency Line Response Time**

The reporting metric is the percent of calls on the emergency line answered within 20 seconds.

Emergency line response times are reported on Schedule 7.

There were 75,215 calls received in 2015 and 89,576 received in 2014. Eighty-six percent (86%) of calls were answered in 20 seconds or less in 2015, compared to 77% in 2014. Using a weighted average, the average speed of answer was 13 seconds in 2015, compared to 21 seconds in 2014.

## **2 Mislocate Rate**

The reporting metrics include the total number of mislocates, including the number of times a line is damaged due to a mismarked line or failure to mark a line.

Mislocate metrics are reported on Schedule 8.

The total number of mislocates increased from 81 in 2014 to 91 in 2015, the number of mislocates per 1,000 tickets also increased from 0.27 in 2014 to 0.28 in 2015.

The Company will continue to focus on safe digging practices and awareness.

## **3 Gas System Reliability**

### **3.1 Gas System Damages**

The reporting metric is the number of damages as reported in the Annual Utility Damage Report to the Minnesota Office of Pipeline Safety. Damages are reported as those under the control of CenterPoint Energy's employees and contractors or other unplanned causes.

Gas System Damages are reported on Schedule 9.

To be consistent with past reporting practices and for ease of comparison with our historical data, we also provide the miles of pipe as of December 31, of the previous year and the annual ratio of damages per 100 miles of pipe.

**CenterPoint Energy  
Gas Service Quality Plan  
2015 Results**

Gas system damages increased from 787 in 2014 to 922 in 2015; the ratio of damages per 100 miles was consistent with 2012 and 2011 levels.

### **3.2 Gas Service Interruptions**

The reporting metrics are the number of firm customers that experience an unplanned service interruption and the average duration of the unplanned service interruptions. Unplanned service interruptions are reported as those due to CenterPoint Energy's employees and contractors or other unplanned causes.

Gas service interruptions are reported on Schedule 10.

In 2015 there were 1,745 customers affected by service interruptions. There were 753 outages that lasted 47 minutes per customer on average. In 2014 there were 1,181 customers affected by service interruptions. There were 638 outages that lasted 70 minutes per customer on average.

The increase in outages correlates to the increase in damages we had in 2015 compared to 2014. The incidents appear on the Schedule 10 summary of gas service interruptions in the month the investigation is complete. Investigations are often extensive and can take considerable time to process. The total number of customers impacted was higher in 2015; however, the average duration of the outage decreased by 33%.

### **3.3 MNOPS summaries**

The reporting is a summary of major events that are immediately reportable to MNOPS according to the criteria used by MNOPS to identify reportable events. The reporting also includes summaries of all service interruptions caused by system integrity pressure issues. Each summary shall include the following ten items:

1. The location;
2. When the incident occurred;
3. How many customers were affected;
4. How the company was made aware of the incident;
5. The root cause of the incident;

**CenterPoint Energy  
Gas Service Quality Plan  
2015 Results**

6. The actions taken to fix the problem;
7. What actions were taken to contact customers;
8. Any public relations or media issues;
9. Whether the customer or the company relighted; and
10. The longest any customer was without gas service during the incident.

MNOPS summaries are reported on Schedule 11.

In 2015 there were 80 MNOPS reportable outages and no integrity outages. In 2014 there were 97 MNOPS reportable outages and two integrity outages.

The 80 MNOPS reportable outages total includes courtesy e-mail notifications to the PUC and DOC for events that did not meet reportable incident criteria, but affected a significant number of customers, attracted media attention, etc.

### **3.4 Emergency Gas Response Times**

The reporting metric is the time from the initial notification to the time that a qualified emergency response person arrives at the incident location for purposes of making the area safe. Emergency response times are reported, by metro and outstate, as calls responded to in one hour or less and calls responded to in over one hour. CenterPoint Energy provides the number and percentage of emergencies responded to within one hour and more than one hour. CenterPoint Energy also provides the average number of minutes it takes to respond to an emergency. This same information, in total, is reported in the Emergency Response Report to the Minnesota Office of Pipeline Safety (MNOPS).

The Order accepting the Company's 2010 Service Quality Report states:

*Require the utilities to describe, beginning with their 2011 annual reports, the types of gas emergency calls included in their gas emergency response times, as well as the types of emergency calls included in their reports to the Minnesota Office of Pipeline Safety (MOPS). Require the utilities to provide an explanation of any difference between the reports provided to the Commission and to MNOPS.*

**CenterPoint Energy**  
**Gas Service Quality Plan**  
**2015 Results**

The orders that make up this report include all calls received from customers, contractors, passers-by, 911 dispatchers, or company personnel relating to: gas odors, gas leaks, indications of high pressure, fires, explosions, and hit gas lines (either inside or outside). The jobs reported here are the same as are reported to MNOPS on their monthly reports.

Emergency Gas Response Times and related MNOPS reports are reported on Schedule 12.

In 2015, the Company received 38,843 emergency gas calls. During the preparation of this report, we identified an error in this metric reported in 2014. For 2014, we originally reported 40,190 emergency gas calls. However, the actual number of emergency gas calls for 2014 was 37,339. We have included a revised 2014 Schedule 12. For 2015, it took an average of 32.5 minutes to respond to an emergency compared to 34.5 minutes in 2014 (revised).

We continue to monitor emergency response times and to manage our processes and personnel involved in responding to emergency calls.

#### **4 Customer Service-Related Expenses**

The reporting metric is the total of customer service related operations and maintenance expenses. The report includes only Minnesota-regulated, customer-services expenses based on the costs recorded in CenterPoint Energy's FERC Accounts 901 and 903, plus payroll taxes and benefits.

Customer service related expenses are reported on Schedule 13.

Customer service related expenses increased from \$27.7 million in 2014 to \$34.1 million in 2015. Several factors contributed to this increase, notably increased costs related to higher levels of disconnection activity, increased costs related to the transfer of customer service employees to Corporate, and increased Information Technology (IT) costs.

The Company performed 9,445 more Credit-related disconnections in 2015 than in 2014 and incurred an additional \$2.2 million in costs for disconnection-related activity in field Operations. This activity contributed to a decrease in bad debt expense of \$1.0 million and a reduction in year-end residential delinquency of \$3.5 million.



**CenterPoint Energy  
Gas Service Quality Plan  
2015 Results**

As described in Docket No. G-008/AI-15-50, in late 2014, the Company transferred certain Customer Service employees from CenterPoint Energy Minnesota Gas to CenterPoint Energy Service Company. As a result of this transfer of employees, costs that were previously incurred by the Company are now charged through an allocation of corporate costs.

At the same time, a reorganization of business functions changed the departments to which certain corporate costs are charged. For example, Marketing Communications, billing, and bill printing became part of the Customer Service Department. The combined effect of these changes was an increase in costs charged to FERC Accounts 901 and 903 of \$2.6 million offset by a decrease in costs charged to other regulated FERC accounts of \$3.1 million.

As described in the Company's previous Service Quality filing in Docket No. G-008/M-15-414, the Company implemented new technology to support the Customer Service function. Partly as a result of that technology deployment and a reorganization within Information Technology, IT costs charged to Customer Service Expense increased by \$1.3 million, partially offset by a decrease in costs charged to other regulated FERC accounts of \$0.5 million.

In addition, several other cost increases and decreases combine for a total increase of \$0.3 million. This includes, for example, an increase in meter investigation orders. The table below summarizes these changes.

<b>Activity</b>	<b>Amount (in thousands)</b>
Disconnection Related Costs	\$ 2,179
Employee Transfer/Reorganization Costs	\$ 2,612
IT Related Costs	\$ 1,303
Other	\$ 342
Subtotal	\$ 6,436
Other FERC Acct (Employee Transfer/Reorganization)	\$ (3,063)
Other FERC Acct (IT Related)	\$ (534)
Net Change	\$2,839

**CenterPoint Energy  
Gas Service Quality Plan  
2015 Results**

## **5 Relocation Expenses**

### **5.1 Steel Service Line**

The reporting metrics include the itemized costs associated with each steel service line relocation. Steel service line relocation expenses are reported on Schedule 14. This report is in compliance with the Commission Order dated March 15, 2010 in Docket No. G-008/M-09-1190. Below is a comparison of the 2015 and 2014 steel service line relocations:

<b>Year</b>	<b># Jobs</b>	<b>High cost</b>	<b>Low cost</b>	<b>Average Cost</b>
2015	22	\$30,650	\$1,295	\$ 8,569
2014	23	\$ 25,140	\$ 829	\$ 5,766

The variability of costs is largely due to the unique circumstances of each job.

### **5.2 Meters at 630 CFH or Greater**

The reporting metrics include the itemized costs associated with each relocation of meters rated at 630 cubic feet per hour (CFH) or greater. These 630 CFH or greater meter relocation expenses are reported on Schedule 15. This report is in compliance with the Commission Order dated March 15, 2010 in Docket No. G-008/M-09-1190. Below is a comparison of the 2015 and 2014 630 CFH+ meter relocations:

<b>Year</b>	<b># Jobs</b>	<b>High cost</b>	<b>Low cost</b>	<b>Average Cost</b>
2015	30	\$ 22,907	\$ 367	\$ 4,489
2014	22	\$ 29,229	\$ 153	\$ 6,454

The variability of costs is largely due to the unique circumstances of each job.

## **6 Additional Customer Service Reporting**

### **6.1 Call Center Detail**

The reporting metrics are the total number of utility calls received and the number of utility calls received through CenterPoint Energy's dedicated call center lines. The dedicated call center lines include emergencies, billing inquiries, credit/payment arrangements, service connection/disconnection requests, and the business customer hotline. Call center details are reported on Schedule 16. The same issue which affected Schedules 1 and 1a (described above) also affected Schedule 16. As a result, we have

**CenterPoint Energy  
Gas Service Quality Plan  
2015 Results**

included a revised 2014 Schedule 16. During 2014, we originally reported the overall call volume as 1.47 million; however, the overall call volume was actually 1.61 million (revised). The overall call volume increased from 1.61 million in 2014 to 1.75 million in 2015.

## **6.2 Customer Formal Complaints**

The reporting metrics include the total number of resolved and unresolved complaints by class of service and type of complaint, the total number of customers in each class of service, and the total number of customers who initiated service during the past year. CenterPoint Energy currently includes the above information for all complaints (regulated and non-regulated) received from state agencies and the Better Business Bureau, collectively, in its annual report to the Commission, which is required under Minn. Rule 7820.0500. Customer complaints are reported on Schedule 17.

**CenterPoint Energy  
Gas Service Quality Plan  
Attachment A, Complaint Categories**

### **Alleged Billing Errors**

- **Average Monthly Billing (AMB)<sup>1</sup> Issue**--Customers do not understand how the AMB works , they may think it is too high/too low, they have questions how it is calculated, or they don't understand why a payment is required with a credit balance.
- **Billing Error**—Bill Print Issues, questions/issues when we keep the same account number from a current or previous address to use for their new address, when an account is not activated into the landlords name in a timely manner when the tenant moves out, or when the meter is not locked even though the owner has authorized disconnect.
- **Disputed Charges**—Landlord/Tenant Disputes happen when either side say they are not responsible for gas usage for specified time periods. Customer disputes when their responsibility should have ended when the property went thru Foreclosure, Divorce-Roommate situation on who is responsible for a debt accrued at the property when both resided there, Disputed debt transfer is when a debt from a previous address is transferred onto their current account, customers do not want to pay a basic fee on a meter that is not being used, but is not locked, and customers dispute the dates of service(move in/move out dates) or security deposits.
- **Payment Issue**—Billmatrix (3<sup>rd</sup> party vendor who processes our payments) complaint, encoding error, missing payment, incorrect application, processing delay, refund checks, late fee/due date, reconnect payment methods, energy assistance payment, NSF checks, fees, refused check payment, automatic bank draft issues.
- **Rates/Tariffs**—Interim Rates, franchise fees, Conservation Improvement Program, Gas Affordability Program, sales tax, basic charge.
- **Decoupling/Inverted Block Rates**--Any complaint pertaining to the Inverted Block Rate (tiered pricing) and/or decoupling.
- **Inactive/Write Off**—Collection agency complaint, credit bureau reporting, did not get bill, length of time before the balance is written off.

### **Inaccurate Metering**

- **Inaccurate Metering**—Switched piping, pressure factor, misread, non-registering meters, electronic /programming error, meter changes, estimated reads.

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<sup>1</sup> This was previously known as the “Budget Billing Program” (BBP). It was renamed “Average Monthly Billing” (AMB) in Docket No. G-008/M-14-753.

**CenterPoint Energy  
Gas Service Quality Plan  
Attachment A, Complaint Categories**

**Wrongful Disconnect**

- **Disconnection Issue**—Customer did not receive disconnect notice, locked before disconnect notice expiration, arrangements on account prior to the account being disconnected, new party living/owning the property, collector locked wrong meter.

**High Bills**

- **High Bill**—Customer initiated complaint regarding a “high bill” for any reason.
- **Credit Arrangement**—Cannot agree/afford to acceptable payment arrangements, ineligible for arrangements due to previous defaulted arrangements.

**Inadequate service**

- **Service Issue**—Failure to accommodate customer expectations, hold times (phones).

**Service-extension intervals-- Service-restoration intervals**

- **Construction** —Involves piping leading up to the meter, and the meter itself. Timeline on when a meter can be installed or relocated, excess footage fees, out of season charges-frost burners, cost to add, change or relocate meter, cost to change pressure, meter location, ice shields, barriers, Atmospheric Corrosion Inspection, claims or restoration issues.
- **Service Order Scheduling**—Wait time when scheduling to move the meter from inside the home to outside for a reconnect, wait time on a reconnect when the meter was dug at the street or the main, not satisfied with appointment windows and/or scheduling policies, and missed/late appointment.

**Other—Categories that CNP uses, however they do not fit into one of the above categories**

- **Employee Conduct**—Behavioral or driving complaint against an employee.
- **Online Customer Service**—Customers do not understand/ agree with options available for My Account Online and Online Billing, inconvenience when the website is down for maintenance, online accounts that are locked or blocked due to too many failed password attempts.
- **Other** — Miscellaneous complaints.

**CenterPoint Energy  
2015 Service Quality Report**

**2015 Call Center Response Time <sup>/1/</sup>**

**Call Center Response Time Excluding IVR**

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Service Level - % of Calls answered in 20 seconds or less.	63%	83%	82%	79%	83%	84%	82%	70%	86%	88%	93%	92%	82%
Average Speed of Answer (in seconds)	78	18	20	26	23	18	19	36	12	11	9	9	23
Total Calls Answered	81,850	77,522	79,739	79,244	75,743	88,802	93,039	82,773	84,255	92,663	72,659	68,866	977,155

**Call Center Response Time Including IVR**

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Service Level - % of Calls answered in 20 seconds or less.	81%	92%	90%	88%	90%	90%	89%	83%	92%	93%	96%	96%	90%
Average Speed of Answer (in seconds)	39	9	11	15	13	11	11	21	7	7	5	5	13
Total Calls Answered	165,874	153,902	151,974	140,332	129,476	145,455	158,932	143,123	140,934	154,276	131,478	134,610	1,750,366

<sup>/1/</sup> Includes utility call center, emergency calls, and business customer hotline.

CenterPoint Energy  
2014 Service Quality Report - REVISED 5/2/2016

2014 Call Center Response Time <sup>/1/</sup>

**Call Center Response Time Excluding IVR**

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Service Level - % of Calls answered in 20 seconds or less.	78%	78%	77%	63%	45%	39%	62%	72%	83%	75%	66%	67%	67%
Average Speed of Answer (in seconds)	28	25	27	49	90	110	56	32	16	27	45	64	47
Total Calls Answered	73,117	71,381	78,325	82,196	78,351	74,343	79,868	79,272	85,455	91,442	69,494	80,626	943,870

**Call Center Response Time Including IVR**

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Service Level - % of Calls answered in 20 seconds or less.	86%	87%	87%	78%	67%	63%	76%	82%	89%	84%	80%	83%	80%
Average Speed of Answer (in seconds)	17	15	16	29	51	64	34	20	10	17	25	32	28
Total Calls Answered	119,971	122,651	135,077	138,842	137,171	127,706	130,522	128,138	136,783	142,402	124,644	162,920	1,606,827

<sup>/1/</sup> Includes utility call center, emergency calls, and business customer hotline.





CenterPoint Energy  
2014 Service Quality Report - REVISED 5/2/2016

2014 Percent of Zero Out by Month

**IVR Data**

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Customers who went into the IVR	119,971	122,651	135,077	138,842	137,171	127,706	130,522	128,138	136,783	142,402	124,644	162,920	1,606,827
Customers who "0" (Zero) out of the IVR	6,231	6,471	6,584	6,542	5,745	5,007	5,493	5,120	5,101	5,667	4,103	2,097	64,161
Customers who came out of the IVR and went on to an agent	73,117	71,381	78,325	82,196	78,351	74,343	79,868	79,272	85,455	91,442	69,494	80,626	943,870
Customers handled IN the IVR	46,854	51,270	56,752	56,646	58,820	53,363	50,654	48,866	51,328	50,960	55,150	82,294	662,957
Percentage of Zero Out	5%	5%	5%	5%	4%	4%	4%	4%	4%	4%	3%	1%	4%



CenterPoint Energy  
2015 Service Quality Report

Meter Reading Performance

Number and percentage of customer meters Not Read 6-12 Months & Reasons

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Residential													
Bad Key													0
Bad Road													0
Blocked	1	1	1						1				4
Can't Locate													0
Closed													0
Damaged													0
Denied Entry													0
Dirty Index													0
Dog													0
Door Locked													0
ERT Not Responding	275	291	191	95	93	78	72	79	95	112	116	120	1,617
Gate Locked	1							1		1	1		4
Meter Changed	1								1				2
Meter Removed													0
No Access												1	1
No Answer	1	1	1	1	2	2							8
No Key													0
Not Attempted													0
Not Home													0
Billing Correction									2				2
Snow/Ice													0
Unsafe													0
Water													0
<b>Residential Total</b>	<b>279</b>	<b>293</b>	<b>193</b>	<b>96</b>	<b>95</b>	<b>80</b>	<b>72</b>	<b>80</b>	<b>99</b>	<b>113</b>	<b>117</b>	<b>121</b>	<b>1,638</b>

CenterPoint Energy  
2015 Service Quality Report

Meter Reading Performance

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Commercial													
Bad Key													0
Bad Road													0
Blocked													0
Can't Locate													0
Closed			1				1	3	1		1	1	8
Damaged													0
Denied Entry		1				1	1	1	2				6
Dirty Index													0
Dog													0
Door Locked			1	1		1	1						4
ERT Not Responding	41	41	30	24	20	26	18	10	22	18	15	19	284
Gate Locked													0
Meter Changed									1				1
Meter Removed													0
No Access										1		1	2
No Answer						1	1	1	1	1	1		6
No Key													0
Not Attempted		1			1								2
Not Home													0
Billing Correction				1									1
Snow/Ice													0
Unsafe													0
Water													0
<b>Commercial Total</b>	<b>41</b>	<b>43</b>	<b>32</b>	<b>26</b>	<b>21</b>	<b>29</b>	<b>22</b>	<b>15</b>	<b>27</b>	<b>20</b>	<b>17</b>	<b>21</b>	<b>314</b>
<b>Monthly Total</b>	<b>320</b>	<b>336</b>	<b>225</b>	<b>122</b>	<b>116</b>	<b>109</b>	<b>94</b>	<b>95</b>	<b>126</b>	<b>133</b>	<b>134</b>	<b>142</b>	<b>1,952</b>
<b>Percentage</b>	0.0381%	0.0414%	0.0258%	0.0145%	0.0142%	0.0129%	0.0107%	0.0112%	0.0149%	0.0158%	0.0164%	0.0162%	0.0193%

CenterPoint Energy  
2015 Service Quality Report

Meter Reading Performance

Number and percentage of customer meters Not Read 13+ Months & Reasons

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Residential													
Bad Key													0
Bad Road													0
Blocked													0
Can't Locate													0
Closed													0
Damaged													0
Denied Entry													0
Dirty Index													0
Dog													0
Door Locked													0
ERT Not Responding	131	135	132	116	108	105	100	96	90	85	86	75	1,259
Gate Locked													0
Meter Changed													0
Meter Removed													0
No Access													0
No Answer	1	1	1	1	1	1	1		1	1			9
No Key													0
Not Attempted	1	1											2
Not Home								1					1
Billing Correction													0
Snow/Ice													0
Unsafe													0
Water													0
<b>Residential Total</b>	<b>133</b>	<b>137</b>	<b>133</b>	<b>117</b>	<b>109</b>	<b>106</b>	<b>101</b>	<b>97</b>	<b>91</b>	<b>86</b>	<b>86</b>	<b>75</b>	<b>1,271</b>

CenterPoint Energy  
2015 Service Quality Report

Meter Reading Performance

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Commercial													
Bad Key													0
Bad Road													0
Blocked													0
Can't Locate													0
Closed													0
Damaged													0
Denied Entry													0
Dirty Index													0
Dog													0
Door Locked													0
ERT Not Responding	12	10	5	7	4	4	5	5	3	3	5	4	67
Gate Locked													0
Meter Changed													0
Meter Removed													0
No Access													0
No Answer	1	1											2
No Key													0
Not Attempted													0
Not Home													0
Billing Correction													0
Snow/Ice													0
Unsafe													0
Water													0
<b>Commercial Total</b>	<b>13</b>	<b>11</b>	<b>5</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>69</b>
<b>Monthly Total</b>	<b>146</b>	<b>148</b>	<b>138</b>	<b>124</b>	<b>113</b>	<b>110</b>	<b>106</b>	<b>102</b>	<b>94</b>	<b>89</b>	<b>91</b>	<b>79</b>	<b>1,340</b>
<b>Percentage</b>	0.0174%	0.0183%	0.0158%	0.0148%	0.0139%	0.0131%	0.0121%	0.0121%	0.0111%	0.0106%	0.0111%	0.0090%	0.0132%

CenterPoint Energy  
2015 Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire  
Utility Monthly Reports (216B.091) Docket #15-02

Company: CenterPoint Energy Minnesota Gas for report period ending:

	January	February	March	April	May	June	July	August	September	October	November	December	Average
1	<b>Number of Residential Customer Accounts:</b>												
	763,758	764,507	764,629	764,295	763,481	762,608	761,569	761,452	763,198	766,532	769,140	770,891	764,672
2	<b>Number of Past Due Residential Customer Accounts:</b>												
	89,264	80,203	84,595	92,896	99,229	90,695	90,257	84,738	86,579	84,861	75,340	76,625	86,274
3	<b>Number of Cold Weather Protection Requests:</b>												
	12,269	5,988	5,907	3,268	0	0	0	0	0	3,783	5,186	3,687	3,341
<b>RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS</b>													
4	<b>Number of "Right to Appeal" notices mailed to customers:</b>												
	4	4	14	6	0	0	0	0	0	10	8	2	4
5	<i>Intentionally Blank</i>												
6	<b>Number of customer accounts granted reconnection request:</b>												
	689	462	1,321	620	0	0	0	0	0	1,312	1,322	1,013	562

**INABILITY TO PAY (ITP)**

**10% PLAN (TPP)**

CenterPoint Energy  
2015 Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire  
Utility Monthly Reports (216B.091) Docket #15-02

Company: CenterPoint Energy Minnesota Gas for report period ending:

	January	February	March	April	May	June	July	August	September	October	November	December	Average	
<b>PAYMENT SCHEDULE (PS)</b>														
16	Number of "Right to Appeal" notices mailed to customers:													
	28	35	54	0	0	0	0	0	0	1	0	2	10	
a)	Number of PS requests received													
	11,576	5,522	4,572	2,642	0	0	0	0	0	2,461	3,856	2,672	2,775	
17	<i>Intentionally Blank</i>													
18	Number of PS negotiations mutually agreed upon:													
	11,548	5,487	4,518	2,642	0	0	0	0	0	2,460	3,856	2,670	2,765	
19	<i>Intentionally Blank</i>													
<b>DISCONNECTIONS</b>														
20	Number of disconnection notices mailed to customers:													
	38,964	28,551	27,131	15,885	22,709	37,471	21,425	15,298	15,091	12,673	14,574	24,235	22,834	
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 <i>All other months, use 1st column only</i>													
a)	# Electric - heat affected													
b)	# Electric - heat not affected													
c)	792	498	2,079	787	3,734	5,749	5,722	3,688	3,351	1,390	767	735	2,441	
d)	5	3	13	9	17	19	35	20	15	8	5	4	13	
e)	797	501	2,092	796	3,751	5,768	5,757	3,708	3,366	1,398	772	739	2,454	
	April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>													
a)	# Electric - heat affected													
b)	# Electric - heat not affected													
c)	# Gas - heat affected													
												2,531	263	1,397
d)	# Gas - heat not affected													
												12		12
e)	Total # disconnected													
												2,543	263	1,403
22	Number of customer accounts disconnected seeking protection:													
a)	# Electric - heat affected													
b)	# Electric - heat not affected													
c)	31	26	85	33	0	0	0	0	0	22	145	216	47	
d)	0	0	0	0	0	0	0	0	0	0	0	0	0	
e)	31	26	85	33	0	0	0	0	0	22	145	216	47	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):													
	828	527	2,177	3,372	3,751	5,768	5,757	3,708	3,366	1,683	917	955	2,734	
	828	527	2,177	3,372	3,751	5,768	5,757	3,708	3,366	1,683	917	955	2,734	



CenterPoint Energy  
2015 Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire  
Utility Monthly Reports (216B.091) Docket #15-02

Company: CenterPoint Energy Minnesota Gas for report period ending:

January February March April May June July August September October November December Average

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$16,543,725	\$18,188,827	\$17,981,977	\$19,990,533	\$20,403,216	\$21,242,825	\$19,770,123	\$17,945,774	\$16,686,426	\$13,395,259	\$11,268,988	\$10,944,906	\$17,030,215
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$185	\$227	\$213	\$215	\$206	\$234	\$219	\$212	\$193	\$158	\$150	\$143	\$196
26	Total dollars received from energy assistance programs:	\$1,686,143	\$1,356,533	\$1,726,866	\$1,887,464	\$328,062	\$49,666	\$15,894	\$0	\$0	\$0	\$976,002	\$1,252,886	\$773,293
27	Total dollars received from other sources (private organizations):	\$55,715	\$38,348	\$26,070	\$67,610	\$125,127	\$135,044	\$160,552	\$119,226	\$126,268	\$0	\$41,553	\$49,779	\$78,774
28	Total Revenue from sales to residential accounts:	\$101,223,158	\$93,671,141	\$73,322,263	\$34,112,329	\$20,362,239	\$17,133,929	\$16,576,632	\$16,833,029	\$14,827,701	\$24,691,565	\$43,102,687	\$67,231,622	\$43,590,691
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$133	\$123	\$96	\$45	\$27	\$22	\$22	\$22	\$19	\$32	\$56	\$87	\$57
30	Intentionally Blank													
30	Average annual residential bill:													
31	Total residential account write-offs due to uncollectible:	\$635,325	\$926,846	\$471,397	\$498,961	\$740,099	\$757,256	\$832,787	\$1,340,838	\$979,445	\$1,844,561	\$843,805	\$587,506	\$871,569

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:													
a)	# Electric - heat affected													
b)	# Electric - heat not affected													
c)	# Gas - heat affected	648	420	1,791	736	0	0	0	0	0	263	688	800	446
d)	# Gas - heat not affected	4	2	12	9	0	0	0	0	0	0	5	4	3
e)	Total # disconnected	652	422	1,803	745	0	0	0	0	0	263	693	804	449
33	Intentionally Blank													
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	642	415	1,762	720	0	0	0	0	0	260	681	795	440
35	Intentionally Blank													
36	Intentionally Blank													

RECONNECTION DATA

37	# Accounts reconnected	707	538	1,360	2,152	3,386	3,238	4,128	2,979	3,037	3,592	1,422	1,123	2,305
38	# Accounts remaining disconnected	2,868	2,682	3,249	4,165	4,247	6,390	7,440	7,622	7,297	4,548	3,464	2,894	4,739
a)	1-30 days	144	75	709	1,341	770	2,572	1,965	1,269	1,093	181	194	67	865
b)	31-60 days	61	78	53	401	738	523	1,782	1,359	695	298	66	74	511
c)	61+ days	2,663	2,529	2,487	2,423	2,739	3,295	3,693	4,994	5,509	4,069	3,204	2,753	3,363

**CenterPoint Energy  
2015 Service Quality Report**

**Service Extension Request Response Times**

**New Service Extensions**

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Commercial</b>													
# Service Installations	23	18	9	23	23	34	47	49	65	68	97	85	541
Avg days to complete	7	9	11	7	8	9	9	10	7	8	8	8	8
<b>Residential</b>													
# Service Installations	264	231	237	286	375	455	435	503	545	596	470	389	4,786
Avg days to complete	8	7	7	7	9	8	8	9	9	9	9	10	9

**Renewed Service Extensions <sup>1</sup>**

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Commercial</b>													
# Service Installations	6	3	2	5	6	1	8	7	8	12	7	4	69
Avg days to complete	8	8	10	8	8	9	9	8	9	9	8	8	8
<b>Residential</b>													
# Service Installations	31	37	33	35	44	56	47	49	62	63	64	70	591
Avg days to complete	9	9	9	9	10	9	9	9	10	10	9	10	9

<sup>1</sup> excludes locations with locked meters due to credit-related issues

**CenterPoint Energy  
2015 Service Quality Report**

**Customer Deposits**

	<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>	<u>Total</u>
<b># of Service Connections</b>	<b>9,844</b>	<b>8,975</b>	<b>11,092</b>	<b>13,451</b>	<b>17,351</b>	<b>19,181</b>	<b>20,635</b>	<b>21,009</b>	<b>19,729</b>	<b>19,137</b>	<b>13,533</b>	<b>11,774</b>	<b>185,711</b>
<b># Deposits required as a condition of service</b>	<b>32</b>	<b>30</b>	<b>23</b>	<b>26</b>	<b>32</b>	<b>27</b>	<b>35</b>	<b>24</b>	<b>27</b>	<b>108</b>	<b>97</b>	<b>51</b>	<b>512</b>
<b>% of Service Connections</b>	<b>0.33%</b>	<b>0.33%</b>	<b>0.21%</b>	<b>0.19%</b>	<b>0.18%</b>	<b>0.14%</b>	<b>0.17%</b>	<b>0.11%</b>	<b>0.14%</b>	<b>0.56%</b>	<b>0.72%</b>	<b>0.43%</b>	<b>0.28%</b>

**CenterPoint Energy**  
**2015 Service Quality Report**

**Number of Call Center Complaints**

	<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>	<u>Total</u>
<b>Residential</b>	486	457	456	458	543	546	706	707	653	652	471	539	6,674
<b>Commercial</b>	49	44	31	31	35	37	47	33	28	34	36	34	439
<b>Total</b>	<b>535</b>	<b>501</b>	<b>487</b>	<b>489</b>	<b>578</b>	<b>583</b>	<b>753</b>	<b>740</b>	<b>681</b>	<b>686</b>	<b>507</b>	<b>573</b>	<b>7,113</b>

CenterPoint Energy  
2015 Service Quality Report

Number & Percentage Call Center Complaints by Type of Complaint

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Residential</b>													
<b>Billing Errors</b>													
Average Monthly Billing (AMB) Issue	12 2.47%	7 1.53%	7 1.54%	13 2.84%	11 2.03%	10 1.83%	8 1.13%	8 1.13%	5 0.77%	5 0.77%	7 1.49%	6 1.11%	99 1.48%
Billing Errors	72 14.81%	52 11.38%	75 16.45%	55 12.01%	71 13.08%	56 10.26%	71 10.06%	85 12.02%	75 11.49%	101 15.49%	69 14.65%	96 17.81%	878 13.16%
Disputed Charges	63 12.96%	73 15.97%	78 17.11%	68 14.85%	77 14.18%	48 8.79%	67 9.49%	86 12.16%	70 10.72%	66 10.12%	62 13.16%	50 9.28%	808 12.11%
Payment Issue	81 16.67%	74 16.19%	66 14.47%	52 11.35%	44 8.10%	49 8.97%	67 9.49%	68 9.62%	56 8.58%	69 10.58%	44 9.34%	76 14.10%	746 11.18%
Rates/Tariffs	3 0.62%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 0.18%	1 0.14%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	5 0.07%
Decoupling/Inverted Block Rates	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 0.14%	1 0.14%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	2 0.03%
Inactive/Write-Off	1 0.21%	6 1.31%	0 0.00%	3 0.66%	3 0.55%	1 0.18%	2 0.28%	1 0.14%	1 0.15%	2 0.31%	1 0.21%	5 0.93%	26 0.39%
<b>Inaccurate Metering</b>													
Inaccurate Metering	8 1.65%	3 0.66%	4 0.88%	11 2.40%	7 1.29%	4 0.73%	6 0.85%	3 0.42%	5 0.77%	2 0.31%	2 0.42%	4 0.74%	59 0.88%
<b>Wrongful Disconnect</b>													
Disconnection Issue	35 7.20%	28 6.13%	44 9.65%	49 10.70%	89 16.39%	117 21.43%	135 19.12%	103 14.57%	105 16.08%	85 13.04%	59 12.53%	78 14.47%	927 13.89%
<b>High Bills</b>													
High Bill	4 0.82%	10 2.19%	9 1.97%	6 1.31%	6 1.10%	10 1.83%	8 1.13%	8 1.13%	10 1.53%	7 1.07%	8 1.70%	9 1.67%	95 1.42%
Credit Arrangement	21 4.32%	22 4.81%	27 5.92%	23 5.02%	23 4.24%	39 7.14%	76 10.76%	60 8.49%	75 11.49%	46 7.06%	21 4.46%	23 4.27%	456 6.83%
<b>Inadequate Service</b>													
Service Issue	58 11.93%	65 14.22%	55 12.06%	62 13.54%	91 16.76%	82 15.02%	104 14.73%	128 18.10%	89 13.63%	116 17.79%	86 18.26%	97 18.00%	1033 15.48%
<b>Service-Extension/Restoration Intervals</b>													
Construction	10 2.06%	9 1.97%	11 2.41%	15 3.28%	18 3.31%	17 3.11%	24 3.40%	26 3.68%	35 5.36%	26 3.99%	13 2.76%	14 2.60%	218 3.27%
Service Order Scheduling	4 0.82%	12 2.63%	7 1.54%	22 4.80%	28 5.16%	25 4.58%	38 5.38%	39 5.52%	47 7.20%	57 8.74%	32 6.79%	27 5.01%	338 5.06%
<b>Other</b>													
Employee Conduct	23 4.73%	26 5.69%	11 2.41%	13 2.84%	27 4.97%	34 6.23%	35 4.96%	30 4.24%	32 4.90%	29 4.45%	30 6.37%	23 4.27%	313 4.69%
Online Customer Service	66 13.58%	39 8.53%	31 6.80%	34 7.42%	27 4.97%	24 4.40%	30 4.25%	24 3.39%	22 3.37%	26 3.99%	12 2.55%	14 2.60%	349 5.23%
Other	25 5.14%	31 6.78%	31 6.80%	32 6.99%	21 3.87%	29 5.31%	33 4.67%	37 5.23%	26 3.98%	15 2.30%	25 5.31%	17 3.15%	322 4.82%
<b>Residential Total</b>	<b>486 100.00%</b>	<b>457 100.00%</b>	<b>456 100.00%</b>	<b>458 100.00%</b>	<b>543 100.00%</b>	<b>546 100.00%</b>	<b>706 100.00%</b>	<b>707 100.00%</b>	<b>653 100.00%</b>	<b>652 100.00%</b>	<b>471 100.00%</b>	<b>539 100.00%</b>	<b>6674 100.00%</b>
<b>Commercial</b>													
<b>Billing Errors</b>													
Average Monthly Billing (AMB) Issue	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
Billing Errors	11 22.45%	8 18.18%	2 6.45%	3 9.68%	4 11.43%	4 10.81%	8 17.02%	0 0.00%	1 3.57%	7 20.59%	2 5.56%	5 14.71%	55 12.53%
Disputed Charges	8 16.33%	8 18.18%	5 16.13%	8 25.81%	8 22.86%	7 18.92%	7 14.89%	6 18.18%	6 21.43%	3 8.82%	6 16.67%	6 17.65%	78 17.77%
Payment Issue	5 10.20%	7 15.91%	6 19.35%	3 9.68%	2 5.71%	5 13.51%	4 8.51%	6 18.18%	0 0.00%	1 2.94%	2 5.56%	4 11.76%	45 10.25%
Rates/Tariffs	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 3.03%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 0.23%
Decoupling/Inverted Block Rates	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
Inactive/Write-Off	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 2.86%	0 0.00%	0 0.00%	1 3.03%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	2 0.46%
<b>Inaccurate Metering</b>													
Inaccurate Metering	3 6.12%	0 0.00%	0 0.00%	1 3.23%	0 0.00%	0 0.00%	2 4.26%	1 3.03%	0 0.00%	2 5.88%	2 5.56%	0 0.00%	11 2.51%
<b>Wrongful Disconnect</b>													
Disconnection Issue	4 8.16%	4 9.09%	2 6.45%	4 12.90%	5 14.29%	9 24.32%	8 17.02%	7 21.21%	7 25.00%	8 23.53%	8 22.22%	4 11.76%	70 15.95%
<b>High Bills</b>													
High Bill	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 2.94%	1 0.23%
Credit Arrangement	5 10.20%	5 11.36%	4 12.90%	4 12.90%	4 11.43%	3 8.11%	1 2.13%	1 3.03%	2 7.14%	1 2.94%	3 8.33%	2 5.88%	35 7.97%
<b>Inadequate Service</b>													
Service Issue	4 8.16%	5 11.36%	5 16.13%	5 16.13%	5 14.29%	5 13.51%	10 21.28%	5 15.15%	5 17.86%	7 20.59%	9 25.00%	6 17.65%	71 16.17%
<b>Service-Extension/Restoration Intervals</b>													
Construction	3 6.12%	1 2.27%	0 0.00%	0 0.00%	2 5.71%	0 0.00%	0 0.00%	0 0.00%	1 3.57%	1 2.94%	2 5.56%	0 0.00%	10 2.28%
Service Order Scheduling	0 0.00%	1 2.27%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 3.03%	2 7.14%	1 2.94%	1 2.78%	2 5.88%	8 1.82%
<b>Other</b>													
Employee Conduct	0 0.00%	2 4.55%	1 3.23%	1 3.23%	0 0.00%	3 8.11%	2 4.26%	0 0.00%	2 7.14%	1 2.94%	1 2.78%	1 2.94%	14 3.19%
Online Customer Service	4 8.16%	2 4.55%	3 9.68%	1 3.23%	3 8.57%	0 0.00%	1 2.13%	1 3.03%	0 0.00%	1 2.94%	0 0.00%	2 5.88%	18 4.10%
Other	2 4.08%	1 2.27%	3 9.68%	1 3.23%	1 2.86%	1 2.70%	4 8.51%	3 9.09%	2 7.14%	1 2.94%	0 0.00%	1 2.94%	20 4.56%
<b>Commercial Total</b>	<b>49 100.00%</b>	<b>44 100.00%</b>	<b>31 100.00%</b>	<b>31 100.00%</b>	<b>35 100.00%</b>	<b>37 100.00%</b>	<b>47 100.00%</b>	<b>33 100.00%</b>	<b>28 100.00%</b>	<b>34 100.00%</b>	<b>36 100.00%</b>	<b>34 100.00%</b>	<b>439 100.00%</b>

**CenterPoint Energy  
2015 Service Quality Report**

**Number & Percentage Call Center Complaints by Resolution Timeframe**

	January	February	March	April	May	June	July	August	September	October	November	December	Total													
<b>Residential</b>																										
Immediate	371	76.34%	349	76.37%	348	76.32%	374	81.66%	429	79.01%	411	75.27%	555	78.61%	555	78.50%	519	79.48%	503	77.15%	347	73.67%	397	73.65%	5158	77.28%
Within 10 Days	70	14.40%	74	16.19%	75	16.45%	58	12.66%	71	13.08%	82	15.02%	88	12.46%	95	13.44%	80	12.25%	74	11.35%	50	10.62%	76	14.10%	893	13.38%
Greater Than 10 Days	45	9.26%	34	7.44%	33	7.24%	26	5.68%	43	7.92%	53	9.71%	63	8.92%	57	8.06%	54	8.27%	75	11.50%	74	15.71%	66	12.24%	623	9.33%
<b>Residential Total</b>	486	100.00%	457	100.00%	456	100.00%	458	100.00%	543	100.00%	546	100.00%	706	100.00%	707	100.00%	653	100.00%	652	100.00%	471	100.00%	539	100.00%	6674	100.00%
<b>Commercial</b>																										
Immediate	33	67.35%	38	86.36%	25	80.65%	26	83.87%	25	71.43%	24	64.86%	43	91.49%	27	81.82%	17	60.71%	26	76.47%	29	80.56%	26	76.47%	339	77.22%
Within 10 Days	9	18.37%	5	11.36%	4	12.90%	3	9.68%	6	17.14%	7	18.92%	3	6.38%	4	12.12%	6	21.43%	4	11.76%	2	5.56%	5	14.71%	58	13.21%
Greater Than 10 Days	7	14.29%	1	2.27%	2	6.45%	2	6.45%	4	11.43%	6	16.22%	1	2.13%	2	6.06%	5	17.86%	4	11.76%	5	13.89%	3	8.82%	42	9.57%
<b>Commercial Total</b>	49	100.00%	44	100.00%	31	100.00%	31	100.00%	35	100.00%	37	100.00%	47	100.00%	33	100.00%	28	100.00%	34	100.00%	36	100.00%	34	100.00%	439	100.00%
	January	February	March	April	May	June	July	August	September	October	November	December	Year to Date													
<b>Total</b>																										
Immediate	404	75.51%	387	77.25%	373	76.59%	400	81.80%	454	78.55%	435	74.61%	598	79.42%	582	78.65%	536	78.71%	529	77.11%	376	74.16%	423	73.82%	5497	77.28%
Within 10 Days	79	14.77%	79	15.77%	79	16.22%	61	12.47%	77	13.32%	89	15.27%	91	12.08%	99	13.38%	86	12.63%	78	11.37%	52	10.26%	81	14.14%	951	13.37%
Greater Than 10 Days	52	9.72%	35	6.99%	35	7.19%	28	5.73%	47	8.13%	59	10.12%	64	8.50%	59	7.97%	59	8.66%	79	11.52%	79	15.58%	69	12.04%	665	9.35%
<b>Total</b>	535	100.00%	501	100.00%	487	100.00%	489	100.00%	578	100.00%	583	100.00%	753	100.00%	740	100.00%	681	100.00%	686	100.00%	507	100.00%	573	100.00%	7113	100.00%

CenterPoint Energy  
2015 Service Quality Report

Number & Percentage Call Center Complaints by Resolution Type

	January	February	March	April	May	June	July	August	September	October	November	December	Total													
<b>Residential</b>																										
Agree	156	32.10%	174	38.07%	131	28.73%	128	27.95%	126	23.20%	152	27.84%	186	26.35%	187	26.45%	174	26.65%	187	28.68%	121	25.69%	152	28.20%	1874	28.08%
Compromise	97	19.96%	53	11.60%	61	13.38%	59	12.88%	92	16.94%	86	15.75%	125	17.71%	107	15.13%	90	13.78%	103	15.80%	76	16.14%	83	15.40%	1032	15.46%
Demonstrate	205	42.18%	214	46.83%	246	53.95%	243	53.06%	284	52.30%	266	48.72%	339	48.02%	356	50.35%	330	50.54%	294	45.09%	240	50.96%	260	48.24%	3277	49.10%
Refuse	26	5.35%	16	3.50%	18	3.95%	27	5.90%	41	7.55%	40	7.33%	56	7.93%	55	7.78%	59	9.04%	67	10.28%	31	6.58%	38	7.05%	474	7.10%
Not Assigned	2	0.41%	0	0.00%	0	0.00%	1	0.22%	0	0.00%	2	0.37%	0	0.00%	2	0.28%	0	0.00%	1	0.15%	3	0.64%	6	1.11%	17	0.25%
<b>Residential Total</b>	<b>486</b>	<b>100.00%</b>	<b>457</b>	<b>100.00%</b>	<b>456</b>	<b>100.00%</b>	<b>458</b>	<b>100.00%</b>	<b>543</b>	<b>100.00%</b>	<b>546</b>	<b>100.00%</b>	<b>706</b>	<b>100.00%</b>	<b>707</b>	<b>100.00%</b>	<b>653</b>	<b>100.00%</b>	<b>652</b>	<b>100.00%</b>	<b>471</b>	<b>100.00%</b>	<b>539</b>	<b>100.00%</b>	<b>6674</b>	<b>100.00%</b>
<b>Commercial</b>																										
Agree	11	22.45%	15	34.09%	8	25.81%	6	19.35%	10	28.57%	9	24.32%	11	23.40%	6	18.18%	6	21.43%	6	17.65%	7	19.44%	9	26.47%	104	23.69%
Compromise	7	14.29%	5	11.36%	5	16.13%	6	19.35%	8	22.86%	5	13.51%	11	23.40%	11	33.33%	7	25.00%	7	20.59%	9	25.00%	4	11.76%	85	19.36%
Demonstrate	25	51.02%	22	50.00%	17	54.84%	19	61.29%	17	48.57%	14	37.84%	20	42.55%	14	42.42%	13	46.43%	20	58.82%	16	44.44%	19	55.88%	216	49.20%
Refuse	6	12.24%	1	2.27%	1	3.23%	0	0.00%	0	0.00%	9	24.32%	4	8.51%	2	6.06%	1	3.57%	1	2.94%	4	11.11%	1	2.94%	30	6.83%
Not Assigned	0	0.00%	1	2.27%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	2.13%	0	0.00%	1	3.57%	0	0.00%	0	0.00%	1	2.94%	4	0.91%
<b>Commercial Total</b>	<b>49</b>	<b>100.00%</b>	<b>44</b>	<b>100.00%</b>	<b>31</b>	<b>100.00%</b>	<b>31</b>	<b>100.00%</b>	<b>35</b>	<b>100.00%</b>	<b>37</b>	<b>100.00%</b>	<b>47</b>	<b>100.00%</b>	<b>33</b>	<b>100.00%</b>	<b>28</b>	<b>100.00%</b>	<b>34</b>	<b>100.00%</b>	<b>36</b>	<b>100.00%</b>	<b>34</b>	<b>100.00%</b>	<b>439</b>	<b>100.00%</b>
	January	February	March	April	May	June	July	August	September	October	November	December	Total													
Agree	167	31.21%	189	37.72%	139	28.54%	134	27.40%	136	23.53%	161	27.62%	197	26.16%	193	26.08%	180	26.43%	193	28.13%	128	25.25%	161	28.10%	1978	27.81%
Compromise	104	19.44%	58	11.58%	66	13.55%	65	13.29%	100	17.30%	91	15.61%	136	18.06%	118	15.95%	97	14.24%	110	16.03%	85	16.77%	87	15.18%	1117	15.70%
Demonstrate	230	42.99%	236	47.11%	263	54.00%	262	53.58%	301	52.08%	280	48.03%	359	47.68%	370	50.00%	343	50.37%	314	45.77%	256	50.49%	279	48.69%	3493	49.11%
Refuse	32	5.98%	17	3.39%	19	3.90%	27	5.52%	41	7.09%	49	8.40%	60	7.97%	57	7.70%	60	8.81%	68	9.91%	35	6.90%	39	6.81%	504	7.09%
Not Assigned	2	0.37%	1	0.20%	0	0.00%	1	0.20%	0	0.00%	2	0.34%	1	0.13%	2	0.27%	1	0.15%	1	0.15%	3	0.59%	7	1.22%	21	0.30%
<b>Total</b>	<b>535</b>	<b>100.00%</b>	<b>501</b>	<b>100.00%</b>	<b>487</b>	<b>100.00%</b>	<b>489</b>	<b>100.00%</b>	<b>578</b>	<b>100.00%</b>	<b>583</b>	<b>100.00%</b>	<b>753</b>	<b>100.00%</b>	<b>740</b>	<b>100.00%</b>	<b>681</b>	<b>100.00%</b>	<b>686</b>	<b>100.00%</b>	<b>507</b>	<b>100.00%</b>	<b>573</b>	<b>100.00%</b>	<b>7113</b>	<b>100.00%</b>

CenterPoint Energy  
2015 Service Quality Report

Source of Formal Customer Complaints

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Residential</b>													
BBB	3	2		2	2	1	2		3	4	1		20
OAG	8	14	6	10	6	8	13	7	17	12	3	9	113
PUC	6	8	9	8	9	13	7	9	10	11	10	6	106
Other													0
<b>Commercial/Industrial</b>													
BBB													0
OAG									1				1
PUC	1	1					2		2	1			7
Other													0
<b>Interruptible</b>													
BBB													0
OAG										1			1
PUC										1			1
Other													0
<b>Total</b>	<b>18</b>	<b>25</b>	<b>15</b>	<b>20</b>	<b>17</b>	<b>22</b>	<b>24</b>	<b>16</b>	<b>33</b>	<b>30</b>	<b>14</b>	<b>15</b>	<b>249</b>



**CenterPoint Energy  
2015 Service Quality Report**

**Emergency Line Response Time**

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Service Level - % of Calls answered in 20 seconds or less.	86%	84%	88%	89%	79%	80%	82%	85%	91%	89%	89%	90%	86%
Average Speed of Answer (in seconds)	9	13	8	8	21	18	18	18	9	12	10	10	13
Total Calls Answered	6,776	5,293	5,180	5,953	5,884	6,487	7,073	6,443	6,231	7,314	6,444	6,137	75,215

**CenterPoint Energy  
2015 Service Quality Report**

**Mislocate Rate**

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Number of Mislocates													
Mismarked line	1	0	2	2	4	4	2	3	2	5	4	9	38
Failure to mark a line	1	2	0	4	4	4	7	6	4	3	7	11	53
Total	2	2	2	6	8	8	9	9	6	8	11	20	91
Number of Locate Tickets	6,659	6,931	15,887	38,869	40,685	43,333	40,536	37,559	36,083	33,360	19,836	10,568	330,306
Number of Mislocates per 1000 Locate Tickets	0.30	0.29	0.13	0.15	0.20	0.18	0.22	0.24	0.17	0.24	0.55	1.89	0.28



**CenterPoint Energy**  
**2015 Service Quality Report**

**Gas Service Interruptions**

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Outages Due to Employees/Contractors</b>													
Number of Customers	0	3	3	55	52	29	37	19	11	9	32	80	330
Number Outages	0	3	3	7	15	10	13	15	11	8	17	33	135
Average duration of outage (in minutes)	0	116	160	22	49	54	53	118	138	39	77	62	60
<b>Outages Due to All Other Causes</b>													
Number of Customers	5	3	32	28	139	154	53	63	112	50	642	134	1,415
Number Outages	5	3	16	20	62	52	49	44	90	37	102	138	618
Average duration of outage (in minutes)	168	186	73	79	60	40	108	79	94	100	2	113	44
<b><u>Total</u></b>													
Number of Customers	5	6	35	83	191	183	90	82	123	59	674	214	1,745
Number Outages	5	6	19	27	77	62	62	59	101	45	119	171	753
Average duration of outage (in minutes)	168	151	81	41	57	42	86	88	98	91	5	93	47
Total Minutes	840	907	2,820	3,436	10,917	7,756	7,711	7,240	12,009	5,346	3,536	20,008	82,526

Location	When did the incident occur?	How many customers were affected?	How was CenterPoint made aware of the incident?	What was the root cause of the incident?	What actions were taken to fix the problem?	What actions were taken to contact the customers?	Were there any public relations issues?	Did the customers or company relent?	What was the longest time a customer was without gas during this incident?
1631 Newton Ave. No, MPLS	1/13/2015	1	911	Fire	Locked Meter	Door hanger/spoke with customer(s)	No	NA	Unknown, Gas off until repairs are made to the home
15 St & Vista Lane, Wilmar	1/15/2015	None	911	Car hit regulator station	Shut down gas mains/repair	NA	No	NA	NA
7461 W 144 St, Savage	1/15/2015	4	911	Fire	Locked Meters	Door hanger/spoke with customer(s)	Yes	NA	Gas will remain off until homes are rebuilt
318 Mission Rd, Bloomington	1/16/2015	None	Passerby	Leak	Monitoring leak/repairs	NA	No	NA	NA
2300 Dupont Ave No, MPLS	1/20/2015	None	911	Demo of home while gas still in on	Cut & capped service in the yard	NA	No	NA	NA
638 W 61 St, Hastings	2/9/2015	None	911	Hit main	Repaired main	NA	No	NA	NA
810 S Broad Ave, Mankato	2/12/2015	2	911	Fire	Locked meters	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until repairs are made
460 2 Ave NE, Milaca	2/13/2015	1	911	Fire	Cut service back in the yard	Door hanger/spoke with customer(s)	No	NA	NA
14 Ave No & Knox Ave No, Minneapolis	2/13/2015	16	911	Hit main	Repaired main	Door hanger/spoke with customer(s)	No	CPE	6 hrs
8025 School Rd, Eden Prairie	2/17/2015	None	911	Odor call	Checked for gas leak inside	NA	Yes	NA	NA-inside odor was not a gas leak
20323 St Francis Blvd NW, Nowthen	2/19/2015	1	911	Fire	Locked meter	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until repairs are made
318 Mission Rd, Bloomington	2/19/2015	None	911	Leak	Repaired leak on main	Door hanger/spoke with customer(s)	No	NA	NA
36 Ave No & Kilmer Lane No, Plymouth	2/23/2015	1	911	Hit service line	Repaired damaged service	Door hanger/spoke with customer(s)	No	CPE	2 hrs
3748 Park Ave, MPLS	2/26/2015	1	911	Fire	Locked Meter/& cut & capped service in the yard	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until the home is rebuilt
Old Cedar Road & E Old Shakopee Rd, Bloomington	3/5/2015	None	911	Leak	Repaired leak	NA	No	NA	Not applicable
420 E Minnehaha Pkwy, Minneapolis	3/9/2015	1	911	Leak	Repaired leak	Door hanger/spoke with customer(s)	No	CPE	5 1/2 Hours
2706 Lowry ave. No, Minneapolis	3/13/2015	1	911	Customer piping	Shut off gas to the leaking appliance	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until repairs are made to customer piping
93 St We & Nicollet Ave So, Bloomington	3/17/2015	None	911	Water Main break near our facilities	Verified our facilities were safe	NA	No	NA	Not applicable
8700 County Rd 6 SW, Howard Lake	3/23/2015	1	911	Hit service line	Repaired damaged service line	Door hanger/spoke with customer(s)	No	CPE	2 hours
4663 Suffolk Rd, Mound	4/1/2015	1	911	Fire	Cut and capped the service in the yard	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until the home is rebuilt
17174 59 St NE, Otsego	4/1/2015	4	911	Fire	Cut and capped the services in the yard	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until the homes are rebuilt
Minnetonka Blvd & Toledo Ave, Minnetonka	4/2/2015	12	911	Hit main	Repaired damaged main	Door hanger/spoke with customer(s)	No	CPE	3 hrs
610 Mille Lacs Ave, Isle	4/9/2015	None	911	Leak	Repaired leak on service tee	NA	No	NA	NA
13821 Lake Dr NE, Columbus TWSP	4/15/2015	2	911	Fire	Locked and blind plated two meters	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until repairs are made on one building and the 2nd building is rebuilt
913 West Broadway, MPLS	4/15/2015	3	911	Fire	Shut off the services at the fire valve	Door hanger/spoke with customer(s)	Yes	NA	Gas will remain off until the building is rebuilt
240 Central Ave, Pease	4/15/2015	1	911	Fire	Cut and capped the service	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until the building is rebuilt
350 Commercial Dr, Annandale	4/15/2015	1	911	Hit service line	Repaired damaged service line	Door hanger/spoke with customer(s)	No	CPE	2 hours
HWY 55 & Winnetka Ave, Golden Valley	4/18/2015	None	911	Sink hole	Filled and compacted area	NA	NA	NA	NA
Highway 13 & Washburn Ave So, Burnsville	4/22/2015	45	911	Hit main	Repaired damaged main	Door hanger/spoke with customer(s)	No	CPE	5 hours
9301 Landcaster Lane, Maple Grove	5/12/2015	None	911	Hit main	Repaired damaged main	NA	No	NA	NA
205 15 St We, MPLS	5/21/2015	None	911	leak on customer piping	Shut off gas to the leaking appliance	Door hanger/spoke with customer(s)	No	NA	NA
74 S 9 St, MPLS	5/22/2015	1	CPE	Leak on main while doing routine work	Repaired leak on main	Door hanger/spoke with customer(s)	Yes	CPE	3 hours
Monks Ave & Bunting lane, Mankato	6/1/2015	180	911	Hit main	Repaired damaged main	Door hanger/spoke with customer(s)	No	CPE	5.5 hours
3243 Dakota ave. So, St Louis Park	6/9/2015	3	911	Hit main	Repaired damaged main	Door hanger/spoke with customer(s)	No	CPE	3 hours
5050 Independence St, Maple Plain	6/10/2015	1	911	Hit service line	Repaired damaged service line	Door hanger/spoke with customer(s)	Yes	CPE	5 hours
8830 Lyndale Ave So, Bloomington	6/15/2015	2	911	Hit service line	Repaired damaged service line	NA	Yes	CPE	1 hour
Ferry St & Peasant st, Anoka	6/16/2015	25-35	911	Hit main	Repaired damaged main	Door hanger/spoke with customer(s)	Yes	CPE	6 hours
Drew Ave. No & Lowry Ave. No, Robbinsdale	6/19/2015	None	911	Hit main	Repaired damaged main	NA	No	NA	NA
CTY RD 19 & CTY RD 10, Corcoran	6/19/2015	3	911	Hit main	Repaired damaged main	Door hanger/spoke with customer(s)	No	CPE	2 hours
HWY 55 & CTY RD 101 S, Plymouth	6/23/2015	None	Michels	Leak on transmission line	Repaired leak	NA	No	NA	NA
12200 Singletree Lane, Eden Prairie	6/24/2015	None	911	Hit main	Repaired damaged main	NA	No	NA	NA
6161 Golden Valley Rd, Golden Valley	6/25/2015	None	911	Hit main	Retired damaged main	NA	No	NA	NA
501 Atlantic Ave, Morris	6/27/2015	None	911	Hit service line	Cut service back at the main	NA	No	NA	NA
3201 Pleasant Ave So, Minneapolis	7/8/2015	2	911	Customer burner partially turned on	Shut off burner	Door hanger/spoke with customer(s)	No	CPE	2 hours
1000 Block of Main St, Lino Lakes	7/13/2015	None	911	Hit main	Repaired damaged main	NA	No	NA	NA
5309 Minnehaha Blvd, Edina	7/16/2015	1	911	Hit main	Repaired damaged main	Door hanger/spoke with customer(s)	No	CPE	4 hrs
Old Shakopee Rd & Old Cedar Rd, Shakopee	7/19/2015	None	911	Leak at Reg vault	Repaired leak	NA	No	NA	NA
Pickfair Dr & Wyoming Dr, Bloomington	7/18/2015	2	911	Lightning Strike	Cut & capped services in the yard	Door hanger/spoke with customer(s)	No	NA	Gas off until repairs made to the homes
13318 90 Ave No, Maple Grove	7/24/2015	1	911	Hit main	Repaired damaged main	Door hanger/spoke with customer(s)	No	CPE	2 hours
Pleasant St SE & Pillsbury Dr Se, MPLS	7/29/2015	2	911	Hit main	Repaired damaged main	Door hanger/spoke with customer(s)	No	CPE	1 hour
Golden Valley Rd & Douglas Dr, Golden Valley	7/29/2015	None	911	Hit main	Repaired damaged main	NA	No	NA	NA
119 Main Ave, Gaylord	8/6/2015	6	911	Hit main	Repaired damaged main	Door hanger/spoke with customer(s)	No	CPE	2 hours
8251 169 St We, Lakeville	8/10/2015	None	911	Hit main	Repaired damaged main	NA	No	NA	NA
7400 Penn Ave So., Richfield	8/11/2015	1	911	Hit Riser	Repaired damaged riser	Door hanger/spoke with customer(s)	No	CPE	3 hours
11009 187 Ave, Elk River	8/28/2015	1	911	Fire	Locked and blind plated meter	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until home is repaired/rebuilt
203 1 Ave So, Freeport	9/1/2015	1	911	Fire	Locked and blind plated meter	Door hanger/spoke with customer(s)	Yes	NA	Gas was locked off prior to fire and will remain off

How was CenterPoint made aware of the incident?	What was the root cause of the incident?	What actions were taken to fix the problem?	What actions were taken to contact the customers?	Were there any public relations issues?	Did the customers or company relight?	What was the longest time a customer was without gas during this incident?
911	Fire	Repaired damaged main	Door hanger/spoke with customer(s)	No	CPE	10 hours
911	Lightning Strike	Locked and blind plated meter	Door hanger/spoke with customer(s)	NA	NA	Gas off until repairs are made
911	Fire	Locked and blind plated meter	Door hanger/spoke with customer(s)	No	NA	Gas off until repairs are made
911	Hit service line	Repaired damaged service	Door hanger/spoke with customer(s)	Yes	CPE	2 hours
911	3rd party/fire	Locked and blind plated meters/cut & capped one service in the yard	Door hanger/spoke with customer(s)	No	NA	Gas off until repairs are made
911	Fire	Cut and capped the service in the yard	Door hanger/spoke with customer(s)	No	NA	Gas off until home rebuilt
911	Fire	Locked and blind plater meter	Door hanger/spoke with customer(s)	Yes	NA	Gas off until home is repaired and investigation complete
911	Hit service line	Repaired damaged service line	Door hanger/spoke with customer(s)	Yes	CPE	2 hrs
911	Leak	Repaired leak on 2" not high pressure	NA	No	NA	NA
911	Hit main	Repaired damaged main	NA	Yes	NA	NA
911	Fire	Cut & capped service in the yard	Door hanger/spoke with customer(s)	Yes	NA	Gas off until home is rebuilt
CNP Employee	Leak	Repaired Leak	NA	No	NA	NA
911	Hit main	Repaired damaged main	NA	No	NA	NA
911	Hit main	Repaired damaged main	NA	No	NA	NA
CNP Employee	Gas odor was pulled into a fresh air intake	Ventilated the building	Door hanger/spoke with customer(s)	Yes	NA	NA
911	Fire	Locked and blind plater meter	Door hanger/spoke with customer(s)	No	NA	Gas off until repairs are made to customer piping
911	Leak at gate valve on main	Repaired leak	NA	No	NA	NA
911	Service line pulled from main	Repaired main	Door hanger/spoke with customer(s)	Yes	CPE	4 hours
911	Hit gas main	Repaired main	Door hanger/spoke with customer(s)	No	CPE	2 hours
911	Possible leak on transmission					
911	Hit service line	Repaired damaged service line	Door hanger/spoke with customer(s)	Yes	CPE	2 hours
911	Fire	Locked and blind plated meter	NA	No	NA	Gas off until repairs are made to the home
911	Gas from blowdown pulled in through fresh air intake	Ventilated the building	Door hanger/spoke with customer(s)	Yes	NA	NA
911	Fire	Locked and blind plated meter	Door hanger/spoke with customer(s)	Yes	NA	Gas off until repairs are made to the home

CenterPoint Energy  
2015 Service Quality Report

2015 Emergency Gas Response Time

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Calls Responded to in one hour or less</b>													
Metro	2,987	2,450	2,327	2,337	2,330	2,368	2,617	2,580	2,523	3,576	3,211	3,061	32,367
Outstate	326	318	252	241	248	256	258	262	254	412	342	295	3,464
Combined	3,313	2,768	2,579	2,578	2,578	2,624	2,875	2,842	2,777	3,988	3,553	3,356	35,831
<b>Calls Responded to in over one hour</b>													
Metro	276	208	124	144	113	131	197	166	162	255	248	255	2,279
Outstate	59	49	40	47	52	50	59	47	58	98	94	80	733
Combined	335	257	164	191	165	181	256	213	220	353	342	335	3,012
<b>Total Calls</b>													
Metro	3,263	2,658	2,451	2,481	2,443	2,499	2,814	2,746	2,685	3,831	3,459	3,316	34,646
Outstate	385	367	292	288	300	306	317	309	312	510	436	375	4,197
Combined	3,648	3,025	2,743	2,769	2,743	2,805	3,131	3,055	2,997	4,341	3,895	3,691	38,843
<b>Percent Responded to in one hour or less</b>													
Metro	91.54%	92.17%	94.94%	94.20%	95.37%	94.76%	93.00%	93.95%	93.97%	93.34%	92.83%	92.31%	93.42%
Outstate	84.68%	86.65%	86.30%	83.68%	82.67%	83.66%	81.39%	84.79%	81.41%	80.78%	78.44%	78.67%	82.54%
Combined	90.82%	91.50%	94.02%	93.10%	93.98%	93.55%	91.82%	93.03%	92.66%	91.87%	91.22%	90.92%	92.25%
<b>Percent Responded to in over one hour</b>													
Metro	8.46%	7.83%	5.06%	5.80%	4.63%	5.24%	7.00%	6.05%	6.03%	6.66%	7.17%	7.69%	6.58%
Outstate	15.32%	13.35%	13.70%	16.32%	17.33%	16.34%	18.61%	15.21%	18.59%	19.22%	21.56%	21.33%	17.46%
Combined	9.18%	8.50%	5.98%	6.90%	6.02%	6.45%	8.18%	6.97%	7.34%	8.13%	8.78%	9.08%	7.75%
<b>Average number of minutes to respond to an emergency</b>													
Metro	33.2	32.7	30.2	30.1	29.2	30.2	32.1	31.6	31.7	32.4	32.9	33.5	31.7
Outstate	36.3	36.3	34.7	38.2	37.9	39.3	39.2	37.3	39.8	40.6	42.2	39.5	38.6
Combined	33.5	33.1	30.6	30.8	30.2	31.2	32.8	32.1	32.5	33.3	33.9	34.1	32.5

## Minnesota Office of Pipeline Safety Emergency Response Reporting Form 2015

Reporting Company: CenterPoint Energy

**Circle Reporting Period:**

Contact Person: Bryan Bruley

**January**

February

Phone: 612-321-4922

March

April

May

June

July

August

September

October

November

December

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,917	252	7	2	1
> 10 min. to 20 min.	799	715	8	1	1
> 20 min. to 40 min.	660	1,678	10	6	1
> 40 min. to 60 min.	191	668	12	10	3
> 60 min. to 80 min.	47	229	19	22	8
> 80 min. to 100 min.	14	59	25	25	9
> 100 min. to 120 min	10	23	20	28	15
> 2 hrs to 3 hrs	10	24	35	38	49
> 3 hrs to 4 hrs	-	-	1	1	22
> 4 hrs to 6 hrs	-	-	2	5	18
> 6 hrs to 8 hrs	-	-	-	-	7
> 8 hrs	-	-	-	1	5
<b>Total</b>	<b>3,648</b>	<b>3,648</b>	<b>139</b>	<b>139</b>	<b>139</b>

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

**Response** - Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

**Repair Crew** - Time interval - If the first response person is not able to shut off the gas and/or repair the facility, additional help by a "repair crew" may be required. The repair crew interval is the cumulative time from the initial notification through the commute to the arrival time at the incident location.

**Gas shut off** - Time interval - The gas shut off interval is the cumulative time from the initial notification to the time the gas is shut off. The gas shut off time for small leaks that get scheduled for repair are not included in this report.

**Line repaired** - Time interval - The line repaired interval is the cumulative time from the initial notification to the time the gas line is repaired, purged and repressurized, so relight(s) can begin. The line repaired time for small leaks that get scheduled for repair are not included in this report.

Send report within 30 days of the end of the reporting period to:

Mail to: Minnesota Office of Pipeline Safety 444 Cedar St, Suite 147 St. Paul MN 55101- 5147	Email: <a href="mailto:andy.voyer@state.mn.us">andy.voyer@state.mn.us</a> or Fax: 651-296-9641
For more information call 651-296-9636	

This information is being gathered under the authority MS 299J.13, 299F.59 and 299F.63



## Minnesota Office of Pipeline Safety

### Emergency Response Reporting Form 2015

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,572	227	5	4	-
> 10 min. to 20 min.	689	620	6	2	3
> 20 min. to 40 min.	558	1,315	17	11	5
> 40 min. to 60 min.	137	606	9	10	3
> 60 min. to 80 min.	41	168	8	14	9
> 80 min. to 100 min.	15	58	13	14	7
> 100 min. to 120 min	6	11	12	15	13
> 2 hrs to 3 hrs	7	20	17	17	29
> 3 hrs to 4 hrs	-	-	2	2	8
> 4 hrs to 6 hrs	-	-	-	-	6
> 6 hrs to 8 hrs	-	-	-	-	3
> 8 hrs	-	-	-	-	3
Total	3,025	3,025	89	89	89

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

**Response** -Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

**Repair Crew** - Time interval - If the first response person is not able to shut off the gas and/or repair the facility, additional help by a "repair crew" may be required. The repair crew interval is the cumulative time from the initial notification through the commute to the arrival time at the incident location.

**Gas shut off** - Time interval - The gas shut off interval is the cumulative time from the initial notification to the time the gas is shut off. The gas shut off time for small leaks that get scheduled for repair are not included in this report.

**Line repaired** - Time interval - The line repaired interval is the cumulative time from the initial notification to the time the gas line is repaired, purged and repressurized, so relight(s) can begin. The line repaired time for small leaks that get scheduled for repair are not included in this report.

Send report within 30 days of the end of the reporting period to:  
 Mail to: Minnesota Office of Pipeline Safety  
 444 Cedar St, Suite 147  
 St. Paul MN 55101- 5147  
 Email: [andy.voyer@state.mn.us](mailto:andy.voyer@state.mn.us)  
 or Fax: 651-296-9641  
 For more information call 651-296-9636

# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2015

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
<b>March</b>	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,537	208	-	-	-
> 10 min. to 20 min.	626	627	1	-	-
> 20 min. to 40 min.	450	1,305	7	5	1
> 40 min. to 60 min.	96	439	8	7	1
> 60 min. to 80 min.	21	117	15	15	4
> 80 min. to 100 min.	7	34	10	10	6
> 100 min. to 120 min	4	9	17	18	4
> 2 hrs to 3 hrs	2	4	19	21	33
> 3 hrs to 4 hrs	-	-	2	2	12
> 4 hrs to 6 hrs	-	-	1	1	12
> 6 hrs to 8 hrs	-	-	-	1	3
> 8 hrs	-	-	-	-	4
<b>Total</b>	<b>2,743</b>	<b>2,743</b>	<b>80</b>	<b>80</b>	<b>80</b>

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

**Response** - Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

**Repair Crew** - Time interval - If the first response person is not able to shut off the gas and/or repair the facility, additional help by a "repair crew" may be required. The repair crew interval is the cumulative time from the initial notification through the commute to the arrival time at the incident location.

**Gas shut off** - Time interval - The gas shut off interval is the cumulative time from the initial notification to the time the gas is shut off. The gas shut off time for small leaks that get scheduled for repair are not included in this report.

**Line repaired** - Time interval - The line repaired interval is the cumulative time from the initial notification to the time the gas line is repaired, purged and repressurized, so relight(s) can begin. The line repaired time for small leaks that get scheduled for repair are not included in this report.

Send report within 30 days of the end of the reporting period to:

Mail to: Minnesota Office of Pipeline Safety 444 Cedar St, Suite 147 St. Paul MN 55101- 5147	Email: <a href="mailto:andy.voyer@state.mn.us">andy.voyer@state.mn.us</a> or Fax: 651-296-9641  For more information call 651-296-9636
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## Minnesota Office of Pipeline Safety

### Emergency Response Reporting Form 2015

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,657	218	6	1	-
> 10 min. to 20 min.	567	651	8	4	-
> 20 min. to 40 min.	430	1,250	24	11	2
> 40 min. to 60 min.	72	459	17	16	3
> 60 min. to 80 min.	21	132	20	25	6
> 80 min. to 100 min.	12	39	30	34	9
> 100 min. to 120 min	2	6	26	30	23
> 2 hrs to 3 hrs	3	9	43	49	65
> 3 hrs to 4 hrs	3	3	5	6	38
> 4 hrs to 6 hrs	2	2	-	2	22
> 6 hrs to 8 hrs	-	-	-	-	6
> 8 hrs	-	-	-	1	5
<b>Total</b>	<b>2,769</b>	<b>2,769</b>	<b>179</b>	<b>179</b>	<b>179</b>

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

**Response** - Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

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**Gas shut off** - Time interval - The gas shut off interval is the cumulative time from the initial notification to the time the gas is shut off. The gas shut off time for small leaks that get scheduled for repair are not included in this report.

**Line repaired** - Time interval - The line repaired interval is the cumulative time from the initial notification to the time the gas line is repaired, purged and repressurized, so relight(s) can begin. The line repaired time for small leaks that get scheduled for repair are not included in this report.

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St. Paul MN 55101- 5147

Email: [andy.voyer@state.mn.us](mailto:andy.voyer@state.mn.us)  
or Fax: 651-296-9641

For more information call 651-296-9636

## Minnesota Office of Pipeline Safety

### Emergency Response Reporting Form 2015

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,711	227	6	1	1
> 10 min. to 20 min.	564	651	10	3	1
> 20 min. to 40 min.	360	1,222	30	14	2
> 40 min. to 60 min.	68	478	29	30	7
> 60 min. to 80 min.	21	116	37	44	13
> 80 min. to 100 min.	11	28	30	35	21
> 100 min. to 120 min	1	8	35	42	26
> 2 hrs to 3 hrs	7	13	64	69	94
> 3 hrs to 4 hrs	-	-	6	7	44
> 4 hrs to 6 hrs	-	-	-	1	23
> 6 hrs to 8 hrs	-	-	-	-	12
> 8 hrs	-	-	-	1	3
<b>Total</b>	<b>2,743</b>	<b>2,743</b>	<b>247</b>	<b>247</b>	<b>247</b>

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

**Response** - Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

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For more information call 651-296-9636	

# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2015

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,673	205	6	2	-
> 10 min. to 20 min.	616	653	8	3	2
> 20 min. to 40 min.	385	1,287	19	14	2
> 40 min. to 60 min.	91	479	27	22	5
> 60 min. to 80 min.	17	121	30	34	13
> 80 min. to 100 min.	7	30	33	36	16
> 100 min. to 120 min	11	16	29	31	20
> 2 hrs to 3 hrs	5	14	65	68	77
> 3 hrs to 4 hrs	-	-	1	5	43
> 4 hrs to 6 hrs	-	-	1	4	26
> 6 hrs to 8 hrs	-	-	-	-	10
> 8 hrs	-	-	-	-	5
<b>Total</b>	<b>2,805</b>	<b>2,805</b>	<b>219</b>	<b>219</b>	<b>219</b>

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

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For more information call 651-296-9636	

This information is being gathered under the authority MS 299J.13, 299F.59 and 299F.63

# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2015

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,651	218	4	2	-
> 10 min. to 20 min.	792	648	5	2	1
> 20 min. to 40 min.	511	1,461	19	9	-
> 40 min. to 60 min.	113	548	19	12	3
> 60 min. to 80 min.	29	169	22	25	9
> 80 min. to 100 min.	9	52	37	42	15
> 100 min. to 120 min	8	10	19	25	16
> 2 hrs to 3 hrs	13	19	66	68	69
> 3 hrs to 4 hrs	5	6	2	4	35
> 4 hrs to 6 hrs	-	-	-	3	31
> 6 hrs to 8 hrs	-	-	-	1	11
> 8 hrs	-	-	-	-	3
<b>Total</b>	<b>3,131</b>	<b>3,131</b>	<b>193</b>	<b>193</b>	<b>193</b>

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

**Response** -Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

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## Minnesota Office of Pipeline Safety

### Emergency Response Reporting Form 2015

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,610	223	8	5	-
> 10 min. to 20 min.	776	588	10	6	2
> 20 min. to 40 min.	551	1,452	23	11	2
> 40 min. to 60 min.	77	579	26	25	6
> 60 min. to 80 min.	18	150	40	43	13
> 80 min. to 100 min.	12	43	40	44	20
> 100 min. to 120 min	2	10	36	39	33
> 2 hrs to 3 hrs	8	9	94	99	93
> 3 hrs to 4 hrs	1	1	7	7	70
> 4 hrs to 6 hrs	-	-	-	2	33
> 6 hrs to 8 hrs	-	-	-	3	9
> 8 hrs	-	-	-	-	3
<b>Total</b>	<b>3,055</b>	<b>3,055</b>	<b>284</b>	<b>284</b>	<b>284</b>

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

**Response** -Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

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**Gas shut off** - Time interval - The gas shut off interval is the cumulative time from the initial notification to the time the gas is shut off. The gas shut off time for small leaks that get scheduled for repair are not included in this report.

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St. Paul MN 55101- 5147

Email: [andy.voyer@state.mn.us](mailto:andy.voyer@state.mn.us)  
or Fax: 651-296-9641

For more information call 651-296-9636

# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2015

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,514	236	4	1	-
> 10 min. to 20 min.	788	571	6	3	-
> 20 min. to 40 min.	527	1,415	21	16	2
> 40 min. to 60 min.	99	555	22	21	11
> 60 min. to 80 min.	36	135	21	24	11
> 80 min. to 100 min.	13	46	26	28	10
> 100 min. to 120 min	5	20	24	22	16
> 2 hrs to 3 hrs	14	18	70	74	60
> 3 hrs to 4 hrs	1	1	3	6	48
> 4 hrs to 6 hrs	-	-	1	2	24
> 6 hrs to 8 hrs	-	-	-	1	13
> 8 hrs	-	-	-	-	3
<b>Total</b>	<b>2,997</b>	<b>2,997</b>	<b>198</b>	<b>198</b>	<b>198</b>

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

**Response** - Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

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# Minnesota Office of Pipeline Safety

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Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	2,109	282	3	2	-
> 10 min. to 20 min.	1,084	839	3	-	-
> 20 min. to 40 min.	870	1,999	24	14	3
> 40 min. to 60 min.	184	868	21	11	3
> 60 min. to 80 min.	55	253	38	39	11
> 80 min. to 100 min.	15	64	49	55	23
> 100 min. to 120 min	7	15	38	40	27
> 2 hrs to 3 hrs	17	20	99	103	97
> 3 hrs to 4 hrs	-	-	2	5	51
> 4 hrs to 6 hrs	-	1	2	8	44
> 6 hrs to 8 hrs	-	-	-	2	18
> 8 hrs	-	-	-	-	2
<b>Total</b>	<b>4,341</b>	<b>4,341</b>	<b>279</b>	<b>279</b>	<b>279</b>

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

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# Minnesota Office of Pipeline Safety

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Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,752	205	2	-	-
> 10 min. to 20 min.	1,050	742	7	1	-
> 20 min. to 40 min.	832	1,830	15	9	1
> 40 min. to 60 min.	197	776	16	13	5
> 60 min. to 80 min.	40	243	27	28	12
> 80 min. to 100 min.	11	72	24	28	12
> 100 min. to 120 min	10	17	25	30	15
> 2 hrs to 3 hrs	2	9	79	82	83
> 3 hrs to 4 hrs	-	-	-	3	33
> 4 hrs to 6 hrs	1	1	1	2	23
> 6 hrs to 8 hrs	-	-	-	-	12
> 8 hrs	-	-	-	-	-
<b>Total</b>	<b>3,895</b>	<b>3,895</b>	<b>196</b>	<b>196</b>	<b>196</b>

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

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Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

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**Circle Reporting Period:**

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,698	197	4	1	-
> 10 min. to 20 min.	930	697	2	1	-
> 20 min. to 40 min.	809	1,688	15	6	2
> 40 min. to 60 min.	186	774	16	15	2
> 60 min. to 80 min.	39	250	18	15	5
> 80 min. to 100 min.	17	60	32	35	10
> 100 min. to 120 min	4	12	43	46	12
> 2 hrs to 3 hrs	8	13	79	83	93
> 3 hrs to 4 hrs	-	-	-	4	52
> 4 hrs to 6 hrs	-	-	-	2	22
> 6 hrs to 8 hrs	-	-	-	1	10
> 8 hrs	-	-	-	-	1
<b>Total</b>	<b>3,691</b>	<b>3,691</b>	<b>209</b>	<b>209</b>	<b>209</b>

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

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CenterPoint Energy  
2014 Service Quality Report - REVISED 5/2/2016

2014 Emergency Gas Response Time

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Calls Responded to in one hour or less</b>													
Metro	3,358	2,398	1,103	2,295	2,654	2,163	1,478	2,422	2,824	3,664	3,295	2,960	<b>30,614</b>
Outstate	296	224	111	220	276	255	146	227	297	434	306	269	<b>3,061</b>
Combined	3,654	2,622	1,214	2,515	2,930	2,418	1,624	2,649	3,121	4,098	3,601	3,229	<b>33,675</b>
<b>Calls Responded to in over one hour</b>													
Metro	301	327	172	294	243	208	147	192	181	354	318	247	<b>2,984</b>
Outstate	75	36	24	44	68	84	28	46	38	93	90	54	<b>680</b>
Combined	376	363	196	338	311	292	175	238	219	447	408	301	<b>3,664</b>
<b>Total Calls</b>													
Metro	3,659	2,725	1,275	2,589	2,897	2,371	1,625	2,614	3,005	4,018	3,613	3,207	<b>33,598</b>
Outstate	371	260	135	264	344	339	174	273	335	527	396	323	<b>3,741</b>
Combined	4,030	2,985	1,410	2,853	3,241	2,710	1,799	2,887	3,340	4,545	4,009	3,530	<b>37,339</b>
<b>Percent Responded to in one hour or less</b>													
Metro	91.77%	88.00%	86.51%	88.64%	91.61%	91.23%	90.95%	92.65%	93.98%	91.19%	91.20%	92.30%	<b>91.12%</b>
Outstate	79.78%	86.15%	82.22%	83.33%	80.23%	75.22%	83.91%	83.15%	88.66%	82.35%	77.27%	83.28%	<b>81.82%</b>
Combined	90.67%	87.84%	86.10%	88.15%	90.40%	89.23%	90.27%	91.76%	93.44%	90.17%	89.82%	91.47%	<b>90.19%</b>
<b>Percent Responded to in over one hour</b>													
Metro	8.23%	12.00%	13.49%	11.36%	8.39%	8.77%	9.05%	7.35%	6.02%	8.81%	8.80%	7.70%	<b>8.88%</b>
Outstate	20.22%	13.85%	17.78%	16.67%	19.77%	24.78%	16.09%	16.85%	11.34%	17.65%	22.73%	16.72%	<b>18.18%</b>
Combined	9.33%	12.16%	13.90%	11.85%	9.60%	10.77%	9.73%	8.24%	6.56%	9.83%	10.18%	8.53%	<b>9.81%</b>
<b>Average number of minutes to respond to an emergency</b>													
Metro	33.4	36.8	37.2	35.3	33.2	34.3	33.2	32.6	31.1	33.3	33.9	32.4	<b>33.9</b>
Outstate	41.1	35.9	32.2	36.5	44.3	46.9	38.7	37.1	34.2	38.1	46.3	38.3	<b>39.1</b>
Combined	34.1	36.7	36.7	35.4	34.4	35.9	33.8	33.0	31.4	33.9	35.1	33.0	<b>34.5</b>

**CenterPoint Energy  
2015 Service Quality Report**

**Customer Service Related Expenses <sup>(1)</sup>**

	<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>	<u>Total</u>
Customer Service Related Expenses	2,794,534	2,204,036	2,782,834	2,505,067	2,914,032	2,798,400	2,802,500	2,632,131	2,569,969	3,507,233	2,461,452	4,139,410	34,111,598

<sup>(1)</sup> FERC accounts 901 and 903 plus payroll taxes and benefits.

**CenterPoint Energy**  
**2015 Service Quality Report**  
**2015 Customer Requested Steel Service Relocations**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3049792	75981550	XRelocate Service Line-Plastic	600 2nd St W	12/27/2015	Construction OH	MGC3	\$70.64
3049792	75981550	XRelocate Service Line-Plastic		12/27/2015	Restoration OH	MGC3	\$136.53
3049792	75981550	XRelocate Service Line-Plastic		12/27/2015	Stores Overhead	MGC3	\$40.27
3049792	75981550	XRelocate Service Line-Plastic		12/27/2015	Stores Overhead -Qty	MGC3	\$126.50
3049792	75981550	XRelocate Service Line-Plastic		12/27/2015	Un labor-ST-IntAlloc	MGC3	
3049792	75981550	XRelocate Service Line-Plastic		12/27/2015	M&S-Inventory Issued	MGC3	\$593.90
3049792	75981550	XRelocate Service Line-Plastic		12/27/2015	Billable Cntrctd Lbr	MGC3	\$7,413.44
3049792	75981837	Replace Meter & Set - Other		12/7/2015	Construction OH	MGS2	\$241.45
3049792	75981837	Replace Meter & Set - Other		12/7/2015	Stores Overhead	MGS2	\$63.56
3049792	75981837	Replace Meter & Set - Other		12/7/2015	Stores Overhead -Qty	MGS2	\$6.67
3049792	75981837	Replace Meter & Set - Other		12/7/2015	Un labor-ST-IntAlloc	MGS2	\$1,712.02
3049792	75981837	Replace Meter & Set - Other		12/7/2015	Un labor-ST-IntAlloc	MGS2	\$158.04
3049792	75981837	Replace Meter & Set - Other		12/7/2015	M&S-Inventory Issued	MGS2	\$937.47
3049792	76000434	Relocate Meter		11/4/2015	Un labor-ST-IntAlloc	MGS1	\$36.40
<b>3049792 Total</b>							<b>\$11,536.89</b>
3258462	73394742	CMSEM9 Relocate Service Line-Steel	14898 Energy Way	4/22/2015	Construction OH	MGC3	\$352.81
3258462	73394742	CMSEM9 Relocate Service Line-Steel		4/22/2015	Restoration OH	MGC3	\$616.18
3258462	73394742	CMSEM9 Relocate Service Line-Steel		4/22/2015	Stores Overhead	MGC3	
3258462	73394742	CMSEM9 Relocate Service Line-Steel		4/22/2015	Stores Overhead -Qty	MGC3	
3258462	73394742	CMSEM9 Relocate Service Line-Steel		4/22/2015	Fleet Pool Vehicles	MGC3	\$34.31
3258462	73394742	CMSEM9 Relocate Service Line-Steel		4/22/2015	Un labor-ST-IntAlloc	MGC3	\$2,108.34
3258462	73394742	CMSEM9 Relocate Service Line-Steel		4/22/2015	Un Labor 1 1/2-IntAl	MGC3	\$308.00
3258462	73394742	CMSEM9 Relocate Service Line-Steel		4/22/2015	Un labor-ST-IntAlloc	MGC3	\$134.72
3258462	73394742	CMSEM9 Relocate Service Line-Steel		4/22/2015	Un labor-ST-IntAlloc	MGC3	\$237.06
3258462	73394742	CMSEM9 Relocate Service Line-Steel		4/22/2015	M&S-Inventory Issued	MGC3	
3258462	73394742	CMSEM9 Relocate Service Line-Steel		4/22/2015	Cont in Aid of Const	MGC3	-\$417.00
3258462	73397171	Relocate Meter		4/22/2015	Stores Overhead	MGS1	\$3.70
3258462	73397171	Relocate Meter		4/22/2015	Stores Overhead -Qty	MGS1	\$2.76
3258462	73397171	Relocate Meter		4/22/2015	Un labor-ST-IntAlloc	MGS1	
3258462	73397171	Relocate Meter		4/22/2015	Un labor-ST-IntAlloc	MGS1	\$642.44
3258462	73397171	Relocate Meter		4/22/2015	M&S-Inventory Issued	MGS1	\$54.61
<b>3258462 Total</b>							<b>\$4,077.93</b>

**CenterPoint Energy**  
**2015 Service Quality Report**  
**2015 Customer Requested Steel Service Relocations**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3399000	73178183	Relocate Service Line-Plastic	11500 12th Ave S	5/4/2015	Construction OH	MGC3	\$1,216.91
3399000	73178183	Relocate Service Line-Plastic		5/4/2015	Restoration OH	MGC3	\$1,823.18
3399000	73178183	Relocate Service Line-Plastic		5/4/2015	Stores Overhead	MGC3	\$76.03
3399000	73178183	Relocate Service Line-Plastic		5/4/2015	Stores Overhead -Qty	MGC3	\$20.01
3399000	73178183	Relocate Service Line-Plastic		5/4/2015	Fleet Pool Vehicles	MGC3	\$364.19
3399000	73178183	Relocate Service Line-Plastic		5/4/2015	Un labor-ST-IntAlloc	MGC3	\$692.42
3399000	73178183	Relocate Service Line-Plastic		5/4/2015	Un Labor 1 1/2-IntAI	MGC3	\$40.48
3399000	73178183	Relocate Service Line-Plastic		5/4/2015	Un labor-ST-IntAlloc	MGC3	\$5,117.58
3399000	73178183	Relocate Service Line-Plastic		5/4/2015	Un Labor 1 1/2-IntAI	MGC3	\$1,100.00
3399000	73178183	Relocate Service Line-Plastic		5/4/2015	Un labor-ST-IntAlloc	MGC3	\$1,217.34
3399000	73178183	Relocate Service Line-Plastic		5/4/2015	Un Labor 1 1/2-IntAI	MGC3	\$81.90
3399000	73178183	Relocate Service Line-Plastic		5/4/2015	M&S-Inventory Issued	MGC3	\$1,121.38
<b>3399000 Total</b>							<b>\$12,871.42</b>
3400497	74792744	Relocate Service Line-Plastic	5320 W 23rd St	11/23/2015	Construction OH	MGC3	\$3,296.91
3400497	74792744	Relocate Service Line-Plastic		11/23/2015	Restoration OH	MGC3	\$5,044.21
3400497	74792744	Relocate Service Line-Plastic		11/23/2015	Stores Overhead	MGC3	\$349.92
3400497	74792744	Relocate Service Line-Plastic		11/23/2015	Stores Overhead -Qty	MGC3	\$582.59
3400497	74792744	Relocate Service Line-Plastic		11/23/2015	Un labor-ST-IntAlloc	MGC3	\$685.59
3400497	74792744	Relocate Service Line-Plastic		11/23/2015	Un labor-ST-IntAlloc	MGC3	
3400497	74792744	Relocate Service Line-Plastic		11/23/2015	M&S-Inventory Issued	MGC3	\$5,161.01
3400497	74792744	Relocate Service Line-Plastic		11/23/2015	Billable Cntrctd Lbr	MGC3	\$22,138.90
3400497	74792744	Relocate Service Line-Plastic		11/23/2015	Cont in Aid of Const	MGC3	-\$17,900.00
3400497	74794543	XMI Replace Meter & Set - Other WELD		9/14/2015	Construction OH	MGS2	\$602.28
3400497	74794543	XMI Replace Meter & Set - Other WELD		9/14/2015	Stores Overhead	MGS2	\$62.99
3400497	74794543	XMI Replace Meter & Set - Other WELD		9/14/2015	Stores Overhead -Qty	MGS2	\$27.37
3400497	74794543	XMI Replace Meter & Set - Other WELD		9/14/2015	Fleet Pool Vehicles	MGS2	\$35.54
3400497	74794543	XMI Replace Meter & Set - Other WELD		9/14/2015	Fleet Pool Vehicles	MGS2	\$10.65
3400497	74794543	XMI Replace Meter & Set - Other WELD		9/14/2015	Un labor-ST-IntAlloc	MGS2	\$210.18
3400497	74794543	XMI Replace Meter & Set - Other WELD		9/14/2015	Un labor-ST-IntAlloc	MGS2	
3400497	74794543	XMI Replace Meter & Set - Other WELD		9/14/2015	Un labor-ST-IntAlloc	MGS2	\$2,074.32
3400497	74794543	XMI Replace Meter & Set - Other WELD		9/14/2015	Un Labor 1 1/2-IntAI	MGS2	\$163.80
3400497	74794543	XMI Replace Meter & Set - Other WELD		9/14/2015	Un labor-ST-IntAlloc	MGS2	\$1,394.70
3400497	74794543	XMI Replace Meter & Set - Other WELD		9/14/2015	M&S-Inventory Issued	MGS2	\$928.99
3400497	74794543	XMI Replace Meter & Set - Other WELD		9/14/2015	Cont in Aid of Const	MGS2	-\$8,888.74

**CenterPoint Energy**  
**2015 Service Quality Report**  
**2015 Customer Requested Steel Service Relocations**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
<b>3400497 Total</b>							<b>\$15,981.21</b>
3400502	73604211	XRelocate I/C Service Line-Steel-89R-RJM	6500 Excelsior Blvd	6/22/2015	Construction OH	MGC3	\$3,643.64
3400502	73604211	XRelocate I/C Service Line-Steel-89R-RJM		6/22/2015	Restoration OH	MGC3	\$5,794.38
3400502	73604211	XRelocate I/C Service Line-Steel-89R-RJM		6/22/2015	Stores Overhead	MGC3	\$198.66
3400502	73604211	XRelocate I/C Service Line-Steel-89R-RJM		6/22/2015	Stores Overhead -Qty	MGC3	\$41.40
3400502	73604211	XRelocate I/C Service Line-Steel-89R-RJM		6/22/2015	Un labor-ST-IntAlloc	MGC3	\$811.54
3400502	73604211	XRelocate I/C Service Line-Steel-89R-RJM		6/22/2015	Un labor-ST-IntAlloc	MGC3	
3400502	73604211	XRelocate I/C Service Line-Steel-89R-RJM		6/22/2015	M&S-Inventory Issued	MGC3	\$2,930.16
3400502	73604211	XRelocate I/C Service Line-Steel-89R-RJM		6/22/2015	Billable Cntrctd Lbr	MGC3	\$25,407.39
3400502	73604211	XRelocate I/C Service Line-Steel-89R-RJM		6/22/2015	Cont in Aid of Const	MGC3	-\$8,177.00
<b>3400502 Total</b>							<b>\$30,650.17</b>
3532595	75757939	Relocate Service Line-Plastic	83 Kennedy Ave S	10/22/2015	Construction OH	MGC3	\$225.28
3532595	75757939	Relocate Service Line-Plastic		10/22/2015	Restoration OH	MGC3	\$315.83
3532595	75757939	Relocate Service Line-Plastic		10/22/2015	Stores Overhead	MGC3	\$18.28
3532595	75757939	Relocate Service Line-Plastic		10/22/2015	Stores Overhead -Qty	MGC3	\$19.09
3532595	75757939	Relocate Service Line-Plastic		10/22/2015	Fleet Pool Vehicles	MGC3	\$49.05
3532595	75757939	Relocate Service Line-Plastic		10/22/2015	Fleet Pool Vehicles	MGC3	\$54.44
3532595	75757939	Relocate Service Line-Plastic		10/22/2015	Un labor-ST-IntAlloc	MGC3	\$1,429.11
3532595	75757939	Relocate Service Line-Plastic		10/22/2015	M&S-Inventory Issued	MGC3	\$269.65
3532595	75757939	Relocate Service Line-Plastic		10/22/2015	Cont in Aid of Const	MGC3	-\$460.00
<b>3532595 Total</b>							<b>\$1,920.73</b>
3559476	73478947	XRelocate I/C Service Line-Plastic - RJM	1601 Jefferson St	5/29/2015	Construction OH	MGC3	\$958.28
3559476	73478947	XRelocate I/C Service Line-Plastic - RJM		5/29/2015	Restoration OH	MGC3	\$4,854.38
3559476	73478947	XRelocate I/C Service Line-Plastic - RJM		5/29/2015	Stores Overhead	MGC3	\$142.36
3559476	73478947	XRelocate I/C Service Line-Plastic - RJM		5/29/2015	Stores Overhead -Qty	MGC3	\$745.43
3559476	73478947	XRelocate I/C Service Line-Plastic - RJM		5/29/2015	Un labor-ST-IntAlloc	MGC3	
3559476	73478947	XRelocate I/C Service Line-Plastic - RJM		5/29/2015	M&S-Inventory Issued	MGC3	\$2,099.77
3559476	73478947	XRelocate I/C Service Line-Plastic - RJM		5/29/2015	Billable Cntrctd Lbr	MGC3	\$8,090.64
3559476	74120926	Replace I/C Meter & Set -Other-WELD-RJM		9/11/2015	Construction OH	MGS2	\$658.24
3559476	74120926	Replace I/C Meter & Set -Other-WELD-RJM		9/11/2015	Stores Overhead	MGS2	\$93.64
3559476	74120926	Replace I/C Meter & Set -Other-WELD-RJM		9/11/2015	Stores Overhead -Qty	MGS2	\$20.24
3559476	74120926	Replace I/C Meter & Set -Other-WELD-RJM		9/11/2015	Fleet Pool Vehicles	MGS2	\$21.30
3559476	74120926	Replace I/C Meter & Set -Other-WELD-RJM		9/11/2015	Fleet Pool Vehicles	MGS2	\$101.92
3559476	74120926	Replace I/C Meter & Set -Other-WELD-RJM		9/11/2015	Un labor-ST-IntAlloc	MGS2	\$280.24



**CenterPoint Energy**  
**2015 Service Quality Report**  
**2015 Customer Requested Steel Service Relocations**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3559476	74120926	Replace I/C Meter & Set -Other-WELD-RJM		9/11/2015	Un labor-ST-IntAlloc	MGS2	\$2,535.10
3559476	74120926	Replace I/C Meter & Set -Other-WELD-RJM		9/11/2015	Un labor-ST-IntAlloc	MGS2	\$946.26
3559476	74120926	Replace I/C Meter & Set -Other-WELD-RJM		9/11/2015	M&S-Inventory Issued	MGS2	\$1,381.09
<b>3559476 Total</b>							<b>\$22,928.89</b>
3579753	71905379	Relocate I/C Service Line-Plastic -89R-R	416 1st St SE	5/18/2015	Construction OH	MGC3	\$254.71
3579753	71905379	Relocate I/C Service Line-Plastic -89R-R		5/18/2015	Restoration OH	MGC3	\$391.11
3579753	71905379	Relocate I/C Service Line-Plastic -89R-R		5/18/2015	Stores Overhead	MGC3	\$12.74
3579753	71905379	Relocate I/C Service Line-Plastic -89R-R		5/18/2015	Stores Overhead -Qty	MGC3	\$20.93
3579753	71905379	Relocate I/C Service Line-Plastic -89R-R		5/18/2015	Fleet Pool Vehicles	MGC3	\$79.95
3579753	71905379	Relocate I/C Service Line-Plastic -89R-R		5/18/2015	Un labor-ST-IntAlloc	MGC3	\$1,592.64
3579753	71905379	Relocate I/C Service Line-Plastic -89R-R		5/18/2015	Un Labor 1 1/2-IntAl	MGC3	\$177.10
3579753	71905379	Relocate I/C Service Line-Plastic -89R-R		5/18/2015	M&S-Inventory Issued	MGC3	\$187.96
3579753	71905379	Relocate I/C Service Line-Plastic -89R-R		5/18/2015	Cont in Aid of Const	MGC3	-\$632.00
3579753	71905385	Replace I/C Meter & Set - Other - RJM		5/13/2015	Construction OH	MGS2	\$42.96
3579753	71905385	Replace I/C Meter & Set - Other - RJM		5/13/2015	Stores Overhead	MGS2	\$5.84
3579753	71905385	Replace I/C Meter & Set - Other - RJM		5/13/2015	Stores Overhead -Qty	MGS2	\$0.46
3579753	71905385	Replace I/C Meter & Set - Other - RJM		5/13/2015	Fleet Pool Vehicles	MGS2	\$14.26
3579753	71905385	Replace I/C Meter & Set - Other - RJM		5/13/2015	Un labor-ST-IntAlloc	MGS2	\$243.32
3579753	71905385	Replace I/C Meter & Set - Other - RJM		5/13/2015	M&S-Inventory Issued	MGS2	\$86.10
<b>3579753 Total</b>							<b>\$2,478.08</b>
3580185	73211120	XRelocate Service Line-Plastic	923 Oak St	5/18/2015	Construction OH	MGC3	\$497.42
3580185	73211120	XRelocate Service Line-Plastic		5/18/2015	Restoration OH	MGC3	\$772.44
3580185	73211120	XRelocate Service Line-Plastic		5/18/2015	Stores Overhead	MGC3	\$24.67
3580185	73211120	XRelocate Service Line-Plastic		5/18/2015	Stores Overhead -Qty	MGC3	\$58.42
3580185	73211120	XRelocate Service Line-Plastic		5/18/2015	Fleet Pool Vehicles	MGC3	\$120.04
3580185	73211120	XRelocate Service Line-Plastic		5/18/2015	Fleet Pool Vehicles	MGC3	\$0.26
3580185	73211120	XRelocate Service Line-Plastic		5/18/2015	Un labor-ST-IntAlloc	MGC3	\$2,782.39
3580185	73211120	XRelocate Service Line-Plastic		5/18/2015	M&S-Inventory Issued	MGC3	\$363.88
3580185	73211120	XRelocate Service Line-Plastic		5/18/2015	Billable Cntrctd Lbr	MGC3	\$712.80
3580185	73211184	Relocate Gas Meter & Replace Set		5/5/2015	Construction OH	MGS2	\$56.36
3580185	73211184	Relocate Gas Meter & Replace Set		5/5/2015	Fleet Pool Vehicles	MGS2	\$27.75
3580185	73211184	Relocate Gas Meter & Replace Set		5/5/2015	Fleet Pool Vehicles	MGS2	\$50.36
3580185	73211184	Relocate Gas Meter & Replace Set		5/5/2015	Un labor-ST-IntAlloc	MGS2	
3580185	73211184	Relocate Gas Meter & Replace Set		5/5/2015	Un labor-ST-IntAlloc	MGS2	\$372.80

**CenterPoint Energy**  
**2015 Service Quality Report**  
**2015 Customer Requested Steel Service Relocations**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3580185	73682849	Replace SmVol Gas Meter		5/5/2015	Stores Overhead	MGS1	\$6.11
3580185	73682849	Replace SmVol Gas Meter		5/5/2015	Stores Overhead -Qty	MGS1	\$0.46
3580185	73682849	Replace SmVol Gas Meter		5/5/2015	Fleet Pool Vehicles	MGS1	\$0.85
3580185	73682849	Replace SmVol Gas Meter		5/5/2015	Un labor-ST-IntAlloc	MGS1	\$3.66
3580185	73682849	Replace SmVol Gas Meter		5/5/2015	M&S-Inventory Issued	MGS1	\$90.19
3580185	73874287	Remove I/C Meter & Set - RJM		5/18/2015	Construction OH	MGS2	\$4.15
3580185	73874287	Remove I/C Meter & Set - RJM		5/18/2015	Stores Overhead	MGS2	\$1.41
3580185	73874287	Remove I/C Meter & Set - RJM		5/18/2015	Stores Overhead -Qty	MGS2	\$0.46
3580185	73874287	Remove I/C Meter & Set - RJM		5/18/2015	Fleet Pool Vehicles	MGS2	\$0.75
3580185	73874287	Remove I/C Meter & Set - RJM		5/18/2015	Un labor-ST-IntAlloc	MGS2	\$11.72
3580185	73874287	Remove I/C Meter & Set - RJM		5/18/2015	M&S-Inventory Issued	MGS2	\$20.75
<b>3580185 Total</b>							<b>\$5,980.10</b>
3580288	74655082	Relocate Service Line-Plastic	208 Mill St E	8/6/2015	Construction OH	MGC3	\$867.64
3580288	74655082	Relocate Service Line-Plastic		8/6/2015	Restoration OH	MGC3	\$1,451.16
3580288	74655082	Relocate Service Line-Plastic		8/6/2015	Stores Overhead	MGC3	\$23.73
3580288	74655082	Relocate Service Line-Plastic		8/6/2015	Stores Overhead -Qty	MGC3	\$124.43
3580288	74655082	Relocate Service Line-Plastic		8/6/2015	Fleet Pool Vehicles	MGC3	\$24.82
3580288	74655082	Relocate Service Line-Plastic		8/6/2015	Un labor-ST-IntAlloc	MGC3	\$4,122.86
3580288	74655082	Relocate Service Line-Plastic		8/6/2015	Un Labor 1 1/2-IntAl	MGC3	\$1,035.00
3580288	74655082	Relocate Service Line-Plastic		8/6/2015	Un labor-ST-IntAlloc	MGC3	\$756.54
3580288	74655082	Relocate Service Line-Plastic		8/6/2015	Un Labor 1 1/2-IntAl	MGC3	\$651.93
3580288	74655082	Relocate Service Line-Plastic		8/6/2015	M&S-Inventory Issued	MGC3	\$349.99
3580288	74655082	Relocate Service Line-Plastic		8/6/2015	Cont in Aid of Const	MGC3	-\$3,800.00
<b>3580288 Total</b>							<b>\$5,608.10</b>
3590965	72888325	Relocate Service Line-Plastic	1403 N 5th St	6/2/2015	Construction OH	MGC3	\$214.71
3590965	72888325	Relocate Service Line-Plastic		6/2/2015	Restoration OH	MGC3	\$284.93
3590965	72888325	Relocate Service Line-Plastic		6/2/2015	Stores Overhead	MGC3	\$16.45
3590965	72888325	Relocate Service Line-Plastic		6/2/2015	Stores Overhead -Qty	MGC3	\$44.85
3590965	72888325	Relocate Service Line-Plastic		6/2/2015	Fleet Pool Vehicles	MGC3	\$83.07
3590965	72888325	Relocate Service Line-Plastic		6/2/2015	Un labor-ST-IntAlloc	MGC3	\$1,289.28
3590965	72888325	Relocate Service Line-Plastic		6/2/2015	M&S-Inventory Issued	MGC3	\$242.65
3590965	72888325	Relocate Service Line-Plastic		6/2/2015	Cont in Aid of Const	MGC3	-\$1,772.00
3590965	72888325	Relocate Service Line-Plastic		6/2/2015	Other Rent	MGC3	\$102.60
3590965	72889089	Relocate Meter		6/2/2015	Stores Overhead	MGS1	\$5.87

**CenterPoint Energy**  
**2015 Service Quality Report**  
**2015 Customer Requested Steel Service Relocations**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3590965	72889089	Relocate Meter		6/2/2015	Stores Overhead -Qty	MGS1	\$1.84
3590965	72889089	Relocate Meter		6/2/2015	Fleet Pool Vehicles	MGS1	\$27.06
3590965	72889089	Relocate Meter		6/2/2015	Fleet Pool Vehicles	MGS1	\$70.40
3590965	72889089	Relocate Meter		6/2/2015	Un labor-ST-IntAlloc	MGS1	\$932.20
3590965	72889089	Relocate Meter		6/2/2015	M&S - Non Inv	MGS1	\$35.26
3590965	72889089	Relocate Meter		6/2/2015	M&S-Inventory Issued	MGS1	\$86.56
<b>3590965 Total</b>							<b>\$1,665.73</b>
3595983	75149461	Relocate Service Line-Plastic	206 Minnesota Ave E	11/24/2015	Construction OH	MGC3	\$134.50
3595983	75149461	Relocate Service Line-Plastic		11/24/2015	Restoration OH	MGC3	\$838.28
3595983	75149461	Relocate Service Line-Plastic		11/24/2015	Stores Overhead	MGC3	\$7.78
3595983	75149461	Relocate Service Line-Plastic		11/24/2015	Stores Overhead -Qty	MGC3	\$22.54
3595983	75149461	Relocate Service Line-Plastic		11/24/2015	Un labor-ST-IntAlloc	MGC3	
3595983	75149461	Relocate Service Line-Plastic		11/24/2015	M&S-Inventory Issued	MGC3	\$114.78
3595983	75149461	Relocate Service Line-Plastic		11/24/2015	Billable Cntrctd Lbr	MGC3	\$1,397.13
3595983	75149461	Relocate Service Line-Plastic		11/24/2015	Cont in Aid of Const	MGC3	-\$1,220.00
<b>3595983 Total</b>							<b>\$1,295.01</b>
3597146	73715680	Relocate Service Line-Plastic	502 E Watonwan St	5/19/2015	Construction OH	MGC3	\$415.71
3597146	73715680	Relocate Service Line-Plastic		5/19/2015	Restoration OH	MGC3	\$562.47
3597146	73715680	Relocate Service Line-Plastic		5/19/2015	Stores Overhead	MGC3	\$46.40
3597146	73715680	Relocate Service Line-Plastic		5/19/2015	Stores Overhead -Qty	MGC3	\$21.62
3597146	73715680	Relocate Service Line-Plastic		5/19/2015	Fleet Pool Vehicles	MGC3	\$96.18
3597146	73715680	Relocate Service Line-Plastic		5/19/2015	Un labor-ST-IntAlloc	MGC3	\$1,296.39
3597146	73715680	Relocate Service Line-Plastic		5/19/2015	Un Labor 1 1/2-IntAl	MGC3	\$1,248.72
3597146	73715680	Relocate Service Line-Plastic		5/19/2015	M&S-Inventory Issued	MGC3	\$684.39
3597146	73716544	Relocate Meter - WELD		7/31/2015	Stores Overhead	MGS1	\$38.30
3597146	73716544	Relocate Meter - WELD		7/31/2015	Stores Overhead -Qty	MGS1	\$2.53
3597146	73716544	Relocate Meter - WELD		7/31/2015	Fleet Pool Vehicles	MGS1	\$44.59
3597146	73716544	Relocate Meter - WELD		7/31/2015	Fleet Pool Vehicles	MGS1	\$10.65
3597146	73716544	Relocate Meter - WELD		7/31/2015	Un labor-ST-IntAlloc	MGS1	\$140.12
3597146	73716544	Relocate Meter - WELD		7/31/2015	Un labor-ST-IntAlloc	MGS1	\$298.95
3597146	73716544	Relocate Meter - WELD		7/31/2015	Un labor-ST-IntAlloc	MGS1	\$1,015.94
3597146	73716544	Relocate Meter - WELD		7/31/2015	M&S-Inventory Issued	MGS1	\$564.87
3597146	74380305	Replace Regulator		7/31/2015	Stores Overhead	MGS1	\$40.25

**CenterPoint Energy**  
**2015 Service Quality Report**  
**2015 Customer Requested Steel Service Relocations**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3597146	74380305	Replace Regulator		7/31/2015	Fleet Pool Vehicles	MGS1	\$15.98
3597146	74380305	Replace Regulator		7/31/2015	Un labor-ST-IntAlloc	MGS1	\$105.09
3597146	74380305	Replace Regulator		7/31/2015	Un labor-ST-IntAlloc	MGS1	\$303.36
3597146	74380305	Replace Regulator		7/31/2015	M&S-Inventory Issued	MGS1	\$593.69
<b>3597146 Total</b>							<b>\$7,546.43</b>
3633502	75910859	XRelocate Service Line-Plastic	720 Main St N	10/29/2015	Construction OH	MGC3	\$287.98
3633502	75910859	XRelocate Service Line-Plastic		10/29/2015	Restoration OH	MGC3	\$1,286.32
3633502	75910859	XRelocate Service Line-Plastic		10/29/2015	Stores Overhead	MGC3	\$33.67
3633502	75910859	XRelocate Service Line-Plastic		10/29/2015	Stores Overhead -Qty	MGC3	\$118.22
3633502	75910859	XRelocate Service Line-Plastic		10/29/2015	Un labor-ST-IntAlloc	MGC3	\$985.08
3633502	75910859	XRelocate Service Line-Plastic		10/29/2015	M&S-Inventory Issued	MGC3	\$496.62
3633502	75910859	XRelocate Service Line-Plastic		10/29/2015	Billable Cntrctd Lbr	MGC3	\$1,470.15
3633502	75910859	XRelocate Service Line-Plastic		10/29/2015	Cont in Aid of Const	MGC3	-\$2,300.00
3633502	75897416	Abandon Service - Steel		11/9/2015	Construction OH	MGC2	\$256.23
3633502	75897416	Abandon Service - Steel		11/9/2015	Restoration OH	MGC2	\$436.24
3633502	75897416	Abandon Service - Steel		11/9/2015	Fleet Pool Vehicles	MGC2	\$113.09
3633502	75897416	Abandon Service - Steel		11/9/2015	Un labor-ST-IntAlloc	MGC2	\$1,866.16
3633502	75897416	Abandon Service - Steel		11/9/2015	Un Labor 1 1/2-IntAl	MGC2	\$76.34
<b>3633502 Total</b>							<b>\$5,126.10</b>
3637204	74684638	XRelocate I/C Service Line-Plastic - RJM	512 Becker Ave SW	10/23/2015	Construction OH	MGC3	\$429.75
3637204	74684638	XRelocate I/C Service Line-Plastic - RJM		10/23/2015	Restoration OH	MGC3	\$696.87
3637204	74684638	XRelocate I/C Service Line-Plastic - RJM		10/23/2015	Stores Overhead	MGC3	\$3.89
3637204	74684638	XRelocate I/C Service Line-Plastic - RJM		10/23/2015	Stores Overhead -Qty	MGC3	\$10.35
3637204	74684638	XRelocate I/C Service Line-Plastic - RJM		10/23/2015	Fleet Pool Vehicles	MGC3	\$101.05
3637204	74684638	XRelocate I/C Service Line-Plastic - RJM		10/23/2015	Fleet Pool Vehicles	MGC3	\$105.55
3637204	74684638	XRelocate I/C Service Line-Plastic - RJM		10/23/2015	Fleet Pool Vehicles	MGC3	\$20.65
3637204	74684638	XRelocate I/C Service Line-Plastic - RJM		10/23/2015	Un labor-ST-IntAlloc	MGC3	\$1,527.00
3637204	74684638	XRelocate I/C Service Line-Plastic - RJM		10/23/2015	Un labor-ST-IntAlloc	MGC3	\$516.35
3637204	74684638	XRelocate I/C Service Line-Plastic - RJM		10/23/2015	Un Labor 1 1/2-IntAl	MGC3	\$57.26
3637204	74684638	XRelocate I/C Service Line-Plastic - RJM		10/23/2015	M&S-Inventory Issued	MGC3	\$57.37
3637204	74684638	XRelocate I/C Service Line-Plastic - RJM		10/23/2015	Billable Cntrctd Lbr	MGC3	\$1,052.68
3637204	74684645	I/C Move Meter In-to-Out - RJM		10/23/2015	Construction OH	MGS2	\$126.89
3637204	74684645	I/C Move Meter In-to-Out - RJM		10/23/2015	Stores Overhead	MGS2	\$10.41
3637204	74684645	I/C Move Meter In-to-Out - RJM		10/23/2015	Stores Overhead -Qty	MGS2	\$5.98

**CenterPoint Energy**  
**2015 Service Quality Report**  
**2015 Customer Requested Steel Service Relocations**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3637204	74684645	I/C Move Meter In-to-Out - RJM		10/23/2015	Fleet Pool Vehicles	MGS2	\$32.90
3637204	74684645	I/C Move Meter In-to-Out - RJM		10/23/2015	Fleet Pool Vehicles	MGS2	\$24.71
3637204	74684645	I/C Move Meter In-to-Out - RJM		10/23/2015	Fleet Pool Vehicles	MGS2	\$1.44
3637204	74684645	I/C Move Meter In-to-Out - RJM		10/23/2015	Un labor-ST-IntAlloc	MGS2	\$775.32
3637204	74684645	I/C Move Meter In-to-Out - RJM		10/23/2015	Un labor-ST-IntAlloc	MGS2	\$8.06
3637204	74684645	I/C Move Meter In-to-Out - RJM		10/23/2015	M&S - Non Inv	MGS2	\$27.78
3637204	74684645	I/C Move Meter In-to-Out - RJM		10/23/2015	M&S-Inventory Issued	MGS2	\$153.60
3637204	74684648	Replace I/C Meter - Other - RJM		10/23/2015	Fleet Pool Vehicles	MGS1	\$9.40
3637204	74684648	Replace I/C Meter - Other - RJM		10/23/2015	Fleet Pool Vehicles	MGS1	\$15.66
3637204	74684648	Replace I/C Meter - Other - RJM		10/23/2015	Fleet Pool Vehicles	MGS1	\$26.95
3637204	74684648	Replace I/C Meter - Other - RJM		10/23/2015	Un labor-ST-IntAlloc	MGS1	\$256.47
3637204	74684648	Replace I/C Meter - Other - RJM		10/23/2015	Un labor-ST-IntAlloc	MGS1	\$150.14
<b>3637204 Total</b>							<b>\$6,204.48</b>
3637633	73256707	Relocate Service Line-Plastic	232 S Elm St	9/2/2015	Construction OH	MGC3	\$363.79
3637633	73256707	Relocate Service Line-Plastic		9/2/2015	Restoration OH	MGC3	\$554.79
3637633	73256707	Relocate Service Line-Plastic		9/2/2015	Stores Overhead	MGC3	\$23.73
3637633	73256707	Relocate Service Line-Plastic		9/2/2015	Stores Overhead -Qty	MGC3	\$34.73
3637633	73256707	Relocate Service Line-Plastic		9/2/2015	Fleet Pool Vehicles	MGC3	\$3.76
3637633	73256707	Relocate Service Line-Plastic		9/2/2015	Fleet Pool Vehicles	MGC3	\$46.14
3637633	73256707	Relocate Service Line-Plastic		9/2/2015	Un labor-ST-IntAlloc	MGC3	\$2,085.44
3637633	73256707	Relocate Service Line-Plastic		9/2/2015	Un labor-ST-IntAlloc	MGC3	\$424.91
3637633	73256707	Relocate Service Line-Plastic		9/2/2015	M&S-Inventory Issued	MGC3	\$350.05
<b>3637633 Total</b>							<b>\$3,887.34</b>
3662401	72724570	Relocate Service Line-Steel	161 1st St N	3/9/2015	Construction OH	MGC3	\$114.96
3662401	72724570	Relocate Service Line-Steel		3/9/2015	Restoration OH	MGC3	\$182.62
3662401	72724570	Relocate Service Line-Steel		3/9/2015	Stores Overhead	MGC3	\$0.86
3662401	72724570	Relocate Service Line-Steel		3/9/2015	Stores Overhead -Qty	MGC3	\$1.38
3662401	72724570	Relocate Service Line-Steel		3/9/2015	Fleet Pool Vehicles	MGC3	\$35.89
3662401	72724570	Relocate Service Line-Steel		3/9/2015	Fleet Pool Vehicles	MGC3	\$44.74
3662401	72724570	Relocate Service Line-Steel		3/9/2015	Un labor-ST-IntAlloc	MGC3	\$826.34
3662401	72724570	Relocate Service Line-Steel		3/9/2015	M&S-Inventory Issued	MGC3	\$12.74
3662401	72724920	Relocate Gas Meter & Replace Set		3/4/2015	Construction OH	MGS2	\$19.31
3662401	72724920	Relocate Gas Meter & Replace Set		3/4/2015	Stores Overhead	MGS2	\$5.79
3662401	72724920	Relocate Gas Meter & Replace Set		3/4/2015	Stores Overhead -Qty	MGS2	\$1.15

**CenterPoint Energy**  
**2015 Service Quality Report**  
**2015 Customer Requested Steel Service Relocations**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3662401	72724920	Relocate Gas Meter & Replace Set		3/4/2015	Fleet Pool Vehicles	MGS2	\$2.21
3662401	72724920	Relocate Gas Meter & Replace Set		3/4/2015	Fleet Pool Vehicles	MGS2	\$3.01
3662401	72724920	Relocate Gas Meter & Replace Set		3/4/2015	Un labor-ST-IntAlloc	MGS2	\$50.56
3662401	72724920	Relocate Gas Meter & Replace Set		3/4/2015	M&S - Non Inv	MGS2	\$13.39
3662401	72724920	Relocate Gas Meter & Replace Set		3/4/2015	M&S-Inventory Issued	MGS2	\$85.36
3662401	72725260	Replace Meter - Other		3/4/2015	Fleet Pool Vehicles	MGS1	\$0.35
3662401	72725260	Replace Meter - Other		3/4/2015	Fleet Pool Vehicles	MGS1	\$0.47
3662401	72725260	Replace Meter - Other		3/4/2015	Un labor-ST-IntAlloc	MGS1	\$7.90
<b>3662401 Total</b>							<b>\$1,409.03</b>
3665273	75687600	XRelocate Service Line-Plastic	812 Industrial Rd	11/24/2015	Construction OH	MGC3	\$418.90
3665273	75687600	XRelocate Service Line-Plastic		11/24/2015	Restoration OH	MGC3	\$1,750.68
3665273	75687600	XRelocate Service Line-Plastic		11/24/2015	Stores Overhead	MGC3	\$11.40
3665273	75687600	XRelocate Service Line-Plastic		11/24/2015	Stores Overhead -Qty	MGC3	\$71.53
3665273	75687600	XRelocate Service Line-Plastic		11/24/2015	Fleet Pool Vehicles	MGC3	\$114.17
3665273	75687600	XRelocate Service Line-Plastic		11/24/2015	Un labor-ST-IntAlloc	MGC3	
3665273	75687600	XRelocate Service Line-Plastic		11/24/2015	Un labor-ST-IntAlloc	MGC3	\$301.78
3665273	75687600	XRelocate Service Line-Plastic		11/24/2015	Un Labor 1 1/2-IntAI	MGC3	\$1,333.48
3665273	75687600	XRelocate Service Line-Plastic		11/24/2015	M&S-Inventory Issued	MGC3	\$168.15
3665273	75687600	XRelocate Service Line-Plastic		11/24/2015	Billable Cntrctd Lbr	MGC3	\$2,227.50
3665273	76028705	Replace Meter Set		11/24/2015	Construction OH	MGS2	\$9.64
3665273	76028705	Replace Meter Set		11/24/2015	Stores Overhead	MGS2	\$4.64
3665273	76028705	Replace Meter Set		11/24/2015	Stores Overhead -Qty	MGS2	\$1.61
3665273	76028705	Replace Meter Set		11/24/2015	Fleet Pool Vehicles	MGS2	\$2.87
3665273	76028705	Replace Meter Set		11/24/2015	Un Labor 1 1/2-IntAI	MGS2	\$40.86
3665273	76028705	Replace Meter Set		11/24/2015	M&S-Inventory Issued	MGS2	\$68.39
<b>3665273 Total</b>							<b>\$6,525.60</b>
3675886	72367043	Relocate Service Line-Plastic	200 W 1st St	1/30/2015	Construction OH	MGC3	\$337.44
3675886	72367043	Relocate Service Line-Plastic		1/30/2015	Restoration OH	MGC3	\$496.14
3675886	72367043	Relocate Service Line-Plastic		1/30/2015	Stores Overhead	MGC3	\$11.36
3675886	72367043	Relocate Service Line-Plastic		1/30/2015	Stores Overhead -Qty	MGC3	\$15.64
3675886	72367043	Relocate Service Line-Plastic		1/30/2015	Fleet Pool Vehicles	MGC3	\$162.96
3675886	72367043	Relocate Service Line-Plastic		1/30/2015	Fleet Pool Vehicles	MGC3	\$124.06
3675886	72367043	Relocate Service Line-Plastic		1/30/2015	Un labor-ST-IntAlloc	MGC3	\$2,244.99
3675886	72367043	Relocate Service Line-Plastic		1/30/2015	Un labor-ST-IntAlloc	MGC3	

**CenterPoint Energy**  
**2015 Service Quality Report**  
**2015 Customer Requested Steel Service Relocations**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3675886	72367043	Relocate Service Line-Plastic		1/30/2015	M&S-Inventory Issued	MGC3	\$167.51
3675886	72367043	Relocate Service Line-Plastic		1/30/2015	Cont in Aid of Const	MGC3	-\$990.00
3675886	73369910	I/C Replace Service Line-Plastic - W/O 7		5/5/2015	Construction OH	MGC2	\$919.24
3675886	73369910	I/C Replace Service Line-Plastic - W/O 7		5/5/2015	Restoration OH	MGC2	\$1,101.70
3675886	73369910	I/C Replace Service Line-Plastic - W/O 7		5/5/2015	Stores Overhead	MGC2	\$11.76
3675886	73369910	I/C Replace Service Line-Plastic - W/O 7		5/5/2015	Stores Overhead -Qty	MGC2	\$39.79
3675886	73369910	I/C Replace Service Line-Plastic - W/O 7		5/5/2015	Fleet Pool Vehicles	MGC2	\$216.58
3675886	73369910	I/C Replace Service Line-Plastic - W/O 7		5/5/2015	Fleet Pool Vehicles	MGC2	\$254.86
3675886	73369910	I/C Replace Service Line-Plastic - W/O 7		5/5/2015	Un labor-ST-IntAlloc	MGC2	\$4,486.34
3675886	73369910	I/C Replace Service Line-Plastic - W/O 7		5/5/2015	Un labor-ST-IntAlloc	MGC2	\$498.75
3675886	73369910	I/C Replace Service Line-Plastic - W/O 7		5/5/2015	M&S - Non Inv	MGC2	\$158.71
3675886	73369910	I/C Replace Service Line-Plastic - W/O 7		5/5/2015	M&S-Inventory Issued	MGC2	\$173.43
3675886	73369910	I/C Replace Service Line-Plastic - W/O 7		5/5/2015	Temp Manpower Svc	MGC2	\$1,565.20
<b>3675886 Total</b>							<b>\$11,996.46</b>
7356201	75433102	XXRelocate Service Line-Steel	315 27th Ave SE	10/23/2015	Construction OH	MGC3	\$1,226.47
7356201	75433102	XXRelocate Service Line-Steel		10/23/2015	Restoration OH	MGC3	\$7,100.04
7356201	75433102	XXRelocate Service Line-Steel		10/23/2015	Stores Overhead	MGC3	\$96.66
7356201	75433102	XXRelocate Service Line-Steel		10/23/2015	Stores Overhead -Qty	MGC3	\$15.41
7356201	75433102	XXRelocate Service Line-Steel		10/23/2015	Un Labor 1 1/2-IntAl	MGC3	\$327.60
7356201	75433102	XXRelocate Service Line-Steel		10/23/2015	Un labor-ST-IntAlloc	MGC3	
7356201	75433102	XXRelocate Service Line-Steel		10/23/2015	M&S-Inventory Issued	MGC3	\$1,425.72
7356201	75433102	XXRelocate Service Line-Steel		10/23/2015	Billable Cntrctd Lbr	MGC3	\$11,712.74
7356201	72447105	Install I/C New Measurement Station -RJM		2/9/2015	Construction OH	MGS2	\$156.58
7356201	72447105	Install I/C New Measurement Station -RJM		2/9/2015	Stores Overhead	MGS2	\$34.70
7356201	72447105	Install I/C New Measurement Station -RJM		2/9/2015	Stores Overhead -Qty	MGS2	\$14.26
7356201	72447105	Install I/C New Measurement Station -RJM		2/9/2015	Fleet Pool Vehicles	MGS2	\$21.30
7356201	72447105	Install I/C New Measurement Station -RJM		2/9/2015	Fleet Pool Vehicles	MGS2	\$63.04
7356201	72447105	Install I/C New Measurement Station -RJM		2/9/2015	Un labor-ST-IntAlloc	MGS2	\$656.46
7356201	72447105	Install I/C New Measurement Station -RJM		2/9/2015	M&S-Inventory Issued	MGS2	\$511.82
7356201	72447552	MI I/C Move-in Small Meter Install-Origi		2/9/2015	Construction OH	MGS2	\$0.84
7356201	72447552	MI I/C Move-in Small Meter Install-Origi		2/9/2015	Fleet Pool Vehicles	MGS2	\$1.18
7356201	72447552	MI I/C Move-in Small Meter Install-Origi		2/9/2015	Un labor-ST-IntAlloc	MGS2	
7356201	72447552	MI I/C Move-in Small Meter Install-Origi		2/9/2015	Un labor-ST-IntAlloc	MGS2	\$5.53
<b>7356201 Total</b>							<b>\$23,370.35</b>

**CenterPoint Energy**  
**2015 Service Quality Report**  
**2015 Customer Requested Steel Service Relocations**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
7462240	74557547	XRelocate Service Line-Plastic	305 5th Ave SW	7/23/2015	Construction OH	MGC3	\$371.42
7462240	74557547	XRelocate Service Line-Plastic		7/23/2015	Restoration OH	MGC3	\$550.29
7462240	74557547	XRelocate Service Line-Plastic		7/23/2015	Stores Overhead	MGC3	\$26.51
7462240	74557547	XRelocate Service Line-Plastic		7/23/2015	Stores Overhead -Qty	MGC3	\$79.35
7462240	74557547	XRelocate Service Line-Plastic		7/23/2015	Fleet Pool Vehicles	MGC3	\$90.31
7462240	74557547	XRelocate Service Line-Plastic		7/23/2015	Un labor-ST-IntAlloc	MGC3	\$1,147.08
7462240	74557547	XRelocate Service Line-Plastic		7/23/2015	Un Labor 1 1/2-IntAl	MGC3	\$184.66
7462240	74557547	XRelocate Service Line-Plastic		7/23/2015	M&S-Inventory Issued	MGC3	\$390.99
7462240	74557547	XRelocate Service Line-Plastic		7/23/2015	Billable Cntrctd Lbr	MGC3	\$1,158.30
7462240	74557539	Move-in Small Meter Install-Original		7/23/2015	Construction OH	MGS2	\$8.57
7462240	74557539	Move-in Small Meter Install-Original		7/23/2015	Fleet Pool Vehicles	MGS2	\$1.07
7462240	74557539	Move-in Small Meter Install-Original		7/23/2015	Un labor-ST-IntAlloc	MGS2	
7462240	74557539	Move-in Small Meter Install-Original		7/23/2015	Un Labor 1 1/2-IntAl	MGS2	\$15.14
7462240	74557539	Move-in Small Meter Install-Original		7/23/2015	M&S - Non Inv	MGS2	\$52.32
7462240	74572104	Install New Measurement Station		7/23/2015	Construction OH	MGS2	\$7.45
7462240	74572104	Install New Measurement Station		7/23/2015	Stores Overhead	MGS2	\$2.83
7462240	74572104	Install New Measurement Station		7/23/2015	Stores Overhead -Qty	MGS2	\$0.46
7462240	74572104	Install New Measurement Station		7/23/2015	Fleet Pool Vehicles	MGS2	\$1.28
7462240	74572104	Install New Measurement Station		7/23/2015	Un Labor 1 1/2-IntAl	MGS2	\$16.65
7462240	74572104	Install New Measurement Station		7/23/2015	M&S-Inventory Issued	MGS2	\$41.70
<b>7462240 Total</b>							<b>\$4,146.38</b>
	75496124	Replace Service Line - Plastic	312 Becker Ave SW	11/23/2015	Construction OH	MGC2	\$73.66
	75496124	Replace Service Line - Plastic		11/23/2015	Restoration OH	MGC2	\$416.86
	75496124	Replace Service Line - Plastic		11/23/2015	Stores Overhead	MGC2	\$7.55
	75496124	Replace Service Line - Plastic		11/23/2015	Stores Overhead -Qty	MGC2	\$13.34
	75496124	Replace Service Line - Plastic		11/23/2015	M&S-Inventory Issued	MGC2	\$111.30
	75496124	Replace Service Line - Plastic		11/23/2015	Billable Cntrctd Lbr	MGC2	\$694.76
<b>Total</b>							<b>\$1,317.47</b>



**CenterPoint Energy**  
**2015 Service Quality Report**  
**Relocation of Meters rated 630 CHF or greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
2922764	72833407	4815 Minnehaha Ave	3/11/2015	Construction OH	MGS2	\$172.15
2922764	72833407		3/11/2015	Stores Overhead	MGS2	\$57.58
2922764	72833407		3/11/2015	Stores Overhead -Qty	MGS2	\$6.67
2922764	72833407		3/11/2015	Fleet Pool Vehicles	MGS2	\$2.04
2922764	72833407		3/11/2015	Fleet Pool Vehicles	MGS2	\$20.02
2922764	72833407		3/11/2015	Fleet Pool Vehicles	MGS2	\$10.65
2922764	72833407		3/11/2015	Un labor-ST-IntAlloc	MGS2	\$70.06
2922764	72833407		3/11/2015	Un labor-ST-IntAlloc	MGS2	
2922764	72833407		3/11/2015	Un labor-ST-IntAlloc	MGS2	\$425.13
2922764	72833407		3/11/2015	M&S-Inventory Issued	MGS2	\$849.32
2922764	72833631		3/19/2015	Stores Overhead	MGS1	\$0.40
2922764	72833631		3/19/2015	Stores Overhead -Qty	MGS1	\$0.46
2922764	72833631		3/19/2015	Fleet Pool Vehicles	MGS1	\$31.29
2922764	72833631		3/19/2015	Fleet Pool Vehicles	MGS1	\$22.37
2922764	72833631		3/19/2015	Fleet Pool Vehicles	MGS1	\$10.65
2922764	72833631		3/19/2015	Un labor-ST-IntAlloc	MGS1	\$70.06
2922764	72833631		3/19/2015	Un labor-ST-IntAlloc	MGS1	
2922764	72833631		3/19/2015	Un labor-ST-IntAlloc	MGS1	\$807.58
2922764	72833631		3/19/2015	M&S-Inventory Issued	MGS1	\$5.95
<b>2922764 Total</b>						<b>\$2,562.38</b>
3043682	72095573	1451 Stagecoach Rd	1/14/2015	Stores Overhead	MGS1	\$2.59
3043682	72095573		1/14/2015	Stores Overhead -Qty	MGS1	\$2.76
3043682	72095573		1/14/2015	Un labor-ST-IntAlloc	MGS1	\$491.68
3043682	72095573		1/14/2015	M&S-Inventory Issued	MGS1	\$38.13
<b>3043682 Total</b>						<b>\$535.16</b>
3049792	76000434	542 2nd St W	11/4/2015	Un labor-ST-IntAlloc	MGS1	\$36.40
3049792	75981550		12/27/2015	Construction OH	MGC3	\$70.64
3049792	75981550		12/27/2015	Restoration OH	MGC3	\$136.53
3049792	75981550		12/27/2015	Stores Overhead	MGC3	\$40.27
3049792	75981550		12/27/2015	Stores Overhead -Qty	MGC3	\$126.50
3049792	75981550		12/27/2015	Un labor-ST-IntAlloc	MGC3	
3049792	75981550		12/27/2015	M&S-Inventory Issued	MGC3	\$593.90
3049792	75981550		12/27/2015	Billable Cntrctd Lbr	MGC3	\$7,413.44
3049792	75981837		12/7/2015	Construction OH	MGS2	\$241.45
3049792	75981837		12/7/2015	Stores Overhead	MGS2	\$63.56
3049792	75981837		12/7/2015	Stores Overhead -Qty	MGS2	\$6.67
3049792	75981837		12/7/2015	Un labor-ST-IntAlloc	MGS2	\$1,712.02
3049792	75981837		12/7/2015	Un labor-ST-IntAlloc	MGS2	\$158.04
3049792	75981837		12/7/2015	M&S-Inventory Issued	MGS2	\$937.47
<b>3049792 Total</b>						<b>\$11,536.89</b>
3050525	75153148	3400 W 47th St	8/19/2015	Construction OH	MGS2	\$181.98
3050525	75153148		8/19/2015	Stores Overhead	MGS2	\$66.31
3050525	75153148		8/19/2015	Stores Overhead -Qty	MGS2	\$2.99
3050525	75153148		8/19/2015	Fleet Pool Vehicles	MGS2	\$10.65
3050525	75153148		8/19/2015	Fleet Pool Vehicles	MGS2	\$12.68
3050525	75153148		8/19/2015	Un labor-ST-IntAlloc	MGS2	\$70.06
3050525	75153148		8/19/2015	Un labor-ST-IntAlloc	MGS2	
3050525	75153148		8/19/2015	Un labor-ST-IntAlloc	MGS2	\$59.79

**CenterPoint Energy**  
**2015 Service Quality Report**  
**Relocation of Meters rated 630 CHF or greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
3050525	75153148		8/19/2015	Un labor-ST-IntAlloc	MGS2	\$229.16
3050525	75153148		8/19/2015	Un Labor 1 1/2-IntAl	MGS2	\$95.46
3050525	75153148		8/19/2015	M&S-Inventory Issued	MGS2	\$978.07
3050525	75153251		8/19/2015	Un labor-ST-IntAlloc	MGS1	
3050525	75153251		8/19/2015	Un labor-ST-IntAlloc	MGS1	\$395.10
3050525	75153251		8/19/2015	Un Labor 1 1/2-IntAl	MGS1	\$43.00
<b>3050525 Total</b>						<b>\$2,145.25</b>
3051826	75577534	12051 Yosemite Ave S	11/2/2015	Construction OH	MGS2	\$294.29
3051826	75577534		11/2/2015	Stores Overhead	MGS2	\$85.01
3051826	75577534		11/2/2015	Stores Overhead -Qty	MGS2	\$16.56
3051826	75577534		11/2/2015	Fleet Pool Vehicles	MGS2	\$10.65
3051826	75577534		11/2/2015	Fleet Pool Vehicles	MGS2	\$19.73
3051826	75577534		11/2/2015	Un labor-ST-IntAlloc	MGS2	\$210.18
3051826	75577534		11/2/2015	Un labor-ST-IntAlloc	MGS2	\$412.72
3051826	75577534		11/2/2015	Un labor-ST-IntAlloc	MGS2	\$558.04
3051826	75577534		11/2/2015	Un Labor 1 1/2-IntAl	MGS2	\$122.85
3051826	75577534		11/2/2015	M&S-Inventory Issued	MGS2	\$1,253.91
3051826	75572713		10/22/2015	Construction OH	MGC3	\$638.21
3051826	75572713		10/22/2015	Restoration OH	MGC3	\$986.34
3051826	75572713		10/22/2015	Stores Overhead	MGC3	\$41.42
3051826	75572713		10/22/2015	Stores Overhead -Qty	MGC3	\$41.63
3051826	75572713		10/22/2015	Fleet Pool Vehicles	MGC3	\$31.77
3051826	75572713		10/22/2015	Un labor-ST-IntAlloc	MGC3	\$3,930.69
3051826	75572713		10/22/2015	Un Labor 1 1/2-IntAl	MGC3	\$382.50
3051826	75572713		10/22/2015	Un labor-ST-IntAlloc	MGC3	\$149.87
3051826	75572713		10/22/2015	M&S-Inventory Issued	MGC3	\$610.88
3051826	75572713		10/22/2015	Cont in Aid of Const	MGC3	-\$1,840.00
3051826	75577754		11/2/2015	Fleet Pool Vehicles	MGS1	\$9.86
3051826	75577754		11/2/2015	Un labor-ST-IntAlloc	MGS1	\$90.99
<b>3051826 Total</b>						<b>\$8,058.10</b>
3055203	73789691	500 Sunset Dr	5/21/2015	Stores Overhead	MGS1	\$7.43
3055203	73789691		5/21/2015	Stores Overhead -Qty	MGS1	\$3.45
3055203	73789691		5/21/2015	Un labor-ST-IntAlloc	MGS1	\$115.01
3055203	73789691		5/21/2015	M&S-Inventory Issued	MGS1	\$109.60
3055203	74829994		10/27/2015	Construction OH	MGC3	\$549.20
3055203	74829994		10/27/2015	Restoration OH	MGC3	\$940.89
3055203	74829994		10/27/2015	Stores Overhead	MGC3	\$9.23
3055203	74829994		10/27/2015	Stores Overhead -Qty	MGC3	\$30.59
3055203	74829994		10/27/2015	Un labor-ST-IntAlloc	MGC3	
3055203	74829994		10/27/2015	M&S-Inventory Issued	MGC3	\$136.16
3055203	74829994		10/27/2015	Billable Cntrctd Lbr	MGC3	\$4,257.40
<b>3055203 Total</b>						<b>\$6,158.96</b>
3068078	75460347	925 Chicago Ave	9/15/2015	Construction OH	MGS2	\$218.86
3068078	75460347		9/15/2015	Stores Overhead	MGS2	\$85.99
3068078	75460347		9/15/2015	Stores Overhead -Qty	MGS2	\$9.66
3068078	75460347		9/15/2015	Fleet Pool Vehicles	MGS2	\$26.49
3068078	75460347		9/15/2015	Fleet Pool Vehicles	MGS2	\$10.65
3068078	75460347		9/15/2015	Un labor-ST-IntAlloc	MGS2	\$70.06
3068078	75460347		9/15/2015	Un labor-ST-IntAlloc	MGS2	

**CenterPoint Energy**  
**2015 Service Quality Report**  
**Relocation of Meters rated 630 CHF or greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
3068078	75460347		9/15/2015	Un labor-ST-IntAlloc	MGS2	\$375.35
3068078	75460347		9/15/2015	M&S-Inventory Issued	MGS2	\$1,268.36
3068078	75460876		10/6/2015	Fleet Pool Vehicles	MGS1	\$0.41
3068078	75460876		10/6/2015	Un labor-ST-IntAlloc	MGS1	
3068078	75460876		10/6/2015	Un labor-ST-IntAlloc	MGS1	\$339.79
<b>3068078 Total</b>						<b>\$2,405.62</b>
3073855	73154844	25 Island Ave W	6/15/2015	Construction OH	MGS2	\$533.56
3073855	73154844		6/15/2015	Stores Overhead	MGS2	\$128.03
3073855	73154844		6/15/2015	Stores Overhead -Qty	MGS2	\$27.14
3073855	73154844		6/15/2015	Fleet Pool Vehicles	MGS2	\$55.83
3073855	73154844		6/15/2015	Fleet Pool Vehicles	MGS2	\$42.60
3073855	73154844		6/15/2015	Fleet Pool Vehicles	MGS2	\$29.91
3073855	73154844		6/15/2015	Un labor-ST-IntAlloc	MGS2	
3073855	73154844		6/15/2015	Un labor-ST-IntAlloc	MGS2	\$350.30
3073855	73154844		6/15/2015	Un labor-ST-IntAlloc	MGS2	\$1,113.68
3073855	73154844		6/15/2015	Un labor-ST-IntAlloc	MGS2	\$787.82
3073855	73154844		6/15/2015	M&S-Inventory Issued	MGS2	\$1,888.34
3073855	73158215		7/15/2015	Un labor-ST-IntAlloc	MGS1	
3073855	73159170		4/28/2015	Construction OH	MGC3	\$1,676.10
3073855	73159170		4/28/2015	Restoration OH	MGC3	\$2,664.63
3073855	73159170		4/28/2015	Stores Overhead	MGC3	\$57.20
3073855	73159170		4/28/2015	Stores Overhead -Qty	MGC3	\$142.83
3073855	73159170		4/28/2015	Fleet Pool Vehicles	MGC3	\$206.52
3073855	73159170		4/28/2015	Fleet Pool Vehicles	MGC3	\$243.95
3073855	73159170		4/28/2015	Fleet Pool Vehicles	MGC3	\$57.46
3073855	73159170		4/28/2015	Un labor-ST-IntAlloc	MGC3	\$6,820.20
3073855	73159170		4/28/2015	Un Labor 1 1/2-IntAl	MGC3	\$2,829.01
3073855	73159170		4/28/2015	Un labor-ST-IntAlloc	MGC3	\$285.40
3073855	73159170		4/28/2015	Un Labor 1 1/2-IntAl	MGC3	\$40.95
3073855	73159170		4/28/2015	M&S-Inventory Issued	MGC3	\$843.71
3073855	73159170		4/28/2015	Billable Cntrctd Lbr	MGC3	\$2,081.57
<b>3073855 Total</b>						<b>\$22,906.74</b>
3093112	72233770	150 26th Ave SE	1/14/2015	Construction OH	MGS2	\$314.98
3093112	72233770		1/14/2015	Stores Overhead	MGS2	\$69.14
3093112	72233770		1/14/2015	Stores Overhead -Qty	MGS2	\$6.90
3093112	72233770		1/14/2015	Fleet Pool Vehicles	MGS2	\$92.81
3093112	72233770		1/14/2015	Fleet Pool Vehicles	MGS2	\$12.75
3093112	72233770		1/14/2015	Un labor-ST-IntAlloc	MGS2	
3093112	72233770		1/14/2015	Un labor-ST-IntAlloc	MGS2	\$67.34
3093112	72233770		1/14/2015	Un labor-ST-IntAlloc	MGS2	\$76.76
3093112	72233770		1/14/2015	Un labor-ST-IntAlloc	MGS2	\$1,147.72
3093112	72233770		1/14/2015	Un Labor 1 1/2-IntAl	MGS2	\$102.72
3093112	72233770		1/14/2015	M&S-Inventory Issued	MGS2	\$1,019.73
3093112	72233773		1/14/2015	Fleet Pool Vehicles	MGS1	\$37.38
3093112	72233773		1/14/2015	Un labor-ST-IntAlloc	MGS1	
3093112	72233773		1/14/2015	Un labor-ST-IntAlloc	MGS1	\$171.36
3093112	72233773		1/14/2015	Un Labor 1 1/2-IntAl	MGS1	\$94.24
<b>3093112 Total</b>						<b>\$3,213.83</b>
3180495	75995081	590 Prairie Center Dr	11/5/2015	Stores Overhead	MGS1	\$5.23

**CenterPoint Energy**  
**2015 Service Quality Report**  
**Relocation of Meters rated 630 CHF or greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
3180495	75995081		11/5/2015	Stores Overhead -Qty	MGS1	\$2.30
3180495	75995081		11/5/2015	Un labor-ST-IntAlloc	MGS1	
3180495	75995081		11/5/2015	Un labor-ST-IntAlloc	MGS1	\$282.10
3180495	75995081		11/5/2015	M&S-Inventory Issued	MGS1	\$77.13
<b>3180495 Total</b>						<b>\$366.76</b>
3258462	73397171	14898 Energy Way	4/22/2015	Stores Overhead	MGS1	\$3.70
3258462	73397171		4/22/2015	Stores Overhead -Qty	MGS1	\$2.76
3258462	73397171		4/22/2015	Un labor-ST-IntAlloc	MGS1	
3258462	73397171		4/22/2015	Un labor-ST-IntAlloc	MGS1	\$642.44
3258462	73397171		4/22/2015	M&S-Inventory Issued	MGS1	\$54.61
3258462	73394742		4/22/2015	Construction OH	MGC3	\$352.81
3258462	73394742		4/22/2015	Restoration OH	MGC3	\$616.18
3258462	73394742		4/22/2015	Stores Overhead	MGC3	
3258462	73394742		4/22/2015	Stores Overhead -Qty	MGC3	
3258462	73394742		4/22/2015	Fleet Pool Vehicles	MGC3	\$34.31
3258462	73394742		4/22/2015	Un labor-ST-IntAlloc	MGC3	\$2,108.34
3258462	73394742		4/22/2015	Un Labor 1 1/2-IntAl	MGC3	\$308.00
3258462	73394742		4/22/2015	Un labor-ST-IntAlloc	MGC3	\$134.72
3258462	73394742		4/22/2015	Un labor-ST-IntAlloc	MGC3	\$237.06
3258462	73394742		4/22/2015	M&S-Inventory Issued	MGC3	
3258462	73394742		4/22/2015	Cont in Aid of Const	MGC3	-\$417.00
<b>3258462 Total</b>						<b>\$4,077.93</b>
3393488	73491392	5330 W 23rd St	4/24/2015	Construction OH	MGS2	\$115.32
3393488	73491392		4/24/2015	Stores Overhead	MGS2	\$21.78
3393488	73491392		4/24/2015	Stores Overhead -Qty	MGS2	\$6.44
3393488	73491392		4/24/2015	Fleet Pool Vehicles	MGS2	\$10.65
3393488	73491392		4/24/2015	Un labor-ST-IntAlloc	MGS2	\$70.06
3393488	73491392		4/24/2015	Un labor-ST-IntAlloc	MGS2	
3393488	73491392		4/24/2015	Un labor-ST-IntAlloc	MGS2	\$434.61
3393488	73491392		4/24/2015	Un Labor 1 1/2-IntAl	MGS2	\$86.00
3393488	73491392		4/24/2015	M&S-Inventory Issued	MGS2	\$321.21
3393488	73491400		4/24/2015	Stores Overhead	MGS1	\$3.84
3393488	73491400		4/24/2015	Stores Overhead -Qty	MGS1	\$6.21
3393488	73491400		4/24/2015	Un labor-ST-IntAlloc	MGS1	
3393488	73491400		4/24/2015	Un labor-ST-IntAlloc	MGS1	\$421.18
3393488	73491400		4/24/2015	Un Labor 1 1/2-IntAl	MGS1	\$21.50
3393488	73491400		4/24/2015	M&S-Inventory Issued	MGS1	\$56.59
3393488	73493478		12/22/2015	Construction OH	MGC2	\$449.55
3393488	73493478		12/22/2015	Restoration OH	MGC2	\$2,992.81
3393488	73493478		12/22/2015	Stores Overhead	MGC2	\$5.75
3393488	73493478		12/22/2015	Stores Overhead -Qty	MGC2	\$1.15
3393488	73493478		12/22/2015	Fleet Pool Vehicles	MGC2	\$18.80
3393488	73493478		12/22/2015	Un labor-ST-IntAlloc	MGC2	\$4,246.02
3393488	73493478		12/22/2015	Un labor-ST-IntAlloc	MGC2	\$145.86
3393488	73493478		12/22/2015	Un labor-ST-IntAlloc	MGC2	\$550.08
3393488	73493478		12/22/2015	M&S-Inventory Issued	MGC2	\$84.81
3393488	73493478		12/22/2015	Billable Cntrctd Lbr	MGC2	\$125.00
<b>3393488 Total</b>						<b>\$10,195.22</b>
3464291	74497112	550 Meeker Ave E	10/12/2015	Construction OH	MGS2	\$374.92

**CenterPoint Energy**  
**2015 Service Quality Report**  
**Relocation of Meters rated 630 CHF or greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
3464291	74497112		10/12/2015	Stores Overhead	MGS2	\$85.58
3464291	74497112		10/12/2015	Stores Overhead -Qty	MGS2	\$6.44
3464291	74497112		10/12/2015	Fleet Pool Vehicles	MGS2	\$48.13
3464291	74497112		10/12/2015	Fleet Pool Vehicles	MGS2	\$45.26
3464291	74497112		10/12/2015	Un labor-ST-IntAlloc	MGS2	\$70.06
3464291	74497112		10/12/2015	Un labor-ST-IntAlloc	MGS2	\$169.04
3464291	74497112		10/12/2015	Un labor-ST-IntAlloc	MGS2	\$1,172.96
3464291	74497112		10/12/2015	Un labor-ST-IntAlloc	MGS2	\$147.95
3464291	74497112		10/12/2015	M&S - Non Inv	MGS2	\$83.73
3464291	74497112		10/12/2015	M&S-Inventory Issued	MGS2	\$1,262.21
3464291	74497125		10/5/2015	Stores Overhead	MGS1	\$86.56
3464291	74497125		10/5/2015	Stores Overhead -Qty	MGS1	\$3.91
3464291	74497125		10/5/2015	Fleet Pool Vehicles	MGS1	\$21.15
3464291	74497125		10/5/2015	Fleet Pool Vehicles	MGS1	\$46.21
3464291	74497125		10/5/2015	Un labor-ST-IntAlloc	MGS1	\$487.08
3464291	74497125		10/5/2015	Un labor-ST-IntAlloc	MGS1	
3464291	74497125		10/5/2015	M&S-Inventory Issued	MGS1	\$1,276.68
<b>3464291 Total</b>						<b>\$5,387.87</b>
3585819	72944047	112 Kamnic St	4/10/2015	Construction OH	MGS2	\$107.50
3585819	72944047		4/10/2015	Stores Overhead	MGS2	\$36.36
3585819	72944047		4/10/2015	Stores Overhead -Qty	MGS2	\$3.68
3585819	72944047		4/10/2015	Fleet Pool Vehicles	MGS2	\$10.65
3585819	72944047		4/10/2015	Fleet Pool Vehicles	MGS2	\$13.15
3585819	72944047		4/10/2015	Fleet Pool Vehicles	MGS2	\$8.79
3585819	72944047		4/10/2015	Un Labor 1 1/2-IntAl	MGS2	\$69.88
3585819	72944047		4/10/2015	Un labor-ST-IntAlloc	MGS2	\$221.18
3585819	72944047		4/10/2015	M&S-Inventory Issued	MGS2	\$536.30
3585819	73151759		4/10/2015	Fleet Pool Vehicles	MGS1	\$42.26
3585819	73151759		4/10/2015	Un labor-ST-IntAlloc	MGS1	\$183.11
<b>3585819 Total</b>						<b>\$1,232.86</b>
3591791	74664520	2505 Transportation Rd	10/20/2015	Construction OH	MGS2	\$626.61
3591791	74664520		10/20/2015	Stores Overhead	MGS2	\$75.82
3591791	74664520		10/20/2015	Stores Overhead -Qty	MGS2	\$18.86
3591791	74664520		10/20/2015	Fleet Pool Vehicles	MGS2	\$72.10
3591791	74664520		10/20/2015	Fleet Pool Vehicles	MGS2	\$198.85
3591791	74664520		10/20/2015	Un labor-ST-IntAlloc	MGS2	\$210.18
3591791	74664520		10/20/2015	Un labor-ST-IntAlloc	MGS2	\$1,155.94
3591791	74664520		10/20/2015	Un Labor 1 1/2-IntAl	MGS2	\$163.80
3591791	74664520		10/20/2015	Un labor-ST-IntAlloc	MGS2	\$2,057.66
3591791	74664520		10/20/2015	Un Labor 1 1/2-IntAl	MGS2	\$35.86
3591791	74664520		10/20/2015	Un labor-ST-IntAlloc	MGS2	
3591791	74664520		10/20/2015	M&S-Inventory Issued	MGS2	\$1,118.39
3591791	74646700		8/27/2015	Construction OH	MGC1	\$490.94
3591791	74646700		8/27/2015	Restoration OH	MGC1	\$728.59
3591791	74646700		8/27/2015	Stores Overhead	MGC1	\$42.76
3591791	74646700		8/27/2015	Stores Overhead -Qty	MGC1	\$126.27
3591791	74646700		8/27/2015	Un labor-ST-IntAlloc	MGC1	
3591791	74646700		8/27/2015	Un labor-ST-IntAlloc	MGC1	
3591791	74646700		8/27/2015	M&S-Inventory Issued	MGC1	\$630.73

**CenterPoint Energy**  
**2015 Service Quality Report**  
**Relocation of Meters rated 630 CHF or greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
3591791	74646700		8/27/2015	Billable Cntrctd Lbr	MGC1	\$3,296.78
3591791	74664700		8/27/2015	Fleet Pool Vehicles	MGS1	\$39.95
3591791	74664700		8/27/2015	Fleet Pool Vehicles	MGS1	\$5.33
3591791	74664700		8/27/2015	Un labor-ST-IntAlloc	MGS1	\$408.30
3591791	74664700		8/27/2015	Un labor-ST-IntAlloc	MGS1	\$646.72
3591791	74664700		8/27/2015	Un labor-ST-IntAlloc	MGS1	
3591791	74670018		10/20/2015	Construction OH	MGC2	\$104.39
3591791	74670018		10/20/2015	Restoration OH	MGC2	\$161.22
3591791	74670018		10/20/2015	Stores Overhead	MGC2	\$0.39
3591791	74670018		10/20/2015	Stores Overhead -Qty	MGC2	\$0.69
3591791	74670018		10/20/2015	Fleet Pool Vehicles	MGC2	\$39.57
3591791	74670018		10/20/2015	Fleet Pool Vehicles	MGC2	\$60.28
3591791	74670018		10/20/2015	Un labor-ST-IntAlloc	MGC2	\$729.50
3591791	74670018		10/20/2015	M&S-Inventory Issued	MGC2	\$5.75
3591791	75883482		10/20/2015	Construction OH	MGS2	\$5.60
3591791	75883482		10/20/2015	Fleet Pool Vehicles	MGS2	\$5.64
3591791	75883482		10/20/2015	Un labor-ST-IntAlloc	MGS2	\$39.17
<b>3591791 Total</b>						<b>\$13,302.64</b>
3597141	73717968	502 Watonwan St E	6/19/2015	Construction OH	MGS2	\$39.79
3597141	73717968		6/19/2015	Stores Overhead	MGS2	\$13.07
3597141	73717968		6/19/2015	Stores Overhead -Qty	MGS2	\$2.30
3597141	73717968		6/19/2015	Fleet Pool Vehicles	MGS2	\$1.39
3597141	73717968		6/19/2015	Fleet Pool Vehicles	MGS2	\$10.65
3597141	73717968		6/19/2015	Un labor-ST-IntAlloc	MGS2	\$70.06
3597141	73717968		6/19/2015	Un labor-ST-IntAlloc	MGS2	\$43.45
3597141	73717968		6/19/2015	M&S-Inventory Issued	MGS2	\$192.75
3597141	73939117		5/22/2015	Stores Overhead	MGS1	\$28.68
3597141	73939117		5/22/2015	Stores Overhead -Qty	MGS1	\$4.37
3597141	73939117		5/22/2015	Fleet Pool Vehicles	MGS1	\$11.58
3597141	73939117		5/22/2015	Fleet Pool Vehicles	MGS1	\$12.99
3597141	73939117		5/22/2015	Un labor-ST-IntAlloc	MGS1	
3597141	73939117		5/22/2015	Un labor-ST-IntAlloc	MGS1	\$267.02
3597141	73939117		5/22/2015	Un Labor 1 1/2-IntAI	MGS1	\$130.17
3597141	73939117		5/22/2015	M&S-Inventory Issued	MGS1	\$423.04
<b>3597141 Total</b>						<b>\$1,251.31</b>
3597146	73716544	502 E Watonwan St	7/31/2015	Stores Overhead	MGS1	\$38.30
3597146	73716544		7/31/2015	Stores Overhead -Qty	MGS1	\$2.53
3597146	73716544		7/31/2015	Fleet Pool Vehicles	MGS1	\$44.59
3597146	73716544		7/31/2015	Fleet Pool Vehicles	MGS1	\$10.65
3597146	73716544		7/31/2015	Un labor-ST-IntAlloc	MGS1	\$140.12
3597146	73716544		7/31/2015	Un labor-ST-IntAlloc	MGS1	\$298.95
3597146	73716544		7/31/2015	Un labor-ST-IntAlloc	MGS1	\$1,015.94
3597146	73716544		7/31/2015	M&S-Inventory Issued	MGS1	\$564.87
3597146	73715680		5/19/2015	Construction OH	MGC3	\$415.71
3597146	73715680		5/19/2015	Restoration OH	MGC3	\$562.47
3597146	73715680		5/19/2015	Stores Overhead	MGC3	\$46.40
3597146	73715680		5/19/2015	Stores Overhead -Qty	MGC3	\$21.62
3597146	73715680		5/19/2015	Fleet Pool Vehicles	MGC3	\$96.18
3597146	73715680		5/19/2015	Un labor-ST-IntAlloc	MGC3	\$1,296.39

**CenterPoint Energy**  
**2015 Service Quality Report**  
**Relocation of Meters rated 630 CHF or greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
3597146	73715680		5/19/2015	Un Labor 1 1/2-IntAl	MGC3	\$1,248.72
3597146	73715680		5/19/2015	M&S-Inventory Issued	MGC3	\$684.39
3597146	74380305		7/31/2015	Stores Overhead	MGS1	\$40.25
3597146	74380305		7/31/2015	Stores Overhead -Qty	MGS1	\$0.23
3597146	74380305		7/31/2015	Fleet Pool Vehicles	MGS1	\$15.98
3597146	74380305		7/31/2015	Un labor-ST-IntAlloc	MGS1	\$105.09
3597146	74380305		7/31/2015	Un labor-ST-IntAlloc	MGS1	\$303.36
3597146	74380305		7/31/2015	M&S-Inventory Issued	MGS1	\$593.69
<b>3597146 Total</b>						<b>\$7,546.43</b>
3609447	75893012	7 4th Ave SE	10/22/2015	Stores Overhead	MGS1	\$5.16
3609447	75893012		10/22/2015	Stores Overhead -Qty	MGS1	\$2.07
3609447	75893012		10/22/2015	Fleet Pool Vehicles	MGS1	\$42.74
3609447	75893012		10/22/2015	Un labor-ST-IntAlloc	MGS1	\$374.99
3609447	75893012		10/22/2015	M&S-Inventory Issued	MGS1	\$76.08
3609447	75459846		12/28/2015	Construction OH	MGC3	\$280.82
3609447	75459846		12/28/2015	Restoration OH	MGC3	\$1,783.24
3609447	75459846		12/28/2015	Stores Overhead	MGC3	\$19.88
3609447	75459846		12/28/2015	Stores Overhead -Qty	MGC3	\$106.26
3609447	75459846		12/28/2015	Un labor-ST-IntAlloc	MGC3	
3609447	75459846		12/28/2015	M&S-Inventory Issued	MGC3	\$293.27
3609447	75459846		12/28/2015	Billable Cntrctd Lbr	MGC3	\$2,972.06
<b>3609447 Total</b>						<b>\$5,956.57</b>
3624458	75049264	910 Parker Ave W	9/8/2015	Construction OH	MGS2	\$77.90
3624458	75049264		9/8/2015	Stores Overhead	MGS2	
3624458	75049264		9/8/2015	Stores Overhead -Qty	MGS2	
3624458	75049264		9/8/2015	Fleet Pool Vehicles	MGS2	\$37.51
3624458	75049264		9/8/2015	Fleet Pool Vehicles	MGS2	\$10.65
3624458	75049264		9/8/2015	Fleet Pool Vehicles	MGS2	\$15.12
3624458	75049264		9/8/2015	Un Labor 1 1/2-IntAl	MGS2	\$69.88
3624458	75049264		9/8/2015	Un labor-ST-IntAlloc	MGS2	\$405.77
3624458	75049264		9/8/2015	Un labor-ST-IntAlloc	MGS2	\$84.23
3624458	75049264		9/8/2015	M&S-Inventory Issued	MGS2	
3624458	75050326		9/17/2015	Construction OH	MGC1	\$674.41
3624458	75050326		9/17/2015	Restoration OH	MGC1	\$1,139.33
3624458	75050326		9/17/2015	Stores Overhead	MGC1	\$16.08
3624458	75050326		9/17/2015	Stores Overhead -Qty	MGC1	\$102.58
3624458	75050326		9/17/2015	Fleet Pool Vehicles	MGC1	\$2.76
3624458	75050326		9/17/2015	Un labor-ST-IntAlloc	MGC1	
3624458	75050326		9/17/2015	Un labor-ST-IntAlloc	MGC1	
3624458	75050326		9/17/2015	Un labor-ST-IntAlloc	MGC1	\$15.38
3624458	75050326		9/17/2015	M&S-Inventory Issued	MGC1	\$237.17
3624458	75050326		9/17/2015	Billable Cntrctd Lbr	MGC1	\$5,139.94
<b>3624458 Total</b>						<b>\$8,028.71</b>
3676596	72096712	640 Diekmann Dr	1/19/2015	Stores Overhead	MGS1	\$0.36
3676596	72096712		1/19/2015	Stores Overhead -Qty	MGS1	\$0.23
3676596	72096712		1/19/2015	Fleet Pool Vehicles	MGS1	\$103.51
3676596	72096712		1/19/2015	Fleet Pool Vehicles	MGS1	\$76.77
3676596	72096712		1/19/2015	Un labor-ST-IntAlloc	MGS1	\$1,353.83
3676596	72096712		1/19/2015	Un Labor 1 1/2-IntAl	MGS1	\$84.09

**CenterPoint Energy**  
**2015 Service Quality Report**  
**Relocation of Meters rated 630 CHF or greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
3676596	72096712		1/19/2015	Un labor-ST-IntAlloc	MGS1	
3676596	72096712		1/19/2015	M&S-Inventory Issued	MGS1	\$5.28
<b>3676596 Total</b>						<b>\$1,624.07</b>
4009796	75694151	12450 Ranch Rd NW	10/28/2015	Stores Overhead	MGS1	\$9.05
4009796	75694151		10/28/2015	Stores Overhead -Qty	MGS1	\$2.99
4009796	75694151		10/28/2015	Fleet Pool Vehicles	MGS1	\$64.67
4009796	75694151		10/28/2015	Fleet Pool Vehicles	MGS1	\$43.99
4009796	75694151		10/28/2015	Un labor-ST-IntAlloc	MGS1	\$1,104.28
4009796	75694151		10/28/2015	M&S-Inventory Issued	MGS1	\$133.54
4009796	75693886		10/22/2015	Construction OH	MGC3	\$472.59
4009796	75693886		10/22/2015	Restoration OH	MGC3	\$648.27
4009796	75693886		10/22/2015	Stores Overhead	MGC3	\$45.15
4009796	75693886		10/22/2015	Stores Overhead -Qty	MGC3	\$69.00
4009796	75693886		10/22/2015	Fleet Pool Vehicles	MGC3	\$125.68
4009796	75693886		10/22/2015	Fleet Pool Vehicles	MGC3	\$61.35
4009796	75693886		10/22/2015	Un labor-ST-IntAlloc	MGC3	\$289.40
4009796	75693886		10/22/2015	Un labor-ST-IntAlloc	MGC3	\$2,598.44
4009796	75693886		10/22/2015	Un Labor 1 1/2-IntAI	MGC3	\$45.50
4009796	75693886		10/22/2015	M&S-Inventory Issued	MGC3	\$665.80
4009796	75693886		10/22/2015	Cont in Aid of Const	MGC3	-\$3,840.00
<b>4009796 Total</b>						<b>\$2,539.70</b>
4310855	74708478	600 Highway 13 E	8/6/2015	Stores Overhead	MGS1	\$48.86
4310855	74708478		8/6/2015	Stores Overhead -Qty	MGS1	\$16.56
4310855	74708478		8/6/2015	Fleet Pool Vehicles	MGS1	\$10.65
4310855	74708478		8/6/2015	Un labor-ST-IntAlloc	MGS1	\$70.06
4310855	74708478		8/6/2015	Un labor-ST-IntAlloc	MGS1	
4310855	74708478		8/6/2015	Un labor-ST-IntAlloc	MGS1	\$318.88
4310855	74708478		8/6/2015	Un labor-ST-IntAlloc	MGS1	\$401.43
4310855	74708478		8/6/2015	Un Labor 1 1/2-IntAI	MGS1	\$50.74
4310855	74708478		8/6/2015	M&S-Inventory Issued	MGS1	\$720.64
<b>4310855 Total</b>						<b>\$1,637.82</b>
4323301	74710723	600 Highway 13 E	8/6/2015	Stores Overhead	MGS1	
4323301	74710723		8/6/2015	Stores Overhead -Qty	MGS1	
4323301	74710723		8/6/2015	Un labor-ST-IntAlloc	MGS1	
4323301	74710723		8/6/2015	Un labor-ST-IntAlloc	MGS1	\$158.04
4323301	74710723		8/6/2015	Un Labor 1 1/2-IntAI	MGS1	\$21.50
4323301	74710723		8/6/2015	M&S-Inventory Issued	MGS1	
4323301	74711177		8/6/2015	Stores Overhead	MGS1	\$30.60
4323301	74711177		8/6/2015	Stores Overhead -Qty	MGS1	\$9.89
4323301	74711177		8/6/2015	Un labor-ST-IntAlloc	MGS1	
4323301	74711177		8/6/2015	Un labor-ST-IntAlloc	MGS1	\$382.46
4323301	74711177		8/6/2015	Un Labor 1 1/2-IntAI	MGS1	\$107.50
4323301	74711177		8/6/2015	M&S-Inventory Issued	MGS1	\$451.37
4323301	74711975		8/6/2015	Stores Overhead	MGS1	\$5.84
4323301	74711975		8/6/2015	Stores Overhead -Qty	MGS1	\$7.82
4323301	74711975		8/6/2015	Fleet Pool Vehicles	MGS1	\$10.65
4323301	74711975		8/6/2015	Un labor-ST-IntAlloc	MGS1	\$70.06
4323301	74711975		8/6/2015	Un labor-ST-IntAlloc	MGS1	
4323301	74711975		8/6/2015	Un labor-ST-IntAlloc	MGS1	\$659.03



**CenterPoint Energy**  
**2015 Service Quality Report**  
**Relocation of Meters rated 630 CHF or greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
4323301	74711975		8/6/2015	M&S-Inventory Issued	MGS1	\$86.12
<b>4323301 Total</b>						<b>\$2,000.88</b>
4760701	72098367	2943 Girard Ave S	1/29/2015	Stores Overhead	MGS1	\$60.42
4760701	72098367		1/29/2015	Stores Overhead -Qty	MGS1	\$7.13
4760701	72098367		1/29/2015	Fleet Pool Vehicles	MGS1	\$34.56
4760701	72098367		1/29/2015	Un labor-ST-IntAlloc	MGS1	
4760701	72098367		1/29/2015	Un labor-ST-IntAlloc	MGS1	\$437.15
4760701	72098367		1/29/2015	M&S-Inventory Issued	MGS1	\$891.10
4760701	72146049		1/29/2015	Construction OH	MGS2	\$96.56
4760701	72146049		1/29/2015	Stores Overhead	MGS2	\$18.09
4760701	72146049		1/29/2015	Stores Overhead -Qty	MGS2	\$2.76
4760701	72146049		1/29/2015	Fleet Pool Vehicles	MGS2	\$10.56
4760701	72146049		1/29/2015	Fleet Pool Vehicles	MGS2	\$12.75
4760701	72146049		1/29/2015	Un labor-ST-IntAlloc	MGS2	\$67.34
4760701	72146049		1/29/2015	Un labor-ST-IntAlloc	MGS2	\$415.06
4760701	72146049		1/29/2015	M&S-Inventory Issued	MGS2	\$266.79
<b>4760701 Total</b>						<b>\$2,320.27</b>
7236470	73564113	622 S Front St	6/4/2015	Stores Overhead	MGS1	\$2.83
7236470	73564113		6/4/2015	Stores Overhead -Qty	MGS1	\$2.99
7236470	73564113		6/4/2015	Fleet Pool Vehicles	MGS1	\$35.88
7236470	73564113		6/4/2015	Un labor-ST-IntAlloc	MGS1	\$511.13
7236470	73564113		6/4/2015	Un Labor 1 1/2-IntAl	MGS1	\$19.68
7236470	73564113		6/4/2015	M&S-Inventory Issued	MGS1	\$41.76
<b>7236470 Total</b>						<b>\$614.27</b>
7259385	73836172	30364 MN Highway 22	5/26/2015	Fleet Pool Vehicles	MGS1	\$28.95
7259385	73836172		5/26/2015	Fleet Pool Vehicles	MGS1	\$1.60
7259385	73836172		5/26/2015	Un labor-ST-IntAlloc	MGS1	
7259385	73836172		5/26/2015	Un labor-ST-IntAlloc	MGS1	\$351.82
7259385	74882757		8/25/2015	Fleet Pool Vehicles	MGS1	\$9.40
7259385	74882757		8/25/2015	Un labor-ST-IntAlloc	MGS1	\$73.91
7259385	74882757		8/25/2015	Un labor-ST-IntAlloc	MGS1	
<b>7259385 Total</b>						<b>\$465.68</b>
7285235	73237293	440 Water St	4/22/2015	Stores Overhead	MGS1	\$13.74
7285235	73237293		4/22/2015	Stores Overhead -Qty	MGS1	\$2.76
7285235	73237293		4/22/2015	Fleet Pool Vehicles	MGS1	\$25.51
7285235	73237293		4/22/2015	Un labor-ST-IntAlloc	MGS1	
7285235	73237293		4/22/2015	Un labor-ST-IntAlloc	MGS1	\$613.19
7285235	73237293		4/22/2015	M&S-Inventory Issued	MGS1	\$202.71
7285235	73237291		4/22/2015	Construction OH	MGC3	\$336.31
7285235	73237291		4/22/2015	Restoration OH	MGC3	\$526.53
7285235	73237291		4/22/2015	Stores Overhead	MGC3	\$13.59
7285235	73237291		4/22/2015	Stores Overhead -Qty	MGC3	\$74.52
7285235	73237291		4/22/2015	Fleet Pool Vehicles	MGC3	\$86.95
7285235	73237291		4/22/2015	Fleet Pool Vehicles	MGC3	\$20.62
7285235	73237291		4/22/2015	Un labor-ST-IntAlloc	MGC3	\$1,944.00
7285235	73237291		4/22/2015	Un Labor 1 1/2-IntAl	MGC3	\$341.25
7285235	73237291		4/22/2015	Un labor-ST-IntAlloc	MGC3	\$97.25
7285235	73237291		4/22/2015	M&S-Inventory Issued	MGC3	\$200.38
<b>7285235 Total</b>						<b>\$4,499.31</b>

**CenterPoint Energy**  
**2015 Service Quality Report**  
**Relocation of Meters rated 630 CHF or greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
7296572	73038780	2500 Lindau Ln	3/26/2015	Stores Overhead	MGS1	\$6.31
7296572	73038780		3/26/2015	Stores Overhead -Qty	MGS1	\$1.61
7296572	73038780		3/26/2015	Fleet Pool Vehicles	MGS1	\$35.40
7296572	73038780		3/26/2015	Fleet Pool Vehicles	MGS1	\$33.42
7296572	73038780		3/26/2015	Un labor-ST-IntAlloc	MGS1	
7296572	73038780		3/26/2015	Un labor-ST-IntAlloc	MGS1	\$729.36
7296572	73038780		3/26/2015	M&S-Inventory Issued	MGS1	\$93.05
<b>7296572 Total</b>						<b>\$899.15</b>
7303497	72428973	14510 Northdale Blvd	2/2/2015	Stores Overhead	MGS1	\$2.45
7303497	72428973		2/2/2015	Stores Overhead -Qty	MGS1	\$2.30
7303497	72428973		2/2/2015	Fleet Pool Vehicles	MGS1	\$18.05
7303497	72428973		2/2/2015	Un labor-ST-IntAlloc	MGS1	
7303497	72428973		2/2/2015	Un labor-ST-IntAlloc	MGS1	\$290.93
7303497	72428973		2/2/2015	M&S-Inventory Issued	MGS1	\$36.14
7303497	74092699		6/5/2015	Fleet Pool Vehicles	MGS1	\$40.70
7303497	74092699		6/5/2015	Un labor-ST-IntAlloc	MGS1	
7303497	74092699		6/5/2015	Un labor-ST-IntAlloc	MGS1	\$342.16
<b>7303497 Total</b>						<b>\$732.73</b>
7323971	73413743	7300 Wayzata Blvd	4/23/2015	Stores Overhead	MGS1	\$4.93
7323971	73413743		4/23/2015	Stores Overhead -Qty	MGS1	\$1.84
7323971	73413743		4/23/2015	Un labor-ST-IntAlloc	MGS1	
7323971	73413743		4/23/2015	Un labor-ST-IntAlloc	MGS1	\$379.30
7323971	73413743		4/23/2015	M&S-Inventory Issued	MGS1	\$72.76
<b>7323971 Total</b>						<b>\$458.83</b>
<b>Grand Total</b>						<b>\$134,661.94</b>

**CenterPoint Energy**  
**2015 Service Quality Report**

**2015 Call Center Detail - Calls Received from Dedicated Lines**

(Utility only)	<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>	<u>Total</u>
Total Calls Received <sup>1</sup>	165,874	153,902	151,974	140,332	129,476	145,455	158,932	143,123	140,934	154,276	131,478	134,610	1,750,366
Dedicated Calls Received:													
Billing Inquiries	139,946	130,415	128,470	116,158	105,594	117,658	122,845	109,179	107,940	116,777	101,371	107,063	1,403,416
Credit/Payment Arrangements	8,755	8,130	6,782	5,909	4,767	5,815	6,333	5,743	6,518	7,655	5,871	5,343	77,621
Service Connection/Disconnection Requests	5,945	6,031	7,447	8,420	10,050	12,199	19,277	18,713	17,158	18,328	14,147	12,300	150,015
Emergency	6,776	5,293	5,181	5,953	5,884	6,487	7,073	6,443	6,231	7,314	6,444	6,137	75,216
Business Customer Hotline	4,452	4,033	4,094	3,892	3,181	3,296	3,404	3,045	3,087	4,202	3,645	3,767	44,098

<sup>1</sup> Includes IVR

CenterPoint Energy  
2014 Service Quality Report - REVISED 5/2/2016

2014 Call Center Detail - Calls Received from Dedicated Lines

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Total Calls Received <sup>1</sup>	119,971	122,651	135,077	138,842	137,171	127,706	130,522	128,138	136,783	142,402	124,644	162,920	1,606,827
Dedicated Calls Received:													
Billing Inquiries	95,664	100,515	113,847	115,719	109,804	101,341	106,895	108,385	116,194	118,787	102,752	134,652	1,324,555
Credit/Payment Arrangements	6,409	6,574	4,736	6,514	8,451	7,172	4,372	7	24	3	2,739	9,699	56,700
Service Connection/Disconnection Requests	4,225	3,945	4,547	4,870	5,376	6,453	6,777	7,785	8,651	9,108	7,069	6,649	75,455
Emergency	9,006	7,202	7,258	7,187	9,779	9,058	9,287	8,848	8,637	10,388	8,362	7,476	102,488
Business Customer Hotline	4,667	4,415	4,689	4,552	3,761	3,682	3,191	3,113	3,277	4,116	3,722	4,444	47,629

<sup>1</sup> Includes IVR

**CENTERPOINT ENERGY**  
**Summary of Formal Customers' Complaints**  
**Location: Minneapolis**  
**Dates: From 1/1/2015 to 12/31/2015**

Check One:  
 Reporting Unit     X      
 Division             
 Region           

Type of Complaint	Residential				Commercial/Industrial				Interruptible				Total			
	No. Rec	No. Resl.	No. Unrsl.	Avg Time*	No. Rec	No. Resl.	No. Unrsl.	Avg Time*	No. Rec	No. Resl.	No. Unrsl.	Avg Time*	No. Rec	No. Resl.	No. Unrsl.	Avg Time*
<b>Bill</b>																
Too High/Low	2	2		12.0									2	2	0	12.0
Do Not Understand					1	1		14.0					1	1	0	14.0
Budget	1	1		7.0									1	1	0	7.0
Due Date - Late Payment Charge													0	0	0	0.0
Rates	4	4		0.5									4	4	0	0.5
Payment Application Refund Check	11	11		2.8									11	11	0	2.8
Non-Register Meter/Remote Indexes	22	22		10.7									22	22	0	10.7
Other	40	40		4.4									40	40	0	4.4
<b>Credit</b>																
Arrangements	36	36		0.8									36	36	0	0.8
Notice Letters													0	0	0	0.0
Transfers													0	0	0	0.0
Disputed Charges	16	16		5.8					2	2		8.0	18	18	0	6.9
Disconnected	71	71		1.0	1	1		7.0					72	72	0	3.5
Other	8	8		5.5	1	1		8.0					9	9	0	6.8
<b>Meter</b>																
Not Read													0	0	0	0.0
Mis-Read													0	0	0	0.0
Estimated Readings					3	3		16.0					3	3	0	16.0
Customer Readings													0	0	0	0.0
Final Readings Not Taken													0	0	0	0.0
<b>Service</b>																
Gas Service and/or Mains	28	28		4.4	2	2		0					30	30	0	2.2
Appliance Service and/or Repair	27	27		6.4									27	27	0	6.4
<b>Total</b>	<b>266</b>	<b>266</b>	<b>0</b>	<b>5.1</b>	<b>8</b>	<b>8</b>	<b>0</b>	<b>9.0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>8.0</b>	<b>276</b>	<b>276</b>	<b>0</b>	<b>6.7</b>
<b>Average Number of Customers for Reporting Period</b>	764,672				66,409				2,535				833,616			
<b>Customers Added</b>	8,446				596				(142)				8,900			
<b>Number of Involuntary Disconnects</b>	32,809				1,312				0				34,121			

\*Average in Calendar Days

Prepared By /s/ Robin Hougdahl  
 Dept, Division or Region Customer Services