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May 1, 2017

**Via Electronic Filing**

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

RE: CenterPoint Energy Resources Corp.,  
d/b/a CenterPoint Energy Minnesota Gas (CenterPoint Energy)  
2016 Annual Service Quality Report  
Docket No. G-008/M-17-\_\_\_\_

Dear Mr. Wolf:

Enclosed is CenterPoint Energy's Annual Service Quality Report for 2016, in compliance with the reporting requirements in the Minnesota Public Utilities Commission ("Commission") Order dated August 26, 2010 in Docket No. G-999/CI-09-409.

On May 18, 2016, the Commission issued a Notice of Extended Comment Period, stating the new deadline for filing initial comments on the 2015 – 2016 Annual Service Quality Reports will be June 1, 2017 (the 2015 Annual Service Quality Report is Docket No. G-008/M-16-377).

Additional information is provided in compliance with the Commission's Orders on March 15, 2010 in Docket No. G-008/M-09-1190, March 6, 2012 in Docket No. G-008/M-10-378, and November 25, 2015 in Docket No. G-008/M-15-414.

Please contact me at (612) 321-4905 if you have any questions about this filing.

Sincerely,

/s/

Shari Grams  
Regulatory Analyst

Enclosures  
cc: Attached Service List



First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
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Julia	Anderson	Julia.Anderson@ag.state.mn.us	Office of the Attorney General-DOC	1800 BRM Tower 445 Minnesota St St. Paul, MN 551012134	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
James J.	Bertrand	james.bertrand@stinson.com	Stinson Leonard Street LLP	150 South Fifth Street, Suite 2300  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Brenda A.	Bjorklund	brenda.bjorklund@centerpointenergy.com	CenterPoint Energy	800 LaSalle Ave FL 14  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
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Ian	Dobson	ian.dobson@ag.state.mn.us	Office of the Attorney General-RUD	Antitrust and Utilities Division 445 Minnesota Street, 1400 BRM Tower St. Paul, MN 55101	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
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Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280  Saint Paul, MN 551012198	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Edward	Garvey	garveyed@aol.com	Residence	32 Lawton St  Saint Paul, MN 55102	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
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Samantha	Norris	samanthanorris@alliantenergy.com	Interstate Power and Light Company	200 1st Street SE PO Box 351  Cedar Rapids, IA 524060351	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Janet	Shaddix Elling	jshaddix@janetshaddix.com	Shaddix And Associates	Ste 122 9100 W Bloomington Frwy Bloomington, MN 55431	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Peggy	Sorum	peggy.sorum@centerpointenergy.com	CenterPoint Energy	800 LaSalle Avenue PO Box 59038 Minneapolis, MN 554590038	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
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Daniel P	Wolf	dan.wolf@state.mn.us	Public Utilities Commission	121 7th Place East Suite 350 St. Paul, MN 551012147	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List

**CenterPoint Energy  
Gas Service Quality Plan  
2016 Results**

## **1 Customer Service**

### **1.1 Call Center Response Time**

The Call Center Response Time metric provides the percentage of calls answered within 20 seconds, the average speed of answer and IVR zero out information.

Call Center Response times are reported on Schedule 1.

CenterPoint Energy's goal is to achieve an 80/20 service level for a 12 month, calendar basis. We rely 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 2016, 82% of calls—excluding IVR-only calls—were answered in 20 seconds or less, compared to 82% of calls in 2015. The weighted average speed of answer was 25 seconds in 2016, compared to an average of 23 seconds in 2015. The number of calls answered (excluding IVR) decreased from 977,155 in 2015 to 845,956 in 2016.

In 2016, 90% of calls--including IVR-only calls--were answered in 20 seconds or less, compared to 90% in 2015. The weighted average speed of answer was 13 seconds in 2016, compared to an average of 13 seconds in 2015. The total number of calls answered (including IVR) decreased from 1,750,366 in 2015 to 1,631,160 in 2016.

The November 25, 2015 Order also required that CenterPoint provide “IVR system ‘zero out’ data in subsequent annual service quality reports.” 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% (0.2%) for 2016, as compared to an average zero out rate of 1% for 2015.

### **1.2 Meter Reading Performance**

The Meter Reading Performance reporting metric provides a detailed report 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;

**CenterPoint Energy  
Gas Service Quality Plan  
2016 Results**

- 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 Order accepting our 2010 Service Quality Report states:

*Require the utilities to explain, in their 2011 annual reports, whether the difference between the total percentage of meters (100%) and the percentage of meters read (by both the utility and customers) is equal to the percentage of estimated meter reads.*

As explained in our 2011 report, 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.

In 2016, 98.42% of meters were read by CenterPoint Energy personnel, 0.02% of meters were not read in 6-12 months and 0.01% of meters were not read in over 12 months; which was consistent with 2015 (98.31%, 0.02%, and 0.01%, respectively).

Average staffing levels remained steady at seven for Years 2016 and 2015 for the Minneapolis Metro Area; average staffing levels also remained steady at 11 for Years 2016 and 2015 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-16-02.

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

There were 33,327 customers disconnected for nonpayment in 2016, compared to 32,809 in 2015.

**CenterPoint Energy  
Gas Service Quality Plan  
2016 Results**

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

The reporting metric includes service extension request response times, including, for each customer class and each calendar month:

- A. The number of customers requesting service to a location not previously served by the utility and the intervals between the date service was installed and the 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 the utility, 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.

The Order accepting our 2010 Service Quality Report states:

*Require the utilities to explain, beginning with their 2011 annual reports, the types of extension requests (such as requests for reconnection after disconnection for non-payment) they are including in their data on service extension request response times for both locations not previously served, as well as for locations that were previously served.*

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

**Part A — New Service Extensions**

- 1. Location never had service, new construction
- 2. Location never had service, existing home

**Part B — Renewed Service Extensions**

- 1. Location previously had service, same customer where the customer requested the disconnection
- 2. Location previously had service, new customer

## **CenterPoint Energy Gas Service Quality Plan 2016 Results**

Service Extension Request Response Time is reported on Schedule 4.<sup>1</sup>

New residential extensions took an average of 8 days to complete in 2016 compared to an average of 9 days in 2015. Renewed residential extensions took an average of 9 days to complete in 2016 and an average of 9 days in 2015.

New commercial extensions took an average of 8 days to complete in 2016 compared to an average of 8 days in 2015. Renewed commercial extensions took an average of 8 days to complete in 2016 and an average of 8 days in 2015.

### **1.5 Customer Deposits**

The reporting metric includes the number of customers who were required to make a deposit as a condition of receiving service.

The Order accepting the Company's 2010 Service Quality Report states:

*Require the utilities to explain, beginning with their 2011 annual reports, the types of deposits (such as new deposits from new and reconnecting customers and the total number of deposits currently held) included in the reported number of "required customer deposits."*

CenterPoint Energy reports the number of new deposits required as a condition of service from customers that are liable for disconnection or have been disconnected for non-payment. As of December 31, 2016, a total of 2,106 deposits were held that were required as a condition of service.

Customer Deposit reporting is included on Schedule 5.

The current policy for deposits is limited to commercial accounts. In 2016, 534 deposits were required as a condition of service for customers, compared to 512 in 2015.

### **1.6 Customer Complaints**

The reporting metrics include a detailed report on complaints by customer class and calendar month, including:

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<sup>1</sup> As discussed in the 2012 Service Quality report, service extension response time reporting was modified to better capture the site ready date. Therefore, current results may not be comparable to data before 2012.



**CenterPoint Energy**  
**Gas Service Quality Plan**  
**2016 Results**

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

The Order accepting the Company's 2010 Service Quality Report states:

*Request that CenterPoint clarify in its 2011 annual report what is included in the following four customer complaint categories: disconnect for non-payment; service order scheduling; inadequate service; and AMB/BBP issue. CenterPoint should also address how these categories correspond with the categories contained in Minn. Rules, part 7826.2000 (B).*

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; as such, 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

**CenterPoint Energy**  
**Gas Service Quality Plan**  
**2016 Results**

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 are arrangements on 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<sup>2</sup> 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 it is too high or too low. In addition, the customer may have questions as to how it 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 we have “mapped” the categories CenterPoint Energy uses to the categories listed in Minn. R. 7826.2000. Additionally, for each category we have provided a general list of the types of situations or questions that may be included in each of the categories we have been using for many years.

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

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<sup>2</sup> This was previously known as the “Budget Billing Program” (BBP). It was renamed “Average Monthly Billing” (AMB) in Docket No. G-008/M-14-753.

**CenterPoint Energy  
Gas Service Quality Plan  
2016 Results**

There were 6,739 complaints received in 2016, compared to 7,113 in 2015. The number and percentage of complaints by type of complaint is reported on Schedule 6b.

In 2016, the three most frequent complaint types were the same as in 2015, but the ranking was slightly different. The top three Residential complaint types in 2016 were Billing Errors, Service Issues, and Disconnection Issues; in 2015, the top three were Service Issues, Disconnection Issues, and Billing Errors.

The top three Commercial complaint types in 2016 were Disconnection Issues, Disputed Charges, and Service Issues; in 2015, the top three were Disputed Charges, Service Issues, and Disconnection Issues.

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

In 2016, 80% of residential complaints were resolved immediately and 11% within ten days, compared to 77% and 13% in 2015, respectively. For Commercial complaints, 73% were resolved immediately and 13% within ten days, compared to 77% and 13% in 2015, 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 the utility 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 or agreement in both 2016 and 2015.

<b>Resolution Type</b>	<b>Residential</b>		<b>Commercial</b>	
	<b>2016</b>	<b>2015</b>	<b>2016</b>	<b>2015</b>
Agreement	25%	28%	20%	24%
Compromise	13%	15%	13%	19%
Demonstration	56%	49%	61%	49%
Refusal	5%	7%	5%	7%

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

**CenterPoint Energy  
Gas Service Quality Plan  
2016 Results**

There were 152 complaints forwarded to CenterPoint Energy in 2016, compared to 249 in 2015. The number of complaints received from the BBB was higher than 2015 (24 in 2016 vs. 20 in 2015), complaints received from the PUC were lower than 2015 (58 in 2016 vs. 114 in 2015), and complaints received from the OAG decreased (68 in 2016 vs. 115 in 2015). The number of complaints received from Other was higher than 2015 (2 in 2016 vs. 0 in 2015).

### **1.7 Emergency Line Response Time**

The reporting metric is the percent of calls on the emergency line answered within 20 seconds.

Emergency line response times are reported on Schedule 7.

There were 77,111 calls received in 2016 and 75,215 received in 2015. Eighty-nine percent (89%) of calls were answered in 20 seconds or less in 2016, compared to 86% in 2015. Using a weighted average, the average speed of answer was 12 seconds in 2016, compared to 13 seconds in 2015.

## **2 Mislocate Rate**

The reporting metrics include 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.

The total number of mislocates increased from 91 in 2015 to 98 in 2016, the number of mislocates per 1,000 tickets also increased from 0.28 in 2015 to 0.29 in 2016.

The Company will continue to focus on safe digging practices and awareness.

## **3 Gas System Reliability**

### **3.1 Gas System Damages**

The reporting metric is 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.

**CenterPoint Energy  
Gas Service Quality Plan  
2016 Results**

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.

Gas system damages decreased from 922 in 2015 to 918 in 2016; the ratio of damages per 100 miles was consistent with 2015 levels. In 2016, reporting was modified to better hold CenterPoint Energy contractor line locators accountable for required documentation, which would show if the locator followed appropriate processes. The new reporting for damages “under the control of employees or contractors” includes incidents where contract locators had not provided complete documentation of their actions; in the past, some of these incidents would have been included in the “all other causes” categories if there was not clear support that the contractor action resulted in the damage. It is hoped that by holding contractors more accountable for their actions and documentation, the number of damages may decrease over time.

### **3.2 Gas Service Interruptions**

The reporting metrics are the number of firm customers that experience an unplanned service interruption and the average duration of the unplanned service interruptions. Unplanned service interruptions are reported as those due to CenterPoint Energy’s employees and contractors or other unplanned causes.

Gas service interruptions are reported on Schedule 10.

In 2016 there were 1,430 customers affected by service interruptions. There were 761 outages that lasted 68 minutes per customer on average. In 2015 there were 1,745 customers affected by service interruptions, with 753 outages that lasted 47 minutes per customer on average.

### **3.3 MNOPS summaries**

The reporting is a summary of major events that are immediately reportable to MNOPS according to the criteria used by MNOPS to identify reportable events. The reporting also includes summaries of all service interruptions caused by system integrity pressure issues. Each summary shall include the following ten items:

1. The location;

**CenterPoint Energy  
Gas Service Quality Plan  
2016 Results**

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;
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 2016 there were 56 MNOPS reportable outages and no integrity outages. In 2015 there were 80 MNOPS reportable outages and no integrity outages.

The 56 MNOPS reportable outages total includes courtesy e-mail notifications to the PUC and DOC for events that did not meet reportable incident criteria, but affected a significant number of customers, attracted media attention, etc.

### **3.4 Emergency Gas Response Times**

The reporting metric is the time from the initial notification 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 to the Minnesota Office of Pipeline Safety (MNOPS).

**CenterPoint Energy**  
**Gas Service Quality Plan**  
**2016 Results**

The Order accepting the Company's 2010 Service Quality Report states:

*Require the utilities to describe, beginning with their 2011 annual reports, the types of gas emergency calls included in their gas emergency response times, as well as the types of emergency calls included in their reports to the Minnesota Office of Pipeline Safety (MOPS). Require the utilities to provide an explanation of any difference between the reports provided to the Commission and to MNOPS.*

The orders that make up this report include 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). The jobs reported here are the same as are reported to MNOPS on their monthly reports.

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

In 2016, the Company received 39,167 emergency gas calls, compared to 38,843 in 2015. In 2016, it took an average of 35.3 minutes to respond to an emergency, compared to 32.5 minutes in 2015.

We continue to monitor emergency response times and to manage our processes and personnel involved in responding to emergency calls.

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

The reporting metric is 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 experienced an 11% decrease, from \$34.1 million in 2015 to \$30.5 million in 2016. Please see the 2015 Service Quality Report for an explanation of changes which were implemented and the projected impacts to Customer Service related expenses.

**CenterPoint Energy  
Gas Service Quality Plan  
2016 Results**

## **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. This report is in compliance with the Commission Order dated March 15, 2010 in Docket No. G-008/M-09-1190. Below is a comparison of the 2016 and 2015 steel service line relocations:

<b>Year</b>	<b># Jobs</b>	<b>High cost</b>	<b>Low cost</b>	<b>Average Cost</b>
2016	12	\$ 87,812	\$ 918	\$ 16,764
2015	22	\$ 30,650	\$ 1,295	\$ 8,569

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

### **5.2 Meters at 630 CFH or Greater**

The reporting metrics include 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. This report is in compliance with the Commission Order dated March 15, 2010 in Docket No. G-008/M-09-1190. Below is a comparison of the 2016 and 2015 630 CFH+ meter relocations:

<b>Year</b>	<b># Jobs</b>	<b>High cost</b>	<b>Low cost</b>	<b>Average Cost</b>
2016	26	\$ 17,486	\$ 166	\$ 5,733
2015	30	\$ 22,907	\$ 367	\$ 4,489

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 reporting metrics are 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.



**CenterPoint Energy  
Gas Service Quality Plan  
2016 Results**

The overall call volume decreased from 1.75 million in 2015 to 1.63 million in 2016, due in part to a milder winter in 2016.

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

The reporting metrics include 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.

**CenterPoint Energy  
Gas Service Quality Plan  
Attachment A, Complaint Categories**

**Alleged Billing Errors**

- **Average Monthly Billing (AMB)<sup>1</sup> Issue**--Customers do not understand how the AMB works, they may think it is too high or too low, they have questions how it is calculated, or they don't understand why a payment is required with a credit balance.
- **Billing Error**—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.
- **Disputed Charges**—Landlord/Tenant Disputes happen when either side say they are not responsible for gas usage for specified time periods. This category also includes customer disputes when their responsibility should have ended when the property went through foreclosure; divorce or roommate situations regarding who is responsible for a debt accrued at the property when both resided there; disputed debt transfers (when a debt from a previous address is transferred onto their current account); customers do not want to pay a basic fee on a meter that is not being used, but is not locked; and customers dispute the dates of service (move in/move out dates) or security deposits.
- **Payment Issue**—Billmatrix (3<sup>rd</sup> party vendor who processes our payments) complaint, encoding error, missing payment, incorrect application, processing delay, refund checks, late fee/due date, reconnect payment methods, energy assistance payment, NSF checks, fees, refused check payment, and automatic bank draft issues.
- **Rates/Tariffs**—Interim Rates, franchise fees, Conservation Improvement Program, Gas Affordability Program, sales tax, and basic charge.
- **Decoupling/Inverted Block Rates**--Any complaint pertaining to the Inverted Block Rate (tiered pricing) and/or decoupling.
- **Inactive/Write Off**—Collection agency complaint, credit bureau reporting, did not receive bill, and length of time before the balance is written off.

**Inaccurate Metering**

- **Inaccurate Metering**—Switched piping, pressure factor, misread, non-registering meters, electronic /programming error, meter changes, and estimated reads.

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<sup>1</sup> This was previously known as the "Budget Billing Program" (BBP). It was renamed "Average Monthly Billing" (AMB) in Docket No. G-008/M-14-753.

**CenterPoint Energy  
Gas Service Quality Plan  
Attachment A, Complaint Categories**

**Wrongful Disconnect**

- **Disconnection Issue**—Customer did not receive a disconnection notice, a meter was locked before the disconnect notice expiration, there were arrangements on account prior to the account being disconnected, there is a new party living/owning the property, or a collector locked a wrong meter.

**High Bills**

- **High Bill**—Customer initiated complaint regarding a “high bill” for any reason.
- **Credit Arrangement**—Cannot agree/afford to acceptable payment arrangements; ineligible for arrangements due to previous defaulted arrangements.

**Inadequate Service**

- **Service Issue**—Failure to accommodate customer expectations, hold times (phones).

**Service-extension intervals-- Service-restoration intervals**

- **Construction** —Involves piping leading up to the meter, and the meter itself. 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, claims or restoration issues.
- **Service Order Scheduling**—Wait time when scheduling to move the meter from inside the home to outside for a reconnection, wait time on a reconnection when the meter was dug at the street or the main, not satisfied with appointment windows and/or scheduling policies, and missed/late appointments.

**Other—Categories that CNP uses; however, they do not fit into one of the above categories:**

- **Employee Conduct**—Behavioral or driving complaint against an employee.
- **Online Customer Service**—Customers do not understand/agree with options available for My Account Online and Online Billing, inconvenience when the website is down for maintenance, online accounts that are locked or blocked due to too many failed password attempts.
- **Other** — Miscellaneous complaints.

**CenterPoint Energy  
2016 Service Quality Report**

**2016 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%	82%	83%	78%	76%	80%	86%	84%	85%	81%	78%	88%	82%
Average Speed of Answer (in seconds)	21	21	26	34	36	30	18	18	15	26	34	19	25
Total Calls Answered	68,778	65,644	66,593	70,273	78,700	79,974	72,950	76,836	72,888	70,773	59,504	63,043	845,956

**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.	90%	91%	92%	89%	87%	89%	93%	91%	92%	90%	89%	94%	90%
Average Speed of Answer (in seconds)	11	10	13	17	19	16	9	10	8	14	17	9	13
Total Calls Answered	136,764	134,821	135,604	141,362	148,598	148,417	137,858	137,748	131,147	130,538	118,911	129,392	1,631,160

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





CenterPoint Energy  
2016 Service Quality Report

Meter Reading Performance

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

	January	February	March	April	May	June	July	August	September	October	November	December	Total
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	102	103	98	73	74	102	113	137	158	134	117	88	1,299
Gate Locked	1	1	0	0	0	0	0	0	0	0	0	0	2
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	0	0	1	0	0	0	1	1	3	8	2	1	17
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	10	0	0	10
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>103</b>	<b>104</b>	<b>99</b>	<b>73</b>	<b>74</b>	<b>102</b>	<b>114</b>	<b>138</b>	<b>161</b>	<b>152</b>	<b>119</b>	<b>89</b>	<b>1,328</b>

CenterPoint Energy  
2016 Service Quality Report

Meter Reading Performance

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Commercial													
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	18	22	35	25	20	18	19	24	21	9	17	14	242
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	1	1	1	1	1	1	1	0	0	0	0	0	7
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	1	0	0	0	0	0	0	0	0	2	0	0	3
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	17	0	0	17
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>20</b>	<b>23</b>	<b>36</b>	<b>26</b>	<b>21</b>	<b>19</b>	<b>20</b>	<b>24</b>	<b>21</b>	<b>28</b>	<b>17</b>	<b>14</b>	<b>269</b>
<b>Monthly Total</b>	<b>123</b>	<b>127</b>	<b>135</b>	<b>99</b>	<b>95</b>	<b>121</b>	<b>134</b>	<b>162</b>	<b>182</b>	<b>180</b>	<b>136</b>	<b>103</b>	<b>1,597</b>
<b>Percentage</b>	0.0145%	0.0150%	0.0152%	0.0116%	0.0111%	0.0142%	0.0164%	0.0171%	0.0213%	0.0226%	0.0167%	0.0120%	0.0156%



CenterPoint Energy  
2016 Service Quality Report

Meter Reading Performance

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

	January	February	March	April	May	June	July	August	September	October	November	December	Total
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	1	1	0	0	0	2
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	69	67	75	69	72	64	66	65	64	44	42	39	736
Gate Locked	0	0	1	1	1	1	1	0	0	1	1	1	8
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	0	0	0	0	0	0	0	0	0	0	0	0	0
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	5	0	0	5
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>69</b>	<b>67</b>	<b>76</b>	<b>70</b>	<b>73</b>	<b>65</b>	<b>67</b>	<b>66</b>	<b>65</b>	<b>50</b>	<b>43</b>	<b>40</b>	<b>751</b>

CenterPoint Energy  
2016 Service Quality Report

Meter Reading Performance

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Commercial													
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	1	1	1	2	1	1	1	0	0	0	0	0	8
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	6	5	4	4	3	4	3	4	6	3	3	3	48
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	1	0	0	0	1
No Answer	1	1	1	0	0	0	0	1	0	1	1	1	7
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	0	0	0
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>8</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>64</b>
<b>Monthly Total</b>	<b>77</b>	<b>74</b>	<b>82</b>	<b>76</b>	<b>77</b>	<b>70</b>	<b>71</b>	<b>71</b>	<b>72</b>	<b>54</b>	<b>47</b>	<b>44</b>	<b>815</b>
<b>Percentage</b>	0.0091%	0.0087%	0.0092%	0.0089%	0.0090%	0.0082%	0.0087%	0.0075%	0.0084%	0.0068%	0.0058%	0.0051%	0.0080%

CenterPoint Energy  
2016 Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire  
Utility Monthly Reports (216B.091) Docket #16-02

Company: CenterPoint Energy Minnesota Gas for report period ending:

	January	February	March	April	May	June	July	August	September	October	November	December	Average
1	<b>Number of Residential Customer Accounts:</b>												
	772,231	772,590	772,786	772,557	771,010	770,394	769,747	769,767	771,485	774,894	770,024	778,731	772,185
2	<b>Number of Past Due Residential Customer Accounts:</b>												
	69,808	78,426	80,197	78,549	82,500	78,896	82,055	78,090	78,499	72,025	73,601	72,493	77,095
3	<b>Number of Cold Weather Protection Requests:</b>												
	9,306	12,663	14,893	15,670	0	0	0	0	0	2,721	3,771	2,734	5,147
<b>RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS</b>													
4	<b>Number of "Right to Appeal" notices mailed to customers:</b>												
	6	6	6	5	0	0	0	0	0	9	9	4	4
5	<i>Intentionally Blank</i>												
6	<b>Number of customer accounts granted reconnection request:</b>												
	1,164	1,001	1,202	695	0	0	0	0	0	930	1,436	807	603

**INABILITY TO PAY (ITP)**

**10% PLAN (TPP)**

CenterPoint Energy  
2016 Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire  
Utility Monthly Reports (216B.091) Docket #16-02

Company: CenterPoint Energy Minnesota Gas for report period ending:

	January	February	March	April	May	June	July	August	September	October	November	December	Average		
<b>PAYMENT SCHEDULE (PS)</b>															
16	Number of "Right to Appeal" notices mailed to customers:														
	11	11	37	0	0	0	0	0	0	0	1	1	5		
a)	Number of PS requests received														
	8,136	11,656	13,685	14,970	0	0	0	0	0	1,782	2,326	1,923	4,540		
17	<i>Intentionally Blank</i>														
18	Number of PS negotiations mutually agreed upon:														
	8,125	11,645	13,648	14,970	0	0	0	0	0	1,782	2,325	1,922	4,535		
19	<i>Intentionally Blank</i>														
<b>DISCONNECTIONS</b>															
20	Number of disconnection notices mailed to customers:														
	32,611	12,430	33,467	38,236	24,975	26,182	17,649	14,148	13,271	13,802	16,542	18,539	21,821		
21	Number of customer accounts disconnected who did not seek protection:														
	Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column <i>All other months, use 1st column only</i>														
a)	# Electric - heat affected														
b)	# Electric - heat not affected														
c)	1,297	1,138	1,509	764	5,986	5,634	4,199	3,316	2,963	943	1,049	478	2,440		
d)	5	5	6	8	33	33	28	18	22	7	15	4	15		
e)	1,302	1,143	1,515	772	6,019	5,667	4,227	3,334	2,985	950	1,064	482	2,455		
	April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>														
a)	# Electric - heat affected														
b)	# Electric - heat not affected														
c)	# Gas - heat affected														
													2,754	467	1,611
d)	# Gas - heat not affected														
													11	5	8
e)	Total # disconnected														
													2,765	472	1,619
22	Number of customer accounts disconnected seeking protection:														
a)	# Electric - heat affected														
b)	# Electric - heat not affected														
c)	36	72	286	112	0	0	0	0	0	14	61	49	53		
d)	0	0	0	0	0	0	0	0	0	0	0	0	0		
e)	36	72	286	112	0	0	0	0	0	14	61	49	53		
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):														
	1,338	1,215	1,801	3,649	6,019	5,667	4,227	3,334	2,985	1,436	1,125	531	2,777		
	1,338	1,215	1,801	3,649	6,019	5,667	4,227	3,334	2,985	1,436	1,125	531	2,777		

CenterPoint Energy  
2016 Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire  
Utility Monthly Reports (216B.091) Docket #16-02

Company: CenterPoint Energy Minnesota Gas for report period ending:

January February March April May June July August September October November December Average

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$10,734,960	\$13,255,146	\$14,305,820	\$13,258,496	\$13,463,302	\$13,805,969	\$12,734,887	\$11,596,342	\$10,548,287	\$8,631,147	\$8,077,097	\$7,627,363	\$11,503,235
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$154	\$169	\$178	\$169	\$163	\$175	\$155	\$148	\$134	\$120	\$110	\$105	\$148
26	Total dollars received from energy assistance programs:	\$1,354,411	\$1,412,389	\$1,600,655	\$1,490,000	\$751,986	\$643,015	\$271,085	\$988	\$521	\$235	\$1,583,615	\$1,258,059	\$863,913
27	Total dollars received from other sources (private organizations):	\$30,121	\$42,693	\$14,495	\$44,866	\$47,582	\$39,779	\$44,647	\$66,486	\$64,753	\$0	\$36,741	\$26,825	\$38,249
28	Total Revenue from sales to residential accounts:	\$90,691,520	\$67,477,727	\$47,560,196	\$36,470,635	\$19,093,051	\$16,080,765	\$15,698,218	\$18,202,629	\$16,916,457	\$28,050,516	\$41,749,550	\$91,164,079	\$40,762,945
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$117	\$87	\$62	\$47	\$25	\$21	\$20	\$24	\$22	\$36	\$54	\$117	\$53
30	Intentionally Blank													
30	Average annual residential bill:													
31	Total residential account write-offs due to uncollectible:	\$808,407	\$391,211	\$336,966	\$492,033	\$405,565	\$432,742	\$691,533	\$782,392	\$961,469	\$1,070,993	\$492,058	\$462,660	\$610,669

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:													
a)	# Electric - heat affected													
b)	# Electric - heat not affected													
c)	# Gas - heat affected	1,045	892	1,451	784	0	0	0	0	0	335	869	411	482
d)	# Gas - heat not affected	4	4	6	8	0	0	0	0	0	2	14	4	4
e)	Total # disconnected	1,049	896	1,457	792	0	0	0	0	0	337	883	415	486
33	Intentionally Blank													
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection):	1,039	878	1,427	769	0	0	0	0	0	330	858	402	475
35	Intentionally Blank													
36	Intentionally Blank													

RECONNECTION DATA

37	# Accounts reconnected	1,234	1,036	1,225	2,597	4,301	3,910	3,301	2,815	3,017	2,589	1,554	885	2,372
38	# Accounts remaining disconnected	2,741	2,712	3,084	3,828	5,150	6,463	6,949	6,913	6,281	4,369	3,364	2,622	4,540
a)	1-30 days	154	187	584	1,115	1,931	2,187	1,433	972	749	260	294	24	824
b)	31-60 days	48	67	100	314	638	1,225	1,417	898	448	248	73	71	462
c)	61+ days	2,539	2,458	2,400	2,399	2,581	3,051	4,099	5,043	5,084	3,861	2,997	2,527	3,253

**CenterPoint Energy  
2016 Service Quality Report**

**Service Extension Request Response Times**

**New Service Extensions**

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Commercial</b>													
# Service Installations	19	19	7	27	32	42	41	46	55	64	65	45	462
Avg days to complete	8	9	9	6	7	8	7	8	9	8	9	9	8
<b>Residential</b>													
# Service Installations	232	282	276	290	401	438	452	586	641	606	573	499	5,276
Avg days to complete	8	8	9	7	8	8	7	8	6	8	9	9	8

**Renewed Service Extensions <sup>1</sup>**

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Commercial</b>													
# Service Installations	2	2	1	1	7	3	5	10	8	10	7	7	63
Avg days to complete	8	8	9	7	7	9	8	7	8	8	9	9	8
<b>Residential</b>													
# Service Installations	39	45	28	31	37	35	38	52	57	65	73	59	559
Avg days to complete	9	8	8	9	9	9	8	9	9	8	9	9	9

<sup>1</sup> excludes locations with locked meters due to credit-related issues

**CenterPoint Energy  
2016 Service Quality Report**

**Customer Deposits**

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b># of Service Connections</b>	10,209	9,231	10,971	15,281	18,167	19,881	19,497	20,986	19,488	16,898	14,109	11,855	186,573
<b># Deposits required as a condition of service</b>	22	31	50	37	27	25	22	17	42	109	93	59	534
<b>% of Service Connections</b>	0.22%	0.34%	0.46%	0.24%	0.15%	0.13%	0.11%	0.08%	0.22%	0.65%	0.66%	0.50%	0.29%

**CenterPoint Energy**  
**2016 Service Quality Report**

**Number of Call Center Complaints**

	<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>	<u>Total</u>
<b>Residential</b>	516	514	490	529	680	650	561	582	589	447	349	474	6,381
<b>Commercial</b>	37	27	27	28	35	32	41	18	23	29	26	35	358
<b>Total</b>	<b>553</b>	<b>541</b>	<b>517</b>	<b>557</b>	<b>715</b>	<b>682</b>	<b>602</b>	<b>600</b>	<b>612</b>	<b>476</b>	<b>375</b>	<b>509</b>	<b>6,739</b>



CenterPoint Energy  
2016 Service Quality Report

Number & Percentage 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	7 1.36%	6 1.17%	5 1.02%	4 0.76%	5 0.74%	3 0.46%	9 1.60%	8 1.37%	2 0.34%	6 1.34%	3 0.86%	7 1.48%	65 1.02%
Billing Errors	83 16.09%	87 16.93%	114 23.27%	77 14.56%	80 11.76%	89 13.69%	66 11.76%	98 16.84%	86 14.60%	87 19.46%	62 17.77%	119 25.11%	1048 16.42%
Disputed Charges	41 7.95%	51 9.92%	48 9.80%	29 5.48%	48 7.06%	57 8.77%	37 6.60%	45 7.73%	48 8.15%	35 7.83%	24 6.88%	34 7.17%	497 7.79%
Payment Issue	65 12.60%	84 16.34%	67 13.67%	74 13.99%	89 13.09%	69 10.62%	66 11.76%	75 12.89%	71 12.05%	41 9.17%	45 12.89%	69 14.56%	815 12.77%
Rates/Tariffs	1 0.19%	1 0.19%	0 0.00%	0 0.00%	0 0.00%	1 0.15%	0 0.00%	0 0.00%	3 0.51%	2 0.45%	1 0.29%	0 0.00%	9 0.14%
Decoupling/Inverted Block Rates	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 0.17%	1 0.22%	0 0.00%	0 0.00%	2 0.03%
Inactive/Write-Off	0 0.00%	3 0.58%	5 1.02%	1 0.19%	2 0.29%	2 0.31%	1 0.18%	1 0.17%	3 0.51%	2 0.45%	2 0.57%	2 0.42%	24 0.38%
<b>Inaccurate Metering</b>													
Inaccurate Metering	2 0.39%	0 0.00%	5 1.02%	0 0.00%	1 0.15%	2 0.31%	0 0.00%	2 0.34%	2 0.34%	0 0.00%	2 0.57%	2 0.42%	18 0.28%
<b>Wrongful Disconnect</b>													
Disconnection Issue	94 18.22%	66 12.84%	62 12.65%	100 18.90%	144 21.18%	129 19.85%	81 14.44%	83 14.26%	88 14.94%	45 10.07%	46 13.18%	40 8.44%	978 15.33%
<b>High Bills</b>													
High Bill	10 1.94%	14 2.72%	9 1.84%	12 2.27%	11 1.62%	8 1.23%	7 1.25%	11 1.89%	13 2.21%	9 2.01%	8 2.29%	8 1.69%	120 1.88%
Credit Arrangement	41 7.95%	37 7.20%	31 6.33%	26 4.91%	28 4.12%	39 6.00%	31 5.53%	38 6.53%	38 6.45%	28 6.26%	17 4.87%	26 5.49%	380 5.96%
<b>Inadequate Service</b>													
Service Issue	78 15.12%	74 14.40%	65 13.27%	89 16.82%	116 17.06%	99 15.23%	100 17.83%	103 17.70%	86 14.60%	76 17.00%	49 14.04%	63 13.29%	998 15.64%
<b>Service-Extension/Restoration Intervals</b>													
Construction	4 0.78%	11 2.14%	13 2.65%	32 6.05%	33 4.85%	26 4.00%	30 5.35%	30 5.15%	33 5.60%	27 6.04%	14 4.01%	16 3.38%	269 4.22%
Service Order Scheduling	27 5.23%	32 6.23%	14 2.86%	35 6.62%	62 9.12%	60 9.23%	63 11.23%	43 7.39%	71 12.05%	51 11.41%	38 10.89%	39 8.23%	535 8.38%
<b>Other</b>													
Employee Conduct	22 4.26%	18 3.50%	18 3.67%	16 3.02%	25 3.68%	34 5.23%	31 5.53%	21 3.61%	16 2.72%	13 2.91%	12 3.44%	18 3.80%	244 3.82%
Online Customer Service	15 2.91%	16 3.11%	12 2.45%	20 3.78%	13 1.91%	12 1.85%	8 1.43%	10 1.72%	12 2.04%	7 1.57%	9 2.58%	12 2.53%	146 2.29%
Other	26 5.04%	14 2.72%	22 4.49%	14 2.65%	23 3.38%	20 3.08%	31 5.53%	14 2.41%	16 2.72%	17 3.80%	17 4.87%	19 4.01%	233 3.65%
<b>Residential Total</b>	<b>516 100.00%</b>	<b>514 100.00%</b>	<b>490 100.00%</b>	<b>529 100.00%</b>	<b>680 100.00%</b>	<b>650 100.00%</b>	<b>561 100.00%</b>	<b>582 100.00%</b>	<b>589 100.00%</b>	<b>447 100.00%</b>	<b>349 100.00%</b>	<b>474 100.00%</b>	<b>6381 100.00%</b>
<b>Commercial</b>													
<b>Billing Errors</b>													
Average Monthly Billing (AMB) Issue	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 2.86%	1 0.28%
Billing Errors	2 5.41%	3 11.11%	5 18.52%	3 10.71%	4 11.43%	7 21.88%	7 17.07%	5 27.78%	3 13.04%	4 13.79%	1 3.85%	4 11.43%	48 13.41%
Disputed Charges	4 10.81%	7 25.93%	5 18.52%	5 17.86%	4 11.43%	5 15.63%	6 14.63%	3 16.67%	5 21.74%	3 10.34%	2 7.69%	8 22.86%	57 15.92%
Payment Issue	9 24.32%	1 3.70%	2 7.41%	2 7.14%	5 14.29%	4 12.50%	3 7.32%	1 5.56%	3 13.04%	1 3.45%	4 15.38%	3 8.57%	38 10.61%
Rates/Tariffs	0 0.00%	0 0.00%	1 3.70%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 4.35%	0 0.00%	1 3.85%	0 0.00%	3 0.84%
Decoupling/Inverted Block Rates	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
Inactive/Write-Off	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
<b>Inaccurate Metering</b>													
Inaccurate Metering	4 10.81%	2 7.41%	0 0.00%	1 3.57%	0 0.00%	0 0.00%	1 2.44%	0 0.00%	1 4.35%	1 3.45%	0 0.00%	0 0.00%	10 2.79%
<b>Wrongful Disconnect</b>													
Disconnection Issue	5 13.51%	6 22.22%	7 25.93%	4 14.29%	7 20.00%	6 18.75%	9 21.95%	4 22.22%	4 17.39%	6 20.69%	4 15.38%	3 8.57%	65 18.16%
<b>High Bills</b>													
High Bill	1 2.70%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 3.13%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	3 8.57%	5 1.40%
Credit Arrangement	0 0.00%	0 0.00%	0 0.00%	1 3.57%	6 17.14%	2 6.25%	2 4.88%	0 0.00%	1 4.35%	5 17.24%	2 7.69%	1 2.86%	20 5.59%
<b>Inadequate Service</b>													
Service Issue	7 18.92%	2 7.41%	4 14.81%	6 21.43%	5 14.29%	2 6.25%	8 19.51%	3 16.67%	2 8.70%	5 17.24%	7 26.92%	6 17.14%	57 15.92%
<b>Service-Extension/Restoration Intervals</b>													
Construction	1 2.70%	1 3.70%	1 3.70%	0 0.00%	1 2.86%	0 0.00%	1 2.44%	0 0.00%	1 4.35%	1 3.45%	0 0.00%	2 5.71%	9 2.51%
Service Order Scheduling	0 0.00%	1 3.70%	0 0.00%	1 3.57%	2 5.71%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 3.85%	1 2.86%	6 1.68%
<b>Other</b>													
Employee Conduct	1 2.70%	2 7.41%	1 3.70%	1 3.57%	1 2.86%	3 9.38%	1 2.44%	0 0.00%	0 0.00%	2 6.90%	2 7.69%	0 0.00%	14 3.91%
Online Customer Service	0 0.00%	1 3.70%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 2.44%	0 0.00%	1 4.35%	0 0.00%	1 3.85%	2 5.71%	6 1.68%
Other	3 8.11%	1 3.70%	1 3.70%	4 14.29%	0 0.00%	2 6.25%	2 4.88%	2 11.11%	1 4.35%	1 3.45%	1 3.85%	1 2.86%	19 5.31%
<b>Commercial Total</b>	<b>37 100.00%</b>	<b>27 100.00%</b>	<b>27 100.00%</b>	<b>28 100.00%</b>	<b>35 100.00%</b>	<b>32 100.00%</b>	<b>41 100.00%</b>	<b>18 100.00%</b>	<b>23 100.00%</b>	<b>29 100.00%</b>	<b>26 100.00%</b>	<b>35 100.00%</b>	<b>358 100.00%</b>

**CenterPoint Energy  
2016 Service Quality Report**

**Number & Percentage Call Center Complaints by Resolution Timeframe**

	January	February	March	April	May	June	July	August	September	October	November	December	Total													
<b>Residential</b>																										
Immediate	403	78.10%	390	75.88%	397	81.02%	417	78.83%	486	71.47%	521	80.15%	468	83.42%	498	85.57%	483	82.00%	358	80.09%	273	78.22%	379	79.96%	5073	79.50%
Within 10 Days	66	12.79%	60	11.67%	52	10.61%	46	8.70%	95	13.97%	64	9.85%	57	10.16%	57	9.79%	56	9.51%	61	13.65%	41	11.75%	54	11.39%	709	11.11%
Greater Than 10 Days	47	9.11%	64	12.45%	41	8.37%	66	12.48%	99	14.56%	65	10.00%	36	6.42%	27	4.64%	50	8.49%	28	6.26%	35	10.03%	41	8.65%	599	9.39%
<b>Residential Total</b>	<b>516</b>	<b>100.00%</b>	<b>514</b>	<b>100.00%</b>	<b>490</b>	<b>100.00%</b>	<b>529</b>	<b>100.00%</b>	<b>680</b>	<b>100.00%</b>	<b>650</b>	<b>100.00%</b>	<b>561</b>	<b>100.00%</b>	<b>582</b>	<b>100.00%</b>	<b>589</b>	<b>100.00%</b>	<b>447</b>	<b>100.00%</b>	<b>349</b>	<b>100.00%</b>	<b>474</b>	<b>100.00%</b>	<b>6381</b>	<b>100.00%</b>
<b>Commercial</b>																										
Immediate	28	75.68%	19	70.37%	20	74.07%	14	50.00%	22	62.86%	26	81.25%	33	80.49%	15	83.33%	22	95.65%	22	75.86%	20	76.92%	22	62.86%	263	73.46%
Within 10 Days	3	8.11%	5	18.52%	3	11.11%	7	25.00%	8	22.86%	3	9.38%	5	12.20%	2	11.11%	0	0.00%	4	13.79%	3	11.54%	5	14.29%	48	13.41%
Greater Than 10 Days	6	16.22%	3	11.11%	4	14.81%	7	25.00%	5	14.29%	3	9.38%	3	7.32%	1	5.56%	1	4.35%	3	10.34%	3	11.54%	8	22.86%	47	13.13%
<b>Commercial Total</b>	<b>37</b>	<b>100.00%</b>	<b>27</b>	<b>100.00%</b>	<b>27</b>	<b>100.00%</b>	<b>28</b>	<b>100.00%</b>	<b>35</b>	<b>100.00%</b>	<b>32</b>	<b>100.00%</b>	<b>41</b>	<b>100.00%</b>	<b>18</b>	<b>100.00%</b>	<b>23</b>	<b>100.00%</b>	<b>29</b>	<b>100.00%</b>	<b>26</b>	<b>100.00%</b>	<b>35</b>	<b>100.00%</b>	<b>358</b>	<b>100.00%</b>
	January	February	March	April	May	June	July	August	September	October	November	December	Year to Date													
<b>Total</b>																										
Immediate	431	77.94%	409	75.60%	417	80.66%	431	77.38%	508	71.05%	547	80.21%	501	83.22%	513	85.50%	505	82.52%	380	79.83%	293	78.13%	401	78.78%	5336	79.18%
Within 10 Days	69	12.48%	65	12.01%	55	10.64%	53	9.52%	103	14.41%	67	9.82%	62	10.30%	59	9.83%	56	9.15%	65	13.66%	44	11.73%	59	11.59%	757	11.23%
Greater Than 10 Days	53	9.58%	67	12.38%	45	8.70%	73	13.11%	104	14.55%	68	9.97%	39	6.48%	28	4.67%	51	8.33%	31	6.51%	38	10.13%	49	9.63%	646	9.59%
<b>Total</b>	<b>553</b>	<b>100.00%</b>	<b>541</b>	<b>100.00%</b>	<b>517</b>	<b>100.00%</b>	<b>557</b>	<b>100.00%</b>	<b>715</b>	<b>100.00%</b>	<b>682</b>	<b>100.00%</b>	<b>602</b>	<b>100.00%</b>	<b>600</b>	<b>100.00%</b>	<b>612</b>	<b>100.00%</b>	<b>476</b>	<b>100.00%</b>	<b>375</b>	<b>100.00%</b>	<b>509</b>	<b>100.00%</b>	<b>6739</b>	<b>100.00%</b>

CenterPoint Energy  
2016 Service Quality Report

Number & Percentage Call Center Complaints by Resolution Type

	January	February	March	April	May	June	July	August	September	October	November	December	Total													
<b>Residential</b>																										
Agree	113	21.90%	105	20.43%	99	20.20%	118	22.31%	188	27.65%	175	26.92%	130	23.17%	147	25.26%	183	31.07%	131	29.31%	93	26.65%	143	30.17%	1625	25.47%
Compromise	101	19.57%	79	15.37%	76	15.51%	64	12.10%	70	10.29%	81	12.46%	72	12.83%	59	10.14%	95	16.13%	54	12.08%	39	11.17%	53	11.18%	843	13.21%
Demonstrate	274	53.10%	314	61.09%	299	61.02%	311	58.79%	385	56.62%	349	53.69%	329	58.65%	348	59.79%	276	46.86%	239	53.47%	194	55.59%	245	51.69%	3563	55.84%
Refuse	27	5.23%	16	3.11%	15	3.06%	35	6.62%	37	5.44%	42	6.46%	30	5.35%	28	4.81%	35	5.94%	22	4.92%	23	6.59%	33	6.96%	343	5.38%
Not Assigned	1	0.19%	0	0.00%	1	0.20%	1	0.19%	0	0.00%	3	0.46%	0	0.00%	0	0.00%	0	0.00%	1	0.22%	0	0.00%	0	0.00%	7	0.11%
<b>Residential Total</b>	<b>516</b>	<b>100.00%</b>	<b>514</b>	<b>100.00%</b>	<b>490</b>	<b>100.00%</b>	<b>529</b>	<b>100.00%</b>	<b>680</b>	<b>100.00%</b>	<b>650</b>	<b>100.00%</b>	<b>561</b>	<b>100.00%</b>	<b>582</b>	<b>100.00%</b>	<b>589</b>	<b>100.00%</b>	<b>447</b>	<b>100.00%</b>	<b>349</b>	<b>100.00%</b>	<b>474</b>	<b>100.00%</b>	<b>6381</b>	<b>100.00%</b>
<b>Commercial</b>																										
Agree	11	29.73%	8	29.63%	3	11.11%	7	25.00%	5	14.29%	3	9.38%	7	17.07%	2	11.11%	8	34.78%	6	20.69%	2	7.69%	11	31.43%	73	20.39%
Compromise	1	2.70%	4	14.81%	2	7.41%	3	10.71%	9	25.71%	4	12.50%	4	9.76%	2	11.11%	3	13.04%	5	17.24%	3	11.54%	8	22.86%	48	13.41%
Demonstrate	23	62.16%	15	55.56%	20	74.07%	13	46.43%	20	57.14%	22	68.75%	29	70.73%	14	77.78%	12	52.17%	17	58.62%	20	76.92%	14	40.00%	219	61.17%
Refuse	2	5.41%	0	0.00%	2	7.41%	5	17.86%	1	2.86%	3	9.38%	1	2.44%	0	0.00%	0	0.00%	0	0.00%	1	3.85%	2	5.71%	17	4.75%
Not Assigned	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	3.45%	0	0.00%	0	0.00%	1	0.28%
<b>Commercial Total</b>	<b>37</b>	<b>100.00%</b>	<b>27</b>	<b>100.00%</b>	<b>27</b>	<b>100.00%</b>	<b>28</b>	<b>100.00%</b>	<b>35</b>	<b>100.00%</b>	<b>32</b>	<b>100.00%</b>	<b>41</b>	<b>100.00%</b>	<b>18</b>	<b>100.00%</b>	<b>23</b>	<b>100.00%</b>	<b>29</b>	<b>100.00%</b>	<b>26</b>	<b>100.00%</b>	<b>35</b>	<b>100.00%</b>	<b>358</b>	<b>100.00%</b>
	January	February	March	April	May	June	July	August	September	October	November	December	Total													
Agree	124	22.42%	113	20.89%	102	19.73%	125	22.44%	193	26.99%	178	26.10%	137	22.76%	149	24.83%	191	31.21%	137	28.78%	95	25.33%	154	30.26%	1698	25.20%
Compromise	102	18.44%	83	15.34%	78	15.09%	67	12.03%	79	11.05%	85	12.46%	76	12.62%	61	10.17%	98	16.01%	59	12.39%	42	11.20%	61	11.98%	891	13.22%
Demonstrate	297	53.71%	329	60.81%	319	61.70%	324	58.17%	405	56.64%	371	54.40%	358	59.47%	362	60.33%	288	47.06%	256	53.78%	214	57.07%	259	50.88%	3782	56.12%
Refuse	29	5.24%	16	2.96%	17	3.29%	40	7.18%	38	5.31%	45	6.60%	31	5.15%	28	4.67%	35	5.72%	22	4.62%	24	6.40%	35	6.88%	360	5.34%
Not Assigned	1	0.18%	0	0.00%	1	0.19%	1	0.18%	0	0.00%	3	0.44%	0	0.00%	0	0.00%	0	0.00%	2	0.42%	0	0.00%	0	0.00%	8	0.12%
<b>Total</b>	<b>553</b>	<b>100.00%</b>	<b>541</b>	<b>100.00%</b>	<b>517</b>	<b>100.00%</b>	<b>557</b>	<b>100.00%</b>	<b>715</b>	<b>100.00%</b>	<b>682</b>	<b>100.00%</b>	<b>602</b>	<b>100.00%</b>	<b>600</b>	<b>100.00%</b>	<b>612</b>	<b>100.00%</b>	<b>476</b>	<b>100.00%</b>	<b>375</b>	<b>100.00%</b>	<b>509</b>	<b>100.00%</b>	<b>6739</b>	<b>100.00%</b>

**CenterPoint Energy  
2016 Service Quality Report**

**Source of Customer Complaints**

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Residential</b>													
BBB	2	2	4	4	4	0	2	1	2	2	1	0	24
OAG	12	10	5	4	3	4	4	3	4	5	6	4	64
PUC	4	7	5	5	4	2	3	4	5	7	5	4	55
Other	0	0	0	1	0	0	1	0	0	0	0	0	2
<b>Commercial/Industrial</b>													
BBB	0	0	0	0	0	0	0	0	0	0	0	0	0
OAG	1	0	0	0	0	1	0	0	2	0	0	0	4
PUC	1	0	0	0	0	0	0	0	1	0	0	1	3
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Interruptible</b>													
BBB	0	0	0	0	0	0	0	0	0	0	0	0	0
OAG	0	0	0	0	0	0	0	0	0	0	0	0	0
PUC	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>20</b>	<b>19</b>	<b>14</b>	<b>14</b>	<b>11</b>	<b>7</b>	<b>10</b>	<b>8</b>	<b>14</b>	<b>14</b>	<b>12</b>	<b>9</b>	<b>152</b>

**CenterPoint Energy  
2016 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.	88%	91%	95%	92%	86%	82%	83%	90%	93%	95%	92%	85%	89%
Average Speed of Answer (in seconds)	13	9	5	8	16	22	17	10	7	6	9	17	12
Total Calls Answered	7,501	5,232	4,568	5,688	7,212	6,988	6,777	6,369	5,920	7,098	6,168	7,590	77,111

**CenterPoint Energy  
2016 Service Quality Report**

**Mislocate Rate**

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Number of Mislocates													
Mismarked line	1	1	1	1	3	2	3	2	4	8	1	9	36
Failure to mark a line	2	-	1	3	4	2	10	6	6	8	7	13	62
Total	3	1	2	4	7	4	13	8	10	16	8	22	98
Number of Locate Tickets	7,508	8,401	21,522	36,537	44,765	45,037	37,511	40,065	36,020	33,340	22,278	9,156	342,140
Number of Mislocates per 1000 Locate Tickets	0.40	0.12	0.09	0.11	0.16	0.09	0.35	0.20	0.28	0.48	0.36	2.40	0.29



**CenterPoint Energy**  
**2016 Service Quality Report**

**Gas Service Interruptions**

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Outages Due to Employees/Contractors</b>													
Number of Customers	2	1	12	4	11	5	59	16	20	20	9	25	184
Number Outages	2	1	3	4	11	5	15	16	19	15	8	16	115
Average duration of outage (in minutes)	326	15	55	176	116	100	42	133	110	97	86	89	84
<b>Outages Due to All Other Causes</b>													
Number of Customers	12	10	7	23	24	95	112	56	145	377	198	187	1,246
Number Outages	12	9	5	21	23	46	73	47	68	76	115	151	646
Average duration of outage (in minutes)	162	103	58	111	138	56	86	121	58	25	70	104	66
<b><u>Total</u></b>													
Number of Customers	14	11	19	27	35	100	171	72	165	397	207	212	1,430
Number Outages	14	10	8	25	34	51	88	63	87	91	123	167	761
Average duration of outage (in minutes)	186	95	56	120	131	58	71	124	64	28	71	102	68
Total Minutes	2,598	1,045	1,062	3,245	4,583	5,800	12,075	8,910	10,625	11,228	14,677	21,600	97,449



Location	When did the incident occur?	How many customers were affected?	How was CenterPoint made aware of the incident?	What was the root cause of the incident?	What actions were taken to fix the problem?	What actions were taken to contact the customers?	Were there any public relations issues?	Did the customers or company relent?	What was the longest time a customer was without gas during this incident?
16518 72 Pl No, Maple Grove	1/3/2016	1	911	Fire	Cut and capped the service line	Door hanger/spoke with customer(s)	Yes	Not applicable	Gas will remain off until the building is rebuilt
4053 Fremont Ave No, MPLS	1/6/2016	1	911	Fire	Cut and capped the service line	Door hanger/spoke with customer(s)	Yes	Not applicable	Gas will remain off until the building is rebuilt
20400 Quapaw St NW, Anoka	1/8/2016	1	911	Fire	Locked & blind plated meter	Door hanger/spoke with customer(s)	Yes	Not applicable	Gas will remain off until the repairs are made
53351 4 St No, Brooklyn Center	1/9/2016	1	911	Fire	Locked & blind plated meter	Door hanger/spoke with customer(s)	Yes	Not applicable	Gas will remain off until the repairs are made
15 W Main St, Madelia	2/3/2016	5	911	Fire	Locked & blind plated meter	Door hanger/spoke with customer(s)	Yes	Not applicable	Gas will remain off until the buildings are rebuilt
201 Barracuda Ave NE, Avon	2/9/2016	1	911	Fire	Locked & blind plated meter	Door hanger/spoke with customer(s)	Yes	Not applicable	Gas will remain off until the home is rebuilt
35W & 86 St, Bloomington	2/20/2016	0	911	Damaged gas main	Abandoned that section of main	Not applicable	Yes	Not applicable	NA
1400 Block of Fair Acre Lane SW, Willmar	3/8/2016	1	911	Fire	Locked & blind plated meter	Door hanger/spoke with customer(s)	Yes	Not applicable	Gas will remain off until the home is rebuilt
2400 Mystic Lake Blvd, Prior Lake	3/24/2016	0	911	Damaged gas service line	Repaired line	Door hanger/spoke with customer(s)	Yes	Not applicable	NA
Cty Rd 101 & Red Cherry Lane, Minnetonka	4/5/2016	1	911	Damaged gas main	Repaired line	Door hanger/spoke with customer(s)	No	Not applicable	3 hrs
14630 Highway 65 NE, Andover	4/7/2016	1	911	Damaged gas service line	Repaired line	Door hanger/spoke with customer(s)	No	CPE	2 hrs
3033 University Ave SE, MPLS	4/14/2016	1	911	Damaged meter	Repaired meter	Door hanger/spoke with customer(s)	No	CPE	3 hrs
12444 76 St NE, Elk River	4/24/2016	3	911	Lightning Strikes & Fire	Cut & Capped one service, locked and blind plated 2 other meters	Door hanger/spoke with customer(s)	Yes	Not applicable	Gas will remain off until home is rebuilt, repairs are made
1345 84 Ct No, Brooklyn Park	4/29/2016	1	911	Fire	Locked & blind plated meter	Door hanger/spoke with customer(s)	Yes	Not applicable	Gas will remain off until home is rebuilt
6068 158 Ct, Apple Valley	4/29/2016	1	911	Damaged gas main	Repaired line	Door hanger/spoke with customer(s)	No	CPE	3 hours
5170 W 140 St, Savage	4/30/2016	43	911	Damaged gas main	Repaired line	Door hanger/spoke with customer(s)	No	CPE	4 hours
6025 109 Ave No, Brooklyn Park	5/16/2016	none	911	Damaged gas main	Repaired line	Door hanger/spoke with customer(s)	Yes	Not applicable	NA
1920 S 1 St, MPLS	5/18/2016	None	911	Relief on Meter	Checked relief	Not applicable	No	Not applicable	NA
Franklin Trl SE & Brunswick Ave SE, Prior Lake	5/20/2016	45	911	Damaged gas main	Repaired line	Door hanger/spoke with customer(s)	No	CPE	4 hours
11740 200 Ave. NW, Elk River	5/23/2016	1	911	Fire	Locked & blind plated meter	Door hanger/spoke with customer(s)	No	Not applicable	Gas will remain off until home is rebuilt
4287 46 Ave No, Robbinsdale	6/3/2016	None	911	Fire	Repaired line	Not applicable	Yes	Not applicable	NA
Cty Rd 101 & Hanus Rd, Minnetonka	6/20/2016	None	911	Damaged gas main	Repaired line	Not applicable	Yes	Not applicable	NA
425 Jefferson Ave S, Hopkins	6/23/2016	1	911	Fire	Locked & blind plated meter	Door hanger/spoke with customer(s)	Yes	Not applicable	Gas will remain off until home is rebuilt
11573 Spruce Dr, Monticello	7/5/2016	2	911	Fire	Cut & Capped 2 services	Door hanger/spoke with customer(s)	No	Not applicable	Gas will remain off until homes are rebuilt
8 Ave No & Kilmer Lane No, Plymouth	7/11/2016	None	911	Damaged gas main	Repaired line	Not applicable	No	Not applicable	NA
1290 N Highway 13, Waterville	7/13/2016	1	911	Lightning Strike & Fire	Repaired Service and meter	Door hanger/spoke with customer(s)	No	Not applicable	4 hrs
13600 Geyser Path, Apple Valley	7/23/2016	1	911	Lightning Strike & Fire	Locked & blind plated meter	Door hanger/spoke with customer(s)	No	Not applicable	Gas will remain off until home is rebuilt
Nicollet Ave So & 11 St, Minneapolis	8/2/2016	None	911	Damaged gas service line	Capped service	Not applicable	No	Not applicable	NA
6200 West Broadway Brooklyn Park	8/9/2016	None	911	Leak on main	Repaired line	Not applicable	No	Not applicable	NA
195 3 st., Dassel	8/15/2016	911	911	Leak on customer piping	Advised customer of the leak	Door hanger/spoke with customer(s)	No	Not applicable	NA
1750 Hennepin Ave., Minneapolis	8/18/2016	None	911	Damaged gas main	Repaired line	Not applicable	Yes	Not applicable	NA
1201 Highway 25 N, Buffalo	8/22/2016	8	911	Damaged gas main	Repaired line	Door hanger/spoke with customer(s)	No	CPE	2 hrs
501 E. State Street/Belle Plaine	8/23/2016	1	911	Lightning Strikes & Fire	Capped service/repaird line	Door hanger/spoke with customer(s)	No	CPE	12 hrs
Highway 25 & 12 St NE, Buffalo	8/29/2016	10	911	Damaged gas main	Repaired line	Door hanger/spoke with customer(s)	No	CPE	6.5 hrs
Northbrook Ave & Boone Ave No, Brooklyn Park	8/31/2016	None	911	Damaged gas main	Repaired line	Not applicable	No	Not applicable	NA
416 Nicollet Ave, MPLS	9/1/2016	250	911	Damaged gas main	Repaired line	Door hanger/spoke with customer(s)	Yes	CPE	5 hrs
403 E Main St, Melrose	9/8/2016	1	911	Fire	Capped services	Door hanger/spoke with customer(s)	No	Not applicable	Gas will remain off until buidings are rebuilt
663 Winnetka Ave N, Golden Valley	10/4/2016	1	911	Damaged gas service line	Repaired line	Door hanger/spoke with customer(s)	No	CPE	2 hrs
809 Baker Ave, Mankato	10/5/2016	NA	911	CO from Charcoal grill	NA	Not applicable	No	Not applicable	Not applicable
94 St East & Nicollet Ave, Bloomington	10/13/2016	NA	CPE Personnel	Fitting came off at pigging site	Repaired line	Not applicable	No	Not applicable	Not applicable
7240 Brooklyn Blvd, Brooklyn Center	10/19/2016	1	911	Damaged gas service line	Repaired line	Door hanger/spoke with customer(s)	No	CPE	2 hrs
8 Ave SW & HWY 30	10/21/2016	None	911	Damaged gas main	Repaired line	Not applicable	No	Not applicable	NA
2701 98 Ave No, Brooklyn Park	10/25/2016	1	911	Fire	Capped service	Door hanger/spoke with customer(s)	No	Not applicable	Gas will remain off until home is rebuilt
4539 France Ave So, MPLS	10/27/2016	1	911	Damaged gas service line	Repaired line	Door hanger/spoke with customer(s)	No	CPE	4 hrs
1204 Greeley Ave No, Glencoe	11/1/2016	None	911	Leak on customer piping	shut off gas	Door hanger/spoke with customer(s)	No	Not applicable	NA
308 7 St So, St James	11/4/2016	None	911	Regulator on meter leak	Locked & blind plated meter	Not applicable	No	Not applicable	NA Home vacant
120 Hawatha Ave, Big Lake	11/7/2016	1	911	Fire/Explosion	Capped service	Door hanger/spoke with customer(s)	Yes	Not applicable	Gas will remain off until home is rebuilt
1521 E 25 St, Bloomington	11/14/2016	None	911	Control Box-Automated valve	Repaired	Not applicable	No	Not applicable	NA
5225 Barry St, St Louis Park	11/15/2016	None	911	Customers private line	Shut off meter	Door hanger/spoke with customer(s)	Yes	Not applicable	Gas will remain off until they have their line repaired
5401 69 Ave No, Brooklyn Center	11/21/2016	None	911	Reg station bypassing	Replaced Regulator	Not applicable	No	Not applicable	NA
7700 Monroe St NE, Spring Lake Park	11/30/2016	1	911	Meter hit by a car	Locked & blind plated meter	Door hanger/spoke with customer(s)	Yes	CPE	13 hrs
66 St & Emerson Ave So, Richfield	12/5/2016	None	Michels	Leak on main	Installed cover sleeve on main	Door hanger/spoke with customer(s)	No	Not applicable	NA
1512 Orkla Dr, Golden Valley	12/11/2016	1	911	Fire	Capped service	Door hanger/spoke with customer(s)	No	Not applicable	Gas will remain off until they rebuild the home.
15640 Clayton Ave Ea, Coates	12/14/2016	1	911	Fire	Shut off meter	Door hanger/spoke with customer(s)	No	Not applicable	Gas will remain off until repairs are made
98 St We & Penn ave So, Bloomington	12/16/2016	None	Leak detection	Leak on 20" class E main	Installed cover sleeve on main	Not applicable	No	Not applicable	NA
1803 2 Ave No, MPLS	12/20/2016	1	911	Fire	Locked & blind plated meter	Door hanger/spoke with customer(s)	No	Not applicable	Gas will remain off until repairs are made

CenterPoint Energy  
2016 Service Quality Report

2016 Emergency Gas Response Time

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Calls Responded to in one hour or less</b>													
Metro	3,440	2,342	2,325	2,295	2,344	2,399	2,244	2,322	2,314	3,286	2,972	3,562	31,845
Outstate	304	251	265	253	227	268	229	289	265	374	328	366	3,419
Combined	3,744	2,593	2,590	2,548	2,571	2,667	2,473	2,611	2,579	3,660	3,300	3,928	35,264
<b>Calls Responded to in over one hour</b>													
Metro	408	227	159	141	202	257	225	179	208	380	349	418	3,153
Outstate	90	48	40	45	46	51	54	41	57	115	63	100	750
Combined	498	275	199	186	248	308	279	220	265	495	412	518	3,903
<b>Total Calls</b>													
Metro	3,848	2,569	2,484	2,436	2,546	2,656	2,469	2,501	2,522	3,666	3,321	3,980	34,998
Outstate	394	299	305	298	273	319	283	330	322	489	391	466	4,169
Combined	4,242	2,868	2,789	2,734	2,819	2,975	2,752	2,831	2,844	4,155	3,712	4,446	39,167
<b>Percent Responded to in one hour or less</b>													
Metro	89.40%	91.16%	93.60%	94.21%	92.07%	90.32%	90.89%	92.84%	91.75%	89.63%	89.49%	89.50%	90.99%
Outstate	77.16%	83.95%	86.89%	84.90%	83.15%	84.01%	80.92%	87.58%	82.30%	76.48%	83.89%	78.54%	82.01%
Combined	88.26%	90.41%	92.86%	93.20%	91.20%	89.65%	89.86%	92.23%	90.68%	88.09%	88.90%	88.35%	90.03%
<b>Percent Responded to in over one hour</b>													
Metro	10.60%	8.84%	6.40%	5.79%	7.93%	9.68%	9.11%	7.16%	8.25%	10.37%	10.51%	10.50%	9.01%
Outstate	22.84%	16.05%	13.11%	15.10%	16.85%	15.99%	19.08%	12.42%	17.70%	23.52%	16.11%	21.46%	17.99%
Combined	11.74%	9.59%	7.14%	6.80%	8.80%	10.35%	10.14%	7.77%	9.32%	11.91%	11.10%	11.65%	9.97%
<b>Average number of minutes to respond to an emergency</b>													
Metro	36.3	35.0	31.6	32.2	33.8	35.4	35.2	33.0	34.1	35.4	35.9	37.0	34.8
Outstate	42.8	38.5	34.7	36.3	39.4	40.1	38.1	36.5	39.4	43.4	36.8	41.9	39.3
Combined	36.9	35.3	32.0	32.6	34.4	35.9	35.5	33.4	34.7	36.3	36.0	37.5	35.3

## Minnesota Office of Pipeline Safety Emergency Response Reporting Form 2016

Reporting Company: CenterPoint Energy

**Circle Reporting Period:**

Contact Person: Bryan Bruley

**January**

February

Phone: 612-321-4922

March

April

May

June

July

August

September

October

November

December

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,766	230	2	2	-
> 10 min. to 20 min.	1,018	696	9	3	-
> 20 min. to 40 min.	1,034	1,854	19	5	1
> 40 min. to 60 min.	264	964	14	20	5
> 60 min. to 80 min.	76	325	17	21	14
> 80 min. to 100 min.	42	91	25	26	17
> 100 min. to 120 min	9	33	36	39	20
> 2 hrs to 3 hrs	33	49	88	92	69
> 3 hrs to 4 hrs	-	-	-	1	49
> 4 hrs to 6 hrs	-	-	-	1	23
> 6 hrs to 8 hrs	-	-	-	-	6
> 8 hrs	-	-	-	-	6
Total	4,242	4,242	210	210	210

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

This information is being gathered under the authority MS 299J.13, 299F.59 and 299F.63

## Minnesota Office of Pipeline Safety

### Emergency Response Reporting Form 2016

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,261	181	8	4	-
> 10 min. to 20 min.	729	466	4	2	-
> 20 min. to 40 min.	643	1,320	13	6	3
> 40 min. to 60 min.	154	626	13	14	5
> 60 min. to 80 min.	38	182	14	11	8
> 80 min. to 100 min.	17	46	23	25	6
> 100 min. to 120 min	14	27	21	24	15
> 2 hrs to 3 hrs	10	17	64	67	67
> 3 hrs to 4 hrs	1	2	2	3	29
> 4 hrs to 6 hrs	1	1	-	4	18
> 6 hrs to 8 hrs	-	-	-	1	5
> 8 hrs	-	-	-	1	6
Total	2,868	2,868	162	162	162

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

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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

# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2016

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
<b>March</b>	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,455	192	5	2	-
> 10 min. to 20 min.	661	555	5	3	3
> 20 min. to 40 min.	524	1,322	16	9	1
> 40 min. to 60 min.	115	521	10	10	7
> 60 min. to 80 min.	18	140	17	19	4
> 80 min. to 100 min.	6	41	35	36	8
> 100 min. to 120 min	6	10	43	42	21
> 2 hrs to 3 hrs	4	8	76	77	77
> 3 hrs to 4 hrs	-	-	-	5	54
> 4 hrs to 6 hrs	-	-	-	2	21
> 6 hrs to 8 hrs	-	-	-	2	5
> 8 hrs	-	-	-	-	6
<b>Total</b>	<b>2,789</b>	<b>2,789</b>	<b>207</b>	<b>207</b>	<b>207</b>

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

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**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: <a href="mailto:andy.voyer@state.mn.us">andy.voyer@state.mn.us</a> or Fax: 651-296-9641  For more information call 651-296-9636
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# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2016

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,451	163	7	5	-
> 10 min. to 20 min.	635	532	5	2	-
> 20 min. to 40 min.	512	1,303	11	8	1
> 40 min. to 60 min.	95	550	18	10	3
> 60 min. to 80 min.	23	130	24	10	4
> 80 min. to 100 min.	16	43	19	21	14
> 100 min. to 120 min	1	9	44	19	22
> 2 hrs to 3 hrs	1	4	78	72	82
> 3 hrs to 4 hrs	-	-	1	42	45
> 4 hrs to 6 hrs	-	-	-	12	21
> 6 hrs to 8 hrs	-	-	-	4	10
> 8 hrs	-	-	-	2	5
<b>Total</b>	<b>2,734</b>	<b>2,734</b>	<b>207</b>	<b>207</b>	<b>207</b>

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

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**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

## Minnesota Office of Pipeline Safety

### Emergency Response Reporting Form 2016

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,362	177	2	5	-
> 10 min. to 20 min.	702	506	2	3	1
> 20 min. to 40 min.	557	1,276	17	20	1
> 40 min. to 60 min.	118	612	17	20	4
> 60 min. to 80 min.	44	162	27	10	5
> 80 min. to 100 min.	15	47	29	11	7
> 100 min. to 120 min	10	24	44	17	23
> 2 hrs to 3 hrs	11	15	82	71	85
> 3 hrs to 4 hrs	-	-	-	38	52
> 4 hrs to 6 hrs	-	-	-	21	31
> 6 hrs to 8 hrs	-	-	-	3	10
> 8 hrs	-	-	-	1	1
<b>Total</b>	<b>2,819</b>	<b>2,819</b>	<b>220</b>	<b>220</b>	<b>220</b>

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.

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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: <a href="mailto:andy.voyer@state.mn.us">andy.voyer@state.mn.us</a> or Fax: 651-296-9641
For more information call 651-296-9636	

# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2016

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,309	179	3	1	-
> 10 min. to 20 min.	756	479	5	6	-
> 20 min. to 40 min.	663	1,363	18	12	4
> 40 min. to 60 min.	157	646	24	15	3
> 60 min. to 80 min.	44	184	38	22	8
> 80 min. to 100 min.	25	74	43	18	12
> 100 min. to 120 min	7	25	44	26	30
> 2 hrs to 3 hrs	13	24	94	79	90
> 3 hrs to 4 hrs	1	1	1	49	62
> 4 hrs to 6 hrs	-	-	1	28	40
> 6 hrs to 8 hrs	-	-	-	12	15
> 8 hrs	-	-	-	3	7
<b>Total</b>	<b>2,975</b>	<b>2,975</b>	<b>271</b>	<b>271</b>	<b>271</b>

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.

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# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2016

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,204	169	-	1	-
> 10 min. to 20 min.	698	433	2	4	-
> 20 min. to 40 min.	632	1,250	6	8	-
> 40 min. to 60 min.	168	621	14	17	2
> 60 min. to 80 min.	26	200	14	9	2
> 80 min. to 100 min.	8	51	32	10	7
> 100 min. to 120 min	4	11	37	17	15
> 2 hrs to 3 hrs	12	17	86	53	54
> 3 hrs to 4 hrs	-	-	-	38	61
> 4 hrs to 6 hrs	-	-	2	24	36
> 6 hrs to 8 hrs	-	-	-	12	14
> 8 hrs	-	-	-	-	2
<b>Total</b>	<b>2,752</b>	<b>2,752</b>	<b>193</b>	<b>193</b>	<b>193</b>

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.

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Mail to: Minnesota Office of Pipeline Safety 444 Cedar St, Suite 147 St. Paul MN 55101- 5147	Email: <a href="mailto:andy.voyer@state.mn.us">andy.voyer@state.mn.us</a> or Fax: 651-296-9641  For more information call 651-296-9636
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## Minnesota Office of Pipeline Safety

### Emergency Response Reporting Form 2016

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,459	153	1	-	-
> 10 min. to 20 min.	720	542	8	1	-
> 20 min. to 40 min.	499	1,341	17	6	-
> 40 min. to 60 min.	107	575	20	14	2
> 60 min. to 80 min.	23	154	25	8	5
> 80 min. to 100 min.	13	39	19	18	8
> 100 min. to 120 min	10	17	27	18	21
> 2 hrs to 3 hrs	-	10	65	59	64
> 3 hrs to 4 hrs	-	-	4	33	37
> 4 hrs to 6 hrs	-	-	-	24	37
> 6 hrs to 8 hrs	-	-	-	5	10
> 8 hrs	-	-	-	-	2
<b>Total</b>	<b>2,831</b>	<b>2,831</b>	<b>186</b>	<b>186</b>	<b>186</b>

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.

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or Fax: 651-296-9641

For more information call 651-296-9636

# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2016

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,354	177	1	3	-
> 10 min. to 20 min.	758	462	1	3	-
> 20 min. to 40 min.	540	1,334	9	6	-
> 40 min. to 60 min.	126	606	10	12	1
> 60 min. to 80 min.	35	179	27	10	6
> 80 min. to 100 min.	16	56	26	14	16
> 100 min. to 120 min	9	15	26	15	14
> 2 hrs to 3 hrs	6	14	84	48	51
> 3 hrs to 4 hrs	-	-	3	36	43
> 4 hrs to 6 hrs	-	1	-	31	40
> 6 hrs to 8 hrs	-	-	-	6	11
> 8 hrs	-	-	-	3	5
<b>Total</b>	<b>2,844</b>	<b>2,844</b>	<b>187</b>	<b>187</b>	<b>187</b>

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.

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**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.

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For more information call 651-296-9636

# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2016

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,791	247	1	-	-
> 10 min. to 20 min.	1,050	680	-	-	-
> 20 min. to 40 min.	933	1,850	8	6	-
> 40 min. to 60 min.	235	883	10	11	3
> 60 min. to 80 min.	84	329	29	22	10
> 80 min. to 100 min.	31	95	31	12	12
> 100 min. to 120 min	17	43	28	18	23
> 2 hrs to 3 hrs	13	26	94	65	61
> 3 hrs to 4 hrs	1	2	8	42	49
> 4 hrs to 6 hrs	-	-	3	22	30
> 6 hrs to 8 hrs	-	-	1	12	19
> 8 hrs	-	-	-	3	6
<b>Total</b>	<b>4,155</b>	<b>4,155</b>	<b>213</b>	<b>213</b>	<b>213</b>

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.

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Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,589	229	3	1	-
> 10 min. to 20 min.	987	574	1	2	-
> 20 min. to 40 min.	821	1,649	5	7	-
> 40 min. to 60 min.	214	848	10	8	3
> 60 min. to 80 min.	69	286	21	7	4
> 80 min. to 100 min.	18	83	22	14	12
> 100 min. to 120 min	8	30	24	14	12
> 2 hrs to 3 hrs	6	12	65	58	66
> 3 hrs to 4 hrs	-	-	3	20	30
> 4 hrs to 6 hrs	-	1	1	19	21
> 6 hrs to 8 hrs	-	-	-	2	5
> 8 hrs	-	-	-	3	2
<b>Total</b>	<b>3,712</b>	<b>3,712</b>	<b>155</b>	<b>155</b>	<b>155</b>

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.

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Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,873	234	2	3	-
> 10 min. to 20 min.	1,173	607	5	2	1
> 20 min. to 40 min.	1,033	1,996	5	4	2
> 40 min. to 60 min.	252	1,091	11	6	4
> 60 min. to 80 min.	65	349	13	7	6
> 80 min. to 100 min.	18	98	23	16	14
> 100 min. to 120 min	11	39	34	12	14
> 2 hrs to 3 hrs	21	31	77	51	54
> 3 hrs to 4 hrs	-	1	7	44	45
> 4 hrs to 6 hrs	-	-	2	31	35
> 6 hrs to 8 hrs	-	-	-	3	4
> 8 hrs	-	-	-	-	-
<b>Total</b>	<b>4,446</b>	<b>4,446</b>	<b>179</b>	<b>179</b>	<b>179</b>

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

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**CenterPoint Energy  
2016 Service Quality Report**

**Customer Service Related Expenses <sup>1</sup>**

	<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>	<u>Total</u>
Customer Service Related Expenses	1,243,755	2,147,054	2,782,425	2,728,002	2,626,470	2,960,817	2,239,042	2,864,245	2,332,688	2,764,183	2,490,136	3,341,764	30,520,581

<sup>(1)</sup> FERC accounts 901 and 903 plus payroll taxes and benefits.

**CenterPoint Energy**  
**2016 Service Quality Report**  
**2016 Customer Requested Steel Service Relocations**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
2939849	79289038	REPLACE I/C SERVICE LINE-PLASTIC - RJM	4040 Bloomington Ave	8/25/2016	Construction OH	MGC2	\$200.39
2939849	79289038	REPLACE I/C SERVICE LINE-PLASTIC - RJM		8/25/2016	Restoration OH	MGC2	\$350.87
2939849	79289038	REPLACE I/C SERVICE LINE-PLASTIC - RJM		8/25/2016	Stores Overhead	MGC2	\$8.68
2939849	79289038	REPLACE I/C SERVICE LINE-PLASTIC - RJM		8/25/2016	Stores Overhead -Qty	MGC2	\$14.40
2939849	79289038	REPLACE I/C SERVICE LINE-PLASTIC - RJM		8/25/2016	Fleet Pool Vehicles	MGC2	\$14.58
2939849	79289038	REPLACE I/C SERVICE LINE-PLASTIC - RJM		8/25/2016	Un labor-ST-IntAlloc	MGC2	\$1,015.20
2939849	79289038	REPLACE I/C SERVICE LINE-PLASTIC - RJM		8/25/2016	Un labor-ST-IntAlloc	MGC2	\$303.37
2939849	79289038	REPLACE I/C SERVICE LINE-PLASTIC - RJM		8/25/2016	Un Labor 1 1/2-IntAl	MGC2	\$41.39
2939849	79289038	REPLACE I/C SERVICE LINE-PLASTIC - RJM		8/25/2016	M&S-Inventory Issued	MGC2	\$166.90
<b>2939849 Total</b>							<b>\$2,115.78</b>
3002242	78185744	XI/C REPLACE SERVICE LINE-PLASTIC	306 W 78th St	6/9/2016	Construction OH	MGC2	\$598.42
3002242	78185744	XI/C REPLACE SERVICE LINE-PLASTIC		6/9/2016	Restoration OH	MGC2	\$831.94
3002242	78185744	XI/C REPLACE SERVICE LINE-PLASTIC		6/9/2016	Stores Overhead	MGC2	\$32.90
3002242	78185744	XI/C REPLACE SERVICE LINE-PLASTIC		6/9/2016	Stores Overhead -Qty	MGC2	\$130.32
3002242	78185744	XI/C REPLACE SERVICE LINE-PLASTIC		6/9/2016	Fleet Pool Vehicles	MGC2	\$42.03
3002242	78185744	XI/C REPLACE SERVICE LINE-PLASTIC		6/9/2016	Un labor-ST-IntAlloc	MGC2	\$2,227.43
3002242	78185744	XI/C REPLACE SERVICE LINE-PLASTIC		6/9/2016	Un Labor 1 1/2-IntAl	MGC2	\$154.68
3002242	78185744	XI/C REPLACE SERVICE LINE-PLASTIC		6/9/2016	Un labor-ST-IntAlloc	MGC2	\$296.90
3002242	78185744	XI/C REPLACE SERVICE LINE-PLASTIC		6/9/2016	M&S-Inventory Issued	MGC2	\$632.73
3002242	78185744	XI/C REPLACE SERVICE LINE-PLASTIC		6/9/2016	Billable Cntrctd Lbr	MGC2	\$801.90
3002242	78185744	XI/C REPLACE SERVICE LINE-PLASTIC		6/9/2016	Cont in Aid of Const	MGC2	-\$269.00
3002242	78188874	I/C RELOCATE GAS METER & REPLACE SET		6/7/2016	Construction OH	MGS2	\$281.77
3002242	78188874	I/C RELOCATE GAS METER & REPLACE SET		6/7/2016	Stores Overhead	MGS2	\$82.16
3002242	78188874	I/C RELOCATE GAS METER & REPLACE SET		6/7/2016	Stores Overhead -Qty	MGS2	\$7.44
3002242	78188874	I/C RELOCATE GAS METER & REPLACE SET		6/7/2016	Fleet Pool Vehicles	MGS2	\$13.88
3002242	78188874	I/C RELOCATE GAS METER & REPLACE SET		6/7/2016	Un labor-ST-IntAlloc	MGS2	\$263.41
3002242	78188874	I/C RELOCATE GAS METER & REPLACE SET		6/7/2016	Un labor-ST-IntAlloc	MGS2	\$99.40
3002242	78188874	I/C RELOCATE GAS METER & REPLACE SET		6/7/2016	M&S-Inventory Issued	MGS2	\$1,580.06
3002242	78189146	I/C INSTALL NEW MEASUREMENT STATION		6/7/2016	Construction OH	MGS2	\$3.22
3002242	78189146	I/C INSTALL NEW MEASUREMENT STATION		6/7/2016	Un labor-ST-IntAlloc	MGS2	\$22.39
3002242	78189327	I/C ABANDON SERVICE - STEEL		6/9/2016	Construction OH	MGC2	\$340.01
3002242	78189327	I/C ABANDON SERVICE - STEEL		6/9/2016	Restoration OH	MGC2	\$558.04



**CenterPoint Energy**  
**2016 Service Quality Report**  
**2016 Customer Requested Steel Service Relocations**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3002242	78189327	I/C ABANDON SERVICE - STEEL		6/9/2016	Stores Overhead	MGC2	\$1.37
3002242	78189327	I/C ABANDON SERVICE - STEEL		6/9/2016	Stores Overhead -Qty	MGC2	\$1.20
3002242	78189327	I/C ABANDON SERVICE - STEEL		6/9/2016	Un labor-ST-IntAlloc	MGC2	\$1,990.11
3002242	78189327	I/C ABANDON SERVICE - STEEL		6/9/2016	Un Labor 1 1/2-IntAl	MGC2	\$116.01
3002242	78189327	I/C ABANDON SERVICE - STEEL		6/9/2016	Un labor-ST-IntAlloc	MGC2	\$146.02
3002242	78189327	I/C ABANDON SERVICE - STEEL		6/9/2016	Un Labor 1 1/2-IntAl	MGC2	\$82.77
3002242	78189327	I/C ABANDON SERVICE - STEEL		6/9/2016	M&S-Inventory Issued	MGC2	\$26.27
3002242	78564887	REPLACE LARGE VOLUME METER		6/7/2016	Un labor-ST-IntAlloc	MGS1	\$59.70
<b>3002242 Total</b>							<b>\$11,155.48</b>
3081682	79039709	CMNEM REPLACE I/C SERVICE LINE-PLASTIC -	1901 Fillmore St NE	11/29/2016	Construction OH	MGC2	\$336.45
3081682	79039709	CMNEM REPLACE I/C SERVICE LINE-PLASTIC -		11/29/2016	Restoration OH	MGC2	\$710.48
3081682	79039709	CMNEM REPLACE I/C SERVICE LINE-PLASTIC -		11/29/2016	Stores Overhead	MGC2	\$5.93
3081682	79039709	CMNEM REPLACE I/C SERVICE LINE-PLASTIC -		11/29/2016	Stores Overhead -Qty	MGC2	\$13.68
3081682	79039709	CMNEM REPLACE I/C SERVICE LINE-PLASTIC -		11/29/2016	Un labor-ST-IntAlloc	MGC2	\$1,337.98
3081682	79039709	CMNEM REPLACE I/C SERVICE LINE-PLASTIC -		11/29/2016	Un labor-ST-IntAlloc	MGC2	\$1,484.14
3081682	79039709	CMNEM REPLACE I/C SERVICE LINE-PLASTIC -		11/29/2016	M&S-Inventory Issued	MGC2	\$97.21
<b>3081682 Total</b>							<b>\$3,985.87</b>
3186423	79190183	XREPLACE I/C SERVICE LINE-PLASTIC - RJM	12521 Main St	8/30/2016	Construction OH	MGC2	\$1,754.19
3186423	79190183	XREPLACE I/C SERVICE LINE-PLASTIC - RJM		8/30/2016	Restoration OH	MGC2	\$3,248.50
3186423	79190183	XREPLACE I/C SERVICE LINE-PLASTIC - RJM		8/30/2016	Stores Overhead	MGC2	\$46.94
3186423	79190183	XREPLACE I/C SERVICE LINE-PLASTIC - RJM		8/30/2016	Stores Overhead -Qty	MGC2	\$272.64
3186423	79190183	XREPLACE I/C SERVICE LINE-PLASTIC - RJM		8/30/2016	Un labor-ST-IntAlloc	MGC2	
3186423	79190183	XREPLACE I/C SERVICE LINE-PLASTIC - RJM		8/30/2016	M&S-Inventory Issued	MGC2	\$902.73
3186423	79190183	XREPLACE I/C SERVICE LINE-PLASTIC - RJM		8/30/2016	Billable Cntrctd Lbr	MGC2	\$12,591.07
3186423	79190252	MI JIM REPLACE (WELD)/I/C METER & SET - O		8/22/2016	Construction OH	MGS2	\$320.20
3186423	79190252	MI JIM REPLACE (WELD)/I/C METER & SET - O		8/22/2016	Stores Overhead	MGS2	\$54.11
3186423	79190252	MI JIM REPLACE (WELD)/I/C METER & SET - O		8/22/2016	Stores Overhead -Qty	MGS2	\$22.56
3186423	79190252	MI JIM REPLACE (WELD)/I/C METER & SET - O		8/22/2016	Fleet Pool Vehicles	MGS2	\$14.30
3186423	79190252	MI JIM REPLACE (WELD)/I/C METER & SET - O		8/22/2016	Fleet Pool Vehicles	MGS2	\$10.90
3186423	79190252	MI JIM REPLACE (WELD)/I/C METER & SET - O		8/22/2016	Un labor-ST-IntAlloc	MGS2	
3186423	79190252	MI JIM REPLACE (WELD)/I/C METER & SET - O		8/22/2016	Un labor-ST-IntAlloc	MGS2	\$467.55
3186423	79190252	MI JIM REPLACE (WELD)/I/C METER & SET - O		8/22/2016	Un labor-ST-IntAlloc	MGS2	\$665.99
3186423	79190252	MI JIM REPLACE (WELD)/I/C METER & SET - O		8/22/2016	Un labor-ST-IntAlloc	MGS2	\$656.04
3186423	79190252	MI JIM REPLACE (WELD)/I/C METER & SET - O		8/22/2016	Un Labor 1 1/2-IntAl	MGS2	\$79.59
3186423	79190252	MI JIM REPLACE (WELD)/I/C METER & SET - O		8/22/2016	M&S-Inventory Issued	MGS2	\$1,323.88

**CenterPoint Energy**  
**2016 Service Quality Report**  
**2016 Customer Requested Steel Service Relocations**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
<b>3186423 Total</b>							<b>\$22,431.19</b>
3302353	77270721	MI1 (WELD)REPLACE I/C METER & SET - OTHE	5108 Northwest Dr	4/27/2016	Construction OH	MGS2	\$2,455.99
3302353	77270721	MI1 (WELD)REPLACE I/C METER & SET - OTHE		4/27/2016	Stores Overhead	MGS2	\$478.26
3302353	77270721	MI1 (WELD)REPLACE I/C METER & SET - OTHE		4/27/2016	Stores Overhead -Qty	MGS2	\$57.12
3302353	77270721	MI1 (WELD)REPLACE I/C METER & SET - OTHE		4/27/2016	Fleet Pool Vehicles	MGS2	\$103.45
3302353	77270721	MI1 (WELD)REPLACE I/C METER & SET - OTHE		4/27/2016	Fleet Pool Vehicles	MGS2	\$27.79
3302353	77270721	MI1 (WELD)REPLACE I/C METER & SET - OTHE		4/27/2016	Un labor-ST-IntAlloc	MGS2	\$449.56
3302353	77270721	MI1 (WELD)REPLACE I/C METER & SET - OTHE		4/27/2016	Un labor-ST-IntAlloc	MGS2	
3302353	77270721	MI1 (WELD)REPLACE I/C METER & SET - OTHE		4/27/2016	Un labor-ST-IntAlloc	MGS2	\$2,818.92
3302353	77270721	MI1 (WELD)REPLACE I/C METER & SET - OTHE		4/27/2016	Un labor-ST-IntAlloc	MGS2	\$2,843.64
3302353	77270721	MI1 (WELD)REPLACE I/C METER & SET - OTHE		4/27/2016	Un Labor 1 1/2-IntAl	MGS2	\$1,614.90
3302353	77270721	MI1 (WELD)REPLACE I/C METER & SET - OTHE		4/27/2016	M&S-Inventory Issued	MGS2	\$9,197.22
3302353	77770667	REPLACE I/C SERVICE LINE-STEEL - RJM		4/27/2016	Construction OH	MGC2	\$2,536.84
3302353	77770667	REPLACE I/C SERVICE LINE-STEEL - RJM		4/27/2016	Restoration OH	MGC2	\$3,203.27
3302353	77770667	REPLACE I/C SERVICE LINE-STEEL - RJM		4/27/2016	Stores Overhead	MGC2	\$196.17
3302353	77770667	REPLACE I/C SERVICE LINE-STEEL - RJM		4/27/2016	Stores Overhead -Qty	MGC2	\$23.04
3302353	77770667	REPLACE I/C SERVICE LINE-STEEL - RJM		4/27/2016	Fleet Pool Vehicles	MGC2	\$199.80
3302353	77770667	REPLACE I/C SERVICE LINE-STEEL - RJM		4/27/2016	Fleet Pool Vehicles	MGC2	\$241.80
3302353	77770667	REPLACE I/C SERVICE LINE-STEEL - RJM		4/27/2016	Un Labor 1 1/2-IntAl	MGC2	\$412.60
3302353	77770667	REPLACE I/C SERVICE LINE-STEEL - RJM		4/27/2016	Un Labor 1 1/2-IntAl	MGC2	\$696.96
3302353	77770667	REPLACE I/C SERVICE LINE-STEEL - RJM		4/27/2016	Un labor-ST-IntAlloc	MGC2	\$3,272.40
3302353	77770667	REPLACE I/C SERVICE LINE-STEEL - RJM		4/27/2016	Un Labor 1 1/2-IntAl	MGC2	\$3,497.13
3302353	77770667	REPLACE I/C SERVICE LINE-STEEL - RJM		4/27/2016	Un labor-ST-IntAlloc	MGC2	\$2,378.44
3302353	77770667	REPLACE I/C SERVICE LINE-STEEL - RJM		4/27/2016	Un Labor 1 1/2-IntAl	MGC2	\$3,145.27
3302353	77770667	REPLACE I/C SERVICE LINE-STEEL - RJM		4/27/2016	M&S-Inventory Issued	MGC2	\$3,772.50
<b>3302353 Total</b>							<b>\$43,623.07</b>
3393138	77354929	MI1(WELD)REPLACE I/C METER & SET-LEAK-RJ	3700 Monterey Dr	5/11/2016	Construction OH	MGS2	\$429.30
3393138	77354929	MI1(WELD)REPLACE I/C METER & SET-LEAK-RJ		5/11/2016	Stores Overhead	MGS2	\$50.83
3393138	77354929	MI1(WELD)REPLACE I/C METER & SET-LEAK-RJ		5/11/2016	Stores Overhead -Qty	MGS2	\$18.72
3393138	77354929	MI1(WELD)REPLACE I/C METER & SET-LEAK-RJ		5/11/2016	Fleet Pool Vehicles	MGS2	\$49.40
3393138	77354929	MI1(WELD)REPLACE I/C METER & SET-LEAK-RJ		5/11/2016	Un labor-ST-IntAlloc	MGS2	\$287.72
3393138	77354929	MI1(WELD)REPLACE I/C METER & SET-LEAK-RJ		5/11/2016	Un labor-ST-IntAlloc	MGS2	
3393138	77354929	MI1(WELD)REPLACE I/C METER & SET-LEAK-RJ		5/11/2016	Un labor-ST-IntAlloc	MGS2	\$561.35
3393138	77354929	MI1(WELD)REPLACE I/C METER & SET-LEAK-RJ		5/11/2016	Un labor-ST-IntAlloc	MGS2	\$1,105.33
3393138	77354929	MI1(WELD)REPLACE I/C METER & SET-LEAK-RJ		5/11/2016	M&S-Inventory Issued	MGS2	\$977.45

**CenterPoint Energy**  
**2016 Service Quality Report**  
**2016 Customer Requested Steel Service Relocations**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3393138	78065833	REPLACE I/C SERVICE LINE-STEEL - RJM		5/6/2016	Construction OH	MGC2	\$922.52
3393138	78065833	REPLACE I/C SERVICE LINE-STEEL - RJM		5/6/2016	Restoration OH	MGC2	\$1,260.36
3393138	78065833	REPLACE I/C SERVICE LINE-STEEL - RJM		5/6/2016	Stores Overhead	MGC2	\$53.27
3393138	78065833	REPLACE I/C SERVICE LINE-STEEL - RJM		5/6/2016	Stores Overhead -Qty	MGC2	\$31.92
3393138	78065833	REPLACE I/C SERVICE LINE-STEEL - RJM		5/6/2016	Fleet Pool Vehicles	MGC2	\$47.30
3393138	78065833	REPLACE I/C SERVICE LINE-STEEL - RJM		5/6/2016	Fleet Pool Vehicles	MGC2	\$61.19
3393138	78065833	REPLACE I/C SERVICE LINE-STEEL - RJM		5/6/2016	Un labor-ST-IntAlloc	MGC2	\$2,643.84
3393138	78065833	REPLACE I/C SERVICE LINE-STEEL - RJM		5/6/2016	Un Labor 1 1/2-IntAl	MGC2	\$1,302.81
3393138	78065833	REPLACE I/C SERVICE LINE-STEEL - RJM		5/6/2016	Un labor-ST-IntAlloc	MGC2	\$692.76
3393138	78065833	REPLACE I/C SERVICE LINE-STEEL - RJM		5/6/2016	Un Labor 1 1/2-IntAl	MGC2	\$634.03
3393138	78065833	REPLACE I/C SERVICE LINE-STEEL - RJM		5/6/2016	M&S-Inventory Issued	MGC2	\$1,024.44
3393138	80490087	REPLACE LARGE VOLUME METER		12/12/2016	Stores Overhead	MGS1	\$1.89
3393138	80490087	REPLACE LARGE VOLUME METER		12/12/2016	Stores Overhead -Qty	MGS1	\$0.72
3393138	80490087	REPLACE LARGE VOLUME METER		12/12/2016	Fleet Pool Vehicles	MGS1	\$22.01
3393138	80490087	REPLACE LARGE VOLUME METER		12/12/2016	Un labor-ST-IntAlloc	MGS1	\$61.23
3393138	80490087	REPLACE LARGE VOLUME METER		12/12/2016	Un Labor 1 1/2-IntAl	MGS1	\$425.80
3393138	80490087	REPLACE LARGE VOLUME METER		12/12/2016	M&S-Inventory Issued	MGS1	\$30.98
<b>3393138 Total</b>							<b>\$12,697.17</b>
3437038	78202454	MI I/C (WELD)INSTALL NEW MEASUREMENT STA	7500 Excelsior Blvd	6/16/2016	Construction OH	MGS2	\$969.65
3437038	78202454	MI I/C (WELD)INSTALL NEW MEASUREMENT STA		6/16/2016	Stores Overhead	MGS2	\$193.87
3437038	78202454	MI I/C (WELD)INSTALL NEW MEASUREMENT STA		6/16/2016	Stores Overhead -Qty	MGS2	\$34.08
3437038	78202454	MI I/C (WELD)INSTALL NEW MEASUREMENT STA		6/16/2016	Fleet Pool Vehicles	MGS2	\$32.42
3437038	78202454	MI I/C (WELD)INSTALL NEW MEASUREMENT STA		6/16/2016	Fleet Pool Vehicles	MGS2	\$43.07
3437038	78202454	MI I/C (WELD)INSTALL NEW MEASUREMENT STA		6/16/2016	Un labor-ST-IntAlloc	MGS2	\$247.95
3437038	78202454	MI I/C (WELD)INSTALL NEW MEASUREMENT STA		6/16/2016	Un labor-ST-IntAlloc	MGS2	\$287.72
3437038	78202454	MI I/C (WELD)INSTALL NEW MEASUREMENT STA		6/16/2016	Un labor-ST-IntAlloc	MGS2	\$1,441.50
3437038	78202454	MI I/C (WELD)INSTALL NEW MEASUREMENT STA		6/16/2016	Un Labor 1 1/2-IntAl	MGS2	\$317.02
3437038	78202454	MI I/C (WELD)INSTALL NEW MEASUREMENT STA		6/16/2016	Un labor-ST-IntAlloc	MGS2	\$620.26
3437038	78202454	MI I/C (WELD)INSTALL NEW MEASUREMENT STA		6/16/2016	Un Labor 1 1/2-IntAl	MGS2	\$19.90
3437038	78202454	MI I/C (WELD)INSTALL NEW MEASUREMENT STA		6/16/2016	M&S-Inventory Issued	MGS2	\$3,728.36
3437038	78202455	REPLACE I/C SERVICE LINE-STEEL-(DIRECTIO		6/24/2016	Construction OH	MGC2	\$1,836.25
3437038	78202455	REPLACE I/C SERVICE LINE-STEEL-(DIRECTIO		6/24/2016	Restoration OH	MGC2	\$2,584.85
3437038	78202455	REPLACE I/C SERVICE LINE-STEEL-(DIRECTIO		6/24/2016	Stores Overhead	MGC2	\$100.70
3437038	78202455	REPLACE I/C SERVICE LINE-STEEL-(DIRECTIO		6/24/2016	Stores Overhead -Qty	MGC2	\$42.00
3437038	78202455	REPLACE I/C SERVICE LINE-STEEL-(DIRECTIO		6/24/2016	Un labor-ST-IntAlloc	MGC2	\$135.47

**CenterPoint Energy**  
**2016 Service Quality Report**  
**2016 Customer Requested Steel Service Relocations**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3437038	78202455	REPLACE I/C SERVICE LINE-STEEL-(DIRECTIO		6/24/2016	Un Labor 1 1/2-IntAl	MGC2	\$82.77
3437038	78202455	REPLACE I/C SERVICE LINE-STEEL-(DIRECTIO		6/24/2016	Un labor-ST-IntAlloc	MGC2	
3437038	78202455	REPLACE I/C SERVICE LINE-STEEL-(DIRECTIO		6/24/2016	M&S-Inventory Issued	MGC2	\$1,936.45
3437038	78202455	REPLACE I/C SERVICE LINE-STEEL-(DIRECTIO		6/24/2016	Billable Cntrctd Lbr	MGC2	\$10,597.04
3437038	78202892	MI REPLACE I/C METER - OTHER - RJM		6/20/2016	Stores Overhead	MGS1	\$0.54
3437038	78202892	MI REPLACE I/C METER - OTHER - RJM		6/20/2016	Stores Overhead -Qty	MGS1	\$0.96
3437038	78202892	MI REPLACE I/C METER - OTHER - RJM		6/20/2016	Fleet Pool Vehicles	MGS1	\$28.17
3437038	78202892	MI REPLACE I/C METER - OTHER - RJM		6/20/2016	Un labor-ST-IntAlloc	MGS1	
3437038	78202892	MI REPLACE I/C METER - OTHER - RJM		6/20/2016	Un labor-ST-IntAlloc	MGS1	\$227.43
3437038	78202892	MI REPLACE I/C METER - OTHER - RJM		6/20/2016	M&S-Inventory Issued	MGS1	\$10.33
3437038	78203009	REPAIR I/C SERVICE LINE-STEEL - RJM		6/20/2016	Stores Overhead	MGM2	\$2.28
3437038	78203009	REPAIR I/C SERVICE LINE-STEEL - RJM		6/20/2016	Stores Overhead -Qty	MGM2	\$0.48
3437038	78203009	REPAIR I/C SERVICE LINE-STEEL - RJM		6/20/2016	Fleet Pool Vehicles	MGM2	\$39.65
3437038	78203009	REPAIR I/C SERVICE LINE-STEEL - RJM		6/20/2016	Un labor-ST-IntAlloc	MGM2	\$544.16
3437038	78203009	REPAIR I/C SERVICE LINE-STEEL - RJM		6/20/2016	Un labor-ST-IntAlloc	MGM2	\$605.16
3437038	78203009	REPAIR I/C SERVICE LINE-STEEL - RJM		6/20/2016	M&S-Inventory Issued	MGM2	\$43.92
3437038	79860541	Replace I/C Service Line-Steel - RJM		12/2/2016	Construction OH	MGC2	\$899.34
3437038	79860541	Replace I/C Service Line-Steel - RJM		12/2/2016	Restoration OH	MGC2	\$3,076.30
3437038	79860541	Replace I/C Service Line-Steel - RJM		12/2/2016	Stores Overhead	MGC2	\$94.58
3437038	79860541	Replace I/C Service Line-Steel - RJM		12/2/2016	Stores Overhead -Qty	MGC2	\$19.26
3437038	79860541	Replace I/C Service Line-Steel - RJM		12/2/2016	Un labor-ST-IntAlloc	MGC2	\$106.43
3437038	79860541	Replace I/C Service Line-Steel - RJM		12/2/2016	Fleet Pool Vehicles	MGC2	\$19.66
3437038	79860541	Replace I/C Service Line-Steel - RJM		12/2/2016	Fleet Pool Vehicles	MGC2	\$24.53
3437038	79860541	Replace I/C Service Line-Steel - RJM		12/2/2016	Fleet Pool Vehicles	MGC2	\$68.94
3437038	79860541	Replace I/C Service Line-Steel - RJM		12/2/2016	Un labor-ST-IntAlloc	MGC2	\$9,669.81
3437038	79860541	Replace I/C Service Line-Steel - RJM		12/2/2016	Un Labor 1 1/2-IntAl	MGC2	\$2,986.25
3437038	79860541	Replace I/C Service Line-Steel - RJM		12/2/2016	Un labor-ST-IntAlloc	MGC2	\$198.00
3437038	79860541	Replace I/C Service Line-Steel - RJM		12/2/2016	Un labor-ST-IntAlloc	MGC2	\$2,685.89
3437038	79860541	Replace I/C Service Line-Steel - RJM		12/2/2016	Un Labor 1 1/2-IntAl	MGC2	\$692.77
3437038	79860541	Replace I/C Service Line-Steel - RJM		12/2/2016	M&S - Non Inv	MGC2	\$1,234.00
3437038	79860541	Replace I/C Service Line-Steel - RJM		12/2/2016	M&S-Inventory Issued	MGC2	\$1,550.56
3437038	79860541	Replace I/C Service Line-Steel - RJM		12/2/2016	Billable Cntrctd Lbr	MGC2	\$184.21
3437038	79860778	I/C(WELD)(DRO)INSTALL NEW MEASUREMENT ST		11/22/2016	Construction OH	MGS2	\$3,992.50
3437038	79860778	I/C(WELD)(DRO)INSTALL NEW MEASUREMENT ST		11/22/2016	Stores Overhead	MGS2	\$923.57
3437038	79860778	I/C(WELD)(DRO)INSTALL NEW MEASUREMENT ST		11/22/2016	Stores Overhead -Qty	MGS2	\$52.92

**CenterPoint Energy**  
**2016 Service Quality Report**  
**2016 Customer Requested Steel Service Relocations**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3437038	79860778	I/C(WELD)(DRO)INSTALL NEW MEASUREMENT ST		11/22/2016	Un labor-ST-IntAlloc	MGS2	\$70.95
3437038	79860778	I/C(WELD)(DRO)INSTALL NEW MEASUREMENT ST		11/22/2016	Fleet Pool Vehicles	MGS2	\$28.61
3437038	79860778	I/C(WELD)(DRO)INSTALL NEW MEASUREMENT ST		11/22/2016	Fleet Pool Vehicles	MGS2	\$55.49
3437038	79860778	I/C(WELD)(DRO)INSTALL NEW MEASUREMENT ST		11/22/2016	Fleet Pool Vehicles	MGS2	\$21.84
3437038	79860778	I/C(WELD)(DRO)INSTALL NEW MEASUREMENT ST		11/22/2016	Fleet Pool Vehicles	MGS2	\$437.35
3437038	79860778	I/C(WELD)(DRO)INSTALL NEW MEASUREMENT ST		11/22/2016	Un labor-ST-IntAlloc	MGS2	\$2,939.50
3437038	79860778	I/C(WELD)(DRO)INSTALL NEW MEASUREMENT ST		11/22/2016	Un Labor 1 1/2-IntAl	MGS2	\$355.74
3437038	79860778	I/C(WELD)(DRO)INSTALL NEW MEASUREMENT ST		11/22/2016	Un labor-ST-IntAlloc	MGS2	\$863.17
3437038	79860778	I/C(WELD)(DRO)INSTALL NEW MEASUREMENT ST		11/22/2016	Un labor-ST-IntAlloc	MGS2	\$6,999.84
3437038	79860778	I/C(WELD)(DRO)INSTALL NEW MEASUREMENT ST		11/22/2016	Un labor-ST-IntAlloc	MGS2	\$1,795.56
3437038	79860778	I/C(WELD)(DRO)INSTALL NEW MEASUREMENT ST		11/22/2016	Un Labor 1 1/2-IntAl	MGS2	\$435.36
3437038	79860778	I/C(WELD)(DRO)INSTALL NEW MEASUREMENT ST		11/22/2016	M&S - Non Inv	MGS2	\$701.15
3437038	79860778	I/C(WELD)(DRO)INSTALL NEW MEASUREMENT ST		11/22/2016	M&S-Inventory Issued	MGS2	\$15,140.56
3437038	79860778	I/C(WELD)(DRO)INSTALL NEW MEASUREMENT ST		11/22/2016	Billable Cntrctd Lbr	MGS2	\$1,132.50
3437038	79860782	MI1 REPLACE I/C METER - OTHER 11M W/ 16M		12/9/2016	Stores Overhead	MGS1	\$4.01
3437038	79860782	MI1 REPLACE I/C METER - OTHER 11M W/ 16M		12/9/2016	Stores Overhead -Qty	MGS1	\$0.54
3437038	79860782	MI1 REPLACE I/C METER - OTHER 11M W/ 16M		12/9/2016	Fleet Pool Vehicles	MGS1	\$57.31
3437038	79860782	MI1 REPLACE I/C METER - OTHER 11M W/ 16M		12/9/2016	Un labor-ST-IntAlloc	MGS1	
3437038	79860782	MI1 REPLACE I/C METER - OTHER 11M W/ 16M		12/9/2016	Un labor-ST-IntAlloc	MGS1	\$1,472.71
3437038	79860782	MI1 REPLACE I/C METER - OTHER 11M W/ 16M		12/9/2016	M&S-Inventory Issued	MGS1	\$65.81
<b>3437038 Total</b>							<b>\$87,811.93</b>
3564603	77001474	I/C RELOCATE SERVICE LINE-PLASTIC	115 15th Ave W	3/28/2016	Construction OH	MGC3	\$348.53
3564603	77001474	I/C RELOCATE SERVICE LINE-PLASTIC		3/28/2016	Restoration OH	MGC3	\$505.56
3564603	77001474	I/C RELOCATE SERVICE LINE-PLASTIC		3/28/2016	Stores Overhead	MGC3	\$15.86
3564603	77001474	I/C RELOCATE SERVICE LINE-PLASTIC		3/28/2016	Stores Overhead -Qty	MGC3	\$12.00
3564603	77001474	I/C RELOCATE SERVICE LINE-PLASTIC		3/28/2016	Un labor-ST-IntAlloc	MGC3	\$2,115.32
3564603	77001474	I/C RELOCATE SERVICE LINE-PLASTIC		3/28/2016	M&S-Inventory Issued	MGC3	\$305.02
3564603	77001474	I/C RELOCATE SERVICE LINE-PLASTIC		3/28/2016	Cont in Aid of Const	MGC3	-\$600.00
3564603	77002083	I/C RELOCATE METER		3/28/2016	Stores Overhead	MGS1	\$11.41
3564603	77002083	I/C RELOCATE METER		3/28/2016	Stores Overhead -Qty	MGS1	\$3.84
3564603	77002083	I/C RELOCATE METER		3/28/2016	Un labor-ST-IntAlloc	MGS1	\$35.32
3564603	77002083	I/C RELOCATE METER		3/28/2016	M&S-Inventory Issued	MGS1	\$219.37
3564603	77494915	INSTALL NEW MEASUREMENT STATION		3/14/2016	Construction OH	MGS2	\$155.73
3564603	77494915	INSTALL NEW MEASUREMENT STATION		3/14/2016	Stores Overhead	MGS2	\$10.16
3564603	77494915	INSTALL NEW MEASUREMENT STATION		3/14/2016	Stores Overhead -Qty	MGS2	\$3.36

**CenterPoint Energy**  
**2016 Service Quality Report**  
**2016 Customer Requested Steel Service Relocations**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3564603	77494915	INSTALL NEW MEASUREMENT STATION		3/14/2016	Un labor-ST-IntAlloc	MGS2	\$886.15
3564603	77494915	INSTALL NEW MEASUREMENT STATION		3/14/2016	M&S-Inventory Issued	MGS2	\$195.31
<b>3564603 Total</b>							<b>\$4,222.94</b>
3599985	78665119	REPLACE I/C SERVICE LINE-PLASTIC - RJM	801 Atlantic Ave	9/9/2016	Construction OH	MGC2	\$412.32
3599985	78665119	REPLACE I/C SERVICE LINE-PLASTIC - RJM		9/9/2016	Restoration OH	MGC2	\$686.85
3599985	78665119	REPLACE I/C SERVICE LINE-PLASTIC - RJM		9/9/2016	Stores Overhead	MGC2	\$25.32
3599985	78665119	REPLACE I/C SERVICE LINE-PLASTIC - RJM		9/9/2016	Stores Overhead -Qty	MGC2	\$77.58
3599985	78665119	REPLACE I/C SERVICE LINE-PLASTIC - RJM		9/9/2016	Fleet Pool Vehicles	MGC2	\$94.47
3599985	78665119	REPLACE I/C SERVICE LINE-PLASTIC - RJM		9/9/2016	Un labor-ST-IntAlloc	MGC2	\$2,273.87
3599985	78665119	REPLACE I/C SERVICE LINE-PLASTIC - RJM		9/9/2016	Un Labor 1 1/2-IntAI	MGC2	\$388.34
3599985	78665119	REPLACE I/C SERVICE LINE-PLASTIC - RJM		9/9/2016	M&S-Inventory Issued	MGC2	\$415.07
<b>3599985 Total</b>							<b>\$4,373.82</b>
3679096	78357032	I/C REPLACE SERVICE LINE-PLASTIC	507 Pleasant Ave W	10/6/2016	Construction OH	MGC2	\$342.61
3679096	78357032	I/C REPLACE SERVICE LINE-PLASTIC		10/6/2016	Restoration OH	MGC2	\$527.27
3679096	78357032	I/C REPLACE SERVICE LINE-PLASTIC		10/6/2016	Stores Overhead	MGC2	\$18.86
3679096	78357032	I/C REPLACE SERVICE LINE-PLASTIC		10/6/2016	Stores Overhead -Qty	MGC2	\$17.10
3679096	78357032	I/C REPLACE SERVICE LINE-PLASTIC		10/6/2016	Fleet Pool Vehicles	MGC2	\$28.95
3679096	78357032	I/C REPLACE SERVICE LINE-PLASTIC		10/6/2016	Fleet Pool Vehicles	MGC2	\$134.84
3679096	78357032	I/C REPLACE SERVICE LINE-PLASTIC		10/6/2016	Un labor-ST-IntAlloc	MGC2	\$2,007.73
3679096	78357032	I/C REPLACE SERVICE LINE-PLASTIC		10/6/2016	Un Labor 1 1/2-IntAI	MGC2	\$35.96
3679096	78357032	I/C REPLACE SERVICE LINE-PLASTIC		10/6/2016	Un labor-ST-IntAlloc	MGC2	
3679096	78357032	I/C REPLACE SERVICE LINE-PLASTIC		10/6/2016	M&S - Non Inv	MGC2	\$118.89
3679096	78357032	I/C REPLACE SERVICE LINE-PLASTIC		10/6/2016	M&S-Inventory Issued	MGC2	\$309.12
3679096	78357032	I/C REPLACE SERVICE LINE-PLASTIC		10/6/2016	Cont in Aid of Const	MGC2	-\$2,623.00
<b>3679096 Total</b>							<b>\$918.33</b>
3686201	78372546	I/C REPLACE METER & SET - OTHER	310 E Main St	6/3/2016	Construction OH	MGS2	\$21.50
3686201	78372546	I/C REPLACE METER & SET - OTHER		6/3/2016	Stores Overhead	MGS2	\$4.46
3686201	78372546	I/C REPLACE METER & SET - OTHER		6/3/2016	Stores Overhead -Qty	MGS2	\$0.96
3686201	78372546	I/C REPLACE METER & SET - OTHER		6/3/2016	Fleet Pool Vehicles	MGS2	\$4.70
3686201	78372546	I/C REPLACE METER & SET - OTHER		6/3/2016	Un labor-ST-IntAlloc	MGS2	\$15.40
3686201	78372546	I/C REPLACE METER & SET - OTHER		6/3/2016	Un Labor 1 1/2-IntAI	MGS2	\$43.48
3686201	78372546	I/C REPLACE METER & SET - OTHER		6/3/2016	M&S-Inventory Issued	MGS2	\$85.72
3686201	78372546	I/C REPLACE METER & SET - OTHER		6/3/2016	Cont in Aid of Const	MGS2	-\$200.00
3686201	78372664	I/C REPLACE SERVICE LINE-PLASTIC		6/2/2016	Construction OH	MGC2	\$172.02
3686201	78372664	I/C REPLACE SERVICE LINE-PLASTIC		6/2/2016	Restoration OH	MGC2	\$199.75

**CenterPoint Energy**  
**2016 Service Quality Report**  
**2016 Customer Requested Steel Service Relocations**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3686201	78372664	I/C REPLACE SERVICE LINE-PLASTIC		6/2/2016	Stores Overhead	MGC2	\$11.53
3686201	78372664	I/C REPLACE SERVICE LINE-PLASTIC		6/2/2016	Stores Overhead -Qty	MGC2	\$19.92
3686201	78372664	I/C REPLACE SERVICE LINE-PLASTIC		6/2/2016	Fleet Pool Vehicles	MGC2	\$66.94
3686201	78372664	I/C REPLACE SERVICE LINE-PLASTIC		6/2/2016	Un labor-ST-IntAlloc	MGC2	\$778.32
3686201	78372664	I/C REPLACE SERVICE LINE-PLASTIC		6/2/2016	Un Labor 1 1/2-IntAl	MGC2	\$57.44
3686201	78372664	I/C REPLACE SERVICE LINE-PLASTIC		6/2/2016	M&S - Non Inv	MGC2	\$70.22
3686201	78372664	I/C REPLACE SERVICE LINE-PLASTIC		6/2/2016	M&S-Inventory Issued	MGC2	\$221.69
<b>3686201 Total</b>							<b>\$1,574.05</b>
3692810	77231063	I/C REPLACE METER & SET - OTHER	306 S Main St	4/8/2016	Construction OH	MGS2	
3692810	77231063	I/C REPLACE METER & SET - OTHER		4/8/2016	Construction OH	MGS2	\$231.25
3692810	77231063	I/C REPLACE METER & SET - OTHER		4/8/2016	Stores Overhead	MGS2	\$46.74
3692810	77231063	I/C REPLACE METER & SET - OTHER		4/8/2016	Stores Overhead -Qty	MGS2	\$6.00
3692810	77231063	I/C REPLACE METER & SET - OTHER		4/8/2016	Fleet Pool Vehicles	MGS2	\$12.35
3692810	77231063	I/C REPLACE METER & SET - OTHER		4/8/2016	Un labor-ST-IntAlloc	MGS2	\$71.93
3692810	77231063	I/C REPLACE METER & SET - OTHER		4/8/2016	Un labor-ST-IntAlloc	MGS2	\$622.67
3692810	77231063	I/C REPLACE METER & SET - OTHER		4/8/2016	M&S-Inventory Issued	MGS2	\$898.93
3692810	77231168	I/C REPLACE SERVICE LINE-PLASTIC		4/11/2016	Construction OH	MGC2	\$457.56
3692810	77231168	I/C REPLACE SERVICE LINE-PLASTIC		4/11/2016	Restoration OH	MGC2	\$651.29
3692810	77231168	I/C REPLACE SERVICE LINE-PLASTIC		4/11/2016	Stores Overhead	MGC2	\$20.54
3692810	77231168	I/C REPLACE SERVICE LINE-PLASTIC		4/11/2016	Stores Overhead -Qty	MGC2	\$58.56
3692810	77231168	I/C REPLACE SERVICE LINE-PLASTIC		4/11/2016	Un labor-ST-IntAlloc	MGC2	\$2,482.89
3692810	77231168	I/C REPLACE SERVICE LINE-PLASTIC		4/11/2016	Un Labor 1 1/2-IntAl	MGC2	\$242.21
3692810	77231168	I/C REPLACE SERVICE LINE-PLASTIC		4/11/2016	M&S - Non Inv	MGC2	\$57.38
3692810	77231168	I/C REPLACE SERVICE LINE-PLASTIC		4/11/2016	M&S-Inventory Issued	MGC2	\$394.98
<b>3692810 Total</b>							<b>\$6,255.28</b>
<b>Grand Total</b>							<b>\$201,164.91</b>

**CenterPoint Energy**  
**2016 Service Quality Report**  
**Relocation of Meters rated 630 CHF or greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
2943979	79895197	810 S 7th St	10/29/2016	Construction OH	MGC2	\$1,083.24
2943979	79895197		10/29/2016	Restoration OH	MGC2	\$2,713.65
2943979	79895197		10/29/2016	Stores Overhead	MGC2	\$40.69
2943979	79895197		10/29/2016	Stores Overhead -Qty	MGC2	\$34.92
2943979	79895197		10/29/2016	Fleet Pool Vehicles	MGC2	\$25.73
2943979	79895197		10/29/2016	Un Labor 1 1/2-IntAl	MGC2	\$392.95
2943979	79895197		10/29/2016	Un Labor 1 1/2-IntAl	MGC2	\$1,704.13
2943979	79895197		10/29/2016	Un labor-ST-IntAlloc	MGC2	\$648.00
2943979	79895197		10/29/2016	Un Labor 1 1/2-IntAl	MGC2	\$1,089.27
2943979	79895197		10/29/2016	Un Labor 1 1/2-IntAl	MGC2	\$248.31
2943979	79895197		10/29/2016	M&S-Inventory Issued	MGC2	\$667.10
2943979	79895197		10/29/2016	Billable Cntrctd Lbr	MGC2	\$3,350.45
2943979	79896104		10/25/2016	Construction OH	MGS2	\$232.49
2943979	79896104		10/25/2016	Stores Overhead	MGS2	\$88.51
2943979	79896104		10/25/2016	Stores Overhead -Qty	MGS2	\$6.48
2943979	79896104		10/25/2016	Fleet Pool Vehicles	MGS2	\$10.73
2943979	79896104		10/25/2016	Un labor-ST-IntAlloc	MGS2	\$107.90
2943979	79896104		10/25/2016	Un labor-ST-IntAlloc	MGS2	
2943979	79896104		10/25/2016	Un labor-ST-IntAlloc	MGS2	\$218.68
2943979	79896104		10/25/2016	M&S-Inventory Issued	MGS2	\$1,451.05
2943979	79896105		10/31/2016	Stores Overhead	MGS1	\$0.45
2943979	79896105		10/31/2016	Stores Overhead -Qty	MGS1	\$0.54
2943979	79896105		10/31/2016	Fleet Pool Vehicles	MGS1	\$27.89
2943979	79896105		10/31/2016	Un labor-ST-IntAlloc	MGS1	
2943979	79896105		10/31/2016	Un labor-ST-IntAlloc	MGS1	\$423.04
2943979	79896105		10/31/2016	M&S-Inventory Issued	MGS1	\$7.45
<b>2943979 Total</b>						<b>\$14,573.65</b>
3002242	78185744	306 W 78th St	6/9/2016	Construction OH	MGC2	\$598.42
3002242	78185744		6/9/2016	Restoration OH	MGC2	\$831.94
3002242	78185744		6/9/2016	Stores Overhead	MGC2	\$32.90
3002242	78185744		6/9/2016	Stores Overhead -Qty	MGC2	\$130.32
3002242	78185744		6/9/2016	Fleet Pool Vehicles	MGC2	\$42.03
3002242	78185744		6/9/2016	Un labor-ST-IntAlloc	MGC2	\$2,227.43
3002242	78185744		6/9/2016	Un Labor 1 1/2-IntAl	MGC2	\$154.68
3002242	78185744		6/9/2016	Un labor-ST-IntAlloc	MGC2	\$296.90
3002242	78185744		6/9/2016	M&S-Inventory Issued	MGC2	\$632.73
3002242	78185744		6/9/2016	Billable Cntrctd Lbr	MGC2	\$801.90
3002242	78185744		6/9/2016	Cont in Aid of Const	MGC2	-\$269.00
3002242	78188874		6/7/2016	Construction OH	MGS2	\$281.77
3002242	78188874		6/7/2016	Stores Overhead	MGS2	\$82.16
3002242	78188874		6/7/2016	Stores Overhead -Qty	MGS2	\$7.44
3002242	78188874		6/7/2016	Fleet Pool Vehicles	MGS2	\$13.88
3002242	78188874		6/7/2016	Un labor-ST-IntAlloc	MGS2	\$263.41
3002242	78188874		6/7/2016	Un labor-ST-IntAlloc	MGS2	\$99.40
3002242	78188874		6/7/2016	M&S-Inventory Issued	MGS2	\$1,580.06
3002242	78189146		6/7/2016	Construction OH	MGS2	\$3.22
3002242	78189146		6/7/2016	Un labor-ST-IntAlloc	MGS2	\$22.39
3002242	78189327		6/9/2016	Construction OH	MGC2	\$340.01



**CenterPoint Energy**  
**2016 Service Quality Report**  
**Relocation of Meters rated 630 CHF or greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
3002242	78189327		6/9/2016	Restoration OH	MGC2	\$558.04
3002242	78189327		6/9/2016	Stores Overhead	MGC2	\$1.37
3002242	78189327		6/9/2016	Stores Overhead -Qty	MGC2	\$1.20
3002242	78189327		6/9/2016	Un labor-ST-IntAlloc	MGC2	\$1,990.11
3002242	78189327		6/9/2016	Un Labor 1 1/2-IntAI	MGC2	\$116.01
3002242	78189327		6/9/2016	Un labor-ST-IntAlloc	MGC2	\$146.02
3002242	78189327		6/9/2016	Un Labor 1 1/2-IntAI	MGC2	\$82.77
3002242	78189327		6/9/2016	M&S-Inventory Issued	MGC2	\$26.27
3002242	78564887		6/7/2016	Un labor-ST-IntAlloc	MGS1	\$59.70
<b>3002242 Total</b>						<b>\$11,155.48</b>
3073865	78093409	815 13th Ave SE	5/6/2016	Construction OH	MGS2	\$65.90
3073865	78093409		5/6/2016	Stores Overhead	MGS2	
3073865	78093409		5/6/2016	Stores Overhead -Qty	MGS2	
3073865	78093409		5/6/2016	Fleet Pool Vehicles	MGS2	\$56.06
3073865	78093409		5/6/2016	Un labor-ST-IntAlloc	MGS2	
3073865	78093409		5/6/2016	Un labor-ST-IntAlloc	MGS2	\$401.57
3073865	78093409		5/6/2016	M&S-Inventory Issued	MGS2	
3073865	78093409		5/6/2016	Cont in Aid of Const	MGS2	-\$1,711.00
3073865	78197625		5/6/2016	Stores Overhead	MGS1	\$11.79
3073865	78197625		5/6/2016	Stores Overhead -Qty	MGS1	\$3.12
3073865	78197625		5/6/2016	Fleet Pool Vehicles	MGS1	\$19.21
3073865	78197625		5/6/2016	Un labor-ST-IntAlloc	MGS1	
3073865	78197625		5/6/2016	Un labor-ST-IntAlloc	MGS1	\$137.57
3073865	78197625		5/6/2016	M&S-Inventory Issued	MGS1	\$226.64
3073865	78092905		5/6/2016	Stores Overhead	MGM2	\$2.00
3073865	78092905		5/6/2016	Stores Overhead -Qty	MGM2	\$6.96
3073865	78092905		5/6/2016	Fleet Pool Vehicles	MGM2	\$43.94
3073865	78092905		5/6/2016	Fleet Pool Vehicles	MGM2	\$13.95
3073865	78092905		5/6/2016	Un labor-ST-IntAlloc	MGM2	\$849.74
3073865	78092905		5/6/2016	M&S-Inventory Issued	MGM2	\$38.53
<b>3073865 Total</b>						<b>\$165.98</b>
3257136	77681403	3165 Galleria	4/4/2016	Construction OH	MGC2	\$845.39
3257136	77681403		4/4/2016	Restoration OH	MGC2	\$1,349.13
3257136	77681403		4/4/2016	Stores Overhead	MGC2	\$10.25
3257136	77681403		4/4/2016	Stores Overhead -Qty	MGC2	\$57.84
3257136	77681403		4/4/2016	Fleet Pool Vehicles	MGC2	\$28.83
3257136	77681403		4/4/2016	Un labor-ST-IntAlloc	MGC2	\$3,306.77
3257136	77681403		4/4/2016	Un Labor 1 1/2-IntAI	MGC2	\$344.67
3257136	77681403		4/4/2016	Un labor-ST-IntAlloc	MGC2	\$513.49
3257136	77681403		4/4/2016	Un Labor 1 1/2-IntAI	MGC2	\$4.14
3257136	77681403		4/4/2016	M&S-Inventory Issued	MGC2	\$197.02
3257136	77681403		4/4/2016	Billable Cntrctd Lbr	MGC2	\$1,475.82
3257136	77681403		4/4/2016	Cont in Aid of Const	MGC2	-\$7,273.00
3257136	77681692		3/29/2016	Construction OH	MGS2	\$285.34
3257136	77681692		3/29/2016	Stores Overhead	MGS2	\$85.70
3257136	77681692		3/29/2016	Stores Overhead -Qty	MGS2	\$7.68
3257136	77681692		3/29/2016	Fleet Pool Vehicles	MGS2	\$30.53
3257136	77681692		3/29/2016	Fleet Pool Vehicles	MGS2	\$12.35
3257136	77681692		3/29/2016	Un labor-ST-IntAlloc	MGS2	\$71.93

**CenterPoint Energy**  
**2016 Service Quality Report**  
**Relocation of Meters rated 630 CHF or greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
3257136	77681692		3/29/2016	Un labor-ST-IntAlloc	MGS2	\$218.68
3257136	77681692		3/29/2016	M&S-Inventory Issued	MGS2	\$1,648.07
3257136	77681695		4/11/2016	Stores Overhead	MGS1	\$1.97
3257136	77681695		4/11/2016	Stores Overhead -Qty	MGS1	\$2.40
3257136	77681695		4/11/2016	Fleet Pool Vehicles	MGS1	\$0.89
3257136	77681695		4/11/2016	Fleet Pool Vehicles	MGS1	\$47.99
3257136	77681695		4/11/2016	Un labor-ST-IntAlloc	MGS1	
3257136	77681695		4/11/2016	Un labor-ST-IntAlloc	MGS1	\$211.52
3257136	77681695		4/11/2016	M&S-Inventory Issued	MGS1	\$37.84
3257136	78437061		6/1/2016	Stores Overhead	MGS1	\$4.27
3257136	78437061		6/1/2016	Stores Overhead -Qty	MGS1	\$2.64
3257136	78437061		6/1/2016	Un labor-ST-IntAlloc	MGS1	
3257136	78437061		6/1/2016	Un labor-ST-IntAlloc	MGS1	\$258.44
3257136	78437061		6/1/2016	M&S-Inventory Issued	MGS1	\$82.08
<b>3257136 Total</b>						<b>\$3,870.67</b>
3257341	77681973	3165 Galleria	3/29/2016	Construction OH	MGS2	\$197.98
3257341	77681973		3/29/2016	Stores Overhead	MGS2	\$46.44
3257341	77681973		3/29/2016	Stores Overhead -Qty	MGS2	\$3.84
3257341	77681973		3/29/2016	Fleet Pool Vehicles	MGS2	\$12.35
3257341	77681973		3/29/2016	Un labor-ST-IntAlloc	MGS2	\$71.93
3257341	77681973		3/29/2016	Un labor-ST-IntAlloc	MGS2	\$397.60
3257341	77681973		3/29/2016	M&S-Inventory Issued	MGS2	\$893.04
3257341	77681976		4/11/2016	Stores Overhead	MGS1	\$1.54
3257341	77681976		4/11/2016	Stores Overhead -Qty	MGS1	\$2.40
3257341	77681976		4/11/2016	Fleet Pool Vehicles	MGS1	\$0.89
3257341	77681976		4/11/2016	Un labor-ST-IntAlloc	MGS1	
3257341	77681976		4/11/2016	Un labor-ST-IntAlloc	MGS1	\$6.36
3257341	77681976		4/11/2016	M&S-Inventory Issued	MGS1	\$29.62
3257341	78436739		6/1/2016	Stores Overhead	MGS1	\$2.57
3257341	78436739		6/1/2016	Stores Overhead -Qty	MGS1	\$2.40
3257341	78436739		6/1/2016	Un labor-ST-IntAlloc	MGS1	
3257341	78436739		6/1/2016	Un labor-ST-IntAlloc	MGS1	\$278.32
3257341	78436739		6/1/2016	M&S-Inventory Issued	MGS1	\$49.43
3257341	78436739		6/1/2016	Cont in Aid of Const	MGS1	-\$744.00
<b>3257341 Total</b>						<b>\$1,252.71</b>
3307874	78533542	7620 Penn Ave S	7/8/2016	Construction OH	MGC2	\$235.45
3307874	78533542		7/8/2016	Restoration OH	MGC2	\$356.33
3307874	78533542		7/8/2016	Stores Overhead	MGC2	\$6.65
3307874	78533542		7/8/2016	Stores Overhead -Qty	MGC2	\$40.08
3307874	78533542		7/8/2016	Fleet Pool Vehicles	MGC2	\$16.30
3307874	78533542		7/8/2016	Un labor-ST-IntAlloc	MGC2	\$1,294.56
3307874	78533542		7/8/2016	Un labor-ST-IntAlloc	MGC2	\$77.06
3307874	78533542		7/8/2016	Un labor-ST-IntAlloc	MGC2	\$119.28
3307874	78533542		7/8/2016	M&S-Inventory Issued	MGC2	\$127.95
3307874	78533718		10/28/2016	Construction OH	MGS2	\$267.55
3307874	78533718		10/28/2016	Stores Overhead	MGS2	\$69.61
3307874	78533718		10/28/2016	Stores Overhead -Qty	MGS2	\$5.10
3307874	78533718		10/28/2016	Fleet Pool Vehicles	MGS2	\$21.59
3307874	78533718		10/28/2016	Fleet Pool Vehicles	MGS2	\$31.04

**CenterPoint Energy**  
**2016 Service Quality Report**  
**Relocation of Meters rated 630 CHF or greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
3307874	78533718		10/28/2016	Un labor-ST-IntAlloc	MGS2	
3307874	78533718		10/28/2016	Un labor-ST-IntAlloc	MGS2	\$713.30
3307874	78533718		10/28/2016	M&S-Inventory Issued	MGS2	\$1,170.99
3307874	80039509		10/28/2016	Un labor-ST-IntAlloc	MGS1	
3307874	80039509		10/28/2016	Un labor-ST-IntAlloc	MGS1	\$39.76
<b>3307874 Total</b>						<b>\$4,592.60</b>
3322585	78877872	7200 150th St W	9/19/2016	Construction OH	MGC2	\$229.10
3322585	78877872		9/19/2016	Restoration OH	MGC2	\$401.56
3322585	78877872		9/19/2016	Stores Overhead	MGC2	\$7.03
3322585	78877872		9/19/2016	Stores Overhead -Qty	MGC2	\$25.38
3322585	78877872		9/19/2016	Un labor-ST-IntAlloc	MGC2	\$1,558.08
3322585	78877872		9/19/2016	Un Labor 1 1/2-IntAl	MGC2	\$35.16
3322585	78877872		9/19/2016	M&S-Inventory Issued	MGC2	\$115.30
3322585	78877872		9/19/2016	Cont in Aid of Const	MGC2	-\$3,090.00
3322585	78877885		9/19/2016	Construction OH	MGS2	\$147.24
3322585	78877885		9/19/2016	Stores Overhead	MGS2	\$10.56
3322585	78877885		9/19/2016	Stores Overhead -Qty	MGS2	\$0.24
3322585	78877885		9/19/2016	Fleet Pool Vehicles	MGS2	\$60.99
3322585	78877885		9/19/2016	Un labor-ST-IntAlloc	MGS2	\$71.93
3322585	78877885		9/19/2016	Un labor-ST-IntAlloc	MGS2	
3322585	78877885		9/19/2016	Un labor-ST-IntAlloc	MGS2	\$741.13
3322585	78877885		9/19/2016	M&S-Inventory Issued	MGS2	\$203.10
3322585	79630222		9/19/2016	Stores Overhead	MGS1	\$86.12
3322585	79630222		9/19/2016	Stores Overhead -Qty	MGS1	\$5.94
3322585	79630222		9/19/2016	Fleet Pool Vehicles	MGS1	\$2.12
3322585	79630222		9/19/2016	Un labor-ST-IntAlloc	MGS1	
3322585	79630222		9/19/2016	Un labor-ST-IntAlloc	MGS1	\$17.49
3322585	79630222		9/19/2016	M&S-Inventory Issued	MGS1	\$1,411.73
<b>3322585 Total</b>						<b>\$2,040.20</b>
3352394	78368911	3715 Pilgrim Ln N	11/18/2016	Stores Overhead	MGS1	\$0.07
3352394	78368911		11/18/2016	Stores Overhead -Qty	MGS1	\$1.08
3352394	78368911		11/18/2016	Fleet Pool Vehicles	MGS1	\$23.25
3352394	78368911		11/18/2016	Un labor-ST-IntAlloc	MGS1	
3352394	78368911		11/18/2016	Un labor-ST-IntAlloc	MGS1	\$521.65
3352394	78368911		11/18/2016	M&S-Inventory Issued	MGS1	\$1.10
3352394	79531336		9/9/2016	Construction OH	MGS2	\$8.69
3352394	79531336		9/9/2016	Fleet Pool Vehicles	MGS2	\$7.24
3352394	79531336		9/9/2016	Un labor-ST-IntAlloc	MGS2	
3352394	79531336		9/9/2016	Un labor-ST-IntAlloc	MGS2	\$59.64
3352394	79895375		11/18/2016	Construction OH	MGS2	\$260.95
3352394	79895375		11/18/2016	Stores Overhead	MGS2	\$46.22
3352394	79895375		11/18/2016	Stores Overhead -Qty	MGS2	\$5.58
3352394	79895375		11/18/2016	Fleet Pool Vehicles	MGS2	\$10.73
3352394	79895375		11/18/2016	Un labor-ST-IntAlloc	MGS2	
3352394	79895375		11/18/2016	Un labor-ST-IntAlloc	MGS2	\$107.90
3352394	79895375		11/18/2016	Un labor-ST-IntAlloc	MGS2	\$497.00
3352394	79895375		11/18/2016	M&S-Inventory Issued	MGS2	\$757.77
<b>3352394 Total</b>						<b>\$2,308.87</b>
3392806	77767788	36868 Highway 65 W	4/26/2016	Stores Overhead	MGS1	

**CenterPoint Energy**  
**2016 Service Quality Report**  
**Relocation of Meters rated 630 CHF or greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
3392806	77767788		4/26/2016	Stores Overhead -Qty	MGS1	
3392806	77767788		4/26/2016	Fleet Pool Vehicles	MGS1	\$5.55
3392806	77767788		4/26/2016	Un labor-ST-IntAlloc	MGS1	\$152.32
3392806	77767788		4/26/2016	M&S-Inventory Issued	MGS1	
3392806	77767788		4/26/2016	Cont in Aid of Const	MGS1	-\$1,459.00
3392806	77893409		4/26/2016	Construction OH	MGC2	\$350.77
3392806	77893409		4/26/2016	Restoration OH	MGC2	\$491.04
3392806	77893409		4/26/2016	Stores Overhead	MGC2	\$14.25
3392806	77893409		4/26/2016	Stores Overhead -Qty	MGC2	\$30.00
3392806	77893409		4/26/2016	Fleet Pool Vehicles	MGC2	\$107.34
3392806	77893409		4/26/2016	Un labor-ST-IntAlloc	MGC2	\$2,054.55
3392806	77893409		4/26/2016	M&S-Inventory Issued	MGC2	\$274.01
<b>3392806 Total</b>						<b>\$2,020.83</b>
3425612	78356324	441 E Dual Blvd	8/3/2016	Construction OH	MGS2	\$330.29
3425612	78356324		8/3/2016	Stores Overhead	MGS2	\$32.41
3425612	78356324		8/3/2016	Stores Overhead -Qty	MGS2	\$3.60
3425612	78356324		8/3/2016	Fleet Pool Vehicles	MGS2	\$119.20
3425612	78356324		8/3/2016	Fleet Pool Vehicles	MGS2	\$106.27
3425612	78356324		8/3/2016	Un labor-ST-IntAlloc	MGS2	\$1,433.93
3425612	78356324		8/3/2016	Un labor-ST-IntAlloc	MGS2	\$112.92
3425612	78356324		8/3/2016	M&S-Inventory Issued	MGS2	\$623.32
3425612	78356324		8/3/2016	Cont in Aid of Const	MGS2	-\$475.00
<b>3425612 Total</b>						<b>\$2,286.94</b>
3436674	77028800	9901 University Ave NE	4/29/2016	Construction OH	MGC3	\$1,675.35
3436674	77028800		4/29/2016	Restoration OH	MGC3	\$2,570.21
3436674	77028800		4/29/2016	Stores Overhead	MGC3	\$45.15
3436674	77028800		4/29/2016	Stores Overhead -Qty	MGC3	\$412.08
3436674	77028800		4/29/2016	Fleet Pool Vehicles	MGC3	\$11.99
3436674	77028800		4/29/2016	Un labor-ST-IntAlloc	MGC3	\$456.90
3436674	77028800		4/29/2016	M&S-Inventory Issued	MGC3	\$868.33
3436674	77028800		4/29/2016	Billable Cntrctd Lbr	MGC3	\$10,297.09
3436674	77028800		4/29/2016	Cont in Aid of Const	MGC3	-\$4,759.00
3436674	77155659		3/14/2016	Fleet Pool Vehicles	MGS1	\$0.78
3436674	77155659		3/14/2016	Fleet Pool Vehicles	MGS1	\$0.86
3436674	77155659		3/14/2016	Un labor-ST-IntAlloc	MGS1	\$15.99
3436674	77155660		3/14/2016	Construction OH	MGS2	\$527.96
3436674	77155660		3/14/2016	Stores Overhead	MGS2	\$61.19
3436674	77155660		3/14/2016	Stores Overhead -Qty	MGS2	\$20.40
3436674	77155660		3/14/2016	Fleet Pool Vehicles	MGS2	\$57.17
3436674	77155660		3/14/2016	Fleet Pool Vehicles	MGS2	\$94.48
3436674	77155660		3/14/2016	Un labor-ST-IntAlloc	MGS2	\$395.62
3436674	77155660		3/14/2016	Un labor-ST-IntAlloc	MGS2	\$648.96
3436674	77155660		3/14/2016	Un labor-ST-IntAlloc	MGS2	\$1,176.51
3436674	77155660		3/14/2016	Un labor-ST-IntAlloc	MGS2	\$116.89
3436674	77155660		3/14/2016	M&S-Inventory Issued	MGS2	\$1,176.73
3436674	77228700		4/29/2016	Stores Overhead	MGS1	\$12.13
3436674	77228700		4/29/2016	Stores Overhead -Qty	MGS1	\$0.96
3436674	77228700		4/29/2016	M&S-Inventory Issued	MGS1	\$233.28
3436674	77228700		4/29/2016	Billable Cntrctd Lbr	MGS1	\$489.12

**CenterPoint Energy**  
**2016 Service Quality Report**  
**Relocation of Meters rated 630 CHF or greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
<b>3436674 Total</b>						<b>\$16,607.13</b>
3459675	78645493	19118 Orchard Tr	10/24/2016	Construction OH	MGC2	\$378.26
3459675	78645493		10/24/2016	Restoration OH	MGC2	\$620.44
3459675	78645493		10/24/2016	Stores Overhead	MGC2	\$6.07
3459675	78645493		10/24/2016	Stores Overhead -Qty	MGC2	\$12.06
3459675	78645493		10/24/2016	Fleet Pool Vehicles	MGC2	\$159.23
3459675	78645493		10/24/2016	Fleet Pool Vehicles	MGC2	\$50.89
3459675	78645493		10/24/2016	Un labor-ST-IntAlloc	MGC2	\$2,244.96
3459675	78645493		10/24/2016	Un Labor 1 1/2-IntAl	MGC2	\$305.76
3459675	78645493		10/24/2016	Un labor-ST-IntAlloc	MGC2	\$108.70
3459675	78645493		10/24/2016	M&S-Inventory Issued	MGC2	\$99.52
3459675	78645493		10/24/2016	Cont in Aid of Const	MGC2	-\$1,863.00
3459675	78645591		10/19/2016	Construction OH	MGS2	\$90.97
3459675	78645591		10/19/2016	Stores Overhead	MGS2	\$13.45
3459675	78645591		10/19/2016	Stores Overhead -Qty	MGS2	\$2.16
3459675	78645591		10/19/2016	Fleet Pool Vehicles	MGS2	\$9.65
3459675	78645591		10/19/2016	Un labor-ST-IntAlloc	MGS2	\$71.93
3459675	78645591		10/19/2016	Un labor-ST-IntAlloc	MGS2	
3459675	78645591		10/19/2016	Un labor-ST-IntAlloc	MGS2	\$200.39
3459675	78645591		10/19/2016	Un Labor 1 1/2-IntAl	MGS2	\$197.38
3459675	78645591		10/19/2016	M&S-Inventory Issued	MGS2	\$220.46
<b>3459675 Total</b>						<b>\$2,929.28</b>
3554140	78199686	2171 6th Ave	8/3/2016	Construction OH	MGC2	\$243.05
3554140	78199686		8/3/2016	Restoration OH	MGC2	\$419.07
3554140	78199686		8/3/2016	Stores Overhead	MGC2	\$5.93
3554140	78199686		8/3/2016	Stores Overhead -Qty	MGC2	\$23.04
3554140	78199686		8/3/2016	Fleet Pool Vehicles	MGC2	\$17.73
3554140	78199686		8/3/2016	Fleet Pool Vehicles	MGC2	\$71.92
3554140	78199686		8/3/2016	Un labor-ST-IntAlloc	MGC2	\$1,640.27
3554140	78199686		8/3/2016	M&S-Inventory Issued	MGC2	\$114.03
3554140	78199686		8/3/2016	Cont in Aid of Const	MGC2	-\$2,598.00
3554140	78255232		8/2/2016	Construction OH	MGS2	\$259.12
3554140	78255232		8/2/2016	Stores Overhead	MGS2	\$71.83
3554140	78255232		8/2/2016	Stores Overhead -Qty	MGS2	\$8.88
3554140	78255232		8/2/2016	Fleet Pool Vehicles	MGS2	\$16.98
3554140	78255232		8/2/2016	Fleet Pool Vehicles	MGS2	\$55.00
3554140	78255232		8/2/2016	Un labor-ST-IntAlloc	MGS2	\$206.36
3554140	78255232		8/2/2016	Un Labor 1 1/2-IntAl	MGS2	\$152.42
3554140	78255232		8/2/2016	Un labor-ST-IntAlloc	MGS2	\$105.76
3554140	78255232		8/2/2016	M&S-Inventory Issued	MGS2	\$1,381.37
<b>3554140 Total</b>						<b>\$2,194.76</b>
3564603	77001474	115 15th Ave W	3/28/2016	Construction OH	MGC3	\$348.53
3564603	77001474		3/28/2016	Restoration OH	MGC3	\$505.56
3564603	77001474		3/28/2016	Stores Overhead	MGC3	\$15.86
3564603	77001474		3/28/2016	Stores Overhead -Qty	MGC3	\$12.00
3564603	77001474		3/28/2016	Un labor-ST-IntAlloc	MGC3	\$2,115.32
3564603	77001474		3/28/2016	M&S-Inventory Issued	MGC3	\$305.02
3564603	77001474		3/28/2016	Cont in Aid of Const	MGC3	-\$600.00
3564603	77002083		3/28/2016	Stores Overhead	MGS1	\$11.41

**CenterPoint Energy**  
**2016 Service Quality Report**  
**Relocation of Meters rated 630 CHF or greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
3564603	77002083		3/28/2016	Stores Overhead -Qty	MGS1	\$3.84
3564603	77002083		3/28/2016	Un labor-ST-IntAlloc	MGS1	\$35.32
3564603	77002083		3/28/2016	M&S-Inventory Issued	MGS1	\$219.37
3564603	77494915		3/14/2016	Construction OH	MGS2	\$155.73
3564603	77494915		3/14/2016	Stores Overhead	MGS2	\$10.16
3564603	77494915		3/14/2016	Stores Overhead -Qty	MGS2	\$3.36
3564603	77494915		3/14/2016	Un labor-ST-IntAlloc	MGS2	\$886.15
3564603	77494915		3/14/2016	M&S-Inventory Issued	MGS2	\$195.31
<b>3564603 Total</b>						<b>\$4,222.94</b>
3615746	78761420	10 4th Ave SE	7/22/2016	Construction OH	MGS2	\$803.62
3615746	78761420		7/22/2016	Stores Overhead	MGS2	\$99.85
3615746	78761420		7/22/2016	Stores Overhead -Qty	MGS2	\$26.16
3615746	78761420		7/22/2016	Fleet Pool Vehicles	MGS2	\$45.96
3615746	78761420		7/22/2016	Un labor-ST-IntAlloc	MGS2	\$359.65
3615746	78761420		7/22/2016	Un labor-ST-IntAlloc	MGS2	\$1,703.52
3615746	78761420		7/22/2016	Un labor-ST-IntAlloc	MGS2	\$1,525.06
3615746	78761420		7/22/2016	Un Labor 1 1/2-IntAl	MGS2	\$26.31
3615746	78761420		7/22/2016	M&S-Inventory Issued	MGS2	\$1,920.20
3615746	78761424		8/10/2016	Un labor-ST-IntAlloc	MGS1	\$128.72
3615746	78761425		8/30/2016	Construction OH	MGC1	\$184.84
3615746	78761425		8/30/2016	Restoration OH	MGC1	\$210.41
3615746	78761425		8/30/2016	Stores Overhead	MGC1	\$31.53
3615746	78761425		8/30/2016	Stores Overhead -Qty	MGC1	\$61.68
3615746	78761425		8/30/2016	Un labor-ST-IntAlloc	MGC1	
3615746	78761425		8/30/2016	Un labor-ST-IntAlloc	MGC1	
3615746	78761425		8/30/2016	M&S-Inventory Issued	MGC1	\$606.34
3615746	78761425		8/30/2016	Billable Cntrctd Lbr	MGC1	\$815.56
<b>3615746 Total</b>						<b>\$8,549.41</b>
4080520	79060798	13504 Haven Rd	8/18/2016	Construction OH	MGC2	\$199.36
4080520	79060798		8/18/2016	Restoration OH	MGC2	\$317.53
4080520	79060798		8/18/2016	Stores Overhead	MGC2	\$11.35
4080520	79060798		8/18/2016	Stores Overhead -Qty	MGC2	\$116.40
4080520	79060798		8/18/2016	Fleet Pool Vehicles	MGC2	\$84.53
4080520	79060798		8/18/2016	Un labor-ST-IntAlloc	MGC2	\$1,230.72
4080520	79060798		8/18/2016	M&S-Inventory Issued	MGC2	\$218.29
4080520	79060798		8/18/2016	Cont in Aid of Const	MGC2	-\$1,920.00
4080520	79060954		8/18/2016	Construction OH	MGS2	\$251.70
4080520	79060954		8/18/2016	Stores Overhead	MGS2	\$61.26
4080520	79060954		8/18/2016	Stores Overhead -Qty	MGS2	\$8.64
4080520	79060954		8/18/2016	Fleet Pool Vehicles	MGS2	\$113.87
4080520	79060954		8/18/2016	Un labor-ST-IntAlloc	MGS2	\$107.90
4080520	79060954		8/18/2016	Un labor-ST-IntAlloc	MGS2	\$521.17
4080520	79060954		8/18/2016	M&S - Non Inv	MGS2	\$15.18
4080520	79060954		8/18/2016	M&S-Inventory Issued	MGS2	\$1,178.04
<b>4080520 Total</b>						<b>\$2,515.94</b>
7501990	78354824	7141 York Ave S	5/25/2016	Stores Overhead	MGS1	\$4.17
7501990	78354824		5/25/2016	Stores Overhead -Qty	MGS1	\$1.92
7501990	78354824		5/25/2016	Un labor-ST-IntAlloc	MGS1	
7501990	78354824		5/25/2016	Un labor-ST-IntAlloc	MGS1	\$1,186.44

**CenterPoint Energy**  
**2016 Service Quality Report**  
**Relocation of Meters rated 630 CHF or greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
7501990	78354824		5/25/2016	M&S-Inventory Issued	MGS1	\$80.16
<b>7501990 Total</b>						<b>\$1,272.69</b>
7512768	77766486	1593 Hartwell Dr	6/6/2016	Construction OH	MGS2	\$258.81
7512768	77766486		6/6/2016	Stores Overhead	MGS2	\$35.28
7512768	77766486		6/6/2016	Stores Overhead -Qty	MGS2	\$3.84
7512768	77766486		6/6/2016	Fleet Pool Vehicles	MGS2	\$18.53
7512768	77766486		6/6/2016	Un labor-ST-IntAlloc	MGS2	\$107.90
7512768	77766486		6/6/2016	Un labor-ST-IntAlloc	MGS2	\$943.21
7512768	77766486		6/6/2016	M&S - Non Inv	MGS2	\$49.13
7512768	77766486		6/6/2016	M&S-Inventory Issued	MGS2	\$678.52
<b>7512768 Total</b>						<b>\$2,095.22</b>
7524224	75788037	831 Lake St E	1/29/2016	Construction OH	MGC1	\$1,498.15
7524224	75788037		1/29/2016	Restoration OH	MGC1	
7524224	75788037		1/29/2016	Restoration OH	MGC1	\$2,342.20
7524224	75788037		1/29/2016	Stores Overhead	MGC1	\$31.40
7524224	75788037		1/29/2016	Stores Overhead -Qty	MGC1	\$40.32
7524224	75788037		1/29/2016	Un labor-ST-IntAlloc	MGC1	
7524224	75788037		1/29/2016	Un labor-ST-IntAlloc	MGC1	
7524224	75788037		1/29/2016	M&S-Inventory Issued	MGC1	\$603.83
7524224	75788037		1/29/2016	Billable Cntrctd Lbr	MGC1	\$9,799.98
7524224	79929966		10/18/2016	Un labor-ST-IntAlloc	MGS1	
7524224	79929966		10/18/2016	Un labor-ST-IntAlloc	MGS1	\$10.34
<b>7524224 Total</b>						<b>\$14,326.22</b>
7527236	76675963	2205 Meadow Oak Ave	2/10/2016	Construction OH	MGS2	\$547.05
7527236	76675963		2/10/2016	Stores Overhead	MGS2	\$51.68
7527236	76675963		2/10/2016	Stores Overhead -Qty	MGS2	\$15.84
7527236	76675963		2/10/2016	Fleet Pool Vehicles	MGS2	\$91.80
7527236	76675963		2/10/2016	Fleet Pool Vehicles	MGS2	\$63.48
7527236	76675963		2/10/2016	Fleet Pool Vehicles	MGS2	\$40.92
7527236	76675963		2/10/2016	Un labor-ST-IntAlloc	MGS2	\$359.65
7527236	76675963		2/10/2016	Un labor-ST-IntAlloc	MGS2	\$989.66
7527236	76675963		2/10/2016	Un labor-ST-IntAlloc	MGS2	\$1,259.54
7527236	76675963		2/10/2016	M&S-Inventory Issued	MGS2	\$993.91
7527236	78025484		5/27/2016	Stores Overhead	MGS1	\$20.37
7527236	78025484		5/27/2016	Stores Overhead -Qty	MGS1	\$14.16
7527236	78025484		5/27/2016	Fleet Pool Vehicles	MGS1	\$123.54
7527236	78025484		5/27/2016	Fleet Pool Vehicles	MGS1	\$137.47
7527236	78025484		5/27/2016	Un labor-ST-IntAlloc	MGS1	\$2,193.14
7527236	78025484		5/27/2016	Un Labor 1 1/2-IntAl	MGS1	\$228.64
7527236	78025484		5/27/2016	M&S-Inventory Issued	MGS1	\$391.65
<b>7527236 Total</b>						<b>\$7,522.50</b>
7531778	78899302	2812 University Ave SE	7/15/2016	Stores Overhead	MGS1	\$11.05
7531778	78899302		7/15/2016	Stores Overhead -Qty	MGS1	\$2.16
7531778	78899302		7/15/2016	Fleet Pool Vehicles	MGS1	\$16.35
7531778	78899302		7/15/2016	Fleet Pool Vehicles	MGS1	\$44.59
7531778	78899302		7/15/2016	Un labor-ST-IntAlloc	MGS1	
7531778	78899302		7/15/2016	Un labor-ST-IntAlloc	MGS1	\$215.94
7531778	78899302		7/15/2016	Un labor-ST-IntAlloc	MGS1	\$657.63
7531778	78899302		7/15/2016	M&S-Inventory Issued	MGS1	\$212.58

**CenterPoint Energy**  
**2016 Service Quality Report**  
**Relocation of Meters rated 630 CHF or greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
<b>7531778 Total</b>						<b>\$1,160.30</b>
7542706	75896373	2529 13th Ave S	1/27/2016	Construction OH	MGS2	\$214.72
7542706	75896373		1/27/2016	Stores Overhead	MGS2	\$60.39
7542706	75896373		1/27/2016	Stores Overhead -Qty	MGS2	\$5.27
7542706	75896373		1/27/2016	Fleet Pool Vehicles	MGS2	\$10.65
7542706	75896373		1/27/2016	Un labor-ST-IntAlloc	MGS2	\$70.06
7542706	75896373		1/27/2016	M&S-Inventory Issued	MGS2	\$1,099.87
7542706	75896373		1/27/2016	Billable Cntrctd Lbr	MGS2	\$424.40
7542706	76059930		1/27/2016	Construction OH	MGS2	\$61.12
7542706	76059930		1/27/2016	Stores Overhead -Qty	MGS2	\$0.24
7542706	76059930		1/27/2016	Un labor-ST-IntAlloc	MGS2	
7542706	76059930		1/27/2016	M&S-Inventory Issued	MGS2	\$0.01
7542706	76059930		1/27/2016	Billable Cntrctd Lbr	MGS2	\$424.40
7542706	76060132		1/27/2016	Construction OH	MGC1	\$827.51
7542706	76060132		1/27/2016	Restoration OH	MGC1	
7542706	76060132		1/27/2016	Restoration OH	MGC1	\$1,295.03
7542706	76060132		1/27/2016	Stores Overhead	MGC1	\$17.06
7542706	76060132		1/27/2016	Stores Overhead -Qty	MGC1	\$29.04
7542706	76060132		1/27/2016	Un labor-ST-IntAlloc	MGC1	
7542706	76060132		1/27/2016	Un labor-ST-IntAlloc	MGC1	
7542706	76060132		1/27/2016	M&S-Inventory Issued	MGC1	\$328.09
7542706	76060132		1/27/2016	Billable Cntrctd Lbr	MGC1	\$5,418.55
7542706	78402118		5/31/2016	Stores Overhead	MGS1	\$0.94
7542706	78402118		5/31/2016	Stores Overhead -Qty	MGS1	\$3.36
7542706	78402118		5/31/2016	Fleet Pool Vehicles	MGS1	\$20.90
7542706	78402118		5/31/2016	Fleet Pool Vehicles	MGS1	\$28.42
7542706	78402118		5/31/2016	Un labor-ST-IntAlloc	MGS1	
7542706	78402118		5/31/2016	Un labor-ST-IntAlloc	MGS1	\$476.32
7542706	78402118		5/31/2016	M&S-Inventory Issued	MGS1	\$18.00
<b>7542706 Total</b>						<b>\$10,834.35</b>
7560288	76275841	3939 Central Ave NE	3/11/2016	Construction OH	MGS2	\$113.05
7560288	76275841		3/11/2016	Construction OH	MGS2	\$45.84
7560288	76275841		3/11/2016	Stores Overhead	MGS2	\$38.32
7560288	76275841		3/11/2016	Stores Overhead -Qty	MGS2	\$5.04
7560288	76275841		3/11/2016	Fleet Pool Vehicles	MGS2	\$10.65
7560288	76275841		3/11/2016	Un labor-ST-IntAlloc	MGS2	\$70.06
7560288	76275841		3/11/2016	M&S-Inventory Issued	MGS2	\$736.88
7560288	76275841		3/11/2016	Billable Cntrctd Lbr	MGS2	\$318.30
7560288	76366395		3/11/2016	Construction OH	MGS2	
7560288	76366395		3/11/2016	Construction OH	MGS2	\$45.84
7560288	76366395		3/11/2016	Stores Overhead -Qty	MGS2	\$0.24
7560288	76366395		3/11/2016	Un labor-ST-IntAlloc	MGS2	
7560288	76366395		3/11/2016	M&S-Inventory Issued	MGS2	\$0.01
7560288	76366395		3/11/2016	Billable Cntrctd Lbr	MGS2	\$318.30
7560288	76366398		3/11/2016	Construction OH	MGC1	\$1,573.84
7560288	76366398		3/11/2016	Restoration OH	MGC1	\$2,466.44
7560288	76366398		3/11/2016	Stores Overhead	MGC1	\$31.70
7560288	76366398		3/11/2016	Stores Overhead -Qty	MGC1	\$138.24
7560288	76366398		3/11/2016	Un labor-ST-IntAlloc	MGC1	



**CenterPoint Energy**  
**2016 Service Quality Report**  
**Relocation of Meters rated 630 CHF or greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
7560288	76366398		3/11/2016	M&S-Inventory Issued	MGC1	\$609.60
7560288	76366398		3/11/2016	Billable Cntrctd Lbr	MGC1	\$10,319.84
7560288	78602277		6/17/2016	Stores Overhead	MGS1	\$13.12
7560288	78602277		6/17/2016	Stores Overhead -Qty	MGS1	\$3.84
7560288	78602277		6/17/2016	Fleet Pool Vehicles	MGS1	\$12.35
7560288	78602277		6/17/2016	Un labor-ST-IntAlloc	MGS1	
7560288	78602277		6/17/2016	Un labor-ST-IntAlloc	MGS1	\$361.82
7560288	78602277		6/17/2016	M&S-Inventory Issued	MGS1	\$252.32
<b>7560288 Total</b>						<b>\$17,485.64</b>
7626403	77548705	501 Huron Blvd SE	3/29/2016	Construction OH	MGS2	\$273.37
7626403	77548705		3/29/2016	Stores Overhead	MGS2	\$71.27
7626403	77548705		3/29/2016	Stores Overhead -Qty	MGS2	\$7.92
7626403	77548705		3/29/2016	Fleet Pool Vehicles	MGS2	\$12.35
7626403	77548705		3/29/2016	Un labor-ST-IntAlloc	MGS2	\$71.93
7626403	77548705		3/29/2016	Un labor-ST-IntAlloc	MGS2	\$443.72
7626403	77548705		3/29/2016	M&S-Inventory Issued	MGS2	\$1,370.44
7626403	77548883		3/29/2016	Construction OH	MGS2	\$22.90
7626403	77548883		3/29/2016	Un labor-ST-IntAlloc	MGS2	
7626403	77548883		3/29/2016	Un labor-ST-IntAlloc	MGS2	\$159.04
7626403	79673312		9/29/2016	Stores Overhead	MGS1	\$13.47
7626403	79673312		9/29/2016	Stores Overhead -Qty	MGS1	\$6.30
7626403	79673312		9/29/2016	Fleet Pool Vehicles	MGS1	\$16.35
7626403	79673312		9/29/2016	Fleet Pool Vehicles	MGS1	\$41.50
7626403	79673312		9/29/2016	Un labor-ST-IntAlloc	MGS1	
7626403	79673312		9/29/2016	Un labor-ST-IntAlloc	MGS1	\$510.52
7626403	79673312		9/29/2016	M&S-Inventory Issued	MGS1	\$220.82
<b>7626403 Total</b>						<b>\$3,241.90</b>
7632022	77704475	501 Huron Blvd SE	3/29/2016	Construction OH	MGS2	\$230.48
7632022	77704475		3/29/2016	Stores Overhead	MGS2	\$62.12
7632022	77704475		3/29/2016	Stores Overhead -Qty	MGS2	\$8.40
7632022	77704475		3/29/2016	Fleet Pool Vehicles	MGS2	\$11.10
7632022	77704475		3/29/2016	Fleet Pool Vehicles	MGS2	\$24.70
7632022	77704475		3/29/2016	Un labor-ST-IntAlloc	MGS2	\$71.93
7632022	77704475		3/29/2016	Un labor-ST-IntAlloc	MGS2	\$298.20
7632022	77704475		3/29/2016	M&S-Inventory Issued	MGS2	\$1,194.64
7632022	77704809		3/29/2016	Construction OH	MGS2	\$2.86
7632022	77704809		3/29/2016	Un labor-ST-IntAlloc	MGS2	
7632022	77704809		3/29/2016	Un labor-ST-IntAlloc	MGS2	\$19.88
7632022	79674060		9/29/2016	Fleet Pool Vehicles	MGS1	\$30.36
7632022	79674060		9/29/2016	Un labor-ST-IntAlloc	MGS1	
7632022	79674060		9/29/2016	Un labor-ST-IntAlloc	MGS1	\$293.43
<b>7632022 Total</b>						<b>\$2,248.10</b>
7632547	78250112	2622 W Lake St	5/17/2016	Stores Overhead	MGS1	\$0.90
7632547	78250112		5/17/2016	Stores Overhead -Qty	MGS1	\$3.12
7632547	78250112		5/17/2016	Fleet Pool Vehicles	MGS1	\$17.24
7632547	78250112		5/17/2016	Un labor-ST-IntAlloc	MGS1	
7632547	78250112		5/17/2016	Un labor-ST-IntAlloc	MGS1	\$377.72
7632547	78250112		5/17/2016	M&S-Inventory Issued	MGS1	\$17.37
7632547	78250112		5/17/2016	A & G Exp-CO. Contri	MGS1	-\$436.00
7632547	78251783		6/7/2016	Construction OH	MGC1	\$794.07
7632547	78251783		6/7/2016	Restoration OH	MGC1	\$1,274.71
7632547	78251783		6/7/2016	Stores Overhead	MGC1	\$9.40
7632547	78251783		6/7/2016	Stores Overhead -Qty	MGC1	\$22.08
7632547	78251783		6/7/2016	Un labor-ST-IntAlloc	MGC1	
7632547	78251783		6/7/2016	M&S-Inventory Issued	MGC1	\$180.84
7632547	78251783		6/7/2016	Billable Cntrctd Lbr	MGC1	\$5,333.51
<b>7632547 Total</b>						<b>\$7,594.96</b>
<b>Grand Total</b>						<b>\$149,069.27</b>

**CenterPoint Energy**  
**2016 Service Quality Report**

**2016 Call Center Detail - Calls Received from Dedicated Lines**

(Utility only)	<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>	<u>Total</u>
Total Calls Received <sup>1</sup>	136,764	134,821	135,604	141,362	148,598	148,417	137,858	137,748	131,147	130,538	118,911	129,392	1,631,160
Dedicated Calls Received:													
Billing Inquiries	110,259	110,580	110,946	114,199	117,551	116,812	108,912	106,262	102,879	102,174	95,651	105,343	1,301,568
Credit/Payment Arrangements	5,410	5,505	5,734	6,177	6,179	6,295	5,439	5,946	5,634	4,939	4,212	4,935	66,405
Service Connection/Disconnection Requests	9,872	9,784	10,412	12,124	14,570	15,426	14,066	15,797	13,471	12,780	9,495	7,985	145,782
Emergency	7,501	5,232	4,568	5,688	7,212	6,988	6,777	6,369	5,920	7,098	6,168	7,590	77,111
Business Customer Hotline	3,722	3,720	3,944	3,174	3,086	2,896	2,664	3,374	3,243	3,547	3,385	3,539	40,294

<sup>1</sup> Includes IVR

**CENTERPOINT ENERGY**  
**Annual Summary of MPUC, OAG, BBB & Other Customer Complaints**  
**Location: Minneapolis**  
**Dates: From 1/1/2016 to 12/31/2016**

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	0	0	3.3	0	0	0	0.0	0	0	0	0.0	3	0	0	3.3
Do Not Understand	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Budget	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Due Date - Late Payment Charge	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Rates	2	0	0	11.5	0	0	0	0.0	0	0	0	0.0	2	0	0	11.5
Payment Application Refund Check	14	0	0	5.9	0	0	0	0.0	0	0	0	0.0	14	0	0	5.9
Non-Register Meter/Remote Indexes	7	0	0	11.6	5	0	0	11.8	0	0	0	0.0	12	0	0	11.7
Other	9	0	0	5.4	0	0	0	0.0	0	0	0	0.0	9	0	0	5.4
<b>Credit</b>																
Arrangements	17	0	0	1.2	0	0	0	0.0	0	0	0	0.0	17	0	0	1.2
Notice Letters	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Transfers	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Disputed Charges	14	0	0	9.9	1	0	0	10.0	0	0	0	0.0	15	0	0	9.9
Disconnected	35	0	0	1.8	0	0	0	0.0	0	0	0	0.0	35	0	0	1.8
Other	4	0	0	7.3	0	0	0	0.0	0	0	0	0.0	4	0	0	7.3
<b>Meter</b>																
Not Read	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Mis-Read	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Estimated Readings	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Customer Readings	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Final Readings Not Taken	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
<b>Service</b>																
Gas Service and/or Mains	40	0	0	4.5	1	0	0	0.0	0	0	0	0.0	41	0	0	4.4
Appliance Service and/or Repair	40	0	0	7.9	0	0	0	0.0	0	0	0	0.0	40	0	0	7.9
<b>Total</b>	<b>185</b>	<b>0</b>	<b>0</b>	<b>5.4</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>9.9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>192</b>	<b>0</b>	<b>0</b>	<b>5.5</b>
<b>Average Number of Customers for Reporting Period</b>	772,768				66,882				2,464				842,114			
<b>Customers Added</b>	8,096				473				(72)				8,497			
<b>Number of Involuntary Disconnects</b>	33,327				1,287				1				34,615			

\*Average in Calendar Days