

July 18, 2013

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

RE: Response **Letter of the Minnesota Department of Commerce, Division of Energy Resources**
Docket No. G004/M-13-366

Dear Dr. Haar:

The Minnesota Department of Commerce, Division of Energy Resources (Department) filed its *Comments* in this docket on June 26, 2013. In those *Comments*, the Department recommended that the Minnesota Public Utilities Commission (Commission) accept Great Plain Natural Gas Co.'s (Great Plains or Company) 2012 *Annual Service Quality Report* pending the Company's response to various inquiries in *Reply Comments*.

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

- a full explanation of why percentages of past due accounts in the first five months of 2012 exceeded 40 percent of total accounts;
- an explanation, as described in the summary of reporting requirements agreed to by the Natural Gas Service Quality Reporting Workgroup, of its internal performance goal for answering gas emergency calls;
- an explanation of whether it believes the number of damage incidents reported in 2012 was at a reasonable level, and address the increase in the percentage of damage incidents attributable to Great Plains, including plans for minimizing damage incidents going forward;
- if it believes the number of line damage incidents was higher than reasonable, a description of plans for minimizing damage incidents going forward;
- clarification of whether the increase in service interruptions is tied to the increase in line damages, and, if it is not, an alternate explanation for the rise.

Great Plains filed its *Reply Comments* on July 11, 2013. In its *Reply Comments*, the Company provided additional and clarifying information regarding the issues the Department identified in its *Comments*. The Department appreciates the additional information and clarification and concludes that the Company's explanations and clarifications are satisfactory. The Department recommends that the Commission accept Great Plains' 2012 *Annual Service Quality Report*.

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

Sincerely,

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

LBL/jl

CERTIFICATE OF SERVICE

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

**Minnesota Department of Commerce
Response Letter**

Docket No. G004/M-13-366

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

/s/Sharon Ferguson

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Tamie A.	Aberle	tamie.aberle@mdu.com	Great Plains Natural Gas Co.	400 North Fourth Street Bismarck, ND 585014092	Electronic Service	No	OFF_SL_13-366_M-13-366
Julia	Anderson	Julia.Anderson@ag.state.mn.us	Office of the Attorney General-DOC	1800 BRM Tower 445 Minnesota St St. Paul, MN 551012134	Electronic Service	Yes	OFF_SL_13-366_M-13-366
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 500 Saint Paul, MN 551012198	Electronic Service	No	OFF_SL_13-366_M-13-366
Burl W.	Haar	burl.haar@state.mn.us	Public Utilities Commission	Suite 350 121 7th Place East St. Paul, MN 551012147	Electronic Service	Yes	OFF_SL_13-366_M-13-366
John	Lindell	agorud.ecf@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012130	Electronic Service	Yes	OFF_SL_13-366_M-13-366