



NATURAL GAS CO.  
A Division of Montana-Dakota Utilities Co.

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April 24, 2019

Mr. Dan Wolf  
Executive Secretary  
Minnesota Public Utilities Commission  
121 East Seventh Place, Suite 350  
St. Paul, MN 55101

**RE: Compliance Filing of Great Plains Natural Gas Co.  
Gas Service Quality Annual Report  
Docket No. G-004/M-19-\_\_\_\_\_**

Dear Mr. Wolf:

Great Plains Natural Gas Co. (Great Plains), a Division of Montana-Dakota Utilities Co., herewith electronically submits its Annual Gas Service Quality Report for the calendar year 2018.

Great Plains respectfully requests this filing be accepted as being in full compliance with the filing requirements of this Commission.

Sincerely,

*/s/ Tamie Aberle*

Tamie Aberle  
Director of Regulatory Affairs

**Great Plains Natural Gas Co.**  
**Gas Service Quality Annual Report**  
**For the Calendar Year Ending December 31, 2018**

1. Call Center Response Time (Schedule 1)

The reporting metrics are the total number of utility calls answered by Great Plains' representatives, the percent of calls answered within 20 seconds, and the average speed of answer. The 2018 data is provided on Schedule 1.

Great Plains' call center response time was 86% of calls answered in 20 seconds or less for 2018 with a total call count of 22,979 calls answered. The average speed of answer data includes all calls, including gas emergency telephone calls.

2. Meter Reading Performance (Schedule 2)

The reporting metrics include a detailed report on meter-reading performance for each customer class and for each calendar month:

- The number and percentage of customer meters read by utility personnel;
- The number and percentage of customer meters self-read by customers;
- The number and percentage of customer meters estimated;
- The number and percentage of customer meters that have not been read by utility personnel for periods of 6 to 12 months and for periods longer than 12 months, and an explanation as to why they have not been read; and
- Data on monthly meter-reading staffing levels, by work center or geographical area.

The 2018 data is provided on Schedule 2.

Great Plains deployed AMR in its service area starting in May 2015. As of December 2017, all meters are equipped with AMR. There was a total of 266,986 meter reads in 2018, of which 99.98% were read via the automated meter reading system or utility personnel in 2018. The remainder of the meter reads (.02%) were estimated by the system.

The 61 estimated reads in 2018 were primarily attributable to no meter data retrievable via the fixed network system or via the handheld device. Great Plains did not have any meters that went unread for more than 6 months and had no meters self-read by customers. The average meter-reading staffing level for 2018 was three people, unchanged from 2017.

3. Involuntary Service Disconnection (Schedule 3)

The reporting metric is to reference data that is submitted under Minnesota Statutes §§216B.09 and 216B.096, subdivision 11.

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A summary of the Company's Cold Weather Rule Compliance Questionnaires submitted in 2018 pursuant to Minnesota Statutes §§216B.091 and 216B.096, subdivision 11 is included in Schedule 3.

In 2018 Great Plains sent 9,491 disconnection notices and there were 836 Residential customers whose services were disconnected for non-payment.

4. Service Extension Request Response Time (Schedule 4)

The reporting metrics include a detailed report on service extension request response times for each customer class and each calendar month:

- 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
- 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 interval between the date service was installed and the date the premises were ready for service.

The 2018 data is provided on Schedule 4.

Great Plains received 153 new service extension requests and 924 reconnections requests in 2018. The renewed service extension statistics do not include reconnection of service to customers disconnected by the Company for non-payment of service. For new service line installations Great Plains tracks the service line application date but has not tracked the date the property is ready for the service line installation, therefore the report reflects the time from completion of the service line installation to the date the meter was installed. For renewed service extensions, Great Plains reviewed the average days to completion when comparing the date the customer requested a meter to the date the meter was installed. On average all meters were installed on the same day the customer requested the reinstallation of a meter.

5. Customer Deposits (Schedule 5)

The reporting metrics are the total number of customers who were required to make a deposit as a condition of receiving service. The 2018 data is provided on Schedule 5.

Great Plains did not require a deposit as a condition of receiving new service in 2018.

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6. Customer Complaints (Schedule 6)

The reporting metric includes a detailed report on complaints for each customer class and calendar month:

- The number of complaints received;
- The number and percentage of complaints by type of complaint;
- The number and percentage of complaints by resolution timeframe;
- The number and percentage of complaints by resolution type; and
- The number of complaints forwarded to Great Plains by the Minnesota Consumer Affairs Office and the Minnesota Attorney General's Office.

The 2018 data is provided on Schedule 6.

Great Plains is providing the following information on customer complaints to demonstrate the Company's awareness of the types of customer inquiries and/or complaints and its ability to resolve concerns in a timely manner.

- A) The information presented on Schedule 6 pages 1 through 4 reflect customer complaint data consistent with the reporting of customer complaints since 2011, i.e. those customer calls that were escalated to a supervisor for resolution or were forwarded to the Company by the Consumer Affairs Office or the Attorney General's Office for resolution.
  - o There were 22 customer complaints in 2018, an increase of 6 from the 2017 report. Of the 22 customer complaints received one complaint came from the Consumer Affairs Office.
- B) The information presented on Schedule 6 page 5 specifies the breakdown of all calls received based on the call option selected by the Customer Service Representative at the beginning of the call, or the option selected by the caller when using the Interactive Voice Response (IVR), i.e. Billing, High Bill, Metering, Emergency, Payment Arrangements, Inadequate Service, Service Extension (relating to credit issues), Service Requests, Stop Service, Wrongful Disconnection, Call Backs, and Other. The Other category includes, but is not limited to: current balance inquiries, usage history, request for a copy of customer's bill, etc.
- C) The information presented on Schedule 6 page 6 identifies the breakdown of calls received by the call code entered by the Customer Service Representative upon completion of the call for calls other than those related to emergency, payment arrangements or stop service.
- D) A copy of the Company's Annual Summary of Customer Complaints submitted to the Commission on April 16, 2019 is included on Schedule 6 pages 7 through 9.

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7. Gas Emergency Response Time (Schedule 7)

The reporting metric is the elapsed time between the time Great Plains was first notified of the emergency and the time that a qualified emergency response person arrives at the incident location and begins to make the area safe. Great Plains reports all calls coded as emergency calls including fire, gas odor, and line hits. Emergency response times are reported as calls responded to in one hour or less and calls responded to in over one hour. This same information, in total, is reported in the Emergency Response Report to the Minnesota Office of Pipeline Safety (MNOPS). The 2018 data is provided on Schedule 7. Great Plains has also included copies of its 2018 bi-monthly Emergency Response Reporting Forms in Schedule 7.

In 2018, 97% of emergency calls were responded to in less than one hour. There were 15 calls (or 3%) where the call response time exceeded one hour. There were 456 total calls answered in 2018, which was an increase of 21% from 2017. The average response time in 2018 was 22 minutes. The 15 calls that fell into the response time over an hours' time occurred due to the travel distance, after hour calls where the service tech was already working a call or due to weather (blizzard conditions).

8. Mislocates (Schedule 8)

The reporting metric is to report data on mislocates by providing the monthly number of locate requests received through the Minnesota Gopher State One Call system and the number of mislocates that resulted in a damage to a gas line, including the number of times a line is damaged due to a mismarked line or failure to mark a line. The 2018 data is provided on Schedule 8.

9. Gas System Damage (Schedule 9)

The reporting metric is the number of gas lines damaged (or hit), categorized according to whether the damage was caused by Great Plains' employees or contractors, or whether the damage was due to any other unplanned cause. The 2018 data is provided on Schedule 9. Also provided on Schedule 9 is the number of miles of distribution and transmission pipe Great Plains operates in Minnesota and a per 100 miles of pipe damage rate calculation. Great Plains has also included copies of its 2018 quarterly Utility Damage Report Forms filed with the Minnesota Office of Pipeline Safety in Schedule 9.

Gas system damages decreased from 34 in 2017 to 28 in 2018. Of the 28 damages in 2018, fourteen were under the control of Great Plains' employees and contractors. In addition to the 12 damages associated with mislocates as reported in Schedule 8 other root causes of damages as reported on the MNOPS quarterly utility damage survey included 5 notifications not made (no locate ticket), 1 caused by failure to determine precise location, 1 caused by failure to maintain marks, 7

**Great Plains Natural Gas Co.**  
**Gas Service Quality Annual Report**  
**For the Calendar Year Ending December 31, 2018**

caused by failure to maintain clearance, and 2 caused by failure to protect and support during excavation.

Great Plains accounts for lost gas associated with at-fault contractor main strikes in accordance with the Commission's Order in Docket No. G999/AA-10-885

**10. Gas Service Interruption (Schedule 10)**

The reporting metric is to report data on all gas service interruptions, including the number of customers affected and the average duration of the outage, categorized according to whether the interruption was caused by Great Plains' employees or contractors, or whether the interruption was due to any other unplanned cause. The 2018 data is provided on Schedule 10.

Great Plains had a total of 28 gas service interruptions in 2018 affecting a total of 252 customers. On November 27, 2018 Great Plains had a service interruption that was reported to MNOPS, that affected 195 customers. Service interruption occurred in Montevideo, MN and was caused by 3<sup>rd</sup> party contractor hand digging with a shovel and hit the PVC line.

**11. Gas Emergency Phone Response Time (Schedule 11)**

The reporting metrics are the total number of utility emergency calls answered by Great Plains' representatives, the percent of calls answered within 20 seconds, and the average speed of answer. The 2018 data is provided on Schedule 11.

The average percent of calls answered within 20 seconds or less increased from 86.17% in 2017 to 88.51% in 2018. The average speed of answer decreased from 16 seconds in 2017 to 12 seconds in 2018. There was a total of 612 calls coming into the system as emergency calls in 2018.

Great Plains' internal performance goal is to answer at least 80 percent of all calls, including emergencies, within 20 seconds.

**12. Customer Service Related Operations and Maintenance Expenses (Schedule 12)**

The reporting metric is the amount of customer service related operation and maintenance expenses incurred on behalf of Minnesota customers based on the costs recorded in FERC accounts 901 and 903 plus payroll taxes and benefits. The 2018 data is provided on Schedule 12.

Customer service related expenses decreased from \$636,475 in 2017 to \$559,860 in 2018 a 12% decrease.

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13. Distribution System Performance Measures. (Schedule 13).

On February 28, 2019, the Minnesota Public Utilities Commission (Commission) approved Great Plains' 2017 Gas Quality Report filed in Docket No. G004/M-18-286. Pursuant to the Commission's Order issued on April 12, 2019 in Docket No. G004/M-18-286, Great Plains and all other natural gas utilities are required to submit the following information starting with the 2018 reporting year.

- a. The Title 49 Part 192.1007 (e) integrity management plan performance measures, monitoring results and evaluation of effectiveness in a manner to establish a baseline for ongoing reporting.

Great Plains has provided the following information that is included in its Distribution Integrity Management Plan (DIMP) for calendar year 2018 in compliance with Title 49 Part 192.1007 (e):

Page 1 –Table H3.1 Hazardous Leaks Repaired by Cause

Page 2 –Table H3.2 Hazardous Leaks Repaired by Material

Page 3 –Table H3.3 Total Leaks Repaired by Cause

Page 4 –Table H3.4 Excavation Metric

Page 5 –Table Section 6 of DIMP Additional Performance Measures – Mains

Page 6 –Table Section 6 of DIMP Additional Performance Measures – Services

Page 7 – Excess Flow Valves and Manual Service Line Shut off Valves

- b. A summary of any 2018 emergency response violations cited by MNOPS along with a description of the violation and remediation in each circumstance.

Great Plains did not have emergency response violations cited by MNOPS in 2018.

- c. The number of violation letters Great Plains has received from MNOPS during the year in question.

Great Plains did not receive any violation letters in 2018.

- d. A discussion regarding how to provide ongoing monitoring and metrics towards the deployment of Excess Flow Valves (EFVs) and manual service line shutoff valves pursuant to the Commission's Order in Docket No. G-999/CI-18-41.

Great Plains suggests that the EFV installations and manual service line shutoff valves installed each year as reported by Great Plains in the MNOPS 7100 report be used as a means of monitoring the deployment of EFV's and manual service line shut off valves on the system. See Page 7 for the current statistics.

# **Schedule 1**

## **Call Center Response Time**



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**Call Center Response Times**

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Service Level - % of Calls answered in 20 seconds or less.	86%	75%	93%	92%	74%	88%	87%	91%	90%	84%	86%	82%	90%
Average Speed of Answer (in seconds) 1/	13	10	8	10	12	11	13	13	12	16	20	21	11
Total Calls Answered	22,979	1,764	1,602	1,932	1,985	2,033	1,862	1,770	1,972	2,152	2,581	1,809	1,517

1/ Reflects the average speed of answer for all calls, including gas emergency telephone calls.

# **Schedule 2**

## **Meter Reading Performance**

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**Meter Reading Performance**

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Total number of meters	266,986	22,230	22,237	22,239	22,239	22,223	22,211	22,212	22,230	22,146	22,282	22,364	22,373
<b>Meters read by utility personnel</b>													
Residential	230,263	19,170	19,178	19,173	19,167	19,161	19,154	19,157	19,174	19,108	19,225	19,297	19,299
Commercial	36,662	3,056	3,057	3,058	3,057	3,054	3,055	3,054	3,049	3,036	3,055	3,064	3,067
Total	266,925	22,226	22,235	22,231	22,224	22,215	22,209	22,211	22,223	22,144	22,280	22,361	22,366
%	99.98%	99.98%	99.99%	99.96%	99.93%	99.96%	99.99%	100.00%	99.97%	99.99%	99.99%	99.99%	99.97%
<b>Meters self-read by customer</b>													
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Meters - estimated</b>													
Residential	51	4	2	6	12	8	2	1	4	2	2	1	7
Commercial	10	0	0	2	3	0	0	0	3	0	0	2	0
Total	61	4	2	8	15	8	2	1	7	2	2	3	7
%	0.02%	0.02%	0.01%	0.04%	0.07%	0.04%	0.01%	0.00%	0.03%	0.01%	0.01%	0.01%	0.03%
<b>Meters not read for 6-12 months</b>													
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Meters not read for 13+ months</b>													
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Meter reading staffing levels</b>													
North	2 1/	2	2	2	2	2	2	2	2	2	2	2	2
South	1 1/	1	1	1	1	1	1	1	1	1	1	1	1
Total	3 1/	3	3	3	3	3	3	3	3	3	3	3	3

1/ Average

**Schedule 3**  
**Involuntary Service**  
**Disconnection**

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**Involuntary Service Disconnections**

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
<b>1</b> Number of Residential Customer Accounts:	224,877	18,885	18,912	18,909	18,912	18,679	18,534	18,419	18,347	18,505	18,817	18,971	18,987
<b>2</b> Number of Past Due Residential Customer Accounts:	46,267	3,420	3,975	4,726	4,726	4,500	3,951	3,890	3,304	3,333	3,199	3,352	3,891
<b>3</b> Number of Cold Weather Protection Requests:	18	0	0	0	0	0	0	0	0	0	13	5	0
<b>Reconnection as of Cold Weather Months</b>													
<b>4</b> Number of "Right to Appeal" notices mailed to customers:	18	0	0	0	0	0	0	0	0	0	13	5	0
<b>5</b> <i>Intentionally Blank</i>													
<b>6</b> Number of customer accounts granted reconnection <u>request</u> :	18	0	0	0	0	0	0	0	0	0	13	5	0
<b>Payment Schedule (PS)</b>													
<b>16</b> Number of "Right to Appeal" notices mailed to customers													
<b>a)</b> Number of PS requests received	18	0	0	0	0	0	0	0	0	0	13	5	0
<b>17</b> <i>Intentionally Blank</i>													
<b>18</b> Number of PS negotiations mutually agreed upon:	18	0	0	0	0	0	0	0	0	0	13	5	0
<b>19</b> <i>Intentionally Blank</i>													

**Great Plains Natural Gas Co.  
Gas Service Quality Annual Report  
For the Calendar Year Ending December 31, 2018**

**Involuntary Service Disconnections**

		Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
<b>Disconnections</b>														
<b>20</b>	Number of disconnection notices mailed to customers	9,491	1,177	1,131	935	1,083	1,036	759	923	420	368	341	512	806
<b>21</b>	Number of customer accounts disconnected who did not seek protection													
	a) # Electric - heat affected	na	na	na	na	na	na	na	na	na	na	na	na	na
	b) # Electric - heat not affected	na	na	na	na	na	na	na	na	na	na	na	na	na
	c) # Gas - heat affected	836	0	0	0	113	207	165	116	132	81	22	0	0
	d) # Gas - heat not affected	0	0	0	0	0	0	0	0	0	0	0	0	0
	e) <b>Total # disconnected</b>	<u>836</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>113</u>	<u>207</u>	<u>165</u>	<u>116</u>	<u>132</u>	<u>81</u>	<u>22</u>	<u>0</u>	<u>0</u>
<b>22</b>	Number of customer accounts disconnected seeking protection:													
	a) # Electric - heat affected	na	na	na	na	na	na	na	na	na	na	na	na	na
	b) # Electric - heat not affected	na	na	na	na	na	na	na	na	na	na	na	na	na
	c) # Gas - heat affected	0	0	0	0	0	0	0	0	0	0	0	0	0
	d) # Gas - heat not affected	0	0	0	0	0	0	0	0	0	0	0	0	0
	e) <b>Total # disconnected (See Note)</b>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	836	0	0	0	113	207	165	116	132	81	22	0	0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.1

Company Submitting Reply:  ▼  
Reporting Year:  ▼  
Reporting Period:  ▼

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: January, 2018

1	Number of Residential Customer Accounts:	18,885
2	Number of Past Due Residential Customer Accounts:	3,420
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	0

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Great Plains Natural Gas for report period ending: January, 2018

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	0
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	1,177
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21 Number of customer accounts disconnected who did not seek protection:  
 Duplicate columns for use in April and October  
 All other months, use 1st column only  
 April 1-15 and October 1-15 in 1st column  
 April 16-30 and October 16-31 in 2nd column

a)	# Electric - heat affected	N/A		<< Invalid Number
b)	# Electric - heat not affected	N/A		<< Invalid Number
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected	0		
e)	<b>Total # disconnected</b>	0	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected	N/A		<< Invalid Number
b)	# Electric - heat not affected	N/A		<< Invalid Number
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected	0		
e)	<b>Total # disconnected (See Note)</b>	0		

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0
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Company: Great Plains Natural Gas for report period ending: January, 2018

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$99,640
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$29
26	<b>Total</b> dollars received from energy assistance programs:	\$111,445
27	<b>Total</b> dollars received from other sources (private organizations):	\$1,104
28	<b>Total</b> Revenue from sales to residential accounts:	\$2,275,216
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$120
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$4,329

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	N/A
b)	# Electric - heat not affected	N/A
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	<b>Total</b> # disconnected	0
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

**RECONNECTION DATA**

37	# Accounts reconnected	23
38	# Accounts remaining disconnected	77
a)	1-30 days	0
b)	31-60 days	0
c)	61+ days	77

[END]

cwrutilrpt.xls ver 4.1

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.1

Company Submitting Reply:	Great Plains Natural Gas	▼
Reporting Year:	2018	▼
Reporting Period:	February	▼

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: February, 2018

1	Number of Residential Customer Accounts:	18,912
2	Number of Past Due Residential Customer Accounts:	3,975
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	0

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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**Company: Great Plains Natural Gas for report period ending: February, 2018**

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	0
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	1,131
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21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October  
All other months, use 1st column only

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

a)	# Electric - heat affected	N/A		<< Invalid Number
b)	# Electric - heat not affected	N/A		<< Invalid Number
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected	0		
e)	<b>Total # disconnected</b>	0	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected	N/A		<< Invalid Number
b)	# Electric - heat not affected	N/A		<< Invalid Number
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected	0		
e)	<b>Total # disconnected (See Note)</b>	0		

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0
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**Company: Great Plains Natural Gas for report period ending: February, 2018**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$139,852
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$35
26	<b>Total</b> dollars received from energy assistance programs:	\$107,276
27	<b>Total</b> dollars received from other sources (private organizations):	\$1,985
28	<b>Total</b> Revenue from sales to residential accounts:	\$2,083,070
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$110
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$2,195

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	N/A
b)	# Electric - heat not affected	N/A
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	<b>Total</b> # disconnected	0
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

**RECONNECTION DATA**

37	# Accounts reconnected	20
38	# Accounts remaining disconnected	57
a)	1-30 days	
b)	31-60 days	
c)	61+ days	57

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.1

Company Submitting Reply:	Great Plains Natural Gas	▼
Reporting Year:	2018	▼
Reporting Period:	March	▼

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: March, 2018

1	Number of Residential Customer Accounts:	18,909
2	Number of Past Due Residential Customer Accounts:	4,726
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	0

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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Company: Great Plains Natural Gas for report period ending: March, 2018

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	0
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	935
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column	
a)	# Electric - heat affected	N/A << Invalid Number
b)	# Electric - heat not affected	N/A << Invalid Number
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	<b>Total # disconnected</b>	0 0
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	N/A << Invalid Number
b)	# Electric - heat not affected	N/A << Invalid Number
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	<b>Total # disconnected (See Note)</b>	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0 0

Company: Great Plains Natural Gas for report period ending: March, 2018

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$160,702
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$34
26	Total dollars received from energy assistance programs:	\$78,981
27	Total dollars received from other sources (private organizations):	\$179
28	Total Revenue from sales to residential accounts:	\$2,083,607
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$110
30	Intentionally Blank	
31	Total residential account write-offs due to uncollectible:	\$4,520

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	N/A
b)	# Electric - heat not affected	N/A
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
33	Intentionally Blank	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	Intentionally Blank	
36	Intentionally Blank	

RECONNECTION DATA

37	# Accounts reconnected	7
38	# Accounts remaining disconnected	50
a)	1-30 days	0
b)	31-60 days	0
c)	61+ days	50

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.1

Company Submitting Reply:	Great Plains Natural Gas	▼
Reporting Year:	2018	▼
Reporting Period:	April	▼

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: April, 2018

1	Number of Residential Customer Accounts:	18,912
2	Number of Past Due Residential Customer Accounts:	4,726
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	0

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Great Plains Natural Gas for report period ending: April, 2018

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	0
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	1,083
----	--	-------

21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

All other months, use 1st column only

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

a)	# Electric - heat affected	N/A	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	N/A	<< Invalid Number
c)	# Gas - heat affected	0	113	
d)	# Gas - heat not affected	0	0	
e)	<b>Total # disconnected</b>	0	113	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	<< Invalid Number
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	<b>Total # disconnected (See Note)</b>	0	

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	113
----	---	---	-----

**Company: Great Plains Natural Gas for report period ending: April, 2018**

**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$189,017
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$40
26	Total dollars received from energy assistance programs:	\$79,233
27	Total dollars received from other sources (private organizations):	\$914
28	Total Revenue from sales to residential accounts:	\$1,343,492
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$71
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$6,368

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	N/A
b)	# Electric - heat not affected	N/A
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

**RECONNECTION DATA**

37	# Accounts reconnected	12
38	# Accounts remaining disconnected	143
a)	1-30 days	99
b)	31-60 days	
c)	61+ days	44

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.1

Company Submitting Reply:	Great Plains Natural Gas	▼
Reporting Year:	2018	▼
Reporting Period:	May	▼

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: May, 2018

1	Number of Residential Customer Accounts:	18,679
2	Number of Past Due Residential Customer Accounts:	4,500
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	0

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Great Plains Natural Gas for report period ending: May, 2018

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	0
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	1,036	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column		
a)	# Electric - heat affected	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	<< Invalid Number
c)	# Gas - heat affected	207	
d)	# Gas - heat not affected	0	
e)	<b>Total # disconnected</b>	207	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	<< Invalid Number
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	<b>Total # disconnected (See Note)</b>	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	207	207

Company: Great Plains Natural Gas for report period ending: May, 2018

**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$143,267
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$32
26	Total dollars received from energy assistance programs:	\$41,470
27	Total dollars received from other sources (private organizations):	\$2,220
28	Total Revenue from sales to residential accounts:	\$803,877
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$43
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$9,916

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	N/A
b)	# Electric - heat not affected	N/A
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

**RECONNECTION DATA**

37	# Accounts reconnected	33
38	# Accounts remaining disconnected	317
a)	1-30 days	186
b)	31-60 days	87
c)	61+ days	44

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.2

Company Submitting Reply:	Great Plains Natural Gas	▼
Reporting Year:	2018	▼
Reporting Period:	June	▼

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: June, 2018

1	Number of Residential Customer Accounts:	18,534
2	Number of Past Due Residential Customer Accounts:	3,951
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	0

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Great Plains Natural Gas for report period ending: June, 2018

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	0
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	759
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column	
a)	# Electric - heat affected	N/A << Invalid Number
b)	# Electric - heat not affected	N/A << Invalid Number
c)	# Gas - heat affected	165
d)	# Gas - heat not affected	0
e)	<b>Total # disconnected</b>	165 0
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	N/A << Invalid Number
b)	# Electric - heat not affected	N/A << Invalid Number
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	<b>Total # disconnected (See Note)</b>	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	165 165

**Company: Great Plains Natural Gas for report period ending: June, 2018**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$95,598
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$24
26	<b>Total</b> dollars received from energy assistance programs:	\$8,026
27	<b>Total</b> dollars received from other sources (private organizations):	\$1,158
28	<b>Total</b> Revenue from sales to residential accounts:	\$296,502
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$16
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$13,208

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	N/A
b)	# Electric - heat not affected	N/A
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	<b>Total</b> # disconnected	0
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

**RECONNECTION DATA**

37	# Accounts reconnected	44
38	# Accounts remaining disconnected	438
a)	1-30 days	127
b)	31-60 days	161
c)	61+ days	150

[END]



Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.2

Company Submitting Reply:	Great Plains Natural Gas	▼
Reporting Year:	2018	▼
Reporting Period:	July	▼

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: July, 2018

1	Number of Residential Customer Accounts:	18,419
2	Number of Past Due Residential Customer Accounts:	3,890
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	0

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Great Plains Natural Gas for report period ending: July, 2018

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	0
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	923
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21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October  
All other months, use 1st column only

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

a)	# Electric - heat affected	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	<< Invalid Number
c)	# Gas - heat affected	116	
d)	# Gas - heat not affected	0	
e)	<b>Total # disconnected</b>	116	0

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	<< Invalid Number
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	<b>Total # disconnected (See Note)</b>	0	

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	116	116
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Company: Great Plains Natural Gas for report period ending: July, 2018

**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$105,486
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$27
26	Total dollars received from energy assistance programs:	\$169
27	Total dollars received from other sources (private organizations):	\$1,451
28	Total Revenue from sales to residential accounts:	\$239,735
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$13
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$11,321

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	N/A
b)	# Electric - heat not affected	N/A
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

**RECONNECTION DATA**

37	# Accounts reconnected	31
38	# Accounts remaining disconnected	523
a)	1-30 days	92
b)	31-60 days	123
c)	61+ days	308

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.2

Company Submitting Reply:	Great Plains Natural Gas	▼
Reporting Year:	2018	▼
Reporting Period:	August	▼

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: August, 2018

1	Number of Residential Customer Accounts:	18,347
2	Number of Past Due Residential Customer Accounts:	3,304
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	0

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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**Company: Great Plains Natural Gas for report period ending: August, 2018**

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	0
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	420	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column		
a)	# Electric - heat affected	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	<< Invalid Number
c)	# Gas - heat affected	132	
d)	# Gas - heat not affected	0	
e)	<b>Total # disconnected</b>	132	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	<< Invalid Number
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	<b>Total # disconnected (See Note)</b>	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	132	132

Company: Great Plains Natural Gas for report period ending: August, 2018

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$35,304
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$11
26	<b>Total</b> dollars received from energy assistance programs:	\$66
27	<b>Total</b> dollars received from other sources (private organizations):	\$3,555
28	<b>Total</b> Revenue from sales to residential accounts:	\$243,722
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$13
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$69,846

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	N/A
b)	# Electric - heat not affected	N/A
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	<b>Total</b> # disconnected	0
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

**RECONNECTION DATA**

37	# Accounts reconnected	56
38	# Accounts remaining disconnected	599
a)	1-30 days	96
b)	31-60 days	82
c)	61+ days	421

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.2

Company Submitting Reply:	Great Plains Natural Gas	▼
Reporting Year:	2018	▼
Reporting Period:	September	▼

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: September, 2018

1	Number of Residential Customer Accounts:	18,505
2	Number of Past Due Residential Customer Accounts:	3,333
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	0

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

*This entire section intentionally left blank*

**Company: Great Plains Natural Gas for report period ending: September, 2018**

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	0
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	368
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21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October  
All other months, use 1st column only

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

a)	# Electric - heat affected	N/A		<< Invalid Number
b)	# Electric - heat not affected	N/A		<< Invalid Number
c)	# Gas - heat affected	81		
d)	# Gas - heat not affected	0		
e)	<b>Total # disconnected</b>	81	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected	N/A		<< Invalid Number
b)	# Electric - heat not affected	N/A		<< Invalid Number
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected	0		
e)	<b>Total # disconnected (See Note)</b>	0		

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	81	81
----	---	----	----



Company: Great Plains Natural Gas for report period ending: September, 2018

**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$27,881
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$8
26	Total dollars received from energy assistance programs:	\$106
27	Total dollars received from other sources (private organizations):	\$4,273
28	Total Revenue from sales to residential accounts:	\$238,887
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$13
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$69,224

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	N/A
b)	# Electric - heat not affected	N/A
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

**RECONNECTION DATA**

37	# Accounts reconnected	115
38	# Accounts remaining disconnected	565
a)	1-30 days	41
b)	31-60 days	74
c)	61+ days	450

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.2

Company Submitting Reply:

Reporting Year:

Reporting Period:

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: October, 2018

1	Number of Residential Customer Accounts:	18,817
2	Number of Past Due Residential Customer Accounts:	3,199
3	Number of Cold Weather Protection Requests:	13

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	13
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	13

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Great Plains Natural Gas for report period ending: October, 2018

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	13
a)	Number of PS requests received	13
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	13
19	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	341
----	--	-----

21 Number of customer accounts disconnected who did not seek protection:  
 Duplicate columns for use in April and October  
 All other months, use 1st column only  
 April 1-15 and October 1-15 in 1st column  
 April 16-30 and October 16-31 in 2nd column

a)	# Electric - heat affected	N/A	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	N/A	<< Invalid Number
c)	# Gas - heat affected	21	1	
d)	# Gas - heat not affected	0	0	
e)	<b>Total # disconnected</b>	21	1	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	<< Invalid Number
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	<b>Total # disconnected (See Note)</b>	0	

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

Company: Great Plains Natural Gas for report period ending: October, 2018

**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$17,467
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$5
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$3,914
28	Total Revenue from sales to residential accounts:	\$543,802
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$29
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$32,683

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
	a) # Electric - heat affected	N/A
	b) # Electric - heat not affected	N/A
	c) # Gas - heat affected	0
	d) # Gas - heat not affected	0
	e) Total # disconnected	0
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

**RECONNECTION DATA**

37	# Accounts reconnected	172
38	# Accounts remaining disconnected	417
	a) 1-30 days	6
	b) 31-60 days	23
	c) 61+ days	388

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 4.2**

Company Submitting Reply:	Great Plains Natural Gas
Reporting Year:	2018
Reporting Period:	November

**Utility Monthly Reports (216B.091)**

**Company: Great Plains Natural Gas for report period ending: November, 2018**

1	Number of Residential Customer Accounts:	18,971
2	Number of Past Due Residential Customer Accounts:	3,352
3	Number of Cold Weather Protection Requests:	5

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

4	Number of "Right to Appeal" notices mailed to customers:	5
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	5

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Great Plains Natural Gas for report period ending: November, 2018**

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	5
a)	Number of PS requests received	5
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	5
19	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	512
----	--	-----

21 Number of customer accounts disconnected who did not seek protection:  
 Duplicate columns for use in April and October  
 All other months, use 1st column only  
 April 1-15 and October 1-15 in 1st column  
 April 16-30 and October 16-31 in 2nd column

a)	# Electric - heat affected	N/A		<< Invalid Number
b)	# Electric - heat not affected	N/A		<< Invalid Number
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected	0		
e)	<b>Total # disconnected</b>	0	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected	N/A		<< Invalid Number
b)	# Electric - heat not affected	N/A		<< Invalid Number
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected	0		
e)	<b>Total # disconnected (See Note)</b>	0		

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

Company: Great Plains Natural Gas for report period ending: November, 2018

**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$26,393
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$8
26	Total dollars received from energy assistance programs:	\$115,584
27	Total dollars received from other sources (private organizations):	\$12,909
28	Total Revenue from sales to residential accounts:	\$1,113,989
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$59
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$11,722

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
	a) # Electric - heat affected	N/A
	b) # Electric - heat not affected	N/A
	c) # Gas - heat affected	0
	d) # Gas - heat not affected	0
	e) Total # disconnected	0
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

**RECONNECTION DATA**

37	# Accounts reconnected	118
38	# Accounts remaining disconnected	299
	a) 1-30 days	4
	b) 31-60 days	18
	c) 61+ days	277

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.2

Company Submitting Reply:  ▼  
Reporting Year:  ▼  
Reporting Period:  ▼

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: December, 2018

1	Number of Residential Customer Accounts:	18,987
2	Number of Past Due Residential Customer Accounts:	3,891
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	0

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Great Plains Natural Gas for report period ending: December, 2018

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	0
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	0
19	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	806
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column	
a)	# Electric - heat affected	N/A << Invalid Number
b)	# Electric - heat not affected	N/A << Invalid Number
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0 0
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	N/A << Invalid Number
b)	# Electric - heat not affected	N/A << Invalid Number
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0 0

## Company: Great Plains Natural Gas for report period ending: December, 2018

## DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$58,331
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$15
26	Total dollars received from energy assistance programs:	\$84,035
27	Total dollars received from other sources (private organizations):	\$1,795
28	Total Revenue from sales to residential accounts:	\$2,047,308
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$108
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$6,818

## DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	N/A
b)	# Electric - heat not affected	N/A
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

## RECONNECTION DATA

37	# Accounts reconnected	123
38	# Accounts remaining disconnected	176
a)	1-30 days	0
b)	31-60 days	0
c)	61+ days	176

[END]

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**Schedule 4**  
**Service Extension Request**  
**Response Time**

Great Plains Natural Gas Co.  
Gas Service Quality Annual Report  
For the Calendar Year Ending December 31, 2018

**Service Extension Request Response Times**

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
<b>New Service Extensions 1/</b>													
Residential													
Number of Extensions	129	0	0	0	0	6	15	11	25	21	23	28	0
Average Days to Complete 2/	26	0	0	0	0	2	65	36	23	32	10	13	0
Commercial													
Number of Extensions	24	0	0	1	0	0	2	2	2	5	5	6	1
Average Days to Complete 2/	15	0	0	12	0	0	17	16	1	43	6	18	6
<b>Renewed Service Extensions 3/</b>													
Residential													
Number of Extensions	778	34	23	19	26	23	35	48	73	144	242	87	24
Average Days to Complete	1	1	1	1	1	1	1	1	1	1	1	1	1
Commercial													
Number of Extensions	146	10	3	11	6	7	4	7	8	13	46	19	12
Average Days to Complete	1	1	1	1	1	1	1	1	1	1	1	1	1

1/ New service requests for locations not previously served.

2/ Service line installed date to date the meter was installed.

3/ Service requests for locations previously served.

# **Schedule 5**

## **Customer Deposits**

**Great Plains Natural Gas Co.  
Gas Service Quality Annual Report  
For the Calendar Year Ending December 31, 2018**

**Customer Deposits**

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Total Customer Deposits 1/	0	0	0	0	0	0	0	0	0	0	0	0	0

1/ Deposits required as a condition for receiving new service.

# **Schedule 6**

## **Customer Complaints**

**Great Plains Natural Gas Co.  
Gas Service Quality Annual Report  
For the Calendar Year Ending December 31, 2018**

**Number of Customer Complaints 1/**

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Residential	18	2	0	1	0	2	1	0	1	5	6	0	0
Commercial	4	0	1	1	1	0	0	0	0	0	0	0	1
Total	22	2	1	2	1	2	1	0	1	5	6	0	1

1/ Includes customer complaints received from the Consumer Affairs Office and the Attorney General's office.



**Great Plains Natural Gas Co.**  
**Gas Service Quality Annual Report**  
**For the Calendar Year Ending December 31, 2018**

	Total		Jan		Feb		Mar		Apr		May		June		July		Aug		Sept		Oct		Nov		Dec			
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%		
<b>Residential</b>																												
Billing Errors	1	6%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Inaccurate Metering	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Wrongful Disconnection	9	50%	0	0%	0	0%	0	0%	0	0%	1	50%	1	100%	0	0%	1	100%	3	60%	3	50%	0	0%	0	0%	0	0%
High Bills	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Inadequate Service	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Service-Extension Interval	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Service-Restoration Interval	1	6%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	17%	0	0%	0	0%
Payment Arrangements	1	6%	1	50%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Other	6	32%	1	50%	0	0%	0	0%	0	0%	1	50%	0	0%	0	0%	0	0%	0	0%	2	40%	2	33%	0	0%	0	0%
<b>Total Residential</b>	<b>18</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>2</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>1</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>6</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>
<b>Commercial</b>																												
Billing Errors	2	50%	0	0%	0	0%	2	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Inaccurate Metering	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Wrongful Disconnection	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
High Bills	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Inadequate Service	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Service-Extension Interval	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Service-Restoration Interval	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Payment Arrangements	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Other	2	50%	0	0%	1	100%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
<b>Total Commercial</b>	<b>4</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>1</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>

1/ Includes customer complaints received from the Consumer Affairs Office and the Attorney General's office.

**Great Plains Natural Gas Co.  
Gas Service Quality Annual Report  
For the Calendar Year Ending December 31, 2018**

**Number & Percentage of Customer Complaints by Resolution Timeframe 1/**

	Total		Jan		Feb		Mar		Apr		May		June		July		Aug		Sept		Oct		Nov		Dec			
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%		
<b>Residential</b>																												
Immediate	17	94%	2	100%	0	0%	0	0%	0	0%	2	100%	1	100%	0	0%	1	100%	5	100%	6	100%	0	0%	0	0%	0	0%
Within 10 Days	1	6%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Greater Than 10 Days	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Unresolved	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
<b>Total Residential</b>	<b>18</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>2</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>1</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>6</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>
<b>Commercial</b>																												
Immediate	3	75%	0	0%	1	100%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%
Within 10 Days	1	25%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Greater Than 10 Days	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Unresolved	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
<b>Total Commercial</b>	<b>4</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>1</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>1</b>	<b>100%</b>

1/ Includes customer complaints received from the Consumer Affairs Office and the Attorney General's office.

Great Plains Natural Gas Co.  
Gas Service Quality Annual Report  
For the Calendar Year Ending December 31, 2018

Number & Percentage of Customer Complaints by Resolution Type 1/

	Total		Jan		Feb		Mar		Apr		May		June		July		Aug		Sept		Oct		Nov		Dec					
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%				
<b>Residential</b>																														
Agree	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%		
Compromise	6	33%	0	0%	0	0%	0	0%	0	0%	1	50%	0	0%	0	0%	0	0%	2	40%	3	50%	0	0%	0	0%	0	0%		
Demonstrate	6	34%	2	100%	0	0%	0	0%	0	0%	1	50%	0	0%	0	0%	0	0%	1	20%	2	33%	0	0%	0	0%	0	0%		
Refuse	6	33%	0	0%	0	0%	1	100%	0	0%	0	0%	1	100%	0	0%	1	100%	2	40%	1	17%	0	0%	0	0%	0	0%		
Not Assigned	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%		
<b>Total Residential</b>	<b>18</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>2</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>1</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>6</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>		
<b>Commercial</b>																														
Agree	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Compromise	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Demonstrate	1	25%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Refuse	3	75%	0	0%	1	100%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%		
Not Assigned	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
<b>Total Commercial</b>	<b>4</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>1</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>1</b>	<b>100%</b>		

1/ Includes customer complaints received from the Consumer Affairs Office and the Attorney General's office.

**Great Plains Natural Gas Co.**  
**Gas Service Quality Annual Report**  
**For the Calendar Year Ending December 31, 2018**

**Number of Customer Calls by Type - General Inquiry**

	Total		January		February		March		April		May		June		July		August		September		October		November		December	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Billing Error	7,029	30%	595	34%	546	35%	611	33%	679	34%	574	28%	525	28%	535	30%	547	28%	629	30%	702	27%	518	29%	568	37%
High Bill	648	3%	74	4%	59	4%	84	4%	54	3%	75	4%	48	3%	38	2%	45	2%	45	2%	31	1%	40	2%	55	4%
Inaccurate Metering	118	1%	8	0%	8	0%	21	1%	11	1%	11	1%	9	1%	11	1%	11	1%	7	0%	7	0%	12	1%	2	0%
Emergency	478	2%	54	3%	35	2%	35	2%	39	2%	30	1%	20	1%	31	2%	46	2%	28	1%	54	2%	55	3%	51	3%
Payment Arrangements	608	3%	49	2%	51	3%	62	3%	49	2%	59	3%	57	3%	41	2%	60	3%	37	2%	65	3%	48	3%	30	2%
Inadequate Service	809	4%	51	3%	71	4%	43	2%	59	3%	84	4%	78	4%	59	3%	72	4%	74	3%	84	3%	88	5%	46	3%
Service Extension Relating to Credit Issues	2,403	10%	135	8%	151	9%	196	10%	275	14%	276	14%	247	13%	223	13%	244	12%	193	9%	183	7%	135	7%	145	10%
Service Request	1,241	5%	16	1%	9	1%	17	1%	52	2%	79	4%	90	5%	90	5%	133	7%	256	12%	359	14%	120	6%	20	1%
Start/Stop Service	4,274	19%	274	16%	214	13%	352	18%	298	15%	374	18%	357	19%	373	21%	388	20%	431	20%	556	22%	382	22%	275	18%
Wrongful Disconnection	4	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	2	0%	0	0%	1	0%	0	0%	0	0%
Call Backs	15	0%	0	0%	0	0%	1	0%	0	0%	8	0%	2	0%	0	0%	0	0%	1	0%	2	0%	1	0%	0	0%
Interactive Voice Response	2,571	11%	204	12%	220	14%	293	15%	295	15%	256	13%	224	12%	182	10%	186	9%	189	9%	187	7%	170	9%	165	11%
Other	2,781	12%	304	17%	238	15%	217	11%	174	9%	207	10%	205	11%	186	11%	238	12%	262	12%	350	14%	240	13%	160	11%
<b>Total GP Calls</b>	<b>22,979</b>	<b>100%</b>	<b>1,764</b>	<b>100%</b>	<b>1,602</b>	<b>100%</b>	<b>1,932</b>	<b>100%</b>	<b>1,985</b>	<b>100%</b>	<b>2,033</b>	<b>100%</b>	<b>1,862</b>	<b>100%</b>	<b>1,770</b>	<b>100%</b>	<b>1,972</b>	<b>100%</b>	<b>2,152</b>	<b>100%</b>	<b>2,581</b>	<b>100%</b>	<b>1,809</b>	<b>100%</b>	<b>1,517</b>	<b>100%</b>

**Great Plains Natural Gas Co.**  
**Gas Service Quality Annual Report**  
**For the Calendar Year Ending December 31, 2018**  
**Number of Customer Calls by Call Code by Type and Resolution 1/**

	Total		January		February		March		April		May		June		July		August		September		October		November		December	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<b>Billing Error</b>																										
Agree	1,023	8%	121	14%	79	9%	122	13%	129	11%	87	8%	65	7%	49	5%	58	6%	72	6%	56	4%	88	10%	97	12%
Compromise	1,603	13%	87	10%	79	9%	93	10%	161	14%	131	12%	152	15%	180	19%	193	17%	122	10%	221	16%	126	14%	58	7%
Demonstrate	3,964	32%	340	39%	351	43%	362	37%	339	30%	311	29%	273	27%	271	29%	260	25%	394	33%	399	30%	276	31%	388	47%
Refuse	439	4%	47	5%	37	4%	34	3%	50	4%	45	4%	35	4%	35	4%	36	3%	41	4%	26	2%	28	3%	25	3%
	<u>7,029</u>		<u>595</u>		<u>546</u>		<u>611</u>		<u>679</u>		<u>574</u>		<u>525</u>		<u>535</u>		<u>547</u>		<u>629</u>		<u>702</u>		<u>518</u>		<u>568</u>	
<b>High Bill</b>																										
Agree	352	3%	28	3%	25	3%	35	4%	33	3%	48	4%	30	3%	27	3%	31	3%	27	2%	17	1%	23	3%	28	3%
Compromise	99	1%	7	1%	6	1%	22	2%	9	1%	13	1%	7	1%	8	1%	5	1%	8	1%	4	0%	5	1%	5	1%
Demonstrate	179	2%	29	3%	25	3%	26	3%	11	1%	14	1%	10	1%	2	0%	9	1%	9	1%	10	1%	12	1%	22	3%
Refuse	18	0%	10	1%	3	0%	1	0%	1	0%	0	0%	1	0%	1	0%	0	0%	1	0%	0	0%	0	0%	0	0%
	<u>648</u>		<u>74</u>		<u>59</u>		<u>84</u>		<u>54</u>		<u>75</u>		<u>48</u>		<u>38</u>		<u>45</u>		<u>45</u>		<u>31</u>		<u>40</u>		<u>55</u>	
<b>Inaccurate Meter</b>																										
Agree	15	0%	0	0%	2	0%	5	1%	1	0%	0	0%	0	0%	1	0%	2	0%	0	0%	2	0%	2	0%	0	0%
Compromise	48	0%	2	0%	3	0%	10	1%	3	0%	6	1%	4	1%	7	1%	3	0%	2	0%	2	0%	6	1%	0	0%
Demonstrate	46	0%	4	1%	3	0%	5	1%	5	1%	3	0%	4	1%	3	0%	5	1%	5	0%	3	0%	4	0%	2	0%
Refuse	9	0%	2	0%	0	0%	1	0%	2	0%	2	0%	1	0%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%
	<u>118</u>		<u>8</u>		<u>8</u>		<u>21</u>		<u>11</u>		<u>11</u>		<u>9</u>		<u>11</u>		<u>11</u>		<u>7</u>		<u>7</u>		<u>12</u>		<u>2</u>	
<b>Inadequate Service</b>																										
Agree	62	1%	4	1%	8	1%	2	0%	6	1%	10	1%	11	1%	4	0%	5	1%	4	0%	3	0%	2	0%	3	0%
Compromise	174	1%	10	1%	18	2%	13	1%	13	1%	24	2%	22	2%	14	1%	19	2%	16	1%	16	1%	6	1%	3	0%
Demonstrate	533	4%	27	3%	37	4%	26	3%	38	3%	47	4%	43	4%	39	4%	45	4%	51	4%	64	5%	76	8%	40	5%
Refuse	40	0%	10	1%	8	1%	2	0%	2	0%	3	0%	2	0%	2	0%	3	0%	3	0%	1	0%	4	0%	0	0%
	<u>809</u>		<u>51</u>		<u>71</u>		<u>43</u>		<u>59</u>		<u>84</u>		<u>78</u>		<u>59</u>		<u>72</u>		<u>74</u>		<u>84</u>		<u>88</u>		<u>46</u>	
<b>Service Extension</b>																										
<b>Relating to Credit</b>																										
Agree	772	6%	49	6%	52	7%	57	6%	107	9%	80	7%	83	8%	56	6%	81	8%	51	4%	54	4%	40	4%	62	8%
Compromise	690	6%	29	3%	42	5%	44	5%	71	6%	86	8%	63	6%	86	9%	84	8%	69	6%	56	4%	40	4%	20	2%
Demonstrate	862	7%	49	6%	51	6%	92	9%	91	8%	105	10%	90	9%	75	8%	70	7%	61	5%	68	5%	48	5%	62	7%
Refuse	79	1%	8	1%	6	1%	3	0%	6	1%	5	1%	11	1%	6	1%	9	1%	12	1%	5	0%	7	1%	1	0%
	<u>2,403</u>		<u>135</u>		<u>151</u>		<u>196</u>		<u>275</u>		<u>276</u>		<u>247</u>		<u>223</u>		<u>244</u>		<u>193</u>		<u>183</u>		<u>135</u>		<u>145</u>	
<b>Service Restoration</b>																										
Agree	352	3%	7	1%	1	0%	6	1%	15	1%	21	2%	33	3%	25	3%	34	3%	72	6%	104	8%	25	3%	9	1%
Compromise	370	3%	1	0%	2	0%	4	0%	17	2%	25	2%	21	2%	29	3%	39	4%	69	6%	113	8%	48	5%	2	0%
Demonstrate	412	4%	4	0%	6	1%	4	0%	15	1%	20	2%	27	3%	22	2%	46	4%	100	8%	123	9%	37	4%	8	1%
Refuse	107	1%	4	0%	0	0%	3	0%	5	1%	13	1%	9	1%	14	1%	14	1%	15	1%	19	2%	10	1%	1	0%
	<u>1,241</u>		<u>16</u>		<u>9</u>		<u>17</u>		<u>52</u>		<u>79</u>		<u>90</u>		<u>90</u>		<u>133</u>		<u>256</u>		<u>359</u>		<u>120</u>		<u>20</u>	
<b>Wrongful Disconnect</b>																										
Agree	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%
Compromise	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Demonstrate	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Refuse	2	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	1	0%	0	0%	0	0%
	<u>4</u>		<u>0</u>		<u>0</u>		<u>0</u>		<u>0</u>		<u>0</u>		<u>0</u>		<u>1</u>		<u>2</u>		<u>0</u>		<u>1</u>		<u>0</u>		<u>0</u>	
<b>Total</b>	<u>12,252</u>	<u>100%</u>	<u>879</u>	<u>100%</u>	<u>844</u>	<u>100%</u>	<u>972</u>	<u>100%</u>	<u>1,130</u>	<u>100%</u>	<u>1,099</u>	<u>100%</u>	<u>997</u>	<u>100%</u>	<u>957</u>	<u>100%</u>	<u>1,054</u>	<u>100%</u>	<u>1,204</u>	<u>100%</u>	<u>1,367</u>	<u>100%</u>	<u>913</u>	<u>100%</u>	<u>836</u>	<u>100%</u>

1/ Emergency, payment arrangements or stop service calls were not coded by type nor resolution.



705 West Fir Ave.  
PO Box 176  
Fergus Falls, MN 56538-0176  
1-877-267-4764

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April 16, 2019

Mr. Dan Wolf  
Executive Secretary  
Minnesota Public Utilities Commission  
121 East Seventh Place, Suite 350  
St. Paul, MN 55101

**RE: Compliance Filing of Great Plains Natural Gas Co.  
Annual Summary of Customer Complaints  
Docket No. G-004/M-19\_\_\_\_\_**

Dear Dr. Wolf:

Great Plains Natural Gas Co. (Great Plains), a Division of MDU Resources Group, Inc., herewith electronically submits its 2018 Annual Summary of Customer Complaints pursuant to Minnesota Rule 7820.0500.

Great Plains respectfully requests this filing be accepted as being in full compliance with the filing requirements of this Commission.

Sincerely,

*/s/ Tamie Aberle*

Tamie Aberle  
Director of Regulatory Affairs

Minnesota Public Utilities Commission

Consumer Affairs Office  
121 7th Place East #350  
St. Paul, MN 55101-2147

**ANNUAL SUMMARY OF CUSTOMER COMPLAINTS**

for Year Ending 12/31/2018  
in accordance with Minn. Rule 7820.0500

Name of Utility: Great Plains Natural Gas Co.  
Address: P.O. Box 176, Fergus Falls, MN 56538-0176  
Prepared by: Tamie Aberle, Phone 701-222-7856

I. Complaint Type	Residential			Commercial			Industrial			Government		
	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved
A. Billing Errors	1	1		2	2		0			0		
B. Inaccurate Metering							0			0		
C. Wrongful Disconnection	9	9					0			0		
D. High Bills							0			0		
E. Inadequate Service							0			0		
F. Service-Extension Interval							0			0		
G. Service-Restoration Interval	1	1					0			0		
H. Payment Arrangements	1	1					0			0		
I. Other	6	6		2	2		0			0		
Total Complaints	18	18		4	4		0			0		

II. Number of Customers	Average		
	2018	2017 1/	Change
Residential	18,657	18,556	101
Commercial/Industrial	2,976	2,969	7
Interruptible	142	147	(5)
Total	21,775	21,672	103

1/ Restated 2017 customers to reflect change in methodology to determine customer counts effective in 2018.

III. Contact Names of Great Plains Personnel:  
 Karen Collins                      Tamie Aberle  
 800-431-5733                      701-222-7856  
 701-222-7729  
 400 N. 4th Street                      400 N. 4th Street  
 Bismarck, ND 58501                      Bismarck, ND 58501

Minnesota Public Utilities Commission

Consumer Affairs Office  
121 7th Place East #350  
St. Paul, MN 55101-2147

**ANNUAL SUMMARY OF MPUC, OAG, AND OTHER CUSTOMER COMPLAINTS**

for Year Ending 12/31/2018

**MPUC**

I. Complaint Type

- A. Billing Errors
  - B. Inaccurate Metering
  - C. Wrongful Disconnection
  - D. High Bills
  - E. Inadequate Service
  - F. Service-Extension Interval
  - G. Service-Restoration Interval
  - H. Payment Arrangements
  - I. Other
- Total Complaints

Residential			Commercial			Industrial			Government		
Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved
			1	1							
			1	1							

**OAG**

I. Complaint Type

- A. Billing Errors
  - B. Inaccurate Metering
  - C. Wrongful Disconnection
  - D. High Bills
  - E. Inadequate Service
  - F. Service-Extension Interval
  - G. Service-Restoration Interval
  - H. Payment Arrangements
  - I. Other
- Total Complaints

Residential			Commercial			Industrial			Government		
Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved

**OTHER**

I. Complaint Type

- A. Billing Errors
  - B. Inaccurate Metering
  - C. Wrongful Disconnection
  - D. High Bills
  - E. Inadequate Service
  - F. Service-Extension Interval
  - G. Service-Restoration Interval
  - H. Payment Arrangements
  - I. Other
- Total Complaints

Residential			Commercial			Industrial			Government		
Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved
1	1		2	2							
0	0		0	0							
9	9		0	0							
0	0		0	0							
0	0		0	0							
0	0		0	0							
1	1		0	0							
1	1		0	0							
6	6		1	1							
18	18		3	3							



**Schedule 7**  
**Gas Emergency Response Time**

Great Plains Natural Gas Co.  
 Gas Service Quality Annual Report  
 For the Calendar Year Ending December 31, 2018

Gas Emergency Response Times

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Calls Responded to in 1 hour or less	441	48	27	26	32	40	26	34	42	38	43	45	40
Percentage	97%	98%	93%	93%	97%	98%	96%	100%	93%	95%	98%	100%	98%
Calls Responded to in over 1 hour	15	1	2	2	1	1	1	0	3	2	1	0	1
Percentage	3%	2%	7%	7%	3%	2%	4%	0%	7%	5%	2%	0%	2%
Total Calls	456	49	29	28	33	41	27	34	45	40	44	45	41
Average Response Time (in minutes)	22	22	25	26	20	24	21	21	21	23	19	20	21
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

MNOPS Emergency Response Reporting Form Report #47 - 3/5/2018 8:36 AM for the January / February of 2018.

Thank you Teresa Hendrickson for submitting the Minnesota Office of Pipeline Safety Annual Billing Information.

A confirmation email should be sent to [teresa.hendrickson@mdu.com](mailto:teresa.hendrickson@mdu.com). If you are not receiving this email it may have been placed into a junk folder.

If you have any questions please contact our office at 651-201-7230 or [DPS.MNOPS.Response@state.mn.us](mailto:DPS.MNOPS.Response@state.mn.us).

### Emergency Response Reporting Form

**Contact Information**

*Please provide the contact information for the person submitting the form.*

**Company Name**  
Great Plains Natural Gas

**Contact Name**  
Teresa Hendrickson

**Contact Email**  
[teresa.hendrickson@mdu.com](mailto:teresa.hendrickson@mdu.com)

**Contact Phone**  
(701) 222-7655

**Reporting Period**

**Year**  
2018

**Bi-Monthly Period**  
January / February

**Response Intervals**

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

Interval	Dispatch	Response	Repair Crew	Gas Shut Off	Line Repair
> 0 min. to 10 min.	74	14			
> 10 min. to 20 min.	4	29			
> 20 min. to 40 min.		25			
> 40 min. to 60 min.		7			
> 60 min. to 80 min.		3			
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					

MNOPS Emergency Response Reporting Form Report #77 - 5/8/2018 2:21 PM for the March / April of 2018.

Thank you Josh Sanders for submitting the Minnesota Office of Pipeline Safety Annual Billing Information.

A confirmation email should be sent to josh.sanders@mdu.com. If you are not receiving this email it may have been placed into a junk folder.

If you have any questions please contact our office at 651-201-7230 or DPS.MNOPS.Response@state.mn.us.

### Emergency Response Reporting Form

#### Contact Information

Please provide the contact information for the person submitting the form.

**Company Name**  
Great Plains Natural Gas

**Contact Name**  
Josh Sanders

**Contact Email**  
josh.sanders@mdu.com

**Contact Phone**  
(701) 222-7773

#### Reporting Period

**Year**  
2018

**Bi-Monthly Period**  
March / April

#### Response Intervals

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

Interval	Dispatch	Response	Repair Crew	Gas Shut Off	Line Repair
> 0 min. to 10 min.	58	13			
> 10 min. to 20 min.	3	18			
> 20 min. to 40 min.		22			
> 40 min. to 60 min.		5			
> 60 min. to 80 min.		2			
> 80 min. to 100 min.					
> 100 min. to 120 min.					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs		1			
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					

If you have any questions please contact our office at 651-201-7230 or DPS.MNOPS.Response@state.mn.us.

## Emergency Response Reporting Form

### Contact Information

*Please provide the contact information for the person submitting the form.*

**Company Name**  
Great Plains Natural Gas

**Contact Name**  
Teresa Hendrickson

**Contact Email**  
teresa.hendrickson@mdu.com

**Contact Phone**  
(701) 222-7655

### Reporting Period

**Year**  
2018

**Bi-Monthly Period**  
May / June

### Response Intervals

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

Interval	Dispatch	Response	Repair Crew	Gas Shut Off	Line Repair
> 0 min. to 10 min.	64	16			
> 10 min. to 20 min.	3	26			
> 20 min. to 40 min.	1	14			
> 40 min. to 60 min.		10			
> 60 min. to 80 min.		1			
> 80 min. to 100 min.		1			
> 100 min. to 120 min.					

MNOPS Emergency Response Reporting Form Report #168 - 9/7/2018 11:15 AM for the July / August of 2018.

Thank you Teresa Hendrickson for submitting the Minnesota Office of Pipeline Safety Annual Billing Information.

A confirmation email should be sent to [teresa.hendrickson@mdu.com](mailto:teresa.hendrickson@mdu.com). If you are not receiving this email it may have been placed into a junk folder.

If you have any questions please contact our office at 651-201-7230 or [DPS.MNOPS.Response@state.mn.us](mailto:DPS.MNOPS.Response@state.mn.us).

### Emergency Response Reporting Form

#### Contact Information

*Please provide the contact information for the person submitting the form.*

**Company Name**

Great Plains Natural Gas

**Contact Name**

Teresa Hendrickson

**Contact Email**

[teresa.hendrickson@mdu.com](mailto:teresa.hendrickson@mdu.com)

**Contact Phone**

(701) 222-7655

#### Reporting Period

**Year**

2018

**Bi-Monthly Period**

July / August

#### Response Intervals

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

Interval	Dispatch	Response	Repair Crew	Gas Shut Off	Line Repair
> 0 min. to 10 min.	74	26			
> 10 min. to 20 min.	4	22			
> 20 min. to 40 min.	1	20			
> 40 min. to 60 min.		8			
> 60 min. to 80 min.		3			
> 80 min. to 100 min.					
> 100 min. to 120 min.					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					

### Emergency Response Reporting Form

#### Contact Information

Please provide the contact information for the person submitting the form.

Company Name \*

Great Plains Natural Gas

Contact Name \*

Teresa

Hendrickson

Contact Email \*

terese.hendrickson@mdu.com

Contact Phone \*

(701) 222-7855

#### Reporting Period

Year \*

2017

2018

2019

Bi-Monthly Period \*

January / February

March / April

May / June

July / August

September / October

November / December

#### Response Intervals

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

Interval	Dispatch	Response	Repair Crew	Gas Shut Off	Line Repair
> 0 min. to 10 min.	78	27			
> 10 min. to 20 min.	7	24			
> 20 min. to 40 min.	1	22			
> 40 min. to 60 min.		8			
> 60 min. to 80 min.		2			
> 80 min. to 100 min.		1			
> 100 min. to 120 min.					

## Emergency Response Reporting Form

**Contact Information**

*Please provide the contact information for the person submitting the form.*

**Company Name \***  
Great Plains Natural Gas

**Contact Name \***  
Teresa Hendrickson

**Contact Email \***  
teresa.hendrickson@mdu.com

**Contact Phone \***  
(701) 222-7655

**Reporting Period**

**Year \***  
 2017    2018  
 2019

**Bi-Monthly Period \***  
 January / February  
 March / April  
 May / June  
 July / August  
 September / October  
 November / December

**Response Intervals**

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

Interval	Dispatch	Response	Repair Crew	Gas Shut Off	Line Repair
> 0 min. to 10 min.	79	25			
> 10 min. to 20 min.	4	25			
> 20 min. to 40 min.	3	27			
> 40 min. to 60 min.		8			
> 60 min. to 80 min.					
> 80 min. to 100 min.		1			
> 100 min. to 120 min					



**Schedules 8 and 9  
Mislocates and Gas System  
Damage**

Great Plains Natural Gas Co.  
 Gas Service Quality Annual Report  
 For the Calendar Year Ending December 31, 2018

**Mislocate Rates**

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Number of Mislocates	12	0	0	0	0	1	2	4	5	0	0	0	0
Not Marked Line	0	0	0	0	0	0	0	0	0	0	0	0	0
Mis-Marked Line 1/	12	0	0	0	0	1	2	4	5	0	0	0	0
Number of Locate Tickets 2/	7,893	71	77	123	492	1,178	1,087	1,252	1,268	916	870	428	131
Number of Mislocates per 1000 Locate Tickets	1.52	0.00	0.00	0.00	0.00	0.85	1.84	3.19	3.94	0.00	0.00	0.00	0.00

1/ Includes Incorrect Records or Maps numbers as reported in the Quarterly Utility Damage Survey.

2/ Number of locate tickets for Great Plains Minnesota only.

**Great Plains Natural Gas Co.  
Gas Service Quality Annual Report  
For the Calendar Year Ending December 31, 2018**

**Gas System Damage**

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Damage Under the Control of Great Plains' Employees and Contractors	14	0	0	0	0	1	3	4	5	1	0	0	0
Damage - All Other Causes	14	0	0	1	0	0	1	2	2	2	3	3	0
<b>Total Number of Damages</b>	<b>28</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>0</b>
<b>Miles of Pipe 1/</b>	<b>536</b>	<b>536</b>	<b>536</b>	<b>536</b>	<b>536</b>	<b>536</b>	<b>536</b>	<b>536</b>	<b>536</b>	<b>536</b>	<b>536</b>	<b>536</b>	<b>536</b>
Damage per 100 Miles of Pipe													
Under the Control of Great Plains' Employees and Contractors	2.61	0.00	0.00	0.00	0.00	0.19	0.56	0.75	0.93	0.19	0.00	0.00	0.00
All Other Causes	2.61	0.00	0.00	0.19	0.00	0.00	0.19	0.37	0.37	0.37	0.56	0.56	0.00
<b>Total</b>	<b>5.22</b>	<b>0.00</b>	<b>0.00</b>	<b>0.19</b>	<b>0.00</b>	<b>0.19</b>	<b>0.75</b>	<b>1.12</b>	<b>1.30</b>	<b>0.56</b>	<b>0.56</b>	<b>0.56</b>	<b>0.00</b>

1/ Total miles of distribution (470.16) and transmission (65.794) main operated in Minnesota.

Report Number: 125 4/5/2018 10:20 AM

Thank you Josh for submitting the Minnesota Office of Pipeline Safety Quarterly Utility Damage Survey. If you have any questions please contact Thomas Coffman at 651-201-7236 or Thomas.Coffman@state.mn.us. A summary of the damage data will be posted to MNOPS' webpage at [Damage Reporting Statistics](#).

A confirmation email should be sent to josh.sanders@mdu.com confirming this submission. If you are not receiving this email it may have been placed into a junk folder.

Thank you,

Thomas Coffman, Senior Engineer

## Quarterly Utility Damage Survey

**Purpose of this Survey:** The Minnesota Office of Pipeline Safety (MNOPS) will use this survey to evaluate the effectiveness of the state damage prevention laws, Minnesota Statute 216D, and Minnesota Rule Chapter 7560. As always, MNOPS will continue to investigate individual complaints made from utility operators, excavators, and the public. Complaints can be made online using our [MNOPS One Call Complaint Form](#). A statewide summary of quarterly survey data will be made available on the MNOPS website on the Stakeholder Communication section under [Damage Reporting Statistics](#).

**Directions:** Fill in the information as specified below for data acquired during the quarterly period. Multiple utility types maybe submitted at one time by clicking the "+Add Utility Survey." When finished, click the submit button at the bottom of the survey. Once the submit button has been clicked, a specific report number will be issued for the survey and the data will automatically be sent to MNOPS. The operator will receive an email acknowledging MNOPS' receipt of the survey. A survey can be saved and resumed later by clicking the "Save" button at the bottom right of the page and following the prompts.

**Intrastate Gas Utility Operators:** This is a mandatory survey by MNOPS per Minnesota Statute 299F.63. Submit this survey to MNOPS quarterly. MNOPS inspectors will use the submitted information in coordination with annual inspections.

**Other Utility Operators:** This information is crucial for the evaluation of utility damages in Minnesota. MNOPS asks that other utility operators submit this survey quarterly to support damage prevention in Minnesota.

### Contact Information

*The contact below does not necessarily have to be the individual filling out this survey. Contact information will be used to provide updates regarding this survey. The contact should be someone who will continue to assure the submission of this survey.*

**Name of Utility Operator**

Great Plains Natural Gas

### General Data Information

**Select the year for which this data is being submitted.**

2018

**Select the quarter for which this data is being submitted.**

1st

**Contact Name**

Josh Sanders

**Contact Email**

josh.sanders@mdu.com

**Contact Phone**

(701) 222-7773

**Damage Data Submissions**

*This section allows operators with multiple utilities to submit those utilities at the same time. Click the "+ Add Utility Survey" to add more than one utility survey.*

**Utility Survey 1****Select Utility Type**

Gas Distribution

**Total Number of Gopher State One Call Notifications Received**

271

**Has any excavation or mechanized equipment caused damage to this utility?**

Yes

**Root Causes of Excavation Related Damages**

Fill in the number of damages for each type of root cause occurring this quarter for this utility.

Root Cause means the most basic cause that can reasonably be identified that when fixed would prevent future recurrence. Multiple violations of MS216D/MN Rule 7560 could occur during a damage but the root cause would be the violation that is directly related to the damage occurring. For example, an excavator may have failed to use white markings to show a proposed excavation location, however, if the utility was correctly located and the excavator failed to determine the precise location of the utility prior to excavating, the root cause would be the excavator failing to determine the precise location of the utility.

**1. Notification Not Made (no locate ticket)**

1

**2. Excavation Outside Request****3. Prior to Start Time****4. Expired Notification****5. Failed to Determine Precise Location****6. Failed to Maintain Marks****7. No White Markings****8. Failed to Maintain Clearance****9. Failed to Protect and Support During Excavation****10. Damage by Hand Dig**

**11. Incorrect Records or Maps**

**12. Not Marked**

**13. Mis-Marked**

**Has any non-excavation or non-mechanized equipment caused damage to this utility?**

No

**Comments/Suggestions**

## Quarterly Utility Damage Survey

**Purpose of this Survey:** The Minnesota Office of Pipeline Safety (MNOPS) will use this survey to evaluate the effectiveness of the state damage prevention laws, Minnesota Statute 216D, and Minnesota Rule Chapter 7560. As always, MNOPS will continue to investigate individual complaints made from utility operators, excavators, and the public. Complaints can be made online using our [MNOPS One Call Complaint Form](#). A statewide summary of quarterly survey data will be made available on the MNOPS website on the Stakeholder Communication section under [Damage Reporting Statistics](#).

**Directions:** Fill in the information as specified below for data acquired during the quarterly period. Multiple utility types maybe submitted at one time by clicking the "+Add Utility Survey." When finished, click the submit button at the bottom of the survey. Once the submit button has been clicked, a specific report number will be issued for the survey and the data will automatically be sent to MNOPS. The operator will receive an email acknowledging MNOPS' receipt of the survey. A survey can be saved and resumed later by clicking the "Save" button at the bottom right of the page and following the prompts.

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**Other Utility Operators:** This information is crucial for the evaluation of utility damages in Minnesota. MNOPS asks that other utility operators submit this survey quarterly to support damage prevention in Minnesota.

### Contact Information

*The contact below does not necessarily have to be the individual filling out this survey. Contact information will be used to provide updates regarding this survey. The contact should be someone who will continue to assure the submission of this survey.*

**Name of Utility Operator \***

Great Plains Natural Gas

**Contact Name \***

Teresa

Hendrickson

**Contact Email \***

teresa.hendrickson@mdu.com

**Contact Phone \***

(701) 222-7655

### General Data Information

**Select the year for which this data is being submitted. \***

- 2016
- 2017
- 2018
- Other

**Select the quarter for which this data is being submitted. \***

- 1st
- 2nd
- 3rd
- 4th
- NA - Represents Entire Year
- Other

### Damage Data Submissions

*This section allows operators with multiple utilities to submit those utilities at the same time. Click the "+ Add Utility Survey" to add more than one utility survey.*

#### Utility Survey 1

**Select Utility Type \***

- Gas Distribution
- Electric
- Communication
- Water
- Sewer/Storm Sewer
- Gas Transmission
- Hazardous Liquid

**Total Number of Gopher State One Call Notifications Received \***

2,757

*This is the total number of notifications received, regardless whether the utility was marked or not, from Gopher State One Call for this utility type. If an operator receives one notification for multiple utility types still place the total number of notifications received in each utility survey.*

**Has any excavation or mechanized equipment caused damage to this utility?**

- Yes
- No

#### Root Causes of Excavation Related Damages

Fill in the number of damages for each type of root cause occurring this quarter for this utility.

Root Cause means the most basic cause that can reasonably be identified that when fixed would prevent future recurrence. Multiple violations of MS216D/MN Rule 7560 could occur during a damage but the root cause would be the violation that is directly related to the damage occurring. For example, an excavator may have failed to use white markings to show a proposed excavation location, however, if the utility was correctly located and the excavator failed to determine the precise location of the utility prior to excavating, the root cause would be the excavator failing to determine the precise location of the utility.

excavating, the root cause would be the excavator failing to determine the precise location of the utility.

**1. Notification Not Made (no locate ticket)**

*MS216D.04 Subd 1(a): Excavator did not make notification to Gopher State One Call (i.e. no locate ticket).*

**2. Excavation Outside Request**

*MS216D.04 Subd 1(b)(2): Excavator performed excavation outside of the limits described on the excavation notification.*

**3. Prior to Start Time**

*MS216D.04 Subd 1(a): Excavator did not make notification more than 48 hours prior to beginning excavation.*

**4. Expired Notification**

*MS216D.04 Subd 4(c): Excavator did not make a refresh notification after 14 calendar days (i.e. ongoing continuous excavation).*

**5. Failed to Determine Precise Location**

*MS216D.04 Subd 4(a): Excavator failed to determine the precise location of the marked facility, within 2-feet each side of locate marks, prior to starting excavation (i.e. damaged by excavation equipment, not patholing, no hand digging).*

**6. Failed to Maintain Marks**

*MS 216D.04 Subd 4(d): Excavator failed to maintain, preserve, or protect marks (i.e. marks destroyed after work started).*

**7. No White Markings**

*MS 216D.05(2): Excavator failed to provide white marks prior to utility locating which lead directly to error with marking the facilities causing the corresponding damage.*

**8. Failed to Maintain Clearance**

*MS 216D.05(3): Excavator failed to maintain clearance between the underground utility and cutting edge of equipment (i.e. damaged by bucket, damaged by directional drill, damaged by trencher).*

**9. Failed to Protect and Support During Excavation**

*MS 216D.05(4): Excavator failed to support or protect exposed facilities (i.e. no supports under utility causing damage, soil damaged utility during excavation).*

**10. Damage by Hand Dig**

*MS 216D.05(5): Excavator had a valid locate request and was exposing facility with non-mechanized equipment which caused damage (i.e. damage with shovel, spade, pickaxe).*

**11. Incorrect Records or Maps**

*MN Rule 7560.0150 Subpart 1: Facility record or map was not correct leading to facilities not being marked or mis-marked.*

**12. Not Marked**

*MS 216D.04 Subd 3(a): The facility was not marked as shown on records or maps (i.e. locator did not see utility on map, above ground facilities not noticed in the field, could not find or mark).*

**13. Mis-Marked**

*MS216D.04 Subd 3(c): Facility was marked as shown on records or maps but marks were outside 2-foot tolerance zone (i.e. signal bled off onto another utility).*

Has any non-excavation or non-mechanized equipment caused damage to this utility?

Yes  No



Entry #: 236

Date Submitted: 10/10/2018 10:09 AM

## Quarterly Utility Damage Survey

**Purpose of this Survey:** The Minnesota Office of Pipeline Safety (MNOPS) will use this survey to evaluate the effectiveness of the state damage prevention laws, Minnesota Statute 216D, and Minnesota Rule Chapter 7560. As always, MNOPS will continue to investigate individual complaints made from utility operators, excavators, and the public. Complaints can be made online using our [MNOPS One Call Complaint Form](#). A statewide summary of quarterly survey data will be made available on the MNOPS website on the Stakeholder Communication section under [Damage Reporting Statistics](#).

**Directions:** Fill in the information as specified below for data acquired during the quarterly period. Multiple utility types maybe submitted at one time by clicking the "+Add Utility Survey." When finished, click the submit button at the bottom of the survey. Once the submit button has been clicked, a specific report number will be issued for the survey and the data will automatically be sent to MNOPS. The operator will receive an email acknowledging MNOPS' receipt of the survey. A survey can be saved and resumed later by clicking the "Save" button at the bottom right of the page and following the prompts.

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**Other Utility Operators:** This information is crucial for the evaluation of utility damages in Minnesota. MNOPS asks that other utility operators submit this survey quarterly to support damage prevention in Minnesota.

### Contact Information

*The contact below does not necessarily have to be the individual filling out this survey. Contact information will be used to provide updates regarding this survey. The contact should be someone who will continue to assure the submission of this survey.*

**Name of Utility Operator**

Great Plains Natural Gas

**Contact Name**

Teresa Hendrickson

**Contact Email**

teresa.hendrickson@mdu.com

**Contact Phone**

(701) 222-7655

### General Data Information

**Select the year for which this data is being submitted.**

2018

**Select the quarter for which this data is being submitted.**

3rd

### Damage Data Submissions

*This section allows operators with multiple utilities to submit those utilities at the same time. Click the "+ Add Utility Survey" to add more than one utility survey.*

#### Utility Survey 1

## Root Causes of Excavation Related Damages

Fill in the number of damages for each type of root cause occurring this quarter for this utility.

Root Cause means the most basic cause that can reasonably be identified that when fixed would prevent future recurrence. Multiple violations of MS216D/MN Rule 7560 could occur during a damage but the root cause would be the violation that is directly related to the damage occurring. For example, an excavator may have failed to use white markings to show a proposed excavation location, however, if the utility was correctly located and the excavator failed to determine the precise location of the utility prior to excavating, the root cause would be the excavator failing to determine the precise location of the utility.

**1. Notification Not Made (no locate ticket)**

3

**2. Excavation Outside Request**

0

**3. Prior to Start Time**

0

**4. Expired Notification**

0

**5. Failed to Determine Precise Location**

0

**6. Failed to Maintain Marks**

0

**7. No White Markings**

0

**8. Failed to Maintain Clearance**

3

**9. Failed to Protect and Support During Excavation**

1

**10. Damage by Hand Dig**

**11. Incorrect Records or Maps**

3

**12. Not Marked**

**13. Mis-Marked**

6

**Select Utility Type**

Gas Distribution

**Total Number of Gopher State One Call Notifications Received**

3,436

**Has any excavation or mechanized equipment caused damage to this utility?**

Yes

**Has any non-excavation or non-mechanized equipment caused damage to this utility?**

No

**Comments/Suggestions**

## Quarterly Utility Damage Survey

**Purpose of this Survey:** The Minnesota Office of Pipeline Safety (MNOPS) will use this survey to evaluate the effectiveness of the state damage prevention laws, Minnesota Statute 216D, and Minnesota Rule Chapter 7560. As always, MNOPS will continue to investigate individual complaints made from utility operators, excavators, and the public. Complaints can be made online using our [MNOPS One Call Complaint Form](#). A statewide summary of quarterly survey data will be made available on the MNOPS website on the Stakeholder Communication section under [Damage Reporting Statistics](#).

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### Contact Information

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**Name of Utility Operator \***

Great Plains Natural Gas

**Contact Name \***

Teresa

Hendrickson

**Contact Email \***

teresa.hendrickson@mdu.com

**Contact Phone \***

(701) 222-7655

### General Data Information

**Select the year for which this data is being submitted. \***

2017

2018

2019

Other

**Select the quarter for which this data is being submitted. \***

1st

2nd

3rd

4th

NA - Represents Entire Year

Other

### Damage Data Submissions

*This section allows operators with multiple utilities to submit those utilities at the same time. Click the "+ Add Utility Survey" to add more than one utility survey.*

#### Utility Survey 1

**Select Utility Type \***

Gas Distribution  Electric  Communication  Water  Sewer/Storm Sewer  Gas Transmission  Hazardous Liquid

**Total Number of Gopher State One Call Notifications Received \***

1,429

*This is the total number of notifications received, regardless whether the utility was marked or not, from Gopher State One Call for this utility type. If an operator receives one notification for multiple utility types still place the total number of notifications received in each utility survey.*

**Has any excavation or mechanized equipment caused damage to this utility?**

Yes  No

*MS 216D.01 Subd 2 defines damage as: (1) the substantial weakening of structural or lateral support of an underground facility; (2) penetration, impairment, or destruction of any underground protective coating, housing, or other protective device; or (3) impact with or the partial or complete severance of an underground facility to the extent that the facility operator determines that repairs are required.*

#### Root Causes of Excavation Related Damages

Fill in the number of damages for each type of root cause occurring this quarter for this utility.

Root Cause means the most basic cause that can reasonably be identified that when fixed would prevent future recurrence. Multiple violations of MS216D/MN Rule 7560 could occur during a damage but the root cause would be the violation that is directly related to the damage occurring. For example, an excavator may have failed to use white markings to show a proposed excavation location, however, if the utility was correctly located and the excavator failed to determine the precise location of the utility prior to excavating, the root cause would be the excavator failing to determine the precise location of the utility.

1. Notification Not Made (no locate ticket)

1

2. Excavation Outside Request

MS216D.04 Subd 1(a): Excavator did not make notification to Gopher State One Call (i.e. no locate ticket).

3. Prior to Start Time

MS216D.04 Subd 1(a): Excavator did not make notification more than 48 hours prior to beginning excavation.

5. Failed to Determine Precise Location

1

MS216D.04 Subd 4(a): Excavator failed to determine the precise location of the marked facility, within 2-feet each side of locate marks, prior to starting excavation (i.e. damaged by excavation equipment, not potholing, no hand digging).

7. No White Markings

MS 216D.05(2): Excavator failed to provide white marks prior to utility locating which lead directly to error with marking the facilities causing the corresponding damage.

9. Failed to Protect and Support During Excavation

1

MS 216D.05(4): Excavator failed to support or protect exposed facilities (i.e. no supports under utility causing damage, soil damaged utility during excavation).

11. Incorrect Records or Maps

MN Rule 7560.0150 Subpart 1: Facility record or map was not correct leading to facilities not being marked or mis-marked.

13. Mis-Marked

MS216D.04 Subd 3(c): Facility was marked as shown on records or maps but marks were outside 2-foot tolerance zone (i.e. signal bled off onto another utility).

Has any non-excavation or non-mechanized equipment caused damage to this utility?

Yes  No

MS 216D.01 Subd 2 defines damage as: (1) the substantial weakening of structural or lateral support of an underground facility; (2) penetration, impairment, or destruction of any underground protective coating, housing, or other protective device; or (3) impact with or the partial or complete severance of an underground facility to the extent that the facility operator determines that repairs are required.

MS216D.04 Subd 1(b)(2): Excavator performed excavation outside of the limits described on the excavation notification.

4. Expired Notification

MS216D.04 Subd 4(c): Excavator did not make a refresh notification after 14 calendar days (i.e. ongoing continuous excavation).

6. Failed to Maintain Marks

MS 216D.04 Subd 4(d): Excavator failed to maintain, preserve, or protect marks (i.e. marks destroyed after work started).

8. Failed to Maintain Clearance

3

MS 216D.05(3): Excavator failed to maintain clearance between the underground utility and cutting edge of equipment (i.e. damaged by bucket, damaged by directional drill, damaged by trencher).

10. Damage by Hand Dig

MS 216D.05(5): Excavator had a valid locate request and was exposing facility with non-mechanized equipment which caused damage (i.e. damage with shovel, spade, pickaxe).

12. Not Marked

MS 216D.04 Subd 3(a): The facility was not marked as shown on records or maps (i.e. locator did not see utility on map, above ground facilities not noticed in the field, could not find or mark).

# **Schedule 10**

## **Gas Service Interruption**

**Great Plains Natural Gas Co.  
Gas Service Quality Annual Report  
For the Calendar Year Ending December 31, 2018**

**Gas Service Interruptions**

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
<b>Due to Employees/Contractors</b>													
Number of Customers	29	0	0	0	0	2	15	10	2	0	0	0	0
Number of Outages	14	0	0	0	0	1	3	4	5	1	0	0	0
Average Duration of Outage (in minutes)	85	0	0	0	0	180	180	66	40	0	0	0	0
<b>Due to Other Unplanned Causes</b>													
Number of Customers	223	0	0	1	0	0	1	1	20	1	2	197	0
Number of Outages	14	0	0	1	0	0	1	2	2	2	3	3	0
Average Duration of Outage (in minutes)	140	0	0	180	0	0	120	13	180	70	150	230	0
<b>Total Interruptions</b>													
Number of Customers	252	0	0	1	0	2	16	11	22	1	2	197	0
Number of Outages	28	0	0	1	0	1	4	6	7	3	3	3	0
Average Duration of Outage (in minutes)	113	0	0	180	0	180	165	48	80	47	150	230	0
<b>Duration in Minutes</b>													
Due to Employees/Contracts	1,185	0	0	0	0	180	540	265	200	0	0	0	0
Due to Others	1,965	0	0	180	0	0	120	25	360	140	450	690	0
	3,150	0	0	180	0	180	660	290	560	140	450	690	0

**Schedule 11**  
**Gas Emergency Phone**  
**Response Time**

**Great Plains Natural Gas Co.  
Gas Service Quality Annual Report  
For the Calendar Year Ending December 31, 2018**

**Emergency Line Response Times**

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Service Level - % of Calls answered in 20 seconds or less.	88.51%	92.65%	90.91%	95.35%	86.54%	93.33%	82.76%	91.89%	91.23%	86.11%	85.71%	75.36%	90.32%
Average Speed of Answer (in seconds)	10	9	6	8	15	7	12	11	8	7	10	24	7
Total Calls Answered	612	68	44	43	52	45	29	37	57	36	70	69	62



**Schedule 12**  
**Customer Service Related**  
**O&M Expense**

**Great Plains Natural Gas Co.  
Gas Service Quality Annual Report  
For the Calendar Year Ending December 31, 2018**

**Customer Service Related Expenses**

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Customer Service Related Expenses 1/	\$559,860	\$49,950	\$41,505	\$44,030	\$43,081	\$57,970	\$43,522	\$45,486	\$51,658	\$38,403	\$54,415	\$50,847	\$38,993

1/ FERC accounts 901 and 903 plus payroll taxes and benefits.

# **Schedule 13**

## **Distribution System**

### **Plan Performance**

#### **Measures**

Table H3.1 Hazardous Leaks Repaired by Cause

GPNG MN										
Total Hazardous Leaks Repaired by Cause										
Leak Cause	Previous 5 Years					5 yr. Average	2018	% Change	A/A Review Needed	Preliminary A/A Review
	2013	2014	2015	2016	2017					
Corrosion	0	0	0	0	0	0	0	0.00%	N	
Natural Forces	8	0	3	0	1	2.4	0	-100.00%	N	
Excavation	37	36	36	35	32	35.2	24	-31.82%	N	
Other Outside Forces	3	0	0	2	1	1.2	2	66.67%	Y	Small Sample Size, Continue to monitor
Material Failure	3	4	1	4	6	3.6	2	-44.44%	N	
Equipment Failure	1	4	2	0	2	1.8	0	-100.00%	N	
Incorrect Operations	0	0	0	0	0	0	0	0.00%	N	
Other Unknown/Missing	0	0	0	0	0	0	0	0.00%	N	
Total	52	44	42	41	42	44.2	28	-36.65%	N	

Table H3.2 Hazardous Leaks Repaired by Material

**GPNG MN**

Total Hazardous Leaks Repaired by Material Type

Leak Material	Previous 5 Years					5 yr. Average	2018	% Change VS 5 yr. Avg	A/A Review Needed (Y/N)	Preliminary A/A Review
	2013	2014	2015	2016	2017					
Coated Steel	4	3	3	2	8	4	1	-75.00%	N	
Bare Steel	0	0	0	2	0	0	1	150.00%	Y	Small Sample Size, Continue to monitor
Plastic	5	28	19	22	14	18	13	-26.14%	N	
PVC	43	9	20	15	20	21	13	-39.25%	N	
<b>Total</b>	<b>52</b>	<b>40</b>	<b>42</b>	<b>41</b>	<b>42</b>	<b>43.4</b>	<b>28</b>	<b>-35.48%</b>	<b>N</b>	

Table H3.3 Total Leaks Repaired by Cause

GPNG MN Total Leaks Repaired by Cause										
Leak Cause	Previous 5 Years					5 yr. Average	2018	% Change	A/A Review Needed (Y/N)	Preliminary A/A Review
	2013	2014	2015	2016	2017					
	Corrosion	0	0	1	1					
Natural Forces	22	3	11	0	2	7.6	0	-100.00%	N	
Excavation	37	36	40	36	34	36.6	28	-23.50%	N	
Other Outside Forces	5	1	0	2	1	1.8	4	122.22%	Y	Small Sample Size, Continue to monitor
Material Failure	90	16	14	35	38	38.6	101	161.66%	Y	See note below 1/
Equipment Failure	40	28	37	25	23	30.6	45	47.06%	Y	See note below 1/
Incorrect Operations	0	0	0	1	0	0.2	0	-100.00%	N	
Other Unknown/Missing	14	3	0	0	2	3.8	7	84.21%	Y	Small Sample Size, Continue to monitor
Total	208	87	103	100	100	119.6	188	57.19%	Y	See note below 1/

1/ The process of making meter sets by-passable has increased the number of reported leaks in 2018 due to the replacement of parts versus the method of "Repaired by Tightening".

Table H3.4 Excavation Metrics

GPNG MN Excavation Metrics										
Metric	Previous 5 Years					5 yr. Average	2018	% Change	A/A Review Needed (Y/N)	Preliminary A/A Review
	2013	2014	2015	2016	2017					
Number of Excavation Damages	41	38	48	38	34	40	28	-29.65%	N	
Number of Locate Tickets	6471	6941	7815	11858	7626	8142	7893	-3.06%	N	
Damages/1000 Locate Tickets	6.34	5.47	6.14	3.20	4.46	5	3.55	-30.76%	N	

**Additional Performance Measures - Mains**  
Section 6.0 of DIMP

		2012	2013	2014	2015	2016	2017	Current Year (2018)	5 Yr Avg	% Change	A/A Review Needed (Y/N)	Preliminary A/A Review							
Great Plains Natural Gas - Minnesota	Corrosion Risk/1000' of Pipe	2	0.00	476,759	200.34	665,093	277.34	381,910	157.82	380,942	157.79	135,012	55.71	116.94	169.80	-31%	N		
	Outside Forces Risk/1000' of Pipe	47,566	10.08	21,561	9.06	18,595	7.75	3,150	1.30	6,557	2.72	5,103	2.11	3.76	4.59	-18%	N		
	Material Failure Risk/1000' of Pipe	659,192	139.72	726,710	305.38	658,480	274.58	241,970	99.99	230,930	95.65	420,260	173.42	181.49	189.80	-4%	N		
	Weld or Joint Failure Risk/1000' of Pipe	157	0.03	-	0.00	-	0.00	-	0.00	-	0.00	138,820	57.28	74.99	11.46	555%	Y	Model changes implemented in 2017 - Risk weighting was increased in Weld or Joint Primary Threat Category based on SME Input. Continue to Monitor.	
	Incorrect Operations Risk/1000' of Pipe	-	0.00	53,740	22.58	69,990	29.19	58,980	24.37	72,410	29.99	63,370	26.15	30.83	26.46	17%	N		
	Excavation Damage Risk/1000' of Pipe	108	0.02	923,284	387.98	867,559	361.76	810,235	334.82	776,432	321.60	729,402	300.99	325.66	341.43	-5%	N		
	Equipment Failure Risk/1000' of Pipe	4,686	0.99	88,083	37.01	82,709	34.49	58,651	24.24	65,753	27.24	58,595	24.18	31.40	29.43	7%	N		
	Risk due to Unknown/Missing Data	237,503	50.34	376,000	158.00	359,310	149.83	308,370	127.43	294,060	121.80	274,860	113.42	119.60	134.10	-11%	N		
	Natural Forces Risk/1000' of Pipe	715	0.15	2,535	1.07	2,365	0.99	2,375	0.98	1,905	0.79	2,365	0.98	2.02	0.96	110%	Y	Small Sample Size	
	Total Risk/1000' of Pipe	712,509	151.02	3,084,665	1,296.24	3,055,030	1,273.92	2,273,567	939.51	2,213,300	916.77	2,263,889	934.20	1,062.42	1,072.13	-1%	N		
Total Footage of Pipe	4,717,942	4717.94	2,379,710	2,379.71	2,398,138	2,398.14	2,419,947	2,419.95	2,414,246	2414.25	2,423,354	2,423.35	2,490.46	2,407.08	3%	N			



Additional Performance Measures - Services

Section 6.0 of DIMP

	Metric Description	2013		2014		2015		2016		2017		Current Year (2018)	5 Yr Avg	% Change	A/A Review Needed (Y/N)	Preliminary A/A Review
	Corrosion Risk/1000' of Pipe	264,213	129.85	296,276	144.57	298,476	144.42	294,927	141.80	117,322	56.53	30.28	123.43	-75%	N	
	Outside Forces Risk/1000' of Pipe	280,997	138.10	236,757	115.52	239,295	115.79	243,847	117.24	121,191	58.40	56.79	109.01	-48%	N	
Great Plains Natural Gas Co. - Minnesota	Material Failure Risk/1000' of Pipe	578,520	284.32	544,230	265.56	559,590	270.77	526,890	253.33	1,112,680	536.15	518.99	322.02	61%	Y	Model changes implemented in 2017 - Risk weighting was increased in Material Failure Threat Category based on SME Input(EVPP). Continue to Monitor
	Weld or Joint Failure Risk/1000' of Pipe	50	0.02	50	0.02	50	0.02	100	0.05	105,559	50.86	37.69	10.20	270%	Y	Model changes implemented in 2017 - Risk weighting was increased in Weld or Joint Primary Threat Category based on SME Input. Continue to Monitor
	Incorrect Operations Risk/1000' of Pipe	3,540	1.74	19,660	9.59	61,323	29.67	113,770	54.70	156,500	75.41	72.57	34.22	112%	Y	Attributed to continual GIS Improvement (Stationing Valves). Continue to monitor.
	Excavation Damage Risk/1000' of Pipe	2,072,658	1,018.62	1,994,094	973.01	1,944,569	940.92	1,881,495	904.62	1,821,543	877.71	866.89	942.98	-8%	N	
	Equipment Failure Risk/1000' of Pipe	31,541	15.50	38,534	18.80	39,892	19.30	38,003	18.27	37,809	18.22	18.59	18.02	3%	N	
	Risk due to Unknown/Missing Data	333,460	163.88	320,050	156.17	310,460	150.22	258,570	124.32	245,790	118.43	137.51	142.61	-4%	N	
	Natural Forces Risk/1000' of Pipe	7,065	3.47	6,875	3.35	6,645	3.22	6,605	3.18	6,890	3.32	3.31	3.31	0%	N	
	Total Risk/1000' of Pipe	4,589,273	2,255.42	4,515,850	2,203.50	4,488,390	2,171.81	4,338,355	2,085.88	4,636,093	2,233.90	2,227.56	2,190.10	2%	N	
	Total Footage of Pipe	2,034,774	2,034.77	2,049,403	2,049.40	2,066,657	2,066.66	2,079,867	2,079.87	2,075,332	2,075.33	2,098.10	2,061.21	2%	N	

**GREAT PLAINS NATURAL GAS CO. - MINNESOTA**  
**Excess Flow Valves (EFV) and Manual Service Line Shut off Valves**

<b>EFV's</b>	<u>2018</u>
Estimated Total Number of Services with EFVs in the system, End of Year 1/	5,000

<b>Manual Service Line Shut off Valves</b>	<u>2017-2018</u>
Estimated Number of Services with Manual Service Line Shut-off Valves Installed in the System at End of Year 2018 2/	19

1/ As reported to MNOPS in the 2018 7100.1.1 Report

2/ Number pertains to reporting years 2017 & beyond. Reporting requirement began in 2017 and prior years are not reported in the 7100.1.1 Report.