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May 1, 2023

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

**Re: 2022 Annual Service Quality Report**

**Docket No. G-008/M-23-79**

Dear Mr. Seuffert:

CenterPoint Energy Resources Corp. d/b/a CenterPoint Energy Minnesota Gas ("Company") respectfully submits its 2022 Service Quality Report in compliance with Commission Rules and Orders. In addition to the Report, the Company provides the following attachments:

- Attachment A: 2022 Service Quality Report Schedules;
- Attachment B: Complaint Categories; and
- Attachment C: List of Reporting Requirements.

Please contact me at (612) 321-5363 or [Emily.Suppes@centerpointenergy.com](mailto:Emily.Suppes@centerpointenergy.com) with any questions.

Sincerely,

*/s/ Emily Suppes*

Manager, Regulatory Affairs

Attachments

C: Service List

# CenterPoint Energy 2022 Service Quality Report

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## 1 Customer Service

### 1.1 Call Center Response Time

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

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

In 2022, 81% of calls—excluding IVR-only calls—were answered in 20 seconds or less, slightly more than the 80% of calls in 2021. The weighted average speed of answer was 31 seconds in 2022, representing an increase from the average of 20 seconds in 2021. The number of calls answered (excluding IVR) increased approximately 24.2% from 625,389 in 2021 to 776,647 in 2022.

In 2022, 91% of calls — including IVR-only calls — were answered in 20 seconds or less, equal to the 92% in 2021. The weighted average speed of answer was 13 seconds in 2022, representing an increase from the average of 8 seconds in 2021. The total number of calls answered (including IVR) increased from 1,460,323 in 2021 to 1,757,166 in 2022. Call volumes in 2021 and 2022 were below historical levels as a result of COVID-19, and the associated changes to our dunning processes, and customers not calling in to respond to disconnection notices.

The Company also provides IVR system 'zero out' data. The number of customers who zero out of a menu while interacting with the IVR is included in Schedule 1a. This data shows an overall zero out rate of 0% (0.1%) for 2022, equal to the average zero out rate of 0% (0.1%) for 2021.

### 1.2 Meter Reading Performance

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

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

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

Meter Reading Performance is reported on Schedule 2.

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In 2022, 99.19% of meters were read by CenterPoint Energy personnel, 0.00% of meters were not read in six to 12 months and 0.00% of meters were not read in over 12 months; which was consistent with 2021 (99.29%, 0.00%, and 0.00%, respectively).

Average staffing levels- decreased slightly from 5.5 in 2021 to an average of 5.0 in 2022 for the Minneapolis Metro Area; average staffing levels stayed level at seven from 2021 to 2022 for Greater Minnesota.

## **1.3 Involuntary Disconnection**

CenterPoint Energy has included a summary of the monthly reports that are submitted pursuant to Minnesota Statutes §§ 216B.091 and 216B.096, subdivision 11, in Docket No. E, G 999/PR-21-02.

A summary of involuntary disconnection reporting is included on Schedule 3.

There were 19,913 customers disconnected for nonpayment in 2022, compared to 6,200 in 2021. 2021 is below historical averages for customer disconnections as a direct result of halting dunning processes in response to the COVID-19 pandemic.

## **1.4 Service Extension Request Response Times**

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

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

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

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

Service Extension Request Response Time is reported on Schedule 4.

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New residential extensions took an average of 21 days to complete in 2022 compared to an average of 16 days in 2021. Renewed residential extensions took an average of 5 days to complete in 2022 as compared to 28 days for 2021.

New commercial extensions took an average of 42 days to complete in 2022 compared to an average of 26 days in 2021. Renewed commercial extensions took an average of 16 days to complete in 2022 and an average of 24 days in 2021.

Reporting process changes were made in evaluating the average days to complete the 2022 data, therefore will not be an exact comparison to 2021 data.

## **1.5 Customer Deposits**

CenterPoint Energy reports the number of new deposits required as a condition of service from customers that are subject to disconnection or have been disconnected for non-payment in Schedule 5. As of December 31, 2022, CenterPoint Energy held a total of 1,637 deposits that were required as a condition of service.

The current policy for deposits is limited to commercial accounts. In 2022, CenterPoint Energy required 316 new deposits as a condition of service, compared to 284 in 2021.

## **1.6 Customer Complaints**

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

- A. The number of complaints received.
- B. The number and percentage of complaints alleging billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service-extension intervals, service-restoration intervals and any other identifiable subject matter involved in five percent or more of customer complaints.
- C. The number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days.
- D. The number and percentage of all complaints resolved by taking any of the following actions:
  - 1. Taking the action the customer requested.
  - 2. Taking an action the customer and CenterPoint Energy agree is an acceptable compromise.
  - 3. Providing the customer with information that demonstrates that the situation complained of is not reasonably within the control of CenterPoint Energy.
  - 4. Refusing to take the action the customer requested.
- D. The number of complaints forwarded to CenterPoint Energy by the Commission's Consumer Affairs Office for further investigation and action.

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

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

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

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

Average Monthly Billing Issue: This category is used if the customer calls about the Average Monthly Billing Program (“AMB”). If a customer does not understand how the AMB works, the customer may believe their charges are too high or too low. In addition, the customer may have questions as to how their bill is calculated, or the customer may need clarification as to why a payment is required with a credit balance. This category is a subset of Alleged Billing Error as used in Minn. R. 7826.2000(B).

See also Attachment A where the Company has mapped the categories CenterPoint Energy uses to the categories listed in Minn. R. 7826.2000. Additionally, for each category the Company has provided a general list of the types of situations or questions that may be included in each of the categories the Company has been using for many years so that meaningful comparisons can continue to be made.

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

There were 3,597 complaints received in 2022, compared to 2,330 in 2021. The number and percentage of complaints by type of complaint is reported on Schedule 6b.

In 2022, the three most frequent residential complaint types were service issues, disputed charges, and payment issues; in 2021, the top three service issues, disputed charges, and billing errors.

The top three commercial complaint types in 2022 were service issues, disputed charges, and payment issues; in 2021, the top three were service issues, disputed charges, and billing errors.

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

In 2022, 75% of residential complaints were resolved immediately and 19% within ten days, compared to 69% and 16% in 2021, respectively. For commercial complaints, 56% were resolved immediately and 30% within ten days, compared to 25% and 54% in 2021, respectively.

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

Complaint resolutions were classified as follows: *agreement* between CenterPoint Energy and the customer on the resolution, *compromise* by both the customer and CenterPoint Energy deciding on an acceptable resolution, *demonstration* that the situation complained of is not reasonably within the control of the utility by providing the customer with information, or *refusal* to take the action the customer requested. As shown in the table below, most residential and commercial complaints were resolved by demonstration, compromise, or agreement in both 2021 and 2022.

Resolution Type	Residential		Commercial	
	2021	2022	2021	2022
Agreement	20%	14%	18%	13%
Compromise	12%	7%	14%	12%
Demonstration	58%	70%	56%	60%
Refusal	5%	6%	4%	2%

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

There were 269 complaints forwarded to CenterPoint Energy in 2022, compared to 166 in 2021. The number of complaints received from the Better Business Bureau was lower than in 2021 (42 in 2021 vs. 34 in 2022), complaints received from the Commission were higher in 2022 than in 2021 (83 in 2021 vs. 162 in 2022), and complaints received from the OAG also increased (41 in 2021 vs. 67 in 2022). There were no additional formal complaints received from Other governmental entities in either 2021 or 2022.

## 1.7 Emergency Line Response Time

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

There were 66,005 calls received in 2021 and 74,420 received in 2022. Ninety-two percent (92%) of calls were answered in 20 seconds or less in 2022, compared to 89% in 2021. Using a weighted average, the average speed of answer was 9 seconds in 2022, compared to 15 seconds in 2021.

## 2 Mislocate Rate

The Company provides the total number of mislocates, including the number of times a line is damaged due to a mismarked line or failure to mark a line. Mislocate metrics are reported on Schedule 8.

# **CenterPoint Energy**

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The total number of mislocates and the number of mislocates per 1,000 tickets both decreased between 2021 and 2022. The total number of mislocates decreased from 166 in 2021 to 148 in 2022 and mislocates per 1,000 tickets decreased from 0.47 to 0.43.

### **3 Gas System Reliability**

#### **3.1 Gas System Damages**

The Company provides the number of damages as reported in the Annual Utility Damage Report to the Minnesota Office of Pipeline Safety. Damages are reported as those under the control of CenterPoint Energy's employees and contractors or other unplanned causes. Gas System Damages are reported on Schedule 9.

To be consistent with past reporting practices and for ease of comparison with our historical data, we also provide the miles of pipe as of December 31 of the previous year and the annual ratio of damages per 100 miles of pipe.

The number of gas system damages and the ratio of damages per 100 miles of pipe both decreased between 2021 and 2022. The number of damages decreased from 935 to 858 and the ratio of damages per 100 miles of pipe decreased 3.53 to 3.20.

#### **3.2 Gas Service Interruptions**

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

Total Number of Customers impacted by outages in 2022 decreased from 2021.

#### **3.3 MNOPS summaries**

The Company provides a summary of - events that are immediately reportable to the Minnesota Office of Pipeline Safety ("MNOPS") according to the criteria used by MNOPS to identify reportable events. The reporting also includes summaries of all service interruptions caused by system integrity pressure issues. The summaries of each event include the following ten items:

1. The location;
2. When the incident occurred;
3. How many customers were affected;
4. How the company was made aware of the incident;
5. The root cause of the incident;
6. The actions taken to fix the problem;
7. What actions were taken to contact customers;
8. Any public relations or media issues;

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9. Whether the customer or the company relighted; and
10. The longest any customer was without gas service during the incident.

MNOPS summaries are reported on Schedule 11.

In 2022, there were 37 MNOPS reportable outages and no integrity outages. In 2021, there were 63 MNOPS reportable outages and no integrity outages.

In some cases, the Company may send a courtesy notification to MNOPS of outage events that do not meet the MNOPS criteria for mandatory reporting. The 37 reportable outage total may include such events.

CenterPoint Energy also reports MNOPS violations and requests for information from MNOPS in Schedule 11a. Letter types are defined as Notice of Probable Violation (NPV), Warning Letter (WL), and Request for Specific Information (RSI). The Company received 26 MNOPS violations or requests for information in 2022 as compared to the 28 received in 2021.

## **3.4 Emergency Gas Response Times**

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

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

Emergency Gas Response Times and related MNOPS reports are reported on Schedule 12.

In 2022, the Company received 37,332 emergency gas calls, compared to 35,244 in 2021. In 2022, it took an average of 24.6 minutes to respond to an emergency as compared to 26.5 minutes in 2021.

## **4 Customer Service-Related Expenses**

The Company provides the total of customer service-related operations and maintenance expenses. The report includes only Minnesota-regulated, customer-services expenses based on the costs recorded in CenterPoint Energy's FERC Accounts 901 and 903, plus payroll taxes and benefits.

Customer service-related expenses are reported on Schedule 13.

Customer service-related expenses increased to \$27.1 million for year 2022, as compared to \$24.5 million for year 2021. This level of customer service-related expenses is still below historical levels due to a change in corporate allocations in 2020 which resulted in benefits and payroll taxes of the Customer Service organization no longer being booked to FERC Accounts 901 or 903.



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## 5 Relocation Expenses

### 5.1 Steel Service Line

The reporting metrics include the itemized costs associated with each steel service line relocation. Steel service line relocation expenses are reported on Schedule 14. Below is a comparison of the 2021 and 2022 steel service line relocations:

Year	# Jobs	High cost	Low cost	Average Cost
2021	25	\$44,731	\$1,004	\$10,366
2022	27	\$ 90,267	\$ 1,229	\$ 9,320

The variability of costs is largely due to the unique circumstances of each job.

### 5.2 Meters at 630 CFH or Greater

The Company reports the itemized costs associated with each relocation of meters rated at 630 cubic feet per hour (CFH) or greater. These 630 CFH or greater meter relocation expenses are reported on Schedule 15. Below is a comparison of the 2021 and 2022 630 CFH+ meter relocations:

Year	# Jobs	High cost	Low cost	Average Cost
2021	25	\$28,880	\$1,205	\$9,246
2022	23	\$ 23,188	\$ 236	\$ 4,962

The variability of costs is largely due to the unique circumstances of each job.

## 6 Additional Customer Service Reporting

### 6.1 Call Center Detail

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

The overall call volume increased from 1.46 million in 2021 to 1.76 million in 2022. Call volumes in 2021 and 2022 were below historical levels as a result of COVID-19, and the associated changes to our dunning processes, and customers not calling in to respond to disconnection notices.

### 6.2 Annual Summary of MPUC, OAG, BBB & Other Customer Complaints

The Company reports the total number of resolved and unresolved complaints by class of service and type of complaint, the total number of customers in each class of service, and the total number of customers who initiated service during the past year. CenterPoint Energy currently includes the above information for all complaints (regulated and non-regulated) received from state agencies and the Better Business Bureau, collectively, in its annual report to the Commission, which is required under Minn. R. 7820.0500. Customer complaints are reported on Schedule 17.

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### 7 Integrity Management Reporting

In its November 14, 2019, Order -regarding the Company's 2018 Service Quality Report (Docket No. G-008/M-19-300), the Commission required that CenterPoint Energy file an update on "integrity management plan performance measures; monitoring results; and an evaluation of effectiveness."<sup>1</sup> The Company provides the following information, which parallels the information provided in the Company's 2018 Report:

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

### 8 Excess Flow Valves (EFV)

In its November 14, 2019, Order in Docket No. G-008/M-19-300, the Commission required CenterPoint Energy and certain other gas utilities to consult with each other and provide recommendations for the uniform reporting of annual and overall EFV and manual shutoff valve installation on their distribution systems. On December 6, 2019, the gas utilities filed their recommendation, which was to annually complete the tables below:

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<sup>1</sup>The Commission reiterated this requirement in its January 7, 2020, Order in the same docket and additionally required the Company to update the three-year averages each year.

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## EFV Installation

<b>Number of Customers Suitable for EFV Installation<sup>2</sup></b> <b>(a)</b>	<b>Total Number of Installed EFVs</b> <b>(b)</b>	<b>Number of Customers Who Requested Installation<sup>3</sup></b> <b>(c)</b>	<b>Percentage of Suitable Customers with EFVs</b> <b>(d)</b>	<b>Number of Customers Unsuitable for EFVs<sup>4</sup></b> <b>(e)</b>
504,669	224,508	1	44%	259,190

## Manual Shut-Off Installation

<b>Number of Customers Suitable for Manual Shut-Off Valves<sup>5</sup></b> <b>(a)</b>	<b>Total Number of Installed Manual Shut-Off Valves</b> <b>(b)</b>	<b>Number of Customers Who Requested Installation<sup>6</sup></b> <b>(c)</b>	<b>Percentage of Suitable Customers with Manual Shut-Off Valves</b> <b>(d)</b>
53,708	2,903	0	5.0%

For the purposes of the statistics reported above, the Company is defining a customer as a single service line.

In its February 23, 2021, Order in Docket No. G-999/CI-18-41, the Commission authorized CenterPoint Energy, and certain other gas utilities, to submit the required EFV outreach reports in their Gas Service Quality Reports rather than in the before mentioned docket. In those reports, the Company reports on the required outreach to K-12 schools, universities, colleges, hospitals, multi-unit residential buildings, and nursing facilities that do not have EFVs. The Company filed a plan for reaching out to this set of customers and daycares on December 18, 2018, and provided additional information on its plan in Reply Comments on March 28, 2019, in Docket G-999/CI-18-41. As the Company explained in those filings, most of the customers in this set have an assigned Key Account Manager (“KAM”), but daycares are not assigned to KAMs. The Company estimated that it could meet with customers that have a KAM over the course of four years. For daycares, the Company planned to hire a third-party contractor to meet with those customers and to complete those meetings over the course of two years.

<sup>2</sup>A customer is suitable for an EFV if they fall under the specific installation requirements of 49 CFR § 192.383 which is having a service operated at least 10 pounds per square inch gauge and serve a customer load not greater than 1,000 standard cubic feet per hour. However, the actual number of services with technical feasibility for an EFV installation may vary since an engineering analysis is required, on a case-by-case basis, to determine technical feasibility.

<sup>3</sup>Since August 20, 2018, which is the date of the Commission’s Order Finding that Excess Flow Valves Comply with Federal Regulations and Taking Other Actions in Docket No. G-999/CI-18-41.

<sup>4</sup>A customer unsuitable for an EFV may be suitable for a manual shut-off valve.

<sup>5</sup>For purposes of this filing, the Company reports a customer as suitable for a manual shut-off valve if they do not meet the requirements of 49 CFR § 192.383, and accordingly are not classified as suitable for an EFV. However, there are many customers that are not suitable for either an EFV or a manual shut-off valve, such as, for example, customers on low pressure lines. The Company estimates the number of customers that are actually suitable for a manual shut-off valve to be less than 33,769.

<sup>6</sup>Since August 20, 2018, which is the date of the Commission’s Order Finding that Excess Flow Valves Comply with Federal Regulations and Taking Other Actions in Docket No. G-999/CI-18-41.

# CenterPoint Energy

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As reported in the Company's 2020 and 2021 Service Quality Report, in 2020, due to COVID, the Company had done all initial contact by email, and follow-up meetings and engineering studies were done by phone. No requests for EFV installations have been made at this time. The table below summarizes the Company's efforts. Note that one point of contact may be the decision maker for multiple accounts.

### Annual EFV Communications and Responses

First Email Sent	171 decisions makers representing 736 accounts
Customer Replies	31 decisions makers representing 224 accounts
Follow Up Meeting Scheduled	3 decisions makers representing 3 accounts
Engineering Analysis Performed	3 decision makers requested engineering analysis on 7 accounts
Second Email Sent	136 decisions makers representing 508 accounts
Customer Replies	7 decisions makers representing 22 accounts
Follow Up Meeting Scheduled	0 follow up meetings were scheduled
Engineering Analysis Performed	0 decision makers requested an engineering analysis

The original list of daycares indicated 236 potential candidates, and after review, this list was reduced to 164. The third-party contractor has completed contact with all 164 daycares and 159 showed no interest in meeting to further review benefits of EFV's. Five customers did request cost information, and four of those decided not to pursue the installation of an EFV. One customer did request EFV installation which occurred on June 29, 2020.

### 9 Customer Service, Maintenance, and Installation Company Employees for Minnesota

In its March 1, 2021, Order in Docket No. G-008/GR-19-524, the Commission required the Company to provide a five-year historical look at the number of Company employees and designated full-time equivalents performing direct customer service, maintenance, and installations in Minnesota along with their location by region in Minnesota. The Company shall also provide a narrative explaining any historical trends and plans for these Minnesota employees in light of recent Parent Company plans and recommendations.

In Schedule 19, the Company provides the number of full-time equivalent employees performing direct customer service and the number of full-time equivalent employees performing maintenance and installations. The total number of direct personal performing customer service increased from 2021. There was a slight decrease in full-time equivalent employees performing maintenance and installations.

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**2022 SERVICE QUALITY REPORT SCHEDULES**

**Docket No. G-008/M-23-79**

**May 1, 2023**

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2022 CALL CENTER RESPONSE TIME <sup>/1/</sup>

**Call Center Response Time Excluding IVR**

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Service Level - % of Calls answered in 20 seconds or less.	81%	80%	70%	89%	86%	66%	88%	83%	83%	73%	87%	85%	81%
Average Speed of Answer (in seconds)	22	25	43	19	21	58	18	23	24	70	26	21	31
Total Calls Answered	61,449	61,809	69,741	61,327	65,295	67,676	61,850	69,090	63,793	66,921	65,416	62,280	776,647

**Call Center Response Time Including IVR**

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Service Level - % of Calls answered in 20 seconds or less.	92%	91%	86%	95%	94%	84%	95%	92%	92%	87%	94%	94%	91%
Average Speed of Answer (in seconds)	9	11	19	8	9	26	7	10	10	31	11	8	13
Total Calls Answered	140,217	137,091	156,716	142,671	151,548	148,767	137,850	155,640	137,705	149,433	147,489	152,039	1,757,166

<sup>/1/</sup> Includes utility call center, emergency calls, and business customer hotline.

**3 Year Average Calculations (2019 - 2021)**

Calls Answered within 20 seconds (Excluding IVR)

Year 2019	81%
Year 2020	81%
Year 2021	80%
3 Year Avg.	81%

Average Speed in Seconds (Excluding IVR)

Year 2019	21
Year 2020	18
Year 2021	20
3 Year Avg.	20

Total Calls (Excluding IVR)

Year 2019	834,873
Year 2020	590,899
Year 2021	625,389
3 Year Avg.	683,720

Calls Answered within 20 seconds (Including IVR)

Year 2019	91%
Year 2020	92%
Year 2021	92%
3 Year Avg.	92%

Average Speed in Seconds (Including IVR)

Year 2019	10
Year 2020	7
Year 2021	8
3 Year Avg.	8

Total Calls (Including IVR)

Year 2019	1,777,600
Year 2020	1,412,418
Year 2021	1,460,323
3 Year Avg.	1,550,114

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2022 PERCENT OF ZERO OUT BY MONTH

**IVR Data**

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Customers who went into the IVR	140,217	137,091	156,716	142,671	151,548	148,767	137,850	155,640	137,705	149,433	147,489	152,039	1,757,166
Customers who "0" (Zero) out of the IVR	230	203	211	162	188	242	205	210	207	174	183	200	2,415
Customers who came out of the IVR and went on to an agent	61,449	61,809	69,741	61,327	65,295	67,676	61,850	69,090	63,793	66,921	65,416	62,280	776,647
Customers handled IN the IVR	78,768	75,282	86,975	81,344	86,253	81,091	76,000	86,550	73,912	82,512	82,073	89,759	980,519
Percentage of Zero Out	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

**3 Year Average Calculations (2019 - 2021)**

Customers who went into IVR

Year 2019	1,777,600
Year 2020	1,412,418
Year 2021	1,460,323
3 Year Avg.	1,550,114

Customers who "0" out of IVR

Year 2019	2,596
Year 2020	1,497
Year 2021	1,948
3 Year Avg.	2,014

Customers who came out of IVR and went to an agent

Year 2019	834,873
Year 2020	590,899
Year 2021	625,389
3 Year Avg.	683,720

Customers handled in IVR

Year 2019	942,727
Year 2020	821,519
Year 2021	834,934
3 Year Avg.	866,393

**CenterPoint Energy**  
**2022 Service Quality Report**

**METER READING PERFORMANCE**

	Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022	Jul-2022	Aug-2022	Sep-2022	Oct-2022	Nov-2022	Dec-2022	YTD 2022
Total number of customer meters													
Residential	837,179	806,519	911,961	840,451	843,000	843,816	769,466	918,938	844,629	800,692	844,629	847,190	10,108,470
Commercial	70,736	68,388	75,269	70,773	70,394	70,402	65,742	74,890	70,332	67,782	70,559	71,023	846,290
<b>Monthly Total</b>	<b>907,915</b>	<b>874,907</b>	<b>987,230</b>	<b>911,224</b>	<b>913,394</b>	<b>914,218</b>	<b>835,208</b>	<b>993,828</b>	<b>914,961</b>	<b>868,474</b>	<b>915,188</b>	<b>918,213</b>	<b>10,954,760</b>
Number and percentage of customer meters read by utility personnel													
Residential	831,757	802,347	905,547	833,172	836,162	836,678	762,760	911,320	837,556	794,994	833,872	840,996	10,027,161
Commercial	70,053	67,820	74,333	70,106	69,802	69,910	65,274	74,264	69,682	67,279	69,604	70,419	838,546
<b>Monthly Total</b>	<b>901,810</b>	<b>870,167</b>	<b>979,880</b>	<b>903,278</b>	<b>905,964</b>	<b>906,588</b>	<b>828,034</b>	<b>985,584</b>	<b>907,238</b>	<b>862,273</b>	<b>903,476</b>	<b>911,415</b>	<b>10,865,707</b>
<b>Percentage</b>	99.33%	99.46%	99.26%	99.13%	99.19%	99.17%	99.14%	99.17%	99.16%	99.29%	98.72%	99.26%	99.19%
Number and percentage of customer meters self-read by cutomers													
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Monthly Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Percentage</b>	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

**Meter Reading Staffing Levels by Area:**

Minneapolis Metro Area	5	5	5	5	5	5	5	5	5	5	5	5	5.0
Greater Minnesota	7	7	7	7	7	7	7	7	7	7	7	7	7.0

**3 Year Average Calculations (2018 - 2020)**

% of Meters Read by Utility Personnel

Year 2019	98.98%
Year 2020	99.44%
Year 2021	99.29%
3 Year Avg	99.24%



**CenterPoint Energy**  
**2022 Service Quality Report**

**METER READING PERFORMANCE**

Number and percentage of customer meters Not Read 6-12 Months & Reasons

	Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022	Jul-2022	Aug-2022	Sep-2022	Oct-2022	Nov-2022	Dec-2022	YTD 2022
Residential													
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	0	0	0	0	0	0	0	0	0	0	0	0	0
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	0	0	0	0	0	0	0	0	0	0	0	0	0
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	0	0	0	0	0	0	0	0	0	0	0	0	0
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
ERT Not Responding	10	13	8	15	45	141	40	37	35	32	32	29	437
Gate Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Changed	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	0	0	0	0	0	0	0	0	0	0	0	0	0
No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	3	1	2	2	0	0	0	1	0	0	0	0	9
Not Home	0	0	0	0	0	0	0	0	0	0	0	0	0
Billing Correction	0	0	0	0	0	0	0	0	0	0	0	0	0
Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Residential Total</b>	<b>13</b>	<b>14</b>	<b>10</b>	<b>17</b>	<b>45</b>	<b>141</b>	<b>40</b>	<b>38</b>	<b>35</b>	<b>32</b>	<b>32</b>	<b>29</b>	<b>446</b>

**CenterPoint Energy**  
**2022 Service Quality Report**

**METER READING PERFORMANCE**

Commercial	Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022	Jul-2022	Aug-2022	Sep-2022	Oct-2022	Nov-2022	Dec-2022	YTD 2022
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	0	0	0	0	0	0	0	0	0	0	0	0	0
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	0	0	0	0	0	0	0	0	0	0	0	0	0
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	0	0	0	0	0	0	0	0	0	0	0	0	0
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
ERT Not Responding	8	6	10	6	6	7	7	7	14	11	10	6 #	98
Gate Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Changed	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	1	0	0	0	0	0	0	0	0	0	0	0	1
No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	2	2	1	1	2	0	0	0	0	0	0	0	8
Not Home	0	0	0	0	0	0	0	0	0	0	0	0	0
Billing Correction	0	0	0	0	0	0	0	0	0	0	0	0	0
Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Commercial Total</b>	<b>11</b>	<b>8</b>	<b>11</b>	<b>7</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>14</b>	<b>11</b>	<b>10</b>	<b>6</b>	<b>107</b>
<b>Monthly Total</b>	<b>24</b>	<b>22</b>	<b>21</b>	<b>24</b>	<b>53</b>	<b>148</b>	<b>47</b>	<b>45</b>	<b>49</b>	<b>43</b>	<b>42</b>	<b>35</b>	<b>553</b>
<b>Percentage</b>	0.00%	0.00%	0.00%	0.00%	0.01%	0.02%	0.01%	0.00%	0.01%	0.00%	0.00%	0.00%	0.0050%

**3 Year Average Calculations (2018 - 2020)**

% of Meters Not Read in 6-12 Months

Year 2019	0.0048%
Year 2020	0.0078%
Year 2021	0.0027%
3 Year Avg	0.0051%

**CenterPoint Energy**  
**2022 Service Quality Report**

**METER READING PERFORMANCE**

Number and percentage of customer meters Not Read 13+ Months & Reasons

	Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022	Jul-2022	Aug-2022	Sep-2022	Oct-2022	Nov-2022	Dec-2022	YTD 2022
Residential													
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	0	0	0	0	0	0	0	0	0	0	0	0	0
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	0	0	0	0	0	0	0	0	0	0	0	0	0
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	0	0	0	0	0	0	0	0	0	0	0	0	0
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
ERT Not Responding	8	8	6	6	4	7	8	5	5	5	5	5	72
Gate Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Changed	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	0	0	0	0	0	0	0	0	0	0	0	0	0
No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	2	2	2	1	1	0	0	0	0	0	0	0	8
Not Home	0	0	0	0	0	0	0	0	0	0	0	0	0
Billing Correction	0	0	0	0	0	0	0	0	0	0	0	0	0
Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Residential Total</b>	<b>10</b>	<b>10</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>8</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>80</b>

**CenterPoint Energy**  
**2022 Service Quality Report**

**METER READING PERFORMANCE**

Commercial	Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022	Jul-2022	Aug-2022	Sep-2022	Oct-2022	Nov-2022	Dec-2022	YTD 2022
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	0	0	0	0	0	0	0	0	0	0	0	0	0
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	0	0	0	0	0	0	0	0	0	0	0	0	0
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	0	0	0	0	0	1	0	0	0	0	0	0	1
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
ERT Not Responding	3	1	2	2	2	3	2	2	1	1	1	0	20
Gate Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Changed	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	0	1	1	1	0	0	1	1	1	1	1	1	9
No Answer	0	0	0	0	1	0	0	0	0	0	0	0	1
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	0	0	0	0	0	0	0	0	0	0	1	0	1
Not Home	0	0	0	0	0	0	0	0	0	0	0	0	0
Billing Correction	0	0	0	0	0	0	0	0	0	0	0	0	0
Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Commercial Total</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>32</b>
<b>Monthly Total</b>	<b>13</b>	<b>12</b>	<b>11</b>	<b>10</b>	<b>8</b>	<b>11</b>	<b>11</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>112</b>
<b>Percentage</b>	0.001%	0.001%	0.001%	0.001%	0.001%	0.001%	0.001%	0.001%	0.001%	0.001%	0.001%	0.001%	0.001%

**3 Year Average Calculations (2018 - 2020)**

% of Meters Not Read in 13+ Months

Year 2019	0.0010%
Year 2020	0.0016%
Year 2021	0.0025%
3 Year Avg	0.0017%

% of Meters Estimated (not accounted for above)

Year 2019	1.01%
Year 2020	0.55%
Year 2021	0.81%
3 Year Avg	0.79%

Company: CenterPoint Energy Minnesota Gas for report period ending:

### INABILITY TO PAY (ITP)

**PAYMENT SCHEDULE (PS)**

## DISCONNECTIONS

Duplicate columns for use in April and October

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

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

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

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

[illegible]

**CenterPoint Energy**  
**2022 Service Quality Report**  
**INVOLUNTARY DISCONNECTIONS**

**Minnesota Cold Weather Rule Compliance Questionnaire**  
Utility Monthly Reports (216B.091) Docket# 21-2

Company: CenterPoint Energy Minnesota Gas for report period ending:

	January	February	March	April	May	June	July	August	September	October	November	December	Average
c) # Gas - heat affected	285	505	1503	1123	2235	2384	1624	1797	1377	764	610	196	1,200
d) # Gas - heat not affected	1	5	3	6	13	8	12	16	19	6	4	3	8
e) Total # disconnected	286	510	1,506	1,129	2,248	2,392	1,636	1,813	1,396	770	614	199	1,208

22 Number of customer accounts disconnected seeking protection:

a) # Electric - heat affected	0	0	0	0	0	0	0	0	0	0	0	0	0
b) # Electric - heat not affected	0	0	0	0	0	0	0	0	0	0	0	0	0
c) # Gas - heat affected	83	96	177	168	527	607	942	1,310	934	152	258	146	450
d) # Gas - heat not affected	1	0	2	1	0	0	3	4	1	0	2	0	1
e) Total # disconnected (See Note)	84	96	179	169	527	607	945	1,314	935	152	260	146	451

23 Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):

370	606	1,685	1,298	2,775	2,999	2,581	3,127	2,331	922	874	345	1,659
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**3 Year Average Calculations (2019 - 2021)**

Customers Disconnected for Non-Payment

Year 2019	24,567
Year 2020	2,640
Year 2021	6,200
3 Year Avg	11,136

% of Residential Customer Accounts Disconnected for Non-Payment

Year 2019	3.07%
Year 2020	0.32%
Year 2021	0.74%
3 Year Avg	1.38%

**CenterPoint Energy**  
**2022 Service Quality Report**  
**INVOLUNTARY DISCONNECTIONS**

**Minnesota Cold Weather Rule Compliance Questionnaire**  
Utility Monthly Reports (216B.091) Docket# 21-2

Company: CenterPoint Energy Minnesota Gas for report period ending:

**DOLLAR VALUE**

		January	February	March	April	May	June	July	August	September	October	November	December	Average
24	<b>Total</b> dollars past due on all residential accounts:	\$19,002,896	\$22,784,989	\$25,186,370	\$26,410,750	\$25,489,130	\$26,228,374	\$24,792,709	\$22,262,943	\$19,246,139	\$16,041,194	\$15,594,042	\$17,364,214	\$21,700,312
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$239	\$279	\$301	\$296	\$288	\$304	\$273	\$261	\$235	\$210	\$185	\$203	\$256
26	<b>Total</b> dollars received from energy assistance programs:	\$1,705,818	\$1,666,811	\$1,970,230	\$1,918,386	\$2,236,173	\$2,207,122	\$985,512	\$202,512	\$2,011,132	\$371	\$2,128,777	\$1,027,883	\$1,505,061
27	<b>Total</b> dollars received from other sources (private organizations):	\$59,917	\$104,645	\$252,352	\$462,909	\$734,234	\$977,018	\$133,891	\$0	\$1,959,359	\$0	\$32,578	\$0	\$393,075
28	<b>Total</b> Revenue from sales to residential accounts:	\$149,685,909	\$138,163,488	\$103,565,284	\$80,083,251	\$46,362,726	\$30,818,324	\$22,651,978	\$31,615,116	\$30,819,238	\$57,152,858	\$91,529,367	\$171,607,668	\$79,504,601
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$180	\$166	\$125	\$96	\$56	\$37	\$27	\$38	\$37	\$68	\$109	\$204	\$95
30	<i>Intentionally Blank</i>													
31	<b>Total</b> residential account write-offs due to uncollectible:	\$1,156,828	\$397,162	\$382,462	\$444,643	\$549,228	\$647,057	\$1,245,453	\$1,258,135	\$1,389,243	\$1,586,066	\$909,275	\$721,090	\$890,553

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:													
a)	# Electric - heat affected	0	0	0	0	0	0	0	0	0	0	0	0	0
b)	# Electric - heat not affected	0	0	0	0	0	0	0	0	0	0	0	0	0
c)	# Gas - heat affected	290	399	1,364	1,157	2,419	2,657	2,385	2,662	2,013	667	714	280	1,417
d)	# Gas - heat not affected	2	4	5	7	12	6	15	19	20	3	6	3	9
e)	<b>Total</b> # disconnected	292	403	1,369	1,164	2,431	2,663	2,400	2,681	2,033	670	720	283	1,426
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).	290	399	1,364	1,157	2,419	2,657	2,385	2,662	2,013	667	714	280	1,417
35	<i>Intentionally Blank</i>													
36	<i>Intentionally Blank</i>													

**RECONNECTION DATA**

37	# Accounts reconnected	478	522	1,349	1,161	1,767	1,936	1,830	2,503	2,797	2,307	1,768	693	1,593
38	# Accounts remaining disconnected	1,826	1,895	2,204	2,318	3,297	4,325	5,058	5,648	5,128	3,707	2,762	2,363	3,378
a)	1-30 days	29	141	452	370	1,131	1,445	1,258	1,288	582	331	137	29	599
b)	31-60 days	63	21	40	235	289	780	993	825	644	248	67	52	355
c)	61+ days	1,734	1,733	1,712	1,713	1,877	2,100	2,807	3,535	3,902	3,128	2,558	2,282	2,423

CenterPoint Energy  
2022 Service Quality Report

SERVICE EXTENSION REQUEST RESPONSE TIMES

New Service Extensions

	Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022	Jul-2022	Aug-2022	Sep-2022	Oct-2022	Nov-2022	Dec-2022	2022
<b>Residential</b>													
# Service Installations	574	456	502	514	577	562	605	585	589	557	768	535	6,824
Avg days to complete	21	16	13	22	20	25	26	24	30	25	21	15	21
<b>Commercial</b>													
# Service Installations	37	37	29	11	27	36	36	50	62	72	126	145	668
Avg days to complete	40	41	40	74	56	38	24	46	42	33	36	33	42

Renewed Service Extensions\*

	Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022	Jul-2022	Aug-2022	Sep-2022	Oct-2022	Nov-2022	Dec-2022	2022
<b>Residential</b>													
# Service Installations	54	38	25	1,775	2,724	3,181	2,440	2,906	2,096	2,206	1,723	509	19,677
Avg days to complete	3	2	5	4	10	6	6	14	6	4	1	6	5
<b>Commercial</b>													
# Service Installations	21	14	27	121	256	215	151	208	183	159	108	61	1,524
Avg days to complete	19	5	123	1	1	17	6	3	6	5	2	3	16

\*excludes locations with locked meters due to credit-related issues

3 Year Average Calculations (2018 - 2020)

Residential New Service  
Extension Installations

Year 2019	5,459
Year 2020	5,681
Year 2021	7,249
3 Year Avg	6,130

Commercial New Service  
Extension Installations

Year 2019	524
Year 2020	425
Year 2021	477
3 Year Avg	475

Residential Renewed Service  
Extension Installations

Year 2019	476
Year 2020	364
Year 2021	16,560
3 Year Avg	5,800

Commercial Renewedw Service  
Extension Installations

Year 2019	49
Year 2020	32
Year 2021	1,444
3 Year Avg	508

Residential New Service  
Avg. days to complete

Year 2019	8
Year 2020	15
Year 2021	16
3 Year Avg	13

Commercial New Service  
Avg. days to complete

Year 2019	8
Year 2020	26
Year 2021	26
3 Year Avg	20

Residential Renewed Service  
Avg. days to complete

Year 2019	8
Year 2020	21
Year 2021	28
3 Year Avg	19

Commercial Renewed Service  
Avg. days to complete

Year 2019	9
Year 2020	22
Year 2021	24
3 Year Avg	18

\*2021 information includes additional installation codes that were omitted in previous reports.



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CUSTOMER DEPOSITS

New Service Extensions

	Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022	Jul-2022	Aug-2022	Sep-2022	Oct-2022	Nov-2022	Dec-2022	2022
# of Service Connections	9,773	8,957	12,607	13,746	14,986	17,935	17,804	20,877	19,233	18,575	14,809	11,605	180,907
# Deposits required as a condition of service	4	21	39	15	7	11	2	4	9	50	88	34	284
% of Service Connections	0.04%	0.23%	0.31%	0.11%	0.05%	0.06%	0.01%	0.02%	0.05%	0.27%	0.59%	0.29%	0.16%

3 Year Average Calculations (2018 - 2020)

% of Commercial Svc Connections Requiring a Deposit	
Year 2019	0.33%
Year 2020	0.14%
Year 2021	0.18%
3 Year Avg	0.22%

Deposits Held at Year-End	
Year 2019	2,042
Year 2020	1,839
Year 2021	1,839
3 Year Avg	1,907

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NUMBER OF CALL CENTER COMPLAINTS

	Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022	Jul-2022	Aug-2022	Sep-2022	Oct-2022	Nov-2022	Dec-2022	2022
Residential	269	255	283	205	216	254	286	355	318	309	309	295	3,354
Commercial	17	17	24	22	18	24	12	16	20	20	24	29	243
Total	286	272	307	227	234	278	298	371	338	329	333	324	3,597

3 Year Average Calculations (2019 - 2021)

# of Residential Complaints	
Year 2019	5,251
Year 2020	2,554
Year 2021	2,188
3 Year Avg	3,331

# of Commercial Complaints	
Year 2019	369
Year 2020	179
Year 2021	142
3 Year Avg	230

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NUMBER AND PERCENTAGE OF CALL CENTER COMPLAINTS BY TYPE OF COMPLAINT

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Residential</b>													
<b>Billing Errors</b>													
Average Monthly Billing (AMB) Issue	6 2.23%	9 3.53%	7 2.47%	2 0.98%	6 2.78%	4 1.57%	13 4.55%	7 1.97%	8 2.52%	4 1.29%	1 0.32%	3 1.02%	70 2.09%
Billing Errors	29 10.78%	35 13.73%	30 10.60%	17 8.29%	24 11.11%	20 7.87%	26 9.09%	37 10.42%	17 5.35%	32 10.36%	42 13.59%	53 17.97%	362 10.79%
Disputed Charges	57 21.19%	44 17.25%	50 17.67%	35 17.07%	37 17.13%	32 12.60%	33 11.54%	35 9.86%	32 10.06%	25 8.09%	30 9.71%	33 11.19%	443 13.21%
Payment Issue	43 15.96%	27 10.59%	26 9.19%	21 10.24%	25 11.57%	27 10.63%	26 9.09%	20 5.63%	24 7.55%	15 4.85%	22 7.12%	23 7.80%	299 8.91%
Rates/Tariffs	0.00%	4 1.57%	0.00%	0.00%	1 0.46%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1 0.34%	6 0.18%
Decoupling/Inverted Block Rates	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0 0.00%
Inactive/Write-Off	3 1.12%	2 0.78%	1 0.35%	1 0.49%	0.00%	0.00%	1 0.35%	0.00%	0.00%	3 0.97%	0.00%	3 1.02%	14 0.42%
<b>Inaccurate Metering</b>													
Inaccurate Metering	1 0.37%	3 1.18%	1 0.35%	0.00%	0.00%	0.00%	1 0.35%	3 0.85%	3 0.94%	1 0.32%	4 1.29%	1 0.34%	18 0.54%
<b>Wrongful Disconnect</b>													
Disconnection Issue	9 3.35%	1 0.39%	16 5.65%	13 6.34%	12 5.56%	26 10.24%	27 9.44%	37 10.42%	37 11.64%	17 5.50%	22 7.12%	23 7.80%	240 7.16%
<b>High Bills</b>													
High Bill	18 6.69%	11 4.31%	9 3.18%	8 3.90%	4 1.85%	2 0.79%	10 3.50%	8 2.25%	6 1.89%	1 0.32%	3 0.97%	8 2.71%	88 2.62%
Credit Arrangement	4 1.49%	3 1.18%	5 1.77%	7 3.41%	2 0.93%	10 3.94%	19 6.64%	35 9.86%	21 6.60%	3 0.97%	8 2.59%	6 2.03%	123 3.67%
<b>Inadequate Service</b>													
Service Issue	78 29.00%	85 33.33%	107 37.81%	76 37.07%	72 33.33%	96 37.80%	92 32.17%	130 36.62%	141 44.34%	154 49.84%	129 41.75%	112 37.97%	1272 37.92%
<b>Service-Extension/Restoration Intervals</b>													
Construction	2 0.74%	2 0.78%	1 0.35%	2 0.98%	5 2.31%	4 1.57%	2 0.70%	9 2.54%	4 1.26%	3 0.97%	7 2.27%	0.00%	41 1.22%
Service Order Scheduling	6 2.23%	6 2.35%	15 5.30%	3 1.46%	14 6.48%	8 3.15%	13 4.55%	10 2.82%	11 3.46%	23 7.44%	21 6.80%	13 4.41%	143 4.26%
<b>Other</b>													
Employee Conduct	3 1.12%	4 1.57%	8 2.83%	9 4.39%	5 2.31%	6 2.36%	6 2.10%	8 2.25%	6 1.89%	8 2.59%	6 1.94%	4 1.36%	73 2.18%
Online Customer Service	7 2.60%	1 0.39%	1 0.35%	4 1.95%	1 0.46%	1 0.39%	2 0.70%	1 0.28%	1 0.31%	5 1.62%	5 1.62%	3 1.02%	32 0.95%
Other	3 1.12%	18 7.06%	6 2.12%	7 3.41%	8 3.70%	18 7.09%	15 5.24%	15 4.23%	7 2.20%	15 4.85%	9 2.91%	9 3.05%	130 3.88%
<b>Residential Total</b>													
	269 100.00%	255 100.00%	283 100.00%	205 100.00%	216 100.00%	254 100.00%	286 100.00%	355 100.00%	318 100.00%	309 100.00%	309 100.00%	295 100.00%	3354 100.00%
<b>Commercial</b>													
<b>Billing Errors</b>													
Average Monthly Billing (AMB) Issue	0.00%	0.00%	0.00%	0.00%	0.00%	1 4.17%	0.00%	0.00%	0.00%	0.00%	0.00%	1 3.45%	2 0.82%
Billing Errors	1 5.88%	2 11.76%	2 8.33%	1 4.55%	2 11.11%	0.00%	1 8.33%	0.00%	4 20.00%	0.00%	2 8.33%	1 3.45%	16 6.58%
Disputed Charges	2 11.76%	4 23.53%	1 4.17%	1 4.55%	0.00%	9 37.50%	2 16.67%	2 12.50%	3 15.00%	3 15.00%	1 4.17%	0.00%	28 11.52%
Payment Issue	2 11.76%	2 11.76%	6 25.00%	5 22.73%	5 27.78%	2 8.33%	2 16.67%	2 12.50%	3 15.00%	1 5.00%	2 8.33%	5 17.24%	37 15.23%
Rates/Tariffs	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0 0.00%
Decoupling/Inverted Block Rates	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0 0.00%
Inactive/Write-Off	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1 3.45%	1 0.41%
<b>Inaccurate Metering</b>													
Inaccurate Metering	0.00%	0.00%	0.00%	2 9.09%	0.00%	0.00%	0.00%	1 6.25%	0.00%	2 10.00%	0.00%	2 6.90%	7 2.88%
<b>Wrongful Disconnect</b>													
Disconnection Issue	2 11.76%	0.00%	0.00%	1 4.55%	0.00%	1 4.17%	2 16.67%	2 12.50%	1 5.00%	3 15.00%	0.00%	5 17.24%	17 7.00%
<b>High Bills</b>													
High Bill	0.00%	1 5.88%	1 4.17%	0.00%	0.00%	0.00%	0.00%	0.00%	1 5.00%	0.00%	0.00%	0.00%	3 1.23%
Credit Arrangement	2 11.76%	1 5.88%	1 4.17%	0.00%	1 5.56%	0.00%	0.00%	0.00%	1 5.00%	1 5.00%	0.00%	1 3.45%	8 3.29%
<b>Inadequate Service</b>													
Service Issue	6 35.29%	5 29.41%	11 45.83%	11 50.00%	8 44.44%	10 41.67%	5 41.67%	7 43.75%	4 20.00%	8 40.00%	18 75.00%	9 31.03%	102 41.98%
<b>Service-Extension/Restoration Intervals</b>													
Construction	0.00%	0.00%	2 8.33%	0.00%	0.00%	0.00%	0.00%	1 6.25%	0.00%	0.00%	0.00%	0.00%	3 1.23%
Service Order Scheduling	0.00%	1 5.88%	0.00%	1 4.55%	1 5.56%	0.00%	0.00%	1 6.25%	1 5.00%	2 10.00%	0.00%	2 6.90%	9 3.70%
<b>Other</b>													
Employee Conduct	1 5.88%	1 5.88%	0.00%	0.00%	1 5.56%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3 1.23%
Online Customer Service	1 5.88%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1 3.45%	2 0.82%
Other	0.00%	0.00%	0.00%	0.00%	0.00%	1 4.17%	0.00%	0.00%	2 10.00%	0.00%	1 4.17%	1 3.45%	5 2.06%
<b>Commercial Total</b>													
	17 100.00%	17 100.00%	24 100.00%	22 100.00%	18 100.00%	24 100.00%	12 100.00%	16 100.00%	20 100.00%	20 100.00%	24 100.00%	29 100.00%	243 100.00%

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NUMBER AND PERCENTAGE OF CALL CENTER COMPLAINTS BY RESOLUTION TIMEFRAME

	January		February		March		April		May		June		July		August		September		October		November		December		Total	
Residential																										
Immediate	155	57.62%	147	57.65%	185	65.37%	144	70.24%	150	69.44%	182	71.65%	215	75.17%	298	83.94%	252	79.25%	258	83.50%	272	88.03%	263	89.15%	2521	75.16%
Within 10 Days	101	37.55%	89	34.90%	74	26.15%	49	23.90%	46	21.30%	52	20.47%	50	17.48%	46	12.96%	44	13.84%	37	11.97%	21	6.80%	20	6.78%	629	18.75%
Greater Than 10 Days	13	4.83%	19	7.45%	24	8.48%	12	5.85%	20	9.26%	20	7.87%	21	7.34%	11	3.10%	22	6.92%	14	4.53%	16	5.18%	12	4.07%	204	6.08%
Residential Total	269	100.00%	255	100.00%	283	100.00%	205	100.00%	216	100.00%	254	100.00%	286	100.00%	355	100.00%	318	100.00%	309	100.00%	309	100.00%	295	100.00%	3354	100.00%
Commercial																										
Immediate	7	41.18%	3	17.65%	10	41.67%	10	45.45%	13	72.22%	15	62.50%	6	50.00%	10	62.50%	13	65.00%	14	70.00%	14	58.33%	21	72.41%	136	55.97%
Within 10 Days	6	35.29%	13	76.47%	11	45.83%	8	36.36%	4	22.22%	6	25.00%	2	16.67%	3	18.75%	6	30.00%	2	10.00%	6	25.00%	7	24.14%	74	30.45%
Greater Than 10 Days	4	23.53%	1	5.88%	3	12.50%	4	18.18%	1	5.56%	3	12.50%	4	33.33%	3	18.75%	1	5.00%	4	20.00%	4	16.67%	1	3.45%	33	13.58%
Commercial Total	17	100.00%	17	100.00%	24	100.00%	22	100.00%	18	100.00%	24	100.00%	12	100.00%	16	100.00%	20	100.00%	20	100.00%	24	100.00%	29	100.00%	243	100.00%
	January		February		March		April		May		June		July		August		September		October		November		December		Year to Date	
Total																										
Immediate	162	56.64%	150	55.15%	195	63.52%	154	67.84%	163	69.66%	197	70.86%	221	74.16%	308	83.02%	265	78.40%	272	82.67%	286	85.89%	284	87.65%	2657	73.87%
Within 10 Days	107	37.41%	102	37.50%	85	27.69%	57	25.11%	50	21.37%	58	20.86%	52	17.45%	49	13.21%	50	14.79%	39	11.85%	27	8.11%	27	8.33%	703	19.54%
Greater Than 10 Days	17	5.94%	20	7.35%	27	8.79%	16	7.05%	21	8.97%	23	8.27%	25	8.39%	14	3.77%	23	6.80%	18	5.47%	20	6.01%	13	4.01%	237	6.59%
Total																										
Total	286	100.00%	272	100.00%	307	100.00%	227	100.00%	234	100.00%	278	100.00%	298	100.00%	371	100.00%	338	100.00%	329	100.00%	333	100.00%	324	100.00%	3597	100.00%

3 Year Average Calculations

% of Residential Complaints Resolved Immediately

Year 2019	80.94%
Year 2020	79.01%
Year 2021	69.33%
3 Year Avg	76.43%

% of Residential Complaints Resolved Within 10 Days

Year 2019	12.30%
Year 2020	16.52%
Year 2021	15.86%
3 Year Avg	14.89%

% of Residential Complaints Resolved > 10 Days

Year 2019	6.76%
Year 2020	4.46%
Year 2021	14.81%
3 Year Avg	8.68%

% of Commercial Complaints Resolved Immediately

Year 2019	41.73%
Year 2020	36.87%
Year 2021	24.65%
3 Year Avg	34.42%

% of Commercial Complaints Resolved Within 10 Days

Year 2019	40.38%
Year 2020	54.19%
Year 2021	54.23%
3 Year Avg	49.60%

% of Commercial Complaints Resolved > 10 Days

Year 2019	17.89%
Year 2020	8.91%
Year 2021	21.13%
3 Year Avg	15.98%

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NUMBER AND PERCENTAGE OF CALL CENTER COMPLAINTS BY RESOLUTION TYPE

	January		February		March		April		May		June		July		August		September		October		November		December		Total	
Residential																										
Agree	43	15.99%	33	12.94%	54	19.08%	30	14.63%	21	9.72%	38	14.96%	35	12.24%	52	14.65%	42	13.21%	38	12.30%	40	12.94%	38	12.88%	464	13.83%
Compromise	39	14.50%	16	6.27%	23	8.13%	21	10.24%	20	9.26%	20	7.87%	16	5.59%	28	7.89%	24	7.55%	18	5.83%	10	3.24%	11	3.73%	246	7.33%
Demonstrate	166	61.71%	200	78.43%	181	63.96%	139	67.80%	159	73.61%	175	68.90%	208	72.73%	248	69.86%	208	65.41%	211	68.28%	228	73.79%	215	72.88%	2338	69.71%
Refuse	5	1.86%	2	0.78%	12	4.24%	6	2.93%	8	3.70%	6	2.36%	13	4.55%	6	1.69%	12	3.77%	16	5.18%	9	2.91%	8	2.71%	103	3.07%
Not Assigned	16	5.95%	4	1.57%	13	4.59%	9	4.39%	8	3.70%	15	5.91%	14	4.90%	21	5.92%	32	10.06%	26	8.41%	22	7.12%	23	7.80%	203	6.05%
Residential Total	269	100.00%	255	100.00%	283	100.00%	205	100.00%	216	100.00%	254	100.00%	286	100.00%	355	100.00%	318	100.00%	309	100.00%	309	100.00%	295	100.00%	3354	100.00%
Commercial																										
Agree	1	5.88%	2	11.76%	3	12.50%	3	13.64%	3	16.67%	6	25.00%	3	25.00%	4	25.00%	2	10.00%		0.00%	2	8.33%	3	10.34%	32	13.17%
Compromise	2	11.76%	2	11.76%	4	16.67%	3	13.64%	1	5.56%	1	4.17%	3	25.00%	1	6.25%	2	10.00%	1	5.00%	4	16.67%	5	17.24%	29	11.93%
Demonstrate	12	70.59%	11	64.71%	14	58.33%	12	54.55%	12	66.67%	13	54.17%	6	50.00%	7	43.75%	13	65.00%	15	75.00%	13	54.17%	18	62.07%	146	60.08%
Refuse	1	5.88%	2	11.76%	1	4.17%		0.00%		0.00%		0.00%		0.00%		0.00%	1	5.00%		0.00%		0.00%		0.00%	5	2.06%
Not Assigned	1	5.88%		0.00%	2	8.33%	4	18.18%	2	11.11%	4	16.67%		0.00%	4	25.00%	2	10.00%	4	20.00%	5	20.83%	3	10.34%	31	12.76%
Commercial Total	17	100.00%	17	100.00%	24	100.00%	22	100.00%	18	100.00%	24	100.00%	12	100.00%	16	100.00%	20	100.00%	20	100.00%	24	100.00%	29	100.00%	243	100.00%
	January		February		March		April		May		June		July		August		September		October		November		December		Total	
Agree	44	15.38%	35	12.87%	57	18.57%	33	14.54%	24	10.26%	44	15.83%	38	12.75%	56	15.09%	44	13.02%	38	11.55%	42	12.61%	41	12.65%	496	13.79%
Compromise	41	14.34%	18	6.62%	27	8.79%	24	10.57%	21	8.97%	21	7.55%	19	6.38%	29	7.82%	26	7.69%	19	5.78%	14	4.20%	16	4.94%	275	7.65%
Demonstrate	178	62.24%	211	77.57%	195	63.52%	151	66.52%	171	73.08%	188	67.63%	214	71.81%	255	68.73%	221	65.38%	226	68.69%	241	72.37%	233	71.91%	2484	69.06%
Refuse	6	2.10%	4	1.47%	13	4.23%	6	2.64%	8	3.42%	6	2.16%	13	4.36%	6	1.62%	13	3.85%	16	4.86%	9	2.70%	8	2.47%	108	3.00%
Not Assigned	17	5.94%	4	1.47%	15	4.89%	13	5.73%	10	4.27%	19	6.83%	14	4.70%	25	6.74%	34	10.06%	30	9.12%	27	8.11%	26	8.02%	234	6.51%
Total	286	100.00%	272	100.00%	307	100.00%	227	100.00%	234	100.00%	278	100.00%	298	100.00%	371	100.00%	338	100.00%	329	100.00%	333	100.00%	324	100.00%	3597	100.00%

**3 Year Average Calculations**

% of Residential Complaints Resolved as "Agree"

Year 2019	13.33%
Year 2020	15.94%
Year 2021	19.74%
3 Year Avg	16.34%

% of Residential Complaints Resolved as "Compromise"

Year 2019	16.68%
Year 2020	19.81%
Year 2021	11.93%
3 Year Avg	16.14%

% of Residential Complaints Resolved as "Demonstrate"

Year 2019	63.42%
Year 2020	54.62%
Year 2021	58.18%
3 Year Avg	58.74%

% of Residential Complaints Resolved as "Refuse"

Year 2019	5.75%
Year 2020	5.48%
Year 2021	4.94%
3 Year Avg	5.39%

% of Commercial Complaints Resolved as "Agree"

Year 2019	33.33%
Year 2020	20.11%
Year 2021	17.61%
3 Year Avg	23.68%

% of Commercial Complaints Resolved as "Compromise"

Year 2019	9.76%
Year 2020	17.32%
Year 2021	14.08%
3 Year Avg	13.72%

% of Commercial Complaints Resolved as "Demonstrate"

Year 2019	51.49%
Year 2020	52.51%
Year 2021	56.34%
3 Year Avg	53.45%

% of Commercial Complaints Resolved as "Refuse"

Year 2019	3.52%
Year 2020	4.47%
Year 2021	7.75%
3 Year Avg	5.25%

CenterPoint Energy  
2022 Service Quality Report

SOURCE OF FORMAL CUSTOMER COMPLAINTS

		January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Residential</b>														
BBB		1	2	4	2	2	6	7	4	1	2	1	2	34
OAG		6	8	8	3	2	4	4	5	3	9	6	9	67
PUC		11	18	10	12	5	8	8	13	12	19	28	18	162
Other														0
<b>Commercial/Industrial</b>														
BBB														0
OAG								1					1	2
PUC							1		1	2				4
Other														0
<b>Interruptible</b>														
BBB														0
OAG														0
PUC														0
Other														0
<b>Total</b>		18	28	22	17	9	19	20	23	18	30	35	30	269

3 Year Average Calculations

# Formal Complaints

Year 2019	255
Year 2020	145
Year 2021	166
3 Year Avg	189

CenterPoint Energy  
2022 Service Quality Report

EMERGENCY LINE RESPONSE TIME

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Service Level - % of Calls answered in 20 seconds or less.	91%	93%	93%	91%	91%	74%	96%	96%	97%	95%	98%	92%	92%
Average Speed of Answer (in seconds)	10	7	7	9	9	42	5	4	3	5	2	8	9
Total Calls Answered	7,604	6,478	5,585	5,290	6,020	5,296	5,532	5,915	5,630	7,017	6,371	7,682	74,420

**3 Year Average Calculations (2019 - 2021)**

% of Calls answered within 20 seconds

Year 2019	88%
Year 2020	91%
Year 2021	89%
3 Year Avg.	89%

Average Speed of Answer

Year 2019	16
Year 2020	9
Year 2021	15
3 Year Avg.	13

Total Calls Answered

Year 2019	79,076
Year 2020	54,824
Year 2021	66,005
3 Year Avg.	66,635

CenterPoint Energy  
2022 Service Quality Report

MISLOCATE RATE

																		%
	January	February	March	April	May	June	July	August	September	October	November	December	Total	2021	Change			
Number of Mislocates																		
Mismarked line	1	1	-	2	7	7	8	7	7	12	1	2	55	69	-20.3%			
Failure to mark a line	1	3	1	5	7	8	17	15	14	18	2	1	92	97	-5.2%			
Total	2	4	1	7	14	15	25	22	21	30	4	3	148	166	-10.8%			
Number of Locate Tickets	7,410	7,353	15,216	34,248	47,849	47,282	39,594	42,869	38,486	33,753	18,452	7,974	340,486	351,659	-3.2%			
Number of Mislocates per 1000 Locate Tickets	0.27	0.54	0.07	0.20	0.29	0.32	0.63	0.51	0.55	0.89	0.22	0.38	0.43	0.47	-7.9%			

**Note: Number of Locate Tickets should match the Annual MNOPS Report.**

**Number of Mislocates should match #6 on the Annual MNOPS Report.**

**3 Year Average Calculations (2019 - 2021)**

# of Mislocates	
Year 2019	165
Year 2020	137
Year 2021	166
3 Year Avg	156

# of Locate Tickets	
Year 2019	351,086
Year 2020	359,301
Year 2021	351,659
3 Year Avg	354,015

# of Mislocates per 1,000 Tickets	
Year 2019	0.47
Year 2020	0.38
Year 2021	0.47
3 Year Avg	0.44



CenterPoint Energy  
2022 Service Quality Report

GAS SYSTEM DAMAGES

	January	February	March	April	May	June	July	August	September	October	November	December	Total	2021	% Change
Damage under the control of CenterPoint Energy's Employees/Contractors	2	4	1	11	16	22	26	23	25	37	5	5	177	204	-13.2%
Damage - all other causes	19	11	21	26	82	85	92	114	89	89	39	14	681	731	-6.8%
Total Damages	21	15	22	37	98	107	118	137	114	126	44	19	858	935	-8.2%
Miles of Pipe (as of December 31, 2022)													26,792	26,493	1.1%
Damage per 100 miles of pipe:															
Under the control of CenterPoint Energy's Employees													0.66	0.77	-14.3%
Caused by all others													2.54	2.76	-8.0%
Total													3.20	3.53	-9.3%

Note: Damage all other causes includes above ground. Total damages will not match the Annual MNOPS Report.

3 Year Average Calculations (2019 - 2021)

Damage Under the Control of CNP or Contractors	
Year 2019	234
Year 2020	179
Year 2021	204
3 Year Avg	206

Damage Count - All Other Causes	
Year 2019	715
Year 2020	785
Year 2021	731
3 Year Avg	744

Damage per 100 Miles of Pipe (CNP Control)	
Year 2019	0.89
Year 2020	0.68
Year 2021	0.77
3 Year Avg	0.78

Damage per 100 Miles of Pipe (All Other)	
Year 2019	2.73
Year 2020	2.99
Year 2021	2.76
3 Year Avg	2.83

CenterPoint Energy  
2022 Service Quality Report

GAS SERVICE INTERRUPTIONS

	January	February	March	April	May	June	July	August	September	October	November	December	Total	2021	% Change
Damage Caused Outages Due to Employees/Contractors															
Number of Customers	5	4	0	15	259	72	9	10	104	32	1	7	518	550	-5.8%
Number Outages	2	3	0	7	11	10	9	8	19	14	1	3	87	149	-41.6%
Average duration of outage (in minutes)	150	170	0	94	177	173	108	109	160	141	180	122	144	136	6.1%
Damage Caused Outages Due to All Other Causes															
Number of Customers	12	6	9	31	58	122	216	178	86	157	33	11	919	1,867	-50.8%
Number Outages	12	5	8	15	51	63	66	80	63	59	21	10	453	520	-12.9%
Average duration of outage (in minutes)	138	90	179	129	256	241	163	113	200	117	203	120	173	160	8.4%
<b>Total Damage Caused Outages</b>															
Number of Customers	17	10	9	46	317	194	225	188	190	189	34	18	1,437	2,417	-40.5%
Number Outages	14	8	8	22	62	73	75	88	82	73	22	13	540	669	-19.3%
Average duration of outage (in minutes)	139	120	179	118	242	232	156	113	191	122	202	121	169	154	9.3%
Other Outages															
Number of Customers	80	45	28	23	28	20	28	27	24	50	50	99	502	549	-8.6%
Number Outages	80	45	28	23	28	20	28	27	24	50	50	99	502	549	-8.6%
Average duration of outage (in minutes)	154	141	188	133	153	128	108	102	168	110	137	171	145	154	-5.7%
<b>Total Outages</b>															
Number of Customers	97	55	37	69	345	214	253	215	214	239	84	117	1,939	2,966	-34.6%
Number Outages	94	53	36	45	90	93	103	115	106	123	72	112	1,042	1,218	-14.4%
Average duration of outage (in minutes)	152	138	186	126	214	209	143	110	186	117	157	165	157	145	8.6%
Total Minutes	14,271	7,305	6,699	5,649	19,302	19,470	14,751	12,698	19,676	14,400	11,297	18,499	164,016	176,350	-7.0%

**3 Year Average Calculations (2019 - 2021) (Damage Caused Outages Only)**

Customers Interrupted - Due to Employees/Contractors	
Year 2019	1,157
Year 2020	347
Year 2021	550
3 Year Avg	685

Avg Duration of Outage (Minutes) - Due to Employees/Contractors	
Year 2019	206
Year 2020	187
Year 2021	136
3 Year Avg	176

Outages Due to All Other Causes	
Year 2019	461
Year 2020	541
Year 2021	669
3 Year Avg	557

Outages Due to Employees/Contractors	
Year 2019	157
Year 2020	114
Year 2021	149
3 Year Avg	140

Customers Interrupted - Due to All Other Causes	
Year 2019	3,199
Year 2020	1,548
Year 2021	1,867
3 Year Avg	2,205

Avg Duration of Outage (Minutes) - Due to All Other Causes	
Year 2019	150
Year 2020	131
Year 2021	160
3 Year Avg	147

\*In 2019, the Company made two changes to how it calculates and reports gas service interruption information. First, the Company has added information on outages not caused by damage to Company equipment. Secondly, the Company corrected an error in how it was calculating average outage duration in previous years. These changes add an additional category that was not previously reported, and increased the average duration of outage minutes as compared to reports prior to 2019.

CenterPoint Energy 2022 Service Quality Report									
MNOPS REPORTABLES									
231 Sinclair Ave, Sauk Centre	4/7/2022	1	Customer	Indoor Gas Leak	Repaired Leak	Door Hanger/Spoke With Customer	No	N/A	0
W 26th Street and Pleasant Ave S, Minneapolis	4/11/2022	0	Excavator	Damaged Gas Main	Repaired Line	N/A	No	N/A	0
10177 Nathan Lane North, Maple Grove	5/5/2022	0	911	Fire	Gas Shut Off	Door Hanger/Spoke With Customer	No	N/A	Service will be restored when repairs completed
West Lake Street & market Plaza, Minneapolis	5/3/2022	248	911	Damaged Gas Main	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	4.00 Hours
Black Lake Road & Shoreline Drive, Spring Park	6/14/2022	25	Excavator	Damaged Gas Main	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	4.00 Hours
29th Ave Northeast & Lincoln Street Northeast, Minneapolis	6/16/2022	59	911	Damaged Gas Main	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	8.00 Hours
233 2nd Street Northwest, Winnebago	6/18/2022	1	Sheriff	Fire	N/A	N/A	No	N/A	Service will be restored when repairs completed
Woodland Road & Townline Road, Minnetonka	6/22/2022	0	911	Damaged Gas Main	Repaired Line	N/A	No	N/A	0
Minnetonka Blvd & Georgia Ave South, Saint Louis Park	6/29/2022	2	Excavator	Damaged Gas Main	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	1
Lake Road & Shoreline Drive, Minnetonka Beach	7/17/2022	2	911	Damaged Gas Main	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	2.42 Hours
24th Ave Southwest & Main Street South, Cambridge	7/18/2022	2	911	Damaged Gas Main	Repaired Line	Door Hanger/Spoke With Customer	No	Unknown	2.78 Hours
Lotus Drive & Meadowview Lane, Minnetrista	7/20/2022	96	Excavator	Damaged Gas Main	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	3.50 Hours
2815, 2817, 2819 14th Ave South, Minneapolis	7/20/2022	3	911	Fire(s)	Gas Cut & Capped	N/A	No	N/A	Service will be restored when repairs completed
210 21st Ave North, Hopkins	7/27/2022	1	911	Explosion	Meter Locked & Plated	N/A	No	N/A	Service will be restored when repairs completed
County Road 37 & Kahler Drive, Albertville	7/27/2022	43	911	Damaged Gas Main	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	3.00 Hours
4115 East 42nd Street, Minneapolis	8/1/2022	1	Excavator	Damaged Gas Service	Repaired Line	N/A	No	N/A	1.00 Hours
California Street Northeast & Lowry Ave Northeast, Minnetonka	8/16/2022	1	911	Damaged Gas Main	Repaired Line	N/A	No	N/A	5.50 Hours
6123 France Ave South, Edina	8/26/2022	2	Excavator	Damaged Gas Service	Repaired Line	N/A	No	CNP	2.00 Hours
6500 Nicollet Ave South, Richfield	8/30/2022	31	911	Damaged Gas Main	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	3.00 Hours
Eden Prairie Road & Lincoln Lane, Eden Prairie	8/31/2022	0	Excavator	Damaged Gas Main	Repaired Line	N/A	No	N/A	0
9211 Cavelli Circle, Bloomington	9/13/2022	58	911	Damaged Gas Main	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	5.00 Hours
4629 France Ave South, Edina	9/20/2022	1	911	Damaged Gas Service	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	2.00 Hours
3121 Excelsior Blvd, Minneapolis	9/23/2022	0	Excavator	Damaged Gas Service	Repaired Line	N/A	No	N/A	0
Frankfort Parkway Northeast & Lannon Ave Northeast, Saint Louis Park	9/29/2022	0	911	Damaged Gas Main	Repaired Line	N/A	No	N/A	0
9293 Pineview Lane North, Maple Grove	10/2/2022	1	911	Fire	N/A	N/A	No	N/A	Service will be restored when repairs completed
4399 Lotus Drive, Minnetrista	10/3/2022	96	Excavator	Improper Squeeze On Main	Main Purged	Door Hanger/Spoke With Customer	No	CNP	11.42 Hours
16108 Gleason Road, Wayzata	10/4/2022	0	Excavator	Damaged Gas Service	Repaired Line	N/A	No	N/A	0
800 West College Ave, Building D, Saint Peter	10/6/2022	0	Customer	Leak on Outside Meter	Repaired Leak	N/A	No	N/A	0
166th Street West & Highway 169, Jordan	10/18/2022	71	CNP	Damaged Gas Main	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	4.00 Hours
6740 France Ave South, Edina	10/26/2022	3	CNP	Leak on Main	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	2.50 Hours
3472 Johnson Street Northeast, Minneapolis	11/1/2022	1	911	Damaged Gas Service	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	3.00 Hours
3113 Dakota Ave South, Saint Louis Park	11/2/2022	0	911	Damaged Gas Main	Repaired Line	N/A	No	N/A	0
4144 13th Ave South, Minneapolis	11/3/2022	4	911	Damaged Gas Main	Repaired Line	Door Hanger/Spoke With Customer	No	CNP	5.00 Hours
311 Main Street, Cold Spring	11/19/2022	0	Emergency Response	Fire	Gas Cut & Capped	N/A	No	N/A	Service will be restored when repairs completed

**CenterPoint Energy**  
**2022 Service Quality Report**  
**MNOPS VIOLATIONS AND REQUESTED FOR INFORMATION**

Case No	Type of Letter	Subject	Address	Status
20210624	NPV	Locating Underground Facilities	Brooklyn Blvd & Kentucky Ave N, Brooklyn Park	Provided documentation and corrective actions
20210521	NPV	Locating Underground Facilities	5350 West 78th Street, Edina	Service tag installed/DP alert sent out
20210524	NPV	Locating Underground Facilities	119th Ave NW & Kerry St NW, Coon Rapids	DP alert sent out/audit locates
20210530	NPV	Locating Underground Facilities	877 Bison Blvd, Buffalo	Corrective action taken with the tech
20220368	NPV	Locating Underground Facilities	Near Lake St and Market Plaza, Minneapolis	DP alert sent out/corrective action taken with the tech
20220380	NPV	Locating Underground Facilities	117 Grove Avenue North, Silver Lake	Audit locates
20220335	NPV	Locating Underground Facilities	W 26th St & Pleasant Ave S, Minneapolis	Audit locates
20220389	NPV	Locating Underground Facilities	1655 101st Ave NE, Blaine	Audit locates
20220477	NPV	Locating Underground Facilities	West 62nd Street and Woodland Road, Minnetonka	Maps corrected area reviewed and was accurately mapped
20220513	NPV	Locating Underground Facilities	Hemlock Ln N & W Eagle Lake Dr, Maple Grove	DP alert sent out
20220561	RSI	Request for Specific Information	210 21st Ave N, Hopkins	Provided records requested
20220466	NPV	Locating Underground Facilities	29th Ave and Lincoln Street NE, Mpls	Reviewed "Underground Locating Guidelines Minnesota" procedure
20220475	NPV	Locating Underground Facilities	1169 Teal Way, Hastings	The technician was within the bounds of the rule
20220489	NPV	Locating Underground Facilities	Northland Fence Project	Continue to improve our tracking
20220436	NPV	Locating Underground Facilities	403 Cimarron Road, Apple Valley	Map corrected
20220537	NPV	Locating Underground Facilities	9899 Avocet St NW, Coon Rapids	Continue to improve our tracking
20220484	NPV	Locating Underground Facilities	6807 Forestview Lane, Maple Grove	Corrective action taken with the tech
20220652	NPV	Locating Underground Facilities	10 Oak Lane, Big Lake	Corrective action taken with the tech
20220649	NPV	Locating Underground Facilities	Cavell Ave S & Cavell Circle, Bloomington	Audit locates
20220535	NPV	Locating Underground Facilities	Lake Rd & Shoreline Dr, Minnetonka Beach	Audit locates
20220536	NPV	Locating Underground Facilities	24th Ave Southwest & Main Street, Cambridge	Quarterly reports sent to MNOPS
20220687	NPV	Locating Underground Facilities	16108 Gleason Lake Rd, Wayzata	Quarterly reports sent to MNOPS
20220566	NPV	Locating Underground Facilities	Various Locations	Still in process
20220682	NPV	Procedural	Ginger Drive & Lotus Drive, Minnetrista	Corrective action taken with the tech
20220628	Inspection Results	Locating Underground Facilities	Lincoln Lane, Eden Prairie	Service line was accurately marked
20220719	NPV	Locating Underground Facilities	S 7th St & Jefferson Ave, St Peter	Audit locates

# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form

Reporting Company: CenterPoint Energy

Contact Person: Dean Headlee

Phone: 612-321-5366

Email Address: dean.headlee@centerpointenergy.com

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

**Response** -Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

**Repair Crew** - Time interval If the first response person is not able to shut off the gas and/or repair the facility, additional help by a "repair crew" may be required. The repair crew interval is the cumulative time from the initial notification through the commute to the arrival time at the incident location.

**Gas shut off** - Time interval - The gas shut off interval is the cumulative time from the initial notification to the time the gas is shut off. The gas shut off time for small leaks that get scheduled for repair are not included in this report.

**Line repaired** - Time interval - The line repaired interval is the cumulative time from the initial notification to the time the gas line is repaired, purged and repressurized, so relight(s) can begin. The line repaired time for small leaks that get scheduled for repair are not included in this report.

Send report within 30 days of the end of the reporting period to:  
Mail to: Minnesota Office of Pipeline Safety  
444 Cedar St, Suite 147  
St. Paul MN 55101- 5147  
Email: [andy.voyer@state.mn.us](mailto:andy.voyer@state.mn.us)  
or Fax: 651-296-9641  
For more information call 651-296-9636



2022

## CenterPoint Energy

SCHEDULE 12 - Emergency Gas Response Times and Related MNOPS Reports

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## Emergency Gas Response Time

Selected Year



Calls Responded to in one hour or less														Previous Year		% Change	
Area Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Area Group	<	Area Group	%
Metro	3370	2683	2506	2188	2427	2162	2211	2676	2612	3429	2759	4094	33117	Metro	31111	Metro	6.4%
Gr Mn	348	240	243	195	257	246	207	254	256	348	275	383	3252	Gr Mn	3053	Gr Mn	6.5%
<b>Total</b>	<b>3718</b>	<b>2923</b>	<b>2749</b>	<b>2383</b>	<b>2685</b>	<b>2408</b>	<b>2418</b>	<b>2931</b>	<b>2868</b>	<b>3777</b>	<b>3035</b>	<b>4477</b>	<b>36372</b>	<b>Total</b>	<b>34164</b>	<b>Total</b>	<b>6.5%</b>
Calls Responded to in over one hour														Previous Year		% Change	
Area Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Area Group	>	Area Group	%
Metro	66	30	28	32	28	23	29	59	24	60	50	133	562	Metro	703	Metro	-20.1%
Gr Mn	55	25	16	21	29	21	32	17	33	45	35	69	398	Gr Mn	377	Gr Mn	5.6%
<b>Total</b>	<b>121</b>	<b>55</b>	<b>44</b>	<b>53</b>	<b>57</b>	<b>44</b>	<b>61</b>	<b>76</b>	<b>57</b>	<b>105</b>	<b>85</b>	<b>202</b>	<b>960</b>	<b>Total</b>	<b>1080</b>	<b>Total</b>	<b>-11.1%</b>
Total Calls														Previous Year		% Change	
Area Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Area Group	Count	Area Group	%
Metro	3436	2713	2534	2220	2455	2185	2240	2735	2636	3489	2809	4227	33679	Metro	31814	Gr Mn	6.4%
Gr Mn	403	265	259	216	286	267	239	271	289	393	310	452	3650	Gr Mn	3430	Metro	5.9%
<b>Total</b>	<b>3839</b>	<b>2978</b>	<b>2793</b>	<b>2436</b>	<b>2742</b>	<b>2452</b>	<b>2479</b>	<b>3007</b>	<b>2925</b>	<b>3882</b>	<b>3120</b>	<b>4679</b>	<b>37332</b>	<b>Total</b>	<b>35244</b>	<b>Total</b>	<b>5.9%</b>
Percent Responded to in one hour or less														Previous Year		% Change	
Area Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Area Group	% <	Area Group	%
Metro	98.08%	98.89%	98.90%	98.56%	98.86%	98.95%	98.71%	97.84%	99.09%	98.28%	98.22%	96.85%	98.33%	Metro	97.79%	Metro	0.55%
Gr Mn	86.35%	90.57%	93.82%	90.28%	89.86%	92.13%	86.61%	93.73%	88.58%	88.55%	88.71%	84.73%	89.10%	Gr Mn	89.01%	Gr Mn	0.10%
<b>Total</b>	<b>96.85%</b>	<b>98.15%</b>	<b>98.42%</b>	<b>97.82%</b>	<b>97.92%</b>	<b>98.21%</b>	<b>97.54%</b>	<b>97.47%</b>	<b>98.05%</b>	<b>97.30%</b>	<b>97.28%</b>	<b>95.68%</b>	<b>97.43%</b>	<b>Total</b>	<b>96.94%</b>	<b>Total</b>	<b>0.51%</b>
Percent Responded to in over one hour														Previous Year		% Change	
Area Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Area Group	% >	Area Group	%
Metro	1.92%	1.11%	1.10%	1.44%	1.14%	1.05%	1.29%	2.16%	0.91%	1.72%	1.78%	3.15%	1.67%	Metro	2.21%	Metro	-24.48%
Gr Mn	13.65%	9.43%	6.18%	9.72%	10.14%	7.87%	13.39%	6.27%	11.42%	11.45%	11.29%	15.27%	10.90%	Gr Mn	10.99%	Gr Mn	-0.79%
<b>Total</b>	<b>3.15%</b>	<b>1.85%</b>	<b>1.58%</b>	<b>2.18%</b>	<b>2.08%</b>	<b>1.79%</b>	<b>2.46%</b>	<b>2.53%</b>	<b>1.95%</b>	<b>2.70%</b>	<b>2.72%</b>	<b>4.32%</b>	<b>2.57%</b>	<b>Total</b>	<b>3.06%</b>	<b>Total</b>	<b>-16.08%</b>
Average number of minutes to respond to and emergency														Previous Year		% Change	
Area Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Area Group	Avg Resp	Area Group	%
Metro	25.4	24.0	23.1	22.9	23.4	23.9	24.3	23.1	22.8	22.5	22.8	25.5	23.7	Metro	25.8	Metro	-8.07%
Gr Mn	35.7	31.9	29.2	32.2	34.3	30.8	34.7	28.1	32.9	31.4	29.7	36.3	32.5	Gr Mn	32.9	Gr Mn	-1.17%
<b>Total</b>	<b>26.5</b>	<b>24.7</b>	<b>23.7</b>	<b>23.7</b>	<b>24.5</b>	<b>24.7</b>	<b>25.3</b>	<b>23.6</b>	<b>23.8</b>	<b>23.4</b>	<b>23.5</b>	<b>26.5</b>	<b>24.6</b>	<b>Total</b>	<b>26.5</b>	<b>Total</b>	<b>-7.22%</b>

2022

Selected Year

Sch 12 - Jan

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2695	335	289	46
>10min to 20min	843	1158	1081	77
>20min to 40min	237	1805	1664	141
>40min to 60min	42	420	336	84
>60min to 80min	9	75	39	36
>80min to 100min	5	27	17	10
>100min to 120min	3	9	5	4
>2hrs to 3hrs	3	8	4	4
>3hrs to 4hrs	1	1		1
>4hrs to 6hrs	1	1	1	
Total	3839	3839	3436	403

	Metro	Gr Mn	Total
<60 mins	3370	348	3718
>60 mins	66	55	121

2022

Selected Year

Sch 12 - Feb

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2140	292	262	30
>10min to 20min	620	949	886	63
>20min to 40min	179	1417	1323	94
>40min to 60min	31	265	212	53
>60min to 80min	6	42	25	17
>80min to 100min	2	7	2	5
>100min to 120min		5	3	2
>2hrs to 3hrs		1		1
Total	2978	2978	2713	265

	Metro	Gr Mn	Total
<60 mins	2683	240	2923
>60 mins	30	25	55



2022

Selected Year

Sch 12 - Mar

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2149	295	261	34
>10min to 20min	483	932	869	63
>20min to 40min	132	1305	1205	100
>40min to 60min	23	217	171	46
>60min to 80min	3	39	25	14
>80min to 100min		2	1	1
>2hrs to 3hrs	1	1		1
>3hrs to 4hrs	2	2	2	
Total	2793	2793	2534	259

	Metro	Gr Mn	Total
<60 mins	2506	243	2749
>60 mins	28	16	44

2022

Selected Year

Sch 12 - Apr

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	1934	250	221	29
>10min to 20min	378	870	826	44
>20min to 40min	107	1086	1009	77
>40min to 60min	11	177	132	45
>60min to 80min	2	41	24	17
>80min to 100min	2	4	3	1
>100min to 120min	2	7	4	3
>2hrs to 3hrs		1	1	
Total	2436	2436	2220	216

	Metro	Gr Mn	Total
<60 mins	2188	195	2383
>60 mins	32	21	53

2022

Selected Year

Sch 12 - May

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2140	268	239	29
>10min to 20min	434	931	873	57
>20min to 40min	133	1246	1139	107
>40min to 60min	25	240	176	64
>60min to 80min	5	42	22	20
>80min to 100min	2	8	3	5
>100min to 120min	1	3	2	1
>2hrs to 3hrs	2	4	1	3
Total	2742	2742	2455	286

	Metro	Gr Mn	Total
<60 mins	1	2427	257
>60 mins		28	29
<			>

2022

Selected Year

Sch 12 - Jun

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	1845	217	184	33
>10min to 20min	444	771	707	64
>20min to 40min	142	1217	1130	87
>40min to 60min	16	203	141	62
>60min to 80min	5	35	17	18
>80min to 100min		7	5	2
>100min to 120min		2	1	1
Total	2452	2452	2185	267

	Metro	Gr Mn	Total
<60 mins	2162	246	2408
>60 mins	23	21	44

2022

Selected Year

Sch 12 - Jul

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	1871	179	160	19
>10min to 20min	431	849	786	63
>20min to 40min	150	1170	1086	84
>40min to 60min	19	220	179	41
>60min to 80min	6	45	24	21
>80min to 100min	1	11	4	7
>100min to 120min		3		3
>2hrs to 3hrs	1	2	1	1
Total	2479	2479	2240	239

	Metro	Gr Mn	Total
<60 mins	2211	207	2418
>60 mins	29	32	61

2022

Selected Year

Sch 12 - Aug

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2337	375	330	45
>10min to 20min	485	1027	965	62
>20min to 40min	135	1331	1228	102
>40min to 60min	21	198	153	45
>60min to 80min	8	50	36	14
>80min to 100min	7	12	10	2
>100min to 120min	8	7	6	1
>2hrs to 3hrs	4	5	5	
>3hrs to 4hrs	1	1	1	
>4hrs to 6hrs	1	1	1	
Total	3007	3007	2735	271

	Metro	Gr Mn	Total
<60 mins	1	2676	254
>60 mins		59	17
<			>

2022

Selected Year

Sch 12 - Sep

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2264	326	286	40
>10min to 20min	503	958	912	46
>20min to 40min	126	1355	1236	119
>40min to 60min	21	229	178	51
>60min to 80min	5	41	18	23
>80min to 100min	4	10	4	6
>100min to 120min		4		4
>2hrs to 3hrs	2	2	2	
Total	2925	2925	2636	289

	Metro	Gr Mn	Total
<60 mins	2612	256	2868
>60 mins	24	33	57

2022

Selected Year

Sch 12 - Oct

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	3056	493	436	57
>10min to 20min	598	1339	1254	85
>20min to 40min	174	1693	1554	139
>40min to 60min	32	252	185	67
>60min to 80min	6	67	35	32
>80min to 100min	5	21	10	11
>100min to 120min	3	6	6	
>2hrs to 3hrs	8	11	9	2
Total	3882	3882	3489	393

	Metro	Gr Mn	Total
<60 mins	3429	348	3777
>60 mins	60	45	105



2022

Selected Year

Sch 12 - Nov

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	2491	386	327	59
>10min to 20min	461	1072	1002	69
>20min to 40min	126	1375	1276	99
>40min to 60min	23	202	154	48
>60min to 80min	8	59	33	26
>80min to 100min	3	14	9	5
>100min to 120min	2	6	2	4
>2hrs to 3hrs	2	2	2	
>3hrs to 4hrs	1	1	1	
>6hrs to 8hrs	3	3	3	
Total	3120	3120	2809	310

	Metro	Gr Mn	Total
<60 mins	1	2759	275
>60 mins		50	35
<			>

2022

Selected Year

Sch 12 - Dec

Between	Disp Time Interval	Response Time Interval	Metro Resp Time Interval	Gr Mn Resp Time Interval
>0min to 10min	3486	537	470	67
>10min to 20min	805	1308	1220	88
>20min to 40min	294	2170	2044	126
>40min to 60min	36	462	360	102
>60min to 80min	23	116	78	38
>80min to 100min	12	48	29	19
>100min to 120min	9	19	11	8
>2hrs to 3hrs	10	15	13	2
>3hrs to 4hrs	2	2		2
>4hrs to 6hrs	2	2	2	
Total	4679	4679	4227	452

	Metro	Gr Mn	Total
<60 mins	4094	383	4477
>60 mins	133	69	202

2022

Avg Response Report

Selected Year

Month Name	Total Metro Jobs	Total Metro Minutes	Total Gr Mn Jobs	Total Gr Mn Minutes	Sum of Jobs	Sum of Minutes	Average Response	Metro Avg Response	Gr Mn Avg Response
Jan	3436	87,378	403	14385	3839	101,763	26.5	25.4	35.7
Feb	2713	65,049	265	8459	2978	73,508	24.7	24.0	31.9
Mar	2534	58,642	259	7563	2793	66,204	23.7	23.1	29.2
Apr	2220	50,809	216	6950	2436	57,758	23.7	22.9	32.2
May	2455	57,440	286	9814	2742	67,274	24.5	23.4	34.3
Jun	2185	52,242	267	8206	2452	60,447	24.7	23.9	30.8
Jul	2240	54,362	239	8277	2479	62,639	25.3	24.3	34.7
Aug	2735	63,307	271	7622	3007	70,958	23.6	23.1	28.1
Sep	2636	60,209	289	9531	2925	69,741	23.8	22.8	32.9
Oct	3489	78,597	393	12370	3882	90,967	23.4	22.5	31.4
Nov	2809	64,237	310	9245	3120	73,496	23.5	22.8	29.7
Dec	4227	107,780	452	16425	4679	124,205	26.5	25.5	36.3
Total	33679	800,051	3650	118846	37332	918,959	24.6	23.7	32.5

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**CUSTOMER SERVICE RELATED EXPENSES**

	Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022	Jul-2022	Aug-2022	Sep-2022	Oct-2022	Nov-2022	Dec-2022	2022
Customer Service Related Expenses	2,184,510	2,708,110	2,719,838	1,963,751	1,442,851	1,919,208	1,897,657	1,893,857	1,798,508	2,205,752	2,788,587	3,598,012	27,120,640

**3 Year Average Calculations (2019 - 2021)**

Customer Service Expenses	
Year 2019	\$ 30,530,325
Year 2020	\$ 20,919,238
Year 2021	\$ 24,508,313
3 Year Avg	\$ 25,319,292

\*2020 Customer Service expenses decreased as a result of changes to corporate allocations

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**2022 CUSTOMER REQUESTED STEEL SERVICE RELOCATIONS**

Service						Actual Finish		
Customer	Order	Address	Short Text	Revision	Order Type	Actual Start Date	Date	Total Act. Costs
5297612	104221321	11028 MAGNOLIA ST NW	Replace Service Line - Plastic	PCR	MGC2	8/19/2022	8/19/2022	\$2,956.75
5297612	103986550	11028 MAGNOLIA ST NW	Investigate - Other	PCR	MGS1	8/10/2022	8/10/2022	\$321.18
5002816200	104324955	11028 MAGNOLIA ST NW	Replace Sm Vol Gas Meter & Set	RCR	MGS2	8/19/2022	8/19/2022	\$1,833.08
5002306627	105342080	1411 RACINE AVE S	Replace Service Line - Plastic	PCR	MGC2	11/8/2022	11/15/2022	\$2,166.61
5002306627	103536644	1411 RACINE AVE S	Investigate - Other	PCR	MGS1	7/5/2022	11/3/2022	\$1,188.21
4904645	105176417	14740 VALLEY CREEK TR SO	Replace Service Line - Plastic	PCR	MGC2	10/26/2022	11/14/2022	\$4,027.44
4904645	104918815	14740 VALLEY CREEK TR SO	Investigate - Other	PCR	MGS1	10/10/2022	10/21/2022	2,798.74-
8487183	104318532	14775 VALLEY CREEK TRL S	Replace Service Line - Plastic	PCR	MGC2	10/14/2022	11/3/2022	\$2,014.71
8487183	104293247	14775 VALLEY CREEK TRL S	Investigate - Other	PCR	MGS1	8/18/2022	8/18/2022	\$114.60
5641584	103914084	17336 RIVERWOOD DR	Replace Service Line - Plastic	PCR	MGC2	7/20/2022	8/16/2022	\$3,755.51
5641584	102990586	17336 RIVERWOOD DR	Investigate - Other	PCR	MGS1	7/19/2022	7/20/2022	\$312.15
5641584	104284676	17336 RIVERWOOD DR	Replace Small Volume Meter-Sampling/Age	PCR	MGS1	8/16/2022	8/17/2022	\$218.57
5641584	104299525	17336 RIVERWOOD DR	Paint Sm Vol Gas Meter	PCR	MGS1	8/17/2022	8/17/2022	\$4.84
5085411	103903520	1916 COUNTY ROAD 90	Replace Service Line - Plastic	RCR	MGC2	7/22/2022	10/26/2022	\$12,740.23
5085411	105147366	1916 COUNTY ROAD 90	Replace Med Vol Gas Meter & Set	RCR	MGS2	10/26/2022	10/26/2022	\$304.93
3222111	104659407	215 1ST ST NE	Replace Service Line - Plastic	PCR	MGC2	9/14/2022	9/14/2022	\$2,234.94
3222111	104197149	215 1ST ST NE	Investigate - Other	PCR	MGS1	8/24/2022	9/6/2022	830.74-
3222111	104559370	215 1ST ST NE	Relocate Sm Vol Gas Meter & Replace Set	PCR	MGS2	9/6/2022	9/14/2022	\$1,090.86
3222111	104659356	215 1ST ST NE	Replace Small Volume Meter-Sampling/Age	PCR	MGS1	9/14/2022	9/14/2022	\$26.17
8148508	103917427	220 W MAIN ST	Replace Service Line - Plastic	RCR	MGC2	7/26/2022	7/28/2022	\$3,479.01
8148508	103917426	220 W MAIN ST	Replace Sm Vol Gas Meter & Set	RCR	MGS2	7/28/2022	7/28/2022	\$119.76
4681945	103567268	252 UPTON AVE S, *MULTI	Replace Service Line - Plastic	RCR	MGC2	7/5/2022	7/6/2022	\$78,010.76
4681945	103658716	252 UPTON AVE S	Repair LgVol Meter	PCR	MGS1	6/29/2022	7/5/2022	\$1,261.43
4681945	104313723	252 UPTON AVE S	Install Guard Posts-Large Meter	ICR	MGS1	6/29/2022	7/5/2022	\$2,793.18
4681945	104051558	252 UPTON AVE S, *MULTI	Replace Lg Vol Gas Meter & Set	RCR	MGS2	8/1/2022	8/18/2022	\$8,201.88
8462720	100586911	3430 LIST PL	Replace Service Line - Plastic	RCR	MGC2	1/10/2022	1/10/2022	\$3,524.64
8462720	100586786	3430 LIST PL	Replace Lg Vol Gas Meter & Set	RCR	MGS2	1/7/2022	1/12/2022	\$11,233.40
8462720	101213163	3430 LIST PL	Investigate - Other	PCR	MGS1	1/4/2022	1/4/2022	\$98.32
<b>8462720</b>	<b>101259946</b>	<b>3430 LIST PL</b>	<b>Abandon Service - Steel</b>	<b>ACR</b>	<b>MGC2</b>	<b>1/7/2022</b>	<b>1/11/2022</b>	<b>\$4,151.74</b>
5002775432	104699101	364 QUINLAN AVE N	Replace Service Line - Plastic	PCR	MGC2	9/23/2022	9/29/2022	\$1,311.00
5002775432	104679174	364 QUINLAN AVE N	Investigate - Other	PCR	MGS1	9/16/2022	9/16/2022	\$132.11
5002775432	105493667	364 QUINLAN AVE N	Replace SmVol Gas Meter	PCR	MGS1	11/17/2022	11/17/2022	\$7.78
3222111	104418637	375 JACKSON AV	Replace Service Line - Plastic	PCR	MGC2	9/22/2022	9/22/2022	\$4,452.39
3222111	104190070	375 JACKSON AV	Investigate - Other	PCR	MGS1	8/24/2022	8/24/2022	\$592.95
3222111	104780858	375 JACKSON AV	Replace Sm Vol Gas Meter & Set	PCR	MGS2	9/22/2022	9/22/2022	\$385.03

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**2022 CUSTOMER REQUESTED STEEL SERVICE RELOCATIONS**

Customer	Service	Address	Short Text	Revision	Order Type	Actual Finish		Total Act. Costs
	Order					Actual Start Date	Date	
9040451	105069750	405 3RD ST N	Replace Service Line - Plastic	PCR	MGC2	11/9/2022	11/28/2022	\$3,667.30
9040451	105067334	405 3RD ST N	Investigate - Other	PCR	MGS1	10/13/2022	10/13/2022	\$142.21
9040451	105593584	405 3RD ST N	Replace Sm Vol Gas Meter & Set	PCR	MGS2	11/28/2022	11/28/2022	\$146.57
3222111	105400858	409 WALNUT ST SW	Replace Service Line - Plastic	PCR	MGC2	11/23/2022	12/5/2022	\$5,599.25
3222111	105362809	409 WALNUT ST SW	Investigate - Other	PCR	MGS1	11/8/2022	11/8/2022	\$51.99
3222111	105460306	409 WALNUT ST SW	Replace Sm Vol Gas Meter & Set	RCR	MGS2	12/5/2022	12/5/2022	\$144.50
6874382	104010507	415 JEFFERSON ST	Replace Service Line - Plastic	PCR	MGC2	7/27/2022	7/27/2022	\$1,315.88
6874382	103490032	415 JEFFERSON ST	Investigate - Other	PCR	MGS1	7/13/2022	7/20/2022	\$58.78
<b>6874382</b>	<b>103921653</b>	<b>415 JEFFERSON ST</b>	<b>Relocate Sm Vol Gas Meter &amp; Replace Set</b>	<b>PCR</b>	<b>MGS2</b>	<b>7/20/2022</b>	<b>7/27/2022</b>	<b>\$1,128.92</b>
6874382	104010387	415 JEFFERSON ST	Replace SmVol Gas Meter	PCR	MGS1	7/27/2022	7/27/2022	\$307.16
5001260709	99746614	4409 GLENWOOD AV	Replace Service Line - Plastic	PCR	MGC2	9/20/2021	9/29/2021	\$8,409.40
5000845182	104879707	4436 200TH ST E	Replace Service Line - Plastic	PCR	MGC2	10/13/2022	10/18/2022	\$2,116.18
5000845182	104627186	4436 200TH ST E	Investigate - Other	PCR	MGS1	9/15/2022	9/29/2022	\$77.28
5000845182	105124711	4436 200TH ST E	Replace Sm Vol Gas Meter & Set	PCR	MGS2	10/18/2022	10/18/2022	\$166.98
4854371	105087331	502 W BISHOP ST	Replace Service Line - Plastic	PCR	MGC2	10/14/2022	11/1/2022	\$2,495.24
4854371	105066352	502 W BISHOP ST	Investigate - Other	PCR	MGS1	10/14/2022	10/14/2022	\$124.34
4854371	105318347	502 W BISHOP ST	Replace Sm Vol Gas Meter & Set	PCR	MGS2	11/1/2022	11/1/2022	\$177.12
5802924	105330461	505 MALCOLM AVE SE, *TEMP	Replace Service Line - Steel	RCR	MGC2	12/16/2022	12/16/2022	-\$3,142.58
9358918	104598415	535 W LINCOLN ST	Replace Service Line - Plastic	PCR	MGC2	10/17/2022	10/31/2022	\$4,271.88
9358918	104316587	535 W LINCOLN ST	Investigate - Other	PCR	MGS1	9/9/2022	9/9/2022	\$277.13
9358918	105301569	535 W LINCOLN ST	Replace Sm Vol Gas Meter & Set	PCR	MGS2	10/31/2022	10/31/2022	\$130.12
4726471	104867895	5701 NORMANDALE RD	Replace Service Line - Plastic	RCR	MGC2	10/19/2022	10/31/2022	\$11,686.48
4726471	104867897	5701 NORMANDALE RD	Move In-to-Out - Med Vol Meter	RCR	MGS2	10/20/2022	10/20/2022	\$1,039.80
4726471	104867898	5701 NORMANDALE RD	Replace Med Vol Gas Meter	RCR	MGS1	10/14/2022	10/20/2022	\$2,170.98
9198898	104626168	612 LYNDALE ST	Replace Service Line - Plastic	PCR	MGC2	9/14/2022	9/27/2022	\$3,058.29
9198898	103977245	612 LYNDALE ST	Investigate - Other	PCR	MGS1	8/8/2022	9/12/2022	\$220.41
9198898	103857733	612 LYNDALE ST	Replace Sm Vol Gas Meter & Set		MGS2	7/15/2022	7/15/2022	\$284.85
5002779027	103819760	6280 EDGEWOOD AV NO	Replace Service Line - Plastic	PCR	MGC2	7/19/2022	7/26/2022	\$5,626.45
5002779027	103632458	6280 EDGEWOOD AV NO	Investigate - Other	PCR	MGS1			\$0.00
5002779027	103920425	6280 EDGEWOOD AVE N	Relocate Small Volume Meter		MGS1	7/26/2022	7/26/2022	178.79-
5002779027	103993346	6280 EDGEWOOD AVE N	Replace Sm Vol Gas Meter & Set		MGS2	7/26/2022	7/26/2022	\$736.15
5001109789	105063649	721 COURT ST WE	Replace Service Line - Plastic	PCR	MGC2	10/28/2022	11/16/2022	\$2,114.56
5001109789	104727248	721 COURT ST WE	Investigate - Other	PCR	MGS1	10/12/2022	10/12/2022	\$140.58
5001109789	105259590	721 COURT ST WE	Regulator Upgrade	PCR	MGS1	11/16/2022	11/16/2022	500.94-

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**2022 CUSTOMER REQUESTED STEEL SERVICE RELOCATIONS**

Customer	Service		Short Text	Revision	Order Type	Actual Finish		Total Act. Costs
	Order	Address				Actual Start Date	Date	
4641647	103912916	7337 FRONTIER TRL	Replace Service Line - Plastic	PCR	MGC2	8/2/2022	8/4/2022	\$6,788.91
4641647	103740540	7337 FRONTIER TRL	Investigate - Other	PCR	MGS1	7/12/2022	7/20/2022	\$88.94
4641647	104133979	7337 FRONTIER TRL	Replace Sm Vol Gas Meter & Set	PCR	MGS2	8/5/2022	8/5/2022	\$371.09
5049079	102370731	810 E 27TH ST, NORTH	Replace Service Line - Steel	RCR	MGC2	4/4/2022	4/8/2022	\$14,148.87
5049079	102370431	810 E 27TH ST, NORTH	Relocate Large Volume Meter	PCR	MGS1	4/5/2022	4/8/2022	\$4,723.62
5049079	103328377	810 E 27TH ST, NORTH	Replace Service Line - Plastic	RCR	MGC2	8/18/2022	8/22/2022	\$11,429.66
5049079	103328844	810 E 27TH ST, NORTH	Relocate Large Volume Meter	PCR	MGS1	8/18/2022	8/19/2022	\$1,575.34
5002866450	105442388	912 8TH ST S	Replace Service Line - Plastic	PCR	MGC2	11/16/2022	11/28/2022	\$3,593.44
5002866450	105437228	912 8TH ST S	Investigate - Other	PCR	MGS1	11/14/2022	11/14/2022	\$105.97
<b>Grand Total</b>								<b>\$252,636.20</b>

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**2022 Service Quality Report**

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**2022 CUSTOMER REQUESTED MEDIUM/LARGE METER RELOCATIONS**

Customer	Service Order	Address	Short Text Description	Revision	Order Type	Actual Start Date	Actual Finish Date	Total Actual Costs
4746815	105650637	1100 CANTERBURY RD S	Relocate Large Volume Meter	PCR	MGS1	12/12/2022	12/12/2022	\$1,276.02
8959343	103644638	1237 EDMONSON AVE NE	Extend Service Line-Plastic	ICR	MGC2	8/10/2022	8/10/2022	\$765.31
8959343	103644637	1237 EDMONSON AVE NE	Relocate Large Volume Meter	PCR	MGS1	8/10/2022	8/10/2022	\$1,087.41
5000670248	102794183	15752 LAKE AVE, *DINING	Relocate Med Vol Gas Meter	PCR	MGS1	4/29/2022	5/4/2022	\$1,056.53
5001255169	105497105	15906 WAYZATA BLVD	Relocate Large Volume Meter	PCR	MGS1	11/21/2022	11/21/2022	\$544.01
5001255169	105499562	15906 WAYZATA BLVD	Replace Service Line - Plastic	RCR	MGC2	11/21/2022	11/22/2022	\$794.76
5001636472	103917282	16913 HIGHWAY 7	Relocate Med Vol Gas Meter	PCR	MGS1	8/4/2022	8/4/2022	\$1,015.40
5001897700	101607666	1819 MADISON AVE	Replace Service Line - Plastic	RCR	MGC2	2/8/2022	2/11/2022	\$3,123.63
5001897700	101607495	1819 MADISON AVE	Relocate Med Vol Gas Meter & Replace Set	RCR	MGS2	2/8/2022	2/11/2022	\$1,136.43
9119600	103468973	201 24TH AVE SE	Relocate Med Vol Gas Meter	PCR	MGS1	10/17/2022	10/17/2022	\$556.56
9119600	103468986	201 24TH AVE SE	Extend Service Line-Plastic	ICR	MGC2	10/17/2022	10/17/2022	\$1,968.29
4682497	102988297	2215 3RD AVE NE	Relocate Med Vol Gas Meter	PCR	MGS1	6/10/2022	6/10/2022	\$705.69
4682497	102988305	2215 3RD AVE NE	Extend Service Line-Plastic	ICR	MGC2	6/10/2022	6/10/2022	\$1,971.71
7616701	105044929	2265 HOWARD DR W	Relocate Med Vol Gas Meter	PCR	MGS1	11/10/2022	12/6/2022	\$420.83
7616701	105045077	2265 HOWARD DR W	Replace Service Line - Plastic	RCR	MGC2	11/29/2022	12/6/2022	\$1,078.07
5000551488	103766341	2601 STINSON BLVD	Replace House Regulator	PCR	MGS1	7/20/2022	7/20/2022	\$1,527.35
5000551488	103680255	2601 STINSON BLVD	Relocate Large Volume Meter	PCR	MGS1	7/6/2022	7/20/2022	\$1,012.86
5000551488	103680263	2601 STINSON BLVD	Extend Service Line-Steel	ICR	MGC2	7/6/2022	7/20/2022	\$7,014.99
8619126	103468736	265 GIRARD AVE N	Relocate Med Vol Gas Meter	PCR	MGS1	6/16/2022	6/27/2022	\$778.41
8619126	103468740	265 GIRARD AVE N	Extend Service Line-Plastic	ICR	MGC2	6/23/2022	6/27/2022	\$2,739.05
7043286	103062694	3020 16TH AVE S	Relocate Med Vol Gas Meter	PCR	MGS1	5/27/2022	5/27/2022	\$1,584.56
<b>7043286</b>	<b>103062695</b>	<b>3020 16TH AVE S</b>	<b>Extend Service Line-Plastic</b>	<b>ICR</b>	<b>MGC2</b>	<b>5/20/2022</b>	<b>5/27/2022</b>	<b>\$2,967.58</b>
6763770	103840878	3300 129TH AVE NW	Relocate Med Vol Gas Meter & Replace Set	RCR	MGS2	7/28/2022	8/1/2022	\$2,975.67
6763770	103841153	3300 129TH AVE NW	Extend Service Line-Plastic	ICR	MGC2	8/2/2022	8/2/2022	\$618.75
9119600	105051093	401 24TH AVE SE	Paint Med Vol Gas Meter	PCR	MGS1	11/4/2022	11/4/2022	\$43.12
9119600	103468185	401 24TH AVE SE	Relocate Med Vol Gas Meter	PCR	MGS1	10/11/2022	10/12/2022	\$1,114.90
9272754	105738974	5400 KINGSTON LN NE, *NORTH	Relocate Med Vol Gas Meter	PCR	MGS1	12/19/2022	12/19/2022	\$236.18
5001493670	105262015	615 OLD HIGHWAY 14	Relocate Large Volume Meter	PCR	MGS1	11/15/2022	11/15/2022	\$217.59
5001493670	105262010	615 OLD HIGHWAY 14	Replace Service Line - Plastic	RCR	MGC2	11/7/2022	11/16/2022	\$1,194.67



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Actual Finish							Total Actual	
Customer	Service Order	Address	Short Text Description	Revision	Order Type	Actual Start Date	Date	Costs
5022437	105074079	7970 BROOKLYN BLVD, M	Replace Service Line - Plastic	RCR	MGC2	10/20/2022	10/20/2022	\$2,693.66
5022437	105074667	7970 BROOKLYN BLVD, M	Relocate Med Vol Gas Meter	PCR	MG51	10/20/2022	10/20/2022	\$519.50
5072546	103328081	800 E 27TH ST	Relocate Med Vol Gas Meter	PCR	MG51	6/22/2022	6/22/2022	\$552.37
5000523518	103722011	801 15TH AVE SE	Relocate Large Volume Meter	PCR	MG51	8/2/2022	8/2/2022	\$1,689.07
5000523518	103008002	801 15TH AVE SE	Extend Service Line-Plastic	ICR	MGC2	8/2/2022	8/2/2022	\$8,298.54
5049079	102370431	810 27 ST EA	Relocate Large Volume Meter	PCR	MG51	4/5/2022	4/8/2022	\$4,723.62
5049079	102370731	810 E 27 ST, NORTH	Replace Service Line - Steel	RCR	MGC2	4/4/2022	4/8/2022	\$14,148.87
5049079	103328844	810 E 27TH ST	Relocate Large Volume Meter	PCR	MG51	8/18/2022	8/19/2022	\$1,575.34
5049079	103328377	810 27 ST EA	Replace Service Line - Plastic	RCR	MGC2	8/18/2022	8/22/2022	\$11,429.66
5267245	104315595	8945 EVERGREEN BLVD NW	Paint Sm Vol Gas Meter	RCR	MG51	10/3/2022	10/3/2022	\$97.32
5267245	104680822	8945 EVERGREEN BLVD NW	Replace Large Volume Meter	RCR	MG51	9/27/2022	9/27/2022	\$1,653.73
5267245	104724504	8945 EVERGREEN BLVD NW	Investigate - Other	PCR	MG51	9/19/2022	9/19/2022	\$221.93
5267245	103846146	8945 EVERGREEN BLVD NW	Relocate Lg Vol Gas Meter & Replace Set	RCR	MG52	7/25/2022	8/18/2022	\$8,511.75
5267245	103846165	8945 EVERGREEN BLVD NW	Replace Service Line - Plastic	RCR	MGC2	9/22/2022	9/27/2022	\$12,703.49
9094796	103372460	917 WILLEMS WAY	Relocate Med Vol Gas Meter	PCR	MG51	6/10/2022	6/14/2022	\$1,306.07
9094796	103372783	917 WILLEMS WAY	Extend Service Line-Steel	ICR	MGC2	6/16/2022	6/16/2022	\$2,476.66
Grand Total								\$114,127.91

**CenterPoint Energy**  
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**2022 CALL CENTER DETAIL - CALLS RECEIVED FROM DEDICATED LINES**

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Total Calls Received <sup>1</sup>	140,217	137,091	156,716	142,671	151,548	148,767	137,850	155,640	137,705	149,433	147,489	152,039	1,757,166
Dedicated Calls Received:													
Billing Inquiries	117,687	115,783	133,604	121,896	128,738	124,970	115,301	130,862	114,860	125,618	125,053	128,886	1,483,258
Credit/Payment Arrangements	5,595	6,275	7,208	6,296	6,794	6,531	6,299	6,808	6,208	5,446	5,728	6,078	75,266
Service Connection/Disconnection Requests	5,167	4,708	5,868	5,757	6,756	8,741	8,031	8,988	8,110	7,872	6,397	5,231	81,626
Emergency	7,604	6,478	5,585	5,290	6,020	5,296	5,532	5,915	5,630	7,017	6,371	7,682	74,420
Business Customer Hotline	4,164	3,847	4,451	3,432	3,240	3,229	2,687	3,067	2,897	3,480	3,940	4,162	42,596

<sup>1</sup> Includes IVR

**3 Year Average Calculations (2019 - 2021)**

**Total Calls**

Year 2019	1,777,600
Year 2020	1,412,418
Year 2021	1,460,323
3 Year Avg.	1,550,114

**Billing Inquiries**

Year 2019	1,458,583
Year 2020	1,159,939
Year 2021	1,225,964
3 Year Avg.	1,281,495

**Credit/Payment Arrangements**

Year 2019	71,278
Year 2020	54,673
Year 2021	53,102
3 Year Avg.	59,684

**Service Connection**

**Disconnection Requests**

Year 2019	123,229
Year 2020	106,292
Year 2021	78,115
3 Year Avg.	102,545

**Emergency**

Year 2019	79,076
Year 2020	54,824
Year 2021	66,005
3 Year Avg.	66,635

**Business Customer Hotline**

Year 2019	45,434
Year 2020	36,690
Year 2021	37,137
3 Year Avg.	39,754

CenterPoint Energy  
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SUMMARY OF FORMAL CUSTOMERS' COMPLAINTS  
Location: Minneapolis  
Dates: From 1/1/2022 to 12/31/2022

Check One:  
Reporting Unit     X      
Division             
Region           

Type of Complaint	Residential				Commercial/Industrial				Interruptible				Total			
	No. Rec	No. Resl.	No. Unrsl.	Avg Time*	No. Rec	No. Resl.	No. Unrsl.	Avg Time*	No. Rec	No. Resl.	No. Unrsl.	Avg Time*	No. Rec	No. Resl.	No. Unrsl.	Avg Time*
<b>Bill</b>																
Too High/Low	3	3	0	2.0								0.0	3	3	0	2.0
Do Not Understand	5	5	0	2.9	2	2	0	15.0				0.0	7	7	0	6.4
Budget	7	7	0	8.3	1	1	0	10.0				0.0	8	8	0	8.5
Due Date - Late Payment Charge	6	6	0	2.3								0.0	6	6	0	0.0
Rates	5	5	0	10.1								0.0	5	5	0	10.1
Payment Application Refund Check	16	16	0	6.7								0.0	16	16	0	6.7
Non-Register Meter/Remote Indexes	1	1	0	13.0								0.0	1	1	0	0.0
Other	9	9	0	4.9								0.0	9	9	0	4.9
<b>Credit</b>																
Arrangements	48	48	0	2.1									48	48	0	2.1
Notice Letters	1	1	0	1.0									1	1	0	1.0
Transfers													0	0	0	0.0
Disputed Charges	22	22	0	6.1									22	22	0	6.1
Disconnected	29	29	0	1.3									29	29	0	1.3
Other	3	3	0	5.6									3	3	0	0.0
<b>Meter</b>																
Not Read													0	0	0	0.0
Mis-Read	3	3	0	6.6									3	3	0	6.6
Estimated Readings													0	0	0	0.0
Customer Readings													0	0	0	0.0
Final Readings Not Taken													0	0	0	0.0
<b>Service</b>																
Gas Service and/or Mains	40	40	0	1.8	3	3	0	6.3					43	43	0	2.1
Appliance Service and/or Repair	65	65	0	12.1									65	65	0	12.1
<b>Total</b>	<b>263</b>	<b>263</b>	<b>0</b>	<b>5.6</b>	<b>6</b>	<b>6</b>	<b>0</b>	<b>9.8</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>269</b>	<b>269</b>	<b>0</b>	<b>5.5</b>
<b>Average Number of Customers for Reporting Period</b>	833,464				70,476				1,232				905,172			
<b>Customers Added</b>	8,385				465				(16)				8,834			
<b>Number of Involuntary Disconnects</b>	19,914				1,301				0				21,215			

\*Average in Calendar Days

Prepared By /s/ Robin Hougdaal  
Dept, Division or Region Customer Services

2021

Number of Involuntary Disconnects	6,200	708	0	6,908
Change from prior year	13,714	593	0	14,307
Percent Change	221.2%	83.8%	#DIV/0!	207.1%

CenterPoint Energy  
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2022 ABOVE GROUND FACILITY (ABGF) LEAKS BY CAUSE

	<u>Year 2022</u>
Total ABGF Leaks (by Cause & Year Repaired)	4,959
Corrosion Failure	214
Equipment Failure	4,482
Excavation Damage	12
Incorrect Operations	68
Natural Force Damage	34
Other Cause	36
Other Outside Force Damage	57
Pipe, Weld or Joint Failure	56

**3 Year Average Calculations (2019 - 2021)**

Corrosion Failure

Year 2019	140
Year 2020	35
Year 2021	83
3 Year Avg	86

Equipment Failure

Year 2019	5,062
Year 2020	3,763
Year 2021	3,948
3 Year Avg	4,258

Excavation Damage

Year 2019	38
Year 2020	2
Year 2021	35
3 Year Avg	25

Incorrect Operations

Year 2019	55
Year 2020	29
Year 2021	47
3 Year Avg	44

Natural Force Damage

Year 2019	135
Year 2020	44
Year 2021	58
3 Year Avg	79

Other Cause

Year 2019	2
Year 2020	3
Year 2021	195
3 Year Avg	67

Other Outside Force Damage

Year 2019	79
Year 2020	49
Year 2021	54
3 Year Avg	61

Pipe, Weld or Joint Failure

Year 2019	107
Year 2020	87
Year 2021	109
3 Year Avg	101

CenterPoint Energy  
2022 Service Quality Report

2022 MAINS LEAKS BY CAUSE

	<u>Year 2022</u>
Total Mains Leaks (by Cause & Year Repaired)	297
Corrosion Failure	36
Equipment Failure	63
Excavation Damage	138
Incorrect Operations	14
Natural Force Damage	7
Other Cause	2
Other Outside Force Damage	11
Pipe, Weld or Joint Failure	26

**3 Year Average Calculations (2019 - 2021)**

Corrosion Failure

Year 2019	71
Year 2020	86
Year 2021	73
3 Year Avg	77

Equipment Failure

Year 2019	143
Year 2020	123
Year 2021	70
3 Year Avg	112

Excavation Damage

Year 2019	133
Year 2020	149
Year 2021	137
3 Year Avg	140

Incorrect Operations

Year 2019	54
Year 2020	36
Year 2021	37
3 Year Avg	42

Natural Force Damage

Year 2019	6
Year 2020	5
Year 2021	6
3 Year Avg	6

Other Cause

Year 2019	9
Year 2020	18
Year 2021	-
3 Year Avg	9

Other Outside Force Damage

Year 2019	17
Year 2020	24
Year 2021	17
3 Year Avg	19

Pipe, Weld or Joint Failure

Year 2019	26
Year 2020	22
Year 2021	9
3 Year Avg	19

CenterPoint Energy  
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2022 SERVICES LEAKS BY CAUSE

	<u>Year 2022</u>
Total Services Leaks (by Cause & Year Repaired)	1,303
Corrosion Failure	155
Equipment Failure	304
Excavation Damage	597
Incorrect Operations	75
Natural Force Damage	51
Other Cause	7
Other Outside Force Damage	75
Pipe, Weld or Joint Failure	39

**3 Year Average Calculations (2019 - 2021)**

Corrosion Failure

Year 2019	165
Year 2020	178
Year 2021	131
3 Year Avg	158

Equipment Failure

Year 2019	324
Year 2020	461
Year 2021	257
3 Year Avg	347

Excavation Damage

Year 2019	595
Year 2020	675
Year 2021	596
3 Year Avg	622

Incorrect Operations

Year 2019	126
Year 2020	110
Year 2021	86
3 Year Avg	107

Natural Force Damage

Year 2019	46
Year 2020	50
Year 2021	44
3 Year Avg	47

Other Cause

Year 2019	16
Year 2020	24
Year 2021	23
3 Year Avg	21

Other Outside Force Damage

Year 2019	107
Year 2020	95
Year 2021	87
3 Year Avg	96

Pipe, Weld or Joint Failure

Year 2019	46
Year 2020	56
Year 2021	32
3 Year Avg	45

CenterPoint Energy  
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2022 MAINS LEAKS BY MATERIAL

	<u>Year 2022</u>
Total Mains Leaks (by Material & Year Repaired)	297
Bare Steel	18
Coated Steel	103
Not Assigned/Unknown	2
Plastic-PE	130
Plastic-PE Aldyl A	44

**3 Year Average Calculations (2019 - 2021)**

Bare Steel

Year 2019	79
Year 2020	90
Year 2021	55
3 Year Avg	75

Coated Steel

Year 2019	187
Year 2020	156
Year 2021	99
3 Year Avg	147

Not Assigned/Unknown

Year 2019	14
Year 2020	20
Year 2021	4
3 Year Avg	13

Plastic-PE

Year 2019	136
Year 2020	146
Year 2021	143
3 Year Avg	142

Plastic-PE Aldyl A

Year 2019	43
Year 2020	51
Year 2021	48
3 Year Avg	47

CenterPoint Energy  
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2022 SERVICES LEAKS BY MATERIAL

	<u>Year 2022</u>
Total Services Leaks (by Material & Year Repaired)	1,303
Bare Steel	45
Coated Steel	144
Copper	191
Not Assigned/Unknown	9
Plastic-PE	667
Plastic-PE Aldyl A	247
PVC	0

**3 Year Average Calculations (2019 - 2021)**

Bare Steel	
Year 2019	52
Year 2020	82
Year 2021	32
3 Year Avg	55

Coated Steel	
Year 2019	118
Year 2020	301
Year 2021	128
3 Year Avg	182

Copper	
Year 2019	180
Year 2020	246
Year 2021	147
3 Year Avg	191

Not Assigned/Unknown	
Year 2019	18
Year 2020	8
Year 2021	4
3 Year Avg	10

Plastic-PE	
Year 2019	763
Year 2020	752
Year 2021	703
3 Year Avg	739

Plastic-PE Aldyl A	
Year 2019	294
Year 2020	260
Year 2021	240
3 Year Avg	265

PVC	
Year 2019	-
Year 2020	-
Year 2021	2
3 Year Avg	1



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2022 ABOVE GROUND FACILITIES RISK BY CAUSE

	<u>Year 2022</u>
Total ABGF Risk (by Cause & Year Repaired)	381,251
Corrosion	8,197
Equipment	330,024
Excavation	3,600
Incorrect Operation	13,177
Natural Forces	7,613
Other	7,374
Other Outside Force Damage	10,513
Pipe, Weld or Joint Failure	753

**3 Year Average Calculations (2019 - 2021)**

Corrosion	
Year 2019	10,924
Year 2020	333
Year 2021	3,969
3 Year Avg	5,075

Equipment	
Year 2019	298,935
Year 2020	39,966
Year 2021	248,097
3 Year Avg	195,666

Excavation	
Year 2019	27,648
Year 2020	288
Year 2021	21,530
3 Year Avg	16,489

Incorrect Operation	
Year 2019	20,927
Year 2020	372
Year 2021	6,819
3 Year Avg	9,373

Natural Forces	
Year 2019	30,819
Year 2020	5,529
Year 2021	13,921
3 Year Avg	16,756

Other	
Year 2019	144
Year 2020	432
Year 2021	15,340
3 Year Avg	5,305

Other Outside Force Damage	
Year 2019	28,849
Year 2020	5,932
Year 2021	10,326
3 Year Avg	15,036

Pipe, Weld or Joint Failure	
Year 2019	10,227
Year 2020	870
Year 2021	7,659
3 Year Avg	6,252

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2022 MAINS RISK BY CAUSE

	<u>Year 2022</u>
Total Mains Risk (by Cause & Year Repaired)	486,892
Corrosion	46,170
Equipment	103,140
Excavation	253,866
Incorrect Operation	18,424
Natural Forces	9,747
Other	1,734
Other Outside Force Damage	17,091
Pipe, Weld or Joint Failure	36,720

**3 Year Average Calculations (2019 - 2021)**

Corrosion	
Year 2019	60,750
Year 2020	83,538
Year 2021	85,050
3 Year Avg	76,446

Equipment	
Year 2019	122,310
Year 2020	98,520
Year 2021	100,710
3 Year Avg	107,180

Excavation	
Year 2019	223,924
Year 2020	246,972
Year 2021	253,887
3 Year Avg	241,594

Incorrect Operation	
Year 2019	64,800
Year 2020	45,529
Year 2021	53,666
3 Year Avg	54,665

Natural Forces	
Year 2019	7,311
Year 2020	6,499
Year 2021	7,311
3 Year Avg	7,040

Other	
Year 2019	7,290
Year 2020	13,722
Year 2021	-
3 Year Avg	7,004

Other Outside Force Damage	
Year 2019	18,630
Year 2020	25,535
Year 2021	28,492
3 Year Avg	24,219

Pipe, Weld or Joint Failure	
Year 2019	26,730
Year 2020	18,873
Year 2021	10,530
3 Year Avg	18,711

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2022 SERVICES RISK BY CAUSE

	<u>Year 2022</u>
Total Services Risk (by Cause & Year Repaired)	2,037,326
Corrosion	236,025
Equipment	376,650
Excavation	1,104,570
Incorrect Operation	87,034
Natural Forces	71,023
Other	7,314
Other Outside Force Damage	113,400
Pipe, Weld or Joint Failure	41,310

**3 Year Average Calculations (2019 - 2021)**

Corrosion	
Year 2019	219,826
Year 2020	183,061
Year 2021	200,920
3 Year Avg	201,269

Equipment	
Year 2019	366,930
Year 2020	321,048
Year 2021	318,330
3 Year Avg	335,436

Excavation	
Year 2019	969,840
Year 2020	1,079,406
Year 2021	1,059,750
3 Year Avg	1,036,332

Incorrect Operation	
Year 2019	136,890
Year 2020	104,327
Year 2021	125,009
3 Year Avg	122,075

Natural Forces	
Year 2019	66,713
Year 2020	62,948
Year 2021	65,790
3 Year Avg	65,150

Other	
Year 2019	18,709
Year 2020	27,484
Year 2021	26,821
3 Year Avg	24,338

Other Outside Force Damage	
Year 2019	136,720
Year 2020	111,726
Year 2021	117,720
3 Year Avg	122,055

Pipe, Weld or Joint Failure	
Year 2019	51,030
Year 2020	51,462
Year 2021	34,290
3 Year Avg	45,594

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2022 MAINS RISK BY MATERIAL

	<u>Year 2022</u>
Total Mains Risk (by Material & Year Repaired)	486,892
Bare Steel	25,169
Coated Steel	163,545
Not Assigned/Unknown	4,860
Plastic-PE	226,404
Plastic-PE Aldyl A	66,914

**3 Year Average Calculations (2019 - 2021)**

Bare Steel

Year 2019	66,431
Year 2020	79,325
Year 2021	62,370
3 Year Avg	69,375

Coated Steel

Year 2019	185,542
Year 2020	152,064
Year 2021	144,742
3 Year Avg	160,783

Not Assigned/Unknown

Year 2019	8,103
Year 2020	10,707
Year 2021	7,355
3 Year Avg	8,722

Plastic-PE

Year 2019	215,728
Year 2020	229,428
Year 2021	247,136
3 Year Avg	230,764

Plastic-PE Aldyl A

Year 2019	55,941
Year 2020	67,663
Year 2021	78,042
3 Year Avg	67,215

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2022 SERVICES RISK BY MATERIAL

	<u>Year 2022</u>
Total Services Risk (by Material & Year Repaired)	2,037,326
Bare Steel	62,648
Coated Steel	213,506
Copper	282,133
Not Assigned/Unknown	11,343
Plastic PE	1,156,795
Plastic-PE Aldyl A	310,901
PVC	0

**3 Year Average Calculations (2019 - 2021)**

Bare Steel	
Year 2019	60,011
Year 2020	51,733
Year 2021	50,568
3 Year Avg	54,104

Not Assigned/Unknown	
Year 2019	22,712
Year 2020	6,804
Year 2021	3,513
3 Year Avg	11,010

Plastic-PE Aldyl A	
Year 2019	349,920
Year 2020	335,945
Year 2021	313,062
3 Year Avg	332,976

Coated Steel	
Year 2019	160,963
Year 2020	175,189
Year 2021	176,536
3 Year Avg	170,896

Plastic PE	
Year 2019	1,122,442
Year 2020	1,137,842
Year 2021	1,175,897
3 Year Avg	1,145,394

PVC	
Year 2019	-
Year 2020	-
Year 2021	3,240
3 Year Avg	1,080

Copper	
Year 2019	250,610
Year 2020	233,949
Year 2021	225,814
3 Year Avg	236,791

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2022 UNIT COST INSTALLED BY PROJECT

Project	Metric	Total Cost	Quantity	Unit Cost
Transmission Pipeline Integrity	Cost per foot replaced	\$46,586,219	51,266	\$909
Transmission Pipeline Replacement	Cost per foot replaced	\$22,157,784	9,764	\$2,269
Remote Control Valves	Cost per 8" valve installed	0	0	N/A
Bare Steel Mains	Cost per foot replaced	\$39,373,638	74,889	\$526
Cast Iron Mains	Cost per foot replaced	0	0	N/A
Copper Service Lines	Cost per service line replaced	\$761,375	113	\$6,738
Inside Meters	Cost per meter moved	\$12,572,747	2,823	\$4,454
Vintage Plastic Pipe	Cost per service line replaced	\$3,341,995	358	\$9,335

3 Year Average Calculations (2019 - 2021)

Transmission Pipe Integrity	Total Cost	Quantity (per foot replaced)	Unit Cost
Year 2019	\$13,545,333	7,523	\$1,801
Year 2020	\$13,410,198	11,860	\$1,131
Year 2021	\$10,072,361	13,641	\$738
3 Year Avg	\$12,342,631	11,008	\$1,223

Transmission Pipeline Replacement	Total Cost	Quantity (per foot replaced)	Unit Cost
Year 2019	\$36,815,986	25,824	\$1,426
Year 2020	\$47,612,907	29,473	\$1,615
Year 2021	\$21,402,153	16,905	\$1,266
3 Year Avg	\$35,277,015	24,067	\$1,436

Remote Control Valves	Total Cost	Quantity (per 8" valve installed)	Unit Cost
Year 2019	-	-	N/A
Year 2020	-	-	N/A
Year 2021	-	-	N/A
3 Year Avg	\$0	-	#DIV/0!

Bare Steel Mains	Total Cost	Quantity (per foot replaced)	Unit Cost
Year 2019	\$18,531,169	115,260	\$161
Year 2020	\$10,368,789	38,178	\$272
Year 2021	\$29,016,192	270,173	\$107
3 Year Avg	\$19,305,383	141,204	\$180

Cast Iron Mains	Total Cost	Quantity (per foot replaced)	Unit Cost
Year 2019	\$0	-	N/A
Year 2020	\$0	-	N/A
Year 2021	\$0	-	N/A
3 Year Avg	\$0	-	#DIV/0!

Copper Service Lines	Total Cost	Quantity (per svc line replaced)	Unit Cost
Year 2019	\$1,225,054	405	\$3,025
Year 2020	\$1,377,974	295	\$4,671
Year 2021	\$1,136,253	295	\$3,852
3 Year Avg	\$1,246,427	332	\$3,849

Inside Meters	Total Cost	Quantity (per meter moved)	Unit Cost
Year 2019	\$8,610,296	1,455	\$5,918
Year 2020	\$9,389,022	1,228	\$7,646
Year 2021	\$11,675,373	3,180	\$3,672
3 Year Avg	\$9,891,564	1,954	\$5,745

Vintage Plastic Pipe	Total Cost	Quantity (per svc line replaced)	Unit Cost
Year 2019	\$1,882,122	650	\$2,896
Year 2020	\$2,215,349	420	\$5,275
Year 2021	\$2,115,877	469	\$4,511
3 Year Avg	\$2,071,116	513	\$4,227

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**2022 COMPARISON OF BUDGETED COSTS TO ACTUAL INSTALLED COSTS**

Project	Estimate	Actual	Actual Over/(Under)
Transmission Pipeline Integrity (TIMP Capital)	\$56,961,000	\$4,145,513	(\$2,815,487)
Transmission Pipeline Integrity (TIMP Expense)	\$5,230,000	\$3,282,512	(\$1,947,488)
Transmission Pipeline Replacement (TIMP Capital)	\$18,100,000	\$22,157,784	\$4,057,784
Remote Control Valves (TIMP Capital)	\$0	\$0	\$0
Bare Steel Mains (DIMP Capital)	\$27,455,126	\$39,373,638	\$11,918,512
Cast Iron Mains (DIMP Capital)	\$0	\$0	\$0
Copper Service Lines (DIMP Capital)	\$1,027,950	\$761,375	(\$266,575)
Inside Meters (DIMP Capital)	\$12,999,829	\$12,572,747	(\$427,082)
Vintage Plastic Pipe (DIMP Capital)	\$2,367,750	\$3,341,995	\$974,245

**3 Year Average Calculations (2019 - 2021)**

Transmission Pipe Integrity (Capital)	Estimate	Actual	Actual O/(U)	Transmission Pipe Integrity (Expense)	Estimate	Actual	Actual O/(U)
Year 2019	\$16,635,000	\$15,511,783	(\$1,123,217)	Year 2019	\$5,891,377	\$4,405,824	(\$1,485,553)
Year 2020	\$13,890,000	\$15,217,921	\$1,327,921	Year 2020	\$5,545,625	\$1,843,561	(\$3,702,064)
Year 2021	\$14,830,000	\$12,296,758	(\$2,533,242)	Year 2021	\$3,973,942	\$1,979,807	(\$1,994,135)
3 Year Avg	\$15,118,333	\$14,342,154	(\$602,661)	3 Year Avg	\$5,136,981	\$2,743,064	(\$2,393,917)

  

Transmission Pipeline Replacement	Estimate	Actual	Actual O/(U)	Remote Control Valves	Estimate	Actual	Actual O/(U)
Year 2019	\$39,710,000	\$36,815,986	(\$2,894,014)	Year 2019	\$400,000	\$63,422	(\$336,578)
Year 2020	\$38,470,000	\$47,612,907	\$9,142,907	Year 2020	\$60,000	\$190,035	\$130,035
Year 2021	\$21,500,000	\$21,402,153	(\$97,847)	Year 2021	\$0	\$0	\$0
3 Year Avg	\$33,226,667	\$35,277,015	\$2,050,349	3 Year Avg	\$153,333	\$84,486	(\$68,848)

  

Bare Steel Mains	Unit Cost	Actual	Actual O/(U)	Cast Iron Mains	Unit Cost	Actual	Actual O/(U)
Year 2019	\$15,100,000	\$18,531,169	\$3,431,169	Year 2019	\$0	\$0	\$0
Year 2020	\$9,094,674	\$10,368,789	\$1,274,115	Year 2020	\$0	\$0	\$0
Year 2021	\$27,242,117	\$29,016,192	\$1,774,075	Year 2021	\$0	\$0	\$0
3 Year Avg	\$17,145,597	\$19,305,383	\$2,159,786	3 Year Avg	\$0	\$0	\$0

  

Copper Service Lines	Unit Cost	Actual	Actual O/(U)	Inside Meters	Unit Cost	Actual	Actual O/(U)
Year 2019	\$1,027,890	\$1,225,054	\$197,164	Year 2019	\$7,995,420	\$8,610,296	\$614,876
Year 2020	\$1,027,890	\$1,377,974	\$350,084	Year 2020	\$7,995,420	\$9,389,022	\$1,393,602
Year 2021	\$1,027,890	\$1,136,253	\$108,363	Year 2021	\$12,999,829	\$11,675,373	(\$1,324,456)
3 Year Avg	\$1,027,890	\$1,246,427	\$218,537	3 Year Avg	\$9,663,556	\$9,891,564	\$228,007

  

Vintage Plastic Pipe	Unit Cost	Actual	Actual O/(U)
Year 2019	\$2,354,670	\$1,882,122	(\$472,548)
Year 2020	\$2,354,670	\$2,215,349	(\$139,321)
Year 2021	\$2,367,750	\$2,115,877	(\$251,873)
3 Year Avg	\$2,359,030	\$2,071,116	(\$287,914)

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2022 AVERAGE ANNUAL COST TO REPAIR LEAKS BY FACILITY

	Number	Repair Cost	Average Cost
<b>All Leak Repairs</b>	<b>14,110</b>	<b>\$5,089,024</b>	<b>\$361</b>
All Mains	535	\$1,283,300	\$2,399
All Meters	11,665	\$2,153,936	\$185
All Service Lines	1,910	\$1,651,788	\$865
<b>Capitalized Leak Repairs</b>	<b>1,376</b>	<b>\$1,595,469</b>	<b>\$1,159</b>
Mains (capitalized)	162	\$540,792	\$3,338
Meters (capitalized)	483	\$287,245	\$595
Service Lines (capitalized)	731	\$767,432	\$1,050
<b>Expensed Leak Repairs</b>	<b>12,734</b>	<b>\$3,493,555</b>	<b>\$274</b>
Mains (expensed)	373	\$742,508	\$1,991
Meters (expensed)	11,182	\$1,866,691	\$167
Service Lines (expensed)	1,179	\$884,356	\$750

3 Year Average Calculations (2019 - 2021)

All Leak Repairs - Mains	Number	Repair Cost	Avg Cost
Year 2019	644	\$1,890,446	\$2,935
Year 2020	614	\$1,546,049	\$2,518
Year 2021	615	\$1,908,016	\$3,102
3 Year Avg	624	\$1,781,504	\$2,853

All Leak Repairs - Meters	Number	Repair Cost	Avg Cost
Year 2019	12,844	\$2,945,015	\$229
Year 2020	9,705	\$1,979,900	\$204
Year 2021	10,975	\$2,182,167	\$199
3 Year Avg	11,175	\$2,369,027	\$212

All Leak Repairs - Service Lines	Number	Repair Cost	Avg Cost
Year 2019	2,370	\$2,110,461	\$890
Year 2020	2,002	\$1,706,308	\$852
Year 2021	1,837	\$1,633,473	\$889
3 Year Avg	2,070	\$1,816,747	\$878

Capital Leak Repairs - Mains	Number	Repair Cost	Avg Cost
Year 2019	112	\$487,982	\$4,357
Year 2020	166	\$508,340	\$3,062
Year 2021	190	\$1,123,798	\$5,915
3 Year Avg	156	\$706,707	\$4,530

Capital Leak Repairs - Meters	Number	Repair Cost	Avg Cost
Year 2019	455	\$274,385	\$603
Year 2020	318	\$229,524	\$722
Year 2021	333	\$243,547	\$731
3 Year Avg	369	\$249,152	\$676

Capital Leak Repairs - Svc Lines	Number	Repair Cost	Avg Cost
Year 2019	430	\$579,131	\$1,347
Year 2020	766	\$842,514	\$1,100
Year 2021	754	\$822,520	\$1,091
3 Year Avg	650	\$748,055	\$1,151

Expensed Leak Repairs - Mains	Number	Repair Cost	Avg Cost
Year 2019	532	\$1,170,256	\$2,200
Year 2020	448	\$1,037,709	\$2,316
Year 2021	425	\$784,218	\$1,845
3 Year Avg	468	\$997,394	\$2,130

Expensed Leak Repairs - Meters	Number	Repair Cost	Avg Cost
Year 2019	12,389	\$2,670,630	\$216
Year 2020	9,387	\$1,750,376	\$186
Year 2021	10,642	\$1,938,620	\$182
3 Year Avg	10,806	\$2,119,875	\$196

Expensed Leak Repairs - Svc Lines	Number	Repair Cost	Avg Cost
Year 2019	1,940	\$1,531,330	\$789
Year 2020	1,236	\$863,794	\$699
Year 2021	1,083	\$810,953	\$749
3 Year Avg	1,420	\$1,068,692	\$753



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CUSTOMER SERVICE, MAINTENANCE, AND INSTALLATION COMPANY EMPLOYEES FOR MINNESOTA

Full-Time Equivalent Employees Performing Direct Customer Service

	2017	2018	2019	2020	2021	2022
Other/agent not assigned to team	1	2	4	0	0	0
Evansville	0	0	0	0	0	0
Houston	24	21	12	12	13	13
Houston Svc Center	1	0	0	0	1	1
IQOR	27	20	1	0	0	0
Minnesota	35	52	75	54	57	83
<b>Grand Total</b>	<b>89</b>	<b>96</b>	<b>92</b>	<b>66</b>	<b>71</b>	<b>97</b>

Full-Time Equivalent Employees Performing Maintenance and Installations

	2017	2018	2019	2020	2021	2022
505 Nicollet	5	3	4	3	3	3
Alexandria	7	6	8	7	10	9
Brainerd	3	3	2	3	7	7
Coon Rapids	84	82	81	83	80	84
Dakota Station	12	13	12	12	11	11
Evergreen	43	45	45	43	50	50
Golden Valley Lab (Bldg C)	3	3	3	3	2	2
Golden Valley Svc Ctr (Bldg A)	50	49	46	49	48	53
Hastings	2	2	2	2	1	2
Linden	206	203	205	226	231	215
Mankato HQ	32	30	32	31	30	27
Milaca	3	3	2	3	8	0
River	5	6	5	6	6	9
Shakopee FBO	17	16	18	15	18	17
South 501	97	92	95	90	86	84
South 601 (Stores)	40	53	54	61	64	64
Waterville	8	8	8	9	3	7
Willmar	5	6	9	7	13	11
Z Obsolete Luverne						
<b>Grand Total</b>	<b>622</b>	<b>623</b>	<b>631</b>	<b>653</b>	<b>669</b>	<b>655</b>

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**COMPLAINT CATEGORIES**

**Alleged Billing Errors**

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

**Inaccurate Metering**

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

**Wrongful Disconnect**

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

**High Bills**

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

**Inadequate Service**

- **Service Issue**—This category includes failures to accommodate customer expectations and hold times (phones).

**Service-Extension Intervals—Service-Restoration Intervals**

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

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

- **Employee Conduct**—These complaints involve behavioral or driving complaints against an employee.

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

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**LIST OF REPORTING REQUIREMENTS**

Reporting Requirement	Source(s) of Requirement	Section(s) and/or Schedule(s) Where Information Provided
For each customer class and calendar month, the number and percentage of customer meters read by utility personnel.	Minn. R. 7826.1400; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(B)	Section 1.2; Schedule 2
For each customer class and calendar month, the number and percentage of customer meters self-read by customers.	Minn. R. 7826.1400; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(B)	Section 1.2; Schedule 2
For each customer class and calendar month, the number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and for periods of longer than 12 months, and an explanation as to why they have not been read.	Minn. R. 7826.1400; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(B)	Section 1.2; Schedule 2
Data on monthly meter-reading staffing levels, by work center or geographical area.	Minn. R. 7826.1400; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(B)	Section 1.2; Schedule 2
For each customer class and calendar month, the number of customers requesting service to a location not previously served by the utility and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service; the types of extension requests (such as requests for reconnection after disconnection for non-payment) included in the data.	Minn. R. 7826.1600; March 6, 2012 Order in Docket No. G-008/M-10-374	Section 1.4; Schedule 4
For each customer class and calendar month, the number of customers requesting service to a location previously served by the utility, but not served at the time of the request, and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service; the types of extension requests (such as requests for reconnection after disconnection for non-payment) included in the data.	Minn. R. 7826.1600; March 6, 2012 Order in Docket No. G-008/M-10-374	Section 1.4; Schedule 4
A detailed report on call center response times, including calls to the business office and calls regarding service interruptions. The report must include a month-by-month breakdown of this information. Each utility shall report call center response times in terms of the percentage of calls answered with 20 seconds.	Minn. R. 7826.1700; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(A)	Section 1.1; Schedule 1

Reporting Requirement	Source(s) of Requirement	Section(s) and/or Schedule(s) Where Information Provided
The number of customers who were required to make a deposit as a condition of receiving service.	Minn. R. 7826.1900; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(F)	Section 1.5, Schedule 5
By customer class and calendar month, the number of customer complaints received.	Minn. R. 7826.2000; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(G)	Section 1.6; Schedule 6a
By customer class and calendar month, the number and percentage of complaints of alleged billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service-extension intervals, service-restoration intervals, and any other identifiable subject matter involved in five percent or more of customer complaints.	Minn. R. 7826.2000; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(G)	Section 1.6; Schedule 6b
By customer class and calendar month, the number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days.	Minn. R. 7826.2000; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(G)	Section 1.6; Schedule 6c
By customer class and calendar month, the number and percentage of all complaints resolved by taking any of the following actions: (1) taking the action the customer requested; (2) taking the action the customer and utility agree is an acceptable compromise; (3) providing the customer with information that demonstrates that the situation complained of is not reasonably in the control of the utility; or (4) refusing to take the action the customer requested.	Minn. R. 7826.2000; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(G)	Section 1.6; Schedule 6d
By customer class and calendar month, the number of complaints forwarded to the utility by the Consumer Affairs Office for further investigation.	Minn. R. 7826.2000; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(G)	Section 1.6; Schedule 6e
The information contained in its Minn. R. 7820.0500 annual report on PUC "formal" complaints, complaints from other state agencies, and the Better Business Bureau	July 7, 2006 Order in Docket No. G-008/GR-04-901	Section 6.2; Schedule 17
The total number of calls its call center receives and the number of these calls that come into the dedicated line for emergencies, billing inquiries, credit/payment arrangements, and service connection/disconnection requests.	July 7, 2006 Order in Docket No. G-008/GR-04-901	Section 6.1, Schedule 16
In lieu of reporting data on involuntary service disconnections as contained in Minn. R. 7826.1500, each utility shall reference the data that it submits under Minn. Stat. §§ 216B.091 and 216B.096.	August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(D)	Section 1.3; Schedule 3
Data on telephone answer times to its gas emergency phone line calls.	August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(H)	Section 1.7; Schedule 7

Reporting Requirement	Source(s) of Requirement	Section(s) and/or Schedule(s) Where Information Provided
Data on mislocates, including the number of times a line is damaged due a mismarked line or failure to mark a line.	August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(I)	Section 2; Schedule 8
Data on the number of gas lines damaged. The damage shall be categorized according to whether it was caused by the utility's employees or contractors, or whether it was due to any other unplanned cause.	August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(J)	Section 3.1; Schedule 9
Data on service interruptions. Each interruption shall be categorized according to whether it was caused by the utility's employees or contractors, or whether it was due to any other unplanned cause.	August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(K)	Section 3.2; Schedule 10
Summaries of major events that are immediately reportable to MNOPS according to the criteria used by MNOPS to identify reportable events. Each utility shall also provide summaries of all service interruptions caused by system integrity pressure issues. Each summary shall include the location; when the incident occurred; how many customers were affected; how the company was made aware of the incident; the root cause of the incident; the actions taken to fix the problem; what actions were taken to contact customers; any public relations or media issues; whether the customer or the company was relighted; and the longest any customer was without gas service during the incident.	August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(L)	Section 3.3; Schedule 11
Data on gas emergency response times including the percentage of emergencies responded to within one hour and within more than one hour. The average number of minutes it takes to respond to an emergency.	August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(N)	Section 3.4; Schedule 12
Customer-service related operations and maintenance expenses. The reports shall include only Minnesota-regulated, customer-service expenses and shall be based on the costs each utility records in its FERC accounts 901 and 903, plus payroll taxes and benefits.	August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(O)	Section 4; Schedule 13
For each steel service line relocation and each relocation of meters rated at 630 cubic feet per hour, the itemized costs associated with each relocation.	March 15, 2010 Order in Docket No. G-008/M-09-1190	Section 5; Schedules 14 and 15
IVR 'zero out' data.	November 25, 2015 Order in Docket No. G-008/M-15-414	Section 1; Schedule 1a
Three-year averages on metrics of most significance as agreed to with DOC and OAG.	October 26, 2018 Stipulation in Docket No. G-008/AI-18-517, Stipulation Condition No. 8	Throughout

Reporting Requirement	Source(s) of Requirement	Section(s) and/or Schedule(s) Where Information Provided
A summary of any 2019 emergency response violations cited by MNOPS during the year and the number of violation letters received by the utility from MNOPS during the year.	Order in Docket No. G-008/M-19-300 (appears in minutes of October 24, 2019 meeting, but not in subsequent Order)	Section 3.3; Schedule 11a
Based on the utility's filing under 49 CFR 192.1007 (e) and the baseline information provided in the 2019 service quality report and update of integrity management plan performance measures, monitoring results, and evaluation of effectiveness.	November 14, 2019 Order in Docket No. G-008/M-19-300	Section 7; Schedules 18a-18m
Uniform reporting metrics for installation of excess flow valves and manual service line shutoff valves developed in consultation with other utilities.	November 14, 2019 Order in Docket No. G-008/M-19-300	Section 8
Customer outreach regarding excess flow valves, and customer requests for installations.	February 23, 2021 Order in Docket No. G-999/CI-18-41	Section 8
Provide a five-year historical look at the number of Company employees and the designated full-time equivalents performing direct customer service, maintenance, and installations in Minnesota along with their location by region in Minnesota. CenterPoint Energy shall provide a narrative 15 explaining any historical trends and plans for these Minnesota employees in light of recent Parent Company plans and recommendations.	March 1, 2021 Order in Docket No. G-008/GR-19-524	Section 9; Schedule 19



## **CERTIFICATE OF SERVICE**

On Monday, May 1, 2023, Melodee Carlson Chang certifies that she served the attached 2022 Service Quality Report of CenterPoint Energy in Docket No. G-008/M-23-79 to all persons at the addresses indicated on the attached service list by having the document delivered via electronic filing.

/s/

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Melodee Carlson Chang  
Senior Regulatory Paralegal  
CenterPoint Energy

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1400  St. Paul, MN 55101	Electronic Service	Yes	OFF_SL_23-79_M-23-79
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280  Saint Paul, MN 551012198	Electronic Service	No	OFF_SL_23-79_M-23-79
Jason	Loos	jason.loos@centerpointenergy.com	CenterPoint Energy Resources Corp.	505 Nicollet Mall 3rd Floor Minneapolis, MN 55402	Electronic Service	No	OFF_SL_23-79_M-23-79
Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	Yes	OFF_SL_23-79_M-23-79
Will	Seuffert	Will.Seuffert@state.mn.us	Public Utilities Commission	121 7th PI E Ste 350  Saint Paul, MN 55101	Electronic Service	Yes	OFF_SL_23-79_M-23-79
Donald	Wynia	donald.wynia@centerpointenergy.com	CenterPoint Energy	CenterPoint Energy 505 Nicollet Mall Minneapolis, MN 55402	Electronic Service	No	OFF_SL_23-79_M-23-79