



505 Nicollet Mall
PO Box 59038
Minneapolis, MN 55459-0038

May 1, 2025

via eFiling

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

Re: 2024 Annual Gas Service Quality Report

Docket No. G-008/M-25-33

COMPLIANCE FILING

Dear Mr. Seuffert:

CenterPoint Energy Resources Corp d/b/a CenterPoint Energy Minnesota Gas ("Company") respectfully submits its 2024 Annual Gas Service Quality Report in compliance with Commission Rules and Orders. In addition to the report, the Company provides the following attachments updated from previous years to align with the new reporting requirements.

- Attachment A: 2024 PHMSA Report for CenterPoint Energy
- Attachment B: 2024 Service Quality Report Schedules
- Attachment C: Complaint Categories
- Attachment D: Gas Emergency Response Times
- Attachment E: List of Reporting Requirements

Please contact me at (612) 321-5191 or Sherry.Kemmetmueller@centerpointenergy.com with any questions.

Sincerely,

/s/ Sherry Kemmetmueller

Manager, Regulatory Affairs

/s/ Emily Suppes

Director, Regulatory Affairs

Attachments

C: Service List

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PHMSA Gas Distribution Reports

CenterPoint Energy Resources Corp (the “Company” or “CenterPoint Energy”) provides the 2024 PHMSA Gas Distribution Report in Attachment A.

Call Center Response Time

The Company provides the percentage of calls answered within 20 seconds, the average speed of answer, and IVR zero out information in Attachment B. Call Center Response Time is reported on Schedule 1.

CenterPoint Energy’s goal is to achieve an 80/20 service level on a 12-month calendar basis. CenterPoint Energy relies on historical trends for call volumes, attrition, absences, as well as any changes in off-the-phone work or other known factors in attempting to achieve an overall 80/20 service level. There will be month-to-month variations based on actual events and call volume.

In 2024, 82.7% of calls—excluding IVR calls—were answered in 20 seconds or less, slightly more than the 82.4% of calls in 2023. The weighted average speed of answer was 24 seconds in 2024, representing a two second increase from the average of 22 seconds in 2023. The number of calls answered (excluding IVR) decreased approximately 13.5% from 797,826 to 690,290 in 2024.

In 2024, 92.6% of calls—including IVR calls—were answered in 20 seconds or less, an increase from 91.1% in 2023. The weighted average speed of answer was 10 seconds in 2024, representing a one second increase from the weighted average of 9 seconds in 2023. The total number of calls answered (including IVR) decreased approximately 9.9% from 1,829,154 in 2023 to 1,647,499 in 2024.

The Company also provides IVR system zero out data. The number of customers who zero out of a menu while interacting with the IVR is included in Schedule 1a. This data shows an overall zero out rate of 0% (0.1%) for 2024, equal to the average zero out rate of 0% (0.1%) for 2023. Overall call volume rates in 2024 decreased from 2023.

Meter Reading Performance

The Company provides information on CenterPoint Energy’s meter reading performance, including for each customer class and for each calendar month:

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

The difference between the total percentage of meters and the percentage of meters read by the utility or its customers is the number of billings with estimates. This includes, but is not limited to, estimated meter readings, billing adjustments, and rebilling.

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Meter Reading Performance is reported on Schedule 2.

In 2024, 99.31% of meters were read by CenterPoint Energy personnel, 0.00% of meters were not read in six to 12 months and 0.00% of meters were not read in over 12 months; which was consistent with 2023 (99.40%, 0.00%, and 0.00%, respectively).

Average staffing levels had no changes for the Minneapolis Metro Area or for greater Minnesota from 2023 to 2024.

Involuntary Disconnection

CenterPoint Energy has included our December Residential Customer Status Report, including data for January through December, as filed in Docket No. E,G-999/PR-24-02.

The 2024 Residential Customer Status Report, including data for January through December, is included on Schedule 3a through 3g.

There were 27,036 customers disconnected for nonpayment in 2024 compared to 28,136 in 2023. The 'Total Dollars Past Due Residential Customers' reported in column D of the all utilities section on Schedule 3a has an average of \$16,566,729 for 2024, decreasing from \$23,160,210 in 2023, showing a reduction in delinquency post-pandemic. The Company takes steps to work with our customers who have delinquency, taking into consideration their individual financial and extenuating circumstances. Seeing customer bills with delinquency and individual needs, the energy burden of our customers is recognized and the Company takes steps in working with our customers to prevent disconnection of their natural gas service, including making efforts to connect with the customer through phone calls and/or visits at their home to work out payment arrangements, promotional efforts of the Low Income Home Energy Assistance Programs ("LIHEAP"), additionally promotion and enrollment into the Company's Gas Affordability Program ("GAP"). In 2024 the Company started autoenrollment of customers who received LIHEAP into the GAP, and as a result, our 2024 GAP program has the highest levels of participation since establishment of the program in 2007. GAP offers customers a levelized payment with arrear and affordability credits from the program to assist with their energy bill.

Service Extension Requests

The Company provides service extension request response times, including for each customer class and each calendar month:

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

CenterPoint Energy includes the following types of extension requests in our data on service extension response times:

- A. New Service Extensions

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1. Location never had service, new construction
 2. Location never had service, existing home
- B. Renewed Service Extensions
1. Location previously had service, same customer where the customer requested the disconnection
 2. Location previously had service, new customer

Service Extension Request Response Time is reported on Schedule 4.

New residential extensions took an average of 15 days to complete in 2024 compared to an average of 16 days in 2023. The number of new residential service extensions increased in 2024 to 6,167 from 5,478 in 2023. Renewed residential extensions took an average of two days to complete in 2024 as compared to five days in 2023. The number of renewed residential extensions increased to 12,546 from 11,783 in 2023.

New commercial extensions took an average of 18 days to complete in 2024 compared to an average of 29 days in 2023. New commercial extensions decreased in 2024 to 468 from 571 in 2023. Renewed commercial extensions took an average of seven days to complete in 2024 as compared to an average of five days in 2023. The number of renewed commercial extensions decreased to 1,206 from 1,226 in 2023.

Customer Deposits

As required in the “Notice of Gas Service Quality Reporting Requirements” issued February 2, 2024, in Docket No. G-008/CI-22-548, Gas Utilities shall report on customer deposits within their annual service quality reports whenever their deposit collection policies change. These reports shall include:

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

The Company has not had any changes to the customer deposit collection policy in 2024 and therefore does not meet the requirement for customer deposit data as discussed above.

Customer Complaints

The Company provides a detailed report on complaints by customer class and calendar month, including:

- The number of complaints received.
- The number and percentage of complaints alleging billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service-

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extension intervals, service-restoration intervals and any other identifiable subject matter involved in five percent or more of customer complaints.

- The number and percentage of complaints resolved upon initial inquiry within 10 days and longer than 10 days.
- The number and percentage of all complaints resolved by taking any of the following actions:
 - Taking the action the customer requested.
 - Taking an action the customer and CenterPoint Energy agree is an acceptable compromise.
 - Providing the customer with information that demonstrates that the situation complained of is not reasonably within the control of CenterPoint Energy.
 - Refusing to take the action the customer requested.
- The number of complaints forwarded to CenterPoint Energy by the Minnesota Public Utilities Commission's ("Commission") Consumer Affairs Office for further investigation and action.

CenterPoint Energy has a number of categories which are used to categorize complaints. Several of these categories have been in use for many years. Some of the categories used by CenterPoint Energy do not directly correspond to the categories listed in Minn. R. 7826.2000 that specifies information to which Minnesota Electric Utilities are subject. However, the categories used by CenterPoint Energy allow for comparison over time (i.e., a category is intended to be used for similar types of issues each year). In general, the categories CenterPoint Energy uses are similar to the categories listed in Minn. R. 7826.2000.

Disconnection Issue: This category is used if the customer calls about disconnection for non-payment including, for example, the customer did not receive a disconnection notice, the meter was locked before the disconnection notice expiration, there were arrangements on the account prior to the account being disconnected, there is a new party living in/owning the property, or the collector locked the wrong meter. This category is a subset of Alleged Billing Error as used in Minn. R. 7826.2000(B).

Service Order Scheduling: This category is used if the customer calls about some aspect of scheduling a service order including, for example, wait time when scheduling to move the meter from inside the home to outside for a reconnection, wait time on a reconnect when the meter was dug at the street or the main, dissatisfaction with appointment windows and/or scheduling policies, and missed/late appointments. This category is a subset of Inadequate Service as used in Minn. R. 7826.2000(B).

Inadequate Service: This category is used if the customer calls about the Company failing to meet customer expectations including, for example, excessive hold time on the phone. This category is a subset of Inadequate Service as used in Minn. R. 7826.2000(B).

Average Monthly Billing Issue: This category is used if the customer calls about the Average Monthly Billing program ("AMB"). If a customer does not understand how the AMB works, the customer may believe their charges are too high or too low. In addition, the customer may have questions as to how their bill is calculated, or the customer may need clarification as to why a

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payment is required with a credit balance. This category is a subset of Alleged Billing Error as used in Minn. R. 7826.2000(B).

See also Attachment C where the Company has mapped the categories CenterPoint Energy uses to the categories listed in Minn. R. 7826.2000. To continue making meaningful comparisons for each category, the Company has provided a general list of the types of situations or questions—which the Company has used for many years—that may be included in each of the categories.

The number of complaints taken by CenterPoint Energy is reported on Schedule 6a.

There were 3,396 complaints received in 2024, compared to 4,416 in 2023.

The number and percentage of complaints by type of complaint is reported on Schedule 6b.

In 2024, the three most frequent residential complaint types were service issues, billing errors, and payment issues; in 2023, the top three were service issues, billing errors, and disconnection issues.

The top three commercial complaint types in 2024 were service issues, disputed charges, and disconnection issues; in 2023, the top three were service issues, payment issues, and disconnection issues.

The number and percentage of complaints by resolution timeframe is reported on Schedule 6c.

In 2024, 83% of residential complaints were resolved immediately and 9% within 10 days, compared to 81% and 10% in 2023, respectively. For commercial complaints, 65% were resolved immediately and 24% within 10 days, compared to 62% and 20% in 2023, respectively.

The number and percentage of complaints by resolution type are reported on Schedule 6d.

Complaint resolutions are classified as follows: *agreement* between CenterPoint Energy and the customer on the resolution, *compromise* by both the customer and CenterPoint Energy deciding on an acceptable resolution, *demonstration* that the situation complained of is not reasonably within the control of the utility by providing the customer with information, or *refusal* to take the action the customer requested. As shown in the table below, most residential and commercial complaints were resolved by demonstration, compromise, or agreement in both 2022 and 2023.

Resolution Type	Residential		Commercial	
	2023	2024	2023	2024
Agreement	14%	15%	13%	13%
Compromise	8%	14%	11%	16%
Demonstration	67%	66%	62%	67%
Refusal	4%	5%	3%	3%

The number of complaints forwarded to CenterPoint Energy is reported on Schedule 6e.

There were 403 complaints forwarded to CenterPoint Energy in 2023, compared to 473 in 2023. The number of complaints received from the Better Business Bureau (“BBB”) decreased from 2023 (44 in 2024 versus 52 in 2023), complaints received from the Commission were lower in 2024 than

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in 2023 (295 in 2024 versus 335 in 2023). In 2024 the Company resolved the way complaints are tracked internally to correspond with Commission totals and previous issues the Company may not have considered a complaint are now tracked as a complaint. Complaints received from the Office of the Attorney General also decreased (56 in 2024 versus 76 in 2023). There were no additional formal complaints received from other governmental entities in either 2023 or 2024.

The Company provides customer complaint data per Minn. R. 7820.0500 in this Annual Service Quality Report.¹ The Company reports the total number of resolved and unresolved complaints by class of service and type of complaint, the total number of customers in each class of service, and the total number of customers who initiated service during the past year. Additionally, the Company provides the name, address, and telephone number of personnel designated and authorized to receive and respond to requests and directives of the Commission regarding customer inquiries, service requests, and complaints. CenterPoint Energy currently includes the above information for all complaints (regulated and non-regulated) received from state agencies and the BBB, collectively, in its annual report to the Commission on Schedule 6f.

Gas Emergency Phone Line Answer Time

The Company provides the percentage of calls on the emergency line answered within 20 seconds. Emergency line response times are reported on Schedule 7.

There were 78,164 emergency calls received in 2024, and 79,702 emergency calls received in 2023. 87% of the emergency calls were answered in 20 seconds or less in 2024, and 92% of the emergency calls were answered in 20 seconds or less in 2023. Using a weighted average, the average speed of answer was 22 seconds in 2024 compared to 9 seconds in 2023.

The 2024 emergency numbers were impacted by customer behavior. The month of July 2024 on Schedule 7 shows a large increase in gas emergency calls. The monthly average for emergency calls was 6,513, July had 17,678 calls) The customers in Texas had experienced hurricane Beryl and were using any number they could to get through to an agent to assist them. As soon as this issue was recognized, the Company added customer messaging to the MN Gas Emergency Line stating "You have reached the Minnesota Gas emergency line. If your call is not regarding a Minnesota gas emergency a representative will not be able to accept the request. Please hang up and dial the appropriate number." Instructions were given to the agents answering the MN gas Emergency line to address customers who did not hang up and had issues not pertaining to a MN gas emergency to give the customer the appropriate number, if the customer had an electric emergency to transfer them to the appropriate electric emergency line.

Gas Emergency Response Times

The Company provides the time from the initial order creation to the time that a qualified emergency response person arrives at the incident location for purposes of making the area safe. Emergency response times are reported, by metro and outstate, as (a) calls responded to in one hour or less and (b) calls responded to in over one hour. CenterPoint Energy provides the number and percentage of emergencies responded to within one hour and more than one hour. CenterPoint Energy also provides the average number of minutes it takes to respond to an

¹ Docket No. E, G-999/PR-22-13, In the Matter of the Annual Summary of Customer Complaints pursuant to Minn. R. 7820.0500"; "In the Matter of Annual Safety Reliability and Service Quality Reports.

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emergency. This same information, in total, is reported in the Emergency Response Report to the Minnesota Office of Pipeline Safety (“MNOPS”).

CenterPoint Energy reports all calls received from customers, contractors, passersby, 911 dispatchers, or company personnel relating to: gas odors, gas leaks, indications of high pressure, fires, explosions, and hit gas lines (either inside or outside).

Emergency Gas Response Times and related MNOPS reports are reported in Attachment D.

In 2024, the Company received 38,433 emergency gas calls, compared to 41,668 in 2023. In 2023, it took an average of 25.9 minutes to respond to an emergency as compared to 27.6 minutes in 2024. In 2023, 96.63% of emergencies were responded to within one hour and 3.37% of emergencies were responded to within more than one hour. In 2024, 96.5% of emergencies were responded to within one hour and 3.5% of emergencies were responded to within more than one hour.

Excavation Damages

As required in the “Notice of Gas Service Quality Reporting Requirements” issued February 2, 2024, in Docket No. G-008/CI-22-548, Gas Utilities shall report on excavation damages using the following metrics:

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

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

The Company submits the required information on Excavation Damages in Schedule 8. The number of excavation tickets increased from 347,746 in 2023 to 353,729 in 2024. An increase in total damages (including at fault damages and mislocates) from 284 in 2023 to 964 in 2024, increasing the number of damages (including at fault damages and mislocates) per 1000 excavation tickets from 0.82 in 2023 to 2.73 in 2024.

Service Interruptions

CenterPoint Energy reports the number of firm customers that experience an unplanned service interruption and the average duration of the unplanned service interruptions. Gas Interruptions are reported on Schedule 10.

Total number of customers impacted by outages in 2024 increased to 2,991 from 2,778 in 2023. With the average interruption decreasing from 148 minutes in 2023 to 144 minutes in 2024.

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Major Incident Reporting

The Company provides a summary of events that are immediately reportable to MNOPS according to the criteria used by MNOPS to identify reportable events. The reporting also includes summaries of all service interruptions caused by system integrity pressure issues. The summaries of each event include the following 10 items:

1. Location;
2. when the incident occurred;
3. number of customers affected;
4. how the Company was made aware of the incident;
5. root cause of the incident;
6. actions taken to fix the problem;
7. actions taken to contact customers;
8. any public relations or media issues;
9. whether the customer or the Company relighted; and
10. the longest any customer was without gas service during the incident.

MNOPS summaries are reported on Schedule 11.

In 2024, there were 40 MNOPS reportable outages, and in 2023 there were 40 MNOPS reportable outages.

In some cases, the Company may send a courtesy notification to MNOPS of outage events that do not meet the MNOPS criteria for mandatory reporting. The 40 reportable outages total may include such events.

MNOPS Emergency Response Violations and Violation Letters

CenterPoint Energy also reports MNOPS violations and requests for information from MNOPS in Schedule 11a. Letter types are defined as Notice of Probable Violation (“NPV”), Warning Letter (“WL”), and Request for Specific Information (“RSI”). The Company received 25 MNOPS violations or requests for information in 2024 as compared to 19 received in 2023.

Integrity Management Plan Reporting

In its November 14, 2019, Order regarding the Company’s 2018 Service Quality Report (Docket No. G-008/M-19-300), the Commission required that CenterPoint Energy file an update on “integrity management plan performance measures; monitoring results; and an evaluation of effectiveness.”² The Company’s previous annual Service Quality Report provided the following information, which parallels the information provided in the Company’s 2018 Report:

² The Commission reiterated this requirement in its January 7, 2020, Order in the same docket and additionally required the Company to update the 3-year averages each year.

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- Schedules 18a–18c report leaks by cause for above ground facilities (“ABGF”), mains, and services. Causes may include corrosion failure, equipment failure, excavation damage, incorrect operations, natural force damages, other miscellaneous causes, other outside force damage, or pipe/weld/joint failure.
- Schedules 18d and 18e report leaks by material type. Material types include bare steel, coated steel, copper (services only), plastic polyethylene, plastic polyethylene Aldyl A, PVC (services only), and other miscellaneous types.
- Schedules 18f–18h report risk by cause for ABGF, mains, and services. Risk types include corrosion, equipment, excavation, incorrect operation, natural forces, other miscellaneous, other outside force damage, or pipe/weld/joint failure.
- Schedules 18i and 18j report risk by material type. Material types include bare steel, coated steel, copper (services only), plastic polyethylene, plastic polyethylene Aldyl A, PVC (services only), and other miscellaneous types.
- Schedules 18k–18m report the unit cost installed by project, a comparison of budgeted costs to actual installed costs, and the average annual cost to repair leaks by facility. As reported in Docket No. G-008/GR-21-435, the Company no longer accounts for Remote Control Valves as a separate integrity management project.

The issuance of the December 26, 2024 Order in Docket G-008/M-24-33 requires CenterPoint Energy to replace its current leak-related integrity management plan reporting requirements, required by the Commissions’ January 14, 2020 order in the G-008/CI-18-517 docket, with the leak-related reporting requirements identified by the Natural Gas Service Quality Working Group in the G-008/CI-22-548 docket, and the Company will continue to provide all other reported integrity management plan information.

The requirements outlined in Docket No. G-008-CI-22-548 are to report the following metrics from the Annual PHMSA Distribution Reports in the service quality report:

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

The Company includes the Annual PHMSA Leak detail in Schedule 18a. Replacing the previously reported leak metrics in Schedules 18a – 18e.

Excess Flow Valves (“EFV”)

In its December 26, 2024, Order in Docket No. G-008/M-24-33, the Commission found that CenterPoint has completed its EFV and manual shut-off outreach pursuant to the Commission’s

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July 31, 2019 order in the G-999/CI-18-41 docket, and approved the Company's request to cease reporting on EFV's manual shut-off valves and related outreach.

Web-Based Metrics

Beginning in 2025, for reporting year 2024, all gas utilities shall report:

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

Web-Based Metrics information is reported on Schedule 19.

In 2024 the CenterPoint Energy enterprise-wide website uptime was 98.54%. 1.46% of the time the website was down for planned outages. There were no unplanned outages in 2024. The percentage of uptime for web payment services mirrors the website uptime. There were not any payment services outages or issues with payment services outside of the planned outages. There were 22,895,981 website visits to the My Account Online website, and there were 4,856,337 logins.

CenterPoint Energy Utility-Specific Reporting Requirements

Steel Service Line

Meters at 630 Cubic Feet Per Hour ("CFH") or Greater ("CHF+")

In its December 26, 2024, Order in Docket No. G-008/M-24-33, the Commission approved the Company's request to cease reporting on the steel service line and meters at 630 cubic feet per hour (CFH) or greater.


Additional Call Center Detail

The Company reports the total number of utility calls received through CenterPoint Energy's dedicated call center lines. The dedicated call center lines include emergencies, billing inquiries, credit/payment arrangements, service connection/disconnection requests, and the business customer hotline. Call center details are reported on Schedule 16.

The overall call volume decreased from 1.83 million in 2023 to 1.65 million in 2024.

NOTICE: This report is required by 49 CFR Part 191. Failure to report may result in a civil penalty OMB No. 2137-0629 as provided in 49 USC 60122.

OMB NO: 2137-0629
EXPIRATION DATE: 6/30/2026

 U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration	ANNUAL REPORT FOR CALENDAR YEAR 2024 GAS DISTRIBUTION SYSTEM	Initial Date Submitted:	03/13/2025
		Report Submission Type	INITIAL
		Date Submitted:	

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

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

PART A - OPERATOR INFORMATION	(DOT use only)	20251065-72385
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1. Name of Operator	CENTERPOINT ENERGY RESOURCES CORP., DBA
2. LOCATION OF OFFICE (WHERE ADDITIONAL INFORMATION MAY BE OBTAINED)	
2a. Street Address	1111 LOUISIANA ST
2b. City and County	HOUSTON HARRIS
2c. State	TX
2d. Zip Code	77002
3. OPERATOR'S 5 DIGIT IDENTIFICATION NUMBER	12350
4. HEADQUARTERS NAME & ADDRESS	
4a. Street Address	1111 LOUISIANA ST
4b. City and County	HOUSTON
4c. State	TX
4d. Zip Code	77002
5. STATE IN WHICH SYSTEM OPERATES	MN
6. THIS REPORT PERTAINS TO THE FOLLOWING COMMODITY GROUP (Select Commodity Group based on the predominant gas carried and complete the report for that Commodity Group. File a separate report for each Commodity Group included in this OPID.)	
Natural Gas	
7. THIS REPORT PERTAINS TO THE FOLLOWING TYPE OF OPERATOR (Select Type of Operator based on the structure of the company included in this OPID for which this report is being submitted.):	
Investor Owned	

PART B - SYSTEM DESCRIPTION

1.GENERAL											
	STEEL				PLASTIC	CAST/ WROUGHT IRON	DUCTILE IRON	COPPER	OTHER	RECONDITION ED CAST IRON	SYSTEM TOTAL
	UNPROTECTED		CATHODICALLY PROTECTED								
	BARE	COATED	BARE	COATED							
MILES OF MAIN	17.613	0.702	9.598	3247.263	11520.924	0	0	0	0	0	14796.1
NO. OF SERVICES	62	0	0	37920	765652	0	0	1588	2377	0	807599

NOTICE: This report is required by 49 CFR Part 191. Failure to report may result in a civil penalty OMB No. 2137-0629 as provided in 49 USC 60122.

OMB NO: 2137-0629
EXPIRATION DATE: 6/30/2026

2. MILES OF MAINS IN SYSTEM AT END OF YEAR							
MATERIAL	UNKNOWN	2" OR LESS	OVER 2" THRU 4"	OVER 4" THRU 8"	OVER 8" THRU 12"	OVER 12"	SYSTEM TOTALS
STEEL	0	1390.889	890.233	692.018	133.06	168.976	3275.176
DUCTILE IRON	0	0	0	0	0	0	0
COPPER	0	0	0	0	0	0	0
CAST/WROUGHT IRON	0	0	0	0	0	0	0
PLASTIC PVC	0	0	0	0	0	0	0
PLASTIC PE	0	8245.027	2627.435	644.284	4.178	0	11520.924
PLASTIC ABS	0	0	0	0	0	0	0
PLASTIC OTHER	0	0	0	0	0	0	0
OTHER	0	0	0	0	0	0	0
RECONDITIONED CAST IRON	0	0	0	0	0	0	0
TOTAL	0	9635.916	3517.668	1336.302	137.238	168.976	14796.1

Describe Other Material:

3. NUMBER OF SERVICES IN SYSTEM AT END OF YEAR				AVERAGE SERVICE LENGTH: 81			
MATERIAL	UNKNOWN	1" OR LESS	OVER 1" THRU 2"	OVER 2" THRU 4"	OVER 4" THRU 8"	OVER 8"	SYSTEM TOTALS
STEEL	2884	31668	3001	378	49	2	37982
DUCTILE IRON	0	0	0	0	0	0	0
COPPER	0	1511	77	0	0	0	1588
CAST/WROUGHT IRON	0	0	0	0	0	0	0
PLASTIC PVC	0	0	0	0	0	0	0
PLASTIC PE	1	721042	43563	842	120	3	765571
PLASTIC ABS	0	0	0	0	0	0	0
PLASTIC OTHER	6	56	18	1	0	0	81
OTHER	1957	341	71	8	0	0	2377
RECONDITIONED CAST IRON	0	0	0	0	0	0	0
TOTAL	4848	754618	46730	1229	169	5	807599

Describe Other Material:

UNKNOWN

4. MILES OF MAIN AND NUMBER OF SERVICES BY DECADE OF INSTALLATION												
	UNKNOWN	PRE-1940	1940-1949	1950-1959	1960-1969	1970-1979	1980-1989	1990-1999	2000-2009	2010-2019	2020-2029	TOTAL
MILES OF MAIN	0	11.798	23.325	299.07	1550.573	1438.65	1878.67	3160.784	2899.342	2126.422	1407.466	14796.1
NUMBER OF SERVICES	0	29	203	5597	24357	88163	122245	160951	174931	147514	83609	807599

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

CAUSE OF LEAK	MAINS		SERVICES	
	TOTAL	HAZARDOUS	TOTAL	HAZARDOUS
CORROSION FAILURE	18	5	355	222
NATURAL FORCE DAMAGE	6	3	122	80
EXCAVATION DAMAGE	175	170	696	669
OTHER OUTSIDE FORCE DAMAGE	7	4	164	99
PIPE, WELD OR JOINT FAILURE	7	2	63	26

NOTICE: This report is required by 49 CFR Part 191. Failure to report may result in a civil penalty OMB No. 2137-0629 as provided in 49 USC 60122.

OMB NO: 2137-0629
EXPIRATION DATE: 6/30/2026

EQUIPMENT FAILURE	78	19	5673	2312
INCORRECT OPERATIONS	16	6	121	52
OTHER CAUSE	2	0	3	1

NUMBER OF KNOWN SYSTEM LEAKS AT END OF YEAR SCHEDULED FOR REPAIR : 1863
NUMBER OF HAZARDOUS LEAKS INVOLVING A MECHANICAL JOINT FAILURE : 50

PART D – EXCAVATION DAMAGE

Notification Issue Sub-Total	169	Location Issue Sub-Total	166
No notification made to the One-Call Center/811	106	Facility not marked due to Abandoned facility	1
Excavator dug outside area described on ticket	8	Facility not marked due to Incorrect facility records/maps	8
Excavator dug prior to valid start date/time	20	Facility not marked due to Locator error	87
Excavator dug after valid ticket expired	34	Facility not marked due to No response from operator/contract locator	4
Excavator provided incorrect notification information	1	Facility not marked due to Incomplete marks at damage location	0
		Facility not marked due to Tracer wire issue	0
Excavation Issue Sub-Total	545	Facility not marked due to Unlocatable Facility	1
Excavator dug prior to verifying marks by test-hole (pothole)	292	Facility marked inaccurately due to Abandoned facility	0
Excavator failed to maintain clearance after verifying marks	42	Facility marked inaccurately due to Incorrect facility records/maps	6
Excavator failed to protect/shore/support facilities	24	Facility marked inaccurately due to Locator error	54
Improper backfilling practices	0	Facility marked inaccurately due to Tracer wire issue	5
Marks faded or not maintained	41		
Improper excavation practice not listed above	146		
Miscellaneous Root Causes Sub-Total	4		
Deteriorated facility	0		
One Call Center Error	0		
Previous damage	0	1. Total Excavation Damages	884
Root Cause not listed	4	2. Number of Excavation Tickets	362411

NOTICE: This report is required by 49 CFR Part 191. Failure to report may result in a civil penalty OMB No. 2137-0629 as provided in 49 USC 60122.

OMB NO: 2137-0629
EXPIRATION DATE: 6/30/2026

PART E – RESERVED

(Empty reserved section)

PART F - LEAKS ON FEDERAL LAND	PART G – PERCENT OF UNACCOUNTED FOR GAS
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TOTAL NUMBER OF LEAKS ON FEDERAL LAND REPAIRED OR SCHEDULED TO REPAIR: <u>0</u>	UNACCOUNTED FOR GAS AS A PERCENT OF TOTAL CONSUMPTION FOR THE 12 MONTHS ENDING JUNE 30 OF THE REPORTING YEAR. $\frac{[(\text{PURCHASED GAS} + \text{PRODUCED GAS}) \text{ MINUS } (\text{CUSTOMER USE} + \text{COMPANY USE} + \text{APPROPRIATE ADJUSTMENTS})]}{(\text{CUSTOMER USE} + \text{COMPANY USE} + \text{APPROPRIATE ADJUSTMENTS})} \times 100 \text{ EQUALS PERCENT UNACCOUNTED FOR.}$ FOR YEAR ENDING 6/30: <u>1.21%</u>
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PART H - ADDITIONAL INFORMATION

(Empty section)

PART I - PREPARER

<u>Brock Bleazard Staff Engineer</u> (Preparer's Name and Title)	<u>(713) 207-3643</u> (Area Code and Telephone Number)
<u>brock.bleazard@centerpointenergy.com</u> (Preparer's email address)	<u>(000) 000-0000</u> (Area Code and Facsimile Number)

2024 Annual Gas Service Quality Report

Compliance Filing of CenterPoint Energy

ATTACHMENT B
See Separate Attached Excel Document

Docket No. G-008/M-25-33

May 1, 2025

CenterPoint Energy
2024 Annual Gas Service Quality Report
COMPLAINT CATEGORIES

Alleged Billing Errors

- **Average Monthly Billing (“AMB”) Issue**—This category contains complaints from customers who do not understand how AMB works (thinking their bill is too high or too low), questions as to how it is calculated, or complaints as to why a payment is required with a credit balance.
- **Billing Error**—This category contains complaints regarding bill print issues, questions/issues when we keep the same account number from a current or previous address to use for their new address, when the tenant moves out and an account is not activated into the landlord’s name in a timely manner, and when the meter is not locked even though the owner has authorized a disconnection. This category also includes interim rate refund issues, incorrect billing calculations, delays in invoicing, and multiple months of rebill issues.
- **Disputed Charges**—This category includes any customer contact in which the customer disputes a balance owed. This can include disputes as to when their responsibility should have ended if the property went through foreclosure; divorce or roommate situations regarding who is responsible for a debt incurred at the property when both parties resided there; disputed debt transfers (when a debt from a previous address is transferred onto their current account); and landlord/tenant disputes when either side claims they are not responsible for gas usage during specified time periods. This category also includes customers who do not want to pay a basic fee on a meter that is not in use but is not locked, and customers who dispute the dates of service (move-in/move-out dates) or security deposits.
- **Payment Issue**—This category contains Billmatrix (the third-party vendor who processes our payments) complaints, encoding errors, missing payments, incorrect applications, processing delays, refund checks, late fee/due dates, reconnection payment methods, energy assistance payments, NSF check fees, refused check payments, and automatic bank draft issues.
- **Rates/Tariffs**—This category contains general complaints about interim rates, franchise fees, the Conservation Improvement Program, the Gas Affordability Program, sales tax, and basic charges.
- **Decoupling/Inverted Block Rates**—This category contains any complaint pertaining to the inverted block rate (tiered pricing) and/or decoupling.
- **Inactive/Write Off**—This category contains collection agency complaints, credit bureau reporting, customers who claim they did not receive a bill, and length of time before a balance is written off.

Inaccurate Metering

- **Inaccurate Metering**—This category contains complaints involving switched piping, pressure factors, misreads, non-registering meters, electronic/programming errors, meter changes, and estimated reads.

Wrongful Disconnect

- **Disconnection Issue**—This category includes complaints from customers claiming they did not receive a disconnection notice, a meter was locked before the disconnection notice expiration, and/or customers claiming there were arrangements on the account prior to the account being disconnected. Complaints also include issues involving a new party living on/owning the property, or a collector locking a wrong meter.

High Bills

- **High Bill**—This category includes customers who initiate a complaint regarding a high bill (i.e., high consumption) for any reason.
- **Credit Arrangement**—This category includes customers who cannot agree to/afford acceptable payment arrangements, or who are ineligible for arrangements due to previous defaulted arrangements.

Inadequate Service

- **Service Issue**—This category includes failures to accommodate customer expectations. Examples of Service Issues, not all inclusive, are: lack of explanations, failure to take requested actions, multiple contacts for an unresolved issue, non-availability for immediate assistance, and inability to restore gas service.

Service Extension Intervals—Service Restoration Intervals

- **Construction**—This category contains complaints which involve the piping leading up to the meter, and the meter itself. It also includes complaints regarding the timeline on when a meter can be installed or relocated, excess footage fees, out of season charges/frost burners, cost to add, change or relocate meter, cost to change pressure, meter location, ice shields, barriers, atmospheric corrosion inspection, and claims or restoration issues.
- **Service Order Scheduling**—This category contains complaints regarding meter move reconnection scheduling wait time (when relocating meters from inside a home to outside), wait time on a reconnection when the meter was dug at the street or the main, customers who are not satisfied with appointment windows and/or scheduling policies, and missed/late appointments.

Other Categories that CNP Uses (does not fit into one of the above categories)

- **Employee Conduct**—This category involves behavioral or driving complaints against an employee.
- **Online Customer Service**—This category involves customers who do not understand or agree with options available for My Account Online and Online Billing, inconvenience when the website is down for maintenance, and online accounts that are locked/blocked due to too many failed password attempts.
- **Other**—This category contains other miscellaneous complaints.

Minnesota Office of Pipeline Safety

Emergency Response Reporting Form

Reporting Company: CenterPoint Energy

Contact Person: Dean Headlee

Phone: 612-321-5366

Email Address: dean.headlee@centerpointenergy.com

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: Email: andy.voyer@state.mn.us

Minnesota Office of Pipeline Safety or Fax: 651-296-9641

444 Cedar St, Suite 147

St. Paul MN 55101- 5147

For more information call 651-296-9636

2024

Selected Year

CenterPoint Energy Emergency Gas Response Time

Calls Responded to in one hour or less														Previous Year		% Change	
Area Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Area Group	<	Area Group	%
	12		2	33	168	2	40	8	6	15	9	15	310		58		434.48%
Metro	3694	2391	2282	2349	2524	2588	2625	2691	2674	3574	3066	3154	33612	Metro	36578	Metro	-8.11%
Gr Mn	286	263	267	184	198	191	242	214	242	364	397	316	3164	Gr Mn	3628	Gr Mn	-12.79%
Total	3992	2654	2551	2566	2890	2781	2907	2913	2922	3953	3472	3485	37086	Total	40264	Total	-7.89%

Calls Responded to in over one hour														Previous Year		% Change	
Area Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Area Group	>	Area Group	%
					2		2			1	1	2	8		3		166.67%
Metro	114	59	66	55	54	117	120	59	54	87	45	136	966	Metro	1026	Metro	-5.85%
Gr Mn	34	28	34	17	32	29	32	22	23	45	40	37	373	Gr Mn	375	Gr Mn	-0.53%
Total	148	87	100	72	88	146	154	81	77	133	86	175	1347	Total	1404	Total	-4.06%

Total Calls														Previous Year		% Change	
Area Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Area Group	Count	Area Group	%
Metro	3808	2450	2348	2404	2578	2705	2745	2750	2728	3661	3111	3290	34578		61		421.31%
Gr Mn	320	291	301	201	230	220	274	236	265	409	437	353	3537	Metro	37604	Metro	-8.05%
	12		2	33	170	2	42	8	6	16	10	17	318	Gr Mn	4003	Gr Mn	-11.64%
Total	4140	2741	2651	2638	2978	2927	3061	2994	2999	4086	3558	3660	38433	Total	41668	Total	-7.76%

2024

Selected Year

CenterPoint Energy

Emergency Gas Response Time

Percent Responded to in one hour or less														Previous Year		% Change	
Area Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Area Group	% <	Area Group	%
	100.00%		100.00%	100.00%	98.82%	100.00%	95.24%	100.00%	100.00%	93.75%	90.00%	88.24%	97.48%		95.08%		2.53%
Metro	97.01%	97.59%	97.19%	97.71%	97.91%	95.67%	95.63%	97.85%	98.02%	97.62%	98.55%	95.87%	97.21%	Metro	97.27%	Metro	-0.07%
Gr Mn	89.38%	90.38%	88.70%	91.54%	86.09%	86.82%	88.32%	90.68%	91.32%	89.00%	90.85%	89.52%	89.45%	Gr Mn	90.63%	Gr Mn	-1.30%
Total	96.43%	96.83%	96.23%	97.27%	97.04%	95.01%	94.97%	97.29%	97.43%	96.74%	97.58%	95.22%	96.50%	Total	96.63%	Total	-0.14%

Percent Responded to in over one hour														Previous Year		% Change	
Area Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Area Group	% >	Area Group	%
					1.18%		4.76%			6.25%	10.00%	11.76%	2.52%		4.92%		-48.85%
Metro	2.99%	2.41%	2.81%	2.29%	2.09%	4.33%	4.37%	2.15%	1.98%	2.38%	1.45%	4.13%	2.79%	Metro	2.73%	Metro	2.39%
Gr Mn	10.63%	9.62%	11.30%	8.46%	13.91%	13.18%	11.68%	9.32%	8.68%	11.00%	9.15%	10.48%	10.55%	Gr Mn	9.37%	Gr Mn	12.57%
Total	3.57%	3.17%	3.77%	2.73%	2.96%	4.99%	5.03%	2.71%	2.57%	3.26%	2.42%	4.78%	3.50%	Total	3.37%	Total	4.02%

Average number of minutes to respond to an emergency														Previous Year		% Change	
Area Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Area Group	Avg Resp	Area Group	%
	22.8		32.0	22.5	24.6	21.0	27.6	22.1	22.2	30.3	25.5	26.2	25.0		26.84		-6.81%
Metro	24.9	26.1	26.1	23.8	24.4	37.4	33.8	24.1	24.4	25.0	23.9	30.0	26.9	Metro	25.45	Metro	5.86%
Gr Mn	31.0	35.7	29.3	31.2	32.0	54.2	39.5	30.8	30.3	30.8	30.4	45.4	34.7	Gr Mn	30.52	Gr Mn	13.63%
Total	25.3	27.1	26.4	24.4	25.0	38.7	34.3	24.7	24.9	25.6	24.7	31.5	27.6	Total	25.94	Total	6.55%

2024

Selected Year

Sch 12 - Jan

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	3207	385	334	50
>100min to 120min	5	14	11	3
>10min to 20min	628	1443	1357	80
>20min to 40min	217	1875	1771	100
>2hrs to 3hrs	5	9	9	
>3hrs to 4hrs	2	3	3	
>40min to 60min	40	289	232	56
>4hrs to 6hrs	4	4	4	
>60min to 80min	21	85	62	23
>80min to 100min	11	33	25	8
Total	4140	4140	3808	320

	Metro	Gr Mn	Total	
<60 mins	12	3694	286	3992
>60 mins		114	34	148

2024

Selected Year

Sch 12 - Feb

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2232	360	310	50
>100min to 120min	1	2	2	
>10min to 20min	334	972	896	76
>20min to 40min	124	1162	1078	84
>2hrs to 3hrs	4	7	4	3
>3hrs to 4hrs	1	1	1	
>40min to 60min	16	160	107	53
>4hrs to 6hrs	1	1		1
>60min to 80min	6	40	25	15
>6hrs to 8hrs	4	4	3	1
>80min to 100min	6	20	13	7
>8hrs	12	12	11	1
Total	2741	2741	2450	291

	Metro	Gr Mn	Total
<60 mins	2391	263	2654
>60 mins	59	28	87

2024

Selected Year

Sch 12 - Mar

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2235	309	261	48
>100min to 120min	7	9	6	3
>10min to 20min	265	980	891	89
>20min to 40min	95	1112	1019	91
>2hrs to 3hrs	9	7	7	
>3hrs to 4hrs	2	3	3	
>40min to 60min	14	150	111	39
>4hrs to 6hrs	2			
>60min to 80min	6	56	32	24
>6hrs to 8hrs	2	2	2	
>80min to 100min	9	18	11	7
>8hrs	5	5	5	
Total	2651	2651	2348	301

	Metro	Gr Mn	Total	
<60 mins	2	2282	267	2551
>60 mins		66	34	100

2024

Selected Year

Sch 12 - Apr

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2228	296	272	23
>100min to 120min	2	3	2	1
>10min to 20min	271	945	885	45
>20min to 40min	93	1181	1087	79
>2hrs to 3hrs	5	5	5	
>3hrs to 4hrs	6	6	6	
>40min to 60min	12	144	105	37
>4hrs to 6hrs	4	4	4	
>60min to 80min	10	42	27	15
>6hrs to 8hrs	1	1	1	
>80min to 100min	5	10	9	1
Total	2638	2638	2404	201

	Metro	Gr Mn	Total	
<60 mins	33	2349	184	2566
>60 mins		55	17	72

2024

Selected Year

Sch 12 - May

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2445	311	259	41
>100min to 120min	2	3	3	
>10min to 20min	375	982	876	49
>20min to 40min	107	1365	1203	70
>2hrs to 3hrs	8	9	9	
>3hrs to 4hrs	2	2	1	1
>40min to 60min	24	232	186	38
>60min to 80min	10	59	33	24
>80min to 100min	5	15	8	7
Total	2978	2978	2578	230

	Metro	Gr Mn	Total	
<60 mins	168	2524	198	2890
>60 mins	2	54	32	88

2024

Selected Year

Sch 12 - Jun

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2346	331	300	31
>100min to 120min	5	11	11	
>10min to 20min	360	943	895	47
>20min to 40min	110	1300	1228	71
>2hrs to 3hrs	6	8	7	1
>3hrs to 4hrs	3	3	1	2
>40min to 60min	22	207	165	42
>4hrs to 6hrs	5	6	6	
>60min to 80min	12	51	33	18
>6hrs to 8hrs	3	3	3	
>80min to 100min	13	22	20	2
>8hrs	42	42	36	6
Total	2927	2927	2705	220

	Metro	Gr Mn	Total	
<60 mins	2	2588	191	2781
>60 mins		117	29	146

2024

Selected Year

Sch 12 - Jul

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2449	319	277	39
>100min to 120min	7	12	12	
>10min to 20min	370	1030	933	81
>20min to 40min	132	1317	1217	82
>2hrs to 3hrs	14	19	16	2
>3hrs to 4hrs	3	4	4	
>40min to 60min	25	241	198	40
>4hrs to 6hrs	9	8	7	1
>60min to 80min	18	64	43	20
>6hrs to 8hrs	3	3	3	
>80min to 100min	7	19	13	6
Total	3061	3061	2745	274

	Metro	Gr Mn	Total	
<60 mins	40	2625	242	2907
>60 mins	2	120	32	154

2024

Selected Year

Sch 12 - Aug

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2476	332	291	40
>100min to 120min	3	8	4	4
>10min to 20min	340	962	904	56
>20min to 40min	129	1401	1321	76
>2hrs to 3hrs	4	4	4	
>40min to 60min	23	218	175	42
>4hrs to 6hrs	1	1	1	
>60min to 80min	14	51	38	13
>6hrs to 8hrs	1	1	1	
>80min to 100min	3	16	11	5
Total	2994	2994	2750	236

	Metro	Gr Mn	Total	
<60 mins	8	2691	214	2913
>60 mins		59	22	81

2024

Selected Year

Sch 12 - Sep

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2443	354	306	48
>100min to 120min	2	2	2	
>10min to 20min	391	965	905	58
>20min to 40min	119	1391	1298	89
>2hrs to 3hrs	1	7	5	2
>3hrs to 4hrs	1	1	1	
>40min to 60min	28	212	165	47
>60min to 80min	7	44	31	13
>80min to 100min	5	21	13	8
>8hrs	2	2	2	
Total	2999	2999	2728	265

	Metro	Gr Mn	Total	
<60 mins	6	2674	242	2922
>60 mins		54	23	77

2024

Selected Year

Sch 12 - Oct

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	3247	479	425	54
>100min to 120min	3	8	5	3
>10min to 20min	554	1304	1200	100
>20min to 40min	212	1835	1680	146
>2hrs to 3hrs	13	17	17	
>3hrs to 4hrs	2	2	2	
>40min to 60min	29	335	269	64
>4hrs to 6hrs	5	5	5	
>60min to 80min	12	75	43	32
>80min to 100min	8	25	14	10
>8hrs	1	1	1	
Total	4086	4086	3661	409

	Metro	Gr Mn	Total	
<60 mins	15	3574	364	3953
>60 mins	1	87	45	133

2024

Selected Year

Sch 12 - Nov

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2901	396	334	61
>100min to 120min	1	4	3	1
>10min to 20min	477	1143	1037	102
>20min to 40min	143	1655	1486	166
>2hrs to 3hrs	6	3	1	2
>3hrs to 4hrs	7	2	1	1
>40min to 60min	8	278	209	68
>4hrs to 6hrs	2			
>60min to 80min	7	59	30	28
>80min to 100min	5	17	9	8
>8hrs	1	1	1	
Total	3558	3558	3111	437

	Metro	Gr Mn	Total	
<60 mins	9	3066	397	3472
>60 mins	1	45	40	86

2024

Selected Year

Sch 12 - Dec

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2837	421	360	58
>100min to 120min	7	12	11	1
>10min to 20min	538	1162	1076	79
>20min to 40min	164	1616	1498	113
>2hrs to 3hrs	6	8	8	
>3hrs to 4hrs	2	2	2	
>40min to 60min	40	286	220	66
>4hrs to 6hrs	9	9	9	
>60min to 80min	17	91	66	24
>6hrs to 8hrs	7	7	6	1
>80min to 100min	14	27	21	5
>8hrs	19	19	13	6
Total	3660	3660	3290	353

	Metro	Gr Mn	Total	
<60 mins	15	3154	316	3485
>60 mins	2	136	37	175

2024

Avg Response Report

Selected Year

Month Name	Total Metro Jobs	Total Metro Minutes	Total Gr Mn Jobs	Total Gr Mn Minutes	Sum of Jobs	Sum of Minutes	Average Response	Metro Avg Response	Gr Mn Avg Response
Jan	3808	94,646	320	9,911	4140	104,833	25.3	24.9	31.0
Feb	2450	63,947	291	10,388	2741	74,334	27.1	26.1	35.7
Mar	2348	61,222	301	8,799	2651	70,085	26.4	26.1	29.3
Apr	2404	57,265	201	6,274	2638	64,278	24.4	23.8	31.2
May	2578	62,845	230	7,358	2978	74,384	25.0	24.4	32.0
Jun	2705	101,150	220	11,938	2927	113,129	38.7	37.4	54.2
Jul	2745	92,902	274	10,822	3061	104,880	34.3	33.8	39.5
Aug	2750	66,381	236	7,258	2994	73,816	24.7	24.1	30.8
Sep	2728	66,528	265	8,021	2999	74,682	24.9	24.4	30.3
Oct	3661	91,443	409	12,600	4086	104,527	25.6	25.0	30.8
Nov	3111	74,427	437	13,271	3558	87,952	24.7	23.9	30.4
Dec	3290	98,880	353	16,013	3660	115,337	31.5	30.0	45.4
Total	34578	931,635	3537	122,653	38433	1,062,237	27.6	26.9	34.7

2024

Selected Year

Oor_Order_Num	Jobcd	Compstatus	Created	En Route	Onsite	EOP	CCRD	LRT	Sub_Area_Name	Sum of CRtoEN (Rounded Min)	Sum of CRtoON (Rounded Min)
S000110385704	207	CLMS	1/1/2024 12:24:56 AM	1/1/2024 12:41:16 AM	1/1/2024 1:22:13 AM	No	No	No	1602	16	57
S000110385823	217	NLF	1/1/2024 8:34:58 AM	1/1/2024 8:43:37 AM	1/1/2024 8:49:34 AM	No	No	No	2801	9	15
S000110386459	207	NLF	1/1/2024 12:08:59 PM	1/1/2024 12:22:33 PM	1/1/2024 12:59:29 PM	No	No	No	1608	14	50
S000110386463	207	NLF	1/1/2024 2:55:30 PM	1/1/2024 2:58:43 PM	1/1/2024 3:15:50 PM	No	No	No	1601	3	20
S000110386617	223	CMPL	1/1/2024 8:30:40 AM	1/1/2024 8:45:50 AM	1/1/2024 9:01:33 AM	No	No	No	1007	15	31
S000110387111	207	NLF	1/1/2024 10:38:02 AM	1/1/2024 11:01:32 AM	1/1/2024 11:10:27 AM	No	No	No	1321	24	32
S000110387114	217	NLF	1/1/2024 10:48:11 AM	1/1/2024 10:51:46 AM	1/1/2024 11:06:45 AM	No	No	No	1105	4	19
S000110387118	222	CMPL	1/1/2024 11:04:50 AM	1/1/2024 11:20:46 AM	1/1/2024 11:31:46 AM	No	No	No	1008	16	27
S000110387119	207	NLF	1/1/2024 11:07:04 AM	1/1/2024 11:24:26 AM	1/1/2024 11:31:58 AM	No	No	No	1704	17	25
S000110387120	217	NLF	1/1/2024 11:05:51 AM	1/1/2024 11:09:56 AM	1/1/2024 11:32:16 AM	No	No	No	1206	4	26
S000110387122	217	LKC	1/1/2024 11:22:36 AM	1/1/2024 11:27:10 AM	1/1/2024 11:40:39 AM	No	No	No	1204	5	18
S000110387169	207	CLMS	1/1/2024 11:29:58 AM	1/1/2024 11:34:10 AM	1/1/2024 12:00:18 PM	No	No	No	1606	4	30
S000110387172	222	CMPL	1/1/2024 11:52:29 AM	1/1/2024 11:59:44 AM	1/1/2024 12:30:24 PM	No	No	No	1702	7	38
S000110387176	217	LKC	1/1/2024 12:55:01 PM	1/1/2024 12:58:22 PM	1/1/2024 1:30:06 PM	No	No	No	1606	3	35
S000110387179	217	LKC	1/1/2024 1:02:43 PM	1/1/2024 1:15:28 PM	1/1/2024 1:38:20 PM	No	No	No	1207	13	36
S000110387180	207	NLF	1/1/2024 1:02:10 PM	1/1/2024 1:06:08 PM	1/1/2024 1:15:23 PM	No	No	No	1306	4	13
S000110387181	207	CLMS	1/1/2024 1:18:34 PM	1/1/2024 1:22:48 PM	1/1/2024 1:40:12 PM	No	No	No	1109	4	22
S000110387183	207	NLF	1/1/2024 1:26:30 PM	1/1/2024 1:34:41 PM	1/1/2024 1:58:08 PM	No	No	No	1502	8	32
S000110387184	207	NLF	1/1/2024 1:34:45 PM	1/1/2024 1:44:11 PM	1/1/2024 2:10:27 PM	No	No	No	1408	9	36
S000110387186	217	CLMS	1/1/2024 2:02:50 PM	1/1/2024 2:10:40 PM	1/1/2024 2:25:14 PM	No	No	No	1105	8	22
S000110387194	222	CMPL	1/1/2024 12:27:34 PM	1/1/2024 12:33:11 PM	1/1/2024 12:53:57 PM	No	No	No	1502	6	26
S000110387270	207	NLF	1/1/2024 12:17:35 PM	1/1/2024 12:29:40 PM	1/1/2024 12:48:31 PM	No	No	No	1008	12	31
S000110387271	207	CLMS	1/1/2024 12:20:18 PM	1/1/2024 12:26:12 PM	1/1/2024 12:35:38 PM	No	No	No	1104	6	15
S000110387274	222	CMPL	1/1/2024 12:39:41 PM	1/1/2024 12:55:12 PM	1/1/2024 1:07:38 PM	No	No	No	1103	16	28
S000110387277	217	LKC	1/1/2024 12:45:19 PM	1/1/2024 12:50:33 PM	1/1/2024 12:50:34 PM	No	No	No	1204	5	5
S000110387278	217	NLF	1/1/2024 12:52:04 PM	1/1/2024 12:57:34 PM	1/1/2024 1:17:41 PM	No	No	No	1005	6	26
S000110387279	207	CLMS	1/1/2024 12:55:35 PM	1/1/2024 1:01:58 PM	1/1/2024 1:28:19 PM	No	No	No	1321	6	33

**CenterPoint Energy
2024 Service Quality Report**

LIST OF REPORTING REQUIREMENTS

Reporting Requirement	Source(s) of Requirement	Section(s) and/or Schedule(s) Where Information Provided
All Gas Utilities shall append their annual PHMSA Gas Distribution Reports to their Gas Service Quality Reports.	February 2, 2024, Notice of Gas Service Quality Reporting Requirements	Attachment A
For each customer class and calendar month, the number and percentage of customer meters read by utility personnel.	Minn. R. 7826.1400; August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(B)	Meter Reading Performance; Schedule 2
For each customer class and calendar month, the number and percentage of customer meters self read by customers.	Minn. R. 7826.1400; August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(B)	Meter Reading Performance; Schedule 2
For each customer class and calendar month, the number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and for periods of longer than 12 months, and an explanation as to why they have not been read.	Minn. R. 7826.1400; August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(B)	Meter Reading Performance; Schedule 2
Data on monthly meter-reading staffing levels, by work center or geographical area.	Minn. R. 7826.1400; August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(B)	Meter Reading Performance; Schedule 2
For each customer class and 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; the types of extension requests (such as requests for reconnection after disconnection for non-payment) included in the data.	Minn. R. 7826.1600; March 6, 2012, Order in Docket No. G-008/M-10-374	Service Extension Requests; Schedule 4
For each customer class and calendar month, 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 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; the types of extension requests (such as requests for reconnection after disconnection for non-payment) included in the data.	Minn. R. 7826.1600; March 6, 2012, Order in Docket No. G-008/M-10-374	Service Extension Requests; Schedule 4

Reporting Requirement	Source(s) of Requirement	Section(s) and/or Schedule(s) Where Information Provided
A detailed report on call center response times, including calls to the business office and calls regarding service interruptions. The report must include a month-by-month breakdown of this information. Each utility shall report call center response times in terms of the percentage of calls answered within 20 seconds.	Minn. R. 7826.1700; August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(A)	Call Center Response Time; Schedule 1
By customer class and calendar month, the number of customer complaints received.	Minn. R. 7826.2000; August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(G)	Customer Complaints; Schedule 6a
By customer class and calendar month, the number and percentage of complaints of alleged billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service-extension intervals, service-restoration intervals, and any other identifiable subject matter involved in five percent or more of customer complaints.	Minn. R. 7826.2000; August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(G)	Customer Complaints; Schedule 6b
By customer class and calendar month, the number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days.	Minn. R. 7826.2000; August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(G)	Customer Complaints; Schedule 6c
By customer class and calendar month, the number and percentage of all complaints resolved by taking any of the following actions: (1) taking the action the customer requested; (2) taking the action the customer and utility agree is an acceptable compromise; (3) providing the customer with information that demonstrates that the situation complained of is not reasonably in the control of the utility; or (4) refusing to take the action the customer requested.	Minn. R. 7826.2000; August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(G)	Customer Complaints; Schedule 6d
By customer class and calendar month, the number of complaints forwarded to the utility by the Consumer Affairs Office for further investigation.	Minn. R. 7826.2000; August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(G)	Customer Complaints; Schedule 6e
The information contained in its Minn. R. 7820.0500 annual report on PUC "formal" complaints, complaints from other state agencies, and the Better Business Bureau.	July 7, 2006, Order in Docket No. G-008/GR-04-901	Customer Complaints; Schedule 6f
The total number of calls its call center receives and the number of those calls that come into the dedicated line for emergencies, billing inquiries, credit/payment arrangements, and service connection/disconnection requests.	July 7, 2006, Order in Docket No. G-008/GR-04-901	CenterPoint Energy Utility-Specific Reporting Requirements; Additional Call Center Detail; Schedule 16
All Gas Utilities shall append their December Residential Customer Status Reports, including data for January through December as filed in Docket No. E,G-999/PR-YY-02, in their annual service quality reports. Gas Utilities shall also provide a narrative explanation of	February 2, 2024, Notice of Gas Service Quality Reporting Requirements	Involuntary Disconnection; Schedule 3a-g

Reporting Requirement	Source(s) of Requirement	Section(s) and/or Schedule(s) Where Information Provided
their involuntary service disconnection performance, as needed, including steps taken to improve performance in the future.		
Data on telephone answer times to its gas emergency phone line calls.	August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(H)	Gas Emergency Phone Line Answer Time; Schedule 7
<p>All Gas Utilities shall report on excavation damages using the following metrics:</p> <ul style="list-style-type: none"> a. The number of excavation tickets received; b. The number of excavation damages; c. The number of excavation damages per 1,000 excavation tickets; and d. The number of at fault damages. <p>An “at fault damage” shall be defined as a damage where the root cause of the damage falls under the responsibility of the utility or its contractors including mislocates made by the company or its contract locating companies.</p>	February 2, 2024, Notice of Gas Service Quality Reporting Requirements	Excavation Damages; Schedule 8
Data on service interruptions. Each interruption shall be categorized according to whether it was caused by the utility’s employees or contractors, or whether it was due to any other unplanned cause.	August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(K)	Service Interruptions; Schedule 10
Summaries of major events that are immediately reportable to MNOPS according to the criteria used by MNOPS to identify reportable events. Each utility shall also provide summaries of all service interruptions caused by system integrity pressure issues. Each summary shall include the location; when the incident occurred; how many customers were affected; how the company was made aware of the incident; the root cause of the incident; the actions taken to fix the problem; what actions were taken to contact customers; any public relations or media issues; whether the customer or the company was relighted; and the longest any customer was without gas service during the incident.	August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(L)	Major Incident Reporting; Schedule 11
Data on gas emergency response times including the percentage of emergencies responded to within one hour and within more than one hour. The average number of minutes it takes to respond to an emergency.	August 26, 2010, Order in Docket No. G-999/CI-09-409, Ordering Point 2(N)	Gas Emergency Response Times;; Attachment D
For each steel service line relocation and each relocation of meters rated at 630 cubic feet per hour, the itemized costs associated with each relocation.	March 15, 2010, Order in Docket No. G-008/M-09-1190	CenterPoint Energy Utility-Specific Reporting Requirements; Steel Service Line; Meters at 630 Cubic Feet

Reporting Requirement	Source(s) of Requirement	Section(s) and/or Schedule(s) Where Information Provided
		Per Hour or Greater; Schedules 14 and 15
IVR 'zero out' data.	November 25, 2015, Order in Docket No. G-008/M-15-414	Call Center Response Time; Schedule 1a
Three-year averages on metrics of most significance as agreed to with DOC and OAG.	October 26, 2018, Stipulation in Docket No. G-008/AI-18-517, Stipulation Condition No. 8	Throughout
A summary of any 2019 emergency response violations cited by MNOPS during the year and the number of violation letters received by the utility from MNOPS during the year.	Order in Docket No. G-008/M-19-300 (appears in minutes of October 24, 2019, meeting, but not in subsequent Order)	MNOPS Emergency Response Violations and Violation Letters; Schedule 11a
Based on the utility's filing under 49 CFR 192.1007(e) and the baseline information provided in the 2019 service quality report and update of integrity management plan performance measures, monitoring results, and evaluation of effectiveness.	November 14, 2019, Order in Docket No. G-008/M-19-300	Integrity Management Plan Reporting; Schedules 18a-18m
Web Based Metrics	February 2, 2024, Notice of Gas Service Quality Reporting Requirements	Web Based Metrics are in Schedule 20

CERTIFICATE OF SERVICE

On Thursday, May 1, 2025, Christina Benning certifies that she served the attached 2024 Annual Gas Service Quality Report Compliance Filing of CenterPoint Energy in Docket No. G-008/M-25-33 to all persons at the addresses indicated on the attached service list by having the document delivered via electronic filing.

/s/ Christina Benning

Senior Regulatory Paralegal
CenterPoint Energy

#	First Name	Last Name	Email	Organization	Agency	Address	Delivery Method	Alternate Delivery Method	View Trade Secret	Service List Name
1	Generic	Commerce Attorneys	commerce.attorneys@ag.state.mn.us		Office of the Attorney General - Department of Commerce	445 Minnesota Street Suite 1400 St. Paul MN, 55101 United States	Electronic Service		Yes	M-25-33
2	Sharon	Ferguson	sharon.ferguson@state.mn.us		Department of Commerce	85 7th Place E Ste 280 Saint Paul MN, 55101-2198 United States	Electronic Service		No	M-25-33
3	Jason	Loos	jason.loos@centerpointenergy.com	CenterPoint Energy Resources Corp.		505 Nicollet Mall 3rd Floor Minneapolis MN, 55402 United States	Electronic Service		No	M-25-33
4	Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us		Office of the Attorney General - Residential Utilities Division	1400 BRM Tower 445 Minnesota St St. Paul MN, 55101-2131 United States	Electronic Service		Yes	M-25-33
5	Will	Seuffert	will.seuffert@state.mn.us		Public Utilities Commission	121 7th Pl E Ste 350 Saint Paul MN, 55101 United States	Electronic Service		Yes	M-25-33
6	Emily	Suppes	emily.suppes@centerpointenergy.com	CenterPoint Energy Minnesota Gas		505 Nicollet Mall Minneapolis MN, 55402 United States	Electronic Service		No	M-25-33
7	Donald	Wynia	donald.wynia@centerpointenergy.com	CenterPoint Energy		CenterPoint Energy 505 Nicollet Mall Minneapolis MN, 55402 United States	Electronic Service		No	M-25-33