



A Division of Montana-Dakota Utilities Co.

*705 West Fir Avenue
Mailing Address: PO Box 176
Fergus Falls, MN 56538-0176
1-877-267-4764
www.gpng.com*

May 1, 2025

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

**RE: Compliance Filing of Great Plains Natural Gas Co.
Gas Service Quality Annual Report
Docket No. G-004/M-25-32**

Dear Mr. Seuffert:

Great Plains Natural Gas Co. (Great Plains), a Division of Montana-Dakota Utilities Co., herewith electronically submits its Gas Service Quality Report for calendar year 2024.

Great Plains respectfully requests this filing be accepted as being in full compliance with the Notice of Gas Service Quality Reporting Requirements issued on February 2, 2024 in Docket No. G-004/CI-22-548.

Sincerely,

/s/ Travis R. Jacobson

Travis R. Jacobson
Vice President of Regulatory Affairs

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2024**

PHMSA Gas Distribution Annual Report - 2024

A copy of the Company's annual PHMSA Gas Distribution Report is included herein as Attachment A.

Annual Gas Service Quality Report - 2024

In compliance with Order Point 1 of the Commission's December 22, 2023 Order in Docket No. G004/M-23-81, the Company has included as Attachment B the report in machine readable format.

1. Call Center Response Time (Schedule 1)

The reporting metrics are the percentage of calls answered within 20 seconds and the average time required to answer an incoming call. The 2024 data is provided on Schedule 1.

Great Plains' call center response time was 99% of calls were answered in 20 seconds or less for 2024 with a total call count of 39,232 calls answered. The average speed of answer was 7 seconds. 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 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 2024 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 267,684 meters read in 2024, of which 99.99% were read via the automated meter reading system or utility personnel. The remainder of the meter reads (.01%) were estimated by the system.

The 31 estimated reads in 2024 were primarily attributable to no meter data retrievable via the fixed network system or via the handheld device. Great Plains

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did not have any meters that went unread and had no meters self-read by customers. The average meter-reading staffing level for 2024 was three people, unchanged from previous years.

3. Involuntary Service Disconnection Data (Schedule 3)

The reporting metric requires that all Gas Utilities shall append their December Residential Customer Status Reports, including data for January through December as filed in Docket No. E,G-999/PR-YY-02, in their annual service quality reports. Gas Utilities shall also provide a narrative explanation of their involuntary service disconnection performance, as needed, including steps taken to improve performance in the future.

The Company's December 2024 Residential Customer Status Report filed in Docket No. E,G.-999/PR-23-02 is included herein as Schedule 3.

In 2024, Great Plains sent 4,167 disconnection notices and there were 598 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 a service extension by customer class.
 - The interval between the date service was installed and the latter of the customer-requested in-service date or the date the premises were ready for service.
- The number of customers requesting service to a location previously served by the utility.
 - The interval between the date service was installed and the latter of the customer-requested in-service date or the date the premises were ready for service.
- The types of extension requests, such as requests for reconnection after disconnection for nonpayment, for both locations previously served and not previously served.

The 2024 data is provided on Schedule 4.

Great Plains received 63 residential and 18 commercial new service extension requests in 2024. 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 upon request from the

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customer. The lag time between the service line installed date and the date the meter installation is requested is customer dependent. Once requested by the customer, meters are typically set within a day or two of the request, if not the same day. 73 meters were installed on the same day the customer requested its installation, 4 were installed the next day, 3 were installed 3 days later due to the meter request taking place on a Friday, and one meter set and then turned on 6 days later at the customer's request.

Great Plains received 604 residential and 99 commercial reconnections or renewed service extension requests in 2024. Renewed service extensions were made up of 43 residential and 21 commercial meter installations at an existing premise, and 561 residential and 78 commercial requests for meters to be turned on for 2024. The renewed service extension statistics do not include reconnection of service to customers disconnected by the Company for non-payment of service. 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 meters were installed on the same day the customer requested the reinstallation of a meter.

5. Customer Deposits (Schedule 5)

All Gas Utilities shall report on customer deposits within their annual service quality reports whenever their deposit collection policies change. These reports shall include:

- a description of the previous deposit collection policy;
- a description of the new deposit collection policy;
- the reason for the policy change, and
- data from the previous three years regarding the number of customers who were required to make a deposit as a condition of receiving service including the total number of deposits held at the end of each year.

Consistent with the reporting of customer deposits in previous Gas Service Quality Reports, Great Plains did not require a deposit as a condition of receiving new service in 2024. As there was no change in the Company's deposit collection policy in 2024, there is no information to report for Schedule 5.

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;

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- 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 2024 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.
 - There were 24 customer complaints in 2024, a decrease of 1 from 2023. 4 of the 24 customer complaints received came through the Consumer Affairs Office or Minnesota Public Utilities Commission.
- 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 is included on Schedule 6 pages 7 and 8.

7. Gas Emergency Response Time (Schedule 7)

The reporting metric is that all gas utilities shall report:

- The percentage of emergencies responded to within one hour and within more than one hour.
- The average number of minutes it takes to respond to an emergency.

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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. The 2024 data is provided on Schedule 7.

In 2024, 98% of emergency calls were responded to in less than one hour. There were 6 calls (or 2%) where the call response time exceeded one hour. There were 374 total emergency response calls answered in 2024, which was a decrease of approximately 12% from 2023. The average response time in 2024 was 19 minutes. Of the 6 calls where the response time exceeded an hour's time, all were due to travel distance and/or after hours calls.

8. Excavation Damages (Schedule 8)

All Gas Utilities shall report on excavation damages using the following metrics:

- a. The number of excavation tickets received;
- b. The number of excavation damages;
- c. The number of excavation damages per 1,000 excavation tickets; and
- d. The number of at fault damages.

An "at fault damage" shall be defined as a damage where the root cause of the damage falls under the responsibility of the utility or its contractors including mislocates made by the company or its contract locating companies.

The 2024 data is provided on Schedule 8.

Gas system damages decreased from 40 in 2023 to 20 in 2024. Of the 20 damages in 2024, 5 were under the control of Great Plains' employees and contractors, a decrease from the 2023 report. The root causes of excavation related damages as reported on the MNOPS Quarterly Utility Damage Survey in 2024 included 1 caused by a notification not made (no locate ticket), 1 excavation outside request, 1 expired notification, 4 failed to determine precise location, 1 no white markings, 3 failed to maintain clearance, 2 from failure to protect and support during excavation, 1 damage by hand dig, 2 caused by incorrect records or maps, 1 not marked, 2 caused by line mis-marked, and 1 non-mechanized equipment with no locate request needed or made.

Copies of the Company's 2024 quarterly Utility Damage Report Forms filed with the Minnesota Office of Pipeline Safety are included herein.

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.

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9. Gas Service Interruption (Schedule 9)

The reporting metric is to report:

- The number of service interruptions categorized according to whether it was:
 - caused by the utility's employees or contractors, or
 - whether it was due to any unplanned cause.

The 2024 data is provided on Schedule 9. Great Plains had a total of 17 gas service interruptions in 2024 affecting a total of 103 customers. No service interruptions were reportable to MNOPS in 2024.

10. Gas Emergency Phone Response Time (Schedule 10)

The reporting metric is telephone answer times to the utility's gas emergency phone line. Great Plains provides the percentage of calls answered within 20 seconds, the average speed of answer and total emergency calls answered. The 2024 data is provided on Schedule 10.

The average percent of emergency calls answered within 20 seconds or less decreased from 92.3% in 2023 to 91.2% in 2024. The average speed of answer remained unchanged at 5 seconds in 2024. There was a total of 561 calls coming into the system as emergency calls in 2024.

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

11. Integrity Management Plan Reporting (Schedule 11).

Great Plains shall report the following metrics from their annual PHMSA Distribution Reports in their service quality reports:

- Miles of Distribution Main
- Number of Main Leaks
- Number of Main Leaks by Cause
- Number of Hazardous Main Leaks by Cause
- Main Leaks per 1,000 Miles of Main
- Number of Services
- Number of Service Leaks
- Number of Service Leaks by Cause
- Number of Hazardous Service Leaks by Cause
- Service Leaks per 1,000 Services

The 2024 data is provided in Schedule 11. Total mains leaks decreased from 16 in 2023 to 14 in 2024, averaging 29.53 leaks per 1,000 miles of main. Total services

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leaks decreased from 120 in 2023 to 92 in 2024, averaging 3.96 service leaks per 1,000 services.

12. Web-Based Metrics (Schedule 12)

Beginning in 2025, for reporting year 2024, Great Plains shall report:

- The percentage of uptime of the utility’s enterprise-wide website (may not be state specific)
- The percentage of uptime for web payment services ability (defined as the percentage of time that web payment services are available to some customers on utility-based platforms)
- The error rate percentage for the utility-based payment services (defined as payment processing error rate – does not include errors outside of the utility’s control such as non-sufficient funds (“NSF”), expired customer debit or credit cards, etc.)
- The yearly total number of website visits to initial facing enterprise-wide website (may not be state specific)
- The yearly number of logins via electronic customer communication platforms (to include enterprise-wide website and mobile apps, if applicable; may not be state specific and provides combined total for all customer logins, regardless of platform)

The 2024 web-based metric data is provided in Schedule 12.

Major Incident Reporting:

Great Plains had no events meeting the criteria used by MNOPS to identify reportable events in 2024.

MNOPS Emergency Response Violations and Violation Letters Received:

Great Plains received two MNOPS violation letters in 2024. The table below provides a brief summary of the violations.

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Summary	Remediation	Citation Code(s)
<p>Case No. 20240094-1 RSI – during a routine records inspection on June 17, 2024, GPNG personnel indicated an aboveground main at a bridge crossing was incorrectly listed in the Company’s mapping system as underground.</p> <p>MNOPS requested information regarding the main in question and other similar classifications at a bridge crossing in MN.</p>	<p>GPNG submitted its response to Case No. 20240094 on February 28, 2025. GPNG is working to adjust documentation of the condition of the exposed pipe on the 4 crossings. Pipeline patrolling is being reviewed. Training for field personnel has been completed. Action for the 4 crossings is being discussed with completion dates given for each action. Meter set area has also been cleared for accessibility.</p> <p>On March 26, 2025, MNOPS closed the case.</p>	<p>§299F.63(b), MN Admin Rule 7530.0400 Subp. 1</p>
<p>Case No. 20240094-2 3 NPVs – On December 5, 2024 MNOPS sent a letter with three Notice of Probable Violations: (1) Company did not properly follow its atmospheric corrosion inspections and patrolling procedures; (2) Company did not patrol distribution pipelines subjected to physical movement or external loading as required by Company’s patrolling procedures; and (3) Meter and/or shut-off valves were not readily accessible.</p>	<p>See remediation above.</p>	<p>§ 192.605(a), §192.481(b), § 192.721(b), § 192.365(b)</p>

Schedule 1
Call Center Response Time

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Call Center Response Times

	<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>
Service Level - % of Calls answered in 20 seconds or less.	99%	98%	97%	99%	100%	99%	100%	98%	99%	99%	99%	98%	99%
Average Speed of Answer (in seconds) 1/	7	7	8	7	6	8	7	7	6	6	6	7	6
Total Calls Answered	39,232	3,673	3,840	3,212	3,380	3,722	2,863	2,875	2,872	2,690	4,026	3,052	3,027

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	267,684	22,451	22,450	22,455	22,435	22,397	22,228	22,076	21,993	21,992	22,263	22,432	22,512
Meters read by utility personel													
Residential	231,135	19,384	19,389	19,391	19,387	19,351	19,193	19,049	18,975	18,977	19,230	19,375	19,434
Commercial	36,518	3,061	3,060	3,060	3,048	3,044	3,033	3,019	3,014	3,014	3,033	3,057	3,075
Total	267,653	22,445	22,449	22,451	22,435	22,395	22,226	22,068	21,989	21,991	22,263	22,432	22,509
%	99.99%	99.97%	100.00%	99.98%	100.00%	99.99%	99.99%	99.96%	99.98%	100.00%	100.00%	100.00%	99.99%
Meters self-read by customer													
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%
Meters - estimated													
Residential	24	3	0	4	0	1	1	7	4	1	0	0	3
Commercial	7	3	1	0	0	1	1	1	0	0	0	0	0
Total	31	6	1	4	0	2	2	8	4	1	0	0	3
%	0.01%	0.03%	0.00%	0.02%	0.00%	0.01%	0.01%	0.04%	0.02%	0.00%	0.00%	0.00%	0.01%
Meters - not read for <6 months													
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%
Meters not read for 6-12 months													
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%
Meters not read for 13+ months													
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%
Meter reading staffing levels													
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
Data

Great Plains Natural Gas Co.
 2024 Gas Service Quality Annual Report
 Schedule 3 - Involuntary Service Disconnections
 December Residential Customer Status Reports

Utility Monthly Report												
Name of Utility		Great Plains Natural Gas Co.										
Reporting Month/Year		Dec-24										
All Utilities												
		A	B	C	D	E	F	G	H	I	J	K
	Utility	# Residential Customers	Total Revenue from Sales to Residential Customers	# Past Due Residential Customers	Total Dollars Past Due Residential Customers	Average Past Due Dollar Amount Per Past Due Customers	Average Monthly Residential Bill	New LIHEAP Customers	Cumulative LIHEAP Customers (year to date) 1/	Total Dollars Received From LIHEAP	Total Dollars Received from other sources	Total Residential Write-Offs due to uncollectible
Jan-24	Great Plains	19,381	\$ 2,318,932	3,264	\$ 249,549	\$ 76	\$ 120	162	1,174	\$ 59,573	\$ 1,390	\$ 5,292
Feb-24	Great Plains	19,387	\$ 2,119,203	3,442	\$ 348,200	\$ 101	\$ 109	125	1,299	\$ 54,643	\$ 1,576	\$ 4,029
Mar-24	Great Plains	19,391	\$ 1,723,678	3,914	\$ 440,785	\$ 113	\$ 89	77	1,376	\$ 28,368	\$ 1,924	\$ 2,454
Apr-24	Great Plains	19,370	\$ 1,450,377	4,571	\$ 488,770	\$ 107	\$ 75	61	1,437	\$ 32,274	\$ 2,883	\$ 6,375
May-24	Great Plains	19,218	\$ 692,825	4,717	\$ 457,907	\$ 97	\$ 36	58	1,495	\$ 33,989	\$ 2,125	\$ 7,017
Jun-24	Great Plains	19,088	\$ 320,510	4,876	\$ 422,720	\$ 87	\$ 17	30	1,525	\$ 13,129	\$ 659	\$ 6,338
Jul-24	Great Plains	18,998	\$ 267,009	5,249	\$ 367,393	\$ 70	\$ 14	9	1,534	\$ 5,490	\$ 1,289	\$ 12,218
Aug-24	Great Plains	18,941	\$ 250,483	4,671	\$ 287,772	\$ 62	\$ 13	-	1,534	-	\$ 2,183	\$ 39,646
Sep-24	Great Plains	18,953	\$ 246,165	4,676	\$ 178,335	\$ 38	\$ 13	-	1,534	-	\$ 848	\$ 93,505
Oct-24	Great Plains	19,215	\$ 321,030	3,847	\$ 118,518	\$ 31	\$ 17	-	1,534	-	\$ 9,587	\$ 26,588
Nov-24	Great Plains	19,373	\$ 496,428	3,749	\$ 109,954	\$ 29	\$ 26	528	528	\$ 204,888	\$ 39,313	\$ 7,605
Dec-24	Great Plains	19,433	\$ 1,943,352	4,024	\$ 161,576	\$ 40	\$ 100	236	764	\$ 92,583	\$ 2,121	\$ 4,382
All Utilities												
		L	M	N	O	P	Q	R	S	T	U	V
	Utility	# Residential Customers Receiving Disconnect Notices	# Residential Customers Involuntarily Disconnected	# Remote Disconnections	# Remote Reconnections	# Residential Customers restored to service w/in 24 hours (SRSQ)	# Residential Customers restored to service by entering a payment plan (SRSQ)	# Residential Customers restored at same address	Total # Residential Customers Reconnected	# Residential Customers Remaining Disconnected, 1-30 days	# Residential Customers Remaining Disconnected, 31-60 days	# Residential Customers Remaining Disconnected, 60+ days
Jan-24	Great Plains	537	0	0	0	0	3	16	22	0	0	168
Feb-24	Great Plains	495	0	0	0	0	0	1	5	0	0	163
Mar-24	Great Plains	454	0	0	0	0	0	2	3	0	0	160
Apr-24	Great Plains	576	25	0	0	3	0	3	7	9	0	169
May-24	Great Plains	349	237	0	0	17	0	28	55	182	0	0
Jun-24	Great Plains	252	100	0	0	7	0	25	27	81	174	0
Jul-24	Great Plains	295	104	0	0	8	0	27	37	86	76	160
Aug-24	Great Plains	216	76	0	0	6	0	16	33	62	79	224
Sep-24	Great Plains	225	47	0	0	6	0	18	46	31	51	284
Oct-24	Great Plains	187	9	0	0	1	17	181	205	3	12	155
Nov-24	Great Plains	197	0	0	0	0	16	63	82	0	0	88
Dec-24	Great Plains	384	0	0	0	0	4	21	29	0	0	59

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Schedule 3 - Involuntary Service Disconnections
December Residential Customer Status Reports

All Utilities, October - April											
	# Customers Seeking Cold Weather Rule Protections	# Customers Granted Cold Weather Rule Protections	# Customers Involuntarily Disconnected, who sought protection heat affected (gas)	# Customers Involuntarily Disconnected, who sought protection non-heat affected (gas)	# Customers Involuntarily Disconnected, who sought protection heat affected (electric)	# Customers Involuntarily Disconnected, who sought protection non-heat affected (electric)	# Customers Involuntarily Disconnected, who did not seek protection heat affected (gas)	# Customers Involuntarily Disconnected, who did not seek protection non-heat affected (gas)	# Customers Involuntarily Disconnected, who did not seek protection heat affected (electric)	# Customers Involuntarily Disconnected, who did not seek protection non-heat affected (electric)	Total Customers Disconnected
Jan-24	3	3	0	0	N/A	N/A	0	0	N/A	N/A	0
Feb-24	0	0	0	0	N/A	N/A	0	0	N/A	N/A	0
Mar-24	0	0	0	0	N/A	N/A	0	0	N/A	N/A	0
Apr-24	0	0	0	0	N/A	N/A	0	0	N/A	N/A	0
May-24											
Jun-24											
Jul-24											
Aug-24											
Sep-24											
Oct-24	17	17	0	0	N/A	N/A	9	0	N/A	N/A	9
Nov-24	16	16	0	0	N/A	N/A	0	0	N/A	N/A	0
Dec-24	4	4	0	0	N/A	N/A	0	0	N/A	N/A	0
	# of Appeal Notices sent to customers	# of Payment Plan (PP) requests received	# of mutually agreed PP	# reconnect request appeals withdrawn	# of customers with current payment plans	# customers disconnected 24 hours or more heat affected (gas)	# customers disconnected 24 hours or more non-heat affected (gas)	# customers disconnected 24 hours or more heat affected (electric)	# customers disconnected 24 hours or more non-heat affected (electric)	# accounts reconnected within 24 hrs	Total # Customers Reconnected
Jan-24	3	3	3	0	52	0	0	N/A	N/A	0	22
Feb-24	0	0	0	0	101	0	0	N/A	N/A	0	5
Mar-24	0	0	0	0	76	0	0	N/A	N/A	0	3
Apr-24	0	0	0	0	132	0	0	N/A	N/A	3	7
May-24					140			N/A	N/A	17	55
Jun-24					114			N/A	N/A	7	27
Jan-24					87			N/A	N/A	8	37
Aug-24					76			N/A	N/A	6	33
Sep-24					54			N/A	N/A	6	46
Oct-24	17	17	17	0	50	8	0	N/A	N/A	1	205
Nov-24	16	16	16	0	29	0	0	N/A	N/A	0	82
Dec-24	4	4	4	0	48	0	0	N/A	N/A	0	29

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 Schedule 3 - Involuntary Service Disconnections
 December Residential Customer Status Reports

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

Utility Heating Service Customers*

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

All Utilities (starting October 1)

Week ending date	Utility	Total # Customers Currently Disconnected for non-payment	# Customers Involuntarily Disconnected for non-payment This Week, Natural Gas	# Customers Involuntarily Disconnected for non-payment This Week, Electric	# Customers Reconnected This Week**
10/4/2024	Great Plains	366	0	N/A	27
10/11/2024	Great Plains	339	3	N/A	36
10/18/2024	Great Plains	306	2	N/A	79
10/25/2024	Great Plains	229	2	N/A	24
11/1/2024	Great Plains	207	2	N/A	39
11/8/2024	Great Plains	170	0	N/A	24
11/15/2024	Great Plains	146	0	N/A	21
11/22/2024	Great Plains	125	0	N/A	22
11/29/2024	Great Plains	103	0	N/A	15
12/6/2024	Great Plains	88	0	N/A	20
12/13/2024	Great Plains	68	0	N/A	7
12/20/2024	Great Plains	61	0	N/A	2
12/27/2024	Great Plains	59	0	N/A	0
	Great Plains			N/A	
	Great Plains			N/A	
	Great Plains			N/A	
	Great Plains			N/A	
	Great Plains			N/A	

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

Great Plains Natural Gas Co.
 2024 Gas Service Quality Annual Report
 Schedule 3 - Involuntary Service Disconnections
 December Residential Customer Status Reports

All Utilities														
	Utility	Total Res. Customers	Total Residential Customer Disconnects	# LIHEAP Customers	# LIHEAP Disconnects	Disconnect Rate (%), Total Residential	Disconnect Rate (%), LIHEAP	# Customers Restored within 24 hours	# Customers Restored with Payment Plan	# Customers Disconnected 30+ days	# Customers Seeking CWR Protection	# Customers Granted CWR Protection	# Customers Requesting Medical Acct Status	# Customers Granted Medical Acct Status
2015	Great Plains	18,502	819	1,596	184	4%	12%	0	0	89	18	18	n/a	n/a
2016	Great Plains	18,628	649	1,509	158	3%	10%	0	0	133	12	12	n/a	n/a
2017	Great Plains	18,556	743	1,549	169	4%	11%	0	0	100	16	15	n/a	n/a
2018	Great Plains	18,657	836	1,566	196	4%	13%	0	0	176	18	18	n/a	n/a
2019	Great Plains	18,723	862	1,869	183	5%	10%	0	0	212	43	43	n/a	n/a
2020	Great Plains	19,277	-	1,413	-	-	-	0	0	40	-	-	n/a	n/a
2021	Great Plains	19,338	407	898	0	2%	0	26	16	129	14	14	n/a	n/a
2022	Great Plains	19,362	581	1,941	91	3%	5%	48	18	166	21	21	n/a	n/a
2023	Great Plains	19,338	672	2,001	161	3%	8%	43	18	190	19	19	n/a	n/a
beyond														

Great Plains Natural Gas Co.
2024 Gas Service Quality Annual Report
Schedule 3 - Involuntary Service Disconnections
December Residential Customer Status Reports

	# of customers with payment arrangements	Average Monthly Payment Amount	Average Number of Months in Current Payment Agreements					
Jan-24	52	\$ 92.14	5					
Feb-24	101	\$ 104.91	4					
Mar-24	76	\$ 114.83	4					
Apr-24	132	\$ 126.58	4					
May-24	140	\$ 121.35	4					
Jun-24	114	\$ 113.74	4					
Jul-24	87	\$ 109.73	5					
Aug-24	76	\$ 102.36	5					
Sep-24	54	\$ 96.00	5					
Oct-24	50	\$ 100.72	5					
Nov-24	29	\$ 77.84	5					
Dec-24	48	\$ 74.85	4					
	Service Deposit Charged to Restore Service, Explain Practice	If yes, Service Deposit Amount, Average per Customer	Reconnection Fee Charged to Restore Service, Explain Practice	If yes, Reconnection Fee Amount, Average per Customer	Down Payment Required to restore service to start a payment arrangement, Explain Practice	If yes, Down Payment Amount, as Percent of Past Due Balance or Average Amount	Interest/Penalties/Fees, Explain Practice	If yes, Interest/Penalties/Fee Amount, Average per Customer
Jan-24	Great Plains does not charge a service deposit to restore service.	0	In the event service has been disconnected because the Customer could not pay their bill, the Customer shall pay a reconnection fee of forty-five (\$45.00) dollars in addition to making a settlement satisfactory to the Company of the outstanding bill, before service is restored.	\$ 45.00	Great Plains does not require a down payment to restore service to start a payment arrangement.	0	A balance of \$10 or more remaining after the due date is subject to a late payment charge of 1.5% per month, or \$1 whichever is greater.	\$ 48.96
Feb-24		0		\$ 45.00		0		\$ 51.63
Mar-24		0		\$ 45.00		0		\$ 58.71
Apr-24		0		\$ 45.00		0		\$ 68.57
May-24		0		\$ 45.00		0		\$ 70.76
Jun-24		0		\$ 45.00		0		\$ 73.14
Jul-24		0		\$ 45.00		0		\$ 78.74
Aug-24		0		\$ 45.00		0		\$ 70.07
Sep-24		0		\$ 45.00		0		\$ 70.14
Oct-24		0		\$ 45.00		0		\$ 57.71
Nov-24		0		\$ 45.00		0		\$ 56.24
Dec-24		0		\$ 45.00		0		\$ 60.36
	*Practice is defined as when an action would be taken.							

Great Plains Natural Gas Co.
 2024 Gas Service Quality Annual Report
 Schedule 3 - Involuntary Service Disconnections
 December Residential Customer Status Reports

Electric Utilities Only				
	# Customers Requesting Medical Status	# Customers Granted Medical Status	# Medical Accounts Renewed	# Customers Denied Medical Status
Jan-22				
Feb-22				
Mar-22				
Apr-22				
May-22				
Jun-22				
Jul-22				
Aug-22				
Sep-22				
Oct-22				
Nov-22				
Dec-22				

Great Plains Natural Gas Co.
 2024 Gas Service Quality Annual Report
 Schedule 3 - Involuntary Service Disconnections
 December Residential Customer Status Reports

Total Number of Disconnection Events			
Data December - June Filed July 2024		Data July- November Filed December 2024	
Zip Code	Count	Zip Code	Count
56537	53	56537	32
56572	16	56572	14
56587	5	56587	2
56258	48	56258	24
56218	5	56218	3
56241	23	56241	16
56284	24	56284	13
56285	6	56285	3
56265	56	56265	48
56223	19	56223	6
56232	10	56232	11
56283	31	56283	22
56230	6	56230	3
56297	8	56297	1
56520	15	56520	6
56716	28	56716	28
56237	6	56237	3
56214	3	56214	1

Schedule 4
Service Extension Requests

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2024**

Service Extension Request Response Times

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
New Service Extensions 1/													
Residential													
Number of Extensions	63					4	2	9	8	10	17	12	1
Average Days to Complete 2/	47					63	75	59	54	35	41	27	21
Commercial													
Number of Extensions	18							2	2	3	5	5	1
Average Days to Complete 2/	31							64	44	25	20	17	13
Renewed Service Extensions 3/													
Residential													
Number of Extensions	604	42	22	18	19	33	30	38	48	57	165	90	42
Average Days to Complete	1	1	1	1	1	1	1	1	1	1	1	1	1
Commercial													
Number of Extensions	99	10	2	4	1	8	3	3	5	5	26	23	9
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

Schedule 6
Customer Complaints

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2024**

Number of Customer Complaints

	<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	23	3	2	3	0	5	1	1	2	0	4	1	1
Commercial	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total	24	3	2	3	0	6	1	1	2	0	4	1	1

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2024

Customer Complaints by Type

	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.	%				
Residential																														
Billing Errors	1	4%	0	0%	0	0%	1	33%	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%	0	0%
Wrongful Disconnection	1	4%	0	0%	0	0%	0	0%	0	0%	1	20%	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%	0	0%
Inadequate Service	4	17%	0	0%	0	0%	1	33%	0	0%	2	40%	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%	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%	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%	0	0%
Payment Arrangements	10	43%	0	0%	2	100%	1	33%	0	0%	1	20%	1	100%	1	100%	2	100%	0	0%	1	25%	1	100%	0	0%	0	0%	0	0%
Other	7	30%	3	100%	0	0%	0	0%	0	0%	1	20%	0	0%	0	0%	0	0%	0	0%	2	50%	0	0%	1	100%	1	100%		
Total Residential	23	98%	3	100%	2	100%	3	100%	0	0%	5	100%	1	100%	1	100%	2	100%	0	0%	4	100%	1	100%	1	100%	1	100%		
Commercial																														
Billing Errors	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%
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%	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%	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%	0	0%
Inadequate Service	1	100%	0	0%	0	0%	0	0%	0	0%	1	100%	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%	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%	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%	0	0%
Other	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%
Total Commercial	1	100%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%		

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2024**

Number & Percentage of Customer Complaints by Resolution Timeframe

	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.	%				
Residential																														
Immediate	23	100%	3	100%	2	100%	3	100%	0	0%	5	100%	1	100%	1	100%	2	100%	0	0%	4	100%	1	100%	1	100%	1	100%		
Within 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%	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%	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%	0	0%
Total Residential	23	100%	3	100%	2	100%	3	100%	0	0%	5	100%	1	100%	1	100%	2	100%	0	0%	4	100%	1	100%	1	100%	1	100%		
Commercial																														
Immediate	1	100%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Within 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%	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%	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%	0	0%
Total Commercial	1	100%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%		

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2024**

Number & Percentage of Customer Complaints by Resolution Type

	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.	%		
Residential																												
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	3	13%	0	0%	0	0%	2	67%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%	0	0%	0	0%
Demonstrate	15	65%	2	67%	1	50%	1	33%	0	0%	4	80%	1	100%	1	100%	1	50%	0	0%	3	75%	1	100%	0	0%	0	0%
Refuse	5	22%	1	33%	1	50%	0	0%	0	0%	1	20%	0	0%	0	0%	1	50%	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%
Total Residential	23	100%	3	100%	2	100%	3	100%	0	0%	5	100%	1	100%	1	100%	2	100%	0	0%	4	100%	1	100%	1	100%	1	100%
Commercial																												
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	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	100%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Refuse	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%
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%
Total Commercial	1	100%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2024**

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	5,948	15%	486	13%	540	14%	484	15%	494	15%	450	12%	335	12%	285	10%	458	16%	496	18%	770	19%	552	18%	598	20%
High Bill	286	1%	19	1%	24	1%	17	1%	22	1%	14	0%	18	1%	16	1%	14	0%	20	1%	44	1%	38	1%	40	1%
Inaccurate Metering	130	0%	6	0%	11	0%	4	0%	12	0%	5	0%	8	0%	6	0%	12	0%	11	0%	19	0%	15	0%	21	1%
Emergency	445	1%	50	1%	41	1%	27	1%	31	1%	37	1%	28	1%	38	1%	38	1%	36	1%	58	1%	27	1%	34	1%
Payment Arrangements	4,755	12%	442	12%	473	12%	420	13%	470	14%	500	13%	383	13%	354	12%	355	12%	284	11%	435	11%	310	10%	329	11%
Inadequate Service	979	2%	139	4%	116	3%	93	3%	102	3%	76	2%	69	2%	62	2%	61	2%	48	2%	88	2%	43	1%	82	3%
Service Extension Relating to Credit Issues	219	1%	6	0%	19	0%	12	0%	13	0%	25	1%	27	1%	22	1%	24	1%	18	1%	16	0%	20	1%	17	1%
Service Request	246	1%	20	1%	17	0%	19	1%	19	1%	39	1%	20	1%	21	1%	19	1%	21	1%	34	1%	8	0%	9	0%
Start/Stop Service	3,719	9%	337	9%	254	7%	201	6%	247	7%	365	10%	278	10%	313	11%	277	10%	299	11%	527	13%	342	11%	279	9%
Wrongful Disconnection	5	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	3	0%	0	0%	1	0%	0	0%	0	0%	0	0%
Call Backs	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%
Interactive Voice Response Customer Account Inquiry Non-Authenticated	9,267		871		995		896		872		896		732		718		665		616		712		644		650	
Interactive Voice Response	9,370		846		983		802		874		981		709		724		648		550		841		720		692	
	18,637	48%	1,717	47%	1,978	52%	1,698	53%	1,746	52%	1,877	50%	1,441	50%	1,442	50%	1,313	46%	1,166	43%	1,553	39%	1,364	45%	1,342	44%
Other	3,863	10%	451	12%	367	10%	237	7%	224	6%	334	10%	255	9%	313	11%	301	11%	290	10%	482	13%	333	12%	276	9%
Total GP Calls	39,232	100%	3,673	100%	3,840	100%	3,212	100%	3,380	100%	3,722	100%	2,863	100%	2,875	100%	2,872	100%	2,690	99%	4,026	100%	3,052	100%	3,027	100%

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2024
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.	%	
Billing Error																											
Agree	1,296	17%	101	16%	102	13%	91	15%	106	16%	78	13%	66	13%	52	14%	103	17%	121	20%	192	21%	138	21%	146	20%	
Compromise	742	9%	50	7%	50	7%	56	9%	53	8%	70	11%	53	11%	40	10%	52	9%	74	12%	107	11%	56	8%	81	11%	
Demonstrate	3,617	46%	310	47%	366	49%	315	51%	304	45%	268	44%	198	42%	181	44%	287	49%	276	47%	430	45%	343	52%	339	44%	
Refuse	293	4%	25	4%	22	3%	22	3%	31	5%	34	6%	18	4%	12	3%	16	3%	25	4%	41	4%	15	2%	32	4%	
	<u>5,948</u>		<u>486</u>		<u>540</u>		<u>484</u>		<u>494</u>		<u>450</u>		<u>335</u>		<u>285</u>		<u>458</u>		<u>496</u>		<u>770</u>		<u>552</u>		<u>598</u>		
High Bill																											
Agree	136	2%	8	1%	13	2%	9	1%	12	2%	6	1%	9	2%	7	2%	4	1%	7	1%	25	3%	27	4%	9	1%	
Compromise	102	1%	8	1%	6	1%	3	0%	5	1%	4	1%	6	1%	6	1%	5	1%	9	1%	12	1%	8	1%	30	4%	
Demonstrate	42	1%	3	0%	5	1%	4	1%	4	1%	4	1%	3	1%	2	0%	3	1%	4	1%	7	1%	2	0%	1	0%	
Refuse	6	0%	0	0%	0	0%	1	0%	1	0%	0	0%	0	0%	1	0%	2	0%	0	0%	0	0%	1	0%	0	0%	
	<u>286</u>		<u>19</u>		<u>24</u>		<u>17</u>		<u>22</u>		<u>14</u>		<u>18</u>		<u>16</u>		<u>14</u>		<u>20</u>		<u>44</u>		<u>38</u>		<u>40</u>		
Inaccurate Meter																											
Agree	69	1%	3	0%	8	1%	2	0%	7	1%	3	0%	4	1%	4	1%	8	1%	6	1%	14	1%	8	1%	2	0%	
Compromise	11	0%	2	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	2	0%	3	0%	0	0%	3	0%	
Demonstrate	43	1%	0	0%	2	0%	2	0%	3	0%	1	0%	3	1%	2	0%	3	1%	3	0%	2	0%	6	1%	16	2%	
Refuse	7	0%	1	0%	1	0%	0	0%	2	0%	1	0%	1	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	
	<u>130</u>		<u>6</u>		<u>11</u>		<u>4</u>		<u>12</u>		<u>5</u>		<u>8</u>		<u>6</u>		<u>12</u>		<u>11</u>		<u>19</u>		<u>15</u>		<u>21</u>		
Inadequate Service																											
Agree	115	1%	22	3%	21	3%	18	3%	24	4%	15	2%	6	1%	5	1%	2	0%	0	0%	2	0%	0	0%	0	0%	
Compromise	23	0%	3	0%	5	1%	4	1%	4	1%	0	0%	0	0%	2	0%	2	0%	0	0%	1	0%	1	0%	1	0%	
Demonstrate	826	11%	113	18%	86	12%	70	12%	74	11%	61	10%	63	13%	54	13%	57	10%	46	7%	81	9%	40	6%	81	11%	
Refuse	15	0%	1	0%	4	1%	1	0%	0	0%	0	0%	0	0%	1	0%	0	0%	2	0%	4	0%	2	0%	0	0%	
	<u>979</u>		<u>139</u>		<u>116</u>		<u>93</u>		<u>102</u>		<u>76</u>		<u>69</u>		<u>62</u>		<u>61</u>		<u>48</u>		<u>88</u>		<u>43</u>		<u>82</u>		
Service Extension																											
Relating to Credit																											
Agree	41	1%	2	0%	4	1%	3	0%	4	1%	7	1%	4	1%	2	0%	4	1%	3	0%	3	0%	2	0%	3	0%	
Compromise	66	1%	3	0%	7	1%	5	1%	3	0%	10	2%	4	1%	8	2%	6	1%	3	0%	5	1%	7	1%	5	1%	
Demonstrate	106	1%	1	0%	7	1%	3	0%	6	1%	7	1%	19	4%	11	3%	13	2%	11	2%	8	1%	11	2%	9	1%	
Refuse	6	0%	0	0%	1	0%	1	0%	0	0%	1	0%	0	0%	1	0%	1	0%	1	0%	0	0%	0	0%	0	0%	
	<u>219</u>		<u>6</u>		<u>19</u>		<u>12</u>		<u>13</u>		<u>25</u>		<u>27</u>		<u>22</u>		<u>24</u>		<u>18</u>		<u>16</u>		<u>20</u>		<u>17</u>		
Service Restoration																											
Agree	38	0%	6	1%	4	1%	2	0%	2	0%	7	1%	1	0%	5	1%	2	0%	4	1%	4	0%	1	0%	0	0%	
Compromise	44	1%	4	1%	4	1%	4	1%	5	1%	5	1%	5	1%	3	1%	5	1%	5	1%	2	0%	1	0%	1	0%	
Demonstrate	148	2%	10	1%	8	1%	13	2%	10	2%	23	4%	13	3%	12	3%	12	2%	11	2%	24	2%	6	1%	6	1%	
Refuse	16	0%	0	0%	1	0%	0	0%	2	0%	4	1%	1	0%	1	0%	0	0%	1	0%	4	0%	0	0%	2	0%	
	<u>246</u>		<u>20</u>		<u>17</u>		<u>19</u>		<u>19</u>		<u>39</u>		<u>20</u>		<u>21</u>		<u>19</u>		<u>21</u>		<u>34</u>		<u>8</u>		<u>9</u>		
Wrongful Disconnect																											
Agree	4	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	3	1%	0	0%	1	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%	
Demonstrate	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Refuse	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%	
	<u>5</u>		<u>0</u>		<u>0</u>		<u>0</u>		<u>0</u>		<u>0</u>		<u>0</u>		<u>3</u>		<u>0</u>		<u>0</u>		<u>0</u>		<u>0</u>		<u>0</u>		
Total	<u>7,813</u>	<u>100%</u>	<u>676</u>	<u>100%</u>	<u>727</u>	<u>100%</u>	<u>629</u>	<u>100%</u>	<u>662</u>	<u>100%</u>	<u>609</u>	<u>100%</u>	<u>477</u>	<u>100%</u>	<u>415</u>	<u>100%</u>	<u>588</u>	<u>100%</u>	<u>614</u>	<u>100%</u>	<u>971</u>	<u>100%</u>	<u>676</u>	<u>100%</u>	<u>767</u>	<u>100%</u>	

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

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 12/31/2024
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: Travis Jacobson, Phone 701-222-7855

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	0									
B. Inaccurate Metering												
C. Wrongful Disconnection	1	1	0									
D. High Bills												
E. Inadequate Service	4	4	0	1	1	0						
F. Service-Extension Interval												
G. Service-Restoration Interval												
H. Payment Arrangements	10	10	0									
I. Other	7	7	0									
Total Complaints	23	23	0	1	1	0						

II. Number of Customers	Average		
	2024	2023	Change
Residential	19,099	19,065	34
Commercial/Industrial	3,084	3,066	18
Interruptible	138	137	1
Total	22,321	22,268	53

III. Contact Names of Great Plains Personnel:

Caitlin Straabe	Travis Jacobson
800-431-5733	701-222-7855
701-222-7603	
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 12/31/2024

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		
Number Received	Number Resolved	Number Unresolved
1	1	0
3	3	0
4	4	0

Commercial		
Number Received	Number Resolved	Number Unresolved
0	0	0

Industrial		
Number Received	Number Resolved	Number Unresolved

Government		
Number Received	Number Resolved	Number Unresolved

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		
Number Received	Number Resolved	Number Unresolved
0	0	0

Commercial		
Number Received	Number Resolved	Number Unresolved
0	0	0

Industrial		
Number Received	Number Resolved	Number Unresolved

Government		
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		
Number Received	Number Resolved	Number Unresolved
1	1	0
1	1	0
3	3	0
7	7	0
7	7	0
19	19	0

Commercial		
Number Received	Number Resolved	Number Unresolved
1	1	0
1	1	0

Industrial		
Number Received	Number Resolved	Number Unresolved

Government		
Number Received	Number Resolved	Number Unresolved

Schedule 7
Gas Emergency Response Times

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2024**

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	368	56	19	22	24	34	21	22	34	33	36	34	33
Percentage	98%	100%	90%	100%	100%	100%	100%	100%	94%	100%	95%	100%	100%
Calls Responded to in over 1 hour	6	0	2	0	0	0	0	0	2	0	2	0	0
Percentage	2%	0%	10%	0%	0%	0%	0%	0%	6%	0%	5%	0%	0%
Total Calls	374	56	21	22	24	34	21	22	36	33	38	34	33
Average Response Time (in minutes)	19	17	25	22	19	14	20	18	22	18	15	19	17

Schedule 8
Excavation Damages

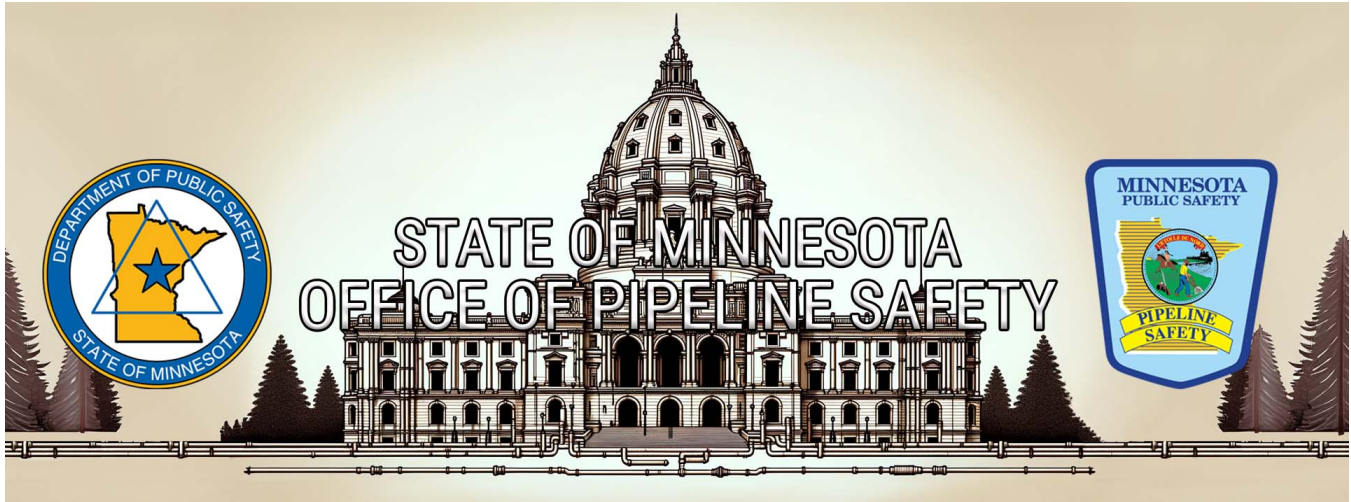
**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2024**

Excavation Damages

	<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>
Number of Excavation Locate Tickets 1/	7,436	111	197	272	992	1,057	852	949	755	808	888	434	121
Number of Non-Excavation Locate Tickets 1/	52	9	1	4	5	3	3	4	3	7	6	3	4
Total Locate Tickets 2/	<u>7,488</u>	<u>120</u>	<u>198</u>	<u>276</u>	<u>997</u>	<u>1,060</u>	<u>855</u>	<u>953</u>	<u>758</u>	<u>815</u>	<u>894</u>	<u>437</u>	<u>125</u>
Damage Under the Control of Great Plains'													
Employees and Contractors	5	0	0	0	0	1	1	0	0	2	1	0	0
Damage - All Other Causes	<u>15</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>4</u>	<u>3</u>	<u>0</u>	<u>4</u>	<u>3</u>	<u>1</u>	<u>0</u>	<u>0</u>
Total Number of Damages	<u>20</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>5</u>	<u>4</u>	<u>0</u>	<u>4</u>	<u>5</u>	<u>2</u>	<u>0</u>	<u>0</u>
Damage per 1,000 Excavation Locate Tickets excluding Non-Excavation Locate Tickets	2.69	0.00	0.00	0.00	0.00	4.73	4.69	0.00	5.30	6.19	2.25	0.00	0.00

1/ Prior to the 2024 4th quarter MNOPS Quarterly Utility Damage Survey, the types of excavation tickets were not separately identified in the survey.

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



MNOPS Quarterly Utility Damage Survey

Quarterly Utility Damage Survey

Purpose of this Survey: The Minnesota Office of Pipeline Safety (OPS) will use this survey to evaluate the effectiveness of the state damage prevention laws, Minnesota Statute 216D, and Minnesota Rule Chapter 7560. As always, OPS will continue to investigate individual complaints made by utility operators, excavators, and the public. A statewide summary of quarterly survey data will be made available on the OPS website in 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 may be 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 OPS. The operator will receive an email acknowledging OPS' 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 OPS per [Minnesota Statute 299F.63](#) and [MN Rule 7530.0400 Subpart 1](#). Submit this survey to OPS within 30 days from the end of each quarter. OPS 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. OPS asks that other utility operators submit this survey quarterly to support damage prevention in Minnesota.

Contact Information

Name of Utility Operator
Great Plains Natural Gas

Contact Name
Melissa Hansen

Contact Email
melissa.hansen@mdu.com

General Data Information

Select the year for which this data is being submitted.
2024

Select the quarter for which this data is being submitted.
1st

Contact Phone
(701) 389-4075

Damage Data Submissions

Utility Survey 1

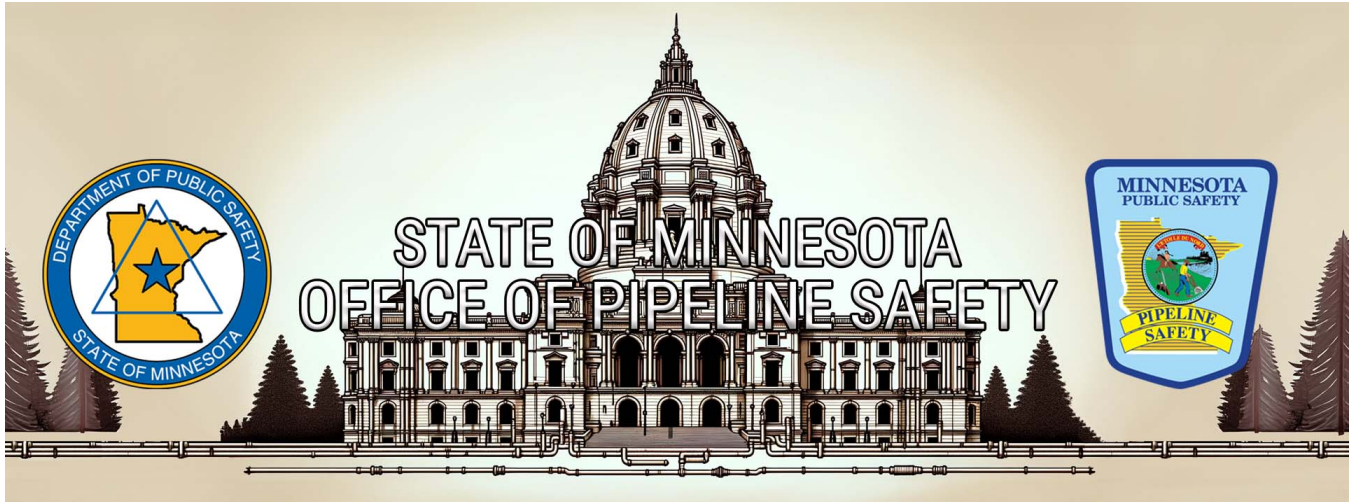
Select Utility Type
Gas Distribution

Total Number of Gopher State One Call Notifications Received
594

Has any excavation or mechanized equipment caused damage to this utility?
No

Has any non-excavation or non-mechanized equipment caused damage to this utility?
No

Comments/Suggestions



MNOPS Quarterly Utility Damage Survey

Quarterly Utility Performance Reporting

Purpose of this Survey: The Minnesota Office of Pipeline Safety (OPS) will use this survey to evaluate the effectiveness of the state damage prevention laws, Minnesota Statute 216D, and Minnesota Rule Chapter 7560. As always, OPS will continue to investigate individual complaints made by utility operators, excavators, and the public. A statewide summary of quarterly survey data will be made available on the OPS website in 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 may be 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 OPS. The operator will receive an email acknowledging OPS' 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.

Please contact Thomas Coffman via email at Thomas.Coffman@state.mn.us or by phone at 651-295-8892 if you have any questions regarding this reporting form.

Intrastate Pipeline Utility Operators: This is a mandatory survey by OPS per [Minnesota Statute 299F.63](#) and [MN Rule 7530.0400 Subpart 1](#). Submit this survey to OPS within 30 days from the end of each quarter. OPS 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. OPS asks that other utility operators submit this survey quarterly to support damage prevention in Minnesota.

Contact Information

Name of Utility Operator
Great Plains Natural Gas

Contact Name
Melissa Hansen

General Data Information

Select the year for which this data is being submitted.
2024

Select the quarter for which this data is being submitted.

Contact Email
melissa.hansen@mdu.com

2nd

Contact Phone
(701) 389-4075

Damage Data Submissions

Utility Survey 1

Select Utility Type
Gas Distribution

Total Number of Gopher State One Call Notifications Received
2,912

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 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)
0

2. Excavation Outside Request
0

3. Prior to Start Time
0

4. Expired Notification
0

5. Failed to Determine Precise Location
2

6. Failed to Maintain Marks
0

7. No White Markings
1

8. Failed to Maintain Clearance
2

9. Failed to Protect and Support During Excavation
2

10. Damage by Hand Dig
0

11. Incorrect Records or Maps
2

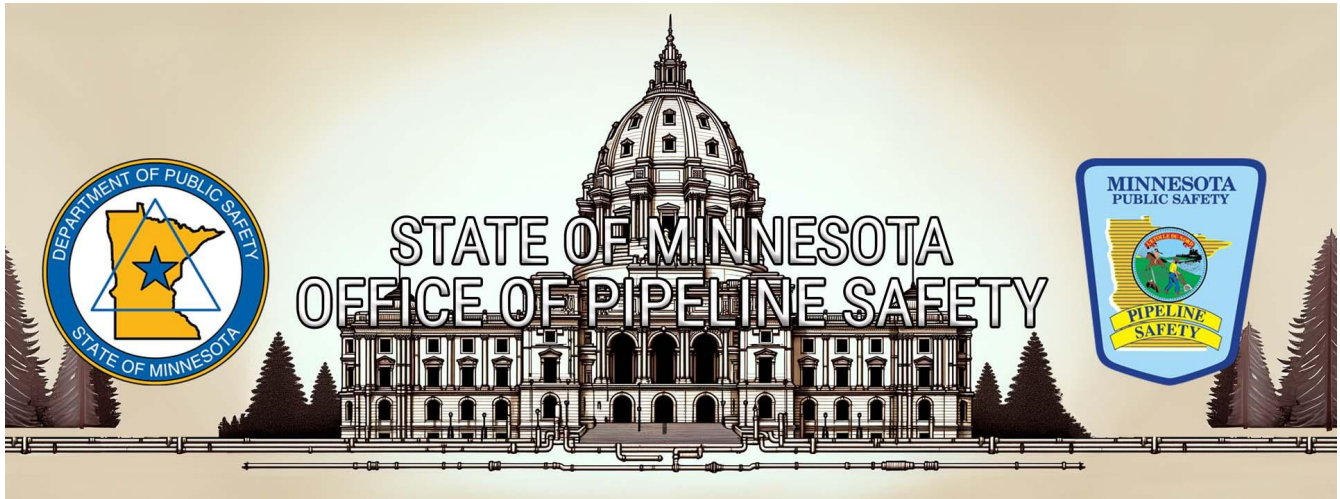
12. Not Marked
0

13. Mis-Marked
0

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

No

Comments/Suggestions



Quarterly Utility Performance Reporting

Purpose of this Survey: The Minnesota Office of Pipeline Safety (OPS) will use this survey to evaluate the effectiveness of the state damage prevention laws, Minnesota Statute 216D, and Minnesota Rule Chapter 7560. As always, OPS will continue to investigate individual complaints made by utility operators, excavators, and the public. A statewide summary of quarterly survey data will be made available on the OPS website in 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 may be 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 OPS. The operator will receive an email acknowledging OPS' 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.

Please contact Thomas Coffman via email at Thomas.Coffman@state.mn.us or by phone at 651-295-8892 if you have any questions regarding this reporting form.

Intrastate Pipeline Utility Operators: This is a mandatory survey by OPS per [Minnesota Statute 299F.63](#) and [MN Rule 7530.0400 Subpart 1](#). Submit this survey to OPS within 30 days from the end of each quarter. OPS 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. OPS 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.

General Data Information

Name of Utility Operator *

Great Plains Natural Gas

This is the company name or utility name, this is not the name of the person submitting this report, which should be entered below in the contact name.

Contact Name *

Melissa

Hansen

Contact Email *

melissa.hansen@mdu.com

Contact Phone *

(701) 389-4075

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

2023

2024

2025

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 *

2,526

This is the total number of notifications received, regardless of 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 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

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

2. Excavation Outside Request

1

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

3. Prior to Start Time

0

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

4. Expired Notification

1

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

5. Failed to Determine Precise Location

2

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

6. Failed to Maintain Marks

0

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

0

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

8. Failed to Maintain Clearance

1

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 the facility with non-mechanized equipment which caused damage (i.e. damage with a 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 mapping, 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

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 Exempted/Non-Excavation Related Damages

Fill in the number of damages for each type of root cause occurring this quarter. Only place damage data in this section where the damage occurred in the absence of excavation and did not require a locate request by law.

Excavation per MS216D.01 Subd 5 means an activity that moves, removes, or otherwise disturbs the soil by use of a motor, engine, hydraulic or pneumatically powered tool, or machine-powered equipment of any kind, or by explosives.

Root Cause means the most basic cause that can reasonably be identified that when fixed would prevent future recurrence. For utility damages, multiple violations of MS216D could occur during damages but the root cause would be the violation of MS216D 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. Non-Mechanized Equipment with No Locate Request Needed or Made

MS216D.01 Subd 5: No locate notification was needed or made and the damage was caused by non-mechanized equipment (i.e. damage caused by a shovel, stake, post, forming rods).

2. Extraction of Minerals

MS216D.01 Subd 5(1): Damage was caused during the extraction of minerals not requiring notification to Gopher State One Call (i.e. damage while mining).

3. Cemetery Grave Opening

MS216D.01 Subd 5(2): Damage was caused during the opening of a grave in a cemetery not requiring notification to Gopher State One Call.

4. Roadway Maintenance

MS216D.01 Subd 5(3): Damage caused during the normal maintenance of roads and streets not changing the original grade or ditch and not requiring notification to Gopher State One Call (i.e. snow plowing).

5. Agriculture Work

MS216D.01 Subd 5(4): Damage was caused during plowing, cultivating, planting, harvesting, or similar work during crop growth, tree planting unless depth is greater than 18-inches, and not requiring notification to Gopher State One Call.

6. Gardening Work

MS216D.01 Subd 5(5): Damage was caused during gardening unless depth greater than 12-inches and not requiring notification to Gopher State One Call.

7. Planting of Windbreaks

MS216D.01 Subd 5(1): Damage was caused during the planting of windbreaks, shelterbelts, and tree plantations unless depth greater than 18-inches and not requiring notification to Gopher State One Call.

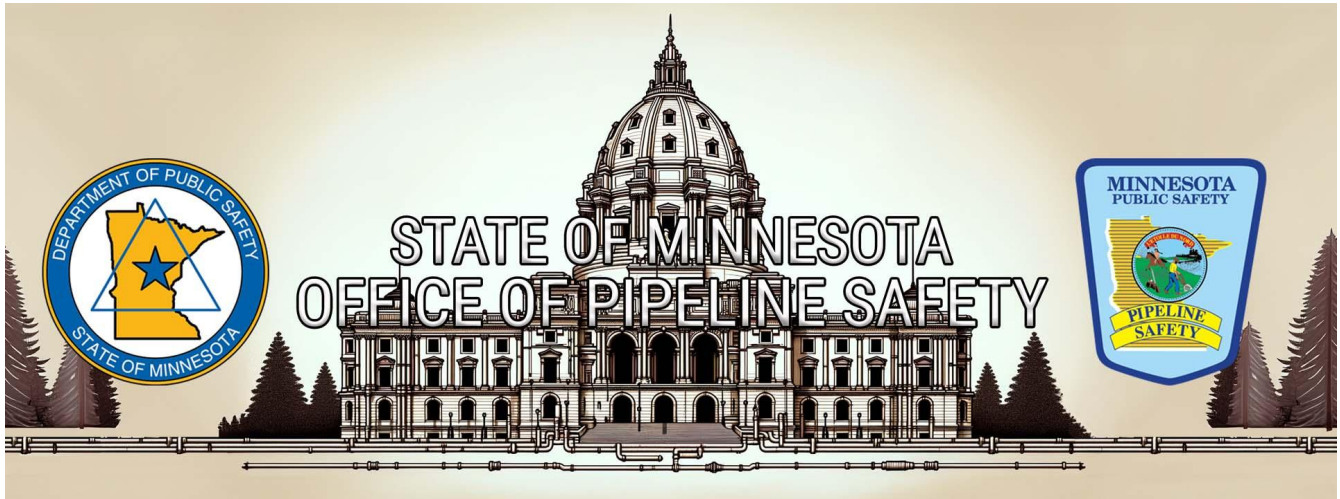
[+ Add Utility Survey](#)

Comments/Suggestions

Please provide comments or suggestions on how to improve this survey or data submission process.

[Submit Survey](#)

[Save](#)



Report Number: 83

Thank you Melissa Hansen for submitting the Minnesota Office of Pipeline Safety Quarterly Utility Performance Reporting. If you have any questions, please contact Thomas Coffman at 651-295-8892 or Thomas.Coffman@state.mn.us. A summary of the damage data will be posted to MNOPS' webpage at [Damage Statistics](#).

A confirmation email with submitted results should be sent to melissa.hansen@mdu.com confirming this submission.

Thank you,

Thomas Coffman, Principal Engineer

Quarterly Utility Performance Reporting

Effective August 1, 2024, all utility operators must quarterly provide performance reporting data to the Minnesota Department of Public Safety Office of Pipeline Safety (OPS). An operator is exempted from this requirement if they are not a pipeline operator as noted in Minnesota Statute [299F](#) or [299J](#) and have received fewer than 5,000 notifications (GSOC tickets) during the previous calendar year. OPS Alert Notice 02-2024 provides additional information and directions on how to complete this reporting form.

[OPS Alert Notice 02-2024](#)

Purpose of this Survey: OPS will use this survey to evaluate the effectiveness of the state damage prevention laws, [Minnesota Statute 216D](#), and [Minnesota Rule Chapter 7560](#). As always, OPS will continue investigating individual complaints from utility operators, excavators, and the public. A statewide summary of quarterly survey data will be available on the OPS website in the Stakeholder Communication section under [Damage Reporting Statistics](#).

Directions: Fill in the information below for data acquired during the quarterly period. Operators may submit multiple utility types simultaneously by clicking the "+Add a Utility" near the bottom of the form. When finished, click the submit button at the bottom. The completed form will automatically be delivered to OPS. Each submission has a

unique report number for reference. The operator will receive an emailed copy of the submitted report. If a report is incomplete and would like to be continued later, it can be saved by clicking the “Save” button at the bottom right of the page and following the prompts.

OPS asks that operators submit performance data within a month of the quarter ending. The corresponding quarter and due dates for performance reporting can be seen below.

1st Quarter – Due May 1

2nd Quarter – Due Aug. 1

3rd Quarter – Due Nov. 1

4th Quarter – Due Feb. 1

The first round of performance reporting from the recent law changes will be due on **February 1, 2025**.

Please contact Thomas Coffman at Thomas.Coffman@state.mn.us or 651-295-8892 if you have any questions.

Part A - Contact Information

Name of Utility Operator

Great Plains Natural Gas

Contact Name

Melissa Hansen

Contact Email

melissa.hansen@mdu.com

Contact Phone

(701) 389-4075

General Data Information

Select the year for which this data is being submitted.

2024

Select the quarter for which this data is being submitted.

Fourth

Performance Reporting

Utility Performance Reporting 1

Name of utility if different than above.

Select Utility Type

Gas Distribution

Part B - Notifications (Gopher State One-Call Tickets)

This is the number of notifications received from Gopher State One Call for each corresponding ticket type, regardless of whether the utility was marked. If an operator receives one notification for multiple utility types still place the total number of notifications received in each utility survey. If an operator is having difficulty obtaining this data, Gopher State One-Call may be able to assist.

A "locate request" or "normal" ticket type is the most common type of ticket. Additional information on ticket types can be found on the [GSOC website](#).

Total Notifications Received

1,456

Locate Request (Normal)	Update	Meet	Emergency
1,268	75	27	38
Boundary Survey	Non-Excavation	Eng/Pre-Construction	Extended Start Time
35	13	0	0

Part C - On-Time Ticket Reporting

Report the percentage of notifications (GSOC tickets) marked or cleared by the notice's start time. This means the operator has met the requirements of MS216D.04 Subd 3(a) before the conclusion of the locate period. Only normal, update, and boundary survey ticket types are being requested at this time.

Note: Statute requires that the tickets marked by the start time on the notice be included. Tickets marked later due to agreement provisions in the statute should not be included in this count.

Percentage of Normal Tickets Marked or Cleared by the Start Time on the Notice

98.90%

Percentage of Update Tickets Marked or Cleared by the Start Time on the Notice

97.33%

Percentage of Boundary Survey Tickets Marked or Cleared by the Start Time on the Notice

88.57%

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

Yes

Part D - Root Causes of Excavation-Related Damages

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

The root cause is the most fundamental cause that can reasonably be identified, which, 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 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)

0

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

0

9. Failed to Protect and/or Support During Excavation

0

10. Damage by Hand Dig

1

11. Incorrect Records or Maps

0

12. Not Marked

1

13. Mis-Marked

0

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

Yes

Part E - Root Causes of Exempted/Non-Excavation Related Damages

Fill in the number of damages for each type of root cause occurring this quarter. Only place damage data in this section where the damage occurred without excavation and did not require a locate request by law.

The root cause is the most fundamental cause that can reasonably be identified, which, 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 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. Non-Mechanized Equipment with No Locate Request Needed or Made

0

2. Extraction of Minerals

0

3. Cemetery Grave Opening

0

4. Roadway Maintenance

0

5. Agriculture Work

0

6. Gardening Work

0

7. Planting of Windbreaks

0

Comments/Suggestions

Schedule 9
Gas Service Interruptions

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2024**

Gas Service Interruptions

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Due to Employees/Contractors													
Number of Customers	28	0	0	0	0	13	9	0	0	5	1	0	0
Number of Outages	5	0	0	0	0	1	1	0	0	2	1	0	0
Average Duration of Outage (in minutes)	99	0	0	0	0	120	180	0	0	60	73	0	0
Due to Other Unplanned Causes													
Number of Customers	75	0	0	0	0	13	15	0	2	31	14	0	0
Number of Outages	12	0	0	0	0	4	3	0	1	3	1	0	0
Average Duration of Outage (in minutes)	141	0	0	0	0	120	100	0	40	150	420	0	0
Total Interruptions													
Number of Customers	103	0	0	0	0	26	24	0	2	36	15	0	0
Number of Outages	17	0	0	0	0	5	4	0	1	5	2	0	0
Average Duration of Outage (in minutes)	128	0	0	0	0	120	120	0	40	114	247	0	0
Duration in Minutes													
Due to Employees/Contracts	493	0	0	0	0	120	180	0	0	120	73	0	0
Due to Others	1,690	0	0	0	0	480	300	0	40	450	420	0	0
	<u>2,183</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>600</u>	<u>480</u>	<u>0</u>	<u>40</u>	<u>570</u>	<u>493</u>	<u>0</u>	<u>0</u>

Schedule 10
Gas Emergency Phone Line
Answer Time

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2024**

Emergency Line Response Times

	<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>
Service Level - % of Calls answered in 20 seconds or less.	91.2%	95.2%	87.8%	82.9%	85.7%	91.3%	97.1%	95.7%	93.0%	88.9%	87.7%	91.4%	98.0%
Average Speed of Answer (in seconds)	5	5	5	4	5	5	3	5	4	5	6	5	3
Total Calls Answered	561	63	49	35	49	46	34	46	43	45	65	35	51

Schedule 11
Integrity Management
Reporting

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2024**

Leak Count by Facility Type and Threat

Miles of Distribution Mains: 474.13 1/

Mains Leaks Count Repaired by Cause

	Corrosion	Natural		Other		Equipment Failure	Incorrect Operations	Other		2024 Total
		Forces	Excavation	Outside Forces	Material Failure			Unknown / Missing		
Non Hazardous-Mains	0	0	1	0	3	2	0	0	6	
Hazardous-Mains	0	0	8	0	0	0	0	0	8	
TOTAL Mains Leaks	0	0	9	0	3	2	0	0	14	

Main Leaks per 1,000 Miles of Mains 29.5

Number of Services: 23,236

Services Leaks Count Repaired by Cause

	Corrosion	Natural		Other		Equipment Failure	Incorrect Operations	Other		2024 Total
		Forces	Excavation	Outside Forces	Material Failure			Unknown / Missing		
Non Hazardous-Above Ground	0	0	0	0	0	74	0	0	74	
Non Hazardous-Services	0	0	0	0	4	1	0	0	5	
Total	0	0	0	0	4	75	0	0	79	
Hazardous-Above Ground	0	1	0	1	0	0	0	0	2	
Hazardous-Services	0	0	10	1	0	0	0	0	11	
Total	0	1	10	2	0	0	0	0	13	
TOTAL Services Leaks	0	1	10	2	4	75	0	0	92	

Services Leaks per 1,000 Services 3.96

1/ Total miles of distribution (474.13) and transmission (62.651) main operated in Minnesota.

Schedule 12

Web-Based Metrics


**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2024**

Web-Based Metrics

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
% of Uptime of Enterprise-Wide Website	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	97.0%	100.0%	100.0%	100.0%	100.0%	99.2%
% of Uptime For Web Pmt Services Ability	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	97.0%	100.0%	100.0%	100.0%	100.0%	99.2%
Total Number of Website Visits:													
Chat Visits	403	53	39	23	34	35	28	30	31	23	54	22	31
Email Count	2,049	168	175	129	168	179	209	172	177	132	214	151	175
Unique Page Views-All Users 1/	122,466												
Unique Page Views-Mobile 1/	78,990												
Error Rate % For Utility- Based Payment Services: 1/	0.0%	Errors	Payments Made										
		11	45,198										

1/ Data by month is not available.

Attachment A
PHMSA Annual
Report 7100.1-1

 <p>U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration</p>	<p>ANNUAL REPORT FOR CALENDAR YEAR 2024 GAS DISTRIBUTION SYSTEM</p>	Initial Date Submitted:	02/26/2025
		Report Submission Type	INITIAL
		Date Submitted:	

A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2137-0629. Public reporting for this collection of information is estimated to be approximately 20 hours per response, including the time for reviewing instructions, gathering the data needed, and completing and reviewing the collection of information. All responses to this collection of information are mandatory. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Information Collection Clearance Officer, PHMSA, Office of Pipeline Safety (PHP-30) 1200 New Jersey Avenue, SE, Washington, D.C. 20590.

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

PART A - OPERATOR INFORMATION		(DOT use only)	20250489-68392
1. Name of Operator		GREAT PLAINS NATURAL GAS CO	
2. LOCATION OF OFFICE (WHERE ADDITIONAL INFORMATION MAY BE OBTAINED)			
2a. Street Address		5181 Southgate Drive	
2b. City and County		Billings	
2c. State		MT	
2d. Zip Code		59101	
3. OPERATOR'S 5 DIGIT IDENTIFICATION NUMBER		6690	
4. HEADQUARTERS NAME & ADDRESS			
4a. Street Address		400 NORTH FOURTH STREET	
4b. City and County		BISMARCK	
4c. State		ND	
4d. Zip Code		58501	
5. STATE IN WHICH SYSTEM OPERATES		MN	
6. THIS REPORT PERTAINS TO THE FOLLOWING COMMODITY GROUP (Select Commodity Group based on the predominant gas carried and complete the report for that Commodity Group. File a separate report for each Commodity Group included in this OPID.)			
Natural Gas			
7. THIS REPORT PERTAINS TO THE FOLLOWING TYPE OF OPERATOR (Select Type of Operator based on the structure of the company included in this OPID for which this report is being submitted.):			
Investor Owned			

PART B - SYSTEM DESCRIPTION											
1.GENERAL											
	STEEL				PLASTIC	CAST/ WROUGHT IRON	DUCTILE IRON	COPPER	OTHER	RECONDITION ED CAST IRON	SYSTEM TOTAL
	UNPROTECTED		CATHODICALLY PROTECTED								
	BARE	COATED	BARE	COATED							
MILES OF MAIN			0.26	108.6	366.82	0	0	0	0	0	475.68
NO. OF SERVICES			53	2951	20201	0	0	0	2	0	23207

2. MILES OF MAINS IN SYSTEM AT END OF YEAR							
MATERIAL	UNKNOWN	2" OR LESS	OVER 2" THRU 4"	OVER 4" THRU 8"	OVER 8" THRU 12"	OVER 12"	SYSTEM TOTALS
STEEL	0.14	38.37	44.81	20.46	5.07	0	108.85
DUCTILE IRON	0	0	0	0	0	0	0
COPPER	0	0	0	0	0	0	0
CAST/WROUGHT IRON	0	0	0	0	0	0	0
PLASTIC PVC	0.15	62.52	13.9	0.04	0	0	76.61
PLASTIC PE	0.09	211.85	60.79	15.8	0.1	0	288.63
PLASTIC ABS	0	0	0	0	0	0	0
PLASTIC OTHER	0.03	0	0	0.01	0	0	0.04
OTHER	0	0	0	0	0	0	0
RECONDITIONED CAST IRON	0	0	0	0	0	0	0
TOTAL	0.41	312.74	119.5	36.31	5.17	0	474.13

Describe Other Material:

3. NUMBER OF SERVICES IN SYSTEM AT END OF YEAR AVERAGE SERVICE LENGTH: 93.8

MATERIAL	UNKNOWN	1" OR LESS	OVER 1" THRU 2"	OVER 2" THRU 4"	OVER 4" THRU 8"	OVER 8"	SYSTEM TOTALS
STEEL	0	2568	421	14	1	0	3004
DUCTILE IRON	0	0	0	0	0	0	0
COPPER	0	0	0	0	0	0	0
CAST/WROUGHT IRON	0	0	0	0	0	0	0
PLASTIC PVC	0	3491	36	9	0	0	3536
PLASTIC PE	0	16435	241	15	3	0	16694
PLASTIC ABS	0	0	0	0	0	0	0
PLASTIC OTHER	0	0	0	0	0	0	0
OTHER	0	2	0	0	0	0	2
RECONDITIONED CAST IRON	0	0	0	0	0	0	0
TOTAL	0	22496	698	38	4	0	23236

Describe Other Material: Unknown

4. MILES OF MAIN AND NUMBER OF SERVICES BY DECADE OF INSTALLATION

	UNKNOWN	PRE-1940	1940-1949	1950-1959	1960-1969	1970-1979	1980-1989	1990-1999	2000-2009	2010-2019	2020-2029	TOTAL
MILES OF MAIN	104.64	0	1.65	9.25	31.9	31.45	33.71	50.35	41.61	116.22	53.36	474.14
NUMBER OF SERVICES	2077	0	5	92	1395	2494	2921	2989	2036	6101	3126	23236

PART C - TOTAL LEAKS AND HAZARDOUS LEAKS ELIMINATED/REPAIRED DURING THE YEAR

CAUSE OF LEAK	MAINS		SERVICES	
	TOTAL	HAZARDOUS	TOTAL	HAZARDOUS
CORROSION FAILURE	0	0	0	0
NATURAL FORCE DAMAGE	0	0	1	1
EXCAVATION DAMAGE	9	8	10	10
OTHER OUTSIDE FORCE DAMAGE	0	0	2	2
PIPE, WELD OR JOINT FAILURE	3	0	4	0

EQUIPMENT FAILURE	2	0	75	0
INCORRECT OPERATIONS	0	0	0	0
OTHER CAUSE	0	0	0	0

NUMBER OF KNOWN SYSTEM LEAKS AT END OF YEAR SCHEDULED FOR REPAIR : 110
NUMBER OF HAZARDOUS LEAKS INVOLVING A MECHANICAL JOINT FAILURE : 0

PART D – EXCAVATION DAMAGE

Notification Issue Sub-Total	4	Location Issue Sub-Total	5
No notification made to the One-Call Center/811	1	Facility not marked due to Abandoned facility	0
Excavator dug outside area described on ticket	1	Facility not marked due to Incorrect facility records/maps	
Excavator dug prior to valid start date/time	0	Facility not marked due to Locator error	
Excavator dug after valid ticket expired	1	Facility not marked due to No response from operator/contract locator	
Excavator provided incorrect notification information	1	Facility not marked due to Incomplete marks at damage location	
		Facility not marked due to Tracer wire issue	
Excavation Issue Sub-Total	10	Facility not marked due to Unlocatable Facility	
Excavator dug prior to verifying marks by test-hole (pothole)	3	Facility marked inaccurately due to Abandoned facility	0
Excavator failed to maintain clearance after verifying marks	3	Facility marked inaccurately due to Incorrect facility records/maps	2
Excavator failed to protect/shore/support facilities	2	Facility marked inaccurately due to Locator error	2
Improper backfilling practices	0	Facility marked inaccurately due to Tracer wire issue	1
Marks faded or not maintained	0		
Improper excavation practice not listed above	2		
Miscellaneous Root Causes Sub-Total	1		
Deteriorated facility	0		
One Call Center Error	0		
Previous damage	1	1. Total Excavation Damages	20
Root Cause not listed	0	2. Number of Excavation Tickets	7488

PART E – RESERVED	
PART F - LEAKS ON FEDERAL LAND	PART G – PERCENT OF UNACCOUNTED FOR GAS
TOTAL NUMBER OF LEAKS ON FEDERAL LAND REPAIRED OR SCHEDULED TO REPAIR: <u>1</u>	<p>UNACCOUNTED FOR GAS AS A PERCENT OF TOTAL CONSUMPTION FOR THE 12 MONTHS ENDING JUNE 30 OF THE REPORTING YEAR.</p> <p>[(PURCHASED GAS + PRODUCED GAS) MINUS (CUSTOMER USE + COMPANY USE + APPROPRIATE ADJUSTMENTS)] DIVIDED BY (CUSTOMER USE + COMPANY USE + APPROPRIATE ADJUSTMENTS) TIMES 100 EQUALS PERCENT UNACCOUNTED FOR.</p> <p>FOR YEAR ENDING 6/30: <u>.05%</u></p>
PART H - ADDITIONAL INFORMATION	
PART I - PREPARER	
<u>Debbie Buck Mgr, Emg Mgmt, Phys Sec & PA</u> (Preparer's Name and Title)	<u>(406) 896-4210</u> (Area Code and Telephone Number)
<u>debbie.buck@mdu.com</u> (Preparer's email address)	<u>(406) 896-4270</u> (Area Code and Facsimile Number)