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April 27, 2016

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

**RE: Compliance Filing of Great Plains Natural Gas Co.  
Gas Service Quality Annual Report  
Docket No. G-004/M-16-\_\_\_\_\_**

Dear Mr. Wolf:

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 2015.

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

Sincerely,

*/s/ Tamie Aberle*

Tamie Aberle  
Director of Regulatory Affairs

**Great Plains Natural Gas Co.**  
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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 2015 data is provided on Schedule 1.

Great Plains' call center response time was 83% of calls answered in 20 seconds or less for 2015 with a total call count of 25,810 calls answered. The average speed of answer data includes all calls, including gas emergency telephone calls.

2. Meter Reading Performance (Schedule 2)

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

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

The 2015 data is provided on Schedule 2.

Great Plains deployed AMR in its service area starting in May 2015 and completed the project in October 2015 with the exception of ten meters. There were a total of 262,920 meter reads in 2015, of which 99.86% were read by utility contracted personnel during the period of January-October 16, 2015 or via the automated meter reading system from October 17, 2015 through the end of the year. The remainder of the meter reads were self-read by customers (.07%) or estimated by the system at (.07%).

Great Plains implemented a new Customer Care and Billing System in February 2015. This change in systems and business process contributed to the increase in the number of meters billed on an estimated reading with 186 estimated reads in 2015 primarily due to the change in systems with the remainder attributable to no meter read via fixed network system, inaccessible meters or dogs on customer's premise. Great Plains did not have any meters that went unread for more than 6 months. The average meter-reading staffing level for 2015 was six people.

3. Involuntary Service Disconnection (Schedule 3)

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

A summary of the Company's Cold Weather Rule Compliance Questionnaires submitted in 2015 pursuant to Minnesota Statutes §§216B.091 and 216B.096, subdivision 11 is included in Schedule 3.

In 2015 Great Plains sent 8,432 disconnection notices and there were 819 customers whose services were disconnected for non-payment. Great Plains converted to a new Customer Care and Billing System in February 2015, and due to this change, the credit and collection process was suspended for approximately 45 days contributing to a reduction in the number of disconnect notices issued and service disconnections.

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 2015 data is provided on Schedule 4.

Great Plains received 138 new service extension requests and 1,307 reconnections requests in 2015. The renewed service extension statistics do not include reconnection of service to customers disconnected by the Company for non-payment of service. 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.

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 2015 data is provided on Schedule 5.

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Great Plains did not require a deposit as a condition of receiving new service in 2015.

6. Customer Complaints (Schedule 6)

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

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

The 2015 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 for resolution.
  - There were 28 customer complaints in 2015, an increase of 7 from the 2014 report. Of the 28 customer complaints received no complaints came from the Consumer Affairs Office.
- B) The information presented on Schedule 6 page 5 specifies the breakdown of all calls received based on the call option selected by the customer at the beginning of the call, i.e. Billing, High Bill, Metering, Emergency, Payment Arrangements, Inadequate Service, Service Extension, Service Requests, Stop Service, Wrongful Disconnection and Other. The Other category includes, but is not limited to: current balance inquiries, usage history, request 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. While the information presented on page 6 does not reflect all calls by type and resolution for 2015, Great Plains is providing the information to demonstrate the Company's continued effort towards meeting the requirements of the reporting metric for all calls, not just calls escalated to a supervisor for resolution.

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D) A copy of the Company's Annual Summary of Customer Complaints submitted to the Commission on April 13, 2016 is included on Schedule 6 pages 7 through 9.

7. Gas Emergency Response Time (Schedule 7)

The reporting metric is the elapsed time between the time Great Plains was first notified of the emergency and the time that a qualified emergency response person arrives at the incident location and begins to make the area safe. Great Plains reports all calls coded as emergency calls including fire, gas odor, and line hits. Emergency response times are reported as calls responded to in one hour or less and calls responded to in over one hour. This same information, in total, is reported in the Emergency Response Report to the Minnesota Office of Pipeline Safety (MNOPS). The 2015 data is provided on Schedule 7. Great Plains has also included copies of its 2015 bi-monthly Emergency Response Reporting Forms in Schedule 7.

In 2015, the percent of emergency calls responded to in less than one hour was 99% which was an increase compared to 94% in 2014. There was one call (or 1%) where the call response time exceeded one hour. There were 174 total calls answered in 2015, which was an increase of 9% from 2014. The average response time in 2015 was 15 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 2015 data is provided on Schedule 8.

Mislocates increased from 8 in 2014 to 14 in 2015. There were a total of 8,287 locate tickets in 2015, an increase of 12% from 2014.

9. Gas System Damage (Schedule 9)

The reporting metric is the number of gas lines damaged (or hit), categorized according to whether the damage was caused by Great Plains' employees or contractors, or whether the damage was due to any other unplanned cause. The 2015 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 2015 Annual Utility Damage Report Forms in Schedule 9.

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Gas system damages increased from 38 in 2014 to 48 in 2015. Of the 48 damages in 2015, eleven were under the control of Great Plains' employees and contractors. In addition to the 14 identified damages in Schedule 8 other causes of damages included 8 no locates, 1 wrong information, 1 failure to maintain marks 6 failure to maintain clearance, 5 failure to use hand tools, 2 bad map, 1 improper backfilling and 7 identified as other.

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

10. Gas Service Interruption (Schedule 10)

The reporting metric is to report data on all gas service interruptions, including the number of customers affected and the average duration of the outage, categorized according to whether the interruption was caused by Great Plains' employees or contractors, or whether the interruption was due to any other unplanned cause. The 2015 data is provided on Schedule 10.

Great Plains had a total of 34 gas service interruptions in 2015 affecting a total of 250 customers. There was one service interruption reportable to MNOPS in 2015.

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 2015 data is provided on Schedule 11.

The average percent of calls answered within 20 seconds or less increased from 78.89% in 2014 to 80.66% in 2015. The average speed of answer decreased from 19 seconds in 2014 to 15 seconds in 2015. There was a total of 1,397 calls coming into the system as emergency calls in 2015.

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

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

The reporting metric is the amount of customer service related operation and maintenance expenses incurred on behalf of Minnesota customers based on the costs recorded in FERC accounts 901 and 903 plus payroll taxes and benefits. The 2015 data is provided on Schedule 12.

Customer service related expenses increased from \$362,198 in 2014 to \$650,117 in 2015. In reviewing expenses for 2015 it was discovered that costs associated with credit and collection and customer service related expenses

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were not being properly allocated to Great Plains. In September 2015 an adjustment was made to account for this error reflecting a customer related expense amount of \$219,095 recorded in September 2015.

# **Schedule 1**

## **Call Center Response Time**



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**Call Center Response Times**

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Service Level - % of Calls answered in 20 seconds or less.	83%	92%	93%	87%	89%	84%	85%	84%	76%	69%	69%	76%	94%
Average Speed of Answer (in seconds) 1/	12	11	13	8	11	15	11	9	14	19	16	17	4
Total Calls Answered	25,810	2,212	2,191	2,265	2,304	2,313	2,289	1,882	1,790	2,019	2,608	2,100	1,837

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	262,920	21,611	21,968	21,947	21,902	21,891	21,896	21,896	21,905	21,919	21,968	22,001	22,016
<b>Meters read by utility personel</b>													
Residential	226,380	18,707	18,810	18,835	18,854	18,833	18,848	18,848	18,882	18,902	18,910	18,955	18,996
Commercial	36,179	2,869	3,106	3,083	3,035	3,017	3,011	2,996	2,999	2,996	3,032	3,015	3,020
Total	262,559	21,576	21,916	21,918	21,889	21,850	21,859	21,844	21,881	21,898	21,942	21,970	22,016
%	99.86%	99.83%	99.76%	99.86%	99.94%	99.81%	99.83%	99.77%	99.89%	99.90%	99.88%	99.86%	100.00%
<b>Meters self-read by customer</b>													
Residential	138	17	16	15	0	13	16	14	11	13	11	12	0
Commercial	37	6	6	6	0	6	0	0	0	4	5	4	0
Total	175	23	22	21	0	19	16	14	11	17	16	16	0
%	0.07%	0.11%	0.10%	0.10%	0.00%	0.09%	0.07%	0.06%	0.05%	0.08%	0.07%	0.07%	0.00%
<b>Meters - estimated</b>													
Residential	162	7	27	6	9	20	16	36	13	4	9	15	0
Commercial	24	5	3	2	4	2	5	2	0	0	1	0	0
Total	186	12	30	8	13	22	21	38	13	4	10	15	0
%	0.07%	0.06%	0.14%	0.04%	0.06%	0.10%	0.10%	0.17%	0.06%	0.02%	0.05%	0.07%	0.00%
<b>Meters not read for 6-12 months</b>													
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Meters not read for 13+ months</b>													
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Meter reading staffing levels</b>													
North	3 1/	4	3	4	4	4	4	4	4	4	4	0	0
South	3 1/	4	4	4	4	4	4	4	4	4	4	0	0
Total	6 1/	8	7	8	8	8	8	8	8	8	8	0	0

1/ Average

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

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**Involuntary Service Disconnections**

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
1 Number of Residential Customer Accounts:	219,995	18,274	18,612	18,603	18,568	18,279	18,068	18,002	18,008	18,038	18,333	18,572	18,638
2 Number of Past Due Residential Customer Accounts:	41,015	2,953	3,676	5,276	2,712	3,079	3,389	3,301	3,602	3,308	2,961	3,524	3,234
3 Number of Cold Weather Protection Requests:	18	0	0	0	0	0	0	0	0	0	10	8	0
<b>Reconnection as of Cold Weather Months</b>													
4 Number of "Right to Appeal" notices mailed to customers:	18	0	0	0	0	0	0	0	0	0	10	8	0
5 <i>Intentionally Blank</i>													
6 Number of customer accounts granted reconnection request:	18	0	0	0	0	0	0	0	0	0	10	8	0
<b>Payment Schedule (PS)</b>													
16 Number of "Right to Appeal" notices mailed to customers													
a) Number of PS requests received	18	0	0	0	0	0	0	0	0	0	10	8	0
17 <i>Intentionally Blank</i>													
18 Number of PS negotiations mutually agreed upon:	18	0	0	0	0	0	0	0	0	0	10	8	0
19 <i>Intentionally Blank</i>													

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**Involuntary Service Disconnections**

		Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
<b>Disconnections</b>														
20	Number of disconnection notices mailed to customers	8,432	973	18	1,128	1,235	1,138	914	428	845	307	351	410	685
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 <b>All other months, use 1st column only</b>													
a)	# Electric - heat affected	na	na	na	na	na	na	na	na	na	na	na	na	na
b)	# Electric - heat not affected	na	na	na	na	na	na	na	na	na	na	na	na	na
c)	# Gas - heat affected	819	0	0	0	98	283	229	50	7	132	20	0	0
d)	# Gas - heat not affected	0	0	0	0	0	0	0	0	0	0	0	0	0
e)	<b>Total # disconnected</b>	<b>819</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>98</b>	<b>283</b>	<b>229</b>	<b>50</b>	<b>7</b>	<b>132</b>	<b>20</b>	<b>0</b>	<b>0</b>
22	Number of customer accounts disconnected seeking protection:													
a)	# Electric - heat affected	na	na	na	na	na	na	na	na	na	na	na	na	na
b)	# Electric - heat not affected	na	na	na	na	na	na	na	na	na	na	na	na	na
c)	# Gas - heat affected	0	0	0	0	0	0	0	0	0	0	0	0	0
d)	# Gas - heat not affected	0	0	0	0	0	0	0	0	0	0	0	0	0
e)	<b>Total # disconnected (See Note)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	819	0	0	0	98	283	229	50	7	132	20	0	0

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

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**Service Extension Request Response Times**

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
<b>New Service Extensions 1/</b>													
Residential													
Number of Extensions	105	0	0	0	0	12	15	10	9	10	36	10	3
Average Days to Complete	23	0	0	0	0	67	34	56	35	21	28	28	11
Commercial													
Number of Extensions	33	0	1	0	1	2	0	0	8	7	7	4	3
Average Days to Complete	13	0	1	0	1	3	0	0	36	18	38	32	24
<b>Renewed Service Extensions 2/</b>													
Residential													
Number of Extensions	1,138	37	25	19	33	63	74	81	95	138	309	183	81
Average Days to Complete	1	1	1	1	1	1	1	1	1	1	1	1	1
Commercial													
Number of Extensions	169	13	2	8	9	9	2	8	4	17	42	39	16
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.



# **Schedule 5**

## **Customer Deposits**

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**Customer Deposits**

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

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

# **Schedule 6**

## **Customer Complaints**

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**Number of Customer Complaints 1/**

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Residential	27	2	2	1	1	5	5	1	0	4	2	0	4
Commercial	1	0	0	0	0	0	0	1	0	0	0	0	0
Total	28	2	2	1	1	5	5	2	0	4	2	0	4

1/ Includes customer complaints received from the Consumer Affairs Office.

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Number & Percentage of Customer Complaints by Type 1/

	Total		Jan		Feb		Mar		Apr		May		June		July		Aug		Sept		Oct		Nov		Dec					
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%				
<b>Residential</b>																														
Billing Errors	7	26%	1	50%	2	100%	1	100%	0	0%	1	20%	1	20%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%		
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	7	26%	0	0%	0	0%	0	0%	0	0%	0	0%	1	20%	1	100%	0	0%	3	75%	1	50%	0	0%	0	0%	1	25%		
High Bills	1	4%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
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%	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	4	15%	0	0%	0	0%	0	0%	0	0%	2	40%	2	40%	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	8	29%	1	50%	0	0%	0	0%	1	100%	2	40%	1	20%	0	0%	0	0%	1	25%	1	50%	0	0%	0	0%	1	25%		
<b>Total Residential</b>	<b>27</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>4</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>4</b>	<b>100%</b>		
<b>Commercial</b>																														
Billing Errors	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	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	0	0%	0	0%	0	0%	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%	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%
<b>Total Commercial</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>		

1/ Includes customer complaints received from the Consumer Affairs Office.

**Great Plains Natural Gas Co.  
Gas Service Quality Annual Report  
For the Calendar Year Ending December 31, 2015**

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

	Total		Jan		Feb		Mar		Apr		May		June		July		Aug		Sept		Oct		Nov		Dec			
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%		
<b>Residential</b>																												
Immediate	27	100%	2	100%	2	100%	1	100%	1	100%	5	100%	5	100%	1	100%	0	0%	4	100%	2	100%	0	0%	4	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%
Greater Than 10 Days	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Unresolved	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
<b>Total Residential</b>	<b>27</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>4</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>4</b>	<b>100%</b>		
<b>Commercial</b>																												
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%
Within 10 Days	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Greater Than 10 Days	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Unresolved	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
<b>Total Commercial</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>		

1/ Includes customer complaints received from the Consumer Affairs Office.

**Great Plains Natural Gas Co.  
Gas Service Quality Annual Report  
For the Calendar Year Ending December 31, 2015**

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

	Total		Jan		Feb		Mar		Apr		May		June		July		Aug		Sept		Oct		Nov		Dec		
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
<b>Residential</b>																											
Agree	1	4%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%	
Compromise	4	15%	1	50%	0	0%	0	0%	0	0%	1	20%	1	20%	0	0%	0	0%	1	25%	0	0%	0	0%	0	0%	
Demonstrate	18	67%	1	50%	2	100%	1	100%	1	100%	4	80%	1	20%	1	100%	0	0%	3	75%	2	100%	0	0%	2	50%	
Refuse	4	15%	0	0%	0	0%	0	0%	0	0%	0	0%	3	60%	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%	
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%	
<b>Total Residential</b>	<b>27</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>4</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>4</b>	<b>100%</b>	
<b>Commercial</b>																											
Agree	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Compromise	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	
Demonstrate	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Refuse	0	0%	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%	
<b>Total Commercial</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	

1/ Includes customer complaints received from the Consumer Affairs Office.

Great Plains Natural Gas Co.  
Gas Service Quality Annual Report  
For the Calendar Year Ending December 31, 2015

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	6,720	27%	705	32%	759	35%	868	37%	608	26%	513	22%	575	25%	422	23%	350	20%	441	22%	680	26%	348	17%	451	25%
High Bill	565	2%	82	4%	77	4%	64	3%	85	4%	119	5%	62	3%	25	2%	19	1%	18	1%	0	0%	1	0%	13	1%
Inaccurate Metering	58	0%	10	0%	4	0%	11	0%	4	0%	2	0%	13	1%	3	0%	5	0%	3	0%	3	0%	0	0%	0	0%
Emergency	1,397	5%	175	8%	140	6%	154	7%	139	6%	107	5%	89	4%	76	4%	147	8%	70	3%	107	4%	102	5%	91	4%
Payment Arrangements	2,562	10%	262	12%	246	11%	242	11%	226	10%	235	10%	291	13%	201	11%	164	9%	173	8%	170	7%	166	8%	186	10%
Inadequate Service	782	3%	153	7%	101	5%	101	5%	97	4%	19	1%	44	2%	23	1%	41	2%	71	4%	90	4%	8	0%	34	2%
Service Extensions	1,760	7%	119	5%	90	4%	88	4%	169	7%	181	8%	239	10%	175	9%	111	6%	219	11%	103	4%	130	6%	136	7%
Service Request	1,050	4%	124	6%	83	4%	67	3%	71	3%	80	3%	88	4%	81	4%	62	3%	122	6%	89	3%	99	5%	84	5%
Stop Service	5,176	20%	185	8%	245	11%	308	14%	373	16%	509	22%	471	21%	497	26%	462	27%	464	23%	781	30%	546	26%	335	18%
Wrongful Disconnection	10	0%	1	0%	0	0%	1	0%	0	0%	4	0%	1	0%	3	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Other	5,730	22%	396	18%	446	20%	361	16%	532	24%	544	24%	416	17%	376	20%	429	24%	438	22%	585	22%	700	33%	507	28%
<b>Total</b>	<b>25,810</b>	<b>100%</b>	<b>2,212</b>	<b>100%</b>	<b>2,191</b>	<b>100%</b>	<b>2,265</b>	<b>100%</b>	<b>2,304</b>	<b>100%</b>	<b>2,313</b>	<b>100%</b>	<b>2,289</b>	<b>100%</b>	<b>1,882</b>	<b>100%</b>	<b>1,790</b>	<b>100%</b>	<b>2,019</b>	<b>100%</b>	<b>2,608</b>	<b>100%</b>	<b>2,100</b>	<b>100%</b>	<b>1,837</b>	<b>100%</b>



**Great Plains Natural Gas Co.  
Gas Service Quality Annual Report  
For the Calendar Year Ending December 31, 2015**

**Number of Customer Calls by Call Code by Type and Resolution 1/**

	Total		January		February		March		April		May		June		July		August		September		October		November		December		
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
<b>Billing Error</b>																											
Agree	1,813	17%	171	13%	144	13%	202	17%	212	21%	151	17%	158	16%	46	7%	40	7%	53	6%	268	28%	170	28%	198	28%	
Compromise	917	8%	63	5%	52	5%	141	12%	66	6%	57	6%	64	6%	157	22%	106	18%	69	8%	91	9%	7	1%	44	6%	
Demonstrate	3,922	36%	462	39%	559	50%	521	43%	326	32%	298	32%	348	35%	217	30%	198	33%	313	36%	316	33%	164	28%	200	28%	
Refuse	68	1%	9	1%	4	0%	4	0%	4	0%	7	1%	5	0%	2	0%	6	1%	6	1%	5	1%	7	1%	9	1%	
	<u>6,720</u>		<u>705</u>		<u>759</u>		<u>868</u>		<u>608</u>		<u>513</u>		<u>575</u>		<u>422</u>		<u>350</u>		<u>441</u>		<u>680</u>		<u>348</u>		<u>451</u>		
<b>High Bill</b>																											
Agree	167	2%	22	2%	23	2%	7	1%	26	3%	37	4%	20	2%	12	2%	10	2%	8	1%	0	0%	0	0%	2	0%	
Compromise	91	1%	11	1%	8	1%	8	1%	15	1%	25	3%	10	1%	3	0%	2	0%	6	1%	0	0%	0	0%	3	0%	
Demonstrate	246	2%	42	4%	38	3%	47	4%	35	3%	40	4%	21	2%	8	1%	6	1%	2	0%	0	0%	1	0%	6	1%	
Refuse	61	1%	7	1%	8	1%	2	0%	9	1%	17	2%	11	1%	2	0%	1	0%	2	0%	0	0%	0	0%	2	0%	
	<u>565</u>		<u>82</u>		<u>77</u>		<u>64</u>		<u>85</u>		<u>119</u>		<u>62</u>		<u>25</u>		<u>19</u>		<u>18</u>		<u>0</u>		<u>1</u>		<u>13</u>		
<b>Inaccurate Meter</b>																											
Agree	12	0%	4	0%	2	0%	1	0%	0	0%	1	0%	0	0%	0	0%	3	1%	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	43	0%	6	1%	2	0%	10	1%	2	0%	1	0%	12	1%	3	0%	2	0%	2	0%	3	0%	0	0%	0	0%	
Refuse	3	0%	0	0%	0	0%	0	0%	2	0%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
	<u>58</u>		<u>10</u>		<u>4</u>		<u>11</u>		<u>4</u>		<u>2</u>		<u>13</u>		<u>3</u>		<u>5</u>		<u>3</u>		<u>3</u>		<u>0</u>		<u>0</u>		
<b>Inadequate Service</b>																											
Agree	61	1%	28	2%	8	1%	3	0%	7	1%	2	0%	1	0%	1	0%	0	0%	0	0%	2	0%	5	1%	4	1%	
Compromise	15	0%	2	0%	5	0%	1	0%	0	0%	1	0%	1	0%	1	0%	1	0%	0	0%	0	0%	3	1%	0	0%	
Demonstrate	683	6%	118	10%	85	8%	93	8%	89	9%	16	2%	42	4%	20	3%	39	7%	69	8%	87	9%	0	0%	25	3%	
Refuse	23	0%	5	0%	3	0%	4	0%	1	0%	0	0%	0	0%	1	0%	1	0%	2	0%	1	0%	0	0%	5	1%	
	<u>782</u>		<u>153</u>		<u>101</u>		<u>101</u>		<u>97</u>		<u>19</u>		<u>44</u>		<u>23</u>		<u>41</u>		<u>71</u>		<u>90</u>		<u>8</u>		<u>34</u>		
<b>Service Extension</b>																											
Agree	250	2%	20	2%	7	1%	9	1%	27	3%	45	5%	20	2%	18	2%	15	3%	47	5%	13	1%	8	1%	21	3%	
Compromise	364	3%	54	5%	30	3%	26	2%	43	4%	37	4%	67	7%	41	6%	19	3%	32	4%	6	1%	1	0%	8	1%	
Demonstrate	1,118	10%	43	4%	52	5%	50	4%	91	9%	91	10%	150	15%	115	16%	75	13%	140	16%	83	9%	121	21%	107	15%	
Refuse	28	0%	2	0%	1	0%	3	0%	8	1%	8	1%	2	0%	1	0%	2	0%	0	0%	1	0%	0	0%	0	0%	
	<u>1,760</u>		<u>119</u>		<u>90</u>		<u>88</u>		<u>169</u>		<u>181</u>		<u>239</u>		<u>175</u>		<u>111</u>		<u>219</u>		<u>103</u>		<u>130</u>		<u>136</u>		
<b>Service Restoration</b>																											
Agree	291	3%	31	3%	14	1%	12	1%	4	0%	19	2%	19	2%	20	3%	8	1%	24	3%	26	3%	74	13%	40	6%	
Compromise	85	1%	2	0%	0	0%	0	0%	1	0%	7	1%	3	0%	5	1%	1	0%	15	2%	9	1%	4	1%	38	5%	
Demonstrate	629	6%	87	7%	67	6%	54	5%	64	6%	47	5%	61	6%	53	7%	52	9%	74	8%	50	5%	15	3%	5	1%	
Refuse	45	0%	4	0%	2	0%	1	0%	2	0%	7	1%	5	0%	3	0%	1	0%	9	1%	4	0%	6	1%	1	0%	
	<u>1,050</u>		<u>124</u>		<u>83</u>		<u>67</u>		<u>71</u>		<u>80</u>		<u>88</u>		<u>81</u>		<u>62</u>		<u>122</u>		<u>89</u>		<u>99</u>		<u>84</u>		
<b>Wrongful Disconnect</b>																											
Agree	2	0%	1	0%	0	0%	0	0%	0	0%	0	0%	1	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%	
Demonstrate	7	0%	0	0%	0	0%	0	0%	0	0%	4	0%	0	0%	0	0%	3	1%	0	0%	0	0%	0	0%	0	0%	
Refuse	1	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
	<u>10</u>		<u>1</u>		<u>0</u>		<u>1</u>		<u>0</u>		<u>4</u>		<u>1</u>		<u>0</u>		<u>3</u>		<u>0</u>		<u>0</u>		<u>0</u>		<u>0</u>		
<b>Total</b>	<u>10,945</u>	<u>100%</u>	<u>1,194</u>	<u>100%</u>	<u>1,114</u>	<u>100%</u>	<u>1,200</u>	<u>100%</u>	<u>1,034</u>	<u>100%</u>	<u>918</u>	<u>100%</u>	<u>1,022</u>	<u>100%</u>	<u>729</u>	<u>100%</u>	<u>591</u>	<u>100%</u>	<u>874</u>	<u>100%</u>	<u>965</u>	<u>100%</u>	<u>586</u>	<u>100%</u>	<u>718</u>	<u>100%</u>	

1/ Other calls where not coded by type nor resolution.



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

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April 13, 2016

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

**RE: Compliance Filing of Great Plains Natural Gas Co.  
Annual Summary of Customer Complaints  
Docket No. G-004/M-16 \_\_\_\_\_**

Dear Dr. Haar:

Great Plains Natural Gas Co. (Great Plains), a Division of MDU Resources Group, Inc., herewith electronically submits its 2015 Annual Summary of Customer Complaints pursuant to Minnesota Rule 7820.0500.

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

Sincerely,

*/s/ Tamie Aberle*

Tamie Aberle  
Director of Regulatory Affairs

**Minnesota Public Utilities Commission**

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

**ANNUAL SUMMARY OF CUSTOMER COMPLAINTS**

for Year Ending 12/31/2015  
in accordance with Minn. Rule 7820.0500

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

I. Complaint Type	Residential			Commercial			Industrial			Government		
	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved
A. Billing Errors	7	7		1	1		0			0		
B. Inaccurate Metering	0	0		0			0			0		
C. Wrongful Disconnection	7	7		0			0			0		
D. High Bills	1	1		0			0			0		
E. Inadequate Service	0	0		0			0			0		
F. Service-Extension Interval	0	0		0			0			0		
G. Service-Restoration Interval	4	4		0			0			0		
H. Payment Arrangements	0	0		0			0			0		
I. Other	8	8		0			0			0		
Total Complaints	27	27		1	1		0			0		

II. Number of Customers	2015	2014	Change
Residential	18,502	18,451	51
Commercial/Industrial	2,904	2,844	60
Interruptible	145	151	(6)
Total	21,551	21,446	105

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 12/31/2015

**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
  - Total Complaints

Residential		
Number Received	Number Resolved	Number Unresolved

Commercial		
Number Received	Number Resolved	Number Unresolved

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
  - Total Complaints

Residential		
Number Received	Number Resolved	Number Unresolved

Commercial		
Number Received	Number Resolved	Number Unresolved

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
7	7	
0	0	
7	7	
1	1	
0	0	
0	0	
4	4	
0	0	
8	8	
27	27	

Commercial		
Number Received	Number Resolved	Number Unresolved
1	1	
1	1	

Industrial		
Number Received	Number Resolved	Number Unresolved

Government		
Number Received	Number Resolved	Number Unresolved

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

**Great Plains Natural Gas Co.  
Gas Service Quality Annual Report  
For the Calendar Year Ending December 31, 2015**

**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	173	13	7	12	6	17	13	9	6	35	23	17	15
Percentage	99%	100%	100%	100%	86%	100%	100%	100%	100%	100%	100%	100%	100%
Calls Responded to in over 1 hour	1	0	0	0	1	0	0	0	0	0	0	0	0
Percentage	1%	0%	0%	0%	14%	0%	0%	0%	0%	0%	0%	0%	0%
Total Calls	174	13	7	12	7	17	13	9	6	35	23	17	15
Average Response Time (in minutes)	15	11	15	9	24	20	9	22	18	12	14	14	9



# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form CY 2015

Reporting Company: Great Plains Natural Gas Co.

**Circle Reporting Period:**

Contact Person: Mike Schoepp

January/February

March/April

Phone: 701-224-5857

May/June

July/August

Email Address: mike.schoepp@mdu.com

September/October

November/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.	18	6			
> 10 min. to 20 min.	2	8			
> 20 min. to 40 min.		5			
> 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 safe, begins his commute to respond.

**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 to make the area safe.

**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 the commute to the arrival time at the incident location.

**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 scheduled for repair are not included in this report.

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: [Dps.Mnops.Response@state.mn.us](mailto:Dps.Mnops.Response@state.mn.us)  
 or Fax: 651-296-9641  
 For more information call 651-201-7230



# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form CY 2015

Reporting Company: Great Plains Natural Gas Co.

**Circle Reporting Period:**

Contact Person: Mike Schoepp

January/February  **March/April**

Phone: 701-224-5857

May/June  July/August

Email Address: mike.schoepp@mdu.com

September/October  November/December

	<b>Dispatch Time interval</b>	<b>Response Time interval</b>	<b>Repair Crew Time interval</b>	<b>Gas shut off Time interval</b>	<b>Line repaired Time interval</b>
> 0 min. to 10 min.	18	7			
> 10 min. to 20 min.	1	5			
> 20 min. to 40 min.		5			
> 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					

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

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# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form CY 2015

Reporting Company: Great Plains Natural Gas Co.

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Contact Person: Mike Schoepp

January/February

March/April

Phone: 701-224-5857

May/June

July/August

Email Address: mike.schoepp@mdu.com

September/October

November/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.	28	12			
> 10 min. to 20 min.	2	7			
> 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.

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# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form CY 2015

Reporting Company: Great Plains Natural Gas Co.

**Circle Reporting Period:**

Contact Person: Mike Schoepp

January/February

March/April

Phone: 701-224-5857

May/June

**July/August**

Email Address: mike.schoepp@mdu.com

September/October

November/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.	13	1			
> 10 min. to 20 min.	2	6			
> 20 min. to 40 min.		5			
> 40 min. to 60 min.		3			
> 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.

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	<b>Dispatch Time interval</b>	<b>Response Time interval</b>	<b>Repair Crew Time interval</b>	<b>Gas shut off Time interval</b>	<b>Line repaired Time interval</b>
> 0 min. to 10 min.	53	20			
> 10 min. to 20 min.	4	24			
> 20 min. to 40 min.		10			
> 40 min. to 60 min.	1	4			
> 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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Email Address: mike.schoepp@mdu.com

September/October

**November/December**

	<b>Dispatch Time interval</b>	<b>Response Time interval</b>	<b>Repair Crew Time interval</b>	<b>Gas shut off Time interval</b>	<b>Line repaired Time interval</b>
> 0 min. to 10 min.	31	13			
> 10 min. to 20 min.	1	12			
> 20 min. to 40 min.		6			
> 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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**Schedules 8 and 9  
Mislocates and Gas System  
Damage**

**Great Plains Natural Gas Co.  
Gas Service Quality Annual Report  
For the Calendar Year Ending December 31, 2015**

**Mislocate Rates**

	<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 Mislocates	14	0	0	0	0	2	1	1	5	2	0	2	1
Not Marked Line	6	0	0	0	0	0	1	0	2	1	0	1	1
Mis-Marked Line	8	0	0	0	0	2	0	1	3	1	0	1	0
Number of Locate Tickets 1/	8,287	126	155	291	1,094	906	1,081	958	964	1,146	1,136	253	177
Number of Mislocates per 1000 Locate Tickets	1.69	0.00	0.00	0.00	0.00	2.21	0.93	1.04	5.19	1.75	0.00	7.91	5.65

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

**Great Plains Natural Gas Co.  
Gas Service Quality Annual Report  
For the Calendar Year Ending December 31, 2015**

**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	11	0	0	0	0	4	3	0	2	0	0	1	1
Damage - All Other Causes	<u>37</u>	<u>1</u>	<u>1</u>	<u>0</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>3</u>	<u>5</u>	<u>10</u>	<u>4</u>	<u>4</u>	<u>0</u>
Total Number of Damages	48	1	1	0	2	7	7	3	7	10	4	5	1
Miles of Pipe 1/	524	524	524	524	524	524	524	524	524	524	524	524	524
Damage per 100 Miles of Pipe													
Under the Control of Great Plains'													
Employees and Contractors	2.10	0.00	0.00	0.00	0.00	0.76	0.57	0.00	0.38	0.00	0.00	0.19	0.19
All Other Causes	<u>7.06</u>	<u>0.19</u>	<u>0.19</u>	<u>0.00</u>	<u>0.38</u>	<u>0.57</u>	<u>0.76</u>	<u>0.57</u>	<u>0.95</u>	<u>1.91</u>	<u>0.76</u>	<u>0.76</u>	<u>0.00</u>
Total	9.16	0.19	0.19	0.00	0.38	1.33	1.33	0.57	1.33	1.91	0.76	0.95	0.19

1/ Total miles of distribution (458.943) and transmission (64.887) main operated in Minnesota as of December 31, 2015.



# Office of Pipeline Safety

445 Minnesota Street, Suite 147, St. Paul, Minnesota 55101-5147  
 Phone: 651/201-7230 FAX: 651/296-9641 TTY: 651/282-6555  
<http://ops.dps.mn.gov>

## ANNUAL UTILITY DAMAGE REPORT FORM - 2015

**Instructions:** Enter applicable information into the fields below using Adobe Reader. The electronic form can be submitted directly to MNOPS for collection of information. Please click print to save a copy of this information for your records.

<b>Part A) General Information -</b>		
Utility Name: <b>Great Plains Natural Gas</b>	Area / Division / System ID: <b>6690</b>	
Contact Person & Title: <b>Amy Asche, Pipeline Safety Specialist</b>	Phone # <b>701-222-7768</b>	
e-mail address: <b>amy.asche@mdu.com</b>	Fax #:	
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 _____		
<b>Part B) Number of Locates and Number of Damages -</b>		
<b>7,648</b>	Number of Locate Requests for the calendar year.	
<b>10</b>	On-going project damages. How many damages occurred on on-going projects (typically projects are excavation activities lasting 14 days or more)	
<b>38</b>	Remaining damages occurring in situations other than on-going projects.	
<b>Part C) Cause of Damage -</b>		
<b>8</b>	1) Locates were not requested through GSOC	<b>No or Inadequate Excavation Notice (ticket).</b>
<b>2</b>	2) Relying on someone else's ticket	
<b>0</b>	3) Excavated prior to legal start time	
<b>0</b>	4) Expired Locate / Ticket	
<b>3</b>	5) Excavation outside requested area	
<b>11</b>	6) No Hand Digging /Hit While Excavating	
<b>7</b>	7) Marks Not Maintained By Excavator	
<b>2</b>	8) Failure to Support and Protect Facility	
<b>1</b>	9) Damage Done by Non Power Equipment (Hand Digging Damage)	
<b>6</b>	10) Not Marked	<b>Mis-locate</b>
<b>8</b>	11) Mis-Marked	
<b>-Optional- Part D) Confidentiality Statement -</b>		
The number of locates do not include December tickets. GSOC could not provide the ticket counts for December at this time.		

**Print**      **Submit**





# Office of Pipeline Safety

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 Phone: 651/201-7230 FAX: 651/296-9641 TTY: 651/282-6555  
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## ANNUAL UTILITY DAMAGE REPORT FORM - 2015

**Instructions:** Enter applicable information into the fields below using Adobe Reader. The electronic form can be submitted directly to MNOPS for collection of information. Please click print to save a copy of this information for your records.

<b>Part A) General Information -</b>		
Utility Name: <b>Great Plains Natural Gas Co.</b>	Area / Division / System ID: <b>6690</b>	
Contact Person & Title: <b>Amy Asche, Pipeline Safety Specialist</b>	Phone # <b>701-222-7768</b>	
e-mail address: <b>amy.asche@mdu.com</b>	Fax #:	
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 _____		
<b>Part B) Number of Locates and Number of Damages -</b>		
<b>462</b>	Number of Locate Requests for the calendar year.	
<b>0</b>	On-going project damages. How many damages occurred on on-going projects (typically projects are excavation activities lasting 14 days or more)	
<b>0</b>	Remaining damages occurring in situations other than on-going projects.	
<b>Part C) Cause of Damage -</b>		
<b>0</b>	1) Locates were not requested through GSOC	<b>No or Inadequate Excavation Notice (ticket).</b>
<b>0</b>	2) Relying on someone else's ticket	
<b>0</b>	3) Excavated prior to legal start time	
<b>0</b>	4) Expired Locate / Ticket	
<b>0</b>	5) Excavation outside requested area	
<b>0</b>	6) No Hand Digging /Hit While Excavating	
<b>0</b>	7) Marks Not Maintained By Excavator	
<b>0</b>	8) Failure to Support and Protect Facility	
<b>0</b>	9) Damage Done by Non Power Equipment (Hand Digging Damage)	
<b>0</b>	10) Not Marked	<b>Mis-locate</b>
<b>0</b>	11) Mis-Marked	
<b>-Optional- Part D) Confidentiality Statement -</b>		
The number of locates do not include December tickets. GSOC could not provide the ticket counts for December at this time.		

**Print**

**Submit**

**Schedule 10**  
**Gas Service Interruption**

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**Gas Service Interruptions**

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
<b>Due to Employees/Contractors</b>													
Number of Customers	25	0	0	0	0	11	5	0	5	0	4	0	0
Number of Outages	9	0	0	0	0	4	2	0	2	0	1	0	0
Average Duration of Outage (in minutes)	276	0	0	0	0	105	750	0	143	0	278	0	0
<b>Due to Other Unplanned Causes</b>													
Number of Customers	225	1	0	0	1	37	70	17	67	8	22	2	0
Number of Outages	25	1	0	0	1	2	4	1	4	8	2	2	0
Average Duration of Outage (in minutes)	649	60	0	0	8,640	150	244	300	1,253	66	143	70	0
<b>Total Interruptions</b>													
Number of Customers	250	1	0	0	1	48	75	17	72	8	26	2	0
Number of Outages	34	1	0	0	1	6	6	1	6	8	3	2	0
Average Duration of Outage (in minutes)	551	60	0	0	8,640	120	413	300	883	66	188	70	0
<b>Duration in Minutes</b>													
Due to Employees/Contracts	2,483	0	0	0	0	420	1,500	0	285	0	278	0	0
Due to Others	16,235	60	0	0	8,640	300	975	300	5,010	525	285	140	0
	18,718	60	0	0	8,640	720	2,475	300	5,295	525	563	140	0

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

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**Emergency Line Response Times**

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Service Level - % of Calls answered in 20 seconds or less.	80.66%	82.16%	82.84%	84.15%	89.10%	81.06%	83.18%	76.77%	76.97%	70.00%	73.79%	75.00%	92.86%
Average Speed of Answer (in seconds)	15	17	11	21	9	11	22	17	13	19	16	18	3
Total Calls Answered	1,397	175	140	154	139	107	89	76	147	70	107	102	91

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

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**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 2/</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Customer Service Related Expenses 1/	\$650,117	\$35,367	\$29,625	\$34,554	\$31,779	\$33,500	\$32,974	\$30,182	\$25,135	\$219,095	\$50,421	\$55,307	\$72,178

1/ FERC accounts 901 and 903 plus payroll taxes and benefits.  
 2/ Adjustment made in Sept of 2016 to account for credit and collection and call center customer service related expense not previously included in Jan-Aug 2016.