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May 1, 2023

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

**RE: Compliance Filing of Great Plains Natural Gas Co.
Gas Service Quality Annual Report
Docket No. G-004/M-23-78**

Dear Mr. Seuffert:

Great Plains Natural Gas Co. (Great Plains), a Division of Montana-Dakota Utilities Co., herewith electronically submits its Gas Service Quality Report for calendar year 2022.

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

Sincerely,

/s/ Travis R. Jacobson

Travis R. Jacobson
Director of Regulatory Affairs

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2022**

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 2022 data is provided on Schedule 1.

Great Plains' call center response time was 97% of calls were answered in 20 seconds or less for 2022 with a total call count of 43,978 calls answered. The average speed of answer data includes all calls, including gas emergency telephone calls.

In January 2022, the Company expanded its IVR call tracking capability to include all calls, whereas previously the tracking of IVR calls was limited to those calls related to a specific customer account. Starting in mid-January 2022, Great Plains now has the ability to track any IVR call, whether that call is related to a specific customer account or for more general information such as outage information, business hours, in-person payment locations, etc. This change in IVR call tracking is reflected in the increase in Schedule 1's Total Calls Answered metric in 2022. Included in Footnote 1 of Schedule 6, page 5 are the number of IVR calls in 2022 reflecting the two IVR sub-categories (1) the number of IVR calls requiring specific customer account information (which is consistent with the number of IVR calls included in the Company's previous Gas Service Quality Reports) and (2) the number of IVR calls requesting general information (or the new sub-category of IVR calls now being tracked).

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 2022 data is provided on Schedule 2.

Great Plains deployed AMR in its service area starting in May 2015. As of December 2017, all meters are equipped with AMR. There was a total of 271,923 meter reads in 2022, of which 99.98% were read via the automated meter reading

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system or utility personnel. The remainder of the meter reads (.02%) were estimated by the system.

The 41 estimated reads in 2022 were primarily attributable to no meter data retrievable via the fixed network system or via the handheld device. Great Plains did not have any meters that went unread and had no meters self-read by customers. The average meter-reading staffing level for 2022 was three people, unchanged from previous years.

3. Involuntary Service Disconnection (Schedule 3)

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

A summary of the Company's Cold Weather Rule Compliance Questionnaires submitted for January through April of 2022 and the Company's Residential Customer Status Report implemented in Docket No. E,G-999/CI-20-375 and E,G-999/PR-22-02 and submitted for May through December 2022 to fulfill Minnesota Statutes §§216B.091 and 216B.096, subdivision 11 is included in Schedule 3. The attached summary reflects corrections to the questionnaires and reports regarding the number of past due customers. Revised questionnaires and reports will be filed in the near term in Docket E,G-004/M-22-02.

In 2022 Great Plains sent 4,571 disconnection notices and there were 581 residential customers whose services were disconnected for non-payment.

4. Service Extension Request Response Time (Schedule 4)

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

- The number of customers requesting service to a location not previously served by the utility and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service; and
- The number of customers requesting service to a location previously served by the utility, but not served at the time of the request, and the interval between the date service was installed and the date the premises were ready for service.

The 2022 data is provided on Schedule 4.

Great Plains received 101 new service extension requests and 847 reconnections or renewed service extension requests in 2022. The renewed service extension statistics do not include reconnection of service to customers disconnected by the Company for non-payment of service. For new service line installations, Great

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Plains tracks the service line application date but has not tracked the date the property is ready for the service line installation, therefore the report reflects the time from completion of the service line installation to the date the meter was installed upon request from the customer. For renewed service extensions, Great Plains reviewed the average days to completion when comparing the date the customer requested a meter to the date the meter was installed. On average meters were installed on the same day the customer requested the reinstallation of a meter.

5. Customer Deposits (Schedule 5)

The reporting metrics are the total number of customers who were required to make a deposit as a condition of receiving service. The 2022 data is provided on Schedule 5.

Great Plains did not require a deposit as a condition of receiving new service in 2022.

6. Customer Complaints (Schedule 6)

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

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

The 2022 data is provided on Schedule 6.

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

- A) The information presented on Schedule 6 pages 1 through 4 reflect customer complaint data consistent with the reporting of customer complaints since 2011, i.e. those customer calls that were escalated to a supervisor for resolution or were forwarded to the Company by the Consumer Affairs Office or the Attorney General's Office for resolution.
- There were 8 customer complaints in 2022, a decrease from 12 in 2021. 4 of the 8 customer complaints received came through the Consumer Affairs Office or Minnesota Public Utilities Commission.

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- B) The information presented on Schedule 6 page 5 specifies the breakdown of all calls received based on the call option selected by the Customer Service Representative at the beginning of the call, or the option selected by the caller when using the Interactive Voice Response (IVR), i.e. Billing, High Bill, Metering, Emergency, Payment Arrangements, Inadequate Service, Service Extension (relating to credit issues), Service Requests, Stop Service, Wrongful Disconnection, Call Backs, and Other. The Other category includes, but is not limited to current balance inquiries, usage history, request for a copy of customer's bill, etc.
- C) The information presented on Schedule 6 page 6 identifies the breakdown of calls received by the call code entered by the Customer Service Representative upon completion of the call for calls other than those related to emergency, payment arrangements or stop service.
- D) A copy of the Company's Annual Summary of Customer Complaints is included on Schedule 6 pages 7 and 8.

7. Gas Emergency Response Time (Schedule 7)

The reporting metric is the time elapsed 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. The 2022 data is provided on Schedule 7.

In 2022, 97% of emergency calls were responded to in less than one hour. There were 15 calls (or 3%) where the call response time exceeded one hour. There were 480 total emergency response calls answered in 2022, which was an increase of approximately 9% from 2021. The average response time in 2022 was 24 minutes. Of the 15 calls where the response time exceeded an hours' time, 1 was due to travel distance, 13 were after-hours calls, and 1 was due to the tech already being on another call and was aware that the call was a follow-up response.

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 2022 data is provided on Schedule 8.

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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 and contractors or whether the damage was due to any other unplanned cause. The 2022 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 2022 quarterly Utility Damage Report Forms filed with the Minnesota Office of Pipeline Safety in Schedule 9.

Gas system damages increased from 33 in 2021 to 38 in 2022. Of the 38 damages in 2022, twelve were under the control of Great Plains' employees and contractors. The root causes of excavation related damages as reported on the MNOPS Quarterly Utility Damage Survey in 2022 included 4 caused by a notification not made (no locate ticket), 2 expired notification, 9 failed to determine precise location, 1 failed to maintain marks, 7 caused by failure to maintain clearance, 2 from failure to protect and support during excavation, 1 damaged by hand dig, 7 caused by incorrect records or maps, and 5 caused by line mis-marked.

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 and contractors or whether the interruption was due to any other unplanned cause. The 2022 data is provided on Schedule 10.

Great Plains had a total of 35 gas service interruptions in 2022 affecting a total of 127 customers. The Company had 1 service interruption that was reported to MNOPS in 2022. The reported interruption was due to rerouting of traffic on November 15, in Danube, MN.

11. Gas Emergency Phone Response Time (Schedule 11)

The reporting metrics are the total number of utility emergency calls answered by Great Plains' representatives, the percent of calls answered within 20 seconds, and the average speed of answer. The 2022 data is provided on Schedule 11.

The average percent of emergency calls answered within 20 seconds or less decreased from 85.4% in 2021 to 83.6% in 2022. The average speed of answer

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increased from 6 seconds in 2021 to 7 seconds in 2022. There was a total of 616 calls coming into the system as emergency calls in 2022.

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 2022 data is provided on Schedule 12.

Customer service-related expenses increased from \$523,757 in 2021 to \$563,733 in 2022, an 8% increase.

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

The reporting metrics included in Schedule 13 are leak counts by facility type and threat, leak count on mains by material, and leak count on services by material in compliance with the Commission's January 7, 2020 Order Setting Reporting Requirements in Docket No. G004/M-19-280.

The 2022 data is provided in Schedule 13. Total leaks decreased from 164 in 2021 (as corrected on March 27, 2023 in an ex parte communication with Mr. Trey Harsche in the Company's 2021 Gas Service Quality Report Docket No. G004/M-22-211) to 101 in 2022, where 52 leaks were caused by equipment failure. Great Plains had no violations cited by MNOPS in 2022.

14. Excess Flow Valves (EFVs) (Schedule 14).

Great Plains was ordered in paragraph 4 of the Commission's July 31, 2019 Order in Docket No. G-999/CI-18-41 to "...submit an annual compliance report no later than March 31st of each year through the 2025 reporting period, listing its progress toward complying with Ordering Paragraphs 7a-c of the August 20, 2018 Order."

On February 23, 2021 the Commission ordered in the above referenced docket that utilities should submit all remaining Excess Flow Valve status update reports in their annual Gas Service Quality Reports starting in 2021, rather than the previously ordered March 31st deadline.

Below is Great Plains' Excess Flow Valve 2022 status update.

- Order Paragraph 7a – Great Plains can report that in 2022 there was no change to the number of customers that fall into the categories noted in the July 31 Order since the Company's Reply Comments filed on July 27, 2020 in Docket

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No. G-999/CI-18-41. A total of 330 customers fall into the categories noted in the August 20, 2018 Order Paragraph 7a. The customer counts by type are noted below.

a-b.	K-12 public and non-public schools	35
c.	Public and private universities and colleges	10
d.	Hospitals	29
e.	Multi-unit residential and nursing facilities	<u>256</u>
		330

- Order Paragraph 7b - Great Plains continues to post information regarding EFVs on its website. The Company also notified customers of their EFV options through an annual bill insert mailed to customers in June 2022. The insert previously approved by the Commission will again be included in customers' bills in June 2023.

Great Plains will continue to review ongoing projects and how those projects may match up with interest by identified customers in moving forward with the installation of an EFV, curb valve or manual shut off valve. Great Plains will also continue to provide customers with information regarding Great Plains' planning and replacement projects to inform customers of their options that may help reduce customers' costs associated with installation.

- Ordering Paragraph 7c - Great Plains' incremental costs related to face-to-face meetings with the identified customer categories have been minimal. At this time, the Company does not anticipate significant costs for the communication plan in the future.

Schedule 1
Call Center Response Time

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Call Center Response Times

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Service Level - % of Calls answered in 20 seconds or less.	97%	96%	97%	98%	97%	97%	96%	96%	96%	96%	96%	97%	97%
Average Speed of Answer (in seconds) 1/	10	7	9	9	10	9	12	10	10	10	11	8	9
Total Calls Answered	43,978	3,451	3,983	4,170	4,090	3,632	3,829	3,294	3,523	3,584	3,802	3,185	3,435

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	271,923	22,671	22,528	22,688	22,688	22,684	22,677	22,313	22,683	22,700	22,747	22,766	22,778
Meters read by utility personnel													
Residential	234,563	19,567	19,454	19,575	19,573	19,571	19,563	19,248	19,563	19,583	19,612	19,623	19,631
Commercial	37,319	3,101	3,073	3,113	3,111	3,110	3,113	3,065	3,109	3,116	3,132	3,136	3,140
Total	271,882	22,668	22,527	22,688	22,684	22,681	22,676	22,313	22,672	22,699	22,744	22,759	22,771
%	99.98%	99.99%	100.00%	100.00%	99.98%	99.99%	100.00%	100.00%	99.95%	100.00%	99.99%	99.97%	99.97%
Meters self-read by customer													
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Meters - estimated													
Residential	29	1	1	0	4	1	1	0	6	0	3	5	7
Commercial	12	2	0	0	0	2	0	0	5	1	0	2	0
Total	41	3	1	0	4	3	1	0	11	1	3	7	7
%	0.02%	0.01%	0.00%	0.00%	0.02%	0.01%	0.00%	0.00%	0.05%	0.00%	0.01%	0.03%	0.03%
Meters - not read for <6 months													
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Meters not read for 6-12 months													
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Meters not read for 13+ months													
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Meter reading staffing levels													
North	2 1/	2	2	2	2	2	2	2	2	2	2	2	2
South	1 1/	1	1	1	1	1	1	1	1	1	1	1	1
Total	3 1/	3	3	3	3	3	3	3	3	3	3	3	3

1/ Average

Schedule 3

Involuntary Service Disconnection

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Involuntary Service Disconnections

Residential Status Report Tab/Sheet #	Tab/ Sheet Column	All Utilities Data	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
1.	A	Number of Residential Customers:	230,252	19,171	19,356	19,356	19,349	19,199	19,086	18,988	18,912	18,950	19,192	19,331	19,362
1.	C	Number of Past Due Residential Customers:	46,599	3,240	3,666	3,508	3,743	4,553	4,973	5,336	4,469	3,303	3,195	3,293	3,320
2.	A	Number of Cold Weather Protection Requests:	21	3	0	0	1	0	0	0	0	0	5	10	2
Reconnection as of Cold Weather Months Oct-Apr															
2.	L	Number of "Right to Appeal" notices sent to customers:	21	3	0	0	1	0	0	0	0	0	5	10	2
2.	B	Number of customers granted CWR Protections:	21	3	0	0	1	0	0	0	0	0	5	10	2
Payment Plan (PP) Oct-Apr															
2.	M	Number of PP requests received:	21	3	0	0	1	0	0	0	0	0	5	10	2
2.	N	Number of Mutally Agreed PP:	21	3	0	0	1	0	0	0	0	0	5	10	2
Disconnections															
1.	L	Number of disconnection notices mailed to customers:	4,571	813	907	748	390	267	293	284	245	121	100	102	301
1.	M	Number of Residential Customers Involuntarily Disconnected:	581	0	0	6	30	167	112	79	102	67	8	10	0
2.		Number of customer accounts disconnected who did not seek protection Oct-Apr:													
	I	# Electric - heat affected	na	na	na	na	na	na	na	na	na	na	na	na	na
	J	# Electric - heat not affected	na	na	na	na	na	na	na	na	na	na	na	na	na
	G	# Gas - heat affected	54	0	0	6	30	0	0	0	0	0	8	10	0
	H	# Gas - heat not affected	0	0	0	0	0	0	0	0	0	0	0	0	0
		Total # disconnected	54	0	0	6	30	0	0	0	0	0	8	10	0

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Involuntary Service Disconnections

Residential Status Report Tab/Sheet #	Tab/ Sheet Column	All Utilities Data	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
2.		Number of customer accounts disconnected seeking protection Oct-Apr:													
E		# Electric - heat affected	na	na	na	na	na	na	na	na	na	na	na	na	na
F		# 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
		Total # disconnected (See Note)	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
2.	K	Total Number of customer accounts disconnected for nonpayment Oct-Apr:	54	0	0	6	30	0	0	0	0	0	8	10	0

Utility Monthly Report		Highlight Indicates Data Required per Statutes 216B.091 and 216B.096
Name of Utility	Great Plains Natural Gas Co.	
Reporting Month/Year	Dec-22	

All Utilities													
		A	B	C	D	E	F	G	H	I	J	K	
	Utility	# Residential Customers	Total Revenue from Sales to Residential Customers	# Past Due Residential Customers	Total Dollars Past Due Residential Customers	Average Past Due Dollar Amount Per Past Due Customers	Average Monthly Residential Bill	New LIHEAP Customers	Cumulative LIHEAP Customers (year to date) 1/	Total Dollars Received From LIHEAP	Total Dollars Received from other sources	Total Residential Write-Offs due to uncollectible	
	Jan-22 Great Plains	19,171	\$ 3,834,114	1,723	\$ 332,027	\$ 193	\$ 200	193	922	\$ 110,902	\$ 5,588	\$ 29,712	
	Feb-22 Great Plains	19,356	\$ 3,945,362	1,710	\$ 572,182	\$ 335	\$ 204	156	1,078	\$ 105,137	\$ 4,334	\$ 6,513	
	Mar-22 Great Plains	19,356	\$ 3,602,676	1,690	\$ 623,899	\$ 369	\$ 186	194	1,272	\$ 153,498	\$ 9,943	\$ 3,098	
	Apr-22 Great Plains	19,349	\$ 2,065,484	1,669	\$ 692,296	\$ 415	\$ 107	179	1,451	\$ 152,374	\$ 3,616	\$ 4,967	
	May-22 Great Plains	19,199	\$ 1,744,074	1,646	\$ 680,272	\$ 413	\$ 91	123	1,574	\$ 125,590	\$ 2,405	\$ 8,908	
	Jun-22 Great Plains	19,086	\$ 653,539	1,609	\$ 671,959	\$ 418	\$ 34	82	1,656	\$ 74,559	\$ 2,492	\$ 16,691	
	Jul-22 Great Plains	18,988	\$ 375,168	1,579	\$ 596,614	\$ 378	\$ 20	24	1,680	\$ 14,784	\$ 1,302	\$ 21,747	
	Aug-22 Great Plains	18,912	\$ 360,267	1,563	\$ 448,718	\$ 287	\$ 19	2	1,682	\$ 1,129	\$ 1,065	\$ 63,339	
	Sep-22 Great Plains	18,950	\$ 374,417	1,537	\$ 216,242	\$ 141	\$ 20	-	1,682	0	\$ 11,241	\$ 125,847	
	Oct-22 Great Plains	19,192	\$ 560,693	1,526	\$ 135,156	\$ 89	\$ 29	-	1,682	0	\$ 3,131	\$ 53,805	
	Nov-22 Great Plains	19,331	\$ 1,235,545	1,523	\$ 135,102	\$ 89	\$ 64	469	469	\$ 180,161	\$ 58,067	\$ 16,477	
	Dec-22 Great Plains	19,362	\$ 2,693,444	1,513	\$ 170,248	\$ 113	\$ 139	305	774	\$ 109,320	\$ 988	\$ 9,877	

All Utilities										
		L	M	N	O	P	Q	R	S	T
	Utility	# Residential Customers Receiving Disconnect Notices	# Residential Customers Involuntarily Disconnected	# Residential Customers restored to service w/in 24 hours (SRSQ)	# Residential Customers restored to service by entering a payment plan (SRSQ)	# Residential Customers restored at same address	Total # Residential Customers Reconnected	# Residential Customers Remaining Disconnected, 1-30 days	# Residential Customers Remaining Disconnected, 31-60 days	# Residential Customers Remaining Disconnected, 60+ days
	Jan-22 Great Plains	813	0	0	0	0	11	0	0	118
	Feb-22 Great Plains	907	0	0	0	3	3	0	0	115
	Mar-22 Great Plains	748	6	0	0	2	4	4	0	113
	Apr-22 Great Plains	390	30	3	1	5	11	25	3	108
	May-22 Great Plains	267	167	13	0	33	41	129	22	111
	Jun-22 Great Plains	293	112	4	0	22	37	89	119	129
	Jul-22 Great Plains	284	79	8	0	18	24	64	82	246
	Aug-22 Great Plains	245	102	12	0	33	44	80	55	315
	Sep-22 Great Plains	121	67	8	0	73	87	32	59	339
	Oct-22 Great Plains	100	8	0	5	141	172	5	15	246
	Nov-22 Great Plains	102	10	0	10	11	80	4	6	176
	Dec-22 Great Plains	301	0	0	2	9	20	0	3	163

All Utilities, October-April											
	A	B	C	D	E	F	G	H	I	J	K
	# Customers Seeking Cold Weather Rule Protections	# Customers Granted Cold Weather Rule Protections	# Customers Involuntarily Disconnected, who sought protection heat affected (gas)	# Customers Involuntarily Disconnected, who sought protection non-heat affected (gas)	# Customers Involuntarily Disconnected, who sought protection heat affected (electric)	# Customers Involuntarily Disconnected, who sought protection non-heat affected (electric)	# Customers Involuntarily Disconnected, who did not seek protection heat affected (gas)	# Customers Involuntarily Disconnected, who did not seek protection non-heat affected (gas)	# Customers Involuntarily Disconnected, who did not seek protection heat affected (electric)	# Customers Involuntarily Disconnected, who did not seek protection non-heat affected (electric)	Total Customers Disconnected
Jan-22	3	3	0	0	N/A	N/A	0	0	N/A	N/A	0
Feb-22	0	0	0	0	N/A	N/A	0	0	N/A	N/A	0
Mar-22	0	0	0	0	N/A	N/A	6	0	N/A	N/A	6
Apr-22	1	1	0	0	N/A	N/A	30	0	N/A	N/A	30
May-22											
Jun-22											
Jul-22											
Aug-22											
Sep-22											
Oct-22	5	5	0	0	N/A	N/A	8	0	N/A	N/A	8
Nov-22	10	10	0	0	N/A	N/A	10	0	N/A	N/A	10
Dec-22	2	2	0	0	N/A	N/A	2	0	N/A	N/A	2

All Utilities, October - April											
	L	M	N	O	P	Q	R	S	T	U	V
	# of Appeal Notices sent to customers	# of Payment Plan (PP) requests received	# of mutually agreed PP	# reconnect request appeals withdrawn	# of customers with current payment plans	# customers disconnected 24 hours or more heat affected (gas)	# customers disconnected 24 hours or more non-heat affected (gas)	# customers disconnected 24 hours or more heat affected (electric)	# customers disconnected 24 hours or more non-heat affected (electric)	# accounts reconnected within 24 hrs	Total # Customers Reconnected
Jan-22	3	3	3	0	110	0	0	N/A	N/A	0	11
Feb-22	0	0	0	0	132	0	0	N/A	N/A	0	3
Mar-22	0	0	0	0	142	0	0	N/A	N/A	0	4
Apr-22	1	1	1	0	179	0	0	N/A	N/A	3	11
May-22											
Jun-22											
Jul-22											
Aug-22											
Sep-22											
Oct-22	5	5	5	0	49	8	0	N/A	N/A	0	172
Nov-22	10	10	10	0	38		10	0 N/A	N/A	0	80
Dec-22	2	2	2	0	54		2	0 N/A	N/A	0	20

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

Utility Heating Service Customers*

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

All Utilities (starting October 1)					
Week ending date	Utility	Total # Customers Currently Disconnected for non-payment	# Customers Involuntarily Disconnected for non-payment This Week, Natural Gas	# Customers Involuntarily Disconnected for non-payment This Week, Electric	# Customers Reconnected This Week**
10/7/2022	Great Plains	430	1	N/A	32
10/14/2022	Great Plains	399	2	N/A	54
10/21/2022	Great Plains	347	3	N/A	56
10/28/2022	Great Plains	294	0	N/A	14
11/4/2022	Great Plains	280	2	N/A	16
11/11/2022	Great Plains	266	0	N/A	25
11/18/2022	Great Plains	241	0	N/A	36
11/25/2022	Great Plains	205	0	N/A	8
12/2/2022	Great Plains	197	0	N/A	11
12/9/2022	Great Plains	186	0	N/A	8
12/16/2022	Great Plains	178	0	N/A	1
12/23/2022	Great Plains	177	0	N/A	8
12/30/2022	Great Plains	169	0	N/A	3

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

All Utilities

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

2022

2023

beyond

	# of customers with payment arrangements	Average Monthly Payment Amount	Average Number of Months in Current Payment Agreements
Jan-22	110	\$ 130.12	3
Feb-22	132	\$ 146.76	3
Mar-22	142	\$ 159.17	4
Apr-22	179	\$ 171.70	4
May-22	169	\$ 156.66	4
Jun-22	97	\$ 140.08	3
Jul-22	91	\$ 128.88	4
Aug-22	84	\$ 100.70	4
Sep-22	60	\$ 101.17	4
Oct-22	49	\$ 76.94	6
Nov-22	38	\$ 70.75	5
Dec-22	54	\$ 74.69	4

	Service Deposit Charged to Restore Service, Explain Practice	If yes, Service Deposit Amount, Average per Customer	Reconnection Fee Charged to Restore Service, Explain Practice	If yes, Reconnection Fee Amount, Average per Customer	Down Payment Required to restore service to start a payment arrangement, Explain Practice	If yes, Down Payment Amount, as Percent of Past Due Balance or Average Amount	Interest/ Penalties/Fees, Explain Practice	If yes, Interest/Penalties/Fee Amount, Average per Customer
Jan-22	Great Plains	0	0	\$ 45.00	Great Plains does not require	0	A balance of \$10 or	\$ 2.89
Feb-22	does not charge	0	In the event service has	\$ 45.00	a down payment to restore	0	more remaining after	\$ 5.02
Mar-22	a service deposit	0	been disconnected	\$ 45.00	service to start a payment	0	the due date is subject	\$ 5.54
Apr-22	to restore	0	because the Customer	\$ 45.00	arrangement.	0	to a late payment	\$ 6.22
May-22	service.	0	could not pay their bill,	\$ 45.00		0	charge of 1.5% per	\$ 6.20
Jun-22		0	the Customer shall pay	\$ 45.00		0	month, or \$1 whichever	\$ 6.26
Jul-22		0	a reconnection fee of	\$ 45.00		0	is greater.	\$ 5.67
Aug-22		0	forty-five (\$45.00)	\$ 45.00		0		\$ 4.31
Sep-22		0	dollars in addition to	\$ 45.00		0		\$ 2.11
Oct-22		0	making a settlement	\$ 45.00		0		\$ 1.33
Nov-22		0	satisfactory to the	\$ 45.00		0		\$ 1.33
Dec-22		0	Company of the	\$ 45.00		0		\$ 1.69
			outstanding bill, before					
			service is restored.					
				45		0		

*Practice is defined as when an action would be taken.

Electric Utilities Only

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

Total Number of Disconnection Events

Data December - June Filed July 2022		Data July- November Filed December 2022	
Zip Code	Count	Zip Code	Count
56520	7	56520	19
56537	42	56537	34
56572	15	56572	14
56587	2	56587	3
56716	31	56716	23
56241	24	56241	23
56285	8	56285	3
56284	13	56284	12
56297	8	56297	6
56230	9	56230	1
56258	30	56258	34
56232	7	56232	10
56265	57	56265	45
56223	9	56223	7
56218	4	56218	0
56283	37	56283	21
56237	9	56237	1
56214	3	56214	0

Schedule 4
Service Extension Request
Response Time

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2022**

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	77	0	0	0	0	2	6	18	14	6	18	13	0
Average Days to Complete 2/	51	0	0	0	0	105	52	60	61	21	31	27	0
Commercial													
Number of Extensions	24	0	0	0	0	1	1	3	2	3	6	6	2
Average Days to Complete 2/	44	0	0	0	0	1	126	78	75	19	15	14	27
Renewed Service Extensions 3/													
Residential													
Number of Extensions	709	24	17	18	34	26	46	40	56	130	173	108	37
Average Days to Complete	1	1	1	1	1	1	1	1	1	2	1	1	1
Commercial													
Number of Extensions	138	5	4	7	4	4	8	6	2	22	39	17	20
Average Days to Complete	1	1	1	1	2	1	1	1	1	1	1	1	1

1/ New service requests for locations not previously served.

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

3/ Service requests for locations previously served.

Schedule 5

Customer Deposits

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2022**

Customer Deposits

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

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

Schedule 6

Customer Complaints

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2022**

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	2	1	0	0	0	1	1	0	0	0	1	1
Commercial	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total	8	2	1	0	0	0	2	1	0	0	0	1	1

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2022

	Total		Jan		Feb		Mar		Apr		May		June		July		Aug		Sept		Oct		Nov		Dec	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Residential																										
Billing Errors	1	14%	1	50%	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%
Wrongful Disconnection	2	29%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	1	100%
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%
Inadequate Service	1	14%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	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%
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%
Payment Arrangements	2	29%	0	0%	1	100%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Other	1	14%	1	50%	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%	2	100%	1	100%	0	0%	0	0%	0	0%	1	100%	1	100%	0	0%	0	0%	0	0%	1	100%	1	100%
Commercial																										
Billing Errors	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
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%
Wrongful Disconnection	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	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%
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%
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%
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%
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%
Other	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Total Commercial	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	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, 2022**

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	7	100%	2	100%	1	100%	0	0%	0	0%	0	0%	1	100%	1	100%	0	0%	0	0%	0	0%	1	100%	1	100%
Within 10 Days	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
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%
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%
Total Residential	7	100%	2	100%	1	100%	0	0%	0	0%	0	0%	1	100%	1	100%	0	0%	0	0%	0	0%	1	100%	1	100%
Commercial																										
Immediate	1	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%
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%
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%
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%
Total Commercial	1	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%

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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	2	29%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	1	100%
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	4	57%	2	100%	1	100%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%
Refuse	1	14%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	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%
Total Residential	7	100%	2	100%	1	100%	0	0%	0	0%	0	0%	1	100%	1	100%	0	0%	0	0%	0	0%	1	100%	1	100%
Commercial																										
Agree	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
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	0	0%	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	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	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%
Total Commercial	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

Great Plains Natural Gas Co.
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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	3,332	8%	206	6%	148	4%	160	4%	187	5%	222	6%	342	9%	382	12%	355	10%	384	11%	353	9%	297	9%	296	9%
High Bill	262	1%	14	0%	11	0%	6	0%	12	0%	13	0%	17	0%	41	1%	31	1%	32	1%	35	1%	23	1%	27	1%
Inaccurate Metering	251	1%	6	0%	4	0%	5	0%	6	0%	9	0%	15	0%	27	1%	35	1%	60	2%	28	1%	33	1%	23	1%
Emergency	517	1%	48	1%	44	1%	40	1%	35	1%	41	1%	55	1%	37	1%	29	1%	36	1%	53	1%	37	1%	62	2%
Payment Arrangements	5,659	13%	554	16%	564	14%	587	14%	583	14%	481	13%	504	13%	395	12%	440	12%	420	12%	414	11%	323	10%	394	11%
Inadequate Service	928	2%	23	1%	16	0%	23	1%	38	1%	43	1%	34	1%	63	2%	84	2%	162	5%	143	4%	160	5%	139	4%
Service Extension Relating to Credit Issues	325	1%	29	1%	13	0%	16	0%	22	1%	15	0%	21	1%	45	1%	42	1%	34	1%	30	1%	18	1%	40	1%
Service Request	185	0%	11	0%	1	0%	7	0%	8	0%	9	0%	9	0%	21	1%	26	1%	45	1%	25	1%	15	0%	8	0%
Start/Stop Service	5,777	13%	445	13%	427	11%	498	12%	542	13%	525	14%	478	12%	396	12%	473	13%	516	14%	638	17%	475	15%	364	11%
Wrongful Disconnection	1	0%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Call Backs	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Interactive Voice Response 1/ Customer Account Inquiry Non-Authenticated	10,233 10,226		1,011 409		1,010 1,070		1,080 1,084		1,014 1,107		901 879		869 964		737 772		706 828		714 749		685 776		691 722		815 866	
Interactive Voice Response	20,459	47%	1,420	41%	2,080	52%	2,164	52%	2,121	52%	1,780	49%	1,833	48%	1,509	46%	1,534	44%	1,463	41%	1,461	38%	1,413	44%	1,681	49%
Other	6,282	13%	695	21%	674	18%	664	16%	536	13%	494	16%	521	15%	378	11%	474	14%	432	11%	622	16%	391	12%	401	11%
Total GP Calls	<u>43,978</u>	100%	<u>3,451</u>	100%	<u>3,983</u>	100%	<u>4,170</u>	100%	<u>4,090</u>	100%	<u>3,632</u>	100%	<u>3,829</u>	100%	<u>3,294</u>	100%	<u>3,523</u>	100%	<u>3,584</u>	100%	<u>3,802</u>	100%	<u>3,185</u>	100%	<u>3,435</u>	100%

1/ In mid-January 2022, the tracking of IVR calls was expanded to include both customer specific inquiries and general information inquiries.

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2022
Number of Customer Calls by Call Code by Type and Resolution 1/

	Total		January		February		March		April		May		June		July		August		September		October		November		December	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Billing Error																										
Agree	1,084	22%	68	23%	46	23%	36	17%	50	19%	46	15%	88	19%	117	20%	108	18%	152	20%	135	22%	113	21%	125	22%
Compromise	402	8%	21	7%	19	10%	21	10%	22	8%	35	11%	52	12%	60	10%	37	6%	32	4%	36	6%	37	7%	30	6%
Demonstrate	1,643	31%	105	36%	74	38%	90	41%	106	39%	130	42%	181	41%	191	33%	186	32%	176	25%	157	26%	125	23%	122	23%
Refuse	203	4%	12	4%	9	5%	13	6%	9	4%	11	4%	21	5%	14	2%	24	4%	24	3%	25	4%	22	4%	19	4%
	<u>3,332</u>		<u>206</u>		<u>148</u>		<u>160</u>		<u>187</u>		<u>222</u>		<u>342</u>		<u>382</u>		<u>355</u>		<u>384</u>		<u>353</u>		<u>297</u>		<u>296</u>	
High Bill																										
Agree	129	2%	5	2%	7	3%	6	3%	3	1%	10	3%	8	2%	15	3%	16	3%	18	3%	12	2%	13	2%	16	3%
Compromise	75	1%	6	2%	3	2%	0	0%	5	2%	3	1%	4	1%	16	3%	8	1%	6	1%	11	2%	5	1%	8	2%
Demonstrate	38	1%	1	0%	0	0%	0	0%	1	0%	0	0%	3	1%	9	2%	3	1%	4	1%	10	2%	4	1%	3	1%
Refuse	20	0%	2	1%	1	1%	0	0%	3	1%	0	0%	2	0%	1	0%	4	1%	4	1%	2	0%	1	0%	0	0%
	<u>262</u>		<u>14</u>		<u>11</u>		<u>6</u>		<u>12</u>		<u>13</u>		<u>17</u>		<u>41</u>		<u>31</u>		<u>32</u>		<u>35</u>		<u>23</u>		<u>27</u>	
Inaccurate Meter																										
Agree	186	4%	6	2%	4	2%	5	2%	4	1%	5	2%	11	3%	18	3%	32	6%	49	7%	17	3%	19	3%	16	3%
Compromise	2	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Demonstrate	63	1%	0	0%	0	0%	0	0%	1	0%	4	1%	4	1%	9	2%	3	1%	11	2%	11	2%	14	3%	6	1%
Refuse	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	<u>251</u>		<u>6</u>		<u>4</u>		<u>5</u>		<u>6</u>		<u>9</u>		<u>15</u>		<u>27</u>		<u>35</u>		<u>60</u>		<u>28</u>		<u>33</u>		<u>23</u>	
Inadequate Service																										
Agree	281	5%	2	1%	1	1%	3	1%	7	3%	9	3%	9	2%	19	3%	27	5%	67	9%	46	7%	49	9%	42	8%
Compromise	13	0%	0	0%	1	1%	1	0%	0	0%	1	0%	3	1%	1	0%	1	0%	0	0%	1	0%	2	0%	2	0%
Demonstrate	631	12%	21	7%	14	6%	19	9%	31	11%	33	11%	22	5%	42	7%	55	10%	95	12%	96	16%	109	20%	94	18%
Refuse	3	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	1	0%	0	0%	0	0%	0	0%	1	0%
	<u>928</u>		<u>23</u>		<u>16</u>		<u>23</u>		<u>38</u>		<u>43</u>		<u>34</u>		<u>63</u>		<u>84</u>		<u>162</u>		<u>143</u>		<u>160</u>		<u>139</u>	
Service Extension																										
Relating to Credit																										
Agree	115	2%	8	3%	4	2%	4	2%	8	3%	7	2%	6	1%	2	0%	17	3%	15	2%	18	3%	13	2%	13	2%
Compromise	27	1%	5	2%	4	2%	2	1%	2	1%	1	0%	3	1%	4	1%	4	1%	2	0%	0	0%	0	0%	0	0%
Demonstrate	181	3%	16	6%	5	2%	10	5%	12	4%	7	2%	12	3%	39	7%	19	3%	17	2%	12	2%	5	1%	27	5%
Refuse	2	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%	0	0%	0	0%	0	0%	0	0%
	<u>325</u>		<u>29</u>		<u>13</u>		<u>16</u>		<u>22</u>		<u>15</u>		<u>21</u>		<u>45</u>		<u>42</u>		<u>34</u>		<u>30</u>		<u>18</u>		<u>40</u>	
Service Restoration																										
Agree	51	1%	4	1%	0	0%	2	1%	5	2%	4	1%	4	1%	3	1%	5	1%	12	2%	6	1%	3	1%	3	1%
Compromise	50	1%	2	1%	0	0%	3	1%	0	0%	2	1%	3	1%	5	1%	10	2%	11	2%	8	1%	6	1%	0	0%
Demonstrate	73	1%	5	2%	1	1%	2	1%	3	1%	2	1%	2	0%	13	2%	10	2%	18	3%	8	1%	6	1%	3	1%
Refuse	11	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%	1	0%	4	1%	3	0%	0	0%	2	0%
	<u>185</u>		<u>11</u>		<u>1</u>		<u>7</u>		<u>8</u>		<u>9</u>		<u>9</u>		<u>21</u>		<u>26</u>		<u>45</u>		<u>25</u>		<u>15</u>		<u>8</u>	
Wrongful Disconnect																										
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	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Demonstrate	1	0%	0	0%	1	1%	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%
	<u>1</u>		<u>0</u>		<u>1</u>		<u>0</u>		<u>0</u>		<u>0</u>		<u>0</u>		<u>0</u>		<u>0</u>		<u>0</u>		<u>0</u>		<u>0</u>		<u>0</u>	
Total	<u>5,284</u>	<u>100%</u>	<u>289</u>	<u>100%</u>	<u>194</u>	<u>100%</u>	<u>217</u>	<u>100%</u>	<u>273</u>	<u>100%</u>	<u>311</u>	<u>100%</u>	<u>438</u>	<u>100%</u>	<u>579</u>	<u>100%</u>	<u>573</u>	<u>100%</u>	<u>717</u>	<u>100%</u>	<u>614</u>	<u>100%</u>	<u>546</u>	<u>100%</u>	<u>533</u>	<u>100%</u>

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

Minnesota Public Utilities Commission

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

ANNUAL SUMMARY OF CUSTOMER COMPLAINTS

for Year Ending 12/31/2022
in accordance with Minn. Rule 7820.0500

Name of Utility: Great Plains Natural Gas Co.
Address: P.O. Box 176, Fergus Falls, MN 56538-0176
Prepared by: Travis Jacobson, Phone 701-222-7855

	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
I. Complaint Type												
A. Billing Errors	1	1		0			0			0		
B. Inaccurate Metering	0	0		0			0			0		
C. Wrongful Disconnection	2	2		1	1		0			0		
D. High Bills	0	0		0			0			0		
E. Inadequate Service	1	1		0			0			0		
F. Service-Extension Interval	0	0		0			0			0		
G. Service-Restoration Interval	0	0		0			0			0		
H. Payment Arrangements	2	2		0			0			0		
I. Other	1	1		0			0			0		
Total Complaints	7	7	0	1	1	0	0	0	0	0	0	0

II. Number of Customers	Average		Change
	2022	2021	
Residential	19,091	19,119	(28)
Commercial/Industrial	3,050	3,058	(8)
Interruptible	137	140	(3)
Total	22,278	22,317	(39)

III. Contact Names of Great Plains Personnel:

Caitlin Straabe	Travis Jacobson
800-431-5733	701-222-7855
701-222-7603	
400 N. 4th Street	400 N. 4th Street
Bismarck, ND 58501	Bismarck, ND 58501

Minnesota Public Utilities Commission

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

ANNUAL SUMMARY OF MPUC, OAG, AND OTHER CUSTOMER COMPLAINTS

for Year Ending 12/31/2022

MPUC

I. Complaint Type

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

Residential		
Number Received	Number Resolved	Number Unresolved
1	1	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
2	2	0
1	1	0
4	4	0

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
- I. Other
- 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
0	0	0
0	0	0
2	2	0
0	0	0
1	1	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
3	3	0

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

Industrial		
Number Received	Number Resolved	Number Unresolved

Government		
Number Received	Number Resolved	Number Unresolved

Schedule 7
Gas Emergency Response Time

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2022**

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	465	36	27	29	30	36	63	43	17	29	51	46	58
Percentage	97%	97%	96%	91%	100%	100%	98%	90%	100%	100%	98%	96%	98%
Calls Responded to in over 1 hour	15	1	1	3	0	0	1	5	0	0	1	2	1
Percentage	3%	3%	4%	9%	0%	0%	2%	10%	0%	0%	2%	4%	2%
Total Calls	480	37	28	32	30	36	64	48	17	29	52	48	59
Average Response Time (in minutes)	24	29	20	21	16	23	23	29	31	19	24	30	25
		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

**Schedule 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, 2022**

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	12	0	0	0	1	2	1	1	1	1	2	3	0
Not Marked Line	0	0	0	0	0	0	0	0	0	0	0	0	0
Mis-Marked Line 1/	12	0	0	0	1	2	1	1	1	1	2	3	0
Number of Locate Tickets 2/	7,562	97	88	172	501	1,138	1,197	1,030	1,034	888	828	478	111
Number of Mislocates per 1000 Locate Tickets	1.59	0.00	0.00	0.00	2.00	1.76	0.84	0.97	0.97	1.13	2.42	6.28	0.00

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

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

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2022**

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	12	0	0	0	1	2	1	1	1	1	2	3	0
Damage - All Other Causes	<u>27</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>2</u>	<u>0</u>	<u>7</u>	<u>4</u>	<u>4</u>	<u>1</u>	<u>8</u>	<u>1</u>	<u>0</u>
Total Number of Damages	39	0	0	0	3	2	8	5	5	2	10	4	0
Miles of Pipe 1/	532	532	532	532	532	532	532	532	532	532	532	532	532
Damage per 100 Miles of Pipe Under the Control of Great Plains' Employees and Contractors	2.26	0.00	0.00	0.00	0.19	0.38	0.19	0.19	0.19	0.19	0.38	0.56	0.00
All Other Causes	<u>5.08</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.38</u>	<u>0.00</u>	<u>1.32</u>	<u>0.75</u>	<u>0.75</u>	<u>0.19</u>	<u>1.50</u>	<u>0.19</u>	<u>0.00</u>
Total	7.34	0.00	0.00	0.00	0.57	0.38	1.51	0.94	0.94	0.38	1.88	0.75	0.00

1/ Total miles of distribution (466.0) and transmission (65.87) main operated in Minnesota.

MNOPS Quarterly Utility Damage Survey

Quarterly Utility Damage Survey

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

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

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

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

Contact Information

Name of Utility Operator
Great Plains Natural Gas

Contact Name
Teresa Hendrickson

Contact Email
teresa.hendrickson@mdu.com

Contact Phone
(170) 122-2765 x5

General Data Information

Select the year for which this data is being submitted.
2022

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

Damage Data Submissions

Utility Survey 1

Select Utility Type
Gas Distribution

Total Number of Gopher State One Call Notifications Received
357

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

No

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

No

Comments/Suggestions

MNOPS Quarterly Utility Damage Survey

Quarterly Utility Damage Survey

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

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

Intrastate Gas Utility Operators: This is a mandatory survey by MNOPS per [Minnesota Statute 299F.63](#) and [MN Rule 7530.0400 Subpart 1](#). Submit this survey to MNOPS within 30 days from the end of each quarter. MNOPS inspectors will use the submitted information in coordination with annual inspections.

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

Contact Information

Name of Utility Operator
Great Plains Natural Gas

Contact Name
Teresa Hendrickson

Contact Email
teresa.hendrickson@mdu.com

Contact Phone
(701) 222-7655

General Data Information

Select the year for which this data is being submitted.
2022

Select the quarter for which this data is being submitted.
2nd

Damage Data Submissions

Utility Survey 1

Select Utility Type
Gas Distribution

Total Number of Gopher State One Call Notifications Received
2,836

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

Yes

Root Causes of Excavation Related Damages

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

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

1. Notification Not Made (no locate ticket)
1

2. Excavation Outside Request

3. Prior to Start Time

4. Expired Notification
1

5. Failed to Determine Precise Location
2

6. Failed to Maintain Marks
1

7. No White Markings

8. Failed to Maintain Clearance
2

9. Failed to Protect and Support During Excavation
1

10. Damage by Hand Dig
1

11. Incorrect Records or Maps
2

12. Not Marked

13. Mis-Marked
2

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

Comments/Suggestions

MNOPS Quarterly Utility Damage Survey

Quarterly Utility Damage Survey

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

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

Intrastate Gas Utility Operators: This is a mandatory survey by MNOPS per [Minnesota Statute 299F.63](#) and [MN Rule 7530.0400 Subpart 1](#). Submit this survey to MNOPS within 30 days from the end of each quarter. MNOPS inspectors will use the submitted information in coordination with annual inspections.

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

Contact Information

Name of Utility Operator
Great Plains Natural Gas

Contact Name
Teresa Hendrickson

Contact Email
teresa.hendrickson@mdu.com

Contact Phone
(701) 222-7655

General Data Information

Select the year for which this data is being submitted.
2022

Select the quarter for which this data is being submitted.
3rd

Damage Data Submissions

Utility Survey 1

Select Utility Type
Gas Distribution

Total Number of Gopher State One Call Notifications Received
2,952

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

Yes

Root Causes of Excavation Related Damages

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

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

1. Notification Not Made (no locate ticket)

2

2. Excavation Outside Request

3. Prior to Start Time

4. Expired Notification

5. Failed to Determine Precise Location

3

6. Failed to Maintain Marks

7. No White Markings

8. Failed to Maintain Clearance

3

9. Failed to Protect and Support During Excavation

10. Damage by Hand Dig

11. Incorrect Records or Maps

2

12. Not Marked

13. Mis-Marked

1

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

No

Comments/Suggestions

MNOPS Quarterly Utility Damage Survey

Quarterly Utility Damage Survey

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

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Name of Utility Operator
Great Plains Natural Gas

Contact Name
Teresa Hendrickson

Contact Email
teresa.hendrickson@mdu.com

Contact Phone
(701) 222-7655

General Data Information

Select the year for which this data is being submitted.
2022

Select the quarter for which this data is being submitted.
4th

Damage Data Submissions

Utility Survey 1

Select Utility Type
Gas Distribution

Total Number of Gopher State One Call Notifications Received
1,417

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

Yes

Root Causes of Excavation Related Damages

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

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

1. Notification Not Made (no locate ticket)

1

2. Excavation Outside Request

3. Prior to Start Time

4. Expired Notification

1

5. Failed to Determine Precise Location

4

6. Failed to Maintain Marks

7. No White Markings

8. Failed to Maintain Clearance

2

9. Failed to Protect and Support During Excavation

1

10. Damage by Hand Dig

11. Incorrect Records or Maps

3

12. Not Marked

13. Mis-Marked

2

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

No

Comments/Suggestions

This is a corrected report for 2022 4Q for Great Plains Natural

Schedule 10
Gas Service Interruption

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2022

Gas Service Interruptions

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Due to Employees/Contractors													
Number of Customers	36	0	0	0	1	0	1	1	3	17	5	8	0
Number of Outages	10	0	0	0	1	0	1	1	1	1	2	3	0
Average Duration of Outage (in minutes)	144	0	0	0	60	0	240	60	180	60	90	220	0
Due to Other Unplanned Causes													
Number of Customers	91	0	0	0	3	0	15	6	4	5	57	1	0
Number of Outages	25	0	0	0	2	0	6	3	4	1	8	1	0
Average Duration of Outage (in minutes)	146	0	0	0	150	0	170	120	105	120	150	240	0
Total Interruptions													
Number of Customers	127	0	0	0	4	0	16	7	7	22	62	9	0
Number of Outages	35	0	0	0	3	0	7	4	5	2	10	4	0
Average Duration of Outage (in minutes)	146	0	0	0	120	0	180	105	120	90	138	225	0
Duration in Minutes													
Due to Employees/Contracts	1,440	0	0	0	60	0	240	60	180	60	180	660	0
Due to Others	3,660	0	0	0	300	0	1,020	360	420	120	1,200	240	0
	5,100	0	0	0	360	0	1,260	420	600	180	1,380	900	0

Schedule 11

**Gas Emergency Phone Response
Time**

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2022**

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.	83.6%	85.2%	79.2%	80.4%	87.2%	80.4%	82.9%	94.0%	78.9%	80.0%	77.8%	88.1%	89.3%
Average Speed of Answer (in seconds)	7	6	8	5	4	5	14	7	5	7	6	9	7
Total Calls Answered	616	54	48	46	39	46	70	50	38	45	63	42	75

Schedule 12
Customer Service Related O&M
Expense

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2022**

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/		\$563,733	\$41,806	\$42,080	\$49,715	\$49,312	\$49,136	\$49,866	\$48,169	\$53,804	\$49,043	\$46,546	\$50,679	\$33,577

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

Schedule 13

Distribution System Plan

Performance Measures

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2022**

Leak Count by Facility Type and Threat

	Leak Cause								2022 Total
	Corrosion	Natural Forces	Excavation	Other Outside Forces	Material Failure	Equipment Failure	Incorrect Operations	Other Unknown / Missing	
Above Ground	0	1	0	2	0	49	0	0	52
Mains	0	1	18	0	1	2	0	0	22
Services	0	0	19	1	6	1	0	0	27
Total	0	2	37	3	7	52	0	0	101

	Leak Count By Material					2022 Total
	Coated Steel	Bare Steel	Plastic	PVC	Other	
Mains	2	1	6	13	0	22
Services	2	0	13	12	0	27
Total	4	1	19	25	0	49

Schedule 14

**Excess Flow Valves (EFV) and
Manual Shut off Valves**

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2022

Excess Flow Valves (EFV) and Manual Service Line Shut off Valves

EFV Installation					
Customer Class	Number of Customers Suitable of EFV Installation (a)	Total Number of Installed EFVs (b)	Number of Customers Who Requested Installation (c)	Percentage of Suitable Customers with EFVs (d)	Number of Customers Unsuitable for EFVs (e)
			(subset of (b))	(b)/(a)	
Residential (N60 & S60)	18,510	7,250	0	39.2%	18
Firm General (N70 & S70)	2,696	645	0	23.9%	45
Small Interruptible (N71 & S71)	104	8	0	7.7%	49
Large Interruptible (N85 & S85)	7	-	0	0.0%	6
Small Interruptible Transportation (N81 & S81)	6	-	0	0.0%	3
Large Interruptible Transportation (N82 & S82)(TF 1-5)	10	-	0	0.0%	7
Unassigned	-	-	0		0
Total	21,333	7,903	0	37.0%	128

Manual Shut-Off Installation				
Customer Class	Number of Customers Suitable for Manual Shot-Off Valves (a)	Total Number of Installed Manual Shut-Off Valves (b)	Number of Customers who Requested Installation (c)	Percentage of Suitable Customers with Manual Shut-Off Valves (d)
			(subset of (b))	(b)/(a)
Residential (N60 & S60)	18	18	0	100%
Firm General (N70 & S70)	45	38	0	84%
Small Interruptible (N71 & S71)	49	26	0	53%
Large Interruptible (N85 & S85)	6	4	0	67%
Small Interruptible Transportation (N81 & S81)	3	3	0	100%
Large Interruptible Transportation (N82 & S82)(TF 1-5)	7	1	0	14%
Unassigned	0	0	0	0%
Total	128	90	0	70%