

February 26, 2016

Daniel P. Wolf
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, Minnesota 55101-2147

RE: **Response Comments of the Minnesota Department of Commerce, Division of Energy Resources**
Docket No. G022/M-15-1090

Dear Mr. Wolf:

On December 31, 2015, Greater Minnesota Gas, Inc. (GMG or the Company) filed a *Proposal for Revised Reporting Metric Regarding Service Extensions for Annual Service Quality Reporting* in the above-referenced docket.

On February 1, 2016, the Minnesota Department of Commerce, Division of Energy Resources (Department) filed comments on the matter noting certain concerns and requesting that the Company provide further information and clarification in reply comments.

On February 11, 2016, GMG filed reply comments amending its proposal. In terms of service extension projects requiring construction of new mains, the Company originally proposed to provide the number of new geographical areas served during a calendar year, and the number of new geographical areas that were promised service but did not receive service, along with explanatory information as to why service was not extended. GMG now proposes that, in addition to this information, the Company will provide, for each new area:

- the planned and actual number of residential customers served,
- the planned and actual number of firm commercial customers served,
- the planned and actual number of interruptible commercial customers served,
- the date the main installation was complete, and
- the date the service line installations were complete.

For service extension projects along existing main, GMG originally proposed to provide the number of new on-main customers served and the number who requested but were denied service along with explanatory information as to why service was not extended. The Company now proposes to provide the following information, by month:

- the number of residential service requests and average number of days to install,
- the number of firm commercial service requests and average number of days to install,

- the number of interruptible commercial service requests and average days to install, and
- the number of customers whose service requests were denied.

For service extension intervals to customers requesting service to a location previously served but not at the time of the request, GMG clarified that it proposes to provide the total number of customers and annual average service extension interval.

Finally, GMG continued to propose that it provide the number of complaints specifically related to delays in extending service, along with explanatory information regarding the nature of the delay and the resolution.

The Department appreciates the additional reporting detail offered by the Company and supports GMG's revised service extension reporting metric. The Department recommends that the Commission **approve** GMG's proposal as revised in its February 11, 2016 reply comments. If approved as proposed by GMG, the new reporting metric will be implemented beginning with reporting for the 2016 calendar year.

Sincerely,

/s/ SUSAN MEDHAUG
Supervisor, Energy Regulation & Planning

SM/lt

CERTIFICATE OF SERVICE

I, Sharon Ferguson, hereby certify that I have this day, served copies of the following document on the attached list of persons by electronic filing, certified mail, e-mail, or by depositing a true and correct copy thereof properly enveloped with postage paid in the United States Mail at St. Paul, Minnesota.

**Minnesota Department of Commerce
Response Comments**

Docket No. G022/M-15-1090

Dated this 26th day of February 2016

/s/Sharon Ferguson

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