



A Division of MDU Resources Group, Inc.

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May 1, 2012

Dr. Burl Haar
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-12-_____**

Dear Dr. Haar:

Great Plains Natural Gas Co. (Great Plains), a Division of MDU Resources Group, Inc., herewith electronically submits its Annual Gas Service Quality Report for the calendar year 2011.

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
Regulatory Affairs Manager

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2011

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 2011 data is provided on Schedule 1. This reporting requirement became effective for Great Plains January 1, 2011.

The percent of calls answered within 20 seconds or less was above 80% each month in 2011, with an annual average of 88%. In 2011 there were a total of 26,109 non-emergency calls answered. The average speed of answer for all calls was 33 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 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 2011 data is provided on Schedule 2. This reporting requirement became effective for Great Plains January 1, 2011.

There were a total of 256,494 meter reads in 2011, of which 99.92% were read by utility personnel, with the remainder self-read by customers and eight estimated reads. Great Plains did not have any meters that went unread for more than 6 months. The average meter-reading staffing level for 2011 was seven people.

3. Involuntary Service Disconnection (Schedule 3)

The reporting metric is to reference data that is submitted under Minnesota Statutes §§216B.091 and 216B.096, subdivision 11.

Great Plains has included copies of its 2011 monthly reports as submitted pursuant to Minnesota Statutes §§216B.091 and 216B.096, subdivision 11 in Schedule 3. A summary of these Section 091 and 096 filings is also provided on Schedule 3.

**Great Plains Natural Gas Co.
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For the Calendar Year Ending December 31, 2011**

In 2011, Great Plains sent 7,911 disconnection notices and there were 1,293 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 2011 data is provided on Schedule 4. This reporting requirement became effective for Great Plains January 1, 2011.

Great Plains had 139 new service extension requests and 1,857 renewed service extension requests in 2011. The average days to complete reported for new service extensions represents the time from receipt of the service line application to the date the meter was installed. The time between a requested meter install date and date the meter was installed is not available. Great Plains is investigating a means to collect the information necessary to determine this information.

Renewed service extension information includes locations previously disconnected for non-payment.

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 2011 data is provided on Schedule 5. This reporting requirement became effective for Great Plains January 1, 2011.

Great Plains did not require a deposit as a condition of receiving new service in 2011.

6. Customer Complaints (Schedule 6)

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

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2011

- 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.

The 2011 data is provided on Schedule 6. This reporting requirement became effective for Great Plains January 1, 2011.

Great Plains records customer complaints that are escalated to a supervisor for response. There were seven complaints recorded in 2011, with one of those complaints submitted through the Commission's Consumer Affairs Office.

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. 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. The 2011 data is provided on Schedule 7. Great Plains has also included copies of its 2011 monthly Emergency Response Reporting Forms in Schedule 7.

In 2011, the percent of emergency calls responded to in less than one hour was 98% which was an increase compared to 96% in 2010. There were 506 total calls answered in 2011, which was a decrease of 13% from 2010. The average response time in 2011 was 17 minutes.

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 2011 data is provided on Schedule 8.

Mislocates increased from 1 in 2010 to 6 in 2011. There were a total of 7,676 locate tickets in 2011, an increase of 6.2% from 2010.

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

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2011**

contractors, or whether the damage was due to any other unplanned cause. The 2011 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 2011 Annual Utility Damage Report Forms in Schedule 9.

Gas system damages increased from 16 in 2010 to 30 in 2011. Of the 30 damages in 2011, only 2 were under the control of Great Plains' employees and contractors.

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 2011 data is provided on Schedule 10.

Great Plains had a total of 25 gas service interruptions in 2011 affecting a total of 113 customers. Three of these gas service interruptions were reportable to MOPS. Previously, Great Plains only reported gas service interruptions that were immediately reportable to MOPS.

11. Gas Emergency Phone Response Time (Schedule 11)

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 data 2011 data is provided on Schedule 11.

The average percent of calls answered within 20 seconds or less increased from 73.71% in 2010 to 79.97% in 2011. The average speed of answer also improved from 27 seconds in 2010 to 15 seconds in 2011. There were a total of 1,683 calls coming into the system as emergency calls answered in 2011.

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 2011 data is provided on Schedule 12.

Customer service related expenses decreased from \$367,196 in 2010 to \$349,451 in 2011. 2010 customer service related expenses included a one-time severance package payout of \$38,033 in January.

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2011**

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.	88%	85%	82%	92%	89%	88%	84%	91%	90%	80%	89%	94%	96%
Average Speed of Answer (in seconds) 1/	33	39	37	15	22	33	54	26	33	66	33	27	13
Total Calls Answered	26,109	2,183	2,162	2,162	2,063	2,178	2,025	1,817	2,069	2,447	2,552	2,314	2,137

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

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Meter Reading Performance

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Total number of meters	256,494	21,357	21,351	21,344	21,323	21,304	21,289	21,358	21,368	21,392	21,439	21,477	21,492
Meters read by utility personnel													
Residential	215,991	18,075	18,244	18,344	18,256	18,227	18,027	17,713	17,585	17,537	17,697	18,041	18,245
Commercial	40,285	3,259	3,084	2,976	3,067	3,056	3,243	3,619	3,768	3,833	3,742	3,413	3,225
Total	256,276	21,334	21,328	21,320	21,323	21,283	21,270	21,332	21,353	21,370	21,439	21,454	21,470
%	99.92%	99.89%	99.89%	99.89%	100.00%	99.90%	99.91%	99.88%	99.93%	99.90%	100.00%	99.89%	99.90%
Meters self-read by customer													
Residential	210	23	22	24	0	21	19	19	15	22	0	23	22
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	210	23	22	24	0	21	19	19	15	22	0	23	22
%	0.08%	0.11%	0.11%	0.11%	0.00%	0.10%	0.09%	0.09%	0.07%	0.10%	0.00%	0.11%	0.10%
Meters - estimated													
Residential	1	0	1	0	0	0	0	0	0	0	0	0	0
Commercial	7	0	0	0	0	0	0	7	0	0	0	0	0
Total	8	0	1	0	0	0	0	7	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.03%	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	5 1/	5	5	5	5	5	5	5	5	5	5	5	5
South	2 1/	2	2	2	2	2	2	2	2	3	3	3	3
Total	7 1/	7	7	7	7	7	7	7	7	8	8	8	8

1/ Average

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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>
Number of customers who received disconnection notices	7,911	573	717	709	840	842	782	719	610	563	609	689	258
Number of customers who sought Cold Weather Rule protection	30	0	0	0	0	0	0	0	0	0	16	10	4
Number of customers who were granted Cold Weather Rule protection	30	0	0	0	0	0	0	0	0	0	16	10	4
Number of customers whose services were disconnected involuntarily	1,293	0	0	2	168	330	261	232	149	97	53	0	1

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	Required
Reporting Year:	2011	Required
Reporting Period:	January	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: January, 2011

1	Number of Residential Customer Accounts:	18,098
2	Number of Past Due Residential Customer Accounts:	8,242
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: January, 2011

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:	573	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>		
a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected		<i>Required</i>
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	0	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected	0	
b)	# Electric - heat not affected	0	
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: January, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$93,682
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$11
26	Total dollars received from energy assistance programs:	\$171,326
27	Total dollars received from other sources (private organizations):	\$4,804
28	Total Revenue from sales to residential accounts:	\$2,507,530
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$139
30	Intentionally Blank	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
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	2
38	# Accounts remaining disconnected	156
a)	1-30 days	
b)	31-60 days	
c)	61+ days	156

Required
Required

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	▼	<i>Required</i>
Reporting Year:	2011	▼	<i>Required</i>
Reporting Period:	February	▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: February, 2011

1	Number of Residential Customer Accounts:	18,267
2	Number of Past Due Residential Customer Accounts:	8,855
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: February, 2011

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:	717
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
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

Company: Great Plains Natural Gas for report period ending: February, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$182,924
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$21
26	Total dollars received from energy assistance programs:	\$161,699
27	Total dollars received from other sources (private organizations):	\$2,873
28	Total Revenue from sales to residential accounts:	\$2,445,897
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$134
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
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	11
38	# Accounts remaining disconnected	145
a)	1-30 days	
b)	31-60 days	
c)	61+ days	145

Required
Required

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	▼	Required
Reporting Year:	2011	▼	Required
Reporting Period:	March	▼	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: March, 2011

1	Number of Residential Customer Accounts:	18,368
2	Number of Past Due Residential Customer Accounts:	8,633
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: March, 2011

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:	709
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	2
d)	# Gas - heat not affected	0
e)	Total # disconnected	2
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
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):	2

Company: Great Plains Natural Gas for report period ending: March, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$204,742
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$24
26	Total dollars received from energy assistance programs:	\$96,935
27	Total dollars received from other sources (private organizations):	\$3,857
28	Total Revenue from sales to residential accounts:	\$2,322,833
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$126
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	2
d)	# Gas - heat not affected	0
e)	Total # disconnected	2
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).	2
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

RECONNECTION DATA

37	# Accounts reconnected	57
38	# Accounts remaining disconnected	90
a)	1-30 days	2
b)	31-60 days	
c)	61+ days	88

Required

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	Required
Reporting Year:	2011	Required
Reporting Period:	April	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: April, 2011

1	Number of Residential Customer Accounts:	18,256
2	Number of Past Due Residential Customer Accounts:	8,818
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, 2011

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:	840
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	9
d)	# Gas - heat not affected	0
e)	Total # disconnected	9
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
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):	9
		168

Company: Great Plains Natural Gas for report period ending: April, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$242,375
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$27
26	Total dollars received from energy assistance programs:	\$74,631
27	Total dollars received from other sources (private organizations):	\$3,763
28	Total Revenue from sales to residential accounts:	\$1,493,978
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$82
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
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	135
38	# Accounts remaining disconnected	130
a)	1-30 days	130
b)	31-60 days	0
c)	61+ days	0

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	Required
Reporting Year:	2011	Required
Reporting Period:	May	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: May, 2011

1	Number of Residential Customer Accounts:	18,248
2	Number of Past Due Residential Customer Accounts:	8,127
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, 2011

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:	842
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	330
d)	# Gas - heat not affected	0
e)	Total # disconnected	330
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
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):	330

Company: Great Plains Natural Gas for report period ending: May, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$175,179
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$22
26	Total dollars received from energy assistance programs:	\$62,339
27	Total dollars received from other sources (private organizations):	\$3,535
28	Total Revenue from sales to residential accounts:	\$1,036,490
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$57
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
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	80
38	# Accounts remaining disconnected	380
a)	1-30 days	260
b)	31-60 days	120
c)	61+ days	0

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	Required
Reporting Year:	2011	Required
Reporting Period:	June	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: June, 2011

1	Number of Residential Customer Accounts:	18,046
2	Number of Past Due Residential Customer Accounts:	8,389
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, 2011

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:	782
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	261
d)	# Gas - heat not affected	0
e)	Total # disconnected	261
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
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):	261

Company: Great Plains Natural Gas for report period ending: June, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$111,769
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$13
26	Total dollars received from energy assistance programs:	\$16,197
27	Total dollars received from other sources (private organizations):	\$3,547
28	Total Revenue from sales to residential accounts:	\$437,463
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$24
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
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	74
38	# Accounts remaining disconnected	567
a)	1-30 days	200
b)	31-60 days	247
c)	61+ days	120

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	Required
Reporting Year:	2011	Required
Reporting Period:	July	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: July, 2011

1	Number of Residential Customer Accounts:	17,732
2	Number of Past Due Residential Customer Accounts:	8,252
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, 2011

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:	719
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	232
d)	# Gas - heat not affected	0
e)	Total # disconnected	232
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
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):	232

Company: Great Plains Natural Gas for report period ending: July, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$79,026
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$10
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$3,414
28	Total Revenue from sales to residential accounts:	\$285,098
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$16
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
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	84
38	# Accounts remaining disconnected	717
a)	1-30 days	162
b)	31-60 days	189
c)	61+ days	366

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	Required
Reporting Year:	2011	Required
Reporting Period:	August	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: August, 2011

1	Number of Residential Customer Accounts:	17,600
2	Number of Past Due Residential Customer Accounts:	7,618
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: August, 2011

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:	610
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	149
d)	# Gas - heat not affected	0
e)	Total # disconnected	149
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
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):	149

Company: Great Plains Natural Gas for report period ending: August, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$48,115
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$6
26	Total dollars received from energy assistance programs:	\$1,370
27	Total dollars received from other sources (private organizations):	\$3,564
28	Total Revenue from sales to residential accounts:	\$259,958
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$15
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
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	161
38	# Accounts remaining disconnected	705
a)	1-30 days	80
b)	31-60 days	138
c)	61+ days	487

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	Required
Reporting Year:	2011	Required
Reporting Period:	September	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: September, 2011

1	Number of Residential Customer Accounts:	17,559
2	Number of Past Due Residential Customer Accounts:	7,526
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: September, 2011

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:	563
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	97
d)	# Gas - heat not affected	0
e)	Total # disconnected	97
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
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):	97

Company: Great Plains Natural Gas for report period ending: September, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$43,266
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$6
26	Total dollars received from energy assistance programs:	\$788
27	Total dollars received from other sources (private organizations):	\$5,311
28	Total Revenue from sales to residential accounts:	\$280,259
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$16
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
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	200
38	# Accounts remaining disconnected	602
a)	1-30 days	35
b)	31-60 days	53
c)	61+ days	514

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	Required
Reporting Year:	2011	Required
Reporting Period:	October	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: October, 2011

1	Number of Residential Customer Accounts:	17,697
2	Number of Past Due Residential Customer Accounts:	7,852
3	Number of Cold Weather Protection Requests:	16

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: October, 2011

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:	16
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	609
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	53
d)	# Gas - heat not affected	0
e)	Total # disconnected	53
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
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):	53

Company: Great Plains Natural Gas for report period ending: October, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$37,390
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):	\$11,613
28	Total Revenue from sales to residential accounts:	\$376,973
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$21
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
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	299
38	# Accounts remaining disconnected	356
a)	1-30 days	7
b)	31-60 days	13
c)	61+ days	336

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	▼	Required
Reporting Year:	2011	▼	Required
Reporting Period:	November	▼	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: November, 2011

1	Number of Residential Customer Accounts:	18,064
2	Number of Past Due Residential Customer Accounts:	7,838
3	Number of Cold Weather Protection Requests:	10

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: November, 2011

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:	10
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	689
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
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

Company: Great Plains Natural Gas for report period ending: November, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$39,836
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$5
26	Total dollars received from energy assistance programs:	\$58,261
27	Total dollars received from other sources (private organizations):	\$6,420
28	Total Revenue from sales to residential accounts:	\$837,400
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$46
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
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	192
38	# Accounts remaining disconnected	165
a)	1-30 days	4
b)	31-60 days	5
c)	61+ days	156

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Great Plains Natural Gas	▼	Required
Reporting Year:	2011	▼	Required
Reporting Period:	December	▼	Required

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: December, 2011

1	Number of Residential Customer Accounts:	18,267
2	Number of Past Due Residential Customer Accounts:	8,396
3	Number of Cold Weather Protection Requests:	4

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, 2011

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:	10
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	258
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	1
d)	# Gas - heat not affected	0
e)	Total # disconnected	1
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
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):	1

Company: Great Plains Natural Gas for report period ending: December, 2011

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$46,127
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$5
26	Total dollars received from energy assistance programs:	\$110,944
27	Total dollars received from other sources (private organizations):	\$2,220
28	Total Revenue from sales to residential accounts:	\$1,576,518
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$86
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
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	134
a)	1-30 days	
b)	31-60 days	5
c)	61+ days	129

Required

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Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2011

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	107	2	0	1	5	6	10	8	20	21	23	11	0
Average Days to Complete	29	9	N/A	38	7	43	40	42	23	23	33	31	N/A
Commercial													
Number of Extensions	32	0	0	1	3	3	3	2	2	11	3	4	0
Average Days to Complete	23	N/A	N/A	30	26	4	21	59	22	16	24	8	N/A
Renewed Service Extensions 2/													
Residential & Commercial 3/													
Number of Extensions	1,857	46	42	31	37	85	68	145	133	307	479	347	137
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 requests for locations previously served.

3/ Reflects combined residential and commercial extensions. Separate data not available.

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2011**

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.

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2011**

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	7	3	0	0	1	0	0	1	0	0	2	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	7	3	0	0	1	0	0	1	0	0	2	0	0

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2011**

Number & Percentage of 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	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%
Wrongful Disconnection	2	29%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	1	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	3	42%	3	100%	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	2	29%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	1	50%	0	0%	0	0%	0	0%
Total Residential	7	100%	3	100%	0	0%	0	0%	1	100%	0	0%	0	0%	1	100%	0	0%	0	0%	2	100%	0	0%	0	0%	0	0%
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%
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%
Total Commercial	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%

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2011**

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	6	86%	3	100%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	2	100%	0	0%	0	0%		
Within 10 Days	1	14%	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%	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	7	100%	3	100%	0	0%	0	0%	1	100%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	2	100%	0	0%	0	0%	0	0%
Commercial																														
Immediate	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%
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	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%

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2011**

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	4	57%	2	67%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	50%	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%	0	0%		
Refuse	2	29%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	1	50%	0	0%	0	0%		
Not Assigned	1	14%	1	33%	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	7	100%	3	100%	0	0%	0	0%	1	100%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	2	100%	0	0%	0	0%		
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%	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	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%		
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	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%		

**Great Plains Natural Gas Co.
 Gas Service Quality Annual Report
 For the Calendar Year Ending December 31, 2011**

Number of Customer Complaints Received from MN Consumer Affairs Office

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Residential	1	0	0	0	1	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	1	0	0	0	1	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, 2011**

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	498	63	50	34	29	29	32	45	46	64	47	39	20
Percentage	98%	100%	98%	94%	94%	100%	97%	98%	100%	100%	100%	100%	95%
Calls Responded to in over 1 hour	8	0	1	2	2	0	1	1	0	0	0	0	1
Percentage	2%	0%	2%	6%	6%	0%	3%	2%	0%	0%	0%	0%	5%
Total Calls	506	63	51	36	31	29	33	46	46	64	47	39	21
Average Response Time (in minutes)	17	14	14	17	15	20	22	18	18	15	17	19	17



Minnesota State Fire Marshal

Emergency Response Reporting Form 2011

Reporting Company: GREAT PLAINS NATURAL GAS CO.

Contact Person: Mike Schoepp

Phone: 701-224-5814

Email Address: mike.schoepp@mdu.com

Circle Reporting Period:

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

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	59	32			
> 10 min. to 20 min.	4	20			
> 20 min. to 40 min.		10			
> 40 min. to 60 min.		1			
> 60 min. to 80 min.					
> 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					
> 6 hrs to 8 hrs					
> 8 hrs					

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

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

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

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

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

Line repaired - Time interval - The line repaired interval is the cumulative time from the initial notification to the time the gas line is repaired, purged and repressurized, so relight(s) can begin. The line repaired time for small leaks that get schedu

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

Mail to:
Minnesota Office of Pipeline Safety
444 Cedar St, Suite 147
St. Paul MN 55101- 5147

Email: Darren.lemmerman@state.mn.us
or Fax: 651-296-9641

For more information call 651-296-9636



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January	July
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March	September
April	October
May	November
June	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	48	24			
> 10 min. to 20 min.	2	18			
> 20 min. to 40 min.	1	7			
> 40 min. to 60 min.		1			
> 60 min. to 80 min.		1			
> 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					
> 6 hrs to 8 hrs					
> 8 hrs					

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 Email: Darren.lemmerman@state.mn.us
 or Fax: 651-296-9641
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January	July
February	August
March	September
April	October
May	November
June	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	35	18			
> 10 min. to 20 min.	1	12			
> 20 min. to 40 min.		3			
> 40 min. to 60 min.		1			
> 60 min. to 80 min.		1			
> 80 min. to 100 min.		1			
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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

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> 0 min. to 10 min.	29	16			
> 10 min. to 20 min.	1	10			
> 20 min. to 40 min.	1	3			
> 40 min. to 60 min.	0	0			
> 60 min. to 80 min.	0	2			
> 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					
> 6 hrs to 8 hrs					
> 8 hrs					

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March	September
April	October
May	November
June	December

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> 0 min. to 10 min.	26	8			
> 10 min. to 20 min.	1	9			
> 20 min. to 40 min.	2	11			
> 40 min. to 60 min.		1			
> 60 min. to 80 min.					
> 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					
> 6 hrs to 8 hrs					
> 8 hrs					

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March	September
April	October
May	November
June	December

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> 0 min. to 10 min.	30	9			
> 10 min. to 20 min.	3	9			
> 20 min. to 40 min.		11			
> 40 min. to 60 min.		3			
> 60 min. to 80 min.		1			
> 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					
> 6 hrs to 8 hrs					
> 8 hrs					

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Line repaired - Time interval - The line repaired interval is the cumulative time from the initial notification to the time the gas line is repaired, purged and repressurized, so relight(s) can begin. The line repaired time for small leaks that get scheduled

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



Minnesota State Fire Marshal

Emergency Response Reporting Form 2011

Reporting Company: GREAT PLAINS NATURAL GAS CO.

Contact Person: Mike Schoepp

Phone: 701-224-5814

Email Address: mike.schoepp@mdu.com

Circle Reporting Period:

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

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	39	18			
> 10 min. to 20 min.	5	12			
> 20 min. to 40 min.	2	13			
> 40 min. to 60 min.		2			
> 60 min. to 80 min.		1			
> 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					
> 6 hrs to 8 hrs					
> 8 hrs					

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March	September
April	October
May	November
June	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	43	17			
> 10 min. to 20 min.	1	15			
> 20 min. to 40 min.	2	12			
> 40 min. to 60 min.		2			
> 60 min. to 80 min.					
> 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					
> 6 hrs to 8 hrs					
> 8 hrs					

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

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> 0 min. to 10 min.	59	27			
> 10 min. to 20 min.	3	19			
> 20 min. to 40 min.	2	16			
> 40 min. to 60 min.		2			
> 60 min. to 80 min.					
> 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					
> 6 hrs to 8 hrs					
> 8 hrs					

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January	July
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March	September
April	October
May	November
June	December

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> 0 min. to 10 min.	42	20			
> 10 min. to 20 min.	4	12			
> 20 min. to 40 min.	0	13			
> 40 min. to 60 min.	1	2			
> 60 min. to 80 min.					
> 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					
> 6 hrs to 8 hrs					
> 8 hrs					

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> 0 min. to 10 min.	37	17			
> 10 min. to 20 min.	1	8			
> 20 min. to 40 min.	1	8			
> 40 min. to 60 min.		6			
> 60 min. to 80 min.					
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
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January	July
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March	September
April	October
May	November
June	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	21	9			
> 10 min. to 20 min.		6			
> 20 min. to 40 min.		5			
> 40 min. to 60 min.					
> 60 min. to 80 min.		1			
> 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					
> 6 hrs to 8 hrs					
> 8 hrs					

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**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2011**

Mislocate Rates

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Number of Mislocates	6	0	0	1	1	0	0	0	1	1	1	1	0
Not Marked Line	1	0	0	0	0	0	0	0	1	0	0	0	0
Mis-Marked Line	5	0	0	1	1	0	0	0	0	1	1	1	0
Number of Locate Tickets	7,676	66	89	120	677	1,020	909	940	992	1,097	897	648	221
Number of Mislocates per 1000 Locate Tickets	0.78	0.00	0.00	8.33	1.48	0.00	0.00	0.00	1.01	0.91	1.11	1.54	0.00

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2011**

Gas System Damage

	<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>
Damage Under the Control of Great Plains' Employees and Contractors	2	0	0	0	0	0	0	0	0	1	0	1	0
Damage - All Other Causes	28	0	0	1	1	2	4	2	4	7	5	2	0
Total Number of Damages	30	0	0	1	1	2	4	2	4	8	5	3	0
Miles of Pipe 1/	507	507	507	507	507	507	507	507	507	507	507	507	507
Damage per 100 Miles of Pipe													
Under the Control of Great Plains'													
Employees and Contractors	0.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.20	0.00	0.20	0.00
All Other Causes	5.52	0.00	0.00	0.20	0.20	0.39	0.79	0.39	0.79	1.38	0.99	0.39	0.00
Total	5.92	0.00	0.00	0.20	0.20	0.39	0.79	0.39	0.79	1.58	0.99	0.59	0.00

1/ Total miles of distribution (443.116) and transmission (63.725) main operated in Minnesota as of December 31, 2011.

MINNESOTA OFFICE OF PIPELINE SAFETY ANNUAL UTILITY DAMAGE REPORT FORM – CALENDAR YEAR 2011

Part A) General Information -	
Utility Name: Great Plains Natural Gas Co.	Area / Division / System ID:
Contact Person & Title: LaDonna Emineth	Phone #701-222-7924
e-mail address: LaDonna.Emineth@mdu.com	Fax #: 701-222-7853
Utility Type: (Check One – please submit one form for each utility operated)	
<input type="checkbox"/> Transmission Pipeline <input checked="" type="checkbox"/> Distribution Gas <input type="checkbox"/> Electric <input type="checkbox"/> Communication <input type="checkbox"/> Municipal-Water & Sewer <input type="checkbox"/> Other - Specify _____	

Part B) Number of Locates and Number of Damages -	
7310	Number of Locate Requests for the calendar year.
0	On-going project damages. How many damages occurred on on-going projects (typically projects are excavation activities lasting 14 days or more)
30	Remaining damages occurring in situations other than on-going projects.

Part C) Cause of Damage -		
9	1) Locates were not requested through GSOC	No or Inadequate Excavation Notice (ticket).
	2) Relying on someone else's ticket	
	3) Excavated prior to legal start time	
1	4) Expired Locate / Ticket	
1	5) Excavation outside requested area	
	6) No Hand Digging /Hit While Excavating	
1	7) Marks Not Maintained By Excavator	
10	8) Failure to Support and Protect Facility	
2	9) Damage Done by Non Power Equipment (Hand Digging Damage)	
1	10) Not Marked	Mis-locate
5	11) Mis-Marked	

-Optional- Part D) Confidentiality Statement -

MINNESOTA OFFICE OF PIPELINE SAFETY ANNUAL UTILITY DAMAGE REPORT FORM – CALENDAR YEAR 2011

Part A) General Information -	
Utility Name: Great Plains Natural Gas Co.	Area / Division / System ID: 6690
Contact Person & Title: LaDonna Emineth	Phone #701-222-7924
e-mail address: LaDonna.Emineth@mdu.com	Fax #: 701-222-7853
Utility Type: (Check One – please submit one form for each utility operated)	
<input checked="" type="checkbox"/> Transmission Pipeline <input type="checkbox"/> Distribution Gas <input type="checkbox"/> Electric <input type="checkbox"/> Communication <input type="checkbox"/> Municipal-Water & Sewer <input type="checkbox"/> Other - Specify _____	

Part B) Number of Locates and Number of Damages -	
366	Number of Locate Requests for the calendar year.
0	On-going project damages. How many damages occurred on on-going projects (typically projects are excavation activities lasting 14 days or more)
0	Remaining damages occurring in situations other than on-going projects.

Part C) Cause of Damage -		
0	1) Locates were not requested through GSOC	No or Inadequate Excavation Notice (ticket).
0	2) Relying on someone else's ticket	
0	3) Excavated prior to legal start time	
0	4) Expired Locate / Ticket	
0	5) Excavation outside requested area	
0	6) No Hand Digging /Hit While Excavating	
0	7) Marks Not Maintained By Excavator	
0	8) Failure to Support and Protect Facility	
0	9) Damage Done by Non Power Equipment (Hand Digging Damage)	
0	10) Not Marked	Mis-locate
0	11) Mis-Marked	

-Optional- Part D) Confidentiality Statement -

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2011**

Gas Service Interruptions

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Due to Employees/Contractors													
Number of Customers	97	1	0	1	0	0	28	3	2	3	57	2	0
Number of Outages	22	1	0	1	0	0	5	2	2	3	6	2	0
Average Duration of Outage (in minutes)	55	90	0	100	0	0	93	282	274	203	109	57	0
Due to Other Unplanned Causes													
Number of Customers	16	0	0	0	1	0	0	0	0	1	14	0	0
Number of Outages	3	0	0	0	1	0	0	0	0	1	1	0	0
Average Duration of Outage (in minutes)	166	0	0	0	100	0	0	0	0	31	368	0	0
Total Interruptions													
Number of Customers	113	1	0	1	1	0	28	3	2	4	71	2	0
Number of Outages	25	1	0	1	1	0	5	2	2	4	7	2	0
Average Duration of Outage (in minutes)	68	90	0	100	100	0	93	282	274	234	477	57	0

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2011**

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.	79.97%	82.81%	87.37%	85.19%	79.10%	76.11%	76.14%	77.39%	81.08%	69.33%	81.25%	79.89%	83.98%
Average Speed of Answer (in seconds)	15	17	11	7	15	13	18	16	16	19	16	16	11
Total Calls Answered	1,683	300	177	143	120	97	79	106	69	127	134	164	167

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2011**

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/	\$349,451	\$28,615	\$29,041	\$31,213	\$30,873	\$29,347	\$32,204	\$24,820	\$30,409	\$27,576	\$25,891	\$34,245	\$25,217

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