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www.greatermngas.com

May 7, 2015

**VIA ELECTRONIC FILING**

Mr. Daniel P. Wolf  
Executive Secretary  
Minnesota Public Utilities Commission  
121 7<sup>th</sup> Place East, Suite 350  
Saint Paul, MN 55101-2147

Re: **Annual Gas Service Quality Report for 2014**  
**Docket No. \_\_\_\_\_**

**PUBLIC DOCUMENT—TRADE SECRET DATA HAS BEEN EXCISED**

Dear Mr. Wolf:

Attached hereto, please find a copy of Greater Minnesota Gas, Inc.'s Annual Gas Service Quality Report for the Calendar Year of 2014 for filing in a new docket. The attached document is a public document and trade secret data has been excised. A complete copy including the redacted trade secret information has been filed with the Commission.

All individuals identified on the attached service list have been electronically served with the same.

Thank you for your assistance. Please do not hesitate to contact me should you have any questions or concerns or if you require additional information. My direct dial number is (507) 665-8657 and my email address is kanderson@greatermngas.com.

Sincerely,

GREATER MINNESOTA GAS, INC.

/s/

Kristine A. Anderson

cc: Service List

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# CERTIFICATE OF SERVICE

I, Kristine Anderson, hereby certify that I have this day served a true and correct copy of the following document to all persons at the addresses indicated on the attached list by electronic filing, electronic mail, or by depositing the same enveloped with postage paid in the United States Mail at Le Sueur, Minnesota:

**Greater Minnesota Gas, Inc.'s Annual Gas Service  
Quality Report for the Calendar Year of 2014  
Docket No. \_\_\_\_\_**

filed this 7<sup>th</sup> day of May, 2015.

/s/ Kristine A. Anderson  
Kristine A. Anderson, Esq.  
Corporate Attorney  
Greater Minnesota Gas, Inc.

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Kristine	Anderson	kanderson@greatermngas.com	Greater Minnesota Gas, Inc.	202 S. Main Street  Le Sueur, MN 56058	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List
Julia	Anderson	Julia.Anderson@ag.state.mn.us	Office of the Attorney General-DOC	1800 BRM Tower 445 Minnesota St St. Paul, MN 551012134	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 500  Saint Paul, MN 551012198	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List
Nicolle	Kupser	nkupser@greatermngas.com	Greater Minnesota Gas, Inc.	202 South Main Street P.O. Box 68 Le Sueur, MN 56058	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List
John	Lindell	agorud.ecf@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_Greater Minnesota Gas, Inc._Official Service List
Greg	Palmer	gpalmer@greatermngas.com	Greater Minnesota Gas, Inc.	PO Box 68 202 South Main Street Le Sueur, MN 56058	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official 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_Greater Minnesota Gas, Inc._Official 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_Greater Minnesota Gas, Inc._Official Service List

**STATE OF MINNESOTA**

**BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION**

Beverly Jones Heydinger	Chair
Nancy Lange	Commissioner
Dan Lipschultz	Commissioner
John Tuma	Commissioner
Betsy Wergin	Commissioner

MPUC Docket No. \_\_\_\_\_

In the Matter of Greater Minnesota  
Gas, Inc.'s Annual Gas Service  
Quality Report for the  
Calendar Year of 2014

**ANNUAL GAS SERVICE  
QUALITY REPORT  
FOR 2014  
PUBLIC DOCUMENT—  
TRADE SECRET DATA EXCISED**

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Greater Minnesota Gas, Inc. (“GMG”) hereby submits for filing its Annual Service Quality Report for the calendar year ending December 31, 2014. This report encompasses data related to the reporting requirements for gas utilities as specifically modified for GMG where appropriate.

**REPORTING REQUIREMENTS**

Pursuant to the Commission’s prior orders regarding Gas Service Quality Reports, all natural gas utilities are required to report the following information; however, GMG’s reporting differs slightly in some respects due to the technology that GMG uses and information available to it:

- Call Center Response Time
- Meter Reading Performance
- Involuntary Disconnections
- Service Extension Request Times
- Customer Deposits
- Customer Complaints
- Gas Emergency Response Times
- Mislocates
- Damaged Gas Lines
- Gas Service Interruptions
- Major Reportable Events
- Customer Service Expenses
- Miles of Pipe

## ANNUAL REPORTING INFORMATION

The requisite statistical information regarding GMG's Service Quality Report components for 2014 is found below:

- *Call Center Response Time*
  - Pursuant to the Commission's Order dated January 18, 2011, GMG is required to track and report the total number of phone calls received during the calendar year and to report on the number of times the phone rings before calls are answered, as GMG does not have a call center.

GMG received a total of 13,399 incoming calls to its primary business line (888-931-3411) during 2014, which is an incoming call rate that is comparable to the number of calls received in 2013, showing a slightly less than 9% increase in calls. Incoming calls included both customer-related and non-customer-related matters. As GMG explained in previous annual service quality dockets, GMG's customer service representatives take calls regarding all types of matters. Existing customers call GMG regarding any number of things: payment questions, contact changes, general questions, service questions, in response to notices or bills, or for any other reason that they need information from GMG. Prospective customers call GMG's office in response to marketing materials when GMG is entering a new area. Interested customers call to arrange a meeting to obtain a quote for service; and, they call again to arrange for the service installation to be scheduled. Sometimes, new customers call with questions related to conversion. New customers may call with a question about reading a bill that they are seeing for the first time. Sometimes, people call GMG from unserved areas wondering if it is possible to have GMG bring service to the area. Developers call GMG to inquire about service to a new home or development. GMG's vendors call its main line. Companies and individuals who are marketing to GMG call its main line. People with questions related to Greater Minnesota Transmission and Greater Minnesota Synergy call the main line. Individuals that need to contact GMG in the regular course of business or return calls to GMG employees, whether related to permitting, easements, supply, banking, or any other matter, all call GMG's telephone number. All of those calls are reported in GMG's total number of calls received; and, given GMG's continued growth and expansion, the increased number of incoming calls is not unreasonable. GMG remains committed to continuing to provide personal service to each caller.

All incoming calls are answered live by GMG's customer service team within three rings, or approximately fifteen seconds. If GMG's personnel is unable to answer within the initial three rings, the call is automatically forwarded to MAS Communications ("MASCom"), a professional live telephone answering service. MASCom typically answers within one additional ring after the call is transferred, ensuring live contact with the customer in less twenty second goal.

- *Meter Reading Performance Metrics*
  - Pursuant to its January 18, 2011 Order, the Commission required GMG to report the meter reading performance data contained in Minn. R. 7826.1400.

GMG's meter reading performance and staffing levels for 2014 are summarized below:

	<u>Quantity</u>	<u>Percentage</u>
Total Meters Billed	62,284	100%
Number & % Read by GMG Personnel	64,357	97%
Number & % Self-Read by Customer	372	0.5%
Number & % of Customer Meters Estimated	1555	2.5%
Number & % of Meters not read for 6-12 mo	0	0 %
Number & % of Meters not read for > 12 mo	0	0 %

GMG's number of estimated meters substantially decreased during 2014 when compared to the previous two years. GMG estimated residential meters for some customers in situations where meters could not be read safely due to severely cold weather making it unsafe for meter readers to be outside or due to loose dogs being in the yard. On some occasions, GMG personnel did not have access to a meter due to a locked fence. Occasionally, during low/no use summer months, GMG meter reading personnel are diverted to assist with some construction work. Customers subject to estimated billing were notified of the same on the monthly invoice; and customers are not subject to estimated billing for consecutive months. GMG did not receive any complaints during estimated billing periods, as they were generally minimal usage time periods. Estimated meters are periodically read to insure accurate billing.

GMG began deploying automated meter reading ("AMR") devices in the latter part of 2014 and is continuing to do so during 2015. Early indications are that AMR deployment is successfully contributing to the reduction in estimated meters.

In 2014, GMG had two-full time operational staff dedicated to the reading of meters in the geographical area headquartered in Le Sueur, Minnesota. GMG also has two full-time technicians located in the geographical area of its Swanville-area distribution facilities and meter reading is a component of their job responsibilities. Similarly, GMG recently hired two full-time technicians who are located in the geographical area of its Becker and Otter Tail County distribution facilities that are being constructed in 2015; and, meter reading will be a component of their job responsibilities once the system is complete.

- *Involuntary Service Disconnections*
  - *GMG is required to reference the data submitted in its Cold Weather Rule reports.*

GMG electronically filed its weekly and monthly Cold Weather Rule (“CWR”) data for January through April of 2014 and October through December of 2014, as well as monthly reports for January through December of 2014. GMG had 125 involuntary service disconnections made during 2014. GMG recognizes that the number represents a significant increase from prior years. During 2014, GMG added an administrative employee and, as part of its commitment to improvement, focused on reducing its accounts receivable balance and delinquent account balances. As a result, GMG substantially increased its involuntary service disconnections; but, its effort was targeted during non-heating season months and GMG complied with all cold weather rule requirements.

Copies of GMG’s Cold Weather Rule reports are appended hereto for ease of reference.

- *Service Extension Requests*
  - Pursuant to Rule 7826.1600, GMG is required to provide information regarding the number of customers requesting service to a previously un-served location and the interval between the date of service installation and premises readiness, as well as the number of customers requesting service at a previously served location but unserved at the time of the request along with interval between the date of service installation and premises readiness.

GMG recognizes that the unique nature of its service extensions makes it difficult to utilize GMG’s statistics for broad-based statistical reporting metrics for comparative purposes. As explained in last year’s Service Quality docket, when GMG extends service to a new area, it is generally extending service to an entire new rural area rather than to a new development on the edge of an existing service area. Therefore, GMG installs an entire new main to an area and then runs individual service off of it. When a new project is designed, which may be during the preceding fall or winter, GMG begins working with a community to engage its business and residential customers, essentially beginning to “sell” service and receive commitments many months in advance of the main installation. Customers are aware that the main will be installed several months later and that, after the main installation is complete, their individual services will be run. Consequently, the requested metric does not easily translate into reportable data based on GMG’s construction and sales model. Because services are installed following main construction, a customer’s installation is immediately ready for service upon completion of the service construction. Similarly, GMG target markets throughout the year to on-main customers who do not currently use gas. Customers often request service during a non-construction season, being slated for installation during the approaching construction season. There

isn't a request interval *per se* because the service requests were made as part of the entire project development throughout the year.

As GMG noted in its Reply Comments in Docket No. G022/M-14-964, GMG is happy to work with the Department and/or Commission staff to specifically identify what is trying to be measured by the reporting metric and whether a meaningful comparison to other utilities is actually possible; and, GMG will do so if the Commission so directs. GMG continues to maintain that if the goal of the service extension time reporting requirement is to confirm that GMG is being responsive to customers requesting service, then perhaps a metric should be cooperatively developed that is suited to installation of main and services in an unserved community versus forcing the application of a metric developed for a different utility model. GMG's continued delivery of gas to unserved rural areas coupled with its lack of complaints about the time for service extension provides empirical evidence that it meets customer expectations.

The Commission has not provided a directive for GMG's ongoing reporting requirements arising out of the discussion in Docket No. G022/M-14-964 as of the filing of this Annual Report. However, GMG recognizes that the Department requested that GMG provide information utilizing a format similar to that used in 2011. GMG's staff recalls a subsequent discussion with Department personnel wherein an agreement was reached to provide different information, such as that provided in 2012 and 2013. However, that agreement does not appear to have been memorialized in any Commission Order. GMG respects the need for Commission oversight of its quality standards, but cautions that—as the Commission has recognized with regard to other statistical reporting requirements—requiring adherence to form rather than focusing on substance can lead to the gathering of statistically insignificant data that is unduly burdensome to collect where GMG is concerned. Hence, GMG respectfully requests that it be permitted to continue to provide service extension data in a manner that allows for oversight with regard to timely service extension, even if that data is of a slightly different character than what other utilities report.

GMG understands the Department's desire to have additional information that allows it and the Commission to better understand GMG's service extension projects, as the Department expressed in its Reply Comments in Docket No. G022/M-14-964. To that end, GMG has tried to provide illustrative information herein. GMG added approximately 550 new meters in 2014. The chart below identifies various projects that GMG considered for 2014. As the chart demonstrates, a number of the projects involve multiple years of construction. GMG is hopeful that this information, while not identical to previous reporting schemes, provides sufficient information for Commission oversight regarding its service extensions.



**TRADE SECRET DATA BEGINS:**

**TRADE SECRET DATA ENDS**

With regard to customers requesting service to a location previously served by GMG, GMG does not believe that there were any delays in the premises being ready for service. GMG does not lock or stop service between transfers of property owners or occupants. Responsibility for the customer account is transferred on the date agreed to by both parties to the transfer. As a result, there is no delay in providing service to the location. Similarly, in the event that gas service to a previously served location was shut-off due to a foreclosure, GMG may require the subsequent owner to provide assurance that the premises has been inspected by a qualified plumbing/heating contractor and is in a safe condition for the gas service to be turned on. In addition, GMG requires the subsequent owner, or a qualified contractor hired on the owner's behalf, meet a GMG technician at the location for the meter unlock and service turn up. GMG accommodates the customer's schedule but does request a courtesy twenty-four notice whenever possible.

- *Customer Deposits*
  - Pursuant to its January 18, 2011 Order, the Commission required GMG to report information regarding customer deposits pursuant to Minn. R. 7826.1900.

During 2014, thirteen customers were required to make a deposit as a condition of receiving service based on the terms identified in GMG's tariff due to their history with GMG demonstrating consistently poor payment and poor credit. GMG does not require deposits from new customers. Rather, GMG requires deposits from existing customers who had service disconnected due to non-payment. Pursuant to the terms of its tariff, GMG returns customer deposits after twelve months of timely payments.

- *Customer Complaints*
  - Pursuant to its January 18, 2011 Order, the Commission required GMG to report customer complaints pursuant to in Minn. R. 7826.2000. Specifically, GMG is obligated to report the total number of customer complaints received by category, including both complaints received from the Commission's Consumer Affairs Office and those received internally.

As GMG has explained in its previous Service Quality dockets, all calls to GMG are promptly answered by GMG's customer service team. If a call comes in after-hours, it is routed to a live-answer professional answering service. As such, none of GMG's customers navigate an automated system with a variety of prompt options. When a customer calls, it is not necessarily due to a complaint. GMG's customer service representatives attempt to identify and meet each customer's needs every time they speak with customers. In most instances, GMG's representative can provide a response that

answers the customer's question or otherwise meets the customer's needs. For example, if a customer has a question about his or her gas usage or bill, the customer service representative explains the relevant billing entry and, generally, the customer is satisfied with the explanation and the customer's needs have been met. Likewise, if a customer calls questioning charges for unexpected installation costs, for example, and a GMG satisfactorily explains the basis for the charges without the customer requesting further action, GMG does not log that as a customer complaint. GMG does not consider such inquiries to be complaints; and, such calls are logged and closed out.

GMG considers something a customer complaint if, after speaking with a customer service representative, the customer requests that GMG take some type of action to resolve a particular situation. In that situation, the matter is automatically escalated to a supervisor with the authority to respond to the customer's issue. Therefore, all of the customer complaints that GMG receives are, by virtue of GMG's customer service policy, escalated to a supervisor for proper handling.

In 2014, GMG had minimal customer complaints, all of which were resolved. GMG is not aware of any complaints that we made to the Commission.

- (2) Billing Errors  
No complaints
- (0) Inaccurate Metering  
No complaints
- (0) Wrongful Disconnection
- (1) High Bills
- (0) Inadequate Service  
No complaints
- (0) Service Extension Intervals
- (0) Service Restoration Intervals
- (1) Post-Construction Property Restoration

By way of further explanation, the two errors classified as billing errors are billing-related, but not billing errors, *per se*. In one case, the customer refused to make the required pre-payment for relocation of an existing line; and, GMG held relocation until a negotiated pre-payment compromise was made and paid. In the other, the customer was advised that she would be subject to disconnection for non-payment absent making payment of the past-due amount or payment arrangements. The customer provided a post-dated check and was upset that GMG would not hold the check. GMG advised that it does not hold post-dated checks internally; however, GMG referred the customer to its electronic payment vendor to directly arrange for a scheduled payment. With regard to the high bill complaint, the customer complained to the Office of the Attorney General about his billing because he didn't understand fluctuation in the distribution charge and was concerned about what he perceived to be high bills incurred during cold weather. GMG cooperated with the customer and the Attorney General's office by explaining the

distribution charge and having the customer’s meter tested at no charge to the customer to confirm that the meter was providing accurate usage information. Finally, with regard to the post-construction property restoration complaint, the customer was concerned that restoration was not completed. The construction in question was performed in late November. Although GMG sent a contractor to handle the restoration at that time, the contractor advised that, due to weather, restoration would not be feasible until the spring of 2015. That restoration work has been completed. GMG does not have any unresolved complaints from 2014.

- *Gas Emergency Calls and Response Time*

- Since GMG does not have a telephone line specifically dedicated to gas emergency calls, the Commission’s January 18 Order required GMG to report the total number of gas emergency calls received and the response time to them during each annual reporting period.

In 2014, GMG received a total of 110 calls reporting gas emergencies. GMG supplied two metrics below: (1) the elapsed time between the call being answered and a technician being dispatched; and, (2) the elapsed time between the dispatch time and the time of arrival by a technician. GMG has also supplied the average elapsed time for each category (1-2).

<u>From Call to Time Dispatched</u>	<u>From Time Dispatched to Arrive on Site</u>
0 - 10 minutes 107	< 60 minutes 102
> 10 minutes 3	> 60 minutes 8
Average = 3 minutes	Average = 36 minutes

With regard to the 3 dispatch times that exceeded 10 minutes, GMG provides the following information:

- 1 was related to a call received by the answering service 8 minutes prior to GMG’s office opening that was related to an outdoor gas odor. The call was dispatched within 7 minutes of GMG’s office opening, for a total time of 15 minutes between receipt of the call and dispatch of a technician.
- 1 was related to a caller that reported having smelled gas the previous day, and gas not working at the time of the call. A technician was dispatched within 20 minutes and arrived at the site within approximately 35 minutes of the initial call.
- 1 was related to a caller that reported an intermittent smell of gas outside. The call was received shortly before the beginning of the work day. Due to the technician’s planned schedule, vehicle tracking information, and winter driving conditions, GMG’s office knew the technician would be arriving in the vicinity of the call at the beginning of the regular work day. The call was dispatched to the technician as soon as he arrived in the vicinity. The technician was on-site

responding to the call within 35 minutes of the initial call; hence, the longer than normal dispatch time did not delay the response time.

With regard to the 8 site arrivals that exceeded 60 minutes, GMG provides the following information:

- 1 was for a faint gas odor outside. Response time was 71 minutes.
  - 1 was for an intermittent odor outside reported by someone other than the homeowners, who were out of town. Response time was 95 minutes.
  - 1 was a report of an exhaust smell in a heated out-building. Response time was 69 minutes and the technician determined that one of the heater vents going to the outside of the building was not covered, allowing exhaust to escape into the building.
  - 1 call was an after-hours call to report a gas odor following some work performed by a plumber at the home. The on-call technician responded in 69 minutes and determined that the plumber had neglected to insert a plug in a newly-installed gas valve.
  - 2 were for calls of a gas smell outside during non-business hours. In both cases, the on-call technician responded in less than 90 minutes.
  - 1 call was received after hours from an individual who intermittently smelled gas in some parts of the home. The on-call technician responded in 74 minutes and determined that the smell was septic gas rather than natural gas.
  - 1 was an incident where the homeowner cut through the gas line on the outlet side of the meter. The response time was 77 minutes.
- *Mislocates*
    - Pursuant to the Commission's March 6, 2012 Order, GMG is required to report the number of times that a line is damaged due to a mislocate or failure to mark a gas line and to include a summary of information based on reports submitted to MnOPS.

GMG did not have any reports of damage due to mislocates (mismark or failure to mark) in 2014. During the year, GMG personnel performed locates in response to 7,445 calls from Gopher State One Call.

- *Damaged Gas Lines*
  - GMG is required to report data regarding damaged gas lines and to provide detailed information regarding any gas line damage events.

Number of damages caused by the utility's employees or contractors: 0

Number resulting from any other unplanned cause not related to utility operations: 9

Of the nine interruptions resulting from other unplanned causes, six were caused by land owners and three were caused by landowner's contractors. Eight line hits involved cut service lines due to digging by the landowners or their contractors. In five incidents, no locates had been called in; in one, the contractor was digging too close to the correctly located line; in another, the land owner hit a correctly marked line; and, in one instance, an excavator hit an abandoned line. One damaged line was caused when a land owner hit a meter pipe with a skid loader. All excavation events were reported to MnOPS.

- *Gas Service Interruptions*

- Pursuant to the Commission's January 18, 2011 Order, GMG is required to report data for gas service interruptions and their cause.

In 2014, GMG has a total of nine (9) gas service interruptions. They are synonymous with the incidents identified in the damaged gas line itemization above. GMG did not have any service interruptions that were not due to damaged gas lines.

- *Major Reportable Events*

- GMG is required to provide a summary of all major events that are immediately reportable to the Minnesota Office of Pipeline Safety (MnNOPS) according to the criteria used by MnOPS to identify reportable events.

GMG did not have any events constituting major immediately reportable events in 2014.

- *Customer Service Related Expenses*

- GMG is required to report customer-service related operations and maintenance expenses that include only Minnesota-regulated, customer service expenses based on the costs recorded in FERC accounts 901 and 903 plus payroll taxes and benefits.

In 2014, customer service-related expenses totaled \$105,579.00. Given GMG's system growth and the fact that added a few additional employees during 2014, customer service related expenses increased over previous years.

- *Miles of Pipe*

- Utilities are required to report the number of miles of pipe operated in Minnesota.

GMG operated approximately 706 miles of main in 2014.

## CONCLUSION

GMG submits this Annual Service Quality Report for the year ending December 31, 2014 in accordance with the requirements of the Minnesota Rules and the Commission and respectfully requests that it be approved.

Dated: May 7, 2015

Respectfully submitted,

/s/

Kristine A. Anderson  
Corporate Attorney  
Greater Minnesota Gas, Inc.  
P.O. Box 68  
202 S. Main Street  
Le Sueur, MN 56068

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**

**Report for Week Ending:** Saturday, January 04, 2014

**Week of Calendar Year:** 1

*Required*

*Required*

**Company: Greater Minnesota Gas, Inc. for week: 1**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="17"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text" value="0"/>

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text" value="2"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**

**Report for Week Ending:** Friday, January 11, 2013

**Week of Calendar Year:** 2

*Required*

*Required*

**Company: Greater Minnesota Gas, Inc. for week: 2**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="16"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text" value="0"/>

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text" value="1"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]



**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**  ▼

**Report for Week Ending:** Friday, January 18, 2013

**Week of Calendar Year:** 3

*Required*

*Required*

**Company: Greater Minnesota Gas, Inc. for week: 3**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	16
<b>2</b>	Number of electric customers currently disconnected:	0

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	0
<b>4</b>	Number of electric customers reconnected this week:	

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

<b>Company Submitting Reply:</b>	Greater Minnesota Gas, Inc.	<i>Required</i>
<b>Report for Week Ending:</b>	Friday, January 25, 2013	<i>Required</i>
<b>Week of Calendar Year:</b>	4	

**Company: Greater Minnesota Gas, Inc. for week: 4**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	16
<b>2</b>	Number of electric customers currently disconnected:	0

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	0
<b>4</b>	Number of electric customers reconnected this week:	

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**

**Report for Week Ending:** Friday, February 01, 2013

**Week of Calendar Year:** 5

*Required*

*Required*

**Company: Greater Minnesota Gas, Inc. for week: 5**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="16"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text" value="0"/>

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text" value="0"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**

**Report for Week Ending:** Friday, February 08, 2013

**Week of Calendar Year:** 6

*Required*

*Required*

**Company: Greater Minnesota Gas, Inc. for week: 6**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="15"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text" value="0"/>

**RECONNECTIONS**


<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text" value="1"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**   *Required*

**Report for Week Ending:** Saturday, February 15, 2014 *Required*

**Week of Calendar Year:** 7

**Company: Greater Minnesota Gas, Inc. for week: 7**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="14"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text" value="0"/>

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text" value="0"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**

**Report for Week Ending:** Saturday, February 22, 2014

**Week of Calendar Year:** 8

*Required*

*Required*

**Company: Greater Minnesota Gas, Inc. for week: 8**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="13"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text" value="0"/>

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text" value="1"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**

**Report for Week Ending:** Saturday, March 01, 2014

**Week of Calendar Year:** 9

*Required*

*Required*

**Company: Greater Minnesota Gas, Inc. for week: 9**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="12"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text" value="0"/>

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text" value="1"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**   *Required*

**Report for Week Ending:** Saturday, March 08, 2014 *Required*

**Week of Calendar Year:** 10

**Company: Greater Minnesota Gas, Inc. for week: 10**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="12"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text" value="0"/>

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text" value="1"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]



**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**   *Required*

**Report for Week Ending:** Saturday, March 15, 2014 *Required*

**Week of Calendar Year:** 11

**Company: Greater Minnesota Gas, Inc. for week: 11**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="10"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text" value="0"/>

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text" value="2"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**

**Report for Week Ending:** Saturday, March 22, 2014

**Week of Calendar Year:** 12

*Required*

*Required*

**Company: Greater Minnesota Gas, Inc. for week: 12**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="10"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text" value="0"/>

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**

**Report for Week Ending:** Saturday, March 29, 2014

**Week of Calendar Year:** 13

*Required*

*Required*

**Company: Greater Minnesota Gas, Inc. for week: 13**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="10"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text" value="0"/>

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**

**Report for Week Ending:**  Saturday, April 05, 2014

**Week of Calendar Year:**  14

*Required*

*Required*

**Company: Greater Minnesota Gas, Inc. for week: 14**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="11"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**

**Report for Week Ending:**  Saturday, April 12, 2014

**Week of Calendar Year:**  15

*Required*

*Required*

**Company: Greater Minnesota Gas, Inc. for week: 15**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="11"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**

**Report for Week Ending:** Saturday, April 19, 2014

**Week of Calendar Year:** 16

*Required*

*Required*

**Company: Greater Minnesota Gas, Inc. for week: 16**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="15"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text" value="5"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**   *Required*  
**Report for Week Ending:** Friday, October 17, 2014 *Required*  
**Week of Calendar Year:** 42

**Company: Greater Minnesota Gas, Inc. for week: 42**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="41"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text" value="0"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**   *Required*

**Report for Week Ending:** Friday, October 24, 2014 *Required*

**Week of Calendar Year:** 43

**Company: Greater Minnesota Gas, Inc. for week: 43**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="41"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text" value="0"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]



**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**   *Required*

**Report for Week Ending:** Friday, October 31, 2014 *Required*

**Week of Calendar Year:** 44

**Company: Greater Minnesota Gas, Inc. for week: 44**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="41"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text" value="0"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**   *Required*  
**Report for Week Ending:** Friday, November 07, 2014 *Required*  
**Week of Calendar Year:** 45

**Company: Greater Minnesota Gas, Inc. for week: 45**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="41"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text" value="0"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**   *Required*  
**Report for Week Ending:** Friday, November 14, 2014 *Required*  
**Week of Calendar Year:** 46

**Company: Greater Minnesota Gas, Inc. for week: 46**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="31"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

*Required*

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text" value="10"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**   *Required*  
**Report for Week Ending:** Friday, November 21, 2014 *Required*  
**Week of Calendar Year:** 47

**Company: Greater Minnesota Gas, Inc. for week: 47**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="31"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

*Required*

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text" value="0"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form

Version 1.0

Company Submitting Reply:

Report for Week Ending: Friday, November 28, 2014

Week of Calendar Year: 48

Required

Required

Company: Greater Minnesota Gas, Inc. for week: 48

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	24
2	Number of electric customers currently disconnected:	

Required

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	7
4	Number of electric customers reconnected this week:	

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**   *Required*  
**Report for Week Ending:** Friday, December 05, 2014 *Required*  
**Week of Calendar Year:** 49

**Company: Greater Minnesota Gas, Inc. for week: 49**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="24"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

*Required*

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text" value="0"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**   *Required*  
**Report for Week Ending:** Friday, December 12, 2014 *Required*  
**Week of Calendar Year:** 50

**Company: Greater Minnesota Gas, Inc. for week: 50**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	<input type="text" value="10"/>
<b>2</b>	Number of electric customers currently disconnected:	<input type="text"/>

*Required*

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	<input type="text" value="14"/>
<b>4</b>	Number of electric customers reconnected this week:	<input type="text"/>

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**  ▼  
**Report for Week Ending:** Friday, December 19, 2014  
**Week of Calendar Year:** 51

*Required*

*Required*

**Company: Greater Minnesota Gas, Inc. for week: 51**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	10
<b>2</b>	Number of electric customers currently disconnected:	

*Required*

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	0
<b>4</b>	Number of electric customers reconnected this week:	

[END]



**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Weekly Disconnect Summary Form**

**Version 1.0**

**Company Submitting Reply:**  ▼  
**Report for Week Ending:** Friday, December 26, 2014  
**Week of Calendar Year:** 52

*Required*

*Required*

**Company: Greater Minnesota Gas, Inc. for week: 52**

**DISCONNECTIONS**

<b>1</b>	Number of natural gas customers currently disconnected:	10
<b>2</b>	Number of electric customers currently disconnected:	

*Required*

**RECONNECTIONS**

<b>3</b>	Number of natural gas customers reconnected this week:	0
<b>4</b>	Number of electric customers reconnected this week:	

[END]

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
<b>Reporting Year:</b>	2014	▼	<i>Required</i>
<b>Reporting Period:</b>	January	▼	<i>Required</i>

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

**Company: Greater Minnesota Gas, Inc. for report period ending: January, 2014**

1	Number of Residential Customer Accounts:	4,803
2	Number of Past Due Residential Customer Accounts:	313
3	Number of Cold Weather Protection Requests:	1

**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 request:	0

**INABILITY TO PAY (ITP)**

*This entire section intentionally left blank*

**10% PLAN (TPP)**

*This entire section intentionally left blank*

**Company: Greater Minnesota Gas, Inc. for report period ending: January, 2014**

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	0
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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**

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

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected	0		
<b>d)</b>	# Gas - heat not affected			<i>CWR period only</i>
<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):	0	0
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**Company: Greater Minnesota Gas, Inc. for report period ending: January, 2014**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$54,931
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$175
26	<b>Total</b> dollars received from energy assistance programs:	\$3,494
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$1,001,079
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$208
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

**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	0	
d)	# Gas - heat not affected		<i>CWR period only</i>
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).	0	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

**RECONNECTION DATA**

jan

**37** # Accounts reconnected

3

**38** # Accounts remaining disconnected

15

**a)** 1-30 days

0

**b)** 31-60 days

0

**c)** 61+ days

15

[END]

*cwrutilrpt.xls ver 3.0*

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
<b>Reporting Year:</b>	2014	▼	<i>Required</i>
<b>Reporting Period:</b>	February	▼	<i>Required</i>

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

**Company: Greater Minnesota Gas, Inc. for report period ending: February, 2014**

1	Number of Residential Customer Accounts:	4,774
2	Number of Past Due Residential Customer Accounts:	364
3	Number of Cold Weather Protection Requests:	0

**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> :	0

**INABILITY TO PAY (ITP)**

*This entire section intentionally left blank*

**10% PLAN (TPP)**

*This entire section intentionally left blank*

**Company: Greater Minnesota Gas, Inc. for report period ending: February, 2014**

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	0
-----------	--	---

**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**

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

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected	0		
<b>d)</b>	# Gas - heat not affected			<i>CWR period only</i>
<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):	0	0
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**Company: Greater Minnesota Gas, Inc. for report period ending: February, 2014**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$72,041
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$198
26	<b>Total</b> dollars received from energy assistance programs:	\$3,064
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$1,139,149
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$239
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

**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	0	
d)	# Gas - heat not affected		<i>CWR period only</i>
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).	0	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

**RECONNECTION DATA**



feb

<b>37</b>	# Accounts reconnected	2
<b>38</b>	# Accounts remaining disconnected	12
<b>a)</b>	1-30 days	0
<b>b)</b>	31-60 days	0
<b>c)</b>	61+ days	12

[END]

*cwrutilrpt.xls ver 3.0*

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
<b>Reporting Year:</b>	2014	▼	<i>Required</i>
<b>Reporting Period:</b>	March	▼	<i>Required</i>

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

**Company: Greater Minnesota Gas, Inc. for report period ending: March, 2014**

1	Number of Residential Customer Accounts:	4,783
2	Number of Past Due Residential Customer Accounts:	418
3	Number of Cold Weather Protection Requests:	0

**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> :	0

**INABILITY TO PAY (ITP)**

*This entire section intentionally left blank*

**10% PLAN (TPP)**

*This entire section intentionally left blank*

**Company: Greater Minnesota Gas, Inc. for report period ending: March, 2014**

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	140
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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**

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

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected	0		
<b>d)</b>	# Gas - heat not affected			<i>CWR period only</i>
<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):	0	0
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**Company: Greater Minnesota Gas, Inc. for report period ending: March, 2014**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$158,097
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$378
26	<b>Total</b> dollars received from energy assistance programs:	\$4,402
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$902,762
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$189
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

**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	0	
	d) # Gas - heat not affected		<i>CWR period only</i>
	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).	0	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

**RECONNECTION DATA**

mar

**37** # Accounts reconnected

4

**38** # Accounts remaining disconnected

10

**a)** 1-30 days

0

**b)** 31-60 days

0

**c)** 61+ days

10

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
<b>Reporting Year:</b>	2014	▼	<i>Required</i>
<b>Reporting Period:</b>	April	▼	<i>Required</i>

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

**Company: Greater Minnesota Gas, Inc. for report period ending: April, 2014**

<b>1</b>	Number of Residential Customer Accounts:	4,770
<b>2</b>	Number of Past Due Residential Customer Accounts:	417
<b>3</b>	Number of Cold Weather Protection Requests:	36

**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> :	0

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Greater Minnesota Gas, Inc. for report period ending: April, 2014**

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>a)</b>	Number of PS requests received	36
<b>17</b>	<i>Intentionally Blank</i>	
<b>18</b>	Number of PS negotiations mutually agreed upon:	0
<b>19</b>	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	0
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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**

<b>a)</b>	# Electric - heat affected			<i>Required</i>
<b>b)</b>	# Electric - heat not affected			<i>Required</i>
<b>c)</b>	# Gas - heat affected	0	35	
<b>d)</b>	# Gas - heat not affected			<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	0	35	

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected	0		
<b>d)</b>	# Gas - heat not affected			<i>CWR period only</i>
<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):	0	35
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**Company: Greater Minnesota Gas, Inc. for report period ending: April, 2014**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$151,547
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$363
26	<b>Total</b> dollars received from energy assistance programs:	\$7,223
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$594,741
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$125
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

**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	29	
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	<b>Total</b> # disconnected	29	
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**



apr

<b>37</b>	# Accounts reconnected	9
<b>38</b>	# Accounts remaining disconnected	33
<b>a)</b>	1-30 days	23
<b>b)</b>	31-60 days	0
<b>c)</b>	61+ days	10

[END]

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may

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Greater Minnesota Gas, Inc.	▼	Required
<b>Reporting Year:</b>	2014	▼	Required
<b>Reporting Period:</b>	May	▼	Required

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

**Company: Greater Minnesota Gas, Inc. for report period ending: May, 2014**

1	Number of Residential Customer Accounts:	4,830
2	Number of Past Due Residential Customer Accounts:	438
3	Number of Cold Weather Protection Requests:	0

**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> :	25

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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may

**Company: Greater Minnesota Gas, Inc. for report period ending: May, 2014**

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	147
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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**

<b>a)</b>	# Electric - heat affected			<i>Required</i>
<b>b)</b>	# Electric - heat not affected			<i>Required</i>
<b>c)</b>	# Gas - heat affected	27		
<b>d)</b>	# Gas - heat not affected			<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	27	0	

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected	0		
<b>d)</b>	# Gas - heat not affected	0		
<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):	27	27
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**Company: Greater Minnesota Gas, Inc. for report period ending: May, 2014**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$141,681
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$323
26	<b>Total</b> dollars received from energy assistance programs:	\$3,692
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$378,898
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$78
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

**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	13	
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	<b>Total</b> # disconnected	13	
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**

may

<b>37</b>	# Accounts reconnected	25
<b>38</b>	# Accounts remaining disconnected	40
<b>a)</b>	1-30 days	13
<b>b)</b>	31-60 days	21
<b>c)</b>	61+ days	6

[END]

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june

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Greater Minnesota Gas, Inc.	▼	Required
<b>Reporting Year:</b>	2014	▼	Required
<b>Reporting Period:</b>	June	▼	Required

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

**Company: Greater Minnesota Gas, Inc. for report period ending: June, 2014**

1	Number of Residential Customer Accounts:	4,861
2	Number of Past Due Residential Customer Accounts:	428
3	Number of Cold Weather Protection Requests:	0

**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> :	6

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Greater Minnesota Gas, Inc. for report period ending: June, 2014**

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	0
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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**

<b>a)</b>	# Electric - heat affected			<i>Required</i>
<b>b)</b>	# Electric - heat not affected			<i>Required</i>
<b>c)</b>	# Gas - heat affected	16		
<b>d)</b>	# Gas - heat not affected			<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	16	0	

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected	0		
<b>d)</b>	# Gas - heat not affected			<i>CWR period only</i>
<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):	16	16
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**Company: Greater Minnesota Gas, Inc. for report period ending: June, 2014**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$130,887
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$306
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:	\$166,256
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$34
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

**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	0
d)	# Gas - heat not affected	0
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).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

*CWR period only*

*CWR period only*

**RECONNECTION DATA**



june

<b>37</b>	# Accounts reconnected	6
<b>38</b>	# Accounts remaining disconnected	50
<b>a)</b>	1-30 days	10
<b>b)</b>	31-60 days	34
<b>c)</b>	61+ days	6

[END]

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july

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
<b>Reporting Year:</b>	2014	▼	<i>Required</i>
<b>Reporting Period:</b>	July	▼	<i>Required</i>

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

**Company: Greater Minnesota Gas, Inc. for report period ending: July, 2014**

<b>1</b>	Number of Residential Customer Accounts:	4,982
<b>2</b>	Number of Past Due Residential Customer Accounts:	363
<b>3</b>	Number of Cold Weather Protection Requests:	0

**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> :	11

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Greater Minnesota Gas, Inc. for report period ending: July, 2014**

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	68
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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**

<b>a)</b>	# Electric - heat affected			<i>Required</i>
<b>b)</b>	# Electric - heat not affected			<i>Required</i>
<b>c)</b>	# Gas - heat affected	1		
<b>d)</b>	# Gas - heat not affected			<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	1	0	

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected	0		
<b>d)</b>	# Gas - heat not affected			<i>CWR period only</i>
<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):	1	1
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**Company: Greater Minnesota Gas, Inc. for report period ending: July, 2014**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$91,934
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$253
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:	\$120,706
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$24
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

**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	0
d)	# Gas - heat not affected	0
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).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

*CWR period only*  
*CWR period only*

**RECONNECTION DATA**

july

<b>37</b>	# Accounts reconnected	11
<b>38</b>	# Accounts remaining disconnected	40
<b>a)</b>	1-30 days	0
<b>b)</b>	31-60 days	10
<b>c)</b>	61+ days	30

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Greater Minnesota Gas, Inc.	▼	Required
<b>Reporting Year:</b>	2014	▼	Required
<b>Reporting Period:</b>	August	▼	Required

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

**Company: Greater Minnesota Gas, Inc. for report period ending: August, 2014**

1	Number of Residential Customer Accounts:	5,068
2	Number of Past Due Residential Customer Accounts:	310
3	Number of Cold Weather Protection Requests:	0

**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> :	12

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Greater Minnesota Gas, Inc. for report period ending: August, 2014**

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	0
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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**

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

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected	0		
<b>d)</b>	# Gas - heat not affected			<i>CWR period only</i>
<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):	0	0
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**Company: Greater Minnesota Gas, Inc. for report period ending: August, 2014**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$71,075
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$229
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:	\$136,175
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$27
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

**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	0
d)	# Gas - heat not affected	0
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).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

*CWR period only*  
*CWR period only*

**RECONNECTION DATA**



aug

<b>37</b>	# Accounts reconnected	12
<b>38</b>	# Accounts remaining disconnected	28
<b>a)</b>	1-30 days	0
<b>b)</b>	31-60 days	0
<b>c)</b>	61+ days	28

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
<b>Reporting Year:</b>	2014	▼	<i>Required</i>
<b>Reporting Period:</b>	September	▼	<i>Required</i>

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

**Company: Greater Minnesota Gas, Inc. for report period ending: September, 2014**

<b>1</b>	Number of Residential Customer Accounts:		5,124
<b>2</b>	Number of Past Due Residential Customer Accounts:		286
<b>3</b>	Number of Cold Weather Protection Requests:		0

**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> :		14

**INABILITY TO PAY (ITP)**

*This entire section intentionally left blank*

**10% PLAN (TPP)**

*This entire section intentionally left blank*

**Company: Greater Minnesota Gas, Inc. for report period ending: September, 2014**

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	0
-----------	--	---

**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**

<b>a)</b>	# Electric - heat affected			<i>Required</i>
<b>b)</b>	# Electric - heat not affected			<i>Required</i>
<b>c)</b>	# Gas - heat affected	8		
<b>d)</b>	# Gas - heat not affected			<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	8	0	

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected	0		
<b>d)</b>	# Gas - heat not affected			<i>CWR period only</i>
<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):	8	8
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**Company: Greater Minnesota Gas, Inc. for report period ending: September, 2014**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$49,923
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$175
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:	\$145,312
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$28
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

**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	9
d)	# Gas - heat not affected	0
e)	<b>Total</b> # disconnected	9
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>	

*CWR period only*  
*CWR period only*

**RECONNECTION DATA**

sept

<b>37</b>	# Accounts reconnected	16
<b>38</b>	# Accounts remaining disconnected	54
<b>a)</b>	1-30 days	9
<b>b)</b>	31-60 days	0
<b>c)</b>	61+ days	45

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
<b>Reporting Year:</b>	2014	▼	<i>Required</i>
<b>Reporting Period:</b>	October	▼	<i>Required</i>

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

**Company: Greater Minnesota Gas, Inc. for report period ending: October, 2014**

1	Number of Residential Customer Accounts:		5,241
2	Number of Past Due Residential Customer Accounts:		266
3	Number of Cold Weather Protection Requests:		4

**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> :		13

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Greater Minnesota Gas, Inc. for report period ending: October, 2014**

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>a)</b>	Number of PS requests received	4
<b>17</b>	<i>Intentionally Blank</i>	
<b>18</b>	Number of PS negotiations mutually agreed upon:	0
<b>19</b>	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	0
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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**

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

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected	0		
<b>d)</b>	# Gas - heat not affected	0		
<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):	0	0
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**Company: Greater Minnesota Gas, Inc. for report period ending: October, 2014**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$36,633
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$138
26	<b>Total</b> dollars received from energy assistance programs:	\$4,000
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$232,087
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$44
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

**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	0
d)	# Gas - heat not affected	0
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).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

*CWR period only*  
*CWR period only*

**RECONNECTION DATA**



oct

<b>37</b>	# Accounts reconnected	13
<b>38</b>	# Accounts remaining disconnected	41
<b>a)</b>	1-30 days	0
<b>b)</b>	31-60 days	6
<b>c)</b>	61+ days	35

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
<b>Reporting Year:</b>	2014	▼	<i>Required</i>
<b>Reporting Period:</b>	November	▼	<i>Required</i>

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

**Company: Greater Minnesota Gas, Inc. for report period ending: November, 2014**

1	Number of Residential Customer Accounts:	5,258
2	Number of Past Due Residential Customer Accounts:	287
3	Number of Cold Weather Protection Requests:	0

**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> :	17

**INABILITY TO PAY (ITP)**

*This entire section intentionally left blank*

**10% PLAN (TPP)**

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**Company: Greater Minnesota Gas, Inc. for report period ending: November, 2014**

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	0
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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**

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

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected	0		
<b>d)</b>	# Gas - heat not affected	0		
<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):	0	0
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**Company: Greater Minnesota Gas, Inc. for report period ending: November, 2014**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$42,099
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$147
26	<b>Total</b> dollars received from energy assistance programs:	\$11,355
27	<b>Total</b> dollars received from other sources (private organizations):	\$500
28	<b>Total</b> Revenue from sales to residential accounts:	\$461,244
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$88
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

**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	0
d)	# Gas - heat not affected	0
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).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

*CWR period only*  
*CWR period only*

**RECONNECTION DATA**

nov

<b>37</b>	# Accounts reconnected	17
<b>38</b>	# Accounts remaining disconnected	24
<b>a)</b>	1-30 days	0
<b>b)</b>	31-60 days	0
<b>c)</b>	61+ days	24

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Greater Minnesota Gas, Inc.	▼	<i>Required</i>
<b>Reporting Year:</b>	2014	▼	<i>Required</i>
<b>Reporting Period:</b>	December	▼	<i>Required</i>

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

**Company: Greater Minnesota Gas, Inc. for report period ending: December, 2014**

<b>1</b>	Number of Residential Customer Accounts:	5,262
<b>2</b>	Number of Past Due Residential Customer Accounts:	355
<b>3</b>	Number of Cold Weather Protection Requests:	3

**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> :	14

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

*This entire section intentionally left blank*

**Company: Greater Minnesota Gas, Inc. for report period ending: December, 2014**

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>a)</b>	Number of PS requests received	3
<b>17</b>	<i>Intentionally Blank</i>	
<b>18</b>	Number of PS negotiations mutually agreed upon:	1
<b>19</b>	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	127
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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**

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

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected	0		
<b>d)</b>	# Gas - heat not affected	0		
<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):	0	0
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**Company: Greater Minnesota Gas, Inc. for report period ending: December, 2014**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$54,133
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$152
26	<b>Total</b> dollars received from energy assistance programs:	\$5,122
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$762,361
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$145
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

**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	0
d)	# Gas - heat not affected	0
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).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

*CWR period only*  
*CWR period only*

**RECONNECTION DATA**



dec

<b>37</b>	# Accounts reconnected	14
<b>38</b>	# Accounts remaining disconnected	10
<b>a)</b>	1-30 days	0
<b>b)</b>	31-60 days	0
<b>c)</b>	61+ days	10

[END]

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