



Minnesota Energy Resources Corporation  
2685 145th Street West  
Rosemount, MN 55068  
www.minnesotaenergyresources.com

May 1, 2018

**VIA ELECTRONIC FILING**

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

**PUBLIC DOCUMENT -  
PRIVATE DATA ON INDIVIDUALS  
HAS BEEN EXCISED**

**Re: In the Matter of the Annual Service Quality Report for Minnesota  
Energy Resources Corporation for 2017**

**Docket No. G011/M-18-\_\_\_\_**

Dear Mr. Wolf:

Enclosed for filing is Minnesota Energy Resources Corporation's 2017 Annual Gas Service Quality Standards Report. The nonpublic version of this filing contains private data on individuals. In particular, Attachments 9-A and 10 include customer addresses. This information is maintained by MERC as private customer data and has been excised from the public version of the filing in accordance with Minn. Stat. § 13.679.

Please contact me at (651) 322-8965 if you have any questions.

Sincerely,

/s/ Amber S. Lee  
Amber S. Lee  
Regulatory and Legislative Affairs  
Manager  
Minnesota Energy Resources  
Corporation

Enclosure  
cc: Service List

**STATE OF MINNESOTA  
BEFORE THE  
MINNESOTA PUBLIC UTILITIES COMMISSION**

Nancy Lange	Chair
Dan Lipschultz	Commissioner
Matthew Schuerger	Commissioner
Katie J. Sieben	Commissioner
John A. Tuma	Commissioner

In the Matter of the Annual Service Quality  
Report for Minnesota Energy Resources  
Corporation for 2017

Docket No. G011/M-18-\_\_

**2017 ANNUAL SERVICE QUALITY REPORT**

Minnesota Energy Resources Corporation (“MERC” or the “Company”) submits this Annual Report for 2017 in compliance with the Minnesota Public Utilities Commission’s (“Commission”) February 9, 2018, Order in Docket Nos. G-011/M-16-371 and G-011/M-17-343.<sup>1</sup>

In the Commission’s October 31, 2016, Findings of Fact, Conclusions, and Order in Docket No. G011/GR-15-736, the Commission required that MERC develop, in consultation with the Department of Commerce, Division of Energy Resources (“Department”) and Office of the Attorney General—Residential Utilities and Antitrust Division (“OAG”), a tool or survey to measure the effectiveness over time of the Improved Customer Experience (“ICE”) Project as it relates to the customer services that were intended to be improved by the project.<sup>2</sup> The Commission further ordered that the Company report on its performance toward the identified benchmarks with MERC’s annual gas service quality reporting.

This annual Gas Service Quality Report represents the first year in which MERC is reporting on its achievements with respect to the ICE Performance Indicators.<sup>3</sup> When

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<sup>1</sup> This report also incorporates requirements set forth in the following orders: August 26, 2010, Order Setting Reporting Requirements in Docket No. G-999/CI-09-409; March 6, 2012, Order Accepting Reports and Setting Further Requirements in Docket No. G-007,011/M-10-374; October 23, 2015 Order in Docket No. G-011/M-15-410; October 31, 2016, Findings of Fact, Conclusions, and Order in Docket No. G011/GR-15-736.

<sup>2</sup> Findings of Fact, Conclusions, and Order at 55 in Docket No. G011/GR-15-736 (October 31, 2016) (Order Point 11).

<sup>3</sup> In January 2017 MERC, the Department, and the OAG reached agreement regarding ten specific “Performance Indicators” to be used beginning in 2017 to measure the effectiveness of ICE, in addition to the service quality measures already reported on in MERC’s annual gas service quality report. *In the Matter of the Application of Minnesota Energy Resources Corporation for Authority to Increase Rates for*

considering the overall performance indicators associated with the ICE project, MERC has met or exceeded many of the identified metrics for calendar year 2017, demonstrating the overall effectiveness of the ICE Project in achieving improved customer service. As a result, MERC requests the Commission determine that the benchmarks for full cost recovery have been met, and issue an Order accepting the Company's 2017 Gas Service Quality Report. Each of the service quality and ICE metrics is described and analyzed below.

**A. Call Center Response Time**

Each utility is required to report call center response times in terms of the percentage of calls answered within 20 seconds.

**MERC Response:** The required information is provided in Attachment 1. As can be seen in that Attachment and in Table 1 below, MERC's average call response time was 15 seconds for customer service calls.

**Table 1: Average Call Center Response Times 2010 – 2017**

Year	Average Response Time
2010	17 seconds
2011	18 seconds
2012	20 seconds
2013	19 seconds
2014	36 seconds
2015	28 seconds
2016	38 seconds
2017	15 seconds

**B. Meter Reading Performance Data**

Each utility is required to report the meter reading performance data contained in Minn. Rules, part 7826.1400. Pursuant to that rule, the annual service quality report must include a detailed report on the utility's meter-reading performance, including, for each customer class and for each calendar month:

- A. the number and percentage of customer meters read by utility personnel;
- B. the number and percentage of customer meters self-read by customers;
- C. 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

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*Natural Gas Service in Minnesota*, Docket No. G011/GR-15-736, Compliance Filing—Improved Customer Experience (ICE) Project Filing (January 31, 2017).

longer than 12 months, and an explanation as to why they have not been read; and

- D. data on monthly meter-reading staffing levels, by work center or geographical area.

**MERC Response:** The required information is provided in Attachments 2 and 2-A. The data for self reads includes both estimates and customer self reads.

In its March 6, 2012, Order Setting Further Reporting Requirements, the Commission also requested utilities to explain in their annual reports whether the difference between the total percentage of meters (100%) and the percentage of meters read (by both the utility and the customers) is equal to the percentage of estimated meter reads.

**MERC Response:** MERC's system does not differentiate between an estimate and a customer read so the customer read numbers include both estimates and customer self-reads.

Consistent with MERC's response in Docket No. G011/M-16-371, Attachment 2-A to this 2017 Gas Service Quality Annual Report accounts for meter reading staffing based on payroll time charged to meter reading for MERC employees and FTE-equivalent staffing for MERC contract meter readers.

MERC's 2017 meter reading performance has continued to be strong and is consistent with prior reporting years with well below 1 percent of meters not being read over 6 or 12 months. For 2017, however, MERC's meter reading staffing levels were somewhat lower than prior years because of turn over. MERC has now increased meter reader staffing to ensure continued timely meter reading. This slight reduction in FTE-equivalent meter readers for 2017 relative to prior years is reflected in Table 2, below:

**Table 2: Meter Reader FTE Equivalent 2015-2017**

<b>Year</b>	<b>FTE-Equivalent Meter Readers (internal and contract)</b>
2015	32.5
2016	31.47
2017	30.72

### **C. Involuntary Service Disconnections**

In lieu of reporting data on involuntary service disconnections as contained in Minn. Rules, part 7826.1500, each utility shall reference the data that it submits under Minn. Stat. §§ 216B.091 and 216B.096.

**MERC Response:** MERC refers to its monthly reports filed with the Commission under Minn. Stat. §§ 216B.091 and 216B.096, and attached to this report as Attachment 3. In particular:

1. The number of customers who received disconnection notices is reported in item 20 of MERC's monthly report.
2. The number of customers who sought Cold Weather Rule protection under chapter 7820 is reported in item 3, and the number of customers who sought Cold Weather Rule protection and whose service was disconnected is provided in item 22 of MERC's monthly report.
3. The total number of customers whose service was disconnected involuntarily is provided in item 23 of MERC's monthly report, and the number of customers whose service was disconnected for 24 hours or more is reported in item 34.
4. The number of customer accounts granted a reconnection request are reported in item 6 of MERC's monthly report.

As discussed in MERC's 2016 Service Quality report, MERC temporarily suspended disconnection activity during transition to its new ICE system and during the period of system stabilization. As a result, MERC's 2016 disconnection rates were lower than prior years. The suspension of credit and collection activities during a CIS conversion is common practice. In particular, the primary focus following conversion and during system stabilization is to ensure the ability to bill customers accurately and in a timely manner, and to respond to customer calls and inquiries. As those systems stabilize, credit and collection activities are re-initiated. MERC reinitiated its disconnection process in the latter part of 2016 and, as shown in Table 3 below, 2017 disconnection rates increased from 2016 levels.

**Table 3: Residential Disconnections (2011-2017)**

Year	Disconnection Notices Sent	# of CWR requests	% of CWR Granted	Involuntary Disconnects	% Restored in 24 Hours
2011	62,880	4,678	100%	7,944	51.86%
2012	55,611	5,407	100%	6,358	90.42%
2013	71,491	6,058	100%	8,487	81.34%
2014	87,069	7,014	100%	6,801	88.08%
2015	71,061	8,748	100%	5,393	48.23%
2016	2,690	4,649	100%	782	37.58%
2017	37,208	8,751	100%	1,744	81.36%

#### **D. Service Extension Requests**

Each utility shall report the service extension request response time data contained in Minn. Rules, part 7826.1600, items A and B, except that data reported under Minn. Stat. 216B.091 and 216B.096, subd. 11, is not required.

### **7826.1600 REPORTING SERVICE EXTENSION REQUEST RESPONSE TIMES.**

The annual service quality report must include a report on 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 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

B. 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.

**MERC Response:** The required information is provided in Attachment 4. “New installs” represent new service requests at locations where no gas service exists, either because the location is new construction or because an alternate fuel source has been used there previously. “Existing” installs represent any building that has previously had natural gas service, but the service has been disconnected.

For locations not previously served, new service requests are either related to customers with new construction or customers requesting service to convert to natural gas. For locations previously served, new service requests consist of requests to turn on service after the service was disconnected at the previous customer’s request. Reconnections occurring after disconnections for non-payment are not included in MERC’s response.

### **E. Customer Deposits**

Pursuant to Minnesota Rule 7826.1900, each utility shall report the number of customers who were required to make a deposit as a condition of receiving service.

In its March 6, 2012, Order Setting Further Reporting Requirements, the Commission also requested utilities to explain the types of deposits included in the reported number of “required customer deposits.”

**MERC Response:** MERC collected 672 new deposits in 2017, as a condition to receive service. In total, MERC was holding 88 deposits at the end of 2017.

In MERC’s 2016 Gas Service Quality docket, MERC noted that the decline in deposits in 2016 occurred as a result of MERC’s transition to the ICE CIS. MERC reinitiated

deposit collections in the fall of 2017 and, as a result, deposits for 2017 are somewhat higher than 2016. However, because deposit collection was still largely suspended for a portion of 2017, the number of deposits held as of the end of 2017 remains lower than historic averages.

## **F. Customer Complaints**

Each utility shall report the customer complaint data by customer class and calendar month, as required under Minnesota Rule 7826.2000, including:

- A. the number of complaints received;
- B. the number and percentage of complaints alleging 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;
- C. the number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days;
- D. the number and percentage of all complaints resolved by taking any of the following actions:
  - (1) taking the action the customer requested;
  - (2) taking an action the customer and the utility agree is an acceptable compromise;
  - (3) providing the customer with information that demonstrates that the situation complained of is not reasonably within the control of the utility; or
  - (4) refusing to take the action the customer requested; and
- E. the number of complaints forwarded to the utility by the commission's Consumer Affairs Office for further investigation and action.

**MERC Response:** See Attachment 5 to this filing. Attachment 5 also includes MERC's customer complaint report filed annually pursuant to Minnesota Rule 7820.0500. MERC notes that overall the number of complaints received in 2017 is higher than the number of complaints received in 2016. For the most part, the higher number of complaints is due to a change in our methodology used to track complaints. As part of ICE, and in continuation of the standardization of WEC utilities, MERC has implemented new customer service protocols and processes, including the implementation of a new complaint module as part of the ICE system that systematically tracks customer inquiries and categorizes more inquiries as "complaints" than MERC has in the past few years. Though a change in MERC's complaint tracking complicates year-to-year historical comparisons, in the long-run it will be beneficial to use a consistent

methodology that comprehensively identifies all inquiries and appropriately categorizes customer complaints. Further, the total number of calls made to the customer care center have decreased since 2016, which indicates that the change in categorization is likely the driver for the increase in customer complaints in 2017.

### **G. Telephone Answer Times**

Each utility shall report data on telephone answer times to its gas emergency phone line calls.

**MERC Response:** The required information is provided in Attachment 6.

### **H. Mislocates**

Each utility shall report data on line mislocates, including the number of times a line is damaged due to a mismarked line or failure to mark a line.

**MERC Response:** The required information is provided in Attachment 7. All of the mislocated lines noted in Attachment 7 resulted in damage to the line.

### **I. Damaged Gas Lines**

Each utility shall report data on the number of gas lines damaged. The damage 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.

**MERC Response:** The required information is provided in Attachment 8.

### **J. Service Interruptions**

Each utility must report 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. Utilities must provide the number of customers affected by the service interruption and the average duration of the interruptions.<sup>4</sup>

**MERC Response:** The required information is provided in Attachment 9. MERC calculates total outage time beginning when the outage is reported and ending when service is restored to the last affected customer. The nonpublic version of this attachment contains customer addresses. This information is maintained by MERC as private customer data and has been excised from the public version of the filing in accordance with Minn. Stat. §13.679.

### **K. MNOPS Reportable Events**

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<sup>4</sup> See the Commission's March 6, 2012, Order in Docket No. G007,011/M-10-374.



Each utility shall report summaries of major events that are immediately reportable to the Minnesota Office of Pipeline Safety (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 following ten items:

- 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 relighted; and
- the longest any customer was without gas service during the incident.

**MERC Response:** The required information is provided in Attachment 10. The Nonpublic version of this Attachment includes “private data on individuals,” such as customer addresses. This information is maintained by MERC as private customer data, and has been excised from the Public version of this filing pursuant to Minn. Stat. § 13.679.

#### **L. Notification of Reportable Events**

Each utility shall provide the Commission and the Department with notification of reportable events as they are defined by MNOPS, contemporaneous with the utility’s notification of the event to MNOPS. The notice should be sent to the Commission’s Consumer Affairs Office at [consumer.puc@state.mn.us](mailto:consumer.puc@state.mn.us) and shall describe the location and cause of the event, the number of customers affected, the expected duration of the event, and the utility’s best estimate of when service will be restored.

**MERC Response:** MERC will continue to provide the Commission and the Minnesota Department of Commerce, Division of Energy Resources with notification of reportable events requiring the evacuation of 10 or more people contemporaneous with the utility’s notification of the event to MNOPS through reporting to the Commission’s Consumer Affairs Office.

#### **M. Gas Emergency Response Times**

Each utility shall report data on gas emergency response times and include the percentage of emergencies responded to: (1) within one hour, and (2) within more than one hour.

**MERC Response:** The required information is provided in Attachment 6. The gas emergency call response times include all calls reporting a suspected gas leak, as well as all line hits. MERC also reports the average number of minutes it takes to respond to an emergency. The information provided in Attachment 6 includes response time for all calls reporting a suspected gas leak and line hits. The information in Attachment 6 is the same information provided to MNOPS.

As required by the Commission in its February 9, 2018, Order accepting MERC's 2015 and 2016 Annual Service Quality Reports, MERC provides the emergency response times in total and without farm tap customers. Page 1 of Attachment 6 provides emergency response times for all customers, page 2 provides emergency response times for all non-farm tap customers, and page 3 provides emergency response times for farm tap customers.

#### **N. Customer Service-Related Operations and Maintenance Expenses**

Each utility shall report customer-service related operations and maintenance expenses. The reports shall include only Minnesota-regulated, customer-service expenses and shall be based on the costs each utility records in its FERC accounts 901 and 903, plus payroll taxes and benefits.

**MERC Response:** The required information is provided in Attachment 11.

#### **O. ICE Performance Indicators**

As noted above, the Commission's October 31, 2016, Findings of Fact, Conclusions, and Order in Docket No. G011/GR-15-736, required that MERC develop, in consultation with the Department and OAG, a tool or survey to measure the effectiveness over time of the ICE Project as it relates to the customer services that were intended to be improved by the project.<sup>5</sup> The Commission further ordered that the Company report on its performance toward the identified benchmarks annually with MERC's gas service quality reporting. In particular, the Commission's Order provided:

On an annual basis starting in 2017, MERC shall place \$500,000 from ratepayers into an account.

a. By February 2017 MERC shall develop a tool or survey to measure the effectiveness over time of the ICE project as it relates to the customer services that were intended to be improved by the project. Any survey, consultant, program,

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<sup>5</sup> Findings of Fact, Conclusions, and Order, Docket No. G011/GR-15-736 at 55 (October 31, 2016) (Order Point 11).

or tool to measure project effectiveness must be adopted in consultation with the Department and the OAG.

b. The Company, after consultation with the Department and the OAG, shall set annual ICE-project customer-service benchmarks to be reached by the end of 2017. The Company may modify these benchmarks and shall report annually unless the Commission determines ongoing monitoring is no longer necessary and that the \$500,000 no longer needs to be set aside as a performance incentive.

c. The Company shall report performance towards these benchmarks annually at the same time they do their service-quality reporting. At that time the Commission will determine whether the benchmarks for retention of the \$500,000 have been met.

### **MERC Response:**

On January 31, 2017, after working with the Department, OAG, and Commission Staff, MERC submitted a Compliance Filing outlining a set of metrics, in addition to existing reporting, to measure the effectiveness of the ICE Project. As noted in that filing, MERC, the Department, and the OAG reached agreement regarding ten specific “Performance Indicators” to be used beginning in 2017, in addition to the service quality measures already reported on in MERC’s annual gas service quality report. These “Performance Indicators” include:

- (1) **customer transaction satisfaction:** measures customer satisfaction with their transaction based on a third-party survey (transactions include customer service calls, moves, etc.);
- (2) **residential first call resolution:** measures customers’ perception of resolving their issue on their first contact;
- (3) **billing accuracy:** percentage of bills that are not cancelled, rebilled, or adjusted;
- (4) **billing timeliness:** percentage of bills created within the billing window, not including any impacts from printing and mailing processes;
- (5) **even payment plan adoption:** percent of customers on even payment plan;
- (6) **electronic bill adoption:** percent of customer accounts enrolled in e-billing;
- (7) **electronic payment adoption:** percent of electronic payments;

- (8) **field service appointments kept:** percentage of customer appointments kept;
- (9) **IT/security:** number of masked data fields and number of tokenized customer data fields; and
- (10) **net write off as percentage of revenue:** the ratio of the dollar amount of receivables written off less recoveries against gross write-offs, divided by rolling 12-months revenue.

Attachment 12 shows the Company's achievements with respect to each of the agreed-upon ICE Performance Indicators and each is discussed below.

## **1. Customer Transaction Satisfaction**

As discussed in MERC's January 31, 2017, Compliance Filing in Docket No. G011/GR-15-736, the value to customers from this Performance Indicator is measured by customers' overall satisfaction with calls to customer service and other transactions. The target performance for Customer Transaction Satisfaction for 2017 was continuous improvement driving towards first quartile performance. Performance for this indicator also continued to significantly exceed the baseline (pre-ICE) level.

As shown in Attachment 12, MERC updated the industry benchmarking for 2017 to reflect MERC's transition from a 5-point customer satisfaction survey scale to a 10-point scale, which occurred in 2016. This transition to a 10-point scale resulted in adjustments to the first and second quartile benchmarks and the 2016 performance measure within this category.

For 2017, MERC achieved its target performance benchmark of improvement from the baseline (pre-ICE) driving toward first quartile performance. While performance trended slightly down from 2016 (from 83.6 percent in 2016 to 78.5 percent in 2017), this downward trend was anticipated as a result of changes the Company made to its customer satisfaction surveys in 2017 in response to customer feedback and in order to make the surveys more convenient for customers. In particular, prior to 2017, MERC utilized third-party phone surveys to measure customer transaction satisfaction. Based on customer feedback and after initial testing in 2017, those phone surveys were transitioned to e-mail surveys. By conducting surveys via e-mail, MERC is able to sample more customers in a more efficient and effective manner.

Based on initial testing and industry data, MERC anticipated that a move from telephone to e-mail surveys would result in a slight decline in results related to customer satisfaction rates reported. In light of this change, MERC's 2017 results demonstrate significant achievement with respect to customer transaction satisfaction. MERC projects continued improvement going forward under the new e-mail survey approach.

## **2. Residential First Call Resolution**

As discussed in MERC's January 31, 2017, Compliance Filing, the value to customers from this Performance Indicator is measured by the amount of time a customer needs to spend to resolve issues or concerns, and the metric gauges whether customers successfully resolved their reason for contacting the Company with their first contact. The target performance for 2017 for Residential First Call Resolution was continuous improvement within the second quartile driving towards eventual first quartile performance.

As stated in MERC's January 31, 2017, filing, first quartile performance was not expected to occur in 2017. Performance for 2017 with respect to Residential First Call Resolution increased from 2016, climbing from 81.78 percent to 83.30 percent in 2017. At 83.30 percent for 2017, MERC achieved its target performance of improving within the second quartile and approaching the first quartile entry point of 85 percent of calls resolved on first contact.

### **3. Billing Accuracy**

As discussed in MERC's January 31, 2017, Compliance Filing, this Performance Indicator is measured by whether customers receive accurate bills. The target performance for 2017 for billing accuracy was continuous improvement toward second quartile performance.

Performance related to this indicator in 2017 trended downward from 2016, but the reduction in 2017 results was unrelated to the ICE project. Rather, the decrease was driven by meter reader staffing issues that were encountered in 2017. Turnover in meter reader staffing required that MERC supplement with staffing from temporary workers, who required additional training, resulting in more inaccurate meter reads and inaccurate bills in 2017. MERC anticipates continuous improvement with respect to billing accuracy moving forward and has resolved staffing issues for meter reading. Implementation of automatic metering infrastructure ("AMI") will also provide opportunity for improvement with respect to this measure of service quality.

### **4. Billing Timeliness**

As discussed in MERC's January 31, 2017, Compliance Filing, this Performance Indicator is measured by the timeliness of customer bills. Timely bills allow customers to efficiently predict and manage their monthly expenditures. The target performance for 2017 for billing timeliness was maintaining first quartile performance.

2017 performance came very close to achieving the first quartile performance goal, which is 99.50 percent based on industry benchmarking data. Performance in 2017 was 99.48 percent or 0.02 percent below the first quartile entry point. MERC made significant achievements in ensuring timely bills for customers, particularly in the first year following system stabilization. Going forward, MERC continues to target first quartile performance with respect to Billing Timeliness.

### **5. Even Payment Plan Adoption**

As discussed in MERC's January 31, 2017, Compliance Filing, even payment plan adoption is measured by how many customers choose this option to stabilize their monthly bills. The target performance for 2017 for the Even Payment Plan Adoption performance indicator was continuous improvement within the second quartile driving towards eventual first quartile performance. First quartile performance was not anticipated to occur in 2017.

With respect to the Even Payment Plan Adoption performance indicator, for 2017, MERC exceeded both the performance baseline (pre-ICE) and 2016 performance levels. In particular, baseline performance was 14.43 percent (2013-2015) and 2016 performance was 15.12 percent, while 2017 performance achieved 15.51 percent. MERC is achieving its stated performance target of improving within the second quartile moving toward first quartile performance of 16.8 percent.

## **6. Electronic Bill Adoption**

As discussed in MERC's January 31, 2017, Compliance Filing, this Performance Indicator is measured by the number of customers who choose to receive electronic bills. Implementation of the ICE Project contributed to the optimization of this performance measure by making the electronic billing application more user-friendly for customers, increasing mobile options, and allowing customers to continue electronic billing if they move and transfer service to a new address. The target performance for 2017 for Electronic Bill Adoption was continuous improvement within the first quartile.

With respect to the Electronic Bill Adoption performance indicator, for 2017, performance exceeded the baseline (pre-ICE) as well as 2016 performance levels. In particular, baseline performance was 20.27 percent (2013-2015) and 2016 performance was 22.38 percent, while 2017 performance achieved 26.21 percent. Additionally, MERC achieved its stated performance benchmark for 2017 of maintaining first quartile performance.

## **7. Electronic Payment Adoption**

As discussed in MERC's January 31, 2017, Compliance Filing, this Performance Indicator is measured by whether customers opt to make payments electronically. Implementation of the ICE Project contributed to increases in this performance measure by making the electronic billing application more user-friendly for customers, increasing mobile options, and allowing customers to continue electronic billing if they move and transfer service to a new address. The target performance for 2017 for Electronic Payment Adoption was continuous improvement within the first quartile of performance.

With respect to the Electronic Payment Adoption performance indicator, for 2017, MERC exceeded both the performance baseline and 2016 performance ratios, maintaining first quartile performance. In particular, baseline performance was 55.50 percent (2013-2015) and 2016 performance was 57.58 percent, while 2017 performance achieved 60.42 percent. MERC is achieving its stated target performance of continuous improvement within first quartile performance.

## **8. Field Service Appointments Kept**

As discussed in MERC's January 31, 2017, Compliance Filing, the value to customers from this Performance Indicator is that field service appointments being kept results in customer convenience and satisfaction by not having to reschedule appointments or miss additional work to obtain service. The target performance for 2017 for the Field Service Appointments Kept performance indicator was to maintain first quartile performance.

With respect to the Field Service Appointments Kept performance indicator, for 2017, MERC exceeded 2016 performance and achieved the performance benchmark of maintaining first quartile performance.<sup>6</sup> As reflected in Attachment 12, in 2017, MERC kept 99.99 percent of field service appointments.

## **9. IT/Security**

As discussed in MERC's January 31, 2017, Compliance Filing, this metric measures the increased security of customer data. Though it is difficult to measure avoided data breaches directly, this metric aims to quantify the customer service improvements related to information technology security available as a result of ICE implementation.

Prior to the ICE Project, MERC's customer information system did not have the capability to mask or tokenize customer information fields, resulting in a baseline of zero fields masked or tokenized. With the ICE Project implementation, the total number of customer data fields that are secured via masking or tokenization increased to approximately 1,386,000. These protected fields include information such as bank account information, birthdates, drivers' license numbers, income, social security numbers, and credit card information, among others.

In 2017, MERC continued to achieve the same level of IT security protection and customer data masking and tokenization. As discussed in MERC's January 31, 2017, Compliance filing, though the number of tokenized fields per customer is not expected to increase in the near term, this metric captures the significant data security improvements resulting from the ICE Project.

## **10. Net Write-Offs as a Percentage of Revenue**

With respect to the Net Write-Offs as a Percentage of Revenue performance indicator, MERC noted in the Company's January 31, 2017, Compliance Filing that while ICE is intended to improve write-offs, gas prices and weather dominate the overall write-off impact. In particular, customer payments are more impacted by higher or lower bills (because of gas costs or colder or warmer weather) than MERC's collection activities.

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<sup>6</sup> As shown in Attachment 12, there is no baseline comparison for the Field Service Appointments Kept performance indicator.

Because other outside factors have a significant impact on write-offs, it is difficult to measure improvements over time. Nevertheless, MERC agreed that reporting on write-offs could provide useful data and information and that the Company would attempt to provide a narrative explanation of factors outside of ICE that are or may be impacting this metric as part of the annual reporting.

Acknowledging that factors outside of collection activities significantly impact this metric, MERC's 2017 performance target with respect to the Net Write-Offs as a Percentage of Revenue performance indicator was continuous improvement within the second quartile.

For 2017, MERC's net write offs as a percentage of revenue were 0.58 percent, which is equal to the baseline (pre-ICE) level. 2017 write offs were somewhat higher than 2016 and slightly above the second quartile entry point of 0.52 percent. This decline in performance with respect to this metric was unrelated to the ICE project, however, and was primarily driven by weather and other factors. In particular, 2017 was approximately 6 percent colder than 2016, and gas costs increased by approximately 11 percent. Both of these factors likely impacted the increase in total 2017 net write offs.

The Company will continue to target performance within the second quartile, driving towards eventual first quartile performance with respect to this indicator to the extent such performance is achievable in consideration of external factors affecting overall write offs. MERC will also continue to provide a narrative explanation of the factors impacting performance with respect to this measure.

## **CONCLUSION**

When considering the overall performance indicators associated with the ICE project, MERC has met or exceeded many of these identified metrics for calendar year 2017, demonstrating the overall effectiveness of the ICE Project in achieving improved customer service. And the inability to meet target performance for several of the ICE project performance indicators resulted generally from issues unrelated to ICE. Additionally, as summarized in this report, MERC has improved many of its standard gas service quality reporting metrics as well. MERC has demonstrated that the benchmarks have been met for the Company to retain the \$500,000 and requests that the Commission issue an Order authorizing the Company to retain the \$500,000 set aside, in accordance with the Commission's October 31, 2016 Findings of Fact, Conclusions, and Order.

MERC respectfully requests that the Commission accept MERC's 2017 Gas Service Quality Annual Report as in compliance with all applicable reporting requirements and find that the Company has demonstrated that MERC has satisfied the benchmarks set for 2017 associated with the ICE project.



Call Center Response Time

Calls answered within 20 seconds

	January	February	March	April	May	June	July	August	September	October	November	December	Average	Total
<b>Total calls</b>	18,855	17,477	19,844	17,706	22,476	24,254	21,230	20,624	19,548	24,160	19,760	18,919	20,404	244,853
<b>Average speed of answer (seconds)</b>	:11	:09	:10	:09	:09	:11	:13	:13	:17	:31	:17	:24	:15	
<b>% answered in 20 seconds</b>	89%	90%	89%	92%	90%	89%	84%	84%	78%	65%	75%	79%	84%	

Answer time for gas emergency phone lines

	January	February	March	April	May	June	July	August	September	October	November	December	Average	Total
<b>Total calls</b>	1,731	1,332	1,597	1,353	1,573	1,760	1,636	1,656	1,596	2,026	1,743	2,014	1,668	20,017
<b>Average speed of answer (seconds)</b>	:04	:04	:04	:03	:05	:06	:05	:06	:07	:07	:06	:10	:06	
<b>% answered in 15 seconds</b>	97%	97%	96%	98%	95%	92%	92%	92%	89%	89%	90%	89%	93%	

Meter Reading Performance

	Total meters	# company read	% company read	# self-read	% of self-read	# not read in 6-12 months	% not read in 6-12 months	# not read > 12 months	% not read > 12 months	Comments
<b>without farm taps</b>										
January	236,944	236,782	99.93%	158	0.07%	3	0.0013%	1	0.0004%	accessibility and dogs
February	224,570	224,448	99.95%	117	0.05%	-	0.0000%	2	0.0009%	accessibility and dogs
March	237,582	237,450	99.94%	130	0.05%	1	0.0004%	1	0.0004%	accessibility and dogs
April	212,028	211,900	99.94%	126	0.06%	1	0.0005%	1	0.0005%	accessibility and dogs
May	237,298	237,171	99.95%	121	0.05%	2	0.0008%	1	0.0004%	accessibility and dogs
June	239,350	239,223	99.95%	111	0.05%	2	0.0008%	1	0.0004%	accessibility and dogs
July	226,755	226,630	99.94%	119	0.05%	2	0.0009%	1	0.0004%	accessibility and dogs
August	240,524	240,402	99.95%	116	0.05%	3	0.0012%	-	0.0000%	accessibility and dogs
September	226,981	226,871	99.95%	109	0.05%	2	0.0009%	-	0.0000%	accessibility and dogs
October	238,994	238,872	99.95%	121	0.05%	1	0.0004%	1	0.0004%	accessibility and dogs
November	238,063	237,939	99.95%	119	0.05%	1	0.0004%	-	0.0000%	accessibility and dogs
December	233,674	233,530	99.94%	122	0.05%	2	0.0009%	1	0.0004%	accessibility and dogs

<b>with farm taps</b>										
January	238,770	237,764	99.58%	1,002	0.42%	247	0.1034%	1	0.0004%	
February	226,230	225,334	99.60%	891	0.39%	142	0.0628%	2	0.0009%	
March	239,551	238,571	99.59%	978	0.41%	185	0.0772%	2	0.0008%	
April	214,115	213,320	99.63%	793	0.37%	105	0.0490%	1	0.0005%	
May	239,361	238,456	99.62%	898	0.38%	89	0.0372%	2	0.0008%	
June	241,479	240,634	99.65%	828	0.34%	46	0.0190%	2	0.0008%	
July	228,616	227,792	99.64%	815	0.36%	42	0.0184%	1	0.0004%	
August	242,342	241,474	99.64%	862	0.36%	47	0.0194%	-	0.0000%	
September	228,854	228,085	99.66%	767	0.34%	69	0.0302%	-	0.0000%	
October	240,831	239,944	99.63%	885	0.37%	126	0.0523%	2	0.0008%	
November	239,796	239,045	99.69%	745	0.31%	174	0.0726%	-	0.0000%	
December	235,561	234,821	99.69%	718	0.30%	268	0.1138%	1	0.0004%	

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Meter reading staffing*	28.8	25.7	27.0	21.9	24.0	23.9	20.9	24.1	21.6	22.7	22.8	24.4	287.7

\* approximate FTEs based on labor reports

**Meter Reading**

Hours charged to Meter Reading													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total Yr
2010	5,106	5,807	5,048	6,118	4,245	4,026	3,962	3,954	3,884	6,114	3,736	4,732	56,731
2011	5,293	5,432	5,178	6,446	4,185	3,705	3,824	4,042	3,862	5,989	3,800	4,592	56,346
2012	4,139	4,469	4,271	6,122	3,973	3,844	3,834	4,133	3,882	5,744	3,616	4,552	52,579
2013	4,041	4,382	4,271	6,207	3,920	3,684	3,723	3,682	3,849	5,658	3,980	4,083	51,481
2014	5,312	5,173	5,067	4,840	4,123	4,029	4,119	3,811	3,895	4,136	3,784	4,711	52,999
2015	4,552	4,364	4,563	4,362	4,035	4,406	3,876	4,352	4,013	4,338	7,782	4,243	54,887
2016	4,094	5,134	4,869	4,198	4,222	4,291	3,988	4,537	4,086	4,049	4,158	4,672	52,295
2017	4,989	4,454	4,680	3,795	4,168	4,151	3,622	4,170	3,741	3,938	3,945	4,221	49,874

FTE Equivalent													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total Yr
2010	29.3	33.4	29.0	35.2	24.4	23.1	22.8	22.7	22.3	35.1	21.5	27.2	27.3
2011	30.4	31.2	29.8	37.0	24.1	21.3	22.0	23.2	22.2	34.4	21.8	26.4	27.1
2012	23.8	25.7	24.5	35.2	22.8	22.1	22.0	23.8	22.3	33.0	20.8	26.2	25.3
2013	23.2	25.2	24.5	35.7	22.5	21.2	21.4	21.2	22.1	32.5	22.9	23.5	24.8
2014	30.5	29.7	29.1	27.8	23.7	23.2	23.7	21.9	22.4	23.8	21.7	27.1	25.5
2015	26.2	25.1	26.2	25.1	23.2	25.3	22.3	25.0	23.1	24.9	44.7	24.4	26.4
2016	23.5	29.5	28.0	24.1	24.3	24.7	22.9	26.1	23.5	23.3	23.9	26.8	25.1
2017	28.7	25.6	26.9	21.8	24.0	23.9	20.8	24.0	21.5	22.6	22.7	24.3	24.0

External Meter Readers - FTE	
2010	4.60
2011	4.65
2012	4.25
2013	4.75
2014	4.80
2015	6.10
2016	6.37
2017	6.72

**Minnesota Energy Resources  
 Service Quality Report**

Non CWR Months

**Minnesota Cold Weather Rule Compliance Questionnaire**  
 Utility Monthly Reports (216B.091) Docket #15-02

Company: Minnesota Energy Resources for report period ending:

	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017
1 Number of Residential Customer Accounts:	209,246	209,228	209,225	209,382	209,374	209,450	209,320	209,426	209,272	209,790	210,961	211,511
2 Number of Past Due Residential Customer Accounts:	31,775	31,843	31,843	31,207	31,411	29,669	27,712	30,247	27,137	27,732	28,267	28,987
3 Number of Cold Weather Protection Requests:	937	1,280	1,471	1,087						1,382	1,177	1,417
<b>RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS</b>												
4 Number of "Right to Appeal" notices mailed to customers:	0	0	0	0						0	0	0
5 <i>Intentionally Blank</i>												
6 Number of customer accounts granted reconnection request:	15	41	78	10						346	139	89

**INABILITY TO PAY (ITP)**

**10% PLAN (TPP)**

Minnesota Energy Resources  
Service Quality Report

Non CWR Months

Minnesota Cold Weather Rule Compliance Questionnaire  
Utility Monthly Reports (216B.091) Docket #15-02

Company: Minnesota Energy Resources for report period ending:

	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017
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PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0	0	0	0					0	0	0
a)	Number of PS requests received	937	1,280	1,471	1,087					1,382	1,177	1,417
17	<i>Intentionally Blank</i>											
18	Number of PS negotiations mutually agreed upon:	937	1,280	1,471	1,087					1,382	1,177	1,417
19	<i>Intentionally Blank</i>											

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	5	6	156	1,080	3,009	8,701	6,370	5,281	4,493	3,145	2,336	2,626
21	Number of customer accounts disconnected who did not seek protection:												

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

**All other months, use 1st column only**

a)	# Electric - heat affected												
b)	# Electric - heat not affected												
c)	# Gas - heat affected	48	137	230	0	42	153	157	369	45	207	73	94
d)	# Gas - heat not affected												
e)	<b>Total # disconnected</b>												

April 16-30 and October 16-31 in 2nd column

**All other months, use 1st column only**

a)	# Electric - heat affected												
b)	# Electric - heat not affected												
c)	# Gas - heat affected												
d)	# Gas - heat not affected												
e)	<b>Total # disconnected</b>												

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected												
b)	# Electric - heat not affected												
c)	# Gas - heat affected												
d)	# Gas - heat not affected												
e)	<b>Total # disconnected (See Note)</b>	0	0	0	0	0	0	0	0	0	0	0	0

**NOTE: Please report immediately the names and addresses of customers whose service has been disconnected more than 24 hours.**

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	48	142	232	18	43	96	198	382	200	221	70	94
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Minnesota Energy Resources  
Service Quality Report

Non CWR Months

Minnesota Cold Weather Rule Compliance Questionnaire  
Utility Monthly Reports (216B.091) Docket #15-02

Company: Minnesota Energy Resources for report period ending:

	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017
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DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$4,629,135	\$5,987,371	\$5,987,371	\$6,353,385	\$5,930,741	\$4,725,456	\$3,387,520	\$2,780,289	\$1,980,312	\$1,754,236	\$1,990,338	\$2,944,277
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$146	\$188	\$188	\$204	\$189	\$159	\$122	\$92	\$73	\$63	\$70	\$102
26	Total dollars received from energy assistance programs:	\$541,056	\$686,097	\$644,029	\$463,841	\$84,316	\$131,314	\$17,558	\$218	\$0	\$0	\$679,082	\$703,607
27	Total dollars received from other sources (private organizations):	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
28	Total Revenue from sales to residential accounts:	\$25,693,511	\$22,757,220	\$18,161,320	\$13,728,049	\$7,562,260	\$5,999,830	\$4,229,171	\$3,953,589	\$4,088,471	\$5,142,259	\$11,647,651	\$18,058,163
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$123	\$109	\$87	\$66	\$36	\$29	\$20	\$19	\$20	\$25	\$55	\$85
30	Intentionally Blank												
30	Average annual residential bill:												
31	Total residential account write-offs due to uncollectible:	\$14,925	\$18,416	\$109,396	\$167,031	\$159,022	\$148,009	\$130,476	\$160,213	\$221,647	\$236,366	\$155,695	\$141,495

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:												
a)	# Electric - heat affected												
b)	# Electric - heat not affected												
c)	# Gas - heat affected	38	117	35	10					51	51	23	
d)	# Gas - heat not affected												
e)	Total # disconnected												
33	Intentionally Blank												
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	38	117	35	10					51	51	23	
35	Intentionally Blank												
36	Intentionally Blank												

RECONNECTION DATA

37	# Accounts reconnected	15	41	78	10	2	10	17	70	47	346	139	89
38	# Accounts remaining disconnected	101	156	294	262	239	296	455	856	765	364	253	187
a)	1-30 days	31	75	147	12	0	89	167	322	164	101	38	30
b)	31-60 days	0	23	69	123	30	40	75	168	265	60	64	23
c)	61+ days	70	58	78	127	209	167	213	366	336	203	151	134

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Minnesota Energy Resources People's Natural Gas ▼	<i>Required</i>
<b>Reporting Year:</b>	2017 ▼	<i>Required</i>
<b>Reporting Period:</b>	January ▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Minnesota Energy Resources People's Natural Gas for report period ending: January, 2017**

<b>1</b>	Number of Residential Customer Accounts:	209,246
<b>2</b>	Number of Past Due Residential Customer Accounts:	31,775
<b>3</b>	Number of Cold Weather Protection Requests:	937

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>5</b>	<i>Intentionally Blank</i>	
<b>6</b>	Number of customer accounts granted reconnection <u>request</u> :	15

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Minnesota Energy Resources People's Natural Gas for report period ending: January, 2017**

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	937
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	937
19	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	5
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21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October  
 April 1-15 and October 1-15 in 1st column  
 April 16-30 and October 16-31 in 2nd column

**All other months, use 1st column only**

a)	# Electric - heat affected		Required
b)	# Electric - heat not affected		Required
c)	# Gas - heat affected	48	
d)	# Gas - heat not affected		Required
e)	<b>Total # disconnected</b>	48	0

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected		CWR period only
b)	# Electric - heat not affected		CWR period only
c)	# Gas - heat affected		CWR period only
d)	# Gas - heat not affected		CWR period only
e)	<b>Total # disconnected (See Note)</b>	0	

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	48	48
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**Company: Minnesota Energy Resources People's Natural Gas for report period ending: January, 2017**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$4,629,135
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$146
26	<b>Total</b> dollars received from energy assistance programs:	\$541,056
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$25,693,511
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$123
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$14,925

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:		
	a) # Electric - heat affected		<i>CWR period only</i>
	b) # Electric - heat not affected		<i>CWR period only</i>
	c) # Gas - heat affected	38	
	d) # Gas - heat not affected		<i>CWR period only</i>
	e) <b>Total</b> # disconnected	38	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

**RECONNECTION DATA**

37	# Accounts reconnected	15
38	# Accounts remaining disconnected	101
	a) 1-30 days	31
	b) 31-60 days	0
	c) 61+ days	70

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Minnesota Energy Resources People's Natural Gas ▼	<i>Required</i>
<b>Reporting Year:</b>	2017 ▼	<i>Required</i>
<b>Reporting Period:</b>	February ▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Minnesota Energy Resources People's Natural Gas for report period ending: February, 2017**

<b>1</b>	Number of Residential Customer Accounts:	209,228
<b>2</b>	Number of Past Due Residential Customer Accounts:	31,843
<b>3</b>	Number of Cold Weather Protection Requests:	1,280

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>5</b>	<i>Intentionally Blank</i>	
<b>6</b>	Number of customer accounts granted reconnection <u>request</u> :	41

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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Amended CWR Monthly February 2017.xls

Company: Minnesota Energy Resources People's Natural Gas for report period ending: February, 2017

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	1,280
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	1,280
19	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	6
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21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

**All other months, use 1st column only**

a)	# Electric - heat affected			Required
b)	# Electric - heat not affected			Required
c)	# Gas - heat affected	142		
d)	# Gas - heat not affected			Required
e)	<b>Total # disconnected</b>	142	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected			CWR period only
b)	# Electric - heat not affected			CWR period only
c)	# Gas - heat affected			CWR period only
d)	# Gas - heat not affected			CWR period only
e)	<b>Total # disconnected (See Note)</b>	0		

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	142	142
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Amended CWR Monthly February 2017.xls

**Company: Minnesota Energy Resources People's Natural Gas for report period ending: February, 2017**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$5,987,371
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$188
26	<b>Total</b> dollars received from energy assistance programs:	\$686,097
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$22,757,220
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$109
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$18,416

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:		
	a) # Electric - heat affected		<i>CWR period only</i>
	b) # Electric - heat not affected		<i>CWR period only</i>
	c) # Gas - heat affected	117	
	d) # Gas - heat not affected		<i>CWR period only</i>
	e) <b>Total</b> # disconnected	117	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

**RECONNECTION DATA**

37	# Accounts reconnected	41
38	# Accounts remaining disconnected	156
	a) 1-30 days	75
	b) 31-60 days	23
	c) 61+ days	58

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 4.1**

<b>Company Submitting Reply:</b>	Minnesota Energy Resources	▼
<b>Reporting Year:</b>	2017	▼
<b>Reporting Period:</b>	March	▼

**Utility Monthly Reports (216B.091)**

**Company: Minnesota Energy Resources for report period ending: March, 2017**

<b>1</b>	Number of Residential Customer Accounts:	209,225
<b>2</b>	Number of Past Due Residential Customer Accounts:	31,843
<b>3</b>	Number of Cold Weather Protection Requests:	1,471

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>5</b>	<i>Intentionally Blank</i>	
<b>6</b>	Number of customer accounts granted reconnection <u>request</u> :	78

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Minnesota Energy Resources for report period ending: March, 2017**

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	1,471
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	1,471
19	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	156
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	232
d)	# Gas - heat not affected	
e)	<b>Total # disconnected</b>	232
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	
d)	# Gas - heat not affected	
e)	<b>Total # disconnected (See Note)</b>	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	232

**Company: Minnesota Energy Resources for report period ending: March, 2017**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$5,987,371
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$188
26	<b>Total</b> dollars received from energy assistance programs:	\$644,029
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$18,161,320
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$87
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$109,396

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
	a) # Electric - heat affected	
	b) # Electric - heat not affected	
	c) # Gas - heat affected	35
	d) # Gas - heat not affected	
	e) <b>Total</b> # disconnected	35
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

**RECONNECTION DATA**

37	# Accounts reconnected	78
38	# Accounts remaining disconnected	294
	a) 1-30 days	147
	b) 31-60 days	69
	c) 61+ days	78

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 4.1**

<b>Company Submitting Reply:</b>	Minnesota Energy Resources	▼
<b>Reporting Year:</b>	2017	▼
<b>Reporting Period:</b>	April	▼

**Utility Monthly Reports (216B.091)**

**Company: Minnesota Energy Resources for report period ending: April, 2017**

<b>1</b>	Number of Residential Customer Accounts:	209,382
<b>2</b>	Number of Past Due Residential Customer Accounts:	31,207
<b>3</b>	Number of Cold Weather Protection Requests:	1,087

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>5</b>	<i>Intentionally Blank</i>	
<b>6</b>	Number of customer accounts granted reconnection <u>request</u> :	10

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Minnesota Energy Resources for report period ending: April, 2017**

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>a)</b>	Number of PS requests received	1,087
<b>17</b>	<i>Intentionally Blank</i>	
<b>18</b>	Number of PS negotiations mutually agreed upon:	1,087
<b>19</b>	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	1,060	
<b>21</b>	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column		
<b>a)</b>	# Electric - heat affected		
<b>b)</b>	# Electric - heat not affected		
<b>c)</b>	# Gas - heat affected	18	0
<b>d)</b>	# Gas - heat not affected		
<b>e)</b>	<b>Total # disconnected</b>	18	0
<b>22</b>	Number of customer accounts disconnected seeking protection:		
<b>a)</b>	# Electric - heat affected		
<b>b)</b>	# Electric - heat not affected		
<b>c)</b>	# Gas - heat affected		
<b>d)</b>	# Gas - heat not affected		
<b>e)</b>	<b>Total # disconnected (See Note)</b>	0	
<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	18	18

**Company: Minnesota Energy Resources for report period ending: April, 2017**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$6,353,385
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$204
26	<b>Total</b> dollars received from energy assistance programs:	\$463,841
27	<b>Total</b> dollars received from other sources (private organizations):	
28	<b>Total</b> Revenue from sales to residential accounts:	\$13,728,049
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$66
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$167,031

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
	a) # Electric - heat affected	
	b) # Electric - heat not affected	
	c) # Gas - heat affected	10
	d) # Gas - heat not affected	
	e) <b>Total</b> # disconnected	10
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

**RECONNECTION DATA**

37	# Accounts reconnected	10
38	# Accounts remaining disconnected	262
	a) 1-30 days	12
	b) 31-60 days	123
	c) 61+ days	127

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 4.1**

<b>Company Submitting Reply:</b>	Minnesota Energy Resources	▼
<b>Reporting Year:</b>	2017	▼
<b>Reporting Period:</b>	May	▼

**Utility Monthly Reports (216B.091)**

**Company: Minnesota Energy Resources for report period ending: May, 2017**

<b>1</b>	Number of Residential Customer Accounts:	209,374
<b>2</b>	Number of Past Due Residential Customer Accounts:	31,411
<b>3</b>	Number of Cold Weather Protection Requests:	

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:	
<b>5</b>	<i>Intentionally Blank</i>	
<b>6</b>	Number of customer accounts granted reconnection <u>request</u> :	

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Minnesota Energy Resources for report period ending: May, 2017**

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	
a)	Number of PS requests received	
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	
19	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	3,009	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column		
a)	# Electric - heat affected		
b)	# Electric - heat not affected		
c)	# Gas - heat affected	43	
d)	# Gas - heat not affected		
e)	<b>Total # disconnected</b>	43	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		
b)	# Electric - heat not affected		
c)	# Gas - heat affected		
d)	# Gas - heat not affected		
e)	<b>Total # disconnected (See Note)</b>	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	43	43

**Company: Minnesota Energy Resources for report period ending: May, 2017**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$5,930,741
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$189
26	<b>Total</b> dollars received from energy assistance programs:	\$84,316
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$7,562,260
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$36
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$159,022

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
	a) # Electric - heat affected	
	b) # Electric - heat not affected	
	c) # Gas - heat affected	
	d) # Gas - heat not affected	
	e) <b>Total</b> # disconnected	0
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

**RECONNECTION DATA**

37	# Accounts reconnected	2
38	# Accounts remaining disconnected	239
	a) 1-30 days	0
	b) 31-60 days	30
	c) 61+ days	209

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 4.1**

<b>Company Submitting Reply:</b>	Minnesota Energy Resources	▼
<b>Reporting Year:</b>	2017	▼
<b>Reporting Period:</b>	June	▼

**Utility Monthly Reports (216B.091)**

**Company: Minnesota Energy Resources for report period ending: June, 2017**

<b>1</b>	Number of Residential Customer Accounts:	209,450
<b>2</b>	Number of Past Due Residential Customer Accounts:	29,669
<b>3</b>	Number of Cold Weather Protection Requests:	

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:	
<b>5</b>	<i>Intentionally Blank</i>	
<b>6</b>	Number of customer accounts granted reconnection <u>request</u> :	

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Minnesota Energy Resources for report period ending: June, 2017**

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	
<b>a)</b>	Number of PS requests received	
<b>17</b>	<i>Intentionally Blank</i>	
<b>18</b>	Number of PS negotiations mutually agreed upon:	
<b>19</b>	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	8,701	
<b>21</b>	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column		
<b>a)</b>	# Electric - heat affected		
<b>b)</b>	# Electric - heat not affected		
<b>c)</b>	# Gas - heat affected	96	
<b>d)</b>	# Gas - heat not affected		
<b>e)</b>	<b>Total # disconnected</b>	96	0
<b>22</b>	Number of customer accounts disconnected seeking protection:		
<b>a)</b>	# Electric - heat affected		
<b>b)</b>	# Electric - heat not affected		
<b>c)</b>	# Gas - heat affected		
<b>d)</b>	# Gas - heat not affected		
<b>e)</b>	<b>Total # disconnected (See Note)</b>	0	
<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	96	96

**Company: Minnesota Energy Resources for report period ending: June, 2017**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$4,725,456
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$159
26	<b>Total</b> dollars received from energy assistance programs:	\$131,314
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$5,999,830
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$29
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$148,009

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
	a) # Electric - heat affected	
	b) # Electric - heat not affected	
	c) # Gas - heat affected	
	d) # Gas - heat not affected	
	e) <b>Total</b> # disconnected	0
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

**RECONNECTION DATA**

37	# Accounts reconnected	10
38	# Accounts remaining disconnected	296
	a) 1-30 days	89
	b) 31-60 days	40
	c) 61+ days	167

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 4.1**

<b>Company Submitting Reply:</b>	Minnesota Energy Resources	▼
<b>Reporting Year:</b>	2017	▼
<b>Reporting Period:</b>	July	▼

**Utility Monthly Reports (216B.091)**

**Company: Minnesota Energy Resources for report period ending: July, 2017**

<b>1</b>	Number of Residential Customer Accounts:	209,320
<b>2</b>	Number of Past Due Residential Customer Accounts:	27,712
<b>3</b>	Number of Cold Weather Protection Requests:	

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:	
<b>5</b>	<i>Intentionally Blank</i>	
<b>6</b>	Number of customer accounts granted reconnection <u>request</u> :	

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Minnesota Energy Resources for report period ending: July, 2017**

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	
a)	Number of PS requests received	
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	
19	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	6,370	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column		
a)	# Electric - heat affected		
b)	# Electric - heat not affected		
c)	# Gas - heat affected	196	
d)	# Gas - heat not affected		
e)	<b>Total # disconnected</b>	196	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		
b)	# Electric - heat not affected		
c)	# Gas - heat affected		
d)	# Gas - heat not affected		
e)	<b>Total # disconnected (See Note)</b>	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	196	196

**Company: Minnesota Energy Resources for report period ending: July, 2017**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$3,387,520
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$122
26	<b>Total</b> dollars received from energy assistance programs:	\$17,558
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$4,229,171
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$20
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$130,476

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
	a) # Electric - heat affected	
	b) # Electric - heat not affected	
	c) # Gas - heat affected	
	d) # Gas - heat not affected	
	e) <b>Total</b> # disconnected	0
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

**RECONNECTION DATA**

37	# Accounts reconnected	17
38	# Accounts remaining disconnected	455
	a) 1-30 days	167
	b) 31-60 days	75
	c) 61+ days	213

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 4.1**

<b>Company Submitting Reply:</b>	Minnesota Energy Resources	▼
<b>Reporting Year:</b>	2017	▼
<b>Reporting Period:</b>	August	▼

**Utility Monthly Reports (216B.091)**

**Company: Minnesota Energy Resources for report period ending: August, 2017**

<b>1</b>	Number of Residential Customer Accounts:	209,426
<b>2</b>	Number of Past Due Residential Customer Accounts:	30,247
<b>3</b>	Number of Cold Weather Protection Requests:	

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:	
<b>5</b>	<i>Intentionally Blank</i>	
<b>6</b>	Number of customer accounts granted reconnection <u>request</u> :	

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Minnesota Energy Resources for report period ending: August, 2017**

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	
a)	Number of PS requests received	
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	
19	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	5,281	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column		
a)	# Electric - heat affected		
b)	# Electric - heat not affected		
c)	# Gas - heat affected	362	
d)	# Gas - heat not affected		
e)	<b>Total # disconnected</b>	362	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		
b)	# Electric - heat not affected		
c)	# Gas - heat affected		
d)	# Gas - heat not affected		
e)	<b>Total # disconnected (See Note)</b>	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	362	362

**Company: Minnesota Energy Resources for report period ending: August, 2017**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$2,780,289
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$92
26	<b>Total</b> dollars received from energy assistance programs:	\$218
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$3,953,589
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$19
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$160,213

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
	a) # Electric - heat affected	
	b) # Electric - heat not affected	
	c) # Gas - heat affected	
	d) # Gas - heat not affected	
	e) <b>Total</b> # disconnected	0
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

**RECONNECTION DATA**

37	# Accounts reconnected	70
38	# Accounts remaining disconnected	856
	a) 1-30 days	322
	b) 31-60 days	168
	c) 61+ days	366

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 4.1**

<b>Company Submitting Reply:</b>	Minnesota Energy Resources	▼
<b>Reporting Year:</b>	2017	▼
<b>Reporting Period:</b>	September	▼

**Utility Monthly Reports (216B.091)**

**Company: Minnesota Energy Resources for report period ending: September, 2017**

<b>1</b>	Number of Residential Customer Accounts:	209,272
<b>2</b>	Number of Past Due Residential Customer Accounts:	27,137
<b>3</b>	Number of Cold Weather Protection Requests:	

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:	
<b>5</b>	<i>Intentionally Blank</i>	
<b>6</b>	Number of customer accounts granted reconnection <u>request</u> :	

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Minnesota Energy Resources for report period ending: September, 2017**

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	
a)	Number of PS requests received	
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	
19	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	4,493
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	200
d)	# Gas - heat not affected	
e)	<b>Total # disconnected</b>	200
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	
d)	# Gas - heat not affected	
e)	<b>Total # disconnected (See Note)</b>	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	200



**Company: Minnesota Energy Resources for report period ending: September, 2017**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$1,980,312
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$73
26	<b>Total</b> dollars received from energy assistance programs:	\$0
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$4,088,471
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$20
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$221,647

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
	a) # Electric - heat affected	
	b) # Electric - heat not affected	
	c) # Gas - heat affected	
	d) # Gas - heat not affected	
	e) <b>Total</b> # disconnected	0
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

**RECONNECTION DATA**

37	# Accounts reconnected	47
38	# Accounts remaining disconnected	765
	a) 1-30 days	164
	b) 31-60 days	265
	c) 61+ days	336

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 4.1**

<b>Company Submitting Reply:</b>	Minnesota Energy Resources	▼
<b>Reporting Year:</b>	2017	▼
<b>Reporting Period:</b>	October	▼

**Utility Monthly Reports (216B.091)**

**Company: Minnesota Energy Resources for report period ending: October, 2017**

<b>1</b>	Number of Residential Customer Accounts:	209,790
<b>2</b>	Number of Past Due Residential Customer Accounts:	27,732
<b>3</b>	Number of Cold Weather Protection Requests:	1,382

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>5</b>	<i>Intentionally Blank</i>	
<b>6</b>	Number of customer accounts granted reconnection <u>request</u> :	346

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Minnesota Energy Resources for report period ending: October, 2017**

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	1,382
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	1,382
19	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	3,145
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	221
d)	# Gas - heat not affected	
e)	<b>Total # disconnected</b>	221
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	
d)	# Gas - heat not affected	
e)	<b>Total # disconnected (See Note)</b>	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	221

**Company: Minnesota Energy Resources for report period ending: October, 2017**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$1,754,236
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$63
26	<b>Total</b> dollars received from energy assistance programs:	\$0
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$5,142,259
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$25
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$236,366

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
	a) # Electric - heat affected	
	b) # Electric - heat not affected	
	c) # Gas - heat affected	51
	d) # Gas - heat not affected	
	e) <b>Total</b> # disconnected	51
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	51
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

**RECONNECTION DATA**

37	# Accounts reconnected	346
38	# Accounts remaining disconnected	364
	a) 1-30 days	101
	b) 31-60 days	60
	c) 61+ days	203

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 4.1**

<b>Company Submitting Reply:</b>	Minnesota Energy Resources	▼
<b>Reporting Year:</b>	2017	▼
<b>Reporting Period:</b>	November	▼

**Utility Monthly Reports (216B.091)**

**Company: Minnesota Energy Resources for report period ending: November, 2017**

<b>1</b>	Number of Residential Customer Accounts:	210,961
<b>2</b>	Number of Past Due Residential Customer Accounts:	28,267
<b>3</b>	Number of Cold Weather Protection Requests:	1,177

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>5</b>	<i>Intentionally Blank</i>	
<b>6</b>	Number of customer accounts granted reconnection <u>request</u> :	139

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Minnesota Energy Resources for report period ending: November, 2017**

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	1,177
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	1,177
19	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	2,336
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	70
d)	# Gas - heat not affected	
e)	<b>Total # disconnected</b>	70
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	
d)	# Gas - heat not affected	
e)	<b>Total # disconnected (See Note)</b>	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	70

**Company: Minnesota Energy Resources for report period ending: November, 2017**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$1,990,338
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$70
26	<b>Total</b> dollars received from energy assistance programs:	\$679,082
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$11,647,651
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$55
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$155,695

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
	a) # Electric - heat affected	
	b) # Electric - heat not affected	
	c) # Gas - heat affected	51
	d) # Gas - heat not affected	
	e) <b>Total</b> # disconnected	51
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	51
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

**RECONNECTION DATA**

37	# Accounts reconnected	139
38	# Accounts remaining disconnected	253
	a) 1-30 days	38
	b) 31-60 days	64
	c) 61+ days	151

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 4.1**

Company Submitting Reply:  ▼  
 Reporting Year:  ▼  
 Reporting Period:  ▼

**Utility Monthly Reports (216B.091)**

**Company: Minnesota Energy Resources for report period ending: December, 2017**

1	Number of Residential Customer Accounts:	211,511
2	Number of Past Due Residential Customer Accounts:	28,987
3	Number of Cold Weather Protection Requests:	1,417

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	89

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

*This entire section intentionally left blank*



**Company: Minnesota Energy Resources for report period ending: December, 2017**

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>a)</b>	Number of PS requests received	1,417
<b>17</b>	<i>Intentionally Blank</i>	
<b>18</b>	Number of PS negotiations mutually agreed upon:	1,417
<b>19</b>	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	2,626
<b>21</b>	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column	
<b>a)</b>	# Electric - heat affected	
<b>b)</b>	# Electric - heat not affected	
<b>c)</b>	# Gas - heat affected	94
<b>d)</b>	# Gas - heat not affected	
<b>e)</b>	<b>Total # disconnected</b>	94
<b>22</b>	Number of customer accounts disconnected seeking protection:	
<b>a)</b>	# Electric - heat affected	
<b>b)</b>	# Electric - heat not affected	
<b>c)</b>	# Gas - heat affected	
<b>d)</b>	# Gas - heat not affected	
<b>e)</b>	<b>Total # disconnected (See Note)</b>	0
<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	94

**Company: Minnesota Energy Resources for report period ending: December, 2017**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$2,944,277
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$102
26	<b>Total</b> dollars received from energy assistance programs:	\$703,607
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$18,058,163
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$85
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$141,495

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
	a) # Electric - heat affected	
	b) # Electric - heat not affected	
	c) # Gas - heat affected	23
	d) # Gas - heat not affected	
	e) <b>Total</b> # disconnected	23
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	23
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

**RECONNECTION DATA**

37	# Accounts reconnected	89
38	# Accounts remaining disconnected	187
	a) 1-30 days	30
	b) 31-60 days	23
	c) 61+ days	134

[END]

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Service Extension Requests

NEW	Residential		Commercial	
	New Installs	Avg time between requested date and install	New Installs	Avg time between requested date and install
January	54	20	5	31
February	60	15	8	29
March	82	12	-	-
April	144	8	10	6
May	207	17	4	11
June	168	17	21	14
July	130	18	9	33
August	253	25	21	29
September	258	34	23	33
October	389	20	42	36
November	360	18	66	42
December	164	21	33	36

EXISTING	Residential			Commercial		
	# of Existing Requested	# completed as requested	Ave Days between request and Completion	# of Existing Requested	# completed as requested	Ave Days between request and Completion
January	151	151	-	25	25	-
February	156	154	-	22	21	-
March	239	238	-	24	24	-
April	229	229	-	17	17	-
May	365	364	-	19	19	-
June	438	436	-	20	19	-
July	453	450	-	10	10	-
August	582	577	-	13	13	-
September	620	617	-	26	26	-
October	939	928	-	122	120	-
November	579	573	-	97	97	-
December	303	303	-	43	43	-

Number of Complaints	January				February				March				April				May				June			
	32				17				24				39				53				144			
Type of Compliant	# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class
Billing/Meter Reading Issue	10	33%	0	0%	3	23%	1	25%	7	33%	0	0%	5	14%	0	0%	10	21%	1	17%	20	15%	2	18%
Meter Adjustment	0	0%	0	0%	0	0%	0	0%	2	10%	0	0%	0	0%	0	0%	1	2%	0	0%	0	0%	0	0%
Employee Action / Behavior Issue	2	7%	0	0%	0	0%	0	0%	0	0%	0	0%	4	11%	0	0%	1	2%	1	17%	7	5%	1	9%
"My bill is too high"	6	20%	1	50%	1	8%	0	0%	0	0%	1	33%	8	22%	1	33%	12	26%	3	50%	47	35%	3	27%
Service Extension Intervals	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 Quality	2	7%	0	0%	0	0%	0	0%	1	5%	0	0%	4	11%	0	0%	7	15%	1	17%	15	11%	1	9%
Service Restoration Intervals	0	0%	0	0%	2	15%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%	0	0%
Other	10	33%	1	50%	7	54%	3	75%	11	52%	2	67%	15	42%	2	67%	16	34%	0	0%	42	32%	4	36%
<b>Time To Resolve Complaint</b>																								
Initially	11				4				11				7				12				42			
Within 10 days	20				13				13				32				41				100			
> than 10 days	1				0				0				0				0				2			
<b>Complaint Resolution</b>	# Resolved by taking the listed action	% Resolved by taking the listed action	# Resolved by taking the listed action	% Resolved by taking the listed action	# Resolved by taking the listed action	% Resolved by taking the listed action	# Resolved by taking the listed action	% Resolved by taking the listed action	# Resolved by taking the listed action	% Resolved by taking the listed action	# Resolved by taking the listed action	% Resolved by taking the listed action	# Resolved by taking the listed action	% Resolved by taking the listed action	# Resolved by taking the listed action	% Resolved by taking the listed action	# Resolved by taking the listed action	% Resolved by taking the listed action	# Resolved by taking the listed action	% Resolved by taking the listed action	# Resolved by taking the listed action	% Resolved by taking the listed action	# Resolved by taking the listed action	% Resolved by taking the listed action
Taking action as customer requested	24	75%	15	88%	20	83%	27	69%	37	70%	40	28%												
Agreeable compromise	5	16%	2	12%	4	17%	12	31%	16	30%	102	71%												
Not within the control of the utility	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%												
Refuse to customer requested action	3	9%	0	0%	0	0%	0	0%	0	0%	1	1%												
BBB Complaints	0				1				0				0				1				0			
OAG Complaints	3				0				2				1				0				1			
PUC Complaints	2				0				1				1				0				4			

Customer Complaints

Number of Complaints	July				August				September				October				November				December			
	187				274				195				206				167				209			
Type of Compliant	# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class
Billing/Meter Reading Issue	41	24%	8	50%	73	29%	12	55%	45	25%	9	53%	45	24%	6	30%	42	29%	8	40%	53	28%	4	18%
Meter Adjustment	1	1%	0	0%	1	0%	0	0%	1	1%	0	0%	1	1%	0	0%	1	1%	2	10%	1	1%	1	5%
Employee Action / Behavior Issue	7	4%	0	0%	5	2%	0	0%	2	1%	0	0%	6	3%	0	0%	2	1%	1	5%	4	2%	0	0%
"My bill is too high"	32	19%	3	19%	64	25%	7	32%	45	25%	2	12%	48	26%	7	35%	15	10%	1	5%	50	27%	8	36%
Service Extension Intervals	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 Quality	14	8%	0	0%	16	6%	0	0%	13	7%	0	0%	13	7%	2	10%	20	14%	2	10%	20	11%	2	9%
Service Restoration Intervals	2	1%	0	0%	3	1%	0	0%	3	2%	0	0%	1	1%	0	0%	1	1%	0	0%	5	3%	0	0%
Other	74	43%	5	31%	90	36%	3	14%	69	39%	6	35%	72	39%	5	25%	66	45%	6	30%	54	29%	7	32%
<b>Time To Resolve Complaint</b>																								
Initially	42				135				181				193				158				204			
Within 10 days	145				138				9				13				7				4			
> than 10 days	0				1				5				0				2				1			
<b>Complaint Resolution</b>	<b># Resolved by taking the listed action</b>	<b>% Resolved by taking the listed action</b>	<b># Resolved by taking the listed action</b>	<b>% Resolved by taking the listed action</b>	<b># Resolved by taking the listed action</b>	<b>% Resolved by taking the listed action</b>	<b># Resolved by taking the listed action</b>	<b>% Resolved by taking the listed action</b>	<b># Resolved by taking the listed action</b>	<b>% Resolved by taking the listed action</b>	<b># Resolved by taking the listed action</b>	<b>% Resolved by taking the listed action</b>	<b># Resolved by taking the listed action</b>	<b>% Resolved by taking the listed action</b>	<b># Resolved by taking the listed action</b>	<b>% Resolved by taking the listed action</b>	<b># Resolved by taking the listed action</b>	<b>% Resolved by taking the listed action</b>	<b># Resolved by taking the listed action</b>	<b>% Resolved by taking the listed action</b>	<b># Resolved by taking the listed action</b>	<b>% Resolved by taking the listed action</b>	<b># Resolved by taking the listed action</b>	<b>% Resolved by taking the listed action</b>
Taking action as customer requested	29	16%	37	14%	173	89%	198	96%	156	93%	165	79%												
Agreeable compromise	157	84%	235	86%	21	11%	8	4%	11	7%	43	21%												
Not within the control of the utility	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%												
Refuse to customer requested action	0	0%	2	1%	1	1%	0	0%	0	0%	1	0%												
BBB Complaints	0				2				1				1				0							
OAG Complaints	1				1				0				0				1							
PUC Complaints	2				0				3				1				1							

Minnesota Public Utilities Commission  
 Consumer Affairs Office  
 121 7th Place East #350  
 St. Paul, MN 55101-2147



ANNUAL SUMMARY OF CUSTOMER COMPLAINTS  
 For Year End: 2017 Due May 1st Docket 377  
 In accordance with MINN. Reg. PSC 284

Name of Utility: Minnesota Energy Resources  
 Address: 2685 145th Street West, Rosemount, MN 55068  
 Prepared By: Nancy Lilienthal Phone: 651-322-8902

NUMBER OF DISCONNECTS  
 FOR NON-PAYMENT  
 (By Month)

	1	2	3
JAN	48	18	0
FEB	142	24	0
MAR	232	27	0
APR	18	25	0
MAY	43	26	0
JUNE	96	58	0
JULY	198	26	0
AUG	382	11	0
SEPT	200	7	0
OCT	221	8	0
NOV	70	9	0
DEC	94	1	0
<b>TOTAL</b>	<b>1,744</b>	<b>240</b>	<b>0</b>

1. Residential
2. Commercial/Industrial
3. Interruptible

\*\*\*\*\*

	Residential			Commercial/Industrial			Interruptible		
	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved
I. Complaint Type									
A. Service	710	710	0	55	55	0	0	0	0
B. Billing	363	363	0	54	54	0	0	0	0
C. Rates	0	0	0	0	0	0	0	0	0
D. Rules	328	328	0	37	37	0	0	0	0
<b>TOTAL COMPLAINTS</b>	<b>1401</b>	<b>1401</b>	<b>0</b>	<b>146</b>	<b>146</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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	Residential	Commercial/Industrial	Interruptible
II. A. Number of Disconnections for Nonpayment	1,744	240	0
B. Number of Escrow Forms Filed (per PSC Rule 302G)	0	0	0
III. A. Total Number of Customers (year end)	211,511	22,935	468
B. Number of Customer's Added During Year	2,501	136	-10

Telephone Answer Times

Answer time for gas emergency phone lines

	January	February	March	April	May	June	July	August	September	October	November	December
Total Calls	1,731	1,332	1,597	1,353	1,573	1,760	1,636	1,656	1,596	2,026	1,743	2,014
Average Speed of Answer	:04	:04	:04	:03	:05	:06	:05	:06	:07	:07	:06	:10
% Answered in 15 seconds	97.00%	97.00%	96.00%	98.00%	95.00%	92.00%	92.00%	92.00%	89.00%	89.00%	90.00%	89.47%

Tech Response Time From Time of Call to Arrival

	January	February	March	April	May	June	July	August	September	October	November	December
Calls responded to in Under 1 hour	524	339	441	417	467	509	503	570	464	619	544	641
Calls responded to in Over 1 hour	16	12	28	17	23	23	31	48	26	32	21	29
Total Calls	540	351	469	434	490	532	534	618	490	651	565	670

Calls Responded to in Under 1 Hour

	NW Region	NE Region	CN Region	SE Region	SW Region	Total
January	66	63	146	178	71	524
February	23	49	87	129	51	339
March	43	46	137	157	58	441
April	40	63	142	119	53	417
May	45	67	147	148	60	467
June	33	93	158	157	68	509
July	45	57	221	123	57	503
August	119	69	158	167	57	570
September	35	84	134	152	59	464
October	66	99	162	213	79	619
November	50	90	165	162	77	544
December	71	128	158	186	98	641
YTD Total	636	908	1815	1891	788	6038

Month	MERC Emergency Response Time in Minutes
January	26.61
February	26.34
March	27.55
April	28.39
May	28.16
June	28.76
July	29.05
August	29.56
September	27.75
October	27.94
November	28.50
December	29.13
YTD Average	28.15

Calls Responded to in Over 1 Hour

	NW Region	NE Region	CN Region	SE Region	SW Region	Total
January	5	1	4	1	5	16
February	5	0	3	1	3	12
March	4	8	5	6	5	28
April	4	2	6	2	3	17
May	4	2	7	6	4	23
June	6	5	6	2	4	23
July	11	3	11	0	6	31
August	24	6	9	4	5	48
September	3	1	8	5	9	26
October	8	4	7	7	6	32
November	7	3	6	2	3	21
December	7	4	6	4	8	29
YTD Total	88	39	78	40	61	306

Tech Response Time From Time of Call to Arrival

	January	February	March	April	May	June	July	August	September	October	November	December
Calls responded to in Under 1 hour	521	335	439	410	459	498	490	559	450	612	538	637
Calls responded to in Over 1 hour	16	11	25	12	18	17	24	44	23	25	18	24
Total Calls	537	346	464	422	477	515	514	603	473	637	556	661

Calls Responded to in Under 1 Hour

	NW Region	NE Region	CN Region	SE Region	SW Region	Total
January	66	62	145	177	71	521
February	23	47	87	129	49	335
March	43	46	137	156	57	439
April	40	61	139	119	51	410
May	45	67	143	147	57	459
June	33	93	155	152	65	498
July	45	54	217	120	54	490
August	119	69	153	165	53	559
September	34	81	131	152	52	450
October	66	96	160	212	78	612
November	49	88	162	162	77	538
December	71	127	157	186	96	637
YTD Total	634	891	1786	1877	760	5948

Month	MERC Emergency Response Time in Minutes (No Farm Taps)
January	27.85
February	28.29
March	28.17
April	28.47
May	28.42
June	29.74
July	29.33
August	30.20
September	32.10
October	28.63
November	29.11
December	29.56
YTD Average	29.16

Calls Responded to in Over 1 Hour

	NW Region	NE Region	CN Region	SE Region	SW Region	Total
January	5	1	4	1	5	16
February	5	0	2	1	3	11
March	4	7	3	6	5	25
April	4	2	1	2	3	12
May	6	2	3	5	2	18
June	6	5	1	2	3	17
July	11	3	6	0	4	24
August	24	6	5	4	5	44
September	3	1	5	5	9	23
October	8	4	2	7	4	25
November	7	3	4	1	3	18
December	7	4	3	4	6	24
YTD Total	90	38	39	38	52	257



Tech Response Time From Time of Call to Arrival

	January	February	March	April	May	June	July	August	September	October	November	December
Calls responded to in Under 1 hour	3	4	2	7	8	11	13	11	14	7	6	4
Calls responded to in Over 1 hour	0	1	3	5	5	6	7	4	3	7	3	5
Total Calls	3	5	5	12	13	17	20	15	17	14	9	9

Farm Tap Calls responded to in Under 1 hour

	NW Region	NE Region	CN Region	SE Region	SW Region	Total
January	0	1	1	1	0	3
February	0	2	0	0	2	4
March	0	0	0	1	1	2
April	0	2	3	0	2	7
May	0	0	4	1	3	8
June	0	0	3	5	3	11
July	0	3	4	3	3	13
August	0	0	5	2	4	11
September	1	3	3	0	7	14
October	0	3	2	1	1	7
November	1	2	3	0	0	6
December	0	1	1	0	2	4
YTD Total	2	17	29	14	28	90

Month	MERC Emergency Response Time in Minutes (Farm Taps Only)
January	34.00
February	55.33
March	40.38
April	55.63
May	55.21
June	53.93
July	67.53
August	36.33
September	38.24
October	51.25
November	51.40
December	75.63
YTD Average	51.24

Farm Tap Calls responded to in Over 1 hour

	NW Region	NE Region	CN Region	SE Region	SW Region	Total
January	0	0	0	0	0	0
February	0	0	1	0	0	1
March	0	1	2	0	0	3
April	0	0	5	0	0	5
May	0	0	4	1	0	5
June	0	0	5	0	1	6
July	0	0	5	0	2	7
August	0	0	4	0	0	4
September	0	0	3	0	0	3
October	0	0	5	0	2	7
November	0	0	2	1	0	3
December	0	0	3	0	2	5
YTD Total	0	1	39	2	7	49

**Mislocates**

	January	February	March	April	May	June	July	August	September	October	November	December	YTD
<b>Total locates</b>	1,745	1,860	4,790	10,001	14,218	13,693	11,768	12,991	10,602	10,965	6,296	2,337	101,266
<b>Mislocates</b>	1	2	0	2	2	4	7	7	5	4	2	3	39
<b>% Mislocated</b>	0.057%	0.108%	0.000%	0.020%	0.014%	0.029%	0.059%	0.054%	0.047%	0.036%	0.032%	0.128%	0.039%

**Gas Lines Damaged**

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Total</b>	4	5	11	12	31	25	38	35	31	34	10	7	243
Fault of Company Employee or Company Contractor	1	2	0	2	2	4	7	7	5	4	2	3	39
Damage by Others	3	3	11	10	29	21	31	28	26	30	8	4	204
System issue	0	0	0	0	0	0	0	0	0	0	0	0	0

**Damage per 100 miles of pipeline**

4953.48 miles of pipe

	January	February	March	April	May	June	July	August	September	October	November	December	Total
By Others	0.06	0.06	0.22	0.20	0.59	0.42	0.63	0.57	0.52	0.61	0.16	0.08	4.12
Under MERC's Control	0.02	0.04	-	0.04	0.04	0.08	0.14	0.14	0.10	0.08	0.04	0.06	0.79

Service Interruptions

<b>Outages Due to Employees/Contractors</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Total</b>
Number of Customers:	1	-	-	1	-	5	6	4	33	19	2	4	75
Number of Outages:	1	-	-	1	-	3	5	4	4	4	2	2	26
Average Duration of Outage(In Minutes):	197	-	-	96	-	442	356	70	199	191	73	46	139

<b>Outages Due to All Other Causes</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Total</b>
Number of Customers:	4	3	8	10	53	64	59	43	35	41	43	3	366
Number of Outages:	3	3	6	8	22	14	18	24	23	23	4	2	150
Average Duration of Outage(In Minutes):	361	1,999	62	441	98	163	86	390	143	87	366	93	357

## Service Interruptions

Minnesota Energy Resources Corporation  
2017 Gas Service Quality Report - Attachment 9-A

Date	Address	City	Number of Customers Affected	Outage Duration (Minutes)	Outage Caused by MERC Employee or MERC Contractor	Outage Caused by Other
1/10/2017			1	60	N	Y
1/18/2017			1	197	Y	N
1/25/2017			2	35	N	Y
1/31/2017			1	989	N	Y
2/8/2017			1	200	N	Y
2/13/2017			1	5588	N	Y
2/24/2017			1	210	N	Y
3/1/2017			1	60	N	Y
3/18/2017			2	40	N	Y
3/20/2017			1	65	N	Y
3/22/2017			1	30	N	Y
3/23/2017			2	159	N	Y
3/24/2017			1	15	N	Y
4/1/2017			1	2880	N	Y
4/6/2017			1	96	Y	N
4/17/2017			1	120	N	Y
4/18/2017			1	50	N	Y
4/19/2017			1	73	N	Y
4/21/2017			2	90	N	Y
4/23/2017			1	15	N	Y
4/27/2017			2	43	N	Y
4/28/2017			1	260	N	Y
5/2/2017			16	188	N	Y
5/4/2017			2	260	N	Y
5/8/2017			1	60	N	Y
5/12/2017			1	130	N	Y
5/12/2017			1	25	N	Y
5/13/2017			1	10	N	Y
5/15/2017			1	196	N	Y
5/16/2017			2	90	N	Y
5/18/2017			1	20	N	Y
5/18/2017			1	35	N	Y
5/19/2017			1	6	N	Y
5/23/2017			1	120	N	Y
5/23/2017			1	211	N	Y
5/24/2017			1	150	N	Y
5/26/2017			1	60	N	Y
5/26/2017			1	15	N	Y
5/31/2017			1	15	N	Y
5/31/2017			1	15	N	Y
5/31/2017			12	140	N	Y
5/31/2017			1	60	N	Y
5/31/2017			1	213	N	Y

## Service Interruptions

Minnesota Energy Resources Corporation  
2017 Gas Service Quality Report - Attachment 9-A

5/31/2017	4	140	N	Y
6/5/2017	1	10	N	Y
6/5/2017	1	720	N	Y
6/8/2017	6	240	N	Y
6/10/2017	1	120	N	Y
6/12/2017	1	173	N	Y
6/14/2017	2	120	N	Y
6/15/2017	1	95	N	Y
6/15/2017	1	1	N	Y
6/19/2017	3	177	Y	N
6/19/2017	1	74	Y	N
6/20/2017	2	40	N	Y
6/21/2017	44	480	N	Y
6/23/2017	1	120	N	Y
6/24/2017	1	15	N	Y
6/25/2017	1	1075	Y	N
6/27/2017	1	60	N	Y
6/28/2017	1	90	N	Y
7/6/2017	1	105	Y	N
7/6/2017	1	120	Y	N
7/10/2017	1	260	N	Y
7/10/2017	1	30	N	Y
7/10/2017	1	82	N	Y
7/12/2017	1	15	N	Y
7/13/2017	1	240	N	Y
7/13/2017	1	102	N	Y
7/14/2017	1	60	N	Y
7/14/2017	1	60	N	Y
7/15/2017	1	30	N	Y
7/16/2017	1	45	N	Y
7/18/2017	1	56	N	Y
7/19/2017	21	153	N	Y
7/20/2017	1	15	N	Y
7/20/2017	1	15	N	Y
7/20/2017	1	1243	Y	N
7/21/2017	1	35	N	Y
7/24/2017	1	60	N	Y
7/27/2017	1	102	N	Y
7/29/2017	2	190	Y	N
7/31/2017	22	185	N	Y
7/31/2017	1	120	Y	N
8/2/2017	1	60	N	Y
8/4/2017	1	159	N	Y
8/5/2017	1	121	N	Y
8/5/2017	1	2760	N	Y
8/6/2017	1	15	N	Y
8/7/2017	1	720	N	Y

## Service Interruptions

Minnesota Energy Resources Corporation  
2017 Gas Service Quality Report - Attachment 9-A

8/7/2017	1	60	Y	N
8/9/2017	8	298	N	Y
8/12/2017	1	60	N	Y
8/13/2017	1	45	N	Y
8/13/2017	1	1828	N	Y
8/14/2017	1	156	N	Y
8/15/2017	1	40	Y	N
8/15/2017	1	88	N	Y
8/16/2017	1	120	Y	N
8/16/2017	1	5	N	Y
8/19/2017	1	135	N	Y
8/21/2017	1	60	Y	N
8/21/2017	1	1697	N	Y
8/22/2017	5	270	N	Y
8/22/2017	1	36	N	Y
8/24/2017	1	122	N	Y
8/24/2017	1	180	N	Y
8/29/2017	1	460	N	Y
8/29/2017	9	120	N	Y
8/30/2017	1	5	N	Y
8/30/2017	1	30	N	Y
8/31/2017	1	1	N	Y
9/3/2017	1	30	N	Y
9/5/2017	1	162	N	Y
9/6/2017	1	282	Y	N
9/6/2017	1	1	N	Y
9/7/2017	1	159	N	Y
9/8/2017	1	93	N	Y
9/8/2017	1	2	N	Y
9/9/2017	1	120	N	Y
9/9/2017	7	61	N	Y
9/9/2017	1	60	N	Y
9/10/2017	1	120	N	Y
9/10/2017	1	960	N	Y
9/11/2017	1	120	N	Y
9/14/2017	1	38	N	Y
9/15/2017	2	30	Y	N
9/15/2017	1	90	Y	N
9/18/2017	1	120	N	Y
9/19/2017	1	54	N	Y
9/21/2017	1	240	N	Y
9/22/2017	1	3	N	Y
9/23/2017	1	10	N	Y
9/26/2017	4	18	N	Y
9/27/2017	29	395	Y	N
9/27/2017	1	16	N	Y

**Service Interruptions**

**Minnesota Energy Resources Corporation  
2017 Gas Service Quality Report - Attachment 9-A**

9/27/2017
9/28/2017
9/28/2017
10/3/2017
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11/15/2017
11/17/2017
12/1/2017
12/6/2017
12/18/2017
12/21/2017

1	515	N	Y
1	285	N	Y
4	100	N	Y
1	1	N	Y
1	19	N	Y
1	145	Y	N
10	65	N	Y
1	10	N	Y
1	15	N	Y
1	255	Y	N
1	105	N	Y
1	98	N	Y
1	30	N	Y
1	42	N	Y
1	90	N	Y
2	75	N	Y
15	260	Y	N
3	30	N	Y
5	255	N	Y
2	104	Y	N
1	15	N	Y
1	660	N	Y
1	10	N	Y
1	197	N	Y
1	15	N	Y
1	15	N	Y
1	20	N	Y
1	160	N	Y
1	45	N	Y
3	25	N	Y
40	110	N	Y
1	95	N	Y
1	60	N	Y
1	1200	N	Y
1	75	Y	N
1	70	Y	N
1	1	Y	N
3	90	Y	N
1	125	N	Y
2	60	N	Y



## MNOPS Reportable Events

Minnesota Energy Resources Corporation  
2017 Gas Service Quality Report - Attachment 10

Date	Address	Outage Caused by	Number of Customers Affected	Number of People Evacuated	Outage Duration	Longest Time any Customer was without gas	Root cause of Incident	Actions Taken to Fix Problem	Actions Taken to Contact Customers	Did Customer or Company Relight
1/18/2017		Excavation. Directional Boring.	1	0	197 Minutes	197 Minutes	Mislocate. Marks off by 8.5 ft.	Monitored for gas migration. Constructed bypass piping, replace main portion & restored service.	Employees on site. Face to face.	Customer (Commerical Customer)
1/20/2017		Pilots out on ranges.	1	100. School was canceled.	53 Minutes	53 Minutes	Pilot lights out on ranges in home economics room of school.	Shut off gas valve feeding ranges on 1/19/17 to fix a burner. Turned it back on, but did not re-light pilots on ranges.	In constant contact with school officials.	Company
3/5/2017		No outage	0	0	No outage	No outage	Swadgelok fitting on DRS#1 was leaking.	Technician plugged the fitting temporarily. Fitting will be replaced.	No contact due to no outage.	N/A
3/9/2017		No outage	1	300	N/A	N/A	There was no leak or damage to our facilities. The school officials called a plumbing company who found a dry drain that was causing the odor.	School Principal called in smelling gas and evacuated the student body. Our techs arrived and did not find any gas leaks.	On Site	N/A
3/23/2017		Track hoe hit main with bucket tooth.	2	0-Jan	159 Minutes	159 Minutes	Contractor did not hand dig while attempting to find water shutoff.	MERC squeezed line & made scene safe. NPL made repairs to main & 2 houses were relit.	On Site	Company

## MNOPS Reportable Events

Minnesota Energy Resources Corporation  
2017 Gas Service Quality Report - Attachment 10

Date	Address	Outage Caused by	Number of Customers Affected	Number of People Evacuated	Outage Duration	Longest Time any Customer was without gas	Root cause of Incident	Actions Taken to Fix Problem	Actions Taken to Contact Customers	Did Customer or Company Relight
4/17/2017		Contractor hit service line while trenching in electrical.	1	More than 10 people	757 Minutes	757 minutes	Contractor did NOT have valid locate ticket.	MERC employees squeezed off and NPL made repairs.	Spoke with customer.	Company
5/2/2017		Concrete chunk fell onto main.	16	0	188 Minutes	188 Minutes	City removing concrete from sink hole in alley. Concrete chunk fell onto main.	MERC closed valves around damaged line.	ALFD went door to door.	Company
5/9/2017		Concrete removal	8	5	298 Minutes	298 Minutes	Skid loader removing concrete directly over main.	MERC squeezed off main, NPL made repairs.	Verbal contact made	MERC assisted with all relights except Government Center completed theirs due to rooftop units.
5/12/2017		N/A	1	13	N/A	N/A. CO call. Customer equipment malfunction.	Furnace malfunction	Turned stop valve off and locked meter. Customer contacted maintenance to check equipment.	Spoke with customer.	Customer maintenance
5/31/2017		Motorist	12	24	75 Minutes	75 Minutes	Motorist drove car into meter set and building, sheering off meter set and pushing front of car through building wall.	Capped service line until building wall can be repaired and meterset can be remounted to the wall.	All apartment doors tagged.	Company

## MNOPS Reportable Events

Minnesota Energy Resources Corporation  
2017 Gas Service Quality Report - Attachment 10

Date	Address	Outage Caused by	Number of Customers Affected	Number of People Evacuated	Outage Duration	Longest Time any Customer was without gas	Root cause of Incident	Actions Taken to Fix Problem	Actions Taken to Contact Customers	Did Customer or Company Relight
6/2/2017		No outage	1	21	No outage	0 Minutes/No Outage	Business thought they smelled gas in a mechanical room. Self-evacuated before our technician arrived.	2 small leaks on customer piping on roof near fresh air intake. Plant manager approved shutting off Customer valves at meter set. Red tag issued.	Spoke with manager of business.	Company
6/9/2017		N/A	N/A	40	N/A	N/A. Heater was shut off. Gas to building remained on.	Pool heater was malfunctioned through exhaust. Hotel evacuated 40 people and had heater shut off before MERC arrived.	Red tagged heater and shut off and disconnected heater	Red tagged with certified letter.	Customer
6/19/2017		Auger	3	25	177 Minutes	177 Minutes	Contractor using auger to dig hole for sign post hit main. USIC main mislocate.	MERC dug hole in safe zone and pinched off main. Service lost to 3 commercial customers.	3 Commercial customers contacted & relit.	Company
6/21/2017		Trackhoe	44	50	480 Minutes	480 Minutes	Trackhoe hit main.	Dug up and squeezed off main half a block away. Second squeeze put on right at hit location. First squeeze was removed so 40 relights could begin.	Customers that were not relit same day received a door tag. 6 of 44 were not contacted at end of initial relit effort.	Company
7/19/2017		Contractor	21	25	251 Minutes	203 Minutes	Contractor did not hand dig for fence post. Locate accurate.	MERC squeezed off the main upstream of the damage.	Door to door and tags.	Company

## MNOPS Reportable Events

Minnesota Energy Resources Corporation  
2017 Gas Service Quality Report - Attachment 10

Date	Address	Outage Caused by	Number of Customers Affected	Number of People Evacuated	Outage Duration	Longest Time any Customer was without gas	Root cause of Incident	Actions Taken to Fix Problem	Actions Taken to Contact Customers	Did Customer or Company Relight
08/12/17		Homeowner	1	14 homes, 1 quad & 1 small motel	Still Off	Still Off	Homeowner dug with skidsteer. No locate.	MERC repaired line.	Spoke with customer.	Company
8/29/2017		No Outage	16	15	No Outage	N/A	Apartment self evacuated due to an odor. No leak found. Likely clothes dryer vents.	No leak. Building Maintenance to reattach clothes dryer vents.	Notified residents when allowed to return to homes.	N/A
8/29/2017		Bore rig	1	Approx. 24 people	460 Minutes	460 Minutes	Contractor performed a blind bore and hit 4" PE main at 45#.	Hand dug at each end of block and squeezed off gas and repaired main.	Contacted once gas was off.	Company
9/27/2017		Excavator	29	3	395 Minutes	411 Minutes	Facility not marked by USIC. Their report is also attached.	Dug up and pinched off 2" steel main so 2" PE could be repaired.	Contacted in person and with door tags. Monitored for customers that returned home while repairs were made.	Company
10/3/2017		N/A	1	21	N/A	Not shut off on 10/3 and it was off for a few hours on 10/4	No line hit. School called in gas odor. Small leak on a tee fitting. EE shut off, sealed meter and had local plumber repair and do a shut in test.	E shut off, sealed meter and had local plumber repair and do a shut in test.	Spoke with maintenance manager to resolve issue.	Customer

## MNOPS Reportable Events

Minnesota Energy Resources Corporation  
2017 Gas Service Quality Report - Attachment 10

Date	Address	Outage Caused by	Number of Customers Affected	Number of People Evacuated	Outage Duration	Longest Time any Customer was without gas	Root cause of Incident	Actions Taken to Fix Problem	Actions Taken to Contact Customers	Did Customer or Company Relight
10/9/2017		Boring machine	1	1	255 Minutes	255 Minutes	Facility not marked – USIC miss	Completed double squeeze & make repairs.	Customer relit immediately after repairs.	Company
10/9/2017		Boring Machine	1	0	105 Minutes	105 Minutes	Facility miss marked / other?	Squeezed main. Cut & capped main upstream of hit.	Customer notified after hit and relit the same day.	Company
10/10/2017		N/A	1	10	N/A	N/A	Customer self-evacuated. No gas leaks found. Possible sewer gas.	Leak investigation. No leak found.	Face to face.	Company
10/12/2017		Vibratory plow	2	0	104 Minutes	104 Minutes	Facility not marked.	Fire Department performed initial squeeze. MERC performed 2nd squeeze and repaired line.	Contacted & relit same day.	Company
11/2/2017		N/A	1	12	N/A	N/A	Customer heating equipment malfunction.	Made area safe. Completed leak investigation and turned valve off to heater.	Face to Face	Customer

Customer Service Related Operations and Maintenance Expenses

O&M expenses FERC Account 901 and 903 plus payroll taxes and benefits

January	February	March	April	May	June	July	August	September	October	November	December	Total
\$ 397,967	\$ 338,160	\$ 403,080	\$ 328,068	\$ 301,544	\$ 386,995	\$ 477,681	\$ 443,651	\$ 340,401	\$ 46,046	\$ 760,702	\$ 374,586	\$ 4,598,883

FERC Account	<u>901000</u>	<u>903000</u>	
January	\$ 48,820	\$ 349,147	
February	\$ 56,194	\$ 281,966	
March	\$ 49,878	\$ 353,202	
April	\$ 55,476	\$ 272,592	
May	\$ 49,037	\$ 252,507	
June	\$ 55,540	\$ 331,455	
July	\$ 36,502	\$ 441,180	
August	\$ 58,883	\$ 384,769	
September	\$ 64,670	\$ 275,731	
October	\$ 70,846	\$ (24,800)	
November	\$ 52,016	\$ 708,686	
December	\$ 29,619	\$ 344,968	
	\$ 627,481	\$ 3,971,402	\$ 4,598,883

**MERC Performance Indicators**

Performance Indicator Metric	2013-2015 Performance Average	2016 Performance through December	2017YTD	1st Quartile (Entry Point)	2nd Quartile (Entry Point)	Definition	Target Performance (End of 2017)
Customer Transaction Satisfaction (%)	62%	<del>83%</del> 83.6%	<del>71.1%</del> 78.5%	<del>74%</del> 82%	<del>63%</del> 72%	Measures customer satisfaction with their transaction based on a third party survey (transactions include residential customer service calls - %8-10 ResCC)	Continuous improvement driving towards 1st Quartile performance
Residential First Call Resolution (%)	80.67%	81.78%	<b>83.30%</b>	85%	79%	Measures customer's perception of resolving their issue on their first contact. Responding 'Yes' to this question. (IVR survey)	Continuous improvement within 2nd Quartile driving towards eventual 1st Quartile performance. 1st quartile performance not expected in 2017.
Billing Accuracy	99.53%	99.77%	<b>98.93%</b>	99.93%	99.79%	Percentage of bills that are not cancelled, rebilled or adjusted.	Continuous improvement toward 2nd Quartile performance
Billing Timeliness	99.89%	98.65%	<b>99.48%</b>	99.50%	99.00%	Percentage of bills created within the billing window, not including any impacts from printing and mailing processes.	Maintain 1st Quartile performance
Even Payment Plan Adoption (%)	14.43%	15.12%	<b>15.51%</b>	16.8%	11.9%	Percent of customers on even payment plan.	Continuous improvement within 2nd Quartile driving towards eventual 1st Quartile performance. 1st quartile performance not expected in 2017.
e-Bill Adoption (%)	20.27%	22.38%	<b>26.21%</b>	14.5%	10.3%	Percent of customer accounts enrolled in e-billing.	Continuous improvement while maintaining 1st Quartile performance
e-Payment Adoption %	55.50%	57.58%	<b>60.42%</b>	51.6%	45.3%	Percent of electronic payments.	Continuous improvement while maintaining 1st Quartile performance
Field Service Appointments Kept	N/A	99.89%	<b>99.99%</b>	99.0%	98.6%	Percentage of customer appointments kept.	Maintain 1st Quartile performance
Net Write Off as % of Revenue	0.58%	0.73%	<b>0.58%</b>	0.35%	0.52%	The ratio of the dollar amount of receivables written off less recoveries against gross write-offs, divided by rolling 12 months revenue	This metric is correlated to weather and environmental factors. Our goal is continuous improvement within 2nd Quartile driving towards eventual 1st Quartile performance.
IT / Security (# of masked customer data fields; # of tokenized customer data fields)	0 fields	NA	<b>NA</b>	N/A	N/A	# of masked data fields; # of tokenized customer data fields	Maintain number of fields protected and continue to meet industry standards for customer data masking/tokenization

In the Matter of the Annual Service Quality  
Report for Minnesota Energy Resources  
Corporation for 2017

Docket No. G011/M-18-\_\_\_\_

**CERTIFICATE OF SERVICE**

I, Lauren E. Pockl, hereby certify that on the 1st of May, 2018, on behalf of Minnesota Energy Resources Corporation, I electronically filed a true and correct copy of the enclosed Gas Service Quality Report on [www.edockets.state.mn.us](http://www.edockets.state.mn.us). Said documents were also served via U.S. mail and electronic service as designated on the attached service list.

Dated this 1st of May, 2018.

/s/ Lauren E. Pockl  
Lauren E. Pockl



First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Michael	Ahern	ahern.michael@dorsey.com	Dorsey & Whitney, LLP	50 S 6th St Ste 1500  Minneapolis, MN 554021498	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1800  St. Paul, MN 55101	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List
Seth	DeMerritt	ssdemerritt@integrysgroup.com	MERC (Holding)	700 North Adams P.O. Box 19001 Green Bay, WI 543079001	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List
Ian	Dobson	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012130	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280  Saint Paul, MN 551012198	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List
Daryll	Fuentes	dfuentes@usg.com	USG Corporation	550 W Adams St  Chicago, IL 60661	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List
Amber	Lee	ASLee@minnesotaenergyresources.com	Minnesota Energy Resources Corporation	2665 145th St W  Rosemount, MN 55068	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List
Brian	Meloy	brian.meloy@stinson.com	Stinson, Leonard, Street LLP	50 S 6th St Ste 2600  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List
Andrew	Moratzka	andrew.moratzka@stoel.com	Stoel Rives LLP	33 South Sixth St Ste 4200  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List
Colleen	Sipiorski	ctsipiorski@integrysgroup.com	Minnesota Energy Resources Corporation	700 North Adams Street  Green Bay, WI 54307	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Kristin	Stastny	kstastny@briggs.com	Briggs and Morgan, P.A.	2200 IDS Center 80 South 8th Street Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List
Eric	Swanson	eswanson@winthrop.com	Winthrop & Weinstine	225 S 6th St Ste 3500 Capella Tower Minneapolis, MN 554024629	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List
Daniel P	Wolf	dan.wolf@state.mn.us	Public Utilities Commission	121 7th Place East Suite 350 St. Paul, MN 551012147	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List