



1900 Cardinal Lane | P.O. Box 798
Faribault, MN 55021
Toll Free: (888) 931-3411
Fax (507) 665-2588
www.greatermngas.com

April 30, 2023

VIA ELECTRONIC FILING

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

Re: Annual Gas Service Quality Report for the Calendar Year of 2022
Docket No. G022/M-23-_____

Dear Mr. Seuffert:

Greater Minnesota Gas, Inc. (GMG) submits its Annual Gas Service Quality Report for 2022 herewith for filing in a new docket.

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

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

Sincerely,

GREATER MINNESOTA GAS, INC.

/s/

Kristine A. Anderson
Corporate Attorney

Enclosure

cc: Service List

STATE OF MINNESOTA
BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Katie Sieben
Valerie Means
Matt Schuerger
Joseph Sullivan
John Tuma

Chair
Commissioner
Commissioner
Commissioner
Commissioner

MPUC Docket No. G022/M-23-_____

In the Matter of Greater Minnesota
Gas, Inc.'s Annual Gas Service
Quality Report for the
Calendar Year of 2022

**ANNUAL GAS SERVICE
QUALITY REPORT
FOR 2022**

Greater Minnesota Gas, Inc. ("GMG") submits this Annual Service Quality Report for the calendar year ending December 31, 2022. This report encompasses data related to the reporting requirements for gas utilities as specifically modified for GMG where appropriate. In accordance with the recent request of Commission Staff, GMG is also submitting the statistical information from its report in a machine-readable format.

REPORTING REQUIREMENTS

Pursuant to the Commission's prior orders regarding Gas Service Quality Reports, all natural gas utilities are required to report the following information; however, GMG's reporting differs slightly in some respects due to the technology that GMG uses and information available to it:

- Call Center Response Time
- Meter Reading Performance
- Involuntary Disconnections
- Service Extension Request Times
- Customer Deposits
- Customer Complaints
- Gas Emergency Response Times
- Mislocates
- Damaged Gas Lines
- Gas Service Interruptions
- Major Reportable Events
- Customer Service Expenses
- Miles of Pipe
- Distribution System Performance
- Excess Flow Valve Status Update

ANNUAL REPORTING INFORMATION

The requisite statistical information regarding GMG's Service Quality Report components for 2022 is found below:

- *Call Center Response Time*
 - Pursuant to the Commission's Order dated January 18, 2011, GMG is required to track and report the total number of phone calls received during the calendar year and to report on the number of times the phone rings before calls are answered, as GMG does not have a call center.

GMG received a total of 12,997 incoming calls to its primary business line (888-931-3411) during 2022, reflecting a 2.2% increase over the prior year. GMG's incoming call rate is relatively comparable to the number of calls received over the last several years.

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

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

- *Meter Reading Performance Metrics*

- Pursuant to its January 18, 2011 Order, the Commission required GMG to report the meter reading performance data contained in Minn. R. 7826.1400.

GMG's meter reading performance and staffing levels for 2022 are summarized below:

	<u>Quantity</u>	<u>Percentage</u>
Total Meters Billed	122,640	100.000%
Number & % Read by GMG Personnel	122,638	99.998%
Number & % Self-Read by Customer	0	0.000%
Number & % of Customer Meters Estimated	2	0.002%
Number & % of Meters not read for 6-12 mo	0	0.000%
Number & % of Meters not read for > 12 mo	0	0.000%

GMG has very few estimated meter reads due to its use of automated meter reading equipment; and, that number remained statistically insignificant for 2022. On the occasions where meters were estimated, it was due to an unforeseen and uncontrollable circumstance in that the automated meter reading equipment did not pick up the meter read in one month. Customers subject to estimated billing were notified of the same on their monthly invoices; and customers were not subject to estimated billing for consecutive months. GMG did not receive any complaints during estimated billing periods. Estimated meters are subsequently read to insure accurate billing.

- *Involuntary Service Disconnections*

- GMG is required to reference the data submitted in its Cold Weather Rule reports.

GMG electronically filed its weekly and monthly Cold Weather Rule ("CWR") data for January through April of 2022 and October through December of 2022, as well as monthly reports for January through December of 2022. GMG made a total of sixty-six involuntary service disconnections during 2022. A copy of GMG's Utility Monthly Report containing data through December, 2022, filed in the 2022 CWR docket, is appended hereto as Attachment A for ease of reference.

GMG notes that, pursuant to Commission Staff's request in its 2021 service quality docket, GMG has included the annual totals of involuntary service disconnections in the statistical spreadsheet that accompanies this report. As GMG and Staff previously confirmed, the annual totals are consistent with GMG's historical filings.

- *Service Extension Requests*

- Pursuant to Rule 7826.1600, GMG is required to provide information regarding the number of customers requesting service to a previously un-served location and

the interval between the date of service installation and premises readiness, as well as the number of customers requesting service at a previously served location but unserved at the time of the request along with interval between the date of service installation and premises readiness.

Due to GMG's unique service model, the reporting metrics typically used by larger utilities are not suited for obtaining meaningful information from GMG. Hence, GMG and Staff engaged in a cooperative effort several years ago to create service extension reporting metrics that provide meaningful information to the Department and Commission based on GMG's service model; and, 2022 data is reported below.

As discussed in GMG's prior Service Quality dockets, when GMG extends service to a new area, it is generally extending service to an entire new rural area rather than to a new development on the edge of an existing service area. Therefore, GMG installs an entire new main to an area and then runs individual service off of it. When a new project is designed, which may be during the preceding fall or winter, GMG begins working with a community to engage its business and residential customers, essentially beginning to "sell" service and receive commitments many months in advance of the main installation. Customers are aware that the main will be installed several months later and that, after the main installation is complete, their individual services will be run. Because services are installed following main construction, a customer's installation is immediately ready for service upon completion of the service construction. As reflected in the table below, GMG focused on in-fill in its existing territories. GMG did not undertake any major new area main extension projects during 2022. Since GMG did not extend into any new geographic area, GMG did not distribute any advertisements or solicitations to potential new customers in new geographic areas and, hence, has not appended any such documents hereto. No areas were promised service during the year that did not receive it.

New Main Extension Projects										
Area Served*	Estimated # of Residential Customers to Be Served	Actual # of Residential Customers Served	Estimated # of Firm Commercial Customers to Be Served	Actual # of Firm Commercial Customers Served	Estimated # of Interruptible Commercial Customers to Be Served	Actual # of Interruptible Commercial Customers Served	Date Main Installation Complete	Date Service Installation Complete	Date First Customer Service Activation Fee for the Project is Received	First Date that Service Activation Fees for the Project are Deposited
None										
		GMG focused on in-fill within its existing service territory in 2022 and GMG did not undertake any major new extension projects during the year.								

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

Service Extensions Along Existing Main							
	# of Residential Service Requests	Average # of Days to Install	# of Firm Commercial Service Requests	Average # of Days to Install	# of Interruptible Commercial Service Requests	Average # of Days to Install	# of Customers With Denied Service Requests*
January	7	18	1	6	0	0	0
February	0	0	0	0	0	0	0
March	1	63	2	28	0	0	0
April	81	7	4	11	0	0	0
May	72	16	2	7	0	0	0
June	31	17	8	32	0	0	0
July	27	15	4	23	0	0	0
August	40	29	8	22	0	0	0
September	55	16	9	22	0	0	0
October	54	15	9	21	0	0	0
November	2	18	15	11	0	0	0
December	4	6	0	0	0	0	0
Totals	374	18	62	17	0	0	0

* Explanatory information for service request denials needs to be provided.

With regard to customers requesting service to a location previously served by GMG, GMG does not believe that there were any delays in the premises being ready for service. GMG does not lock or stop service between transfers of property owners or occupants. Responsibility for the customer account is transferred on the date agreed to by both parties to the transfer. As a result, there is no delay in providing service to the location. Similarly, in the event that gas service to a previously served location was shut-off due to a foreclosure, GMG may require the subsequent owner to provide assurance that the premises has been inspected by a qualified plumbing/heating contractor and is in a safe condition for the gas service to be turned on. In addition, GMG requires the subsequent owner, or a qualified contractor hired on the owner's behalf, meet a GMG technician at the location for the meter unlock and service turn on. GMG accommodates the customer's schedule but does request a courtesy twenty-four notice whenever possible.

- *Customer Deposits*

- Pursuant to its January 18, 2011 Order, the Commission required GMG to report information regarding customer deposits pursuant to Minn. R. 7826.1900.

During 2022, GMG required one customer to make a deposit as a condition of receiving service based on the terms identified in GMG's tariff due to a history with GMG demonstrating consistently poor payment records and poor credit, including multiple disconnections due to non-payment. GMG does not require deposits from new customers. Rather, GMG may require a deposit from existing customers who previously had service disconnected due to non-payment. Pursuant to the terms of its tariff, GMG returns customer deposits after twelve months of timely payments. GMG is currently holding deposits for 9 customers because there have not been twelve consecutive months of timely payments made.

- *Customer Complaints*

- Pursuant to its January 18, 2011 Order, the Commission required GMG to report customer complaints pursuant to in Minn. R. 7826.2000. Specifically, GMG is obligated to report the total number of customer complaints received by category, including both complaints received from the Commission's Consumer Affairs Office and those received internally.

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

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

In 2022, GMG did not have any complaints that were forwarded by or came to it from either the Commission's Consumer Affairs Office or the Office of the Attorney General. Similarly, it did not have dissatisfied customers that requested supervisory escalation of a matter.

There were no requests for further action on a complaint made during 2022 in any of the following areas:

- (0) Billing Errors
- (0) Inaccurate Metering
- (0) Wrongful Disconnection
- (0) High Bills
- (0) Inadequate Service
- (0) Service Extension Intervals

- (0) Service Restoration Intervals
- (0) Post-Construction Property Restoration
- (0) Other

GMG does not have any unresolved complaints from 2022.

- *Gas Emergency Calls and Response Time*
 - Since GMG does not have a telephone line specifically dedicated to gas emergency calls, the Commission's January 18 Order required GMG to report the total number of gas emergency calls received and the response time to them during each annual reporting period.

In 2022, GMG received a total of 380 calls reporting gas emergencies, of which 368 were non-line hit calls and 12 were line-hit related. GMG supplied two metrics below: (1) the elapsed time between the call being answered and a technician being dispatched; and, (2) the elapsed time between the dispatch time and the time of arrival by a technician. GMG has also supplied the average elapsed time for each category.

From Call to Time Dispatched

0 – 10 minutes – 378
> 10 minutes – 2

Average = 3 minutes

From Time Dispatched to Arrival on Site

0 – 60 minutes – 355
> 60 minutes – 25

Average = 30 minutes

With regard to the two dispatches that exceeded 10 minutes, GMG provides the following information:

- The intervals from time of call to time of dispatch for those two calls were 13 minutes and 17 minutes. The time of call is registered as the time that a call is answered rather than the time that GMG or its answering service finishes the call and hangs up. On occasion, a call may be a bit more lengthy than other similar calls in order to obtain complete information about the situation, as long as taking the time to gather the details can be handled safely based on the particular circumstances. With regard to the 13-minute time to dispatch, the customer was calling from the metropolitan area regarding his northern Minnesota lake home that is served by GMG, but he did not know whether there was an emergency. A lake-home neighbor had called the customer to report an odd smell from his garage, so the customer called GMG. During the conversation, the customer opted to not provide GMG's team with a service address, changing his mind about having GMG respond. Out of an abundance of caution, GMG's team identified the service address based on the customer's name and other details that he provided and dispatched a technician to the address. Ultimately, the issue was not natural-

gas related; but, the handling of the call and dispatch took a bit longer than usual based on the circumstances. With regard to the 17-minute dispatch, the call came in after hours while the weather was poor and particularly cold over the winter holiday period. GMG's on-call technician was already responding to another emergency, so an alternate technician was dispatched. It took a small amount of additional time prior to dispatch to identify alternate technician availability prior to dispatch.

With regard to the twenty-five site arrivals that exceeded 60 minutes, GMG provides the following information:

- In twenty-one of the instances, delays ranged from 3 to 20 minutes, with the average overall delay therein being 11.6 minutes. GMG's Operations Manager reviewed each extended response incident and determined that, in each case, GMG's technicians followed proper procedure and that the delayed responses were unavoidable given the particular circumstances of each incident, primarily related to distance and driving conditions.
- There were also four calls with more significant delays ranging from delayed response times of 52 minutes to one hour and 48 minutes. With respect to the 52 minute response delay, the call came in after hours and an additional call came in at virtually the same time. The on-call technician prioritized the call that identified a possible inside leak first; but, that technician contacted the other customer about the outside smell, explained that he was responding to another call first, and would respond to the outside smell thereafter. The customer was agreeable to that approach. On a separate occasion, there was a 54 minute delay in the technician's response. The call came early in the morning from a rural location in central Minnesota. The roads were very icy and driving conditions were poor. The technician traveled the distance as quickly as he could while still maintaining safe driving for the then-current road conditions, but the commute took substantially longer than usual.

In one case, the technician arrived on site two hours and 31 minutes after the initial call, resulting in a 91 minute response delay. The customer called in early on a Sunday morning and reported that she had intermittently smelled something outside the previous day. While the on-call technician was en route to respond, another emergency call came in with a report of an inside smell of gas. The inside potential leak was determined to present a higher risk, so the technician responded to that site first and then went to investigate the outdoor intermittent smell that the customer waited one day to report. The customer was notified of the same. Finally, in another case, a call came in at night reporting an outside odor. It was over the winter holidays and the weather was bad and quite windy. Several emergency calls came in close time proximity and an additional technician had already been

dispatched to assist with the calls. When the call in question came in, the on-call technician was in the midst of making another repair. When she finished, she proceeded to respond to the outside smell. Due to the combination of finishing the repair that she was working on and traveling under poor road conditions, she was delayed by an hour and 48 minutes before arriving on-site at the outdoor smell. The customer had been notified. Upon arrival, the on-call technician switched out the meter set. By the time the exchange was done, it was late on a very cold night. The new meter set, which was taken from warm conditions, was safely installed and tested for any leaks, of which there were none. The next day, the technician returned to the site to tighten a fitting because, as is common when a warm meter is placed in cold conditions, seals can constrict causing small leaks and small adjustments are necessary.

GMG's Operations Manager carefully reviewed each of those four responses, as well, likewise determining that GMG's technicians followed proper procedure and that the delayed responses were unavoidable given the particular circumstances of each incident.

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

- *Mislocates*
 - Pursuant to the Commission's March 6, 2012 Order, GMG is required to report the number of times that a line is damaged due to a mislocate or failure to mark a gas line and to include a summary of information based on reports submitted to MnOPS.

GMG had one damage incident resulting from mislocates (mismark or failure to mark) in 2022 which stemmed from a mismarked line on a locate performed by GMG's locating contractor. During the year, GMG personnel and/or GMG's locating contractor performed locates in response to 9,988 locate requests. GMG's damage rate was 1.1 per thousand locate tickets.

- *Damaged Gas Lines*

- GMG is required to report data regarding damaged gas lines and to provide detailed information regarding any gas line damage events.

During 2022, GMG sustained eleven gas line damage incidents.

Number of damages caused by the utility's employees or contractors: 1

Number resulting from any other unplanned cause not related to utility operations: 10

One of the damage incidents was an at-fault incident due to a mislocate.

Of the 10 damaged lines resulting from other unplanned causes, four resulted from owners or contractors failing to use proper locating practices. Six resulted from improper excavation practices.

Gas Service Interruptions

- Pursuant to the Commission's January 18, 2011 Order, GMG is required to report data for gas service interruptions and their cause.

In 2022, GMG has a total of nine gas service interruptions. All were the result of line hits, as detailed above. Each gas service interruption only affected one customer each time.

- *Major Reportable Events*

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

GMG did not have any major reportable events in 2022.

- *Customer Service-Related Expenses*

- GMG is required to report customer-service related operations and maintenance expenses that include only Minnesota-regulated, customer service expenses based on the costs recorded in FERC accounts 901 and 903 plus payroll taxes and benefits.

In 2022, customer service-related expenses totaled approximately \$114,468. GMG's customer service expenses have been relatively consistent over the last several years, taking into account growth and staffing changes.

- *Miles of Pipe*

- Utilities are required to report the number of miles of pipe operated in Minnesota.

GMG operated approximately 925 miles of main in 2022.

- *Distribution System Performance*

- Pursuant to the Commission's Orders in Docket No. G022/M-19-304, GMG is required to provide an update based on its filing under 49 CFR 192.1007(e) and specifically identify its leak count by facility type and threat, leak count on main by material, and leak count on service by material metrics. Additionally, pursuant to the Commission's Order in Docket G022/M-18-314, GMG is required to provide a summary of any emergency response violations and the number of violation letters received from MNOPS during the year.

GMG's annual report filed pursuant to 49 CFR 192.1007(e) for the 2021 calendar year is appended hereto as Attachment B. All service and main leaks identified therein occurred on plastic pipe. Of the total number of leaks identified in the report, 78 were above-ground leaks, all of which were on service lines. One was categorized as "other outside force damage". The remaining 77 were all equipment failures; specifically, they were due to leaking or venting regulators or meters, over 90% of which were regulators. Since regulators are continually exposed to the elements, their soft (rubber/plastic) components can degrade slightly over time. When those devices develop leaks as a result, it is more cost effective to replace them rather than repair them. When a component is replaced, it becomes reportable on the PHMSA report; hence, the large number of equipment failure leaks reported.

GMG notes that it did not have any emergency response violations in 2022 that were cited by MNOPS; and, it did not receive any violation letters from MNOPS during the year.

- *Excess Flow Valve Status Update*

As GMG explained in prior dockets, it completed all of its compliance tasks related to the excess flow valve matter addressed in Docket No. G-999/CI-18-41 prior to March 31, 2020, and, as such, has no further excess flow valve status update to report.

CONCLUSION

GMG submits this Annual Service Quality Report for the year ending December 31, 2022 in accordance with the requirements of the Minnesota Rules and the Commission and respectfully requests that it be approved.

Dated: April 30, 2023

Respectfully submitted,
/s/
Kristine A. Anderson
Corporate Attorney
Greater Minnesota Gas, Inc.
1900 Cardinal Lane
P.O. Box 798
Faribault, MN 55021
(507) 209-2110

Utility Monthly Report												
Name of Utility		Greater Minnesota Gas, Inc.				Highlight Indicates Data Required per Statutes 216B.091 and 216B.096						
Reporting Month/Year		December, 2022										
All Utilities												
		A	B	C	D	E	F	G	H	I	J	K
	Utility	# Residential Customers	Total Revenue from Sales to Residential Customers	# Past Due Residential Customers	Total Dollars Past Due Residential Customers	Average Past Due Dollar Amount Per Past Due Customers	Average Monthly Residential Bill	New LIHEAP Customers	Cumulative LIHEAP Customers (year to date)	Total Dollars Received From LIHEAP	Total Dollars Received from other sources	Total Residential Write-Offs due to uncollectible
Jan-22	GMG	9003	\$1,466,495	471	\$64,316	\$137	\$163	11	66	\$8,601		\$0
Feb-22	GMG	9034	\$1,840,920	443	\$86,552	\$195	\$204	20	86	\$11,838		\$0
Mar-22	GMG	9041	\$1,367,168	797	\$152,370	\$191	\$143	18	104	\$14,546		\$0
Apr-22	GMG	9026	\$972,370	979	\$152,443	\$156	\$108	9	113	\$9,599		\$0
May-22	GMG	9039	\$702,162	1186	\$255,262	\$215	\$78	9	122	\$4,544	\$0	\$0
Jun-22	GMG	9141	\$329,283	1217	\$287,137	\$236	\$36	2	124	\$1,926	\$0	\$140
Jul-22	GMG	9158	\$221,553	1234	\$256,229	\$208	\$24	0	124	\$0	\$0	\$0
Aug-22	GMG	9209	\$208,944	1206	\$217,291	\$180	\$23	0	124	\$0	\$0	\$229
Sep-22	GMG	9215	\$240,175	1132	\$144,463	\$128	\$26	1	125	\$3,521	\$0	\$17
Oct-22	GMG	9343	\$368,931	863	\$80,848	\$94	\$39	8	133	\$0	\$793	\$3,981
Nov-22	GMG	9375	\$672,082	716	\$71,757	\$100	\$72	1	134	\$17,265	\$0	\$81
Dec-22	GMG	9411	\$1,117,747	585	\$58,628	\$100	\$119	5	139	\$5,674	\$0	\$293
All Utilities												
		L	M	N	O	P	Q	R	S	T		
	Utility	# Residential Customers Receiving Disconnect Notices	# Residential Customers Involuntarily Disconnected	# Residential Customers restored to service w/in 24 hours (SRSQ)	# Residential Customers restored to service by entering a payment plan (SRSQ)	# Residential Customers restored at same address	Total # Residential Customers Reconnected	# Residential Customers Remaining Disconnected, 1-30 days	# Residential Customers Remaining Disconnected, 31-60 days	# Residential Customers Remaining Disconnected, 60+ days		
Jan-22	GMG	145	1	0	1	1	1	0	0	2		
Feb-22	GMG	111	0	0	0	0	0	0	0	2		
Mar-22	GMG	99	13	3	1	5	5	8	0	2		
Apr-22	GMG	165	5	2	1	10	10	0	1	0		
May-22	GMG	120	19	3	0	10	10	9	2	3		
Jun-22	GMG	151	9	1	0	2	2	7	9	3		
Jul-22	GMG	100	0	0	0	0	0	0	7	12		
Aug-22	GMG	0	19	2	0	7	7	15	0	16		
Sep-22	GMG	0	0	0	0	12	12	0	12	7		
Oct-22	GMG	89	0	0	0	8	8	0	0	11		
Nov-22	GMG	68	0	0	0	5	5	0	0	6		
Dec-22	GMG	112	0	0	1	3	3	0	0	3		

All Utilities, October - April											
	# Customers Seeking Cold Weather Rule Protections	# Customers Granted Cold Weather Rule Protections	# Customers Involuntarily Disconnected, who sought protection heat affected (gas)	# Customers Involuntarily Disconnected, who sought protection non-heat affected (gas)	# Customers Involuntarily Disconnected, who sought protection heat affected (electric)	# Customers Involuntarily Disconnected, who sought protection non-heat affected (electric)	# Customers Involuntarily Disconnected, who did not seek protection heat affected (gas)	# Customers Involuntarily Disconnected, who did not seek protection non-heat affected (gas)	# Customers Involuntarily Disconnected, who did not seek protection heat affected (electric)	# Customers Involuntarily Disconnected, who did not seek protection non-heat affected (electric)	Total Customers Disconnected
Jan-22	0	0	0	0	N/A	N/A	1	0	N/A	N/A	1
Feb-22	0	0	0	0	N/A	N/A	0	0	N/A	N/A	0
Mar-22	0	0	0	0	N/A	N/A	13	0	N/A	N/A	13
Apr-22	0	0	0	0	N/A	N/A	5	0	N/A	N/A	5
May-22	0	0	0	0	N/A	N/A	19	0	N/A	N/A	19
Jun-22	0	0	0	0	N/A	N/A	9	0	N/A	N/A	9
Jul-22	0	0	0	0	N/A	N/A	0	0	N/A	N/A	0
Aug-22	0	0	0	0	N/A	N/A	0	0	N/A	N/A	0
Sep-22	0	0	0	0	N/A	N/A	0	0	N/A	N/A	0
Oct-22	0	0	0	0	N/A	N/A	0	0	N/A	N/A	0
Nov-22	0	0	0	0	N/A	N/A	0	0	N/A	N/A	0
Dec-22	0	0	0	0	N/A	N/A	0	0	N/A	N/A	0
	# of Appeal Notices sent to customers	# of Payment Plan (PP) requests received	# of mutally agreed PP	# reconnect request appeals withdrawn	# of customers with current payment plans	# customers disconnected 24 hours or more heat affected (gas)	# customers disconnected 24 hours or more non-heat affected (gas)	# customers disconnected 24 hours or more heat affected (electric)	# customers disconnected 24 hours or more non-heat affected (electric)	# accounts reconnected within 24 hrs	Total # Customers Reconnected
Jan-22	0	0	0	0	21	3	0	N/A	N/A	0	1
Feb-22	0	0	0	0	22	2	0	N/A	N/A	0	0
Mar-22	0	0	0	0	25	10	0	N/A	N/A	3	5
Apr-22	0	0	0	0	27	5	0	N/A	N/A	2	10
May-22	0	0	0	0	0	14	0	N/A	N/A	3	10
Jun-22	0	0	0	0	0	8	0	N/A	N/A	1	2
Jul-22	0	0	0	0	0	0	0	N/A	N/A	0	0
Aug-22	0	0	0	0	0	0	0	N/A	N/A	0	5
Sep-22	0	0	0	0	0	0	0	N/A	N/A	0	12
Oct-22	0	0	0	0	0	0	0	N/A	N/A	0	8
Nov-22	0	0	0	0	0	0	0	N/A	N/A	0	5
Dec-22	0	1	1	0	1	0	0	N/A	N/A	0	3

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

Utility Heating Service Customers*

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

All Utilities (starting October 1)					
Week ending date	Utility	Total # Customers Currently Disconnected for non-payment	# Customers Involuntarily Disconnected for non- payment This Week, Natural Gas	# Customers Involuntarily Disconnected for non-payment This Week, Electric	# Customers Reconnected This Week**
10/8/2022	GMG	17	0	N/A	2
10/15/2022	GMG	16	0	N/A	1
10/22/2022	GMG	14	0	N/A	2
10/29/2022	GMG	11	0	N/A	3
11/5/2022	GMG	9	0	N/A	2
11/12/2022	GMG	8	0	N/A	1
11/19/2022	GMG	6	0	N/A	2
11/26/2022	GMG	6	0	N/A	0
12/3/2022	GMG	6	0	N/A	0
12/10/2022	GMG	5	0	N/A	1
12/17/2022	GMG	5	0	N/A	0
12/24/2022	GMG	3	0	N/A	2
12/31/2022	GMG	3	0	N/A	0

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

All Utilities

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

2023
beyond

	# of customers with payment arrangements	Average Monthly Payment Amount	Average Number of Months in Current Payment Agreements
Jan-22	21	\$131	12
Feb-22	22	\$132	12
Mar-22	25	\$135	12
Apr-22	27	\$151	12
May-22	0	\$0	12
Jun-22	0	\$0	12
Jul-22	0	\$0	12
Aug-22	0	\$0	12
Sep-22	0	\$0	12
Oct-22	0	\$0	12
Nov-22	0	\$0	12
Dec-22	1	165	5

	Service Deposit Charged to Restore Service, Explain Practice	If yes, Service Deposit Amount, Average per Customer	Reconnection Fee Charged to Restore Service, Explain Practice	If yes, Reconnection Fee Amount, Average per Customer	Down Payment Required to restore service to start a payment arrangement, Explain Practice	If yes, Down Payment Amount, as Percent of Past Due Balance or Average Amount	Interest/ Penalties/Fees, Explain Practice	If yes, Interest/Penalties/Fee Amount, Average per Customer
Jan-22	No	-	No	-	No	-	No	-
Feb-22	No	-	No	-	No	-	No	-
Mar-22	No	-	Yes	\$75	No	-	No	-
Apr-22	No	-	Yes	\$75	No	-	No	-
May-22	No	-	Yes	\$75	No	-	No	-
Jun-22	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$1.00
Jul-22	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$1.00
Aug-22	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$1.00
Sep-22	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$1.37
Oct-22	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$1.53
Nov-22	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$1.24
Dec-22	No	-	Yes	\$75	No	-	1.5% on past due balances over \$10	\$1.38

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

Electric Utilities Only


	# Customers Requesting Medical Status	# Customers Granted Medical Status	# Medical Accounts Renewed	# Customers Denied Medical Status
Jan-22	N/A	N/A	N/A	N/A
Feb-22	N/A	N/A	N/A	N/A
Mar-22	N/A	N/A	N/A	N/A
Apr-22	N/A	N/A	N/A	N/A
May-22	N/A	N/A	N/A	N/A
Jun-22	N/A	N/A	N/A	N/A
Jul-22	N/A	N/A	N/A	N/A
Aug-22	N/A	N/A	N/A	N/A
Sep-22	N/A	N/A	N/A	N/A
Oct-22	N/A	N/A	N/A	N/A
Nov-22	N/A	N/A	N/A	N/A
Dec-22	N/A	N/A	N/A	N/A

Total Number of Disconnection Events

Data December - June Filed July 2022		Data July- November Filed December 2022	
Zip Code	Count	Zip Code	Count
55020	3	55020	0
55021	5	55021	1
55052	1	55052	0
55054	4	55054	1
55069	1	55069	0
55352	1	55088	1
55924	1	55352	0
56001	13	55924	0
56024	1	56001	2
56037	1	56021	1
56069	2	56024	0
56071	7	56037	0
56318	1	56069	0
56336	4	56071	0
56345	3	56318	0
56382	5	56336	1
56384	3	56340	1
56501	7	56345	0
56511	1	56382	5
56572	1	56384	0
		56501	5
		56511	0
		56554	1
		56572	0

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

OMB NO: 2137-0629
EXPIRATION DATE: 5/31/2024

 U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration	ANNUAL REPORT FOR CALENDAR YEAR 2022 GAS DISTRIBUTION SYSTEM	Initial Date Submitted:	03/14/2023
		Report Submission Type	INITIAL
		Date Submitted:	

A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2137-0629. Public reporting for this collection of information is estimated to be approximately 16 hours per response, including the time for reviewing instructions, gathering the data needed, and completing and reviewing the collection of information. All responses to this collection of information are mandatory. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Information Collection Clearance Officer, PHMSA, Office of Pipeline Safety (PHP-30) 1200 New Jersey Avenue, SE, Washington, D.C. 20590.

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

PART A - OPERATOR INFORMATION	(DOT use only)	20231062-51707
1. Name of Operator GREATER MINNESOTA GAS INC.		
2. LOCATION OF OFFICE (WHERE ADDITIONAL INFORMATION MAY BE OBTAINED)		
2a. Street Address		1900 CARDINAL LANE
2b. City and County		FARIBAULT Rice
2c. State		MN
2d. Zip Code		55021
3. OPERATOR'S 5 DIGIT IDENTIFICATION NUMBER		30967
4. HEADQUARTERS NAME & ADDRESS		
4a. Street Address		1900 CARDINAL LANE POST OFFICE BOX 798
4b. City and County		FARIBAULT
4c. State		MN
4d. Zip Code		55021
5. STATE IN WHICH SYSTEM OPERATES		MN
6. THIS REPORT PERTAINS TO THE FOLLOWING COMMODITY GROUP (Select Commodity Group based on the predominant gas carried and complete the report for that Commodity Group. File a separate report for each Commodity Group included in this OPID.)		
Natural Gas		
7. THIS REPORT PERTAINS TO THE FOLLOWING TYPE OF OPERATOR (Select Type of Operator based on the structure of the company included in this OPID for which this report is being submitted.):		
Privately Owned		

PART B - SYSTEM DESCRIPTION											
1.GENERAL											
	STEEL				PLASTIC	CAST/ WROUGHT IRON	DUCTILE IRON	COPPER	OTHER	RECONDITION ED CAST IRON	SYSTEM TOTAL
	UNPROTECTED		CATHODICALLY PROTECTED								
	BARE	COATED	BARE	COATED							
MILES OF MAIN	0	0	0	12.86	911.83	0	0	0	0	0	924.69
NO. OF SERVICES	0	0	0	2	10356	0	0	0	0	0	10358

2. MILES OF MAINS IN SYSTEM AT END OF YEAR												
MATERIAL	UNKNOWN	2" OR LESS	OVER 2" THRU 4"	OVER 4" THRU 8"	OVER 8" THRU 12"	OVER 12"	SYSTEM TOTALS					
STEEL	0	0.15	8.96	3.75	0	0	12.86					
DUCTILE IRON	0	0	0	0	0	0	0					
COPPER	0	0	0	0	0	0	0					
CAST/WROUGHT IRON	0	0	0	0	0	0	0					
PLASTIC PVC	0	0	0	0	0	0	0					
PLASTIC PE	0	530.01	329.42	52.4	0	0	911.83					
PLASTIC ABS	0	0	0	0	0	0	0					
PLASTIC OTHER	0	0	0	0	0	0	0					
OTHER	0	0	0	0	0	0	0					
RECONDITIONED CAST IRON	0	0	0	0	0	0	0					
TOTAL	0	530.16	338.38	56.15	0	0	924.69					
Describe Other Material:												
3. NUMBER OF SERVICES IN SYSTEM AT END OF YEAR				AVERAGE SERVICE LENGTH: 228								
MATERIAL	UNKNOWN	1" OR LESS	OVER 1" THRU 2"	OVER 2" THRU 4"	OVER 4" THRU 8"	OVER 8"	SYSTEM TOTALS					
STEEL	0	2	0	0	0	0	2					
DUCTILE IRON	0	0	0	0	0	0	0					
COOPER	0	0	0	0	0	0	0					
CAST/WROUGHT IRON	0	0	0	0	0	0	0					
PLASTIC PVC	0	0	0	0	0	0	0					
PLASTIC PE	0	9060	1292	3	1	0	10356					
PLASTIC ABS	0	0	0	0	0	0	0					
PLASTIC OTHER	0	0	0	0	0	0	0					
OTHER	0	0	0	0	0	0	0					
RECONDITIONED CAST IRON	0	0	0	0	0	0	0					
TOTAL	0	9062	1292	3	1	0	10358					
Describe Other Material:												
4. MILES OF MAIN AND NUMBER OF SERVICES BY DECADE OF INSTALLATION												
	UNKNOWN	PRE-1940	1940-1949	1950-1959	1960-1969	1970-1979	1980-1989	1990-1999	2000-2009	2010-2019	2020-2029	TOTAL
MILES OF MAIN	0	0	0	0.99	0	0	0	151.9	333.607	406.764	31.429	924.69
NUMBER OF SERVICES	0	0	0	2	0	0	0	1268	2623	5212	1253	10358
PART C - TOTAL LEAKS AND HAZARDOUS LEAKS ELIMINATED/REPAIRED DURING THE YEAR												

CAUSE OF LEAK	MAINS		SERVICES	
	TOTAL	HAZARDOUS	TOTAL	HAZARDOUS
CORROSION FAILURE				
NATURAL FORCE DAMAGE				
EXCAVATION DAMAGE	3	3	7	7
OTHER OUTSIDE FORCE DAMAGE			1	1
PIPE, WELD OR JOINT FAILURE				
EQUIPMENT FAILURE			87	
INCORRECT OPERATIONS				
OTHER CAUSE			1	
NUMBER OF KNOWN SYSTEM LEAKS AT END OF YEAR SCHEDULED FOR REPAIR : 23 NUMBER OF HAZARDOUS LEAKS INVOLVING A MECHANICAL JOINT FAILURE : 0				

PART D - EXCAVATION DAMAGE	PART E – EXCESS FLOW VALUE (EFV) AND SERVICE VALUE DATA
1. TOTAL NUMBER OF EXCAVATION DAMAGES BY APPARENT ROOT CAUSE: <u>11</u> a. One-Call Notification Practices Not Sufficient: <u>4</u> b. Locating Practices Not Sufficient: <u>1</u> c. Excavation Practices Not Sufficient: <u>6</u> d. Other: <u>0</u>	Total Number Of Services with EFV Installed During Year : <u>333</u> Estimated Number Of Services with EFV In the System At End Of Year: <u>6254</u> * Total Number of Manual Service Line Shut-off Valves Installed During Year: <u>4</u> * Estimated Number of Services with Manual Service Line Shut-off Valves Installed in the System at End of Year: <u>43</u> <i>*These questions were added to the report in 2017.</i>
2. NUBMER OF EXCAVATION TICKETS <u>9988</u>	

PART F - LEAKS ON FEDERAL LAND	PART G – PERCENT OF UNACCOUNTED FOR GAS
TOTAL NUMBER OF LEAKS ON FEDERAL LAND REPAIRED OR SCHEDULED TO REPAIR: <u>0</u>	UNACCOUNTED FOR GAS AS A PERCENT OF TOTAL CONSUMPTION FOR THE 12 MONTHS ENDING JUNE 30 OF THE REPORTING YEAR. [(PURCHASED GAS + PRODUCED GAS) MINUS (CUSTOMER USE + COMPANY USE + APPROPRIATE ADJUSTMENTS)] DIVIDED BY (CUSTOMER USE + COMPANY USE + APPROPRIATE ADJUSTMENTS) TIMES 100 EQUALS PERCENT UNACCOUNTED FOR. FOR YEAR ENDING 6/30: <u>1.00%</u>

PART H - ADDITIONAL INFORMATION	
PART I - PREPARER	
<u>Taylor Larson Operations Engineer</u> (Preparer's Name and Title)	<u>(507) 209-2113</u> (Area Code and Telephone Number)
<u>tlarson@greatermngas.com</u> (Preparer's email address)	<u>(000) 000-0000</u> (Area Code and Facsimile Number)

CERTIFICATE OF SERVICE

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

**Greater Minnesota Gas, Inc.'s
Annual Gas Service Quality Report for 2022
Docket No. G022/M-23-_____**

filed this 30th day of April, 2023.

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

List Name	Description	Docket Number	Owner	Type	Status	Created On
AI Service List	Affiliated Interest Annual Filing List	N/A	Company	General Service List	Active	03/31/2021
GMG Company Only Service List	Updated 2021	N/A	Company	General Service List	Active	04/14/2020
Official CIP 16-118	CIP list	N/A	Company	General Service List	Active	04/30/2019
PGA Service	PGA Service List updated 2017	N/A	Company	General Service List	Active	06/14/2017
GAP Service List	Std list + ECC	N/A	Company	General Service List	Active	09/25/2015
Official Service List 2023	Updated 2023	N/A	Company	General Service List	Active	07/16/2015
7610 Service List	Created for 2015 7610 Annual Report and Forecast	N/A	Company	General Service List	Active	06/26/2015
Cold Weather Rule Reporting	For required monthly and weekly reporting purposes, etc.	N/A	Company	General Service List	Active	09/09/2010