# **Call Center Response Time**

# PUBLIC DOCUMENT PRIVATE DATA ON INDIVIDUALS HAS BEEN EXCISED

# Calls answered within 20 seconds

	January	February	March	April	May	June	July	August	September	October	November	December	YTD Average	Total
Total calls	19,967	18,528	22,104	20,634	25,715	24,964	21,912	20,776	19,316	25,890	18,474	15,523	21,150	253,803
Average speed of answer (seconds)	21	12	16	41	30	12	13	12	13	29	16	10	19	
% answered in 20 seconds	82%	90%	85%	72%	78%	91%	91%	91%	90%	75%	87%	93%	85%	

#### **Meter Reading Performance**

	Total meters	# company read	% company read	# self-read	% of self- read	# not read in 6-12 months	% not read in 6-12 months	# not read > 12 months	% not read > 12 months	Comments
without farm taps										
January	251,844	249,168	98.94%	12	0.00%	69	0.0274%	-	0.0000%	AMI deployment/AMI network issue, telemetry equipment issue
February	251,914	248,284	98.56%	10	0.00%	82	0.0326%	-	0.0000%	AMI deployment/AMI network issue, telemetry equipment issue
March	252,028	250,169	99.26%	9	0.00%	101	0.0401%	-	0.0000%	AMI deployment/AMI network issue, telemetry equipment issue
April	252,190	215,419	85.42%	6	0.00%	91	0.0361%	1	0.0004%	AMI deployment/AMI network issue, telemetry equipment issue
May	252,389	249,298	98.78%	5	0.00%	61	0.0242%	3	0.0012%	AMI deployment/AMI network issue, telemetry equipment issue
June	252,507	249,902	98.97%	4	0.00%	1	0.0004%	1	0.0004%	Telemetry equipment issue
July	252,880	229,127	90.61%	4	0.00%	-	0.0000%	-	0.0000%	
August	253,105	250,461	98.96%	4	0.00%	1	0.0004%	-	0.0000%	Telemetry equipment issue
September	253,401	247,097	97.51%	6	0.00%	-	0.0000%	-	0.0000%	
October	253,812	251,877	99.24%	9	0.00%	1	0.0004%	-	0.0000%	Wrong route assignment
November	254,140	224,690	88.41%	9	0.00%	1	0.0004%	-	0.0000%	Wrong route assignment
December	254,327	241,836	95.09%	4	0.00%	-	0.0000%	-	0.0000%	
with farm taps										
January	253,614	249,309		614	0.24%	408	0.1609%	-		farm taps, AMI deployment/AMI network issue, telemetry equipment issue
February	253,683	248,430	97.93%	507	0.20%	432	0.1703%	-		farm taps, AMI deployment/AMI network issue, telemetry equipment issue
March	253,796	250,365	98.65%	654	0.26%	443	0.1745%	-		farm taps, AMI deployment/AMI network issue, telemetry equipment issue
April	253,951	215,744		527	0.21%	325	0.1280%	-		farm taps, AMI deployment/AMI network issue, telemetry equipment issue
May	254,144	249,656		545	0.21%	150	0.0590%	-	0.0000%	farm taps, AMI deployment/AMI network issue, telemetry equipment issue
June	254,261	250,138	98.38%	537	0.21%	45	0.0177%	19	0.0075%	farm taps, Telemetry equipment issue
July	254,633	229,335	90.06%	558	0.22%	25	0.0098%	23	0.0090%	farm taps
August	254,857	250,714	98.37%	523	0.21%	20	0.0078%	9	0.0035%	farm taps, Telemetry equipment issue
September	255,143	247,287	96.92%	516	0.20%	16	0.0063%	8	0.0031%	farm taps
October	255,538	252,105	98.66%	635	0.25%	104	0.0407%	7	0.0027%	farm taps, Wrong route assignment
November	255,856	224,882	87.89%	661	0.26%	259	0.1012%	7	0.0027%	farm taps, Wrong route assignment
December	256,037	241,988	94.51%	564	0.22%	303	0.1183%	-	0.0000%	farm taps

# **Meter Reading FTEs**

	Hours charged to Meter Reading												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total Yr
2011	5,293	5,432	5,178	6,446	4,185	3,705	3,824	4,042	3,862	5,989	3,800	4,592	56,346
2012	4,139	4,469	4,271	6,122	3,973	3,844	3,834	4,133	3,882	5,744	3,616	4,552	52,579
2013	4,041	4,382	4,271	6,207	3,920	3,684	3,723	3,682	3,849	5,658	3,980	4,083	51,481
2014	5,312	5,173	5,067	4,840	4,123	4,029	4,119	3,811	3,895	4,136	3,784	4,711	52,999
2015	4,552	4,364	4,563	4,362	4,035	4,406	3,876	4,352	4,013	4,338	7,782	4,243	54,887
2016	4,094	5,134	4,869	4,198	4,222	4,291	3,988	4,537	4,086	4,049	4,158	4,672	52,295
2017	4,989	4,454	4,680	3,795	4,168	4,151	3,622	4,170	3,741	3,938	3,945	4,221	49,874
2018	4,802	4,412	4,546	4,259	4,005	4,002	4,030	4,092	3,392	3,807	3,451	3,613	48,411
2019	4,447	4,526	4,388	3,950	3,824	3,308	3,904	3,935	3,575	3,962	3,627	4,090	47,535
2020	4,565	4,306	4,268	3,625	2,954	3,068	2,905	2,526	2,066	1,936	1,429	1,486	35,132
2021	1,152	1,083	1,206	718	558	635	629	709	409	437	381	444	8,359
2022	449	311	350	242	257	298	294	314	261	294	290	325	3,684
2023	302	327	315	321	316	314	312	442	317	372	454	481	4,272

	FTE Equivalent												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total Yr
2011	30.4	31.2	29.8	37.0	24.1	21.3	22.0	23.2	22.2	34.4	21.8	26.4	27.1
2012	23.8	25.7	24.5	35.2	22.8	22.1	22.0	23.8	22.3	33.0	20.8	26.2	25.3
2013	23.2	25.2	24.5	35.7	22.5	21.2	21.4	21.2	22.1	32.5	22.9	23.5	24.8
2014	30.5	29.7	29.1	27.8	23.7	23.2	23.7	21.9	22.4	23.8	21.7	27.1	25.5
2015	26.2	25.1	26.2	25.1	23.2	25.3	22.3	25.0	23.1	24.9	44.7	24.4	26.4
2016	23.5	29.5	28.0	24.1	24.3	24.7	22.9	26.1	23.5	23.3	23.9	26.8	25.1
2017	28.7	25.6	26.9	21.8	24.0	23.9	20.8	24.0	21.5	22.6	22.7	24.3	24.0
2018	27.6	25.4	26.1	24.5	23.0	23.0	23.2	23.5	19.5	21.9	19.8	20.8	23.3
2019	25.6	26.0	25.2	22.7	22.0	19.0	22.4	22.6	20.5	22.8	20.8	23.5	22.9
2020	26.2	24.7	24.5	20.8	17.0	17.6	16.7	14.5	11.9	11.1	8.2	8.5	16.9
2021	6.6	6.2	6.9	4.1	3.2	3.6	3.6	4.1	2.3	2.5	2.2	2.5	4.0
2022	2.6	1.8	2.0	1.4	1.5	1.7	1.7	1.8	1.5	1.7	1.7	1.9	1.8
2023	1.7	1.9	1.8	1.8	1.8	1.8	1.8	2.5	1.8	2.1	2.6	2.8	2.1

	-
	External Meter Readers - FTE
2011	4.65
2012	4.25
2013	4.75
2014	4.80
2015	6.10
2016	6.37
2017	6.72
2018	9.62
2019	12.99
2020	5.85
2021	-
2022	-
2023	-

	Utili	ty Monthly Rep	ort								
Name of Utility		Minnesota	Energy Resource	es .	High	nlight Indicates Da	ata Required per	Statutes 216B.0	91 and 216B.096		
Reporting Month/Year			Dec-23								
				All Util	ities						
	Α	В	С	D	E	F	G	Н	I	J	K
								Cumulative			
		Total Revenue			Average Past Due			LIHEAP		Total Dollars	
		from Sales to	# Past Due		Dollar Amount Per	Average		Customers	Total Dollars	Received	Total Residential
	# Residential	Residential	Residential	Due Residential	Past Due	Monthly	New LIHEAP	(year to	Received From	from other	Write-Offs due
	Customers	Customers	Customers	Customers	Customers	Residential Bill	Customers**	date)**	LIHEAP**	sources	to uncollectible
Jan-23		43,509,518	30,205	6,921,239	229	201	1,825	7,487	604,036	455	353,195
Feb-23	216,823	38,114,676	31,617	8,450,061	267	176	1,691	9,178	618,038	2,638	231,574
Mar-23	216,932	26,063,787	32,344	9,049,303	280	120	2,173	11,351	777,254	4,630	127,862
Apr-23		18,929,313	34,649	9,059,851	261	87	1,537	12,888	647,739	-	92,786
May-23	216,607	11,491,190	33,387	8,055,489	241	53	1,383	14,271	647,357	2,473	100,301
Jun-23		4,857,575	31,833	6,786,229	213	23	921	15,192	440,567	1,990	104,593
Jul-23	215,041	3,717,945	31,487	6,037,908	192	17	156	15,348	49,058	2,184	120,974
Aug-23	215,298	5,272,514	37,623	6,687,710	178	24	1	15,348	-	3,294	209,891
Sep-23	215,670	5,653,976	37,712	6,127,903	162	26	ı	15,348	-	1,545	217,293
Oct-23	216,668	9,923,391	32,806	4,481,270	137	46	ı	15,348	-	1,255	306,596
Nov-23	218,320	20,176,060	32,980	4,371,166	133	92	4,346	4,346	1,406,110	1,273	352,836
Dec-23	218,828	20,951,191	33,447	4,763,469	142	96	2,406	6,752	790,689	145	481,865
				All Utili	ities	'					
	L	M	N	0	Р	Q	R	S	Т		
				# Residential							
	# Residential		# Residential	Customers			# Residential	# Residential	# Residential		
	Customers	# Residential	Customers	restored to service	# Residential	Total #	Customers	Customers	Customers		
	Receiving	Customers	restored to	by entering a	Customers	Residential	Remaining	Remaining	Remaining		
	Disconnect		service w/in 24	payment plan	restored at same	Customers	Disconnected,	Disconnected,	Disconnected,		
	Notices	Disconnected	hours (SRSQ)	(SRSQ)	address	Reconnected	1-30 days	31-60 days	60+ days		
Jan-23		-	-	-	-	-	-	-	13		
Feb-23	9,463	-	-	-	-	-	-	-	13		
Mar-23		7	3	_	5	5	2	-	13		
Apr-23	9,439	262	18	9	89	89	175	2	11		
May-23		1,721	60	50	507	507	1,158	155	13		
Jun-23		1,466	50	35	650	650	1,099	971	150		
Jul-23		850	45	16	442	442	541	887	1,169		
Aug-23		544	34	17	379	379	317	473	1,991		
Sep-23	1,159	247	13	5	353	353	151	245	2,303		
Oct-23	1,109	37	13	10	23	23	14		2,303		
Nov-23		17	2	2	14	14	5	12	_		
Dec-23		4	1	1	24	24	1	5	12		
Dec-23	2,001	4	1	1	3	3	1	3	12		
** Data in these colum	ns for July 2023	R contains data f	rom 7/1 - 9/15 <i>-</i>	and August 2022 con	tains data from 0/1	6 - 8/31					
Data in these column	101 July 202	, Jonains data I	, 1 = 0/13, 0		tanis data nom o/ 1	0,01.			I.		L

# Minnesota Energy Resources Corporation 2023 Gas Service Quality Report Attachment 4 Tab 1

					ΔII I Itilitio	s, October - April					
Jan-23 Feb-23 Mar-23	839	# Customers Granted Cold Weather Rule Protections 961 838 630	# Customers Involuntarily Disconnected, who sought protection heat affected (gas)	# Customers Involuntarily Disconnected, who sought protection non-heat affected (gas)	# Customers Involuntarily Disconnected, who sought protection heat affected (electric)	# Customers Involuntarily	# Customers Involuntarily Disconnected, who did not seek protection heat affected (gas) 7	# Customers Involuntarily Disconnected, who did not seek protection non-heat affected (gas)	# Customers Involuntarily Disconnected, who did not seek protection heat affected (electric)	# Customers Involuntarily Disconnected, who did not seek protection non-heat affected (electric)	Total Customers Disconnected
Apr-23		93	2				260	-			262
May-23 Jun-23 Jul-23											
Aug-23	-										
Sep-23											
Oct-23	308	308	9	-			28	-			37
Nov-23	286	283	3	1			14	1			17
Dec-23	237	231	1	-			3	-			4
	# of Appeal Notices sent to customers	# of Payment Plan (PP) requests received	# of mutally agreed PP	# reconnect request appeals withdrawn	# of customers with current payment plans	# customers disconnected 24 hours or more heat affected (gas)	# customers disconnected 24 hours or more non-heat affected (gas)	# customers disconnected 24 hours or more heat affected (electric)	# customers disconnected 24 hours or more non-heat affected (electric)	# accounts reconnected within 24 hrs	Total # Customers Reconnected
Jan-23		2,231	1,873	-	3,166	-	-	(c.cc)	(C.CCCc)	-	-
Feb-23		2,518	2,102	-	3,985	-	-			-	-
Mar-23		2,508	2,012	-	4,527	4	-			2	-
Apr-23		2,021	1,501		3,988	244				18	89
May-23 Jun-23 Jul-23 Aug-23 Sep-23											
Oct-23	-	840	689		2,617	32	-			5	23
Nov-23	1	699	F70		2,612	15	ĺ			2	14
Dec-23		735	578 578		2,458	3	-				3

File this form separately each week as required. Then, provide all weeks for a given month when making monthly filing.

# **Utility Heating Service Customers\***

All Utilities (starting October 1)									
	All Othities (st	arting October 17							
	Total #	# Customers	# Customers Involuntarily						
	Customers	Involuntarily	Disconnected_for						
	Currently	Disconnected for non-	<del>-</del>	# Customers					
	Disconnected for		This Week,	Reconnected This					
Week ending date	non-payment	Natural Gas	Electric	Week**					
9/30/2023	-	-		-					
10/7/2023	3	7		4					
10/14/2023	5	4		2					
10/21/2023	13	15		7					
10/28/2023	14	11		10					
11/4/2023	14	-		-					
11/11/2023	13	-		1					
11/18/2023	17	10		6					
11/25/2023	18	6		5					
12/2/2023	17	2		3					
12/9/2023	18	1		-					
12/16/2023	17	-		1					
12/23/2023	18	2		1					
12/30/2023	18	-		-					
1/6/2024	18	-		-					
1/13/2024									
1/20/2024									
1/27/2024									
2/3/2024									
2/10/2024									
2/17/2024									
2/24/2024									
2/25/2023									
3/2/2024									
3/9/2024									
3/16/2024									
3/23/2024									
3/30/2024									
4/6/2024									
4/13/2024									
4/20/2024									
4/27/2024									

\*whose service is disconnected or remains disconnected for nonpayment as of October 1 and October 15. If customers remain disconnected on October 15, a utility must file a report each week between November 1 and the end of the cold weather period

\*\*The utility may discontinue weekly reporting if the number of utility heating service customers that are or remain disconnected reaches zero before the end of the cold weather period.

#### **All Utilities**

	Total Res. Customers**	Total Residential Customer Disconnects	# LIHEAP Customers	# LIHEAP Disconnects ***	Disconnect Rate (%), Total Residential	Disconnect Rate (%), LIHEAP	# Customers Restored within 24 hours	# Customers Restored with Payment Plan		# Customers Seeking CWR Protection	# Customers Granted CWR Protection	# Customers Requesting Medical Acct Status	# Customers Granted Medical Acct Status
2015	207,350	5,393	12,049	1,176	2.6%	9.8%	n/a *	8,748	3,075	8,748	2,601		
2016	209,010	632	12,474	65	0.3%	0.5%	5	4,649	444	4,649	296		
2017	211,511	1,744	12,573	384	0.8%	3.1%	32	8,751	1,176	8,751	718		
2018	214,071	3,438	12,376	915	1.6%	7.4%	60	10,014	2,607	10,014	1,315		
2019	216,884	4,961	11,908	1,316	2.3%	11.1%	44	8,693	3,267	8,693	515		
2020	219,523	338	12,125	70	0.2%	0.6%	89	121	629	1,433	1,426		
2021	222,019	812	12,677	54	0.4%	0.4%	-	25	159	414	413		
2022	223,713	4,427	14,063	1,015	2.0%	7.2%	13	106	6,486	1,963	1,958		
2023	226,088	5,155	14,298	1,140	2.3%	8.0%	231	146	8,438	3,361	3,344		
beyond													

<sup>\*</sup> Data from 2015 is incomplete as MERC was transitioning to its new customer system

<sup>\*\*</sup> Total Residential Customers (heating and non-heating)

<sup>\*\*\*</sup> Provided in Annual GAP Reports, which are filed 3/31 each year

			Average Number
			of Months in
	# of customers		Current
	with payment	Average Monthly	Payment
	arrangements	Payment Amount	Agreements
Jan-23	3,166	\$ 62.93	11
Feb-23	3,985	\$ 79.28	9
Mar-23	4,527	\$ 94.84	9
Apr-23	3,988	\$ 90.57	10
May-23	3,090	\$ 55.15	13
Jun-23	3,282	\$ 45.87	14
Jul-23	3,033	\$ 44.99	14
Aug-23	2,982	\$ 39.59	15
Sep-23	2,751	\$ 37.33	15
Oct-23	2,617	\$ 40.34	15
Nov-23	2,612	\$ 43.77	14
Dec-23	2,458	46.85	13

	Service Deposit Charged to Restore Service, Explain Practice	If yes, Service Deposit Amount, Average per	Reconnection Fee Charged to Restore Service, Explain Practice	Reconi Amour	f yes, nection Fee nt, Average	Down Payment Required to restore service to start a payment arrangement, Explain Practice (Y or N), also list practice (i.e minimum of	Due Balance or	Practice	If yes, Interest/Penalties/Fee Amount, Average per
	(Y or N)	Customer	(Y or N)	per (	Customer	10% of past due)	Average Amount	(Y or N)	Customer
Jan-23	N		Y	\$	30.50	Y	18%	N	
Feb-23	N		Υ	\$	31.03	Υ	20%	N	
Mar-23	N		Υ	\$	30.00	Υ	21%	N	
Apr-23	N		Υ	\$	30.52	Υ	23%	N	
May-23	N		Υ	\$	30.00	Υ	24%	N	
Jun-23	N		Υ	\$	30.00	Y	25%	N	
Jul-23	N		Υ	\$	30.06	Y	25%	N	
Aug-23	N		Y	\$	30.00	Y	25%	N	
Sep-23	N		Υ	\$	30.00	Y	25.26%	N	
Oct-23	N		T	\$	30.37	Υ	13.37%	N	
Nov-23	N		Υ	\$	30.31	Y	14%	N	
Dec-23	N		Υ	\$	30.63	Y	16.29%	N	

<sup>\*</sup>Practice is defined as when an action would be taken.

		Electric Utilities O	nly	
	# Customers	# Customers	# Medical	# Customers
	Requesting	<b>Granted Medical</b>	Accounts	Denied Medical
	Medical Status	Status	Renewed	Status
Jan-23				
Feb-23				
Mar-23				
Apr-23				
May-23				
Jun-23				
Jul-23				
Aug-23				
Sep-23				
Oct-23				
Nov-23				
Dec-23				

**Total Number of Disconnection Events** 

		Disconnection Events	
	mber - June	Data July- Novembe	
	lly 2023	Filed December 2023	
Zip Code	Count	Zip Code Cou	
55008	1	55009	25
55009	28	55010	1
55020	11	55020	9
55021	1	55021	1
55024	89	55024	90
55030	1 7	55030	1
55032		55032	4
55037	31	55037	8
55044	58	55044	49
55051	39	55051	18
55054	5	55054	9
55056	51	55056	30
55057	1	55060	1
55063	48	55063	31
55068	55	55068	57
55069	25	55069	11
55072	21	55072	7
55121	38	55073	1
55122	105	55088	1
55123	46	55121	11
55371	1	55122	59
55372	4	55123	27
55614	8	55322	1
55705	20	55372	3
55707	14	55614	2
55708	6	55705	10
55709	13	55707	1
55713	11	55708	9
55716	2	55709	11
55718	9	55713	8
55719	94	55716	7
55720	60	55718	4
55722	11	55719	29
55733	2	55720	57
55734	52	55722	11
55735	2	55734	18
55736	1	55735	1
55741	18	55736	3
55744	60	55741	15
55750	26	55744	25

**Total Number of Disconnection Events** 

		Disconnection Events	
Data December		Data July- November	
Filed July 2		Filed December 2023	
55753	12	55750	8
55764	8	55753	19
55767	12	55764	8
55768	10	55767	6
55769	15	55768	4
55775	1	55769	11
55783	5	55775	3
55792	1	55783	2
55795	2	55792	1
55797	2	55795	1
55810	30	55797	1
55811	25	55810	17
55901	163	55811	15
55902	32	55901	56
55904	145	55902	28
55906	56	55904	50
55909	4	55906	15
55910	2	55909	3
55912	1	55917	6
55917	18	55918	4
55918	7	55920	8
55920	22	55921	6
55921	9	55922	4
55922	7	55923	5
55923	7	55927	8
55924	5	55929	1
55927	32	55932	2
55929	8	55934	3
55932	4	55935	3
55934	5	55939	1
55935	2	55940	5
55939	8	55943	3
55940	26	55944	17
55943	10	55946	7
55944	27	55947	12
55946	20	55949	1
55947	21	55950	1
55949	7	55951	3
55951	9	55952	4
55952	7	55953	3
55953	8	55954	2
55904 55906 55909 55910 55912 55917 55918 55920 55921 55922 55923 55924 55927 55929 55929 55932 55934 55935 55939 55940 55943 55944 55946 55947 55949 55951	145 56 4 2 1 18 7 22 9 7 7 5 32 8 4 5 2 8 26 10 27 20 21 7	55902 55904 55906 55909 55917 55918 55920 55921 55922 55923 55927 55929 55932 55934 55935 55939 55940 55940 55943 55944 55946 55947 55949 55950 55951 55952 55953	28 50 15 3 6 4 8 6 4 5 8 1 2 3 3 1 7 7 12 1 1 3 4 3 4 3 4 3 4 3 4 3 1 7 1 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

**Total Number of Disconnection Events** 

		connection Events	
Data December -		Data July- November	
Filed July 202		Filed December 2023	
55954	5	55955	2
55955	2	55960	1
55960	18	55963	4
55962	3	55964	10
55963	12	55965	3
55964	16	55971	4
55965	8	55972	3
55970	4	55974	7
55971	18	55975	10
55972	15	55976	20
55974	13	55977	1
55975	39	55979	1
55976	33	55982	2
55977	1	55983	4
55982	5	55985	4
55983	10	55992	11
55985	12	56007	76
55990	2	56009	4
55992	20	56016	5
56007	136	56020	1
56009	9	56026	2
56016	7	56031	26
56020	3	56032	2
56026	9	56035	2
56029	1	56036	1
56031	68	56043	1
56032	3	56072	3
56035	3	56085	1
56036	7	56088	4
56043	2	56089	1
56045	3	56097	13
56072	13	56101	19
56083	5	56119	2
56088	14	56120	2
56089	5	56142	2
56097	21	56143	9
56101	74	56150	9
56115	5	56152	2
56119	10	56159	15
56120	18	56171	7
56127	3	56175	17
56089 56097 56101 56115 56119 56120	5 21 74 5 10 18	56142 56143 56150 56152 56159 56171	2 9 9 2 15 7

# **Total Number of Disconnection Events**

		connection Events	
Data December - J		Data July- November	
Filed July 2023		Filed December 2023	
56136	10	56176	2
56142	5	56180	3
56143	29	56181	3
56150	12	56187	29
56152	10	56208	7
56159	36	56220	6
56166	1	56229	2
56171	8	56256	3
56175	23	56278	10
56176	5	56431	14
56180	6	56437	1
56181	13	56441	8
56187	72	56444	4
56208	39	56453	1
56220	21	56455	4
56229	13	56464	5
56256	22	56466	5
56278	25	56470	8
56284	1	56477	4
56431	14	56479	22
56437	7	56481	7
56441	20	56482	23
56444	13	56501	15
56453	3	56510	1
56455	8	56511	4
56464	1	56544	12
56466	3	56601	49
56470	21	56623	7
56477	4	56636	5
56479	34	56649	14
56481	1	56668	5
56482	26	56701	27
56501	59	56751	5
56510	7	56763	14
56511	3		
56544	15		
56547	1		
56601	97		
56623	5		
56626	1		
56636	15		

Minnesota Energy Resources Corporation 2023 Gas Service Quality Report Attachment 4 Tab 7, Page 14

# **Total Number of Disconnection Events**

Data December - Ju Filed July 2023	ıne	Data July- November Filed December 2023
56649	51	
56668	4	
56680	1	
56701	81	
56751	24	
56763	16	

# **Service Extension Requests**

	Res	sidential	Com	mercial
NEW	New Installs	Avg time between requested date and install	New Installs	Avg time between requested date and install
January	29	23	4	21
February	49	21	2	38
March	49	21	-	-
April	127	10	3	17
May	180	11	13	6
June	114	13	19	22
July	152	17	8	31
August	181	17	34	25
September	277	23	22	35
October	335	22	51	22
November	258	21	62	36
December	175	13	16	38
Voor Total	1 026	<u> </u>	224	

 Year Total
 1,926
 234

 Yearly Ave.
 161
 20

		Residential			Commercial	
EXISTING	# of Existing Requested	# completed as requested	Avg Days between request and Completion	# of Existing Requested	# completed as requested	Avg Days between request and Completion
January						
February						
March						
April						
May						
June						
July		MERC is continuing	to compile and ve	erify this information	n for 2023	
August		and will provi	de as supplement	al filing as soon as pe	ossible	
September						
October						
November						
December						
Year Total						
Yearly Ave.						

Customer Complaints

		January			Fe	bruary				March				April					May				Ju	ne				July				Augu	st			9	September				Octo	ber				November				December	r			To	.otal
Complaints		11				21				14				22					32				5	8				38				21					28				23	3				18				12				2′	298
mplaint		esidential Class   Commerc		# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints  Residential Class	% of complains Residential C	ints # of comp	laints % of compla	ints # of cor Class Residen	•	mplaints # c	f complaints mercial Class	% of complaints Commercial Class	# of complaints Residential Class	% of complair Residential Cla		l l	•		% of complaints Residential Class	# of complaints Commercial Class	% of complaints	# of complain Residential Cla					· .	% of complaints esidential Class	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints Residential Clas		o. cop.	laints % of con I Class Commer	mplaints # o		% of complaints esidential Class	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints Residential Clas	s % of comp s Residential	nints # of complexities Commercia	laints % of co	mplaints # of con rcial Class Resident	nplaints % o	f complaints # of dential Class Com	of complaints mmercial Class (	% of complaints Commercial Class	# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Clas
o <mark>laint</mark> er Reading Issue	3	27% 0	0%	7	47%	6	100%	6	46%	0	0%		3	3%	0	0%	8	27%	0	09	%	20	37%	2	50%	13	37%	2	. 6	7%	4	22%	1	33%	7	27%	0	0	%	7	30%	0	0%	8	44%	0		% 4	1	40%	0	0%	94	34%	11
tion / Behavior Issue	0	0% 0	0%	0	0%	0	0%	0	0%	0	0%	(		%	1	100%	2	7%	0	09	%	1	2%	0	0%	0	0%	0		)%	1	6%	0	0%	0	0%	0	0	%	1	4%	0	0%	0	0%	0	C	% 1	1	10%	0	0%	6	2%	1
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Service	0	0% 0	0%	0	0%	0	0%	2	15%	0	0%		3	3%	0	0%	7	23%	0	09	%	4	7%	0	0%	0	0%	0	)	)%	2	11%	0	0%	3	12%	0	0	%	2	9%	0	0%	2	11%	0	C	% (		0%	0	0%	29	11%	0
oo high"	6	55% 0	0%	2	13%	0	0%	2	15%	0	0%	4	1	9%	0	0%	2	7%	2	100	0%	18	33%	1	25%	12	34%	1	. 3	3%	6	33%	0	0%	8	31%	1	50	)%	3	13%	0	0%	4	22%	0	С	% 2	2	20%	2	100%	69	25%	7
nsion Intervals	0	0% 0	0%	0	0%	0	0%	0	0%	0	0%	(		%	0	0%	0	0%	0	09	%	0	0%	0	0%	0	0%	0		1%	0	0%	0	0%	0	0%	0	0	%	0	0%	0	0%	0	0%	0	C	% (	)	0%	0	0%	0	0%	0
toration Intervals	1	9% 0	0%	1	7%	0	0%	1	8%	0	0%		!	%	0	0%	7	23%	0	09	%	6	11%	1	25%	4	11%	0	)	1%	4	22%	2	67%	8	31%	1	50	)%	9	39%	0	0%	2	11%	0	C	% (	)	0%	0	0%	44	16%	4
sconnections	0	0% 0	0%	0	0%	0	0%	0	0%	0	0%	(		%	0	0%	0	0%	0	09	%	0	0%	0	0%	0	0%	0	)	1%	0	0%	0	0%	0	0%	0	0	%	1	4%	0	0%	0	0%	0	C	% 1	1	10%	0	0%	2	1%	0
	1	9% 0	0%	2	13%	0	0%	1	8%	0	0%		1	)%	0	0%	0	0%	0	09	%	3	6%	0	0%	4	11%	0		)%	1	6%	0	0%	0	0%	0	0	%	0	0%	0	0%	2	11%	0	C	% 2	2	20%	0	0%	18	7%	0
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lution	# Resolved by takin action	ng the listed   % Resol	ed by taking the listed action	# Resolved by tak	ing the listed action	% Resolved by tal	king the listed action	n #Resolved by t	taking the listed act	tion % Resolve	d by taking the listed a	tion #Resolv	ed by taking the list	d action % R	esolved by taking t	ne listed action	#Resolved by t	king the listed acti	on % Resolved	d by taking the liste	d action #Re	esolved by taking th	e listed action	% Resolved by ta	king the listed actio	n #Resolved by	y taking the listed act	ction % Resolve	ed by taking the list	d action #Reso	olved by taking the	e listed action	% Resolved by takin	g the listed action	# Resolved by	y taking the listed act	tion % Resolved	d by taking the liste	d action #Re	solved by taking the	e listed action	% Resolved by tak	ing the listed action	# Resolved by	taking the listed a	tion % Resolve	d by taking the liste	d action #Resolv	ved by taking the l	sted action % Re	Resolved by taking th	the listed action	Total # Resolved by taking	ital ng the listed action	#Resolved by
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Minnesota Public Utilities Commission Consumer Affairs Office 121 7th Place East #350 St. Paul, MN 55101-2147

ANNUAL SUMMARY OF CUSTOMER COMPLAINTS

For Year End: 2023 Due May 1st Docket 377

In accordance with MINN. Reg. PSC 284

Name of Utility: Minnesota Energy Resources

Address: 2685 145th Street West, Rosemount, MN 55068

Prepared By: Misty Livingston-West 651-322-8908

		Residential		Con	nmercial/Indus	strial		l:	nterruptibl	(
	Number	Number	Number	Number	Number	Number		Number	Number	I
	Received	Resolved	Unresolved	Received	Resolved	Unresolved	L	Received	Resolved	1
Complaint Type							_			
A. Service	99	99	0	5	5	0		0	0	L
3. Billing	106	106	0	12	12	0		0	0	Ī
C. Rates	0	0	0	0	0	0		0	0	
). Rules	69	69	0	7	7	0		0	0	
TAL COMPLAINTS	274	274	0	24	24	0		0	0	T

Commercial/ Industrial

(	312	5,155
(	0	0
425	23,848	226,088
-(	201	2,375

# NUMBER OF DISCONNECTS FOR NON-PAYMENT (By Month)

	1	2	3
JAN	0	12	0
FEB	0	6	0
MAR	7	25	0
APR	262	39	0
MAY	1721	59	0
JUNE	1466	61	0
JULY	850	29	0
AUG	544	32	0
SEPT	247	19	0
OCT	37	14	0
NOV	17	7	0
DEC	4	9	0
TOTAL	5,155	312	0

- Residential
   Commercial/Industrial
- 3. Interruptible

- II. A. Number of Disconnections for Nonpayment
  - B. Number of Escrow Forms Filed (per PSC Rule 302G)
- III. A. Total Number of Customers (year end) B. Number of Customer's Added During Year

#### **Telephone Answer Times**

# Answer time for gas emergency phone lines

Total Calls
Average Speed of Answer
% Answered in 15 seconds

													YTD
January	February	March	April	May	June	July	August	September	October	November	December	Total	Average
1,610	1,427	1,650	1,817	2,309	2,481	2,044	2,060	2,139	2,705	1,927	1,561	23,730	1,975
9	8	10	17	15	10	9	7	8	11	6	5		10
87.14%	90.05%	88.48%	74.52%	81.85%	89.12%	90.12%	93.25%	92.90%	87.50%	93.41%	96.80%		89%

# Tech Response Time From Time of Call to Arrival

Calls responded to in Under 1 hour Calls responded to in Over 1 hour Total Calls

January	February	March	April	May	June	July	August	September	October	November	December	Total
543	379	384	421	514	457	445	401	471	488	503	380	5,386
26	17	32	30	19	35	32	27	25	25	28	22	318
569	396	416	451	533	492	477	428	496	513	531	402	5,704

# Calls Responded to in Under 1 Hour

	NW Region	NE Region	CN Region	SE Region	SW Region	Total
January	42	97	202	136	66	543
February	39	55	130	101	54	379
March	31	75	127	97	54	384
April	42	79	124	122	54	421
May	36	95	166	140	77	514
June	43	50	136	136	92	457
July	44	97	125	108	71	445
August	34	56	128	112	71	401
September	32	104	135	127	73	471
October	33	70	153	149	83	488
November	45	57	168	153	80	503
December	35	29	156	115	45	380
YTD Total	456	864	1750	1496	820	5386
Annual Ave.	38	72	146	125	68	449

# Calls Responded to in Over 1 Hour

	NW Region	NE Region	CN Region	SE Region	SW Region	Total
January	6	2	1	5	12	26
February	1	1	7	2	6	17
March	10	4	8	3	7	32
April	7	4	6	7	6	30
May	1	3	4	1	10	19
June	6	1	1	12	15	35
July	10	5	2	10	5	32
August	5	1	8	7	6	27
September	10	2	7	1	5	25
October	8	3	5	4	5	25
November	7	2	2	6	11	28
December	7	3	3	3	6	22
YTD Total	78	31	54	61	94	318
Annual Ave.	7	3	5	5	8	27

Month	MERC Emergency Response Time in Minutes
January	29.00
February	28.00
March	31.00
April	30.00
May	27.00
June	28.00
July	28.00
August	27.00
September	28.00
October	27.00
November	28.00
December	29.00
Annual Average	28.00

# Tech Response Time From Time of Call to Arrival

Calls responded to in Under 1 hour Calls responded to in Over 1 hour Total Calls

January	February	March	April	May	June	July	August	September	October	November	December	Total
540	374	382	417	502	443	435	399	470	481	500	380	5,323
25	12	29	26	14	31	32	20	22	20	25	20	276
565	386	411	443	516	474	467	419	492	501	525	400	5,599

# Calls Responded to in Under 1 Hour

iii Ollaci I lloai						
	NW Region	NE Region	CN Region	SE Region	SW Region	Total
January	42	96	201	136	65	540
February	39	54	128	101	52	374
March	31	74	127	97	53	382
April	42	77	123	122	53	417
May	36	94	161	137	74	502
June	43	49	131	134	86	443
July	44	95	120	107	69	435
August	34	56	126	112	71	399
September	32	104	135	127	72	470
October	33	70	150	149	79	481
November	45	57	166	153	79	500
December	35	29	156	115	45	380
YTD Total	456	855	1724	1490	798	5323
Annual Ave.	38	71	144	124	67	444

#### Calls Responded to in Over 1 Hour

	NW Region	NE Region	CN Region	SE Region	SW Region	Total
January	6	2	1	5	11	25
February	1	1	2	2	6	12
March	10	4	5	3	7	29
April	7	4	3	7	5	26
May	1	3	2	1	7	14
June	6	1	1	9	14	31
July	10	5	2	10	5	32
August	5	1	3	7	4	20
September	10	2	5	1	4	22
October	8	3	2	4	3	20
November	7	2	1	6	9	25
December	7	3	1	3	6	20
YTD Total	78	31	28	58	81	276
Annual Ave.	7	3	2	5	7	23

	MERC Emergency
Month	Response Time in Minutes
	(No Farm Taps)
January	29.00
February	27.00
March	31.00
April	30.00
May	27.00
June	28.00
July	28.00
August	26.00
September	28.00
October	27.00
November	28.00
December	29.00
YTD Average	28.00

# Tech Response Time From Time of Call to Arrival

Calls responded to in Under 1 hour Calls responded to in Over 1 hour Total Calls

January	February	March	April	May	June	July	August	September	October	November	December	Total
3	5	2	4	12	14	10	2	1	7	3	0	63
1	5	3	4	5	4	0	7	3	5	3	2	42
4	10	5	8	17	18	10	9	4	12	6	2	105

# Farm Tap Calls responded to in Under 1 hour

	NW Region	NE Region	CN Region	SE Region	SW Region	Total
January	0	1	1	0	1	3
February	0	1	2	0	2	5
March	0	1	0	0	1	2
April	0	2	1	0	1	4
May	0	1	5	3	3	12
June	0	1	5	2	6	14
July	0	2	5	1	2	10
August	0	0	2	0	0	2
September	0	0	0	0	1	1
October	0	0	3	0	4	7
November	0	0	2	0	1	3
December	0	0	0	0	0	0
YTD Total	0	9	26	6	22	63
Annual Ave.	-	1	2	1	2	5

# Farm Tap Calls responded to in Over 1 hour

	NW Region	NE Region	CN Region	SE Region	SW Region	Total
January	0	0	0	0	1	1
February	0	0	5	0	0	5
March	0	0	3	0	0	3
April	0	0	3	0	1	4
May	0	0	2	0	3	5
June	0	0	0	3	1	4
July	0	0	0	0	0	0
August	0	0	5	0	2	7
September	0	0	2	0	1	3
October	0	0	3	0	2	5
November	0	0	1	0	2	3
December	0	0	2	0	0	2
YTD Total	0	0	26	3	13	42
Annual Ave.	-	-	2	0	1	4

	MERC Emergency
Month	Response Time in Minutes
	(Farm Taps Only)
January	38.00
February	58.00
March	81.00
April	51.00
May	53.00
June	42.00
July	21.00
August	84.00
September	66.00
October	61.00
November	56.00
December	84.00
YTD Average	53.00

	January	February	March	April	May	June	July	August	September	October	November	December	Total
# of Excavation Tickets	1,335	1,273	2,291	9,593	16,433	15,037	11,840	13,148	12,037	12,104	7,298	2,829	105,218
# of Excavation Damages	2	7	2	6	25	32	36	32	31	21	16	10	220
Damages per 1,000 Tickets	1.50	5.50	0.87	0.63	1.52	2.13	3.04	2.43	2.58	1.73	2.19	3.53	2.09

At Fault Damages - Company Employee or Company Contractor	1	3	-	-	4	8	7	1	4	-	1	-	29
Damage by Others	1	4	2	6	21	24	29	31	27	21	15	10	191
System issue	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Excavation Damages	2	7	2	6	25	32	36	32	31	21	16	10	220

Outages Due to Employees/Contractors	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Annual Average
Number of Customers:	-	-	-	-	-	27	7	-	14	-	1	1	50	4
Number of Outages:	-	-	-	-	-	2	2	-	3	-	1	1	9	1
Average Duration of Outage(In														
Minutes):	-	-	-	-	-	311	189	-	287		180	90		237

Outages Due to All Other Causes	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Annual Average
Number of Customers:	3	10	11	8	112	25	39	27	28	121	15	16	415	35
Number of Outages:	4	9	6	8	20	21	28	19	19	19	13	8	174	15
Average Duration of Outage(In														
Minutes):	130	84	204	121	155	135	146	161	130	186	113	185		147

Date	Address	City	Number of Customers Affected	Outage Duration (Minutes)	Outage Caused by MERC Employee or MERC Contractor	Outage Caused by Other
1/7/2023		City	1	75	No No	Yes
1/13/2023			1	161	No	Yes
1/19/2023			0	180	No	Yes
1/26/2023			1	105	No	Yes
2/1/2023			1	65	No	Yes
2/1/2023			1	125	No	Yes
2/7/2023			1	60	No	Yes
2/8/2023			1	32	No	Yes
2/8/2023			1	90	No	Yes
2/21/2023			2	175	No	Yes
2/23/2023			1	90	No	Yes
2/23/2023			1	55	No	Yes
2/23/2023			1	60	No	Yes
3/5/2023			1	91	No	Yes
3/6/2023			1	171	No	Yes
3/13/2023			1	420	No	Yes
3/24/2023			6	450	No	Yes
3/25/2023			1	50	No	Yes
3/27/2023			1	41	No	Yes
4/1/2023			1	90	No	Yes
4/1/2023			1	15	No	Yes
4/10/2023			1	75	No	Yes
4/12/2023			1	390	No	Yes
4/18/2023			1	1	No	Yes
4/24/2023			1	155	No	Yes
4/26/2023			1	150	No	Yes
4/27/2023			1	90	No	Yes
5/1/2023			0	260	No	Yes
5/2/2023			0	81	No	Yes
5/8/2023			1	68	No	Yes
5/10/2023			0	110	No	Yes
5/13/2023			1	44	No	Yes
5/14/2023			1	204	No	Yes
5/14/2023			1	73	No	Yes
5/15/2023			1	83	No	Yes
5/18/2023			1	449	No	Yes
5/19/2023			1	180	No	Yes
5/19/2023			94	345	No	Yes
5/20/2023			1	188	No	Yes
5/21/2023			1	169	No	Yes
5/22/2023			1	180	No	Yes
5/23/2023			1	70	No	Yes
5/26/2023			1	95	No	Yes
5/31/2023			1	78	No	Yes

			1			1
			Number of	Outage	Outage Caused by	Outage
				Duration	MERC Employee or	Caused by
Date	Address	City	Affected	(Minutes)	MERC Contractor	Other
5/31/2023			2	208	No	Yes
5/31/2023			1	96	No	Yes
5/31/2023			2	115	No	Yes
6/1/2023			21	524	Yes	No
6/1/2023			1	147	No	Yes
6/2/2023			1	70	No	Yes
6/5/2023			2	240	No	Yes
6/6/2023			1	210	No	Yes
6/9/2023			1	74	No	Yes
6/11/2023			1	120	No	Yes
6/12/2023			0	70	No	Yes
6/13/2023			1	63	No	Yes
6/13/2023			1	50	No	Yes
6/14/2023			0	182	No	Yes
6/14/2023			4	240	No	Yes
6/15/2023			1	55	No	Yes
6/19/2023			1	15	No	Yes
6/20/2023			1	150	No	Yes
6/20/2023			1	75	No	Yes
6/20/2023			1	37	No	Yes
6/21/2023			0	318	No	Yes
6/21/2023			6	98	Yes	No
6/22/2023			4	150	No	Yes
6/22/2023			1	133	No	Yes
6/27/2023			1	60	No	Yes
6/29/2023			1	379	No	Yes
7/3/2023			0	103	Yes	No
7/6/2023			0	14	No	Yes
7/6/2023			1	120	No	Yes
7/6/2023			10	360	No	Yes
7/6/2023			3	298	No	Yes
7/7/2023			7	274	Yes	No
7/7/2023			2	90	No	Yes
7/7/2023			1	164	No	Yes
7/8/2023			1	85	No	Yes
7/10/2023			1	170	No	Yes
7/11/2023			2	290	No	Yes
7/13/2023			1	429	No	Yes
7/17/2023			1	120	No	Yes
7/18/2023			2	90	No	Yes
7/18/2023			1	30	No	Yes
7/19/2023			1	30	No	Yes
7/19/2023			1	315	No	Yes
7/19/2023			1	45	No	Yes

Date	Address	City	Number of Customers Affected	Outage Duration (Minutes)	Outage Caused by MERC Employee or MERC Contractor	Outage Caused by Other
7/20/2023			1	60	No	Yes
7/22/2023			1	90	No	Yes
7/24/2023			1	33	No	Yes
7/25/2023			1	142	No	Yes
7/26/2023			0	303	No	Yes
7/26/2023			1	60	No	Yes
7/26/2023			1	90	No	Yes
7/26/2023			1	0	No	Yes
7/27/2023			1	343	No	Yes
7/27/2023			0	215	No	Yes
7/30/2023			1	48	No	Yes
7/31/2023			1	64	No	Yes
8/1/2023			2	278	No	Yes
8/1/2023			0	180	No	Yes
8/2/2023			1	62	No	Yes
8/4/2023			1	120	No	Yes
8/4/2023			1	138	No	Yes
3/8/2023			1	49	No	Yes
8/8/2023			1	1004	No	Yes
3/8/2023			0	110	No	Yes
8/8/2023			1	95	No	Yes
8/14/2023			1	59	No	Yes
8/17/2023			1	90	No	Yes
8/21/2023			1	181	No	Yes
8/23/2023			1	125	No	Yes
8/23/2023			1	32	No	Yes
8/24/2023			1	42	No	Yes
8/28/2023			1	138	No	Yes
3/29/2023			1	112	No	Yes
3/30/2023			1	70	No	Yes
3/31/2023			10	175	No	Yes
9/4/2023			1	348	No	Yes
9/5/2023	-		1	95	No	Yes
9/7/2023			1	210	Yes	No
9/7/2023			1	210	Yes	No
9/7/2023			1	79	No	Yes
9/7/2023			1	75	No	Yes
9/7/2023			1	5	No	Yes
9/8/2023			1	113	No	Yes
9/8/2023			1	0	No	Yes
9/9/2023			1	120	No	Yes
9/11/2023			1	15	No	Yes
9/12/2023			8	390	No	Yes
9/18/2023			1	59	No	Yes

			Noveborof	0	Outona Counad bu	Outons
				Outage Duration	Outage Caused by MERC Employee or	Outage Caused by
Date	Address	City	Affected	(Minutes)	MERC Contractor	Other
9/19/2023		,	12	442	Yes	No
9/19/2023			1	110	No	Yes
9/19/2023			4	161	No	Yes
9/21/2023			1	60	No	Yes
9/21/2023			1	270	No	Yes
9/21/2023			1	343	No	Yes
9/22/2023			0	63	No	Yes
9/22/2023			1	90	No	Yes
9/26/2023			1	75	No	Yes
10/3/2023			2	240	No	Yes
10/4/2023			3	360	No	Yes
10/5/2023			1	80	No	Yes
10/5/2023			5	253	No	Yes
10/6/2023			1	50	No	Yes
10/8/2023			1	60	No	Yes
10/10/2023			1	40	No	Yes
10/10/2023			1	474	No	Yes
10/11/2023			1	45	No	Yes
10/16/2023			1	82	No	Yes
10/16/2023			1	175	No	Yes
10/17/2023			1	201	No	Yes
10/18/2023			1	136	No	Yes
10/23/2023			1	180	No	Yes
10/24/2023			83	156	No	Yes
10/24/2023			12	375	No	Yes
10/30/2023			1	195	No	Yes
10/30/2023			3	340	No	Yes
10/30/2023			1	86	No	Yes
11/3/2023			1	32	No	Yes
11/6/2023			1	90	No	Yes
11/6/2023			2	60	No	Yes
11/7/2023			1	60	No	Yes
11/9/2023			1	119	No	Yes
11/10/2023			1	180	Yes	No
11/13/2023			1	80	No	Yes
11/15/2023			1	10	No	Yes
11/15/2023			1	107	No	Yes
11/16/2023			3	98	No	Yes
11/17/2023			1	130	No	Yes
11/21/2023			1	100	No	Yes
11/21/2023			0	40	No	Yes
11/30/2023			1	540	No	Yes
12/4/2023			1	90	Yes	No No
12/6/2023			1	190		
, 0, 2023			_	1-50	No	Yes

Service Interruptions
[PRIVATE DATA BEGINS...

Date	Address	Customers	Duration	MERC Employee or	Outage Caused by Other
12/7/2023		7	355	No	Yes
12/12/2023		3	170	No	Yes
12/14/2023		1	60	No	Yes
12/15/2023		1	255	No	Yes
12/22/2023		1	270	No	Yes
12/27/2023		1	20	No	Yes
12/29/2023		1	156	No	Yes

Date	IAddress	Outage Caused by		reobie		Longest Time any Customer was without gas	Root Cause of Incident	Actions Taken to Fix Problem	Actions Taken to Contact Customers	Media Attention	Did Customer or Company Relight
3/27/2023		vehicle	1	20-30	41	41		Inlet spud and meter replace. Customer relit.	Contacted and relit	No	Company
4/12/2023		Ice from Roof	1	50-100	390	390	Natural forces	Tech arrived and made scene safe. Tech phoned Supervisor because of blowing gas issue. Decision was made to valve off at DRS at the edge of property.	On scene	No	Both
5/18/2023		Skid Loader	1	0	449	449		NPL repaired pipe, tested pipe and restored service	Damage was done by their contractor, and on property customer was aware of damage.	No	Company
5/19/2023		Back hoe	94	0	345	345	Expired locate Ticket	Replaced tee restored service	Went door to door and left tags for reentry to restore service	No	Company
6/1/2023		Bore Rig	21	63	524	524	Facility not marked, NPL locates for their own work. NPL failed to locate this line and expose before digging	EE and NPL were on site to start shutting down the main to be repaired.	EE's went down the affected area, and talked or left doortags.	Yes	Company
6/2/2023		Forklift	1	40	70	70	Roofing company was lifting material and hit our regulator with a forklift causing blowing gas	Set was valved off by FD. MERC tech replaced regulator.	Spoke with apartment manager and maintenance.	No	Customer
6/21/2023		Bore Head	6	10	98		unmarked gas	NPL called to weld on stoppers and install bypass. After bypass, NPL butt fused a cap onto the 2" PE stub.	Tagged doors and talked to customers in person.	No	Company

Date	Address	Outage Caused by	Customers	reone	Outage Duration	Longest Time any Customer was without gas	Root Cause of Incident	Actions Taken to Fix Problem	Actions Taken to Contact Customers	IMedia Attention	Did Customer or Company Relight
6/29/2023		Dig In	1	0	379	379	Facility not marked	EE arrived and made scene safe, squeezed dead end main, NPL made repairs.	On site	No	Company
7/7/2023		Backhoe	7	20	274	274	Did not hand dia	made by NPL. Customers were relit	Doors were tagged if customer wasn't contacted in person.	No	Company
7/13/2023		Motor Vehicle	1	0	429	429	Vehicle damage to	damaged service, tested everything and restored service.	Explained damage to homeowner, spoke with neighbors that were impacted by construction.	Yes	Company
7/26/2023		Lightning Strike	1	2	0	0	Storm	MERC Tech capped service,	House is currently a	No	N/A

Date	Outage Caused by	Customers	rennie	Outage Duration	Longest Time any Customer was without gas	Root Cause of Incident	Actions Taken to Fix Problem	Actions Taken to Contact Customers	IN/IAdia Attantian	Did Customer or Company Relight
9/8/2023	No Outage	1	23	0	0	building with 23	MERC Technician conducted SLIP, found no gas or CO in building, did find and repair a class 3 leak at meter set.	Building manager made communication to the building residents.	No	N/A
9/13/2023	No Outage	0	0	0	0	2in PE main line was hit because contractor's dig ticket had expired and the contractor failed to maintain existing marks after road removal and other construction activities in the area.	Line was repaired by NPL	N/A	No	N/A

Minnesota Energy Resources Corporation 2023 Gas Service Quality Report Attachment 10 Page 31 of 33

Date	Address	Outage Caused by		reopie	( )utaga	Longest Time any Customer was without gas	Root Cause of Incident	Actions Taken to Fix Problem	Actions Taken to Contact Customers	IMedia Attention I	Did Customer or Company Relight
10/2/2023		No Outage	1	14	0	0	Leak on commercial cooktop and a customer piping fitting	Customer to arrange repairs by their contractor	Customer Call	No	Customer
10/4/2023		No Outage	0	0	0		with in 2' of utility		N/A	No	N/A
10/9/2023		No Outage	0	0	0		Customer reported a Natural Gas smell	No leaks or CO were found. No injuries to report. MERC techs on site recommended landlord get a contractor to service all equipment. Roof equipment was not accessible by MERC techs.	Customer Call	No	N/A
10/24/2023		Bore Rig	83	0	156	1,100 **	main reculting in	Line bypassed, squeezed off and repaired by NPL.	IVR call made to all customers. City of Farmington contacted and a message sent via socal media channels.	No	Company
10/26/2023		Welder	0	0	0	0		Bypassed replaced fitting and restored service.	N/A	No	N/A
11/13/2023		No Outage	1	254	0			MERC red tagged and disconnected the range.	Customer Call	No	N/A

Minnesota Energy Resources Corporation 2023 Gas Service Quality Report Attachment 10 Page 32 of 33

Date	IAddress	Outage Caused by		People	Outage Duration	Longest Time any Customer was without gas	Root Cause of Incident	IActions Taken to Fix Problem	Actions Taken to Contact Customers	IMedia Attention	Did Customer or Company Relight
11/14/2023		Bore Rig	0	8	69	0	Drill operator failed to maintain locate marks while setting bore rig anchors resulting in striking main causing blowing gas.	Bypass damage area and repairs made by NPL.	N/A	No	N/A
11/30/2023		Structure Fire	1	3	540	540		Tech driving by stopped, NPL was contacted and service tee was ran down.	On Site	Yes	Company

Note \*\* There are times when a customer is not immediately available to have the gas turned back on after the Outage has been remedied, which can cause the *Time Any Customer is Without Gas* to be a longer duration than Time of the *Outage Duration*.

Type of Correspondence	Letter Received	Subject	Citation/Code	Description of Violation	Remediation
Notice of Probable	8/17/2023	Pipeline Failure - 3rd	Minn. Stat. 216D.04 Sub 3 (a) - Locating underground facility; operator. Prior to the excavation start time on the notice, an	On June 1, 2023 while conducting excavation activities in Albert Lea under Gopher	MERC conducted a review of locating procedures and additional
Violation		Party Damage	operator shall locate and mark or otherwise provide the approximate horizontal location of the underground facilities of the	State One Call excavation notice number 231490325, NPL contacted and damaged an	training has been provided to review all maps and records related to
			operator and provide readily available information regarding the operator's abandoned and out-of-service underground facilities	unmarked MERC 2" plastic main. The failure to locate resulted in the loss of gas	existing facilities with utilizing Navigate mapping and recognizing
			as shown on maps, drawings, diagrams, or other records used in the operator's normal course of business, without cost to the	service to 21 customers and necessitated an evacuation of 63 people. Natural gas was	
			excavator. The excavator shall determine the precise location of the underground facility, without damage, before excavating	released to atmosphere for over 3 hours while crews worked to stop the flow of gas.	the possibility of recurrence. MERC was assessed a penalty of
			within two feet of the marked location of the underground facility.		\$3,500.
Warning Letter	9/8/2023	Pipeline Failure - Natural	49 C.F.R. 191.5 - Immediate notice of certain incidents. (a) At the earliest practicable moment following discovery, but no later	At 1:46 am on July 26, 2023, lightning struck a tree in Farmington, MN. Tracer wire	Procedures have been reviewed and OM SECTION 114 Federal and
		Forces	than one hour after confirmed discovery, each operator must give notice in accordance with paragraph (b) of this section of each	associated with a two-psig half-inch diameter plastic gas service pipeline operated by	State Reporting which covers incident reporting to the NRC in
				Minnesota Energy Resources Corp (MERC) was energized and the energy followed the	_ · · · · · · · · · · · · · · · · · · ·
			(b) Each notice required by paragraph (a) of this section must be made to the National Response Center either by telephone to 800-424-8802 (in Washington, DC, 202 267-2675) or electronically at http://www.nrc.uscg.mil and must include the following	tracer wire to the gas meter, which ignited natural gas and resulted in a house fire.  This was a reportable incident with estimated property damage exceeding \$122,000	incident and the immediate notice of certain incidents was held in September. MERC is confident that procedures and training will
			linformation:	as defined in 49 CFR 191.3. MERC was alerted to this incident at 2:30 am on July 26,	minimize recurrence of the reporting issues.
			(1) Names of operator and person making report and their telephone numbers.	2023; however, MERC did not call the National Response Center (NRC) until 3:06 pm	minimize result ende of the reporting issues.
			(2) The location of the incident.	that same day. MERC did not file the supplemental report with the NRC, required	
			(3) The time of the incident.	within 48 hours after confirmed discovery of an incident, until July 31, 2023 at 11:22	
			(4) The number of fatalities and personal injuries, if any.	am (more than 120 hours after MERC was notified of this incident).	
			(5) All other significant facts that are known by the operator that are relevant to the cause of the incident or extent of the		
			damages.		
			(c) Within 48 hours after the confirmed discovery of an incident, to the extent practicable, an operator must revise or confirm its initial telephonic notice required in paragraph (b) of this section with an estimate of the amount of product released, an estimate		
			of the number of fatalities and injuries, and all other significant facts that are known by the operator that are relevant to the		
			cause of the incident or extent of the damages. If there are no changes or revisions to the initial report, the operator must		
Notice of Probable	10/25/2023	Pipeline Failure - 3rd	Minn. Stat. 216D.04 Sub 3 (a) - Excavation, land survey.	On June 29th, 2023, a 1/2" service line operated by MERC was struck and damaged by	Presentation of the event shared statewide which included measures
Violation		Party Damage	Prior to the excavation start time on the notice, an operator shall locate and mark or otherwise provide the approximate	a direction drill while excavating under Gopher State One Call Ticket #231774983. The	
			horizontal location of the underground facilities of the operator and provide readily available information regarding the	service line was not marked and caused a release of gas leading to road closures and	hazardous situations. Minnesota Energy Resources Corporation
			operator's abandoned and out-of-service underground facilities as shown on maps, drawings, diagrams, or other records used in the operator's normal course of business, without cost to the excavator. The excavator shall determine the precise location of the	the loss of a single customer. The main that was struck was a service loop that was thought to be abandoned, but instead protruded several feet from the main before	provided the Office of Pipeline Safety a copy of the presentation along with the number of MERC staff that benefited.
			underground facility, without damage, before excavating within two feet of the marked location of the underground facility.	looping back to it.	along with the number of MERC staff that benefited.
				· ·	
Notice of Probable Violation	11/30/2023	410-Headquarters O&M Plan Review Inspection	49 C.F.R 192.229(b) - Limitations on welders. No welder may weld with a particular welding process unless, within the preceding 6 calendar months, he has engaged in welding with that process.	Minnesota Energy Resources Corporation procedures allow for a welder to weld under a process if preformed a weld that passed under a test in the preceding 7.5	Section 3 #2.C of WUA-W-8 had stated that single and multiple qualifications may be maintained as allowed by 49 CFR Part 192.229
Violation		riali keview ilispection	Calendar months, he has engaged in weiding with that process.	months, but does not include provisions to allow a welder to weld if they completed	at the discretion of the specific WUA Member Company. MERC has
				that process within the preceding 6 months.	added the specific language listed in 192.229 to the 2024 WUA
					Welding Procedures in Section 3 #2.C of WUA-W-8.
Notice of Probable	11/30/2023	410-Headquarters O&M	49 C.F.R. 192.605(b)(3) - Procedural manual for operations, maintenance, and emergencies. (3) Making construction records,	Minnesota Energy Resources Corporation was not able to provide records establishing	MERC currently conducts and documents annual emergency plan
Violation	11/30/2023	Plan Review Inspection	maps, and operating history available to appropriate operating personnel.	review of emergency operations and maintenance procedures as required by CFR	training. MERC also added additional documentation to its incident
1.0.00.0		. ian nemen mapeenen	maps, and operating mostly aremains to appropriate operating personner	192.605(b)(3). Current procedures establishing a requirement to complete these	report for review of how emergency and maintenance procedures
				reviews and maintaining their related records are insufficient.	are evaluated for effectiveness and will reference this in procedure
Notice of Probable	11/30/2023	410-Headquarters O&M	49 C.F.R. 192.605(b)(8) - Procedural manual for operations, maintenance, and emergencies. (8) Periodically reviewing the work	Minnesota Energy Resources Corporation was not able to provide records establishing	WEC-0101 General Field Effectiveness Reviews of Gas Procedures is
Violation	11, 30, 2023	Plan Review Inspection	done by operator personnel to determine the effectiveness and adequacy of the procedures used in normal operation and	review of normal operations and maintenance procedures as required by CFR	used to satisfy 192.605(b)(8) requirements. MERC added specific
			maintenance and modifying the procedure when deficiencies are found.	192.605(b)(8). Current procedures establishing a requirement to complete these	questioning to QAQC contractor and employee audits for reviewing
				reviews and maintaining their related records are insufficient.	the effectiveness and adequacy of procedures.
Notice of Probable	11/30/2023	410-Headquarters O&M	49 C.F.R. 192.613(a) - Continuing Surveillance. Each operator shall have a procedure for continuing surveillance of its facilities to	Minnesota Energy Resources Corporation continuing surveillance procedures identify	OM Section 27.1, MERC lists to be aware of tampering, and
Violation	11, 30, 2023	Plan Review Inspection	determine and take appropriate action concerning changes in class location, failures, leakage history, corrosion, substantial	vandalism as a threat, but do not offer any guidance on how this threat can be	vandalism or damage. MERC also added language into OM 7.9
		•	changes in cathodic protection requirements, and other unusual operating and maintenance conditions.	• =	Damage Surveillance of Facilities for visually identifying facilities that
Motion of Duck-lake	11/20/2022	410 Hoodenant 0034	40.000 402.722 Distribution systems   colored systems   /a\ Cash against a significant system shall as a little start and shall as a little start as a littl	Minnocota Engran Decourage Comparation has a great division of A.A. which J. C.	show signs of or are at risk of vandalism threats.
Notice of Probable Violation	11/30/2023	410-Headquarters O&M Plan Review Inspection	49 C.F.R. 192.723 - Distribution systems: Leakage surveys. (a) Each operator of a distribution system shall conduct periodic leakage surveys in accordance with this section. (b) The type and scope of the leakage control program must be determined by	Minnesota Energy Resources Corporation has procedure OM25.1.1 which defines a business district, but lacks procedures for applying that definition to identify new	MERC has defined business district guidance and business districts will be reviewed during leak surveys and any new business districts
VIOIACIOII		Trail Neview Inspection	the nature of the operations and the local conditions, but it must meet the following minimum requirements: (1) A leakage survey	1	will be identified. MERC added a compliance task and form to record
			with leak detector equipment must be conducted in business districts, including tests of the atmosphere in gas, electric,		these reviews.
			telephone, sewer, and water system manholes, at cracks in pavement and sidewalks, and at other locations providing an		
			opportunity for finding gas leaks, at intervals not exceeding 15 months, but at least once each calendar year. (2) A leakage survey		
			with leak detector equipment must be conducted outside business districts as frequently as necessary, but at least once every 5		
			calendar years at intervals not exceeding 63 months. However, for cathodically unprotected distribution lines subject to § 192.465(e) on which electrical surveys for corrosion are impractical, a leakage survey must be conducted at least once every 3		
			calendar years at intervals not exceeding 39 months.		
			7-20-2-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-		