



May 1, 2012

Via Electronic Filing

Dr. Burl W. Haar
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, MN 55101-2147

RE: CenterPoint Energy Resources Corp.,
d/b/a CenterPoint Energy Minnesota Gas (CenterPoint Energy)
2011 Annual Service Quality Report
Docket No. G-008/M-12-425

Dear Dr. Haar:

In compliance with the Minnesota Public Utilities Commission (MPUC or Commission) Order dated August 26, 2010 in Docket No. G-999/CI-09-409, enclosed is CenterPoint Energy's Annual Service Quality Report for 2011. In compliance with the Commission's Order dated March 6, 2012 in Docket No. G-008/M-10-378 additional reporting requirements have been included.

Additionally information is provided in compliance with the Commission's March 15, 2010 Order in Docket No. G-008/M-09-1190, requiring CenterPoint Energy provide the itemized costs associated with each steel service line relocation and each relocation of meters rated at 630 cubic feet per hour (CFH) or greater.

Please contact me at (612) 321-5140 if you have any questions about this filing.

Sincerely,

/s/

Pamela Thomas
Regulatory Financial Analyst

Enclosures

cc: Attached Service List

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
David	Aafedt	daafedt@winthrop.com	Winthrop & Weinstine, P.A.	Suite 3500, 225 South Sixth Street Minneapolis, MN 554024629	Paper Service	No	GEN_SL_CenterPoint Energy_General Service List
Julia	Anderson	Julia.Anderson@ag.state.mn.us	Office of the Attorney General-DOC	1800 BRM Tower 445 Minnesota St St. Paul, MN 551012134	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
James J.	Bertrand	james.bertrand@leonard.com	Leonard Street & Deinard	Suite 2300 150 South Fifth Street Minneapolis, MN 55402	Paper 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	Paper Service	No	GEN_SL_CenterPoint Energy_General Service List
Jerry	Dasinger	jerry.dasinger@state.mn.us	Public Utilities Commission	Suite 350 121 7th Place East St. Paul, MN 551012147	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Jeffrey A.	Daugherty	jeffrey.daugherty@centerpointenergy.com	CenterPoint Energy	800 LaSalle Ave Minneapolis, MN 55402	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Ron	Elwood	relwood@mnsap.org	Legal Services Advocacy Project	2324 University Ave Ste 101 St. Paul, MN 55114	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 500 Saint Paul, MN 551012198	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Edward	Garvey	garveyed@aol.com		32 Lawton Street St. Paul, MN 55102	Paper Service	No	GEN_SL_CenterPoint Energy_General Service List
Ronald	Giteck	ron.giteck@ag.state.mn.us	Office of the Attorney General-RUD	Antitrust and Utilities Division 445 Minnesota Street, BRM Tower St. Paul, MN 55101	Electronic Service 1400	No	GEN_SL_CenterPoint Energy_General Service List

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Elizabeth	Goodpaster	bgoodpaster@mncenter.org	MN Center for Environmental Advocacy	Suite 206 26 East Exchange Street St. Paul, MN 551011667	Paper Service	No	GEN_SL_CenterPoint Energy_General Service List
Burl W.	Haar	burl.haar@state.mn.us	Public Utilities Commission	Suite 350 121 7th Place East St. Paul, MN 551012147	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Karen Finstad	Hammel	Karen.Hammel@ag.state.mn.us	Office of the Attorney General-DOC	1800 BRM Tower 445 Minnesota Street St. Paul, MN 551012134	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Robert	Harding	robert.harding@state.mn.us	Public Utilities Commission	Suite 350 121 7th Place East St. Paul, MN 55101	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Richard	Haubensak	RICHARD.HAUBENSAK@CONSTELLATION.COM	Constellation New Energy Gas	Suite 200 12120 Port Grace Boulevard La Vista, NE 68128	Paper Service	No	GEN_SL_CenterPoint Energy_General Service List
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Nancy	Kelly	nkelly@greeninstitute.org	The Green Institute	#110 2801 21st Avenue Minneapolis, MN 55407	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
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Pam	Marshall	pam@energycents.org	Energy CENTS Coalition	823 7th St E St. Paul, MN 55106	Paper Service	No	GEN_SL_CenterPoint Energy_General Service List
David	Moeller	dmoeller@allete.com	Minnesota Power	30 W Superior St Duluth, MN 558022093	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Andrew	Moratzka	apm@mcmlaw.com	Mackall, Crouse and Moore	1400 AT&T Tower 901 Marquette Ave Minneapolis, MN 55402	Paper 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	Paper 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
James M.	Strommen	jstrommen@kennedy-graven.com	Kennedy & Graven, Chartered	470 U.S. Bank Plaza 200 South Sixth Street Minneapolis, MN 55402	Paper Service	No	GEN_SL_CenterPoint Energy_General Service List
Eric	Swanson	eswanson@winthrop.com	Winthrop Weinstine	225 S 6th St Ste 3500 Capella Tower Minneapolis, MN 554024629	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List

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Customer Service

Call Center Response Time:

The Call Center Response Time metric provides the percentage of calls answered within 20 seconds.

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. There will be variations, month to month, based on actual events and call volume.

For 2011 the percent of calls answered in 20 seconds or less is 82%, in 2010 the percent of calls answered in 20 seconds or less was 84%, this is a slight decrease from the prior year.

The average speed of answer increased from an annual weighted average of 19 seconds in 2010 to an average of 20 seconds in 2011. (In 2010 we reported an annual average speed of answer of 24 using a simple 12 month average; we have changed to using a weighted average).

The number of calls answered has decreased, in 2010 there were a total of 916,168 calls answered and in 2011 there were 896,851.

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;
- 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.

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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.

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; including but not limited to, estimated meter readings, billing adjustments, and rebilling.

Meter Reading Performance is reported on Schedule 2.

97.83% of meters were read by CenterPoint Energy personnel in 2010 and 97.78% were read in 2011, 0.03% of meters were not read between a 6-12 month time period in both 2010 and 2011, and 0.03% of meters have not been read in over 12 months for 2010 and 0.02% of meters have not been read in over 12 months for 2011. Staffing levels have not changed.

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 number E, G 999/PR-10-2.

Summary reporting is included on Schedule 3.

Overall delinquency is down. This could partially be attributed to slightly warmer winter weather and lower gas prices. LIHEAP dollars collected are lower than 2010; however, the number of LIHEAP recipients remained relatively constant.

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 later 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

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intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service.

The 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

Service Extension Request Response Time reporting is on Schedule 4.

The average days to complete commercial new extension is 23 days and residential new extensions is 17 days in 2011. The average days to complete commercial renewed service extensions is 14 days and renewed residential extensions is 18 days. CenterPoint Energy was able to provide only partial information for 2010; therefore a comparison to 2011 cannot be made.

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 our 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

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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. The total number of deposits held, that were required as a condition of service prior to December 31, 2011 is 2,531 deposits.

Customer Deposit reporting is included on Schedule 5.

Please note that the information reported in 2010 is being restated from what was originally reported last year (which was the 1st year this information was reported). In the process of compiling this year’s report, we discovered that the date used to determine the 2010 counts did not reflect the actual activity. In the 2010 report the potential of multiple counts for a single request may have occurred, therefore we have restated the counts using the actual date of request to determine the counts. In 2010 the restated number of new customer deposits is 539 in 2011 we are reporting 590 new customer deposits required as a condition of service.

Customer Complaints:

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

- A. The number of complaints received.
- B. The number and percentage of complaints alleging billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service-extension intervals, service-restoration intervals and any other identifiable subject matter involved in five percent or more of customer complaints.
- C. The number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days.
- D. The number and percentage of all complaints resolved by taking any of the following actions:
 1. Taking the action the customer requested;
 2. Taking an action the customer and 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.

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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 our 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 the Minnesota Rule (7826.2000) that specifies information that Minnesota Electric Utilities are subject to, 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. Rule 7826.2000.

Disconnect for non-payment: This category is used if the customer calls about disconnection for non-payment including, for example, the customer did not receive disconnect notice, locked before disconnect notice expiration, arrangements on account prior to the account being disconnected, new party living/owning the property, collector locked wrong meter. This category is a subset of Alleged Billing Error as used in in Minn. Rules, part 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 reconnect, wait time on a reconnect when the meter was dug at the street or the main, not satisfied with appointment windows and/or scheduling policies, and missed/late appointment. This category is a subset of Inadequate Service as used in in Minn. Rules, part 7826.2000 (B).

Inadequate service: This category is used if the customer calls about the Company failing to meet customer expectations including, for example,

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excessive hold time on the phone . This category is a subset of Inadequate Service as used in in Minn. Rules, part 7826.2000 (B).

AMB/BBP Issue: This category is used if the customer calls about the Budget Billing Program (BBP) and they do not understand how the BBP works , they may think it is too high/too low, they have questions how it is calculated, or they don't understand why a payment is required with a credit balance. This category is a subset of Alleged Billing Error as used in in Minn. Rules, part 7826.2000 (B).

See also Attachment A where we have 'mapped' the categories CenterPoint Energy uses to the categories listed in Minn. Rule 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 that we have been using for many years.

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

There were 6,772 complaints received in 2011 and 5,835 in 2010.

As discussed in the 2010 report, 2010 was the first year of our new expanded complaint tracking system. The new system resulted in higher reported complaints than pre 2010. Additionally, as our Customer Service Representatives became more familiar with the new system the use of the system was more consistent than when the new system was first implemented. We continue to assess our processes and performance in this area, as we want to better identify customer complaints in order to improve the customer experience and satisfaction.

The number and percentage of complaints by type of complaint is reported on Schedule 6b.

The top three Commercial complaint types in 2011 were Disputed Charges, Disconnect/No Pay and Payment Issue; in 2010 they were Disputed Charges, Disconnect/No Pay, and Billing Errors.

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The top three Residential complaint types in 2011 are Disputed Charges, Payment Issues, and Credit Arrangements; in 2010 they were Disputed Charges, Payment Issues, and Billing Errors.

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

It is difficult to compare 2011 to 2010's results; as discussed in last year's report, when the new system was implemented, it was possible to leave the resolution timeframe blank when completing a customer complaint.

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

It is difficult to compare 2011 to 2010's results; as discussed in last year's report, when the new system was implemented, it was possible to leave the resolution type blank resulting in undefined resolution types.

In 2011 42.76% of complaints were resolved through agreement between CenterPoint Energy and the customer, 13.26% were compromises, taking action the customer and the utility agreed as an acceptable compromise, 32.90% were demonstrated, providing the customer with information that demonstrates that the situation complained of is not reasonably within the control of the utility, 10.94% were refused, refusing to take the action the customer requested and 0.13% were not classified.

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

There were 252 complaints forwarded to CenterPoint Energy in 2011 and 250 in 2010.

The number of complaints forwarded to CenterPoint Energy in 2011 was similar to the prior year; however there was a slight increase in the number received from the BBB and a slight decrease in the number of complaints forwarded by the PUC and OAG.

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Emergency Line Response Time:

The reporting metric is the percent of calls that came in on either line answered within 20 seconds.

Emergency Line response times are reported on Schedule 7.

The percent of calls answered in 20 seconds or less cannot be compared to 2010, in 2010 the Company reported a partial year. The average speed of answer in 2011 is 24 seconds and in 2010 the average speed of answer for 2010 was 17 seconds. There were 77,042 calls received in 2011 and 75,677 in 2010. (In 2010 we reported an annual average speed of answer of 17 using a simple 12 month average; we have changed to using a weighted average).

CNP had a few significant events in September and October that increased the number of calls placed to our phone center within a relatively short period of time. Gas outages occurred in Morris/Benson/Hancock and in Mankato and a mechanical failure at an odorizer caused a temporary over-odorization of gas on a portion of our system creating a significant number of customer gas leak calls to the phone center.

Mislocate Rate

The reporting metrics include the total number miss-locates, including the number of times a line is damaged due to a mismarked line or failure to mark a line.

Miss-locate metrics are reported on Schedule 8.

Mislocates increased from 64 in 2010 to 95 in 2011. The number of mislocates per 1,000 tickets increased from 0.27 in 2010 to 0.37 in 2011.

Due to the nature and significant increase in communication fiber installation we saw an increase in missed or not located services which included stubbed services. We are addressing this issue by adding all stubs services to our Geographic Information System (GIS) maps to better assist the locator.

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Gas System Reliability

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 cause.

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 increased from 682 in 2010 to 759 in 2011.

The number one cause for the increase in damages for 2011 were damages related to project work. Street & road construction damages increased from 93 to 152 and we saw increased damages due to a large communication fiber installation project of over 500 miles in the metro area. Also 70% of the below ground damages can be attributed to the extended project work.

We sponsored damage prevention meetings for the excavation community and sent damage prevention post cards to over 20,000 excavators. We continue to work with other utilities and the Office of Pipeline Safety to recognize problem excavators and increase communication emphasizing safety

Gas Service Interruptions:

The reporting metric 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 cause.

Gas Service Interruptions are reported on Schedule 10.

In 2011 there were 5,317 customers affected by service interruptions, there were 633 outages that lasted on average 62 minutes. In 2010 there were 4,728 customers affected, 555 outages and an average of 143 minutes.

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The incidents appear on our report in the month the investigation is complete. These are extensive investigations that typically take more time. For example the Morris, Benson and Hancock outage occurred in September and the investigation was complete in November.

MOPS summaries:

The reporting is a summary of major events that are immediately reportable to the Minnesota Office of Pipeline Safety (MOPS) according to the criteria used by MOPS 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;
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.

MOPS summaries are reported on Schedule 11.

In 2011 there were 47 MOPS reportable outages and 2 integrity outages in 2010 there were 18 reportable outages and 3 integrity outages.

The two integrity outages were the Benson, Hancock and Morris outage and the Kimball Outage.

Kimball Outage

12/6/2011, 364 reported outages. The loss of downstream pressure to the town of Kimball was the result of the freezing of moisture within the Series 20 pilot in the ports below its diaphragm. To immediately mitigate future icing at this station, the entire actuator and pilot were replaced with a new actuator and pilot assembly. A CATCO instrument catalytic heater (Catco Instrument Gas PreHeater, Model CGA2600SS1G) was added to warm the pilot inlet line.

Benson/Morris/ Hancock Outage

9/23/2011, Approximately 3,600 outages due to damage to the Northern Natural Gas facility. Lost the towns of Benson, Hancock and Morris.

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Additionally, CenterPoint Energy also submitted e-mail notifications to the PUC of incidents that did not meet the MOPS Reportable Outages criteria of a "reportable incident", however we notified the PUC due to the number of customers affected, media attention, etc.

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 number and the percentage of emergencies responded to within one hour and within more than one hour. CenterPoint 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 (MOPS).

The Order accepting our 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 MOPS.

The orders that make up this report include all calls received from customers, contractors, passer-bys, 911 dispatchers, or company personnel relating to: gas odors, gas leaks, indications of high pressure, fires, explosions incidents, hit gas lines (either inside or outside). The jobs reported here are the same as are reported to MOPS on their monthly reports.

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

In 2011, the percent of emergency gas calls responded to in less than one hour was 88.72% in 2010 it was 87.90%. 2011 there were 39,655 calls received, in 2010 there were a total of 40,570 calls received. In 2011 it took an average of 46 minutes to respond to an emergency, in 2010 it took an average of 42 minutes.

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The increase in the emergency response times, while encouraging, cannot be tied to a particular initiative. Our belief is the response rate is in line with last year's rate—and that a fluctuation of less than one percentage point is not statistically significant.

Our current initiatives center around managing and reporting associated with our dispatch group. We have expanded our reporting metrics related to emergency response to the individual dispatcher level in order to more effectively coach the employees within this group—both on a daily basis and we have incorporated a measure into their quarterly review.

Customer Service Related Expenses

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

Customer service related expenses are reported on Schedule 13.

Customer service related expenses increased from \$24.9 million in 2010 to \$25.4 million in 2011.

Relocation Expenses – Steel Service Line & Meters at 630 CFH or Greater

The reporting metrics include the itemized costs associated with each steel service line relocation and each relocation of meters rated at 630 cubic feet per hour (CFH) or greater. Steel service line relocation expenses are reported on Schedule 14 and 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

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Below is a comparison of the 2011 and 2010 steel service line relocations

<u>Year</u>	<u># Jobs</u>	<u>High cost</u>	<u>Low cost</u>	<u>Average Cost</u>
2011	9	\$109,303.80	\$1,143.53	\$ 26,157.64
2010	2	\$ 1,422.12	\$ 975.52	\$ 1,198.82

Below is a comparison of the 2011 and 2010 630 CFH+ meter relocations

<u>Year</u>	<u># Jobs</u>	<u>High cost</u>	<u>Low cost</u>	<u>Average Cost</u>
2011	21	\$109,303.80	\$1,845.98	\$ 12,568.96
2010	61	\$ 20,271.80	\$ 37.32	\$ 1,928.78

Additional Customer Service Reporting

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 business customer hotline. Call center detail is reported on Schedule 16.

The overall call volume increased from 1.1 million in 2010 to 1.2 million in 2011.

Customer Formal 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 Minnesota Public Utilities Commission (MPUC) which is required under Minn. Rule. 7820.0500. Customer complaints are reported on Schedule 17.

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Attachment A**

Alleged Billing Errors

- **Budget Billing Program (BBP) Issue**-- Customers do not understand how the BBP works , they may think it is too high/too low, they have questions how it is calculated, or they don't understand why a payment is required with a credit balance
- **Billing Errors**—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 landlords name in a timely manner when the tenant moves out, or when the meter is not locked even though the owner has authorized disconnect
- **Disputed Charges**—Landlord/Tenant Disputes happen when either side say they are not responsible for gas usage for specified time periods. Customer disputes when their responsibility should have ended when the property went thru Foreclosure, Divorce-Roommate situation on who is responsible for a debt accrued at the property when both resided there, Disputed debt transfer is 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)
- **Payment Issue**—Billmatrix (3rd 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, automatic bank draft issues
- **Rates/Tariffs**—Interim Rates, franchise fees, Gas Affordability Program contribution, sales tax, basic charge
- **Pinpoint**—any complaint involving pinpoint transfers –which is debt from a different address
- **Decoupling/IBR**—Any complaint pertaining to the Inverted Block Rate (tiered pricing) and/or decoupling
- **Inactive/Write Off**—collection agency complaint, credit bureau reporting, did not get bill, 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, estimated reads

Wrongful Disconnect

- **Disconnect for non-payment** —customer did not receive disconnect notice, locked

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Attachment A**

before disconnect notice expiration, arrangements on account prior to the account being disconnected, new party living/owning the property, collector locked wrong meter

High Bills

- **High Bills**—Customer initiated complaint regarding a “high bill” for any reason
- **Credit Arrangements**—cannot agree/afford to acceptable payment arrangements, ineligible for arrangements due to previous defaulted arrangements

Inadequate service

- **Inadequate Service**—Failure to accommodate customer expectations, hold times (phones)
- **Service Order Scheduling**—wait time when scheduling to move the meter from inside the home to outside for a reconnect, wait time on a reconnect when the meter was dug at the street or the main, not satisfied with appointment windows and/or scheduling policies, and missed/late appointment

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

Other—These are categories that CNP uses, however they do not fit into one of the above categories.

- **Vehicle Operations**—Driving complaint
- **Employee Misconduct**—behavioral complaint against the 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

**CenterPoint Energy
Service Quality Report**

Schedule 1

Call Center Response Time ^{/1/}

(Utility only)	<u>Jan-2011</u>	<u>Feb-2011</u>	<u>Mar-2011</u>	<u>Apr-2011</u>	<u>May-2011</u>	<u>Jun-2011</u>	<u>Jul-2011</u>	<u>Aug-2011</u>	<u>Sep-2011</u>	<u>Oct-2011</u>	<u>Nov-2011</u>	<u>Dec-2011</u>	<u>YTD 2011</u>
Service Level - % of Calls answered in 20 seconds or less.	75%	75%	79%	84%	88%	88%	79%	84%	75%	81%	92%	92%	82%
Average Speed of Answer (in seconds)	34	30	30	21	11	12	21	17	30	21	20	10	20
Total Calls Answered	69,622	76,850	84,340	76,008	77,503	79,429	70,570	81,528	80,624	79,063	65,885	55,429	896,851

^{/1/} Includes utility call center, emergency calls, and business customer hotline. Excluding calls that only utilize IVR functionality.

CenterPoint Energy
Service Quality Report

Meter Reading Performance

	Jan-2011	Feb-2011	Mar-2011	Apr-2011	May-2011	Jun-2011	Jul-2011	Aug-2011	Sep-2011	Oct-2011	Nov-2011	Dec-2011	YTD 2011
Residential	747,094	718,458	803,700	745,536	746,490	748,441	688,213	800,992	743,185	743,936	720,129	750,291	8,956,465
Commercial	68,636	65,413	73,571	68,235	67,796	68,619	62,246	72,661	67,250	67,458	65,543	68,175	815,603
Monthly Total	815,730	783,871	877,271	813,771	814,286	817,060	750,459	873,653	810,435	811,394	785,672	818,466	9,772,068

Number and percentage of customer meters read by utility personnel

Residential	720,569	695,876	785,989	734,010	733,163	733,345	673,290	783,086	726,085	727,999	706,862	739,826	8,760,100
Commercial	66,061	62,913	71,237	66,640	66,311	67,289	60,712	71,146	65,594	66,047	64,239	66,900	795,089
Monthly Total	786,630	758,789	857,226	800,650	799,474	800,634	734,002	854,232	791,679	794,046	771,101	806,726	9,555,189
Percentage	96.4326%	96.8002%	97.7151%	98.3876%	98.1810%	97.9896%	97.8071%	97.7770%	97.6857%	97.8620%	98.1454%	98.5656%	97.7806%

Number and percentage of customer meters self-read by customers

Residential	2	3	2	0	2	1	2	0	0	0	1	2	15
Commercial	0	0	0	0	0	0	0	0	0	0	0	4	4
Monthly Total	2	3	2	0	2	1	2	0	0	0	1	6	19
Percentage	0.0002%	0.0004%	0.0002%	0.0000%	0.0002%	0.0001%	0.0003%	0.0000%	0.0000%	0.0000%	0.0001%	0.0007%	0.0002%

Meter Reading Staffing Levels by Area:

Minneapolis Metro Area	10	10	10	10	10	10	10	10	10	10	10	10	10
Greater Minnesota	20	20	20	20	20	20	20	20	20	17	17	17	19.25

CenterPoint Energy
Service Quality Report

Meter Reading Performance

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

	Jan-2011	Feb-2011	Mar-2011	Apr-2011	May-2011	Jun-2011	Jul-2011	Aug-2011	Sep-2011	Oct-2011	Nov-2011	Dec-2011	YTD 2011
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	1	0	0	1	1	0	1	0	0	0	0	0	4
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	1	0	0	1	1	0	0	0	1	0	1	1	6
Damaged	0	0	0	0	0	0	0	1	0	0	0	0	1
Denied Entry	1	3	2	1	1	1	1	0	0	0	0	0	10
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	1	1	2	4	1	1	1	1	0	0	0	12
Door Locked	3	4	4	7	2	5	4	6	3	2	0	0	40
ERT Not Responding	123	143	148	157	160	153	167	187	190	174	208	148	1,958
Gate Locked	0	1	2	4	3	1	1	1	0	0	0	0	13
Meter Changed	1	0	3	12	1	2	0	2	0	0	1	0	22
Meter Removed	0	0	0	0	0	0	2	0	0	0	0	0	2
No Access	1	1	1	1	1	1	0	0	0	0	0	0	6
No Answer	17	28	33	21	20	12	7	10	4	12	4	3	171
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	26	20	8	2	2	0	3	1	7	5	2	4	80
Not Home	9	16	16	17	20	18	10	8	3	5	6	2	130
Billing Correction	2	1	0	2	2	4	1	1	1	1	3	1	19
Snow/Ice	0	1	1	0	0	0	0	0	0	0	0	0	2
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
Residential Total	185	219	219	228	218	198	198	218	210	199	225	159	2,476
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	1	0	0	1
Closed	2	1	4	2	3	3	1	3	0	0	0	1	20
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	0	1	0	0	0	0	0	0	0	0	0	0	1
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	1	0	0	1	0	1	1	2	2	2	0	0	10
ERT Not Responding	13	24	24	31	28	25	23	33	28	24	36	31	320
Gate Locked	1	0	0	0	1	0	0	1	0	0	0	0	3
Meter Changed	1	0	1	0	2	0	0	1	0	0	1	0	6
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	1	0	0	1	0	0	0	0	0	0	0	0	2
No Answer	3	3	3	1	0	1	2	2	2	0	2	2	21
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	0	2	4	1	0	1	0	0	1	0	0	0	9
Not Home	0	0	0	0	0	0	1	0	0	0	0	0	1
Billing Correction	0	0	1	2	3	2	2	2	1	1	1	1	16
Snow/Ice	0	1	0	0	0	0	0	0	0	0	0	0	1
Unsafe	0	2	0	0	0	0	0	0	0	0	0	0	2
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial Total	22	34	37	39	37	33	30	44	34	28	40	35	413
Monthly Total	207	253	256	267	255	231	228	262	244	227	265	194	2,889
Percentage	0.0254%	0.0323%	0.0292%	0.0328%	0.0313%	0.0283%	0.0304%	0.0300%	0.0301%	0.0280%	0.0337%	0.0237%	0.0296%

CenterPoint Energy
Service Quality Report

Meter Reading Performance

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

	Jan-2011	Feb-2011	Mar-2011	Apr-2011	May-2011	Jun-2011	Jul-2011	Aug-2011	Sep-2011	Oct-2011	Nov-2011	Dec-2011	YTD 2011
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	1	1	1	2	0	0	0	0	0	0	0	0	5
Can't Locate	0	0	0	0	1	0	0	0	0	0	0	0	1
Closed	5	2	4	7	4	4	1	3	3	2	0	1	36
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	2	0	1	2	1	1	0	1	0	1	0	0	9
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	1	0	1	0	0	1	0	0	1	0	4
Door Locked	7	7	4	9	2	7	9	5	4	3	0	0	57
ERT Not Responding	42	36	23	23	35	40	51	59	71	76	72	70	598
Gate Locked	1	0	0	0	0	0	0	0	0	0	0	0	1
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	2	1	1	0	1	1	0	1	0	0	0	7
No Answer	14	19	15	9	14	14	15	14	11	19	9	11	164
No Key	0	0	0	0	0	0	0	0	1	0	0	0	1
Not Attempted	23	11	2	2	1	3	3	3	6	3	1	4	62
Not Home	16	20	31	25	25	25	25	26	19	9	16	4	241
Billing Correction	1	1	0	1	0	0	0	0	1	1	0	0	5
Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	1	1	1	1	1	1	0	0	1	0	0	7
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential Total	112	100	84	82	85	96	106	112	117	115	99	90	1,198
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	8	9	8	8	8	8	7	6	9	9	4	7	91
Damaged	0	1	0	0	0	0	0	0	0	0	0	0	1
Denied Entry	0	0	0	0	1	0	0	0	0	0	0	0	1
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	4	4	4	4	4	4	2	1	2	1	5	2	37
ERT Not Responding	14	17	11	11	10	12	9	12	16	10	16	15	153
Gate Locked	2	2	2	1	2	1	2	2	2	2	0	0	18
Meter Changed	0	0	0	1	0	0	0	0	0	1	0	0	2
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	0	0	0	1	0	1	0	0	0	0	0	0	2
No Answer	2	2	1	2	1	1	4	5	1	2	1	1	23
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	1	0	1	0	0	0	0	0	0	1	0	0	3
Not Home	0	0	0	0	0	0	1	0	0	0	0	0	1
Billing Correction	1	2	2	1	1	1	0	2	1	2	3	2	18
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
Commercial Total	32	37	29	29	27	28	25	28	31	28	29	27	350
Monthly Total	144	137	113	111	112	124	131	140	148	143	128	117	1,548
Percentage	0.0177%	0.0175%	0.0129%	0.0136%	0.0138%	0.0152%	0.0175%	0.0160%	0.0183%	0.0176%	0.0163%	0.0143%	0.0158%

CenterPoint Energy
Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire
Utility Monthly Reports (216B.091) Docket #11-02

Company: CenterPoint Energy Minnesota Gas for report period ending:

Jan-2011 Feb-2011 Mar-2011 Apr-2011 May-2011 Jun-2011 Jul-2011 Aug-2011 Sep-2011 Oct-2011 Nov-2011 Dec-2011

1	Number of Residential Customer Accounts:	739,912	740,271	740,109	738,992	737,503	736,165	734,754	733,240	733,898	737,013	739,831	741,751
2	Number of Past Due Residential Customer Accounts:	163,366	132,055	132,912	130,731	131,442	136,798	132,304	130,266	90,840	83,222	89,086	88,616
3	Number of Cold Weather Protection Requests :	17,292	9,292	14,471	8,658						6,408	8,215	8,608

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	4	1	5	2						8	10	4
5	<i>Intentionally Blank</i>												
6	Number of customer accounts granted reconnection request:	189	440	855	375						641	1,001	320

INABILITY TO PAY (ITP)

10% PLAN (TPP)

CenterPoint Energy
Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire
Utility Monthly Reports (216B.091) Docket #11-02

Company: CenterPoint Energy Minnesota Gas for report period ending:

Jan-2011 Feb-2011 Mar-2011 Apr-2011 May-2011 Jun-2011 Jul-2011 Aug-2011 Sep-2011 Oct-2011 Nov-2011 Dec-2011

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	2	3	1	2					0	0	1
a)	Number of PS requests received	17,099	8,851	13,611	8,281					5,759	7,204	8,288
17	<i>Intentionally Blank</i>											
18	Number of PS negotiations mutually agreed upon:	17,097	8,848	13,610	8,279					5,759	7,204	8,287
19	<i>Intentionally Blank</i>											

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	12,249	25,831	26,733	13,241	21,967	22,744	24,910	19,011	15,516	14,062	4,289	5,980
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

All other months, use 1st column only

a)	# Electric - heat affected												
b)	# Electric - heat not affected												
c)	# Gas - heat affected	269	726	1,385	858	2,858	3,616	1,632	4,308	2,933	1,321	539	183
d)	# Gas - heat not affected	1	2	4	3	16	27	10	55	22	11	4	4
e)	Total # disconnected	270	728	1,389	861	2,874	3,643	1,642	4,363	2,955	1,332	543	187

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

All other months, use 1st column only

a)	# Electric - heat affected												
b)	# Electric - heat not affected												
c)	# Gas - heat affected				1,975						257		
d)	# Gas - heat not affected				1						2		
e)	Total # disconnected	0	0	0	1,976	0	0	0	0	0	259	0	0

22	Number of customer accounts disconnected seeking protection:												
a)	# Electric - heat affected												
b)	# Electric - heat not affected												
c)	# Gas - heat affected	0	0	0	0					0	0	0	0
d)	# Gas - heat not affected	0	0	0	0					0	0	0	0
e)	Total # disconnected (See Note)	0	0	0	0	0	0	0	0	0	0	0	0

NOTE: Please report immediately the names and addresses of customers whose service has been disconnected more than 24 hours.

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	270	728	1,389	861	2,874	3,643	1,642	4,363	2,955	1,332	543	187
		270	728	1,389	2,837	2,874	3,643	1,642	4,363	2,955	1,591	543	187

CenterPoint Energy
Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire
Utility Monthly Reports (216B.091) Docket #11-02

Company: CenterPoint Energy Minnesota Gas for report period ending:

	Jan-2011	Feb-2011	Mar-2011	Apr-2011	May-2011	Jun-2011	Jul-2011	Aug-2011	Sep-2011	Oct-2011	Nov-2011	Dec-2011	
DOLLAR VALUE													
24	Total dollars past due on all residential accounts:	\$12,947,322	\$16,417,378	\$16,994,934	\$15,019,622	\$15,542,777	\$18,534,096	\$16,631,352	\$15,011,595	\$14,056,213	\$10,809,960	\$9,799,484	\$10,153,045
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$79	\$124	\$128	\$115	\$118	\$135	\$126	\$115	\$155	\$130	\$110	\$115
26	Total dollars received from energy assistance programs:	\$3,238,097	\$3,551,642	\$2,564,684	\$2,061,445	\$2,218,759	\$792,568	\$0	\$31,269	\$4,891	\$0	\$1,238,589	\$1,968,977
27	Total dollars received from other sources (private organizations):	\$85,172	\$90,769	\$91,878	\$85,431	\$53,354	\$416,574	\$145,852	\$160,879	\$150,385	\$93,716	\$28,988	\$25,429
28	Total Revenue from sales to residential accounts:	\$121,472,280	\$91,513,374	\$70,974,202	\$37,817,870	\$25,562,053	\$15,652,034	\$13,466,240	\$14,047,218	\$15,682,621	\$25,527,942	\$51,494,278	\$71,828,242
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$164	\$124	\$96	\$51	\$35	\$21	\$18	\$19	\$21	\$35	\$70	\$97
30	Intentionally Blank												
30	Average annual residential bill:												
31	Total residential account write-offs due to uncollectible:	\$552,083	\$344,382	\$169,256	\$1,175,646	\$586,985	\$929,454	\$1,174,429	\$1,071,425	\$1,198,969	\$1,476,493	\$945,676	\$1,171,174
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	221	451	1,160	792					149	432	129	
d)	# Gas - heat not affected	1	2	4	3					2	4	4	
e)	Total # disconnected	222	453	1,164	795	0	0	0	0	151	436	133	
33	Intentionally Blank												
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection):	212	419	1,092	756					127	423	119	
35	Intentionally Blank												
36	Intentionally Blank												
RECONNECTION DATA													
37	# Accounts reconnected	290	519	998	1,652	1,657	1,897	1,027	2,430	2,654	2,746	1,181	388
38	# Accounts remaining disconnected	3,012	2,999	3,065	3,917	4,797	6,087	6,292	7,627	7,138	5,050	3,650	3,077
a)	1-30 days	33	228	429	1,160	1,316	1,957	920	2,148	1,061	345	145	38
b)	31-60 days	5	14	75	272	867	869	1,459	611	1,249	464	141	48
c)	61+ days	2,974	2,757	2,561	2,485	2,614	3,261	3,913	4,868	4,828	4,241	3,364	2,991

**CenterPoint Energy
Service Quality Report**

Service Extension Request Responses Times

New Service Extensions

	Jan-2011	Feb-2011	Mar-2011	Apr-2011	May-2011	Jun-2011	Jul-2011	Aug-2011	Sep-2011	Oct-2011	Nov-2011	Dec-2011	YTD 2011
Commercial													
# Service Installations	13	11		8	16	11	10	24	34	59	53	55	294
Avg days to complete	8	8		8	11	5	26	32	27	31	22	24	23
Residential													
# Service Installations	113	102	135	184	202	330	241	379	343	441	372	215	3,057
Avg days to complete	13	11	14	16	32	21	18	16	16	18	14	16	17

Renewed Service Extensions ¹

	Jan-2011	Feb-2011	Mar-2011	Apr-2011	May-2011	Jun-2011	Jul-2011	Aug-2011	Sep-2011	Oct-2011	Nov-2011	Dec-2011	YTD 2010
Commercial													
# Service Installations	2	1	1		2	6	1	3	9	3	4	10	42
Avg days to complete	16	3	8		3	7	22	31	15	14	13	14	14
Residential													
# Service Installations	9	5	5	6	14	26	11	24	26	45	45	22	238
Avg days to complete	13	12	16	14	24	22	24	18	20	11	17	20	18

¹ excludes locations with locked meters due to credit-related issues

**CenterPoint Energy
Service Quality Report**

Customer Deposits

	Jan-2011	Feb-2011	Mar-2011	Apr-2011	May-2011	Jun-2011	Jul-2011	Aug-2011	Sep-2011	Oct-2011	Nov-2011	Dec-2011	YTD 2011
# of Service Connections	9,766	10,158	10,813	10,627	11,420	14,105	14,385	16,114	17,458	16,929	16,462	13,994	162,231
# Deposits required as a condition of service	12	13	32	30	50	56	23	28	43	140	123	40	590
% of Service Connections	0.12%	0.13%	0.30%	0.28%	0.44%	0.40%	0.16%	0.17%	0.25%	0.83%	0.75%	0.29%	0.36%

**CenterPoint Energy
Service Quality Report**

Customer Deposits

	Jan-2010	Feb-2010	Mar-2010	Apr-2010	May-2010	Jun-2010	Jul-2010	Aug-2010	Sep-2010	Oct-2010	Nov-2010	Dec-2010	YTD 2010
# of Service Connections	10,312	9,832	11,447	12,691	15,315	15,898	14,565	16,059	18,133	17,873	14,357	11,621	168,103
# Deposits required as a condition of service	15	29	28	37	23	24	24	20	37	113	134	55	539
% of Service Connections	0.15%	0.29%	0.24%	0.29%	0.15%	0.15%	0.16%	0.12%	0.20%	0.63%	0.93%	0.47%	0.32%

CenterPoint Energy
Service Quality Report

Schedule 6a

Number of Call Center Complaints

	<u>Jan-2011</u>	<u>Feb-2011</u>	<u>Mar-2011</u>	<u>Apr-2011</u>	<u>May-2011</u>	<u>Jun-2011</u>	<u>Jul-2011</u>	<u>Aug-2011</u>	<u>Sep-2011</u>	<u>Oct-2011</u>	<u>Nov-2011</u>	<u>Dec-2011</u>	YTD 2011
Commercial	38	44	50	47	33	40	24	27	31	36	34	32	436
Residential	604	472	490	488	552	567	529	674	674	518	425	343	6,336
Total	642	516	540	535	585	607	553	701	705	554	459	375	6,772

**CenterPoint Energy
Service Quality Report**

Number & Percentage Call Center Complaints by Type of Complaint

	January		February		March		April		May		June		July		August		September		October		November		December		Year to Date			
Commercial																												
AMP/BBP Issue																												
Billing Errors	3	7.89%	7	15.91%	4	8.00%	3	6.38%	2	6.06%	1	2.50%	1	4.17%	3	11.11%	4	12.90%	2	5.56%	2	5.88%	4	12.50%	36	8.26%		
Inaccurate Metering			1	2.27%	3	6.00%					2	5.00%			1	3.70%			2	5.56%			3	9.38%	12	2.75%		
Inadequate Service	1	2.63%	2	4.55%							3	7.50%	2	8.33%	1	3.70%	1	3.23%	3	8.33%	1	2.94%	1	3.13%	15	3.44%		
Construction			1	2.27%							3	7.50%	1	4.17%	1	3.70%			1	2.78%			1	2.78%	7	1.61%		
Credit Arrangements	1	2.63%	5	11.36%	5	10.00%	17	36.17%	3	9.09%	4	10.00%	4	10.00%	1	4.17%	3	11.11%	6	19.35%	2	5.56%	2	5.88%	2	6.25%	51	11.70%
Decoupling/Inverted Block Rates	7	18.42%	2	4.55%	1	2.00%					1	2.50%													11	2.52%		
Disconnect Non-pay	6	15.79%	7	15.91%	6	12.00%	5	10.64%	7	21.21%	4	10.00%	3	12.50%	5	18.52%	3	9.68%	6	16.67%	6	16.67%	10	29.41%	2	6.25%	64	14.68%
Disputed Charges	7	18.42%	4	9.09%	8	16.00%	2	4.26%	6	18.18%	7	17.50%	7	17.50%	6	25.00%	3	11.11%	6	19.35%	6	16.67%	6	17.65%	8	25.00%	69	15.83%
Employee	2	5.26%	4	9.09%	2	4.00%	1	2.13%	3	9.09%	2	5.00%	2	8.33%	1	3.70%	1	3.23%	4	11.11%	1	2.94%	4	12.50%	27	6.19%		
High Bill			1	2.27%	1	2.00%			1	3.03%			1	4.17%											4	0.92%		
Online Customer Service	1	2.63%							1	3.03%			1	4.17%			1	3.23%			1	2.94%			5	1.15%		
Payment Issue	2	5.26%	5	11.36%	10	20.00%	10	21.28%	4	12.12%	5	12.50%	4	16.67%	5	18.52%	2	6.45%					5	14.71%	4	12.50%	56	12.84%
Rates/Tariffs	2	5.26%	1	2.27%	1	2.00%	1	2.13%			1	2.50%	1	4.17%					5	13.89%					12	2.75%		
Security Deposit	1	2.63%			2	4.00%	2	4.26%	1	3.03%					1	3.70%	2	6.45%	2	5.56%	1	2.94%			12	2.75%		
Service Order Scheduling																	1	3.23%	1	2.78%			1	3.13%	3	0.69%		
Other	5	13.16%	4	9.09%	7	14.00%	6	12.77%	5	15.15%	7	17.50%	1	4.17%	3	11.11%	4	12.90%	2	5.56%	5	14.71%	3	9.38%	52	11.93%		
Commercial Total	38	100.00%	44	100%	50	100%	47	100.00%	33	100.00%	40	100.00%	24	100.00%	27	100.00%	31	100.00%	36	100.00%	34	100.00%	32	100.00%	436	100.00%		
Residential																												
AMB/BBP Issue	7	1.16%	10	2.12%	9	1.84%	7	1.43%	12	2.17%	15	2.65%	17	3.21%	17	2.52%	13	1.93%	7	1.35%	5	1.18%	4	1.17%	123	1.94%		
Billing Errors	37	6.13%	29	6.14%	30	6.12%	36	7.38%	65	11.78%	49	8.64%	39	7.37%	47	6.97%	36	5.34%	39	7.53%	40	9.41%	47	13.70%	494	7.80%		
Construction	3	0.50%	1	0.21%	2	0.41%	2	0.41%	9	1.63%	12	2.12%	5	0.95%	7	1.04%	13	1.93%	11	2.12%	4	0.94%	3	0.87%	72	1.14%		
Credit Arrangements	16	2.65%	18	3.81%	9	1.84%	32	6.56%	24	4.35%	46	8.11%	85	16.07%	133	19.73%	156	23.15%	22	4.25%	13	3.06%	10	2.92%	564	8.90%		
Decoupling/Inverted Block Rates	191	31.62%	76	16.10%	44	8.98%	17	3.48%	6	1.09%	16	2.82%	3	0.57%	12	1.78%	21	3.12%	5	0.97%	2	0.47%	3	0.87%	396	6.25%		
Disconnect Non-Pay	5	0.83%	25	5.30%	38	7.76%	35	7.17%	42	7.61%	40	7.05%	21	3.97%	42	6.23%	57	8.46%	43	8.30%	23	5.41%	6	1.75%	377	5.95%		
Disputed Charges	102	16.89%	91	19.28%	101	20.61%	103	21.11%	141	25.54%	136	23.99%	150	28.36%	140	20.77%	108	16.02%	120	23.17%	111	26.12%	108	31.49%	1411	22.27%		
Employee	18	2.98%	18	3.81%	27	5.51%	28	5.74%	20	3.62%	31	5.47%	25	4.73%	29	4.30%	29	4.30%	28	5.41%	20	4.71%	17	4.96%	290	4.58%		
High Bill	40	6.62%	19	4.03%	17	3.47%	3	0.61%	10	1.81%	11	1.94%	1	0.19%	11	1.63%	3	0.45%	3	0.58%	3	0.71%	4	1.17%	125	1.97%		
Inaccurate Metering	9	1.49%	10	2.12%	10	2.04%	5	1.02%	2	0.36%					2	0.38%	5	0.74%	3	0.45%	10	1.93%	5	1.18%	1	0.29%	62	0.98%
Inactive/Write-Off	2	0.33%	1	0.21%			1	0.20%	1	0.18%	2	0.35%							1	0.19%					8	0.13%		
Inadequate Service	26	4.30%	34	7.20%	46	9.39%	43	8.81%	51	9.24%	52	9.17%	47	8.88%	57	8.46%	63	9.35%	54	10.42%	42	9.88%	25	7.29%	540	8.52%		
Media/Internet Issue									1	0.18%															1	0.02%		
Online Customer Service	31	5.13%	30	6.36%	34	6.94%	29	5.94%	27	4.89%	25	4.41%	5	0.95%	21	3.12%	22	3.26%	16	3.09%	26	6.12%	20	5.83%	286	4.51%		
Payment Issue	32	5.30%	35	7.42%	63	12.86%	67	13.73%	62	11.23%	61	10.76%	61	11.53%	56	8.31%	54	8.01%	59	11.39%	50	11.76%	41	11.95%	641	10.12%		
Pinpoint Debt Matching	10	1.66%	5	1.06%	2	0.41%	2	0.41%	1	0.18%					1	0.19%			1	0.15%	2	0.39%			24	0.38%		
Rates/Tariffs	29	4.80%	12	2.54%	4	0.82%	8	1.64%	3	0.54%	5	0.88%	4	0.76%	5	0.74%	20	2.97%	4	0.77%	3	0.71%	5	1.46%	102	1.61%		
Security Deposit																												
Service Order Scheduling	1	0.17%	5	1.06%	1	0.20%	12	2.46%	14	2.54%	4	0.71%	6	1.13%	17	2.52%	12	1.78%	6	1.16%	13	3.06%	3	0.87%	94	1.48%		
Vehicle Operation							1	0.20%			2	0.35%	2	0.38%											5	0.08%		
Other	45	7.45%	53	11.23%	53	10.82%	57	11.68%	61	11.05%	60	10.58%	55	10.40%	75	11.13%	63	9.35%	88	16.99%	65	15.29%	46	13.41%	721	11.38%		
Residential Total	604	100.00%	472	100.00%	490	100.00%	488	100.00%	552	100.00%	567	100.00%	529	100.00%	674	100.00%	674	100.00%	518	100.00%	425	100.00%	343	100.00%	6336	100.00%		

**CenterPoint Energy
Service Quality Report**

Number & Percentage Call Center Complaints by Resolution Timeframe

	January	February	March	April	May	June	July	August	September	October	November	December	Year to Date													
Commercial																										
Immediate	27	71.05%	24	54.55%	26	52.00%	25	53.19%	15	45.45%	22	55.00%	13	54.17%	15	55.56%	15	48.39%	16	44.44%	15	44.12%	11	34.38%	224	51.38%
Within 10 Days	8	21.05%	15	34.09%	14	28.00%	17	36.17%	13	39.39%	13	32.50%	10	41.67%	11	40.74%	15	48.39%	17	47.22%	18	52.94%	18	56.25%	169	38.76%
Greater Than 10 Days	3	7.89%	5	11.36%	10	20.00%	5	10.64%	5	15.15%	5	12.50%	1	4.17%	1	3.70%	1	3.23%	3	8.33%	1	2.94%	3	9.38%	43	9.86%
Commercial Total	38	100.00%	44	100.00%	50	100.00%	47	100.00%	33	100.00%	40	100.00%	24	100.00%	27	100.00%	31	100.00%	36	100.00%	34	100.00%	32	100.00%	436	100.00%
Residential																										
Immediate	393	65.07%	271	57.42%	296	60.41%	246	50.41%	283	51.27%	285	50.26%	242	45.75%	324	48.07%	312	46.29%	233	44.98%	209	49.18%	177	51.60%	3271	51.63%
Within 10 Days	147	24.34%	159	33.69%	138	28.16%	200	40.98%	213	38.59%	247	43.56%	250	47.26%	316	46.88%	349	51.78%	266	51.35%	201	47.29%	155	45.19%	2641	41.68%
Greater Than 10 Days	64	10.60%	42	8.90%	56	11.43%	42	8.61%	56	10.14%	35	6.17%	37	6.99%	34	5.04%	13	1.93%	19	3.67%	15	3.53%	11	3.21%	424	6.69%
Residential Total	604	100.00%	472	100.00%	490	100.00%	488	100.00%	552	100.00%	567	100.00%	529	100.00%	674	100.00%	674	100.00%	518	100.00%	425	100.00%	343	100.00%	6336	100.00%
Immediate	420	65.42%	295	57.17%	322	59.63%	271	50.65%	298	50.94%	307	50.58%	255	46.11%	339	48.36%	327	46.38%	249	44.95%	224	48.80%	188	50.13%	3495	51.61%
Within 10 Days	155	24.14%	174	33.72%	152	28.15%	217	40.56%	226	38.63%	260	42.83%	260	47.02%	327	46.65%	364	51.63%	283	51.08%	219	47.71%	173	46.13%	2810	41.49%
Greater Than 10 Days	67	10.44%	47	9.11%	66	12.22%	47	8.79%	61	10.43%	40	6.59%	38	6.87%	35	4.99%	14	1.99%	22	3.97%	16	3.49%	14	3.73%	467	6.90%
Total	642	100.00%	516	100.00%	540	100.00%	535	100.00%	585	100.00%	607	100.00%	553	100.00%	701	100.00%	705	100.00%	554	100.00%	459	100.00%	375	100.00%	6772	100.00%

**CenterPoint Energy
Service Quality Report**

Number & Percentage Call Center Complaints by Resolution Type

	January	February	March	April	May	June	July	August	September	October	November	December	Year to Date													
Commercial																										
Agree	14	36.84%	16	36.36%	14	28.00%	14	29.79%	14	42.42%	14	35.00%	8	33.33%	8	29.63%	9	29.03%	8	22.22%	13	38.24%	10	31.25%	142	32.57%
Compromise	11	28.95%	8	18.18%	11	22.00%	8	17.02%	9	27.27%	9	22.50%	5	20.83%	4	14.81%	5	16.13%	5	13.89%	3	8.82%	4	12.50%	82	18.81%
Demonstrate	12	31.58%	14	31.82%	18	36.00%	20	42.55%	5	15.15%	13	32.50%	9	37.50%	12	44.44%	14	45.16%	12	33.33%	11	32.35%	12	37.50%	152	34.86%
Refuse	1	2.63%	6	13.64%	7	14.00%	5	10.64%	5	15.15%	4	10.00%	2	8.33%	2	7.41%	3	9.68%	11	30.56%	7	20.59%	6	18.75%	59	13.53%
Not Assigned															1	3.70%									1	0.23%
Commercial Total	38	100.00%	44	100.00%	50	100.00%	47	100.00%	33	100.00%	40	100.00%	24	100.00%	27	100.00%	31	100.00%	36	100.00%	34	100.00%	32	100.00%	436	100.00%
Residential																										
Agree	296	49.01%	229	48.52%	233	47.55%	207	42.42%	236	42.75%	269	47.44%	192	36.29%	256	37.98%	290	43.03%	230	44.40%	190	44.71%	126	36.73%	2754	43.47%
Compromise	61	10.10%	54	11.44%	59	12.04%	66	13.52%	77	13.95%	57	10.05%	87	16.45%	110	16.32%	114	16.91%	58	11.20%	39	9.18%	34	9.91%	816	12.88%
Demonstrate	207	34.27%	161	34.11%	156	31.84%	170	34.84%	179	32.43%	171	30.16%	177	33.46%	222	32.94%	210	31.16%	140	27.03%	144	33.88%	139	40.52%	2076	32.77%
Refuse	40	6.62%	28	5.93%	42	8.57%	45	9.22%	60	10.87%	70	12.35%	70	13.23%	84	12.46%	59	8.75%	89	17.18%	52	12.24%	43	12.54%	682	10.76%
Not Assigned													3	0.57%	2	0.30%	1	0.15%	1	0.19%			1	0.29%	8	0.13%
Residential Total	604	100.00%	472	100.00%	490	100.00%	488	100.00%	552	100.00%	567	100.00%	529	100.00%	674	100.00%	674	100.00%	518	100.00%	425	100.00%	343	100.00%	6336	100.00%
Agree	310	48.29%	245	47.48%	247	45.74%	221	41.31%	250	42.74%	283	46.62%	200	36.17%	264	37.66%	299	42.41%	238	42.96%	203	44.23%	136	36.27%	2896	42.76%
Compromise	72	11.21%	62	12.02%	70	12.96%	74	13.83%	86	14.70%	66	10.87%	92	16.64%	114	16.26%	119	16.88%	63	11.37%	42	9.15%	38	10.13%	898	13.26%
Demonstrate	219	34.11%	175	33.91%	174	32.22%	190	35.51%	184	31.45%	184	30.31%	186	33.63%	234	33.38%	224	31.77%	152	27.44%	155	33.77%	151	40.27%	2228	32.90%
Refuse	41	6.39%	34	6.59%	49	9.07%	50	9.35%	65	11.11%	74	12.19%	72	13.02%	86	12.27%	62	8.79%	100	18.05%	59	12.85%	49	13.07%	741	10.94%
Not Assigned	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3	0.54%	3	0.43%	1	0.14%	1	0.18%	0	0.00%	1	0.27%	9	0.13%
Total	642	100.00%	516	100.00%	540	100.00%	535	100.00%	585	100.00%	607	100.00%	553	100.00%	701	100.00%	705	100.00%	554	100.00%	459	100.00%	375	100.00%	6772	100.00%

**CenterPoint Energy
Service Quality Report**

Source of Formal Customer Complaints

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Residential													
BBB	3	3	5	5	2	4	5	2	6	4	2	1	42
OAG	8	13	17	9	9	10	6	9	13	12	14	9	129
PUC	18	4	7	11	4	1	4	5	4	4	12	5	79
Other													0
Commercial/Industrial													
BBB													0
OAG													0
PUC	1										1		2
Other													0
Interruptible													
BBB													0
OAG													0
PUC													0
Other													0
Total	30	20	29	25	15	15	15	16	23	20	29	15	252

**CenterPoint Energy
Service Quality Report**

Emergency Line Response Time

(Utility only)	Jan-2011	Feb-2011	Mar-2011	Apr-2011	May-2011	Jun-2011	Jul-2011	Aug-2011	Sep-2011	Oct-2011	Nov-2011	Dec-2011	YTD 2011
Service Level - % of Calls answered in 20 seconds or less.	85%	89%	91%	89%	84%	83%	77%	87%	57%	81%	86%	89%	81%
Average Speed of Answer (in seconds)	16	14	10	12	14	15	19	12	96	15	16	15	24
Total Calls Answered	6,695	5,329	5,774	5,294	6,755	5,911	6,254	6,308	8,812	7,768	6,469	5,673	77,042

**CenterPoint Energy
Service Quality Report**

Schedule 8

Mislocate Rate

	<u>Jan-2011</u>	<u>Feb-2011</u>	<u>Mar-2011</u>	<u>Apr-2011</u>	<u>May-2011</u>	<u>Jun-2011</u>	<u>Jul-2011</u>	<u>Aug-2011</u>	<u>Sep-2011</u>	<u>Oct-2011</u>	<u>Nov-2011</u>	<u>Dec-2011</u>	<u>YTD 2011</u>
Number of Mislocates													
Mismarked line	-	-	4	4	5	6	11	5	1	6	6	11	59
Failure to mark a line	-	-	2	2	4	5	4	5	3	3	4	4	36
Total	-	-	6	6	9	11	15	10	4	9	10	15	95
Number of Locate Tickets	4,899	5,257	8,826	27,885	36,825	35,555	26,785	31,076	29,631	26,283	16,701	6,993	256,716
Number of Mislocates per 1000 Locate Tickets	0.00	0.00	0.68	0.22	0.24	0.31	0.56	0.32	0.13	0.34	0.60	2.15	0.37

**CenterPoint Energy
Service Quality Report**

Schedule 9

Gas System Damages

	<u>Jan-2011</u>	<u>Feb-2011</u>	<u>Mar-2011</u>	<u>Apr-2011</u>	<u>May-2011</u>	<u>Jun-2011</u>	<u>Jul-2011</u>	<u>Aug-2011</u>	<u>Sep-2011</u>	<u>Oct-2011</u>	<u>Nov-2011</u>	<u>Dec-2011</u>	<u>YTD 2011</u>
Damage under the control of CenterPoint Energy's Employees/Contractors	0	1	5	12	18	16	26	16	6	14	18	23	155
Damage - all other causes	6	8	8	16	47	57	102	97	66	70	82	45	604
Total Damages	<u>6</u>	<u>9</u>	<u>13</u>	<u>28</u>	<u>65</u>	<u>73</u>	<u>128</u>	<u>113</u>	<u>72</u>	<u>84</u>	<u>100</u>	<u>68</u>	<u>759</u>
Miles of Pipe (as of December 31, 2010)	24,733	24,733	24,733	24,733	24,733	24,733	24,733	24,733	24,733	24,733	24,733	24,733	24,733
Damage per 100 miles of pipe:													
Under the control of CenterPoint Energy's Employees													0.63
Caused by all others													2.44
Total													<u>3.07</u>

**CenterPoint Energy
Service Quality Report**

Schedule 10

Gas Service Interruptions

	<u>Jan-2011</u>	<u>Feb-2011</u>	<u>Mar-2011</u>	<u>Apr-2011</u>	<u>May-2011</u>	<u>Jun-2011</u>	<u>Jul-2011</u>	<u>Aug-2011</u>	<u>Sep-2011</u>	<u>Oct-2011</u>	<u>Nov-2011</u>	<u>Dec-2011</u>	<u>YTD 2011</u>
Outages Due to Employees/Contractors													
Number of Customers	0	1	6	5	17	20	101	17	5	11	3,670	36	3,889
Number Outages	0	1	5	5	13	13	22	13	4	11	69	18	174
Average duration of outage (in minutes)	0	420	131	147	81	59	27	101	75	103	4	88	51
Outages Due to All Other Causes													
Number of Customers	4	8	8	12	361	290	169	105	65	93	58	255	1,428
Number Outages	4	8	5	12	40	53	89	86	55	62	7	38	459
Average duration of outage (in minutes)	263	131	54	124	14	23	57	113	91	68	11	23	66
<u>Total</u>													
Number of Customers	4	9	14	17	378	310	270	122	70	104	3,728	291	5,317
Number Outages	4	9	10	17	53	66	111	99	59	73	76	56	633
Average duration of outage (in minutes)	263	163	93	131	30	30	51	111	90	73	4	44	62

CenterPoint Energy
Service Quality Report

MOPS Reportable Events

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 relight?	What was the longest time a customer was without gas during this incident?
54th & Wood dale Ave, Edina	1/6/2011	None	Passer By	Leak on Main	Repaired main	CPE spoke with homeowners	Yes	No loss of customers/ evacuations	No Loss of customers
53 St NE & Rachele Ave NE, Otsego	1/17/2011	None	Excavator	Excavator hit properly marked main	We ran a temporary bypass so we didn't loose any customers	None were needed	No	No loss of customers	No Loss of customers
521 S Front St Mankato	2/28/2011	1	Employee at this address	Failed Mechanical fitting	Temp repair	CPE Spoke with employee of this business	No	Company	7 hrs
7600 Laredo Rd, Chanhassen	3/10/2011	1	911	Leak on Inside meter	Repaired leak	CPE Spoke to the customer	No	No loss of customers	No Loss of customers
60 St Ea & Nicollet Ave SO, Minneapolis	3/17/2011	None	Employee	Under investigation	Removed section of main	None were needed	Yes	No loss of customers/ evacuations	No Loss of customers
Lake St So & Pleasant Ave, Big Lake	4/15/2011	None	911	Excavator augered into properly marked main	Repaired main	None were needed	No	No loss of customers	No Loss of customers
9481 Saratoga La No, Maple Grove	4/16/2011	1	911	Unknown	Service line cut	CPE Spoke with homeowner	No	Neither	No gas until house rebuilt
Highway 169 & Bren Rd, Minnetonka	4/20/2011	None	911	Excavator hit properly marked main	Repaired main	None were needed	Yes	No loss of customers	No Loss of customers
Eden Prairie Rd & Valley View Rd, Eden Prairie	4/21/2011	1	911	Excavator bored through a properly marked service line	Repair line	CPE Spoke with Fire Department	No	Company	2 hrs
Highway 5 & County Rd 4, Eden Prairie	5/3/2011	314	Passer By	Excavator bored through a properly marked Main	Repaired Main	CPE contacted homeowners by message via phone of how to contact CPE for light up-reverse 911	No	Company	7 hrs
4040 W 70 St, Edina	5/4/2011	2	911	Excavator hooked a abandon phone line which hooked our gas main	Repaired Main	CPE spoke with Customers	No	Company	2 hrs
30th Ave NE & Stinson Blvd, St Anthony	5/10/2011	48	911	Contractor drilled into main	Temporary Bypass/Repair	CPE spoke with Customers	Yes	No loss of customers/ Large evacuation	Company
85th Ave No & Queen Ave No, Brooklyn Park	5/11/2011	44	911	Contractor spotted the abanoned main and thought it was the live and hit the live line	Repaired main	CPE spoke with Customers	No	Company	7 hrs
741 1 St So, Willmar	5/15/2011	1	911	Car drove into meter	Repaired Meter & Service	CPE spoke with the Customers	No	Company	2 hrs
901 Parker Ave We, Dassel	5/18/2011	1	911	House fire	Cut service back	CPE spoke with Customers	No	No relights until house is rebuilt	Not until home is rebuilt
58 Ave NE & 2 1/2 St NE, Fridley	5/19/2011	149	911	Excavator tore a 3" main from a 12" main	Repaired Main	CPE spoke with Customers	No	Company	7 hrs
North Minneapolis	5/22/2011	14	911/Customers called	Tornados	Repaired services	CPE spoke with Customers	Yes	Gas off until homes are safe to reconnect	13 Days
3944 Enchanted Lane, Minnetrista	5/27/2011	1	911	Fire/Explosion	Cut service back	CPE spoke with Customers	No	No one relight/house was a loss	Not until home is rebuilt
600 2nd St We, Mankato	5/30/2011	26	911	Excavator hit main	Repaired main	CPE spoke with Customers	No	Company	14 hrs

CenterPoint Energy
Service Quality Report

MOPS Reportable Events

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 relight?	What was the longest time a customer was without gas during this incident?
7501 & 7505 Kentucky Ave NO, Brooklyn Park	6/1/2011	2	911	Fire-Cause customer piping- Gas range	Shut of gass	CPE spoke with customer	Yes	No relights until repairs are made	No relights until repairs are made
1 Ave NW & 3 St NW, New Prague	6/7/2011	20	911	Excavator hit main	Repaired main	CPE spoke with Customers	Yes	Company	5 hrs
Riverside & Franklin Ave So, Minneapolis	6/10/2011	None	Michels	Combustion-Michels employee was burned	No damage to our facilities	None were needed	No	No loss of customers	No loss of customers
9904 Yosemite Rd, Bloomington	6/12/2011	1	911	Excavator hit main	Repaired main	CPE spoke with Customers	No	Company	3 hrs
County Rd 30 & Garland Lane, Maple Grove	6/16/2011	None	911	Excavator hit properly marked main	Repaired main	None were needed	No	No loss of customers	No loss of customers
Highway 7 & Mill Rd, Excelsior	6/20/2011	None	911	Excavator hit properly marked main	Repaired main	None were needed	No	No loss of customers	No loss of customers
126 St We & Pillsbury Ave So, Burnsville	6/23/2011	2	911	Excavator bored through 2 services	Repaired Services	CPE spoke with Customers	Yes	Company	3 hrs 45 minutes
106 St We & Dupont Rd, Bloomington	6/30/2011	53	911	Excavator dropped a piece of concrete onto a main	Repaired Main	CPE spoke with Customers	No	Company	10 hrs
Medicine Lake Rd & Rosalyn Ct, New Hope	7/1/2011	60	911	Contractor hit main	Repaired Main	CPE spoke with Customers	No	Company	5.5 hrs
320 4 St No, Sauk Center	7/10/2011	1	911	Tornado	Shut off gas	CPE spoke with Customer	No	Gas off until home repaired	Gas off until home repaired
7309 Schey Dr, Edina	7/11/2011	1	911	Lightning/Fire	Shut gas off to home	CPE spoke with Customer	No	Gas off until home is repaired	Gas off until home repaired
4110 78 Ct No, Brooklyn Park	7/15/2011	1	911	Lightning/Fire	Shut off Gas	CPE spoke with Customer	No	Gas off until home repaired	Gas off until home repaired
7200 Dupont Ave No, Brooklyn Park	7/15/2011	1	911	Lightning/Fire	Shut off Gas	CPE spoke with Customer	NO	Gas off until home rebuilt	Gas off until home rebuilt
9 Ave & 7th St, Howard Lake	7/19/2011	1	911	Damaged Main	Repaired main	CPE Spoke with Customer	No	Crew repaired main	2 hrs
12275 88 PL No, Maple Grove	7/22/2011	1	911	Fire	Shut off Gas	CPE spoke with Customer	Yes	Gas off until home rebuilt	Gas off until home rebuilt
4314 Morgan Ave No, Minneapolis	7/30/2011	1	911	Fire	Shut off Gas	CPE spoke with Customer	No	Gas off until home rebuilt	Gas off until home rebuilt
44534 Virgo Rd, Garrison	7/31/2011	1	911	Fire	Shut off Gas	CPE spoke with Customer	No	Gas off until home rebuilt	Gas off until home rebuilt
23427 Inca St NW, St Francis	8/2/2011	1	911	Lightning/Fire	Replaced Mete,Riser& Service	CPE spoke with Customer	No	Company	3 hrs
Highview Av & 175 St we, Lakeville	8/9/2011	None	911	Excavator damaged a properly marked main	Repaired main	None were needed	No	No loss of customers	No loss of customers
8434 Sumter Ci, Brooklyn Park	8/18/2011	1	911	Fire	Shut gas off to home	CPE spoke with Customer	Yes	Neither	No gas until house rebuilt
18276 Ixonia Ave, Lakeville	8/18/2011	1	911	Fire	Shut gas off to home	CPE spoke with Customer	Yes	Neither	No gas until house rebuilt
W 74 St & Bryant Ave So, Richfield	8/18/2011	2	911	Explosion & Fire	Shut gas off to home	CPE spoke with customers	Yes	Gas off until 1 homes rebuilt and they other repaired	No gas until house rebuilt/repaired
709 Wayzata Blvd, Wayzata	8/19/2011	1	911	Fire	Shut gas off to home	CPE spoke with Customer	Yes	Neither	No gas until house rebuilt
17526 Haverhill Ci, Lakeville	8/22/2011	1	911	Fire	Shut off gas to home	CPE spoke with Customer	Yes	Neither	Not until home is repaired
5300 Oak Grove Pkwy, Brooklyn Park	8/23/2011	1	911	Fire	Shut gas off to home	CPE spoke with Customer	No	Neither	Not until home is repaired

CenterPoint Energy
Service Quality Report

MOPS Reportable Events

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 relight?	What was the longest time a customer was without gas during this incident?
12055 41 Ave No, Plymouth	8/26/2011	1	911	Fire	Shut gas off to home	CPE spoke with Customer	Yes	Gas off until home rebuilt	Gas off until home rebuilt
200 46 St we, MPLS	8/31/2011	2	911	Hit Service	Repaired line	CPE spoke with Customers	No	Company	4 hrs
36 St We & Bryant Ave So, MPLS	9/8/2011	None	911	Excavator hit electric line causing a fire near our line. No damage to our line	No damage to our facilities	None were needed	Yes	No loss of customers	No loss of customers
2145 37 Ave No, MPLS	40794	1	911 Hit Service	Repaired line	CPE spoke with Customers	No	Company	1 hr	
3115 Bryant Ave So, MPLS	40800	2	911 Fire	Shut Gas Off	CPE spoke with Customer	Yes	Gas off until repairs can be done	Gas off until home repaired	
5295 Highway 12, Maple Plaine	40801	1	911 Leaking Service	Repaired line	CPE spoke with Customer	No	Company	4 hrs	
Morris, Hancock & Benson	40809	3600 Northern Natural	Excavator working without a locate hit Northern Natural line	NN repaired their line. We shut off, turned on and relite 3600 customers	CPE spoke with customers	Yes	Company	5 days	
2600 Hoffman Rd, Mankato	40814	205	911 Excavator was working outside the scope of their ticket & hit our main	Excavator hit properly marked service	Repaired line	CPE Spoke with Customers	Yes	Company	4 days
15450 Cedar Ave, Apple Valley	40816 None		Excavator hit properly marked service to building under construction	Excavator hit properly marked service	repaired line	None were needed	No	No loss of customers	Building not using gas yet, relights not needed
155 Meadowview La, Medina	40817	1	911 Fire	Shut gas off	CPE Spoke with Customer	No	Gas off until repairs are made	Gas off until home repaired	
10924 Girard Cur, Bloomington	40828	1	911 Fire	Shut gas off	CPE Spoke with Customer	No	Gas off until repairs are made	Gas off until home repaired	
89th Ave No & Rice Lake Rd, Maple Grove	40828 None		911 Excavator hit properly marked main	Repaired main	None were needed	No	No Loss of customers	No Loss of customers	
15 St NE & Labeaux Ave No, St Michael	40840	6	911 Hit main	Repaired main	CPE Spoke with Customer	No	Company relite	5 hrs	
1100 19 Ave SW, Willmar	40843	1	911 Hit Service line	Repaired service	CPE Spoke with Customer	No	Company	3 hrs	
14530 27 Ave No, Plymouth	40843 None		911 Excavator hit a properly marked main	Repaired main	None were needed	No	No loss of customers	No loss of customers	
5300 Oak Grove Pkwy, Brooklyn Park	40843 None		911 Excavator hit a properly marked service	Repaired service	None were needed	No	No loss of customers	Building under construction, not using gas yet	
1027 29 Ave SE, MPLS	40855	1	911 Hit Service line	Repaired service	CPE Spoke with Customer	No	Company	2.5 hrs	
601 3 Ave SW, Alexandria	40858	1	911 Hit Service line	Repaired service	CPE Spoke with Customer	No	Company	8 hrs	
14678 Cedar Ave So, Apple Valley	40861	1	911 Hit Service line	Repaired service	CPE Spoke with Customer	No	Company	2 hrs	
Bass Lake Rd & Glacier Lane, Maple Grove	40868 None	Michels	Contractor working for CPE pulled service tee off main	Repaired main	None were needed	No	No loss of customers	No Loss of customers	
10425 Twin Lake Rd, Elk River	40869 None		911 Excavator was working outside their locate request and damaged our main	Repaired main	None were needed	No	No loss of customers	No Loss of customers	

CenterPoint Energy
Service Quality Report

MOPS Reportable Events

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 relight?	What was the longest time a customer was without gas during this incident?
109 Lane & Robinson Dr, Coon Rapids	40889	1		911 Hit main	Repaired main	CPE Spoke with Customer	No	Company	2 hrs
Industrial Blvd & Elk Lake Rd NW, Elk River	40890	3		911 Hit main	Repaired main	CPE Spoke with Customers	No	Company	2.5 hrs
Bass Lake Rd & Vicksburg La, Maple Grove	40892	None		911 Excavator hit properly marked main	Repaired main	None were needed	No	No loss of customers	No Loss of customers
1350 Budd Ave, Maple Plaine	40899	1		911 Leak on customer piping	Shut off gas to home	CPE Spoke with Customer	No	Company	Not until repairs are made

CenterPoint Energy Minnesota Gas
Service Quality Report

System Integrity or Pressure Issue Outages

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 relight?	What was the longest time a customer was without gas during this incident?
Morris, Benson, Hancock	9/23/2011	3600	Northern Natural	Hit Northern Natural Line	Shut off meters and once Northern Natural Completed their repair we did light ups for all the customers	CPE Spoke with Customers	Yes	Company	4 days
Kimball	12/6/2011	364	No gas complaints	Regulator at reg. station stuck	Repaired regulator	CPE Spoke with Customers	No	Company	13.5 hrs

**CenterPoint Energy
Service Quality Report**

Emergency Gas Response Times

	Jan-2011	Feb-2011	Mar-2011	Apr-2011	May-2011	Jun-2011	Jul-2011	Aug-2011	Sep-2011	Oct-2011	Nov-2011	Dec-2011	YTD 2011
Calls Responded to in one hour or less													
Metro	3,108	2,367	2,572	2,415	2,802	2,140	2,082	2,427	3,541	3,191	2,874	2,535	32,054
Outstate	308	237	239	200	203	236	228	261	352	346	285	234	3,129
Combined	3,416	2,604	2,811	2,615	3,005	2,376	2,310	2,688	3,893	3,537	3,159	2,769	35,183
Calls Responded to in over one hour													
Metro	407	333	302	228	275	216	243	228	540	390	414	316	3,892
Outstate	72	58	42	33	30	36	46	56	51	59	52	45	580
Combined	479	391	344	261	305	252	289	284	591	449	466	361	4,472
Total Calls													
Metro	3,515	2,700	2,874	2,643	3,077	2,356	2,325	2,655	4,081	3,581	3,288	2,851	35,946
Outstate	380	295	281	233	233	272	274	317	403	405	337	279	3,709
Combined	3,895	2,995	3,155	2,876	3,310	2,628	2,599	2,972	4,484	3,986	3,625	3,130	39,655
Percent Responded to in one hour or less													
Metro	88.42%	87.67%	89.49%	91.37%	91.06%	90.83%	89.55%	91.41%	86.77%	89.11%	87.41%	88.92%	89.17%
Outstate	81.05%	80.34%	85.05%	85.84%	87.12%	86.76%	83.21%	82.33%	87.34%	85.43%	84.57%	83.87%	84.36%
Combined	87.70%	86.94%	89.10%	90.92%	90.79%	90.41%	88.88%	90.44%	86.82%	88.74%	87.14%	88.47%	88.72%
Percent responded to in over one hour													
Metro	11.58%	12.33%	10.51%	8.63%	8.94%	9.17%	10.45%	8.59%	13.23%	10.89%	12.59%	11.08%	10.83%
Outstate	18.95%	19.66%	14.95%	14.16%	12.88%	13.24%	16.79%	17.67%	12.66%	14.57%	15.43%	16.13%	15.64%
Combined	12.30%	13.06%	10.90%	9.08%	9.21%	9.59%	11.12%	9.56%	13.18%	11.26%	12.86%	11.53%	11.28%
Average number of minutes to respond to an emergency													
Metro	36	36	34	33	32	32	34	32	35	35	35	35	34
Outstate	37	37	35	34	35	34	36	37	34	35	37	33	35
Combined	36	36	34	33	33	33	34	33	35	35	36	35	34



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form 2011

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-861-8451

Email Address: 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.	1,887	212	7	1	
> 10 min. to 20 min.	832	704	10	1	1
> 20 min. to 40 min.	776	1,684	27	2	3
> 40 min. to 60 min.	266	816	23	11	3
> 60 min. to 80 min.	92	298	26	16	12
> 80 min. to 100 min.	23	129	30	12	8
> 100 min. to 120 min	10	33	36	29	12
> 2 hrs to 3 hrs	9	19	45	73	83
> 3 hrs to 4 hrs			9	21	36
> 4 hrs to 6 hrs			2	32	30
> 6 hrs to 8 hrs			1	6	14
> 8 hrs				12	14
Total	3,895	3,895	216	216	216

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
or Fax: 651-296-9641

For more information call 651-296-9636



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Phone: 612-861-8451

Email Address: bryan.bruley@centerpointenergy.com

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January	February
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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	199	6	4	2
> 10 min. to 20 min.	609	536	6		
> 20 min. to 40 min.	601	1,268	19	4	
> 40 min. to 60 min.	200	601	33	6	2
> 60 min. to 80 min.	83	228	31	16	9
> 80 min. to 100 min.	32	110	27	18	14
> 100 min. to 120 min	11	35	26	20	14
> 2 hrs to 3 hrs	4	18	37	59	57
> 3 hrs to 4 hrs			6	31	39
> 4 hrs to 6 hrs			3	17	31
> 6 hrs to 8 hrs				13	16
> 8 hrs				6	10
Total	2,995	2,995	194	194	194

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.

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January	February
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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.	1,581	220	8		
> 10 min. to 20 min.	634	630	12	5	
> 20 min. to 40 min.	631	1,335	30	7	3
> 40 min. to 60 min.	215	626	30	13	7
> 60 min. to 80 min.	59	221	24	10	11
> 80 min. to 100 min.	23	87	36	25	18
> 100 min. to 120 min	7	20	20	16	17
> 2 hrs to 3 hrs	5	16	38	57	50
> 3 hrs to 4 hrs			4	37	41
> 4 hrs to 6 hrs			4	23	34
> 6 hrs to 8 hrs				5	13
> 8 hrs				8	12
Total	3,155	3,155	206	206	206

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.

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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.	1,585	194	6	1	
> 10 min. to 20 min.	571	664	14	2	1
> 20 min. to 40 min.	507	1,235	35	6	1
> 40 min. to 60 min.	149	522	37	14	3
> 60 min. to 80 min.	42	185	39	18	6
> 80 min. to 100 min.	9	46	28	25	19
> 100 min. to 120 min	5	15	23	20	19
> 2 hrs to 3 hrs	8	15	37	75	72
> 3 hrs to 4 hrs			4	30	34
> 4 hrs to 6 hrs			2	27	43
> 6 hrs to 8 hrs			1	5	18
> 8 hrs				3	10
Total	2,876	2,876	226	226	226

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
or Fax: 651-296-9641

For more information call 651-296-9636



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form 2011

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-861-8451

Email Address: 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.	1,858	259	12	3	1
> 10 min. to 20 min.	654	768	9	4	
> 20 min. to 40 min.	531	1,406	35	7	5
> 40 min. to 60 min.	157	572	31	12	4
> 60 min. to 80 min.	66	168	34	18	11
> 80 min. to 100 min.	20	78	36	36	13
> 100 min. to 120 min	8	27	25	25	25
> 2 hrs to 3 hrs	16	32	37	71	77
> 3 hrs to 4 hrs			5	28	41
> 4 hrs to 6 hrs			1	14	30
> 6 hrs to 8 hrs			2	2	8
> 8 hrs				7	12
Total	3,310	3,310	227	227	227

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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Minnesota Office of Pipeline Safety

Emergency Response Reporting Form 2011

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-861-8451

Email Address: 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.	1,417	190	7		
> 10 min. to 20 min.	568	579	14		
> 20 min. to 40 min.	409	1,150	33	5	
> 40 min. to 60 min.	154	448	42	20	2
> 60 min. to 80 min.	46	161	37	19	9
> 80 min. to 100 min.	11	65	20	25	22
> 100 min. to 120 min	6	12	18	31	30
> 2 hrs to 3 hrs	5	11	24	47	50
> 3 hrs to 4 hrs			5	31	40
> 4 hrs to 6 hrs			5	23	36
> 6 hrs to 8 hrs				3	9
> 8 hrs			1	2	8
Total	2,616	2,616	206	206	206

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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For more information call 651-296-9636



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form 2011

Reporting Company: CenterPoint EnergyContact Person: Bryan BruleyPhone: 612-861-8451Email Address: 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.	1,313	160	15	3	
> 10 min. to 20 min.	531	530	11	2	3
> 20 min. to 40 min.	518	1,118	44	10	1
> 40 min. to 60 min.	155	502	31	12	6
> 60 min. to 80 min.	53	197	33	27	12
> 80 min. to 100 min.	18	58	14	27	16
> 100 min. to 120 min	5	19	16	24	28
> 2 hrs to 3 hrs	6	15	18	43	48
> 3 hrs to 4 hrs			1	18	30
> 4 hrs to 6 hrs			2	16	31
> 6 hrs to 8 hrs				3	9
> 8 hrs					1
Total	2,599	2,599	185	185	185

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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For more information call 651-296-9636



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form 2011

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-861-8451

Email Address: 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.	1,572	193	9	5	-
> 10 min. to 20 min.	597	660	14	3	1
> 20 min. to 40 min.	552	1,282	47	5	1
> 40 min. to 60 min.	162	553	40	11	4
> 60 min. to 80 min.	67	181	39	36	9
> 80 min. to 100 min.	16	75	31	36	15
> 100 min. to 120 min	4	21	22	35	32
> 2 hrs to 3 hrs	2	7	26	57	73
> 3 hrs to 4 hrs	-	-	4	25	51
> 4 hrs to 6 hrs	-	-	-	14	28
> 6 hrs to 8 hrs	-	-	-	3	12
> 8 hrs	-	-	-	2	6
Total	2,972	2,972	232	232	232

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 2011

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-861-8451

Email Address: 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.	2,261	291	16	1	1
> 10 min. to 20 min.	821	964	13	3	1
> 20 min. to 40 min.	823	1,850	43	12	2
> 40 min. to 60 min.	336	788	46	21	6
> 60 min. to 80 min.	141	354	39	25	18
> 80 min. to 100 min.	61	132	29	36	19
> 100 min. to 120 min	22	64	19	26	26
> 2 hrs to 3 hrs	18	39	17	64	68
> 3 hrs to 4 hrs	1	2	4	19	44
> 4 hrs to 6 hrs				16	28
> 6 hrs to 8 hrs				2	9
> 8 hrs				1	4
Total	4,484	4,484	226	226	226

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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For more information call 651-296-9636



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form 2011

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-861-8451

Email Address: 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.	1,959	235	8	1	1
> 10 min. to 20 min.	845	821	20	2	2
> 20 min. to 40 min.	774	1,683	33	7	-
> 40 min. to 60 min.	259	798	46	20	3
> 60 min. to 80 min.	84	270	31	29	22
> 80 min. to 100 min.	34	107	28	34	23
> 100 min. to 120 min	15	42	23	22	24
> 2 hrs to 3 hrs	15	29	28	58	54
> 3 hrs to 4 hrs			5	33	53
> 4 hrs to 6 hrs	1	1	2	15	28
> 6 hrs to 8 hrs				3	13
> 8 hrs					1
Total	3,986	3,986	224	224	224

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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For more information call 651-296-9636



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form 2011

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: 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.	1,704	209	9	1	-
> 10 min. to 20 min.	822	670	11	1	1
> 20 min. to 40 min.	689	1,609	52	10	2
> 40 min. to 60 min.	240	671	30	15	6
> 60 min. to 80 min.	107	302	24	18	14
> 80 min. to 100 min.	36	98	22	31	21
> 100 min. to 120 min	15	42	17	22	22
> 2 hrs to 3 hrs	12	24	28	50	48
> 3 hrs to 4 hrs			6	22	34
> 4 hrs to 6 hrs			1	21	33
> 6 hrs to 8 hrs				5	9
> 8 hrs				4	10
Total	3,625	3,625	200	200	200

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

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Emergency Response Reporting Form 2011

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-861-8451

Email Address: 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.	1,554	177	8	1	
> 10 min. to 20 min.	712	628	12	3	1
> 20 min. to 40 min.	560	1,335	34	5	2
> 40 min. to 60 min.	188	629	32	11	9
> 60 min. to 80 min.	76	236	23	31	11
> 80 min. to 100 min.	20	71	23	20	20
> 100 min. to 120 min	14	31	20	16	14
> 2 hrs to 3 hrs	6	22	29	51	54
> 3 hrs to 4 hrs		1	4	28	31
> 4 hrs to 6 hrs				14	23
> 6 hrs to 8 hrs				3	8
> 8 hrs				2	12
Total	3,130	3,130	185	185	185

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

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CenterPoint Energy
Service Quality Report

Schedule 13

Customer Service Related Expenses ⁽¹⁾

	Jan-2011	Feb-2011	Mar-2011	Apr-2011	May-2011	Jun-2011	Jul-2011	Aug-2011	Sep-2011	Oct-2011	Nov-2011	Dec-2011	YTD 2011
Customer Service Related Expenses	\$1,788,000	\$2,021,000	\$2,122,000	\$1,961,000	\$2,120,000	\$2,466,000	\$2,163,000	\$2,191,000	\$2,148,000	\$2,437,000	\$2,266,000	\$1,720,000	\$25,403,000

⁽¹⁾ FERC accounts 901 and 903 plus payroll taxes and benefits.

CenterPoint Energy
Service Quality Report

Steel Service Line Relocations

Installation	Order	Work Description	TECO Date	Cost Element	Cost Element Desc	Total Additions
2944187	58253525	MI1 Investigate - Other -AMJACOBS	7/11/2011	COAR/643001	Un labor-ST-IntAlloc	\$34.13
	58253525 Total					\$34.13
2944187	58677808	XXSWM Relocate Service Line-Steel - CPAY	12/30/2011	COAR/641006	Restoration OH	\$1,371.46
2944187	58677808	XXSWM Relocate Service Line-Steel - CPAY	12/30/2011	COAR/641001	Construction OH	\$3,226.04
2944187	58677808	XXSWM Relocate Service Line-Steel - CPAY	12/30/2011	COAR/641002	Stores Overhead	\$145.03
2944187	58677808	XXSWM Relocate Service Line-Steel - CPAY	12/30/2011	COAR/641005	Stores Overhead -Qty	\$33.36
2944187	58677808	XXSWM Relocate Service Line-Steel - CPAY	12/30/2011	COAR/643502	Fleet Pool Vehicles	\$20.00
2944187	58677808	XXSWM Relocate Service Line-Steel - CPAY	12/30/2011	COAR/643001	Un labor-ST-IntAlloc	\$136.50
2944187	58677808	XXSWM Relocate Service Line-Steel - CPAY	12/30/2011	COAR/643001	Un labor-ST-IntAlloc	
2944187	58677808	XXSWM Relocate Service Line-Steel - CPAY	12/30/2011	COAR/530999	M&S-Inventory Issued	\$1,208.56
2944187	58677808	XXSWM Relocate Service Line-Steel - CPAY	12/30/2011	COAR/540010	Maint Services-Other	\$418.97
2944187	58677808	XXSWM Relocate Service Line-Steel - CPAY	12/30/2011	COAR/540080	Billable Cntrctd Lbr	\$13,578.05
	58677808 Total					\$20,137.97
2944187	58678080	MI **8/9/11 AM** Replace Meter & Set - O	8/11/2011	COAR/641001	Construction OH	\$271.14
2944187	58678080	MI **8/9/11 AM** Replace Meter & Set - O	8/11/2011	COAR/641002	Stores Overhead	\$85.18
2944187	58678080	MI **8/9/11 AM** Replace Meter & Set - O	8/11/2011	COAR/641005	Stores Overhead -Qty	\$7.92
2944187	58678080	MI **8/9/11 AM** Replace Meter & Set - O	8/11/2011	COAR/643502	Fleet Pool Vehicles	\$75.30
2944187	58678080	MI **8/9/11 AM** Replace Meter & Set - O	8/11/2011	COAR/643001	Un labor-ST-IntAlloc	\$53.48
2944187	58678080	MI **8/9/11 AM** Replace Meter & Set - O	8/11/2011	COAR/643001	Un labor-ST-IntAlloc	\$452.49
2944187	58678080	MI **8/9/11 AM** Replace Meter & Set - O	8/11/2011	COAR/530999	M&S-Inventory Issued	\$709.85
	58678080 Total					\$1,655.36
2944187	58989490	Investigate - Other	8/11/2011	COAR/641002	Stores Overhead	\$2.78
2944187	58989490	Investigate - Other	8/11/2011	COAR/641005	Stores Overhead -Qty	\$3.60
2944187	58989490	Investigate - Other	8/11/2011	COAR/643001	Un labor-ST-IntAlloc	\$426.56
2944187	58989490	Investigate - Other	8/11/2011	COAR/643001	Un labor-ST-IntAlloc	
2944187	58989490	Investigate - Other	8/11/2011	COAR/530999	M&S-Inventory Issued	\$23.16
	58989490 Total					\$456.10
2944187	59021933	Repair Service Line-Steel	8/11/2011	COAR/643001	Un labor-ST-IntAlloc	\$176.09
2944187	59021933	Repair Service Line-Steel	8/11/2011	COAR/643001	Un labor-ST-IntAlloc	\$308.10
2944187	59021933	Repair Service Line-Steel	8/11/2011	COAR/643001	Un labor-ST-IntAlloc	
	59021933 Total					\$484.19
2944187 Total						\$22,767.75
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/641006	Restoration OH	\$5,013.34
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/641001	Construction OH	\$11,486.98
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/641002	Stores Overhead	\$333.36
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/641005	Stores Overhead -Qty	\$43.20
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/643502	Fleet Pool Vehicles	\$311.95
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/643502	Fleet Pool Vehicles	\$275.44
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/643502	Fleet Pool Vehicles	\$236.38
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/643001	Un labor-ST-IntAlloc	\$4,039.28
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/643002	Un labor 1 1/2-IntAl	\$2,441.58
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/643001	Un labor-ST-IntAlloc	
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/530010	M&S - Non Inv	\$947.72
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/530999	M&S-Inventory Issued	\$2,778.01
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/540080	Billable Cntrctd Lbr	\$43,652.57
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/550041	Courier Expense	\$16.95
	56372071 Total					\$71,576.76
3156112	56597746	GMT Investigate - Other	2/2/2011	COAR/643001	Un labor-ST-IntAlloc	\$48.51
3156112	56597746	GMT Investigate - Other	2/2/2011	COAR/643001	Un labor-ST-IntAlloc	
	56597746 Total					\$48.51
3156112	56916276	GMT Investigate - Other	2/24/2011	COAR/643001	Un labor-ST-IntAlloc	\$226.86
3156112	56916276	GMT Investigate - Other	2/24/2011	COAR/643001	Un labor-ST-IntAlloc	
	56916276 Total					\$226.86
3156112	57405877	GMT Investigate - Other	4/11/2011	COAR/643001	Un labor-ST-IntAlloc	\$94.17
3156112	57405877	GMT Investigate - Other	4/11/2011	COAR/643502	Fleet Pool Vehicles	\$9.80
3156112	57405877	GMT Investigate - Other	4/11/2011	COAR/643001	Un labor-ST-IntAlloc	\$87.92
3156112	57405877	GMT Investigate - Other	4/11/2011	COAR/643001	Un labor-ST-IntAlloc	
	57405877 Total					\$191.89
3156112	57816491	GMT Investigate - Other	5/3/2011	COAR/643001	Un labor-ST-IntAlloc	\$65.63
3156112	57816491	GMT Investigate - Other	5/3/2011	COAR/643001	Un labor-ST-IntAlloc	
	57816491 Total					\$65.63
3156112	57908655	GMT Investigate - Other	5/9/2011	COAR/643001	Un labor-ST-IntAlloc	\$34.24
3156112	57908655	GMT Investigate - Other	5/9/2011	COAR/643001	Un labor-ST-IntAlloc	
	57908655 Total					\$34.24
3156112	57939729	GMT Investigate - Other	5/11/2011	COAR/643001	Un labor-ST-IntAlloc	\$109.15
3156112	57939729	GMT Investigate - Other	5/11/2011	COAR/643001	Un labor-ST-IntAlloc	
	57939729 Total					\$109.15
3156112	58088609	C&M Repair Gas Meter - AMJACOBS	5/24/2011	COAR/643502	Fleet Pool Vehicles	\$38.75
3156112	58088609	C&M Repair Gas Meter - AMJACOBS	5/24/2011	COAR/643502	Fleet Pool Vehicles	\$41.94
3156112	58088609	C&M Repair Gas Meter - AMJACOBS	5/24/2011	COAR/643001	Un labor-ST-IntAlloc	\$314.00
3156112	58088609	C&M Repair Gas Meter - AMJACOBS	5/24/2011	COAR/643001	Un labor-ST-IntAlloc	\$328.40
	58088609 Total					\$723.09

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Installation	Order	Work Description	TECO Date	Cost Element	Cost Element Desc	Total Additions
3156112	58089517	GMT Investigate - Other	5/24/2011	COAR/643001	Un labor-ST-IntAlloc	\$173.36
3156112	58089517	GMT Investigate - Other	5/24/2011	COAR/643001	Un labor-ST-IntAlloc	
	58089517 Total					\$173.36
3156112	58334276	GMT Investigate - Other	6/14/2011	COAR/643001	Un labor-ST-IntAlloc	\$4.99
3156112	58334276	GMT Investigate - Other	6/14/2011	COAR/643001	Un labor-ST-IntAlloc	
	58334276 Total					\$4.99
3156112	58336260	Replace Service Line-Steel - AMJACOBS	10/25/2011	COAR/641006	Restoration OH	\$1,209.87
3156112	58336260	Replace Service Line-Steel - AMJACOBS	10/25/2011	COAR/641001	Construction OH	\$2,745.03
3156112	58336260	Replace Service Line-Steel - AMJACOBS	10/25/2011	COAR/641002	Stores Overhead	\$116.75
3156112	58336260	Replace Service Line-Steel - AMJACOBS	10/25/2011	COAR/641005	Stores Overhead -Qty	\$22.56
3156112	58336260	Replace Service Line-Steel - AMJACOBS	10/25/2011	COAR/643001	Un labor-ST-IntAlloc	
3156112	58336260	Replace Service Line-Steel - AMJACOBS	10/25/2011	COAR/530999	M&S-Inventory Issued	\$972.92
3156112	58336260	Replace Service Line-Steel - AMJACOBS	10/25/2011	COAR/540080	Billable Cntrctd Lbr	\$12,098.66
	58336260 Total					\$17,165.79
3156112	59494757	CMSEM3 Relocate Service Line-Plastic - A	12/30/2011	COAR/641006	Restoration OH	\$1,147.29
3156112	59494757	CMSEM3 Relocate Service Line-Plastic - A	12/30/2011	COAR/641001	Construction OH	\$2,459.81
3156112	59494757	CMSEM3 Relocate Service Line-Plastic - A	12/30/2011	COAR/641002	Stores Overhead	\$24.80
3156112	59494757	CMSEM3 Relocate Service Line-Plastic - A	12/30/2011	COAR/641005	Stores Overhead -Qty	\$5.28
3156112	59494757	CMSEM3 Relocate Service Line-Plastic - A	12/30/2011	COAR/643502	Fleet Pool Vehicles	\$33.80
3156112	59494757	CMSEM3 Relocate Service Line-Plastic - A	12/30/2011	COAR/643001	Un labor-ST-IntAlloc	\$248.40
3156112	59494757	CMSEM3 Relocate Service Line-Plastic - A	12/30/2011	COAR/530999	M&S-Inventory Issued	\$489.84
3156112	59494757	CMSEM3 Relocate Service Line-Plastic - A	12/30/2011	COAR/540080	Billable Cntrctd Lbr	\$11,696.64
	59494757 Total					\$16,105.86
3156112	59701053	CMSWM3 Repair Service Line-Plastic - AMJ	10/28/2011	COAR/641002	Stores Overhead	\$68.92
3156112	59701053	CMSWM3 Repair Service Line-Plastic - AMJ	10/28/2011	COAR/641005	Stores Overhead -Qty	\$9.84
3156112	59701053	CMSWM3 Repair Service Line-Plastic - AMJ	10/28/2011	COAR/643502	Fleet Pool Vehicles	\$154.39
3156112	59701053	CMSWM3 Repair Service Line-Plastic - AMJ	10/28/2011	COAR/643001	Un labor-ST-IntAlloc	\$1,253.94
3156112	59701053	CMSWM3 Repair Service Line-Plastic - AMJ	10/28/2011	COAR/643002	Un Labor 1 1/2-IntAl	\$359.10
3156112	59701053	CMSWM3 Repair Service Line-Plastic - AMJ	10/28/2011	COAR/643001	Un labor-ST-IntAlloc	\$273.00
3156112	59701053	CMSWM3 Repair Service Line-Plastic - AMJ	10/28/2011	COAR/530999	M&S-Inventory Issued	\$574.36
	59701053 Total					\$2,693.55
3156112	59790159	GMT Investigate - Other	10/27/2011	COAR/641002	Stores Overhead	\$2.43
3156112	59790159	GMT Investigate - Other	10/27/2011	COAR/641005	Stores Overhead -Qty	\$0.96
3156112	59790159	GMT Investigate - Other	10/27/2011	COAR/643001	Un labor-ST-IntAlloc	\$72.77
3156112	59790159	GMT Investigate - Other	10/27/2011	COAR/530999	M&S-Inventory Issued	\$20.21
	59790159 Total					\$96.37
3156112	59908436	GMT Investigate - Other	11/4/2011	COAR/643001	Un labor-ST-IntAlloc	\$87.75
	59908436 Total					\$87.75
3156112 Total						\$109,303.80
3157860	56932672	GMT Investigate - Other	2/22/2011	COAR/643001	Un labor-ST-IntAlloc	\$62.78
3157860	56932672	GMT Investigate - Other	2/22/2011	COAR/643001	Un labor-ST-IntAlloc	
	56932672 Total					\$62.78
3157860	58165176	Relocate Service Line-Steel - CPAY - AMJ	7/28/2011	COAR/641006	Restoration OH	\$3,074.82
3157860	58165176	Relocate Service Line-Steel - CPAY - AMJ	7/28/2011	COAR/641001	Construction OH	\$7,505.73
3157860	58165176	Relocate Service Line-Steel - CPAY - AMJ	7/28/2011	COAR/641002	Stores Overhead	\$584.55
3157860	58165176	Relocate Service Line-Steel - CPAY - AMJ	7/28/2011	COAR/641005	Stores Overhead -Qty	\$100.56
3157860	58165176	Relocate Service Line-Steel - CPAY - AMJ	7/28/2011	COAR/643502	Fleet Pool Vehicles	\$122.01
3157860	58165176	Relocate Service Line-Steel - CPAY - AMJ	7/28/2011	COAR/643001	Un labor-ST-IntAlloc	\$511.88
3157860	58165176	Relocate Service Line-Steel - CPAY - AMJ	7/28/2011	COAR/643002	Un Labor 1 1/2-IntAl	\$24.22
3157860	58165176	Relocate Service Line-Steel - CPAY - AMJ	7/28/2011	COAR/643001	Un labor-ST-IntAlloc	
3157860	58165176	Relocate Service Line-Steel - CPAY - AMJ	7/28/2011	COAR/530999	M&S-Inventory Issued	\$4,871.28
3157860	58165176	Relocate Service Line-Steel - CPAY - AMJ	7/28/2011	COAR/540080	Billable Cntrctd Lbr	\$30,212.16
	58165176 Total					\$47,007.21
3157860 Total						\$47,069.99
3172509	58614021	Relocate Service Line-Plastic - AMJACOBS	11/29/2011	COAR/641006	Restoration OH	\$1,400.01
3172509	58614021	Relocate Service Line-Plastic - AMJACOBS	11/29/2011	COAR/641001	Construction OH	\$3,431.09
3172509	58614021	Relocate Service Line-Plastic - AMJACOBS	11/29/2011	COAR/641002	Stores Overhead	\$221.59
3172509	58614021	Relocate Service Line-Plastic - AMJACOBS	11/29/2011	COAR/641005	Stores Overhead -Qty	\$394.08
3172509	58614021	Relocate Service Line-Plastic - AMJACOBS	11/29/2011	COAR/643001	Un labor-ST-IntAlloc	
3172509	58614021	Relocate Service Line-Plastic - AMJACOBS	11/29/2011	COAR/530999	M&S-Inventory Issued	\$1,846.61
3172509	58614021	Relocate Service Line-Plastic - AMJACOBS	11/29/2011	COAR/540080	Billable Cntrctd Lbr	\$14,000.14
3172509	58614021	Relocate Service Line-Plastic - AMJACOBS	11/29/2011	COAR/562235	Barricades & Flasher	\$491.75
	58614021 Total					\$21,785.27
3172509	58624648	MI17, MI15, & MI9 Move Meter In-to-Out -	8/8/2011	COAR/641001	Construction OH	\$705.75
3172509	58624648	MI17, MI15, & MI9 Move Meter In-to-Out -	8/8/2011	COAR/641002	Stores Overhead	\$215.90
3172509	58624648	MI17, MI15, & MI9 Move Meter In-to-Out -	8/8/2011	COAR/641005	Stores Overhead -Qty	\$16.80
3172509	58624648	MI17, MI15, & MI9 Move Meter In-to-Out -	8/8/2011	COAR/643502	Fleet Pool Vehicles	\$33.43
3172509	58624648	MI17, MI15, & MI9 Move Meter In-to-Out -	8/8/2011	COAR/643502	Fleet Pool Vehicles	\$18.00
3172509	58624648	MI17, MI15, & MI9 Move Meter In-to-Out -	8/8/2011	COAR/643001	Un labor-ST-IntAlloc	\$803.70
3172509	58624648	MI17, MI15, & MI9 Move Meter In-to-Out -	8/8/2011	COAR/643001	Un labor-ST-IntAlloc	\$160.44
3172509	58624648	MI17, MI15, & MI9 Move Meter In-to-Out -	8/8/2011	COAR/643001	Un labor-ST-IntAlloc	\$546.01
3172509	58624648	MI17, MI15, & MI9 Move Meter In-to-Out -	8/8/2011	COAR/530999	M&S-Inventory Issued	\$1,799.18

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Installation	Order	Work Description	TECO Date	Cost Element	Cost Element Desc	Total Additions
	58624648 Total					\$4,299.21
3172509	58981644	Replace Large Volume Meter	8/8/2011	COAR/643001	Un labor-ST-IntAlloc	\$2.77
	58981644 Total					\$2.77
3172509	59007153	CMNEM9 Relocate Service Line-Plastic - A	8/15/2011	COAR/641006	Restoration OH	\$282.78
3172509	59007153	CMNEM9 Relocate Service Line-Plastic - A	8/15/2011	COAR/641001	Construction OH	\$673.10
3172509	59007153	CMNEM9 Relocate Service Line-Plastic - A	8/15/2011	COAR/641002	Stores Overhead	\$7.40
3172509	59007153	CMNEM9 Relocate Service Line-Plastic - A	8/15/2011	COAR/641005	Stores Overhead -Qty	\$12.96
3172509	59007153	CMNEM9 Relocate Service Line-Plastic - A	8/15/2011	COAR/643502	Fleet Pool Vehicles	\$315.75
3172509	59007153	CMNEM9 Relocate Service Line-Plastic - A	8/15/2011	COAR/643001	Un labor-ST-IntAlloc	\$2,161.70
3172509	59007153	CMNEM9 Relocate Service Line-Plastic - A	8/15/2011	COAR/643002	Un Labor 1 1/2-IntAl	\$461.37
3172509	59007153	CMNEM9 Relocate Service Line-Plastic - A	8/15/2011	COAR/643001	Un labor-ST-IntAlloc	\$204.75
3172509	59007153	CMNEM9 Relocate Service Line-Plastic - A	8/15/2011	COAR/530999	M&S-Inventory Issued	\$61.65
	59007153 Total					\$4,181.46
3172509	59009284	Relocate Meterset -AMJACOBS - CPAY	8/16/2011	COAR/641002	Stores Overhead	\$4.02
3172509	59009284	Relocate Meterset -AMJACOBS - CPAY	8/16/2011	COAR/641005	Stores Overhead -Qty	\$2.64
3172509	59009284	Relocate Meterset -AMJACOBS - CPAY	8/16/2011	COAR/643502	Fleet Pool Vehicles	\$15.05
3172509	59009284	Relocate Meterset -AMJACOBS - CPAY	8/16/2011	COAR/643001	Un labor-ST-IntAlloc	\$158.89
3172509	59009284	Relocate Meterset -AMJACOBS - CPAY	8/16/2011	COAR/530999	M&S-Inventory Issued	\$33.51
	59009284 Total					\$214.11
3172509	59027640	GMT Investigate - Other	8/11/2011	COAR/643001	Un labor-ST-IntAlloc	\$10.70
3172509	59027640	GMT Investigate - Other	8/11/2011	COAR/643001	Un labor-ST-IntAlloc	\$10.70
	59027640 Total					\$10.70
3172509	59131911	GMT Investigate - Other	9/8/2011	COAR/641002	Stores Overhead	\$79.20
3172509	59131911	GMT Investigate - Other	9/8/2011	COAR/641005	Stores Overhead -Qty	\$0.24
3172509	59131911	GMT Investigate - Other	9/8/2011	COAR/643001	Un labor-ST-IntAlloc	\$226.15
3172509	59131911	GMT Investigate - Other	9/8/2011	COAR/643001	Un labor-ST-IntAlloc	\$660.03
3172509	59131911	GMT Investigate - Other	9/8/2011	COAR/530999	M&S-Inventory Issued	\$965.62
	59131911 Total					\$31,459.14
3172509 Total						\$31,459.14
3326815	57885087	Relocate Service Line-Plastic	5/19/2011	COAR/641006	Restoration OH	\$170.27
3326815	57885087	Relocate Service Line-Plastic	5/19/2011	COAR/641001	Construction OH	\$447.06
3326815	57885087	Relocate Service Line-Plastic	5/19/2011	COAR/641002	Stores Overhead	\$26.78
3326815	57885087	Relocate Service Line-Plastic	5/19/2011	COAR/641005	Stores Overhead -Qty	\$43.44
3326815	57885087	Relocate Service Line-Plastic	5/19/2011	COAR/643502	Fleet Pool Vehicles	\$28.88
3326815	57885087	Relocate Service Line-Plastic	5/19/2011	COAR/643502	Fleet Pool Vehicles	\$174.16
3326815	57885087	Relocate Service Line-Plastic	5/19/2011	COAR/643001	Un labor-ST-IntAlloc	\$985.22
3326815	57885087	Relocate Service Line-Plastic	5/19/2011	COAR/643002	Un Labor 1 1/2-IntAl	\$303.56
3326815	57885087	Relocate Service Line-Plastic	5/19/2011	COAR/643001	Un labor-ST-IntAlloc	\$341.25
3326815	57885087	Relocate Service Line-Plastic	5/19/2011	COAR/643002	Un Labor 1 1/2-IntAl	\$72.66
3326815	57885087	Relocate Service Line-Plastic	5/19/2011	COAR/530999	M&S-Inventory Issued	\$223.13
	57885087 Total					\$2,816.41
3326815	58297544	GMT Investigate - Other	6/13/2011	COAR/641002	Stores Overhead	\$4.92
3326815	58297544	GMT Investigate - Other	6/13/2011	COAR/643001	Un labor-ST-IntAlloc	\$62.78
3326815	58297544	GMT Investigate - Other	6/13/2011	COAR/643001	Un labor-ST-IntAlloc	\$62.78
3326815	58297544	GMT Investigate - Other	6/13/2011	COAR/530999	M&S-Inventory Issued	\$40.96
	58297544 Total					\$108.66
3326815	58916898	CMSWM6 INSTALL R/W ON 17# ANODE AND TE	8/3/2011	COAR/641002	Stores Overhead	\$2.69
3326815	58916898	CMSWM6 INSTALL R/W ON 17# ANODE AND TE	8/3/2011	COAR/641005	Stores Overhead -Qty	\$0.48
3326815	58916898	CMSWM6 INSTALL R/W ON 17# ANODE AND TE	8/3/2011	COAR/643502	Fleet Pool Vehicles	\$8.13
3326815	58916898	CMSWM6 INSTALL R/W ON 17# ANODE AND TE	8/3/2011	COAR/643001	Un labor-ST-IntAlloc	\$102.39
3326815	58916898	CMSWM6 INSTALL R/W ON 17# ANODE AND TE	8/3/2011	COAR/643001	Un labor-ST-IntAlloc	\$102.39
3326815	58916898	CMSWM6 INSTALL R/W ON 17# ANODE AND TE	8/3/2011	COAR/530999	M&S-Inventory Issued	\$22.43
	58916898 Total					\$136.12
3326815	59169658	GMT Investigate - Other	8/23/2011	COAR/643001	Un labor-ST-IntAlloc	\$58.50
3326815	59169658	GMT Investigate - Other	8/23/2011	COAR/643001	Un labor-ST-IntAlloc	\$58.50
	59169658 Total					\$58.50
3326815 Total						\$3,119.69
3594930	59043265	Investigate - Other	8/19/2011	COAR/643502	Fleet Pool Vehicles	\$16.25
3594930	59043265	Investigate - Other	8/19/2011	COAR/643001	Un labor-ST-IntAlloc	\$80.58
	59043265 Total					\$96.83
3594930	59197506	THUR 9/22 Relocate Service Line-Plastic	9/22/2011	COAR/641006	Restoration OH	\$42.11
3594930	59197506	THUR 9/22 Relocate Service Line-Plastic	9/22/2011	COAR/641001	Construction OH	\$109.20
3594930	59197506	THUR 9/22 Relocate Service Line-Plastic	9/22/2011	COAR/641002	Stores Overhead	\$7.46
3594930	59197506	THUR 9/22 Relocate Service Line-Plastic	9/22/2011	COAR/641005	Stores Overhead -Qty	\$14.16
3594930	59197506	THUR 9/22 Relocate Service Line-Plastic	9/22/2011	COAR/643502	Fleet Pool Vehicles	\$12.86
3594930	59197506	THUR 9/22 Relocate Service Line-Plastic	9/22/2011	COAR/643502	Fleet Pool Vehicles	\$23.89
3594930	59197506	THUR 9/22 Relocate Service Line-Plastic	9/22/2011	COAR/643001	Un labor-ST-IntAlloc	\$238.84
3594930	59197506	THUR 9/22 Relocate Service Line-Plastic	9/22/2011	COAR/643001	Un labor-ST-IntAlloc	\$182.22
3594930	59197506	THUR 9/22 Relocate Service Line-Plastic	9/22/2011	COAR/530999	M&S-Inventory Issued	\$62.17
	59197506 Total					\$692.91
3594930	59197508	THUR 9/22 Relocate Meterset - AMJACOBS	9/22/2011	COAR/641002	Stores Overhead	\$5.43
3594930	59197508	THUR 9/22 Relocate Meterset - AMJACOBS	9/22/2011	COAR/641005	Stores Overhead -Qty	\$0.72

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3594930	59197508	THUR 9/22 Relocate Meterset - AMJACOBS	9/22/2011	COAR/643502	Fleet Pool Vehicles	\$17.76
3594930	59197508	THUR 9/22 Relocate Meterset - AMJACOBS	9/22/2011	COAR/643502	Fleet Pool Vehicles	\$32.99
3594930	59197508	THUR 9/22 Relocate Meterset - AMJACOBS	9/22/2011	COAR/643001	Un labor-ST-IntAlloc	\$251.64
3594930	59197508	THUR 9/22 Relocate Meterset - AMJACOBS	9/22/2011	COAR/530999	M&S-Inventory Issued	\$45.25
	59197508 Total					\$353.79
3594930 Total						\$1,143.53
3623883	58956514	Investigate - TAKE PICS	8/10/2011	COAR/643502	Fleet Pool Vehicles	\$4.81
3623883	58956514	Investigate - TAKE PICS	8/10/2011	COAR/643001	Un labor-ST-IntAlloc	
3623883	58956514	Investigate - TAKE PICS	8/10/2011	COAR/643001	Un labor-ST-IntAlloc	\$32.52
	58956514 Total					\$37.33
3623883	59041303	Relocate Service Line-Plastic - AMJACOBS	9/30/2011	COAR/641006	Restoration OH	\$149.06
3623883	59041303	Relocate Service Line-Plastic - AMJACOBS	9/30/2011	COAR/641001	Construction OH	\$375.45
3623883	59041303	Relocate Service Line-Plastic - AMJACOBS	9/30/2011	COAR/641002	Stores Overhead	\$25.06
3623883	59041303	Relocate Service Line-Plastic - AMJACOBS	9/30/2011	COAR/641005	Stores Overhead -Qty	\$35.52
3623883	59041303	Relocate Service Line-Plastic - AMJACOBS	9/30/2011	COAR/643502	Fleet Pool Vehicles	\$88.36
3623883	59041303	Relocate Service Line-Plastic - AMJACOBS	9/30/2011	COAR/643001	Un labor-ST-IntAlloc	\$1,490.68
3623883	59041303	Relocate Service Line-Plastic - AMJACOBS	9/30/2011	COAR/530999	M&S-Inventory Issued	\$208.79
	59041303 Total					\$2,372.92
3623883	59041482	REPLACE MEASUREMENT STATION - AMJACOBS	9/30/2011	COAR/641001	Construction OH	\$92.22
3623883	59041482	REPLACE MEASUREMENT STATION - AMJACOBS	9/30/2011	COAR/641002	Stores Overhead	\$5.72
3623883	59041482	REPLACE MEASUREMENT STATION - AMJACOBS	9/30/2011	COAR/641005	Stores Overhead -Qty	\$1.20
3623883	59041482	REPLACE MEASUREMENT STATION - AMJACOBS	9/30/2011	COAR/643502	Fleet Pool Vehicles	\$26.63
3623883	59041482	REPLACE MEASUREMENT STATION - AMJACOBS	9/30/2011	COAR/643001	Un labor-ST-IntAlloc	\$364.83
3623883	59041482	REPLACE MEASUREMENT STATION - AMJACOBS	9/30/2011	COAR/530999	M&S-Inventory Issued	\$47.67
	59041482 Total					\$538.27
3623883	59526016	Investigate - Other	9/30/2011	COAR/643502	Fleet Pool Vehicles	\$63.00
3623883	59526016	Investigate - Other	9/30/2011	COAR/643001	Un labor-ST-IntAlloc	\$372.52
	59526016 Total					\$435.52
3623883	59532490	Install SmVol Gas Meter	9/30/2011	COAR/641001	Construction OH	\$4.49
3623883	59532490	Install SmVol Gas Meter	9/30/2011	COAR/643502	Fleet Pool Vehicles	\$1.28
3623883	59532490	Install SmVol Gas Meter	9/30/2011	COAR/643001	Un labor-ST-IntAlloc	\$20.10
	59532490 Total					\$25.87
3623883 Total						\$3,409.91
3662894	58336308	Investigate - TAKE PICS	6/20/2011	COAR/643502	Fleet Pool Vehicles	\$4.10
3662894	58336308	Investigate - TAKE PICS	6/20/2011	COAR/643001	Un labor-ST-IntAlloc	\$92.24
	58336308 Total					\$96.34
3662894	58814662	Investigate - Other	7/26/2011	COAR/643502	Fleet Pool Vehicles	\$2.15
3662894	58814662	Investigate - Other	7/26/2011	COAR/643001	Un labor-ST-IntAlloc	
3662894	58814662	Investigate - Other	7/26/2011	COAR/643001	Un labor-ST-IntAlloc	\$39.02
	58814662 Total					\$41.17
3662894	58973803	XRelocate Service Line-Plastic - AMJACOB	11/28/2011	COAR/641006	Restoration OH	\$306.83
3662894	58973803	XRelocate Service Line-Plastic - AMJACOB	11/28/2011	COAR/641001	Construction OH	\$749.07
3662894	58973803	XRelocate Service Line-Plastic - AMJACOB	11/28/2011	COAR/641002	Stores Overhead	\$34.81
3662894	58973803	XRelocate Service Line-Plastic - AMJACOB	11/28/2011	COAR/641005	Stores Overhead -Qty	\$43.68
3662894	58973803	XRelocate Service Line-Plastic - AMJACOB	11/28/2011	COAR/643502	Fleet Pool Vehicles	\$135.02
3662894	58973803	XRelocate Service Line-Plastic - AMJACOB	11/28/2011	COAR/643001	Un labor-ST-IntAlloc	\$1,732.49
3662894	58973803	XRelocate Service Line-Plastic - AMJACOB	11/28/2011	COAR/643002	Un Labor 1 1/2-IntAl	\$535.76
3662894	58973803	XRelocate Service Line-Plastic - AMJACOB	11/28/2011	COAR/530999	M&S-Inventory Issued	\$290.12
3662894	58973803	XRelocate Service Line-Plastic - AMJACOB	11/28/2011	COAR/540080	Billable Cntrctd Lbr	\$800.00
3662894	58973803	XRelocate Service Line-Plastic - AMJACOB	11/28/2011	COAR/572040	Other Rent	\$73.64
	58973803 Total					\$4,701.42
3662894	58976554	Move Meter In-to-Out - AMJACOBS - CPAY	11/3/2011	COAR/641001	Construction OH	\$112.65
3662894	58976554	Move Meter In-to-Out - AMJACOBS - CPAY	11/3/2011	COAR/641002	Stores Overhead	\$26.02
3662894	58976554	Move Meter In-to-Out - AMJACOBS - CPAY	11/3/2011	COAR/641005	Stores Overhead -Qty	\$0.96
3662894	58976554	Move Meter In-to-Out - AMJACOBS - CPAY	11/3/2011	COAR/643502	Fleet Pool Vehicles	\$15.00
3662894	58976554	Move Meter In-to-Out - AMJACOBS - CPAY	11/3/2011	COAR/643001	Un labor-ST-IntAlloc	\$251.30
3662894	58976554	Move Meter In-to-Out - AMJACOBS - CPAY	11/3/2011	COAR/530010	M&S - Non Inv	\$53.33
3662894	58976554	Move Meter In-to-Out - AMJACOBS - CPAY	11/3/2011	COAR/530999	M&S-Inventory Issued	\$216.81
	58976554 Total					\$676.07
3662894	59874179	Investigate - Other	11/3/2011	COAR/643502	Fleet Pool Vehicles	\$77.90
3662894	59874179	Investigate - Other	11/3/2011	COAR/643001	Un labor-ST-IntAlloc	\$625.00
3662894	59874179	Investigate - Other	11/3/2011	COAR/643002	Un Labor 1 1/2-IntAl	\$88.07
	59874179 Total					\$790.97
3662894	59899190	Paint Sm Vol Gas Meter	11/3/2011	COAR/643502	Fleet Pool Vehicles	\$1.28
3662894	59899190	Paint Sm Vol Gas Meter	11/3/2011	COAR/643001	Un labor-ST-IntAlloc	\$20.10
	59899190 Total					\$21.38
3662894 Total						\$6,327.35
4280659	57976175	CMNEM8 Relocate Service Line-Steel - AMJ	6/16/2011	COAR/641006	Restoration OH	\$551.32
4280659	57976175	CMNEM8 Relocate Service Line-Steel - AMJ	6/16/2011	COAR/641001	Construction OH	\$1,342.97
4280659	57976175	CMNEM8 Relocate Service Line-Steel - AMJ	6/16/2011	COAR/641002	Stores Overhead	\$55.05
4280659	57976175	CMNEM8 Relocate Service Line-Steel - AMJ	6/16/2011	COAR/641005	Stores Overhead -Qty	\$15.60
4280659	57976175	CMNEM8 Relocate Service Line-Steel - AMJ	6/16/2011	COAR/643502	Fleet Pool Vehicles	\$18.38

CenterPoint Energy
Service Quality Report

Steel Service Line Relocations

Installation	Order	Work Description	TECO Date	Cost Element	Cost Element Desc	Total Additions
4280659	57976175	CMNEM8 Relocate Service Line-Steel - AMJ	6/16/2011	COAR/643502	Fleet Pool Vehicles	\$36.00
4280659	57976175	CMNEM8 Relocate Service Line-Steel - AMJ	6/16/2011	COAR/643502	Fleet Pool Vehicles	\$368.76
4280659	57976175	CMNEM8 Relocate Service Line-Steel - AMJ	6/16/2011	COAR/643001	Un labor-ST-IntAlloc	\$3,645.32
4280659	57976175	CMNEM8 Relocate Service Line-Steel - AMJ	6/16/2011	COAR/643002	Un Labor 1 1/2-IntAI	\$737.34
4280659	57976175	CMNEM8 Relocate Service Line-Steel - AMJ	6/16/2011	COAR/643001	Un labor-ST-IntAlloc	\$1,057.88
4280659	57976175	CMNEM8 Relocate Service Line-Steel - AMJ	6/16/2011	COAR/643002	Un Labor 1 1/2-IntAI	\$72.66
4280659	57976175	CMNEM8 Relocate Service Line-Steel - AMJ	6/16/2011	COAR/530999	M&S-Inventory Issued	\$458.75
	57976175 Total					\$8,360.03
4280659	57978967	MI17 Replace Meter - Other - AMJACOBS -	6/16/2011	COAR/641002	Stores Overhead	\$56.43
4280659	57978967	MI17 Replace Meter - Other - AMJACOBS -	6/16/2011	COAR/641005	Stores Overhead -Qty	\$2.64
4280659	57978967	MI17 Replace Meter - Other - AMJACOBS -	6/16/2011	COAR/643502	Fleet Pool Vehicles	\$34.49
4280659	57978967	MI17 Replace Meter - Other - AMJACOBS -	6/16/2011	COAR/643001	Un labor-ST-IntAlloc	\$411.09
4280659	57978967	MI17 Replace Meter - Other - AMJACOBS -	6/16/2011	COAR/530999	M&S-Inventory Issued	\$470.27
	57978967 Total					\$974.92
4280659	57979566	MI9 INSTALL NEW MEASUREMENT STATION - Af	6/15/2011	COAR/641001	Construction OH	\$242.01
4280659	57979566	MI9 INSTALL NEW MEASUREMENT STATION - Af	6/15/2011	COAR/641002	Stores Overhead	\$81.74
4280659	57979566	MI9 INSTALL NEW MEASUREMENT STATION - Af	6/15/2011	COAR/641005	Stores Overhead -Qty	\$6.48
4280659	57979566	MI9 INSTALL NEW MEASUREMENT STATION - Af	6/15/2011	COAR/643502	Fleet Pool Vehicles	\$9.00
4280659	57979566	MI9 INSTALL NEW MEASUREMENT STATION - Af	6/15/2011	COAR/643001	Un labor-ST-IntAlloc	\$292.84
4280659	57979566	MI9 INSTALL NEW MEASUREMENT STATION - Af	6/15/2011	COAR/643002	Un Labor 1 1/2-IntAI	\$169.40
4280659	57979566	MI9 INSTALL NEW MEASUREMENT STATION - Af	6/15/2011	COAR/530999	M&S-Inventory Issued	\$681.18
	57979566 Total					\$1,482.65
4280659	58660778	Install ERT	9/9/2011	COAR/643001	Un labor-ST-IntAlloc	\$0.00
	58660778 Total					\$0.00
4280659 Total						\$10,817.60
Grand Total						\$235,418.76

CenterPoint Energy
Service Quality Report

Relocation of Meters rated 630 CHF or greater

Installation	Order	Order Description	TECO Date	Cost Element	Cost Element Desc	Total Additions
2944187	58253525	MI1 Investigate - Other -AMJACOBS	7/11/2011	COAR/643001	Un labor-ST-IntAlloc	\$34.13
58253525 Total						
2944187	58677808	XXSWM Relocate Service Line-Steel - CPAY	12/30/2011	COAR/641006	Restoration OH	\$1,371.46
2944187	58677808	XXSWM Relocate Service Line-Steel - CPAY	12/30/2011	COAR/641001	Construction OH	\$3,226.04
2944187	58677808	XXSWM Relocate Service Line-Steel - CPAY	12/30/2011	COAR/641002	Stores Overhead	\$145.03
2944187	58677808	XXSWM Relocate Service Line-Steel - CPAY	12/30/2011	COAR/641005	Stores Overhead -Qty	\$33.36
2944187	58677808	XXSWM Relocate Service Line-Steel - CPAY	12/30/2011	COAR/643502	Fleet Pool Vehicles	\$20.00
2944187	58677808	XXSWM Relocate Service Line-Steel - CPAY	12/30/2011	COAR/643001	Un labor-ST-IntAlloc	\$136.50
2944187	58677808	XXSWM Relocate Service Line-Steel - CPAY	12/30/2011	COAR/643001	Un labor-ST-IntAlloc	
2944187	58677808	XXSWM Relocate Service Line-Steel - CPAY	12/30/2011	COAR/530999	M&S-Inventory Issued	\$1,208.56
2944187	58677808	XXSWM Relocate Service Line-Steel - CPAY	12/30/2011	COAR/540010	Maint Services-Other	\$418.97
2944187	58677808	XXSWM Relocate Service Line-Steel - CPAY	12/30/2011	COAR/540080	Billable Cntrctd Lbr	\$13,578.05
58677808 Total						
2944187	58678080	MI **8/9/11 AM** Replace Meter & Set - O	8/11/2011	COAR/641001	Construction OH	\$271.14
2944187	58678080	MI **8/9/11 AM** Replace Meter & Set - O	8/11/2011	COAR/641002	Stores Overhead	\$85.18
2944187	58678080	MI **8/9/11 AM** Replace Meter & Set - O	8/11/2011	COAR/641005	Stores Overhead -Qty	\$7.92
2944187	58678080	MI **8/9/11 AM** Replace Meter & Set - O	8/11/2011	COAR/643502	Fleet Pool Vehicles	\$75.30
2944187	58678080	MI **8/9/11 AM** Replace Meter & Set - O	8/11/2011	COAR/643001	Un labor-ST-IntAlloc	\$53.48
2944187	58678080	MI **8/9/11 AM** Replace Meter & Set - O	8/11/2011	COAR/643001	Un labor-ST-IntAlloc	\$452.49
2944187	58678080	MI **8/9/11 AM** Replace Meter & Set - O	8/11/2011	COAR/530999	M&S-Inventory Issued	\$709.85
58678080 Total						
2944187	58989490	Investigate - Other	8/11/2011	COAR/641002	Stores Overhead	\$2.78
2944187	58989490	Investigate - Other	8/11/2011	COAR/641005	Stores Overhead -Qty	\$3.60
2944187	58989490	Investigate - Other	8/11/2011	COAR/643001	Un labor-ST-IntAlloc	\$426.56
2944187	58989490	Investigate - Other	8/11/2011	COAR/643001	Un labor-ST-IntAlloc	
2944187	58989490	Investigate - Other	8/11/2011	COAR/530999	M&S-Inventory Issued	\$23.16
58989490 Total						
2944187	59021933	Repair Service Line-Steel	8/11/2011	COAR/643001	Un labor-ST-IntAlloc	\$176.09
2944187	59021933	Repair Service Line-Steel	8/11/2011	COAR/643001	Un labor-ST-IntAlloc	\$308.10
2944187	59021933	Repair Service Line-Steel	8/11/2011	COAR/643001	Un labor-ST-IntAlloc	
59021933 Total						
2944187 Total						
2970621	57343629	Relocate I/C Service Line-Plastic -RJM	12/8/2011	COAR/641006	Restoration OH	\$115.87
2970621	57343629	Relocate I/C Service Line-Plastic -RJM	12/8/2011	COAR/641001	Construction OH	\$266.06
2970621	57343629	Relocate I/C Service Line-Plastic -RJM	12/8/2011	COAR/641002	Stores Overhead	\$12.98
2970621	57343629	Relocate I/C Service Line-Plastic -RJM	12/8/2011	COAR/641005	Stores Overhead -Qty	\$28.32
2970621	57343629	Relocate I/C Service Line-Plastic -RJM	12/8/2011	COAR/643001	Un labor-ST-IntAlloc	\$858.74
2970621	57343629	Relocate I/C Service Line-Plastic -RJM	12/8/2011	COAR/530999	M&S-Inventory Issued	\$108.17
2970621	57343629	Relocate I/C Service Line-Plastic -RJM	12/8/2011	COAR/540080	Billable Cntrctd Lbr	\$300.00
57343629 Total						
2970621	57343636	Relocate I/C 5MTC Meterset RJM	3/31/2011	COAR/641002	Stores Overhead	\$12.06
2970621	57343636	Relocate I/C 5MTC Meterset RJM	3/31/2011	COAR/641005	Stores Overhead -Qty	\$3.36
2970621	57343636	Relocate I/C 5MTC Meterset RJM	3/31/2011	COAR/643502	Fleet Pool Vehicles	\$44.55
2970621	57343636	Relocate I/C 5MTC Meterset RJM	3/31/2011	COAR/643001	Un labor-ST-IntAlloc	\$645.84
2970621	57343636	Relocate I/C 5MTC Meterset RJM	3/31/2011	COAR/530010	M&S - Non Inv	\$5.68
2970621	57343636	Relocate I/C 5MTC Meterset RJM	3/31/2011	COAR/530999	M&S-Inventory Issued	\$100.50
57343636 Total						
2970621	57478144	Paint Large Volume Meter	4/1/2011	COAR/643502	Fleet Pool Vehicles	\$7.18
2970621	57478144	Paint Large Volume Meter	4/1/2011	COAR/643001	Un labor-ST-IntAlloc	\$52.03
57478144 Total						
2970621 Total						
3015103	57881328	Relocate I/C Service Line-Plastic -RJM	5/13/2011	COAR/641006	Restoration OH	\$232.59
3015103	57881328	Relocate I/C Service Line-Plastic -RJM	5/13/2011	COAR/641001	Construction OH	\$564.66
3015103	57881328	Relocate I/C Service Line-Plastic -RJM	5/13/2011	COAR/641002	Stores Overhead	\$34.81
3015103	57881328	Relocate I/C Service Line-Plastic -RJM	5/13/2011	COAR/641005	Stores Overhead -Qty	\$84.96

CenterPoint Energy
Service Quality Report

Relocation of Meters rated 630 CHF or greater

Installation	Order	Order Description	TECO Date	Cost Element	Cost Element Desc	Total Additions
3015103	57881328	Relocate I/C Service Line-Plastic -RJM	5/13/2011	COAR/643502	Fleet Pool Vehicles	\$8.53
3015103	57881328	Relocate I/C Service Line-Plastic -RJM	5/13/2011	COAR/643502	Fleet Pool Vehicles	\$18.63
3015103	57881328	Relocate I/C Service Line-Plastic -RJM	5/13/2011	COAR/643502	Fleet Pool Vehicles	\$45.75
3015103	57881328	Relocate I/C Service Line-Plastic -RJM	5/13/2011	COAR/643001	Un labor-ST-IntAlloc	\$1,587.08
3015103	57881328	Relocate I/C Service Line-Plastic -RJM	5/13/2011	COAR/643002	Un Labor 1 1/2-IntAl	\$534.07
3015103	57881328	Relocate I/C Service Line-Plastic -RJM	5/13/2011	COAR/643001	Un labor-ST-IntAlloc	\$204.75
3015103	57881328	Relocate I/C Service Line-Plastic -RJM	5/13/2011	COAR/530999	M&S-Inventory Issued	\$290.06
57881328 Total						\$3,605.89
3015103	57936791	Replace Meter & Set - Other	5/20/2011	COAR/641001	Construction OH	\$724.95
3015103	57936791	Replace Meter & Set - Other	5/20/2011	COAR/641002	Stores Overhead	\$112.07
3015103	57936791	Replace Meter & Set - Other	5/20/2011	COAR/641005	Stores Overhead -Qty	\$26.16
3015103	57936791	Replace Meter & Set - Other	5/20/2011	COAR/643502	Fleet Pool Vehicles	\$113.07
3015103	57936791	Replace Meter & Set - Other	5/20/2011	COAR/643502	Fleet Pool Vehicles	\$71.10
3015103	57936791	Replace Meter & Set - Other	5/20/2011	COAR/643001	Un labor-ST-IntAlloc	\$267.40
3015103	57936791	Replace Meter & Set - Other	5/20/2011	COAR/643001	Un labor-ST-IntAlloc	\$1,588.89
3015103	57936791	Replace Meter & Set - Other	5/20/2011	COAR/643001	Un labor-ST-IntAlloc	\$477.75
3015103	57936791	Replace Meter & Set - Other	5/20/2011	COAR/530999	M&S-Inventory Issued	\$933.92
57936791 Total						\$4,315.31
3015103	57964973	GMT Investigate - Other	5/19/2011	COAR/643001	Un labor-ST-IntAlloc	\$167.65
3015103	57964973	GMT Investigate - Other	5/19/2011	COAR/643002	Un Labor 1 1/2-IntAl	\$66.77
3015103	57964973	GMT Investigate - Other	5/19/2011	COAR/643502	Fleet Pool Vehicles	\$30.33
3015103	57964973	GMT Investigate - Other	5/19/2011	COAR/643001	Un labor-ST-IntAlloc	
57964973 Total						\$264.75
3015103	57976818	Emergency - Low Pressure Complaint	5/13/2011	COAR/643502	Fleet Pool Vehicles	\$9.07
3015103	57976818	Emergency - Low Pressure Complaint	5/13/2011	COAR/643001	Un labor-ST-IntAlloc	\$69.97
3015103	57976818	Emergency - Low Pressure Complaint	5/13/2011	COAR/643001	Un labor-ST-IntAlloc	
57976818 Total						\$79.04
3015103	58018068	Investigate - Other	5/17/2011	COAR/643502	Fleet Pool Vehicles	\$11.78
3015103	58018068	Investigate - Other	5/17/2011	COAR/643001	Un labor-ST-IntAlloc	\$90.90
3015103	58018068	Investigate - Other	5/17/2011	COAR/643001	Un labor-ST-IntAlloc	
58018068 Total						\$102.68
3015103	58181161	GMT Investigate - Other	6/2/2011	COAR/643001	Un labor-ST-IntAlloc	\$59.21
3015103	58181161	GMT Investigate - Other	6/2/2011	COAR/643502	Fleet Pool Vehicles	\$7.47
3015103	58181161	GMT Investigate - Other	6/2/2011	COAR/643001	Un labor-ST-IntAlloc	
58181161 Total						\$66.68
3015103	59776394	Investigate - Other - AMJACOBS	10/25/2011	COAR/643502	Fleet Pool Vehicles	\$7.26
3015103	59776394	Investigate - Other - AMJACOBS	10/25/2011	COAR/643001	Un labor-ST-IntAlloc	\$49.63
59776394 Total						\$56.89
3015103	59800399	Relocate Service Line-Plastic - CPAY - A	11/17/2011	COAR/641006	Restoration OH	\$135.45
3015103	59800399	Relocate Service Line-Plastic - CPAY - A	11/17/2011	COAR/641001	Construction OH	\$292.69
3015103	59800399	Relocate Service Line-Plastic - CPAY - A	11/17/2011	COAR/641002	Stores Overhead	\$4.71
3015103	59800399	Relocate Service Line-Plastic - CPAY - A	11/17/2011	COAR/641005	Stores Overhead -Qty	\$22.56
3015103	59800399	Relocate Service Line-Plastic - CPAY - A	11/17/2011	COAR/643001	Un labor-ST-IntAlloc	\$1,217.52
3015103	59800399	Relocate Service Line-Plastic - CPAY - A	11/17/2011	COAR/643002	Un Labor 1 1/2-IntAl	\$34.64
3015103	59800399	Relocate Service Line-Plastic - CPAY - A	11/17/2011	COAR/643001	Un labor-ST-IntAlloc	\$102.38
3015103	59800399	Relocate Service Line-Plastic - CPAY - A	11/17/2011	COAR/530999	M&S-Inventory Issued	\$39.24
59800399 Total						\$1,849.19
3015103 Total						\$10,340.43
3152470	59551810	MI Replace Meter & Set -3 to 5m - AMJACO	10/28/2011	COAR/641001	Construction OH	\$295.20
3152470	59551810	MI Replace Meter & Set -3 to 5m - AMJACO	10/28/2011	COAR/641002	Stores Overhead	\$98.16
3152470	59551810	MI Replace Meter & Set -3 to 5m - AMJACO	10/28/2011	COAR/641005	Stores Overhead -Qty	\$6.72
3152470	59551810	MI Replace Meter & Set -3 to 5m - AMJACO	10/28/2011	COAR/643502	Fleet Pool Vehicles	\$28.50
3152470	59551810	MI Replace Meter & Set -3 to 5m - AMJACO	10/28/2011	COAR/643502	Fleet Pool Vehicles	\$40.20
3152470	59551810	MI Replace Meter & Set -3 to 5m - AMJACO	10/28/2011	COAR/643001	Un labor-ST-IntAlloc	\$53.48
3152470	59551810	MI Replace Meter & Set -3 to 5m - AMJACO	10/28/2011	COAR/643001	Un labor-ST-IntAlloc	\$465.47
3152470	59551810	MI Replace Meter & Set -3 to 5m - AMJACO	10/28/2011	COAR/530999	M&S-Inventory Issued	\$818.04
59551810 Total						\$1,805.77
3152470	59817351	MI Investigate - Other	10/28/2011	COAR/641002	Stores Overhead	\$3.93
3152470	59817351	MI Investigate - Other	10/28/2011	COAR/641005	Stores Overhead -Qty	\$1.92
3152470	59817351	MI Investigate - Other	10/28/2011	COAR/530999	M&S-Inventory Issued	\$32.79
59817351 Total						\$38.64
3152470	59820408	Raise/Lower Med Vol Meter	10/28/2011	COAR/643502	Fleet Pool Vehicles	\$0.20
3152470	59820408	Raise/Lower Med Vol Meter	10/28/2011	COAR/643001	Un labor-ST-IntAlloc	\$1.37
59820408 Total						\$1.57
3152470 Total						\$1,845.98
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/641006	Restoration OH	\$5,013.34
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/641001	Construction OH	\$11,486.98
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/641002	Stores Overhead	\$333.36
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/641005	Stores Overhead -Qty	\$43.20
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/643502	Fleet Pool Vehicles	\$311.95
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/643502	Fleet Pool Vehicles	\$275.44
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/643502	Fleet Pool Vehicles	\$236.38

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Relocation of Meters rated 630 CHF or greater

Installation	Order	Order Description	TECO Date	Cost Element	Cost Element Desc	Total Additions
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/643001	Un labor-ST-IntAlloc	\$4,039.28
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/643002	Un Labor 1 1/2-IntAI	\$2,441.58
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/643001	Un labor-ST-IntAlloc	
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/530010	M&S - Non Inv	\$947.72
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/530999	M&S-Inventory Issued	\$2,778.01
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/540080	Billable Cntrctd Lbr	\$43,652.57
3156112	56372071	Relocate Service Line-Steel-AMJACOBS- CP	10/25/2011	COAR/550041	Courier Expense	\$16.95
56372071 Total						\$71,576.76
3156112	56597746	GMT Investigate - Other	2/2/2011	COAR/643001	Un labor-ST-IntAlloc	\$48.51
3156112	56597746	GMT Investigate - Other	2/2/2011	COAR/643001	Un labor-ST-IntAlloc	
56597746 Total						\$48.51
3156112	56916276	GMT Investigate - Other	2/24/2011	COAR/643001	Un labor-ST-IntAlloc	\$226.86
3156112	56916276	GMT Investigate - Other	2/24/2011	COAR/643001	Un labor-ST-IntAlloc	
56916276 Total						\$226.86
3156112	57405877	GMT Investigate - Other	4/11/2011	COAR/643001	Un labor-ST-IntAlloc	\$94.17
3156112	57405877	GMT Investigate - Other	4/11/2011	COAR/643502	Fleet Pool Vehicles	\$9.80
3156112	57405877	GMT Investigate - Other	4/11/2011	COAR/643001	Un labor-ST-IntAlloc	\$87.92
3156112	57405877	GMT Investigate - Other	4/11/2011	COAR/643001	Un labor-ST-IntAlloc	
57405877 Total						\$191.89
3156112	57816491	GMT Investigate - Other	5/3/2011	COAR/643001	Un labor-ST-IntAlloc	\$65.63
3156112	57816491	GMT Investigate - Other	5/3/2011	COAR/643001	Un labor-ST-IntAlloc	
57816491 Total						\$65.63
3156112	57908655	GMT Investigate - Other	5/9/2011	COAR/643001	Un labor-ST-IntAlloc	\$34.24
3156112	57908655	GMT Investigate - Other	5/9/2011	COAR/643001	Un labor-ST-IntAlloc	
57908655 Total						\$34.24
3156112	57939729	GMT Investigate - Other	5/11/2011	COAR/643001	Un labor-ST-IntAlloc	\$109.15
3156112	57939729	GMT Investigate - Other	5/11/2011	COAR/643001	Un labor-ST-IntAlloc	
57939729 Total						\$109.15
3156112	58088609	C&M Repair Gas Meter - AMJACOBS	5/24/2011	COAR/643502	Fleet Pool Vehicles	\$38.75
3156112	58088609	C&M Repair Gas Meter - AMJACOBS	5/24/2011	COAR/643502	Fleet Pool Vehicles	\$41.94
3156112	58088609	C&M Repair Gas Meter - AMJACOBS	5/24/2011	COAR/643001	Un labor-ST-IntAlloc	\$314.00
3156112	58088609	C&M Repair Gas Meter - AMJACOBS	5/24/2011	COAR/643001	Un labor-ST-IntAlloc	\$328.40
58088609 Total						\$723.09
3156112	58089517	GMT Investigate - Other	5/24/2011	COAR/643001	Un labor-ST-IntAlloc	\$173.36
3156112	58089517	GMT Investigate - Other	5/24/2011	COAR/643001	Un labor-ST-IntAlloc	
58089517 Total						\$173.36
3156112	58334276	GMT Investigate - Other	6/14/2011	COAR/643001	Un labor-ST-IntAlloc	\$4.99
3156112	58334276	GMT Investigate - Other	6/14/2011	COAR/643001	Un labor-ST-IntAlloc	
58334276 Total						\$4.99
3156112	58336260	Replace Service Line-Steel - AMJACOBS	10/25/2011	COAR/641006	Restoration OH	\$1,209.87
3156112	58336260	Replace Service Line-Steel - AMJACOBS	10/25/2011	COAR/641001	Construction OH	\$2,745.03
3156112	58336260	Replace Service Line-Steel - AMJACOBS	10/25/2011	COAR/641002	Stores Overhead	\$116.75
3156112	58336260	Replace Service Line-Steel - AMJACOBS	10/25/2011	COAR/641005	Stores Overhead -Qty	\$22.56
3156112	58336260	Replace Service Line-Steel - AMJACOBS	10/25/2011	COAR/643001	Un labor-ST-IntAlloc	
3156112	58336260	Replace Service Line-Steel - AMJACOBS	10/25/2011	COAR/530999	M&S-Inventory Issued	\$972.92
3156112	58336260	Replace Service Line-Steel - AMJACOBS	10/25/2011	COAR/540080	Billable Cntrctd Lbr	\$12,098.66
58336260 Total						\$17,165.79
3156112	59494757	CMSEM3 Relocate Service Line-Plastic - A	12/30/2011	COAR/641006	Restoration OH	\$1,147.29
3156112	59494757	CMSEM3 Relocate Service Line-Plastic - A	12/30/2011	COAR/641001	Construction OH	\$2,459.81
3156112	59494757	CMSEM3 Relocate Service Line-Plastic - A	12/30/2011	COAR/641002	Stores Overhead	\$24.80
3156112	59494757	CMSEM3 Relocate Service Line-Plastic - A	12/30/2011	COAR/641005	Stores Overhead -Qty	\$5.28
3156112	59494757	CMSEM3 Relocate Service Line-Plastic - A	12/30/2011	COAR/643502	Fleet Pool Vehicles	\$33.80
3156112	59494757	CMSEM3 Relocate Service Line-Plastic - A	12/30/2011	COAR/643001	Un labor-ST-IntAlloc	\$248.40
3156112	59494757	CMSEM3 Relocate Service Line-Plastic - A	12/30/2011	COAR/530999	M&S-Inventory Issued	\$489.84
3156112	59494757	CMSEM3 Relocate Service Line-Plastic - A	12/30/2011	COAR/540080	Billable Cntrctd Lbr	\$11,696.64
59494757 Total						\$16,105.86
3156112	59701053	CMSWM3 Repair Service Line-Plastic - AMJ	10/28/2011	COAR/641002	Stores Overhead	\$68.92
3156112	59701053	CMSWM3 Repair Service Line-Plastic - AMJ	10/28/2011	COAR/641005	Stores Overhead -Qty	\$9.84
3156112	59701053	CMSWM3 Repair Service Line-Plastic - AMJ	10/28/2011	COAR/643502	Fleet Pool Vehicles	\$154.39
3156112	59701053	CMSWM3 Repair Service Line-Plastic - AMJ	10/28/2011	COAR/643001	Un labor-ST-IntAlloc	\$1,253.94
3156112	59701053	CMSWM3 Repair Service Line-Plastic - AMJ	10/28/2011	COAR/643002	Un Labor 1 1/2-IntAI	\$359.10
3156112	59701053	CMSWM3 Repair Service Line-Plastic - AMJ	10/28/2011	COAR/643001	Un labor-ST-IntAlloc	\$273.00
3156112	59701053	CMSWM3 Repair Service Line-Plastic - AMJ	10/28/2011	COAR/530999	M&S-Inventory Issued	\$574.36
59701053 Total						\$2,693.55
3156112	59790159	GMT Investigate - Other	10/27/2011	COAR/641002	Stores Overhead	\$2.43
3156112	59790159	GMT Investigate - Other	10/27/2011	COAR/641005	Stores Overhead -Qty	\$0.96
3156112	59790159	GMT Investigate - Other	10/27/2011	COAR/643001	Un labor-ST-IntAlloc	\$72.77
3156112	59790159	GMT Investigate - Other	10/27/2011	COAR/530999	M&S-Inventory Issued	\$20.21
59790159 Total						\$96.37
3156112	59908436	GMT Investigate - Other	11/4/2011	COAR/643001	Un labor-ST-IntAlloc	\$87.75
59908436 Total						\$87.75
3156112 Total						\$109,303.80

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Relocation of Meters rated 630 CHF or greater

Installation	Order	Order Description	TECO Date	Cost Element	Cost Element Desc	Total Additions
3172509	58614021	Relocate Service Line-Plastic - AMJACOBS	11/29/2011	COAR/641006	Restoration OH	\$1,400.01
3172509	58614021	Relocate Service Line-Plastic - AMJACOBS	11/29/2011	COAR/641001	Construction OH	\$3,431.09
3172509	58614021	Relocate Service Line-Plastic - AMJACOBS	11/29/2011	COAR/641002	Stores Overhead	\$221.59
3172509	58614021	Relocate Service Line-Plastic - AMJACOBS	11/29/2011	COAR/641005	Stores Overhead -Qty	\$394.08
3172509	58614021	Relocate Service Line-Plastic - AMJACOBS	11/29/2011	COAR/643001	Un labor-ST-IntAlloc	
3172509	58614021	Relocate Service Line-Plastic - AMJACOBS	11/29/2011	COAR/530999	M&S-Inventory Issued	\$1,846.61
3172509	58614021	Relocate Service Line-Plastic - AMJACOBS	11/29/2011	COAR/540080	Billable Cntrctd Lbr	\$14,000.14
3172509	58614021	Relocate Service Line-Plastic - AMJACOBS	11/29/2011	COAR/562235	Barricades & Flasher	\$491.75
58614021 Total						\$21,785.27
3172509	58624648	MI17, MI15, & MI9 Move Meter In-to-Out -	8/8/2011	COAR/641001	Construction OH	\$705.75
3172509	58624648	MI17, MI15, & MI9 Move Meter In-to-Out -	8/8/2011	COAR/641002	Stores Overhead	\$215.90
3172509	58624648	MI17, MI15, & MI9 Move Meter In-to-Out -	8/8/2011	COAR/641005	Stores Overhead -Qty	\$16.80
3172509	58624648	MI17, MI15, & MI9 Move Meter In-to-Out -	8/8/2011	COAR/643502	Fleet Pool Vehicles	\$33.43
3172509	58624648	MI17, MI15, & MI9 Move Meter In-to-Out -	8/8/2011	COAR/643502	Fleet Pool Vehicles	\$18.00
3172509	58624648	MI17, MI15, & MI9 Move Meter In-to-Out -	8/8/2011	COAR/643001	Un labor-ST-IntAlloc	\$803.70
3172509	58624648	MI17, MI15, & MI9 Move Meter In-to-Out -	8/8/2011	COAR/643001	Un labor-ST-IntAlloc	\$160.44
3172509	58624648	MI17, MI15, & MI9 Move Meter In-to-Out -	8/8/2011	COAR/643001	Un labor-ST-IntAlloc	\$546.01
3172509	58624648	MI17, MI15, & MI9 Move Meter In-to-Out -	8/8/2011	COAR/530999	M&S-Inventory Issued	\$1,799.18
58624648 Total						\$4,299.21
3172509	58981644	Replace Large Volume Meter	8/8/2011	COAR/643001	Un labor-ST-IntAlloc	\$2.77
58981644 Total						\$2.77
3172509	59007153	CMNEM9 Relocate Service Line-Plastic - A	8/15/2011	COAR/641006	Restoration OH	\$282.78
3172509	59007153	CMNEM9 Relocate Service Line-Plastic - A	8/15/2011	COAR/641001	Construction OH	\$673.10
3172509	59007153	CMNEM9 Relocate Service Line-Plastic - A	8/15/2011	COAR/641002	Stores Overhead	\$7.40
3172509	59007153	CMNEM9 Relocate Service Line-Plastic - A	8/15/2011	COAR/641005	Stores Overhead -Qty	\$12.96
3172509	59007153	CMNEM9 Relocate Service Line-Plastic - A	8/15/2011	COAR/643502	Fleet Pool Vehicles	\$315.75
3172509	59007153	CMNEM9 Relocate Service Line-Plastic - A	8/15/2011	COAR/643001	Un labor-ST-IntAlloc	\$2,161.70
3172509	59007153	CMNEM9 Relocate Service Line-Plastic - A	8/15/2011	COAR/643002	Un Labor 1 1/2-IntAI	\$461.37
3172509	59007153	CMNEM9 Relocate Service Line-Plastic - A	8/15/2011	COAR/643001	Un labor-ST-IntAlloc	\$204.75
3172509	59007153	CMNEM9 Relocate Service Line-Plastic - A	8/15/2011	COAR/530999	M&S-Inventory Issued	\$61.65
59007153 Total						\$4,181.46
3172509	59009284	Relocate Meterset -AMJACOBS - CPAY	8/16/2011	COAR/641002	Stores Overhead	\$4.02
3172509	59009284	Relocate Meterset -AMJACOBS - CPAY	8/16/2011	COAR/641005	Stores Overhead -Qty	\$2.64
3172509	59009284	Relocate Meterset -AMJACOBS - CPAY	8/16/2011	COAR/643502	Fleet Pool Vehicles	\$15.05
3172509	59009284	Relocate Meterset -AMJACOBS - CPAY	8/16/2011	COAR/643001	Un labor-ST-IntAlloc	\$158.89
3172509	59009284	Relocate Meterset -AMJACOBS - CPAY	8/16/2011	COAR/530999	M&S-Inventory Issued	\$33.51
59009284 Total						\$214.11
3172509	59027640	GMT Investigate - Other	8/11/2011	COAR/643001	Un labor-ST-IntAlloc	\$10.70
3172509	59027640	GMT Investigate - Other	8/11/2011	COAR/643001	Un labor-ST-IntAlloc	
59027640 Total						\$10.70
3172509	59131911	GMT Investigate - Other	9/8/2011	COAR/641002	Stores Overhead	\$79.20
3172509	59131911	GMT Investigate - Other	9/8/2011	COAR/641005	Stores Overhead -Qty	\$0.24
3172509	59131911	GMT Investigate - Other	9/8/2011	COAR/643001	Un labor-ST-IntAlloc	\$226.15
3172509	59131911	GMT Investigate - Other	9/8/2011	COAR/643001	Un labor-ST-IntAlloc	
3172509	59131911	GMT Investigate - Other	9/8/2011	COAR/530999	M&S-Inventory Issued	\$660.03
59131911 Total						\$965.62
3172509 Total						\$31,459.14
3183747	56172652	Install ERT	1/5/2011	COAR/643001	Un labor-ST-IntAlloc	
56172652 Total						\$0.00
3183747	56487435	Investigate - Other	1/6/2011	COAR/643502	Fleet Pool Vehicles	\$22.82
3183747	56487435	Investigate - Other	1/6/2011	COAR/643001	Un labor-ST-IntAlloc	\$222.62
3183747	56487435	Investigate - Other	1/6/2011	COAR/643001	Un labor-ST-IntAlloc	
56487435 Total						\$245.44
3183747	56574215	SPRING Relocate Service Line-Plastic - C	4/7/2011	COAR/641006	Restoration OH	\$687.87
3183747	56574215	SPRING Relocate Service Line-Plastic - C	4/7/2011	COAR/641001	Construction OH	\$1,671.37
3183747	56574215	SPRING Relocate Service Line-Plastic - C	4/7/2011	COAR/641002	Stores Overhead	\$65.00
3183747	56574215	SPRING Relocate Service Line-Plastic - C	4/7/2011	COAR/641005	Stores Overhead -Qty	\$46.80
3183747	56574215	SPRING Relocate Service Line-Plastic - C	4/7/2011	COAR/643502	Fleet Pool Vehicles	\$538.56
3183747	56574215	SPRING Relocate Service Line-Plastic - C	4/7/2011	COAR/643001	Un labor-ST-IntAlloc	\$822.50
3183747	56574215	SPRING Relocate Service Line-Plastic - C	4/7/2011	COAR/643002	Un Labor 1 1/2-IntAI	\$131.62
3183747	56574215	SPRING Relocate Service Line-Plastic - C	4/7/2011	COAR/643001	Un labor-ST-IntAlloc	\$4,589.43
3183747	56574215	SPRING Relocate Service Line-Plastic - C	4/7/2011	COAR/643002	Un Labor 1 1/2-IntAI	\$857.39
3183747	56574215	SPRING Relocate Service Line-Plastic - C	4/7/2011	COAR/643001	Un labor-ST-IntAlloc	\$477.75
3183747	56574215	SPRING Relocate Service Line-Plastic - C	4/7/2011	COAR/530999	M&S-Inventory Issued	\$541.67
56574215 Total						\$10,429.96
3183747	57237315	MI Remove Meter & Set	4/7/2011	COAR/641001	Construction OH	\$46.56
3183747	57237315	MI Remove Meter & Set	4/7/2011	COAR/643001	Un labor-ST-IntAlloc	\$221.71
3183747	57237315	MI Remove Meter & Set	4/7/2011	COAR/643001	Un labor-ST-IntAlloc	
57237315 Total						\$268.27
3183747	57237317	MI Remove Meter - Move-Out -AMJACOBS	4/7/2011	COAR/643002	Un Labor 1 1/2-IntAI	\$8.43
3183747	57237317	MI Remove Meter - Move-Out -AMJACOBS	4/7/2011	COAR/643001	Un labor-ST-IntAlloc	
57237317 Total						\$8.43

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Relocation of Meters rated 630 CHF or greater

Installation	Order	Order Description	TECO Date	Cost Element	Cost Element Desc	Total Additions
3183747 Total						\$10,952.10
3282066	58440836	Replace ERT	7/28/2011	COAR/643001	Un labor-ST-IntAlloc	
	58440836 Total					\$0.00
3282066	58624311	Meter Set Corrosion Check	7/7/2011	COAR/643001	Un labor-ST-IntAlloc	
	58624311 Total					\$0.00
3282066	59281874	XCMSW6 Relocate I/C Service Line-Plasti	10/4/2011	COAR/641006	Restoration OH	\$360.14
3282066	59281874	XCMSW6 Relocate I/C Service Line-Plasti	10/4/2011	COAR/641001	Construction OH	\$840.53
3282066	59281874	XCMSW6 Relocate I/C Service Line-Plasti	10/4/2011	COAR/641002	Stores Overhead	\$27.66
3282066	59281874	XCMSW6 Relocate I/C Service Line-Plasti	10/4/2011	COAR/641005	Stores Overhead -Qty	\$102.96
3282066	59281874	XCMSW6 Relocate I/C Service Line-Plasti	10/4/2011	COAR/643502	Fleet Pool Vehicles	\$170.64
3282066	59281874	XCMSW6 Relocate I/C Service Line-Plasti	10/4/2011	COAR/643001	Un labor-ST-IntAlloc	\$1,535.64
3282066	59281874	XCMSW6 Relocate I/C Service Line-Plasti	10/4/2011	COAR/643002	Un Labor 1 1/2-IntAl	\$50.88
3282066	59281874	XCMSW6 Relocate I/C Service Line-Plasti	10/4/2011	COAR/643001	Un labor-ST-IntAlloc	\$447.83
3282066	59281874	XCMSW6 Relocate I/C Service Line-Plasti	10/4/2011	COAR/643002	Un Labor 1 1/2-IntAl	\$23.94
3282066	59281874	XCMSW6 Relocate I/C Service Line-Plasti	10/4/2011	COAR/643001	Un labor-ST-IntAlloc	\$238.88
3282066	59281874	XCMSW6 Relocate I/C Service Line-Plasti	10/4/2011	COAR/643002	Un Labor 1 1/2-IntAl	\$24.22
3282066	59281874	XCMSW6 Relocate I/C Service Line-Plasti	10/4/2011	COAR/530999	M&S-Inventory Issued	\$230.49
3282066	59281874	XCMSW6 Relocate I/C Service Line-Plasti	10/4/2011	COAR/540080	Billable Cntrctd Lbr	\$1,280.00
	59281874 Total					\$5,333.81
3282066	59282181	MI I/C Move Meter In-to-Out - RJM	9/8/2011	COAR/641001	Construction OH	\$18.90
3282066	59282181	MI I/C Move Meter In-to-Out - RJM	9/8/2011	COAR/641002	Stores Overhead	\$9.58
3282066	59282181	MI I/C Move Meter In-to-Out - RJM	9/8/2011	COAR/641005	Stores Overhead -Qty	\$1.20
3282066	59282181	MI I/C Move Meter In-to-Out - RJM	9/8/2011	COAR/643502	Fleet Pool Vehicles	\$1.30
3282066	59282181	MI I/C Move Meter In-to-Out - RJM	9/8/2011	COAR/643001	Un labor-ST-IntAlloc	\$8.87
3282066	59282181	MI I/C Move Meter In-to-Out - RJM	9/8/2011	COAR/530999	M&S-Inventory Issued	\$79.84
	59282181 Total					\$119.69
3282066	59282187	MI Replace I/C Meter - Other -RJM	9/23/2011	COAR/641002	Stores Overhead	\$0.37
3282066	59282187	MI Replace I/C Meter - Other -RJM	9/23/2011	COAR/641005	Stores Overhead -Qty	\$0.24
3282066	59282187	MI Replace I/C Meter - Other -RJM	9/23/2011	COAR/643502	Fleet Pool Vehicles	\$4.80
3282066	59282187	MI Replace I/C Meter - Other -RJM	9/23/2011	COAR/643001	Un labor-ST-IntAlloc	\$32.76
3282066	59282187	MI Replace I/C Meter - Other -RJM	9/23/2011	COAR/530999	M&S-Inventory Issued	\$3.08
	59282187 Total					\$41.25
3282066	59308509	INSTALL (2) GUARD POST - RJM	10/25/2011	COAR/641001	Construction OH	\$136.26
3282066	59308509	INSTALL (2) GUARD POST - RJM	10/25/2011	COAR/641002	Stores Overhead	\$16.80
3282066	59308509	INSTALL (2) GUARD POST - RJM	10/25/2011	COAR/641005	Stores Overhead -Qty	\$0.48
3282066	59308509	INSTALL (2) GUARD POST - RJM	10/25/2011	COAR/530999	M&S-Inventory Issued	\$140.04
3282066	59308509	INSTALL (2) GUARD POST - RJM	10/25/2011	COAR/540080	Billable Cntrctd Lbr	\$508.82
	59308509 Total					\$802.40
3282066	59325559	Replace Med Vol Gas Meter	9/8/2011	COAR/643502	Fleet Pool Vehicles	\$0.30
3282066	59325559	Replace Med Vol Gas Meter	9/8/2011	COAR/643001	Un labor-ST-IntAlloc	\$2.05
	59325559 Total					\$2.35
3282066 Total						\$6,299.50
3284344	57966888	CLB33 Repair Service Line-Plastic - AMJA	6/6/2011	COAR/641002	Stores Overhead	\$0.10
3284344	57966888	CLB33 Repair Service Line-Plastic - AMJA	6/6/2011	COAR/641005	Stores Overhead -Qty	\$0.24
3284344	57966888	CLB33 Repair Service Line-Plastic - AMJA	6/6/2011	COAR/643502	Fleet Pool Vehicles	\$139.99
3284344	57966888	CLB33 Repair Service Line-Plastic - AMJA	6/6/2011	COAR/643001	Un labor-ST-IntAlloc	\$790.77
3284344	57966888	CLB33 Repair Service Line-Plastic - AMJA	6/6/2011	COAR/643002	Un Labor 1 1/2-IntAl	\$289.66
3284344	57966888	CLB33 Repair Service Line-Plastic - AMJA	6/6/2011	COAR/530999	M&S-Inventory Issued	\$0.83
	57966888 Total					\$1,221.59
3284344	57966858	MI17 & MI9 W/ SCOTT Replace Meter & Set	6/9/2011	COAR/641001	Construction OH	\$243.45
3284344	57966858	MI17 & MI9 W/ SCOTT Replace Meter & Set	6/9/2011	COAR/641002	Stores Overhead	\$42.99
3284344	57966858	MI17 & MI9 W/ SCOTT Replace Meter & Set	6/9/2011	COAR/641005	Stores Overhead -Qty	\$5.52
3284344	57966858	MI17 & MI9 W/ SCOTT Replace Meter & Set	6/9/2011	COAR/643502	Fleet Pool Vehicles	\$29.06
3284344	57966858	MI17 & MI9 W/ SCOTT Replace Meter & Set	6/9/2011	COAR/643502	Fleet Pool Vehicles	\$9.00
3284344	57966858	MI17 & MI9 W/ SCOTT Replace Meter & Set	6/9/2011	COAR/643001	Un labor-ST-IntAlloc	\$446.20
3284344	57966858	MI17 & MI9 W/ SCOTT Replace Meter & Set	6/9/2011	COAR/643002	Un Labor 1 1/2-IntAl	\$263.32
3284344	57966858	MI17 & MI9 W/ SCOTT Replace Meter & Set	6/9/2011	COAR/643001	Un labor-ST-IntAlloc	\$53.48
3284344	57966858	MI17 & MI9 W/ SCOTT Replace Meter & Set	6/9/2011	COAR/530999	M&S-Inventory Issued	\$358.22
	57966858 Total					\$1,451.24
3284344	57966859	CMNEM9 Extend Service Line-Plastic - CPA	6/9/2011	COAR/641006	Restoration OH	\$106.73
3284344	57966859	CMNEM9 Extend Service Line-Plastic - CPA	6/9/2011	COAR/641001	Construction OH	\$260.13
3284344	57966859	CMNEM9 Extend Service Line-Plastic - CPA	6/9/2011	COAR/641002	Stores Overhead	\$10.74
3284344	57966859	CMNEM9 Extend Service Line-Plastic - CPA	6/9/2011	COAR/641005	Stores Overhead -Qty	\$11.28
3284344	57966859	CMNEM9 Extend Service Line-Plastic - CPA	6/9/2011	COAR/643502	Fleet Pool Vehicles	\$81.90
3284344	57966859	CMNEM9 Extend Service Line-Plastic - CPA	6/9/2011	COAR/643001	Un labor-ST-IntAlloc	\$456.36
3284344	57966859	CMNEM9 Extend Service Line-Plastic - CPA	6/9/2011	COAR/643002	Un Labor 1 1/2-IntAl	\$610.92
3284344	57966859	CMNEM9 Extend Service Line-Plastic - CPA	6/9/2011	COAR/530999	M&S-Inventory Issued	\$89.53
	57966859 Total					\$1,627.59
3284344	58297921	GMT Investigate - Other	6/20/2011	COAR/641002	Stores Overhead	\$8.79
3284344	58297921	GMT Investigate - Other	6/20/2011	COAR/643001	Un labor-ST-IntAlloc	\$325.32
3284344	58297921	GMT Investigate - Other	6/20/2011	COAR/643001	Un labor-ST-IntAlloc	
3284344	58297921	GMT Investigate - Other	6/20/2011	COAR/530999	M&S-Inventory Issued	\$73.29

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Relocation of Meters rated 630 CHF or greater

Installation	Order	Order Description	TECO Date	Cost Element	Cost Element Desc	Total Additions
58297921 Total						\$407.40
3284344 Total						\$4,707.82
3321900	58727730	XRelocate Service Line-Plastic - AMJACOB	12/18/2011	COAR/641006	Restoration OH	\$292.97
3321900	58727730	XRelocate Service Line-Plastic - AMJACOB	12/18/2011	COAR/641001	Construction OH	\$653.82
3321900	58727730	XRelocate Service Line-Plastic - AMJACOB	12/18/2011	COAR/641002	Stores Overhead	\$22.05
3321900	58727730	XRelocate Service Line-Plastic - AMJACOB	12/18/2011	COAR/641005	Stores Overhead -Qty	\$101.04
3321900	58727730	XRelocate Service Line-Plastic - AMJACOB	12/18/2011	COAR/643001	Un labor-ST-IntAlloc	
3321900	58727730	XRelocate Service Line-Plastic - AMJACOB	12/18/2011	COAR/530999	M&S-Inventory Issued	\$183.75
3321900	58727730	XRelocate Service Line-Plastic - AMJACOB	12/18/2011	COAR/540080	Billable Cntrctd Lbr	\$2,929.70
58727730 Total						\$4,183.33
3321900	58780939	Replace Meter & Set - Other - AMJACOBS	11/29/2011	COAR/641001	Construction OH	\$124.62
3321900	58780939	Replace Meter & Set - Other - AMJACOBS	11/29/2011	COAR/641002	Stores Overhead	\$26.48
3321900	58780939	Replace Meter & Set - Other - AMJACOBS	11/29/2011	COAR/641005	Stores Overhead -Qty	\$2.88
3321900	58780939	Replace Meter & Set - Other - AMJACOBS	11/29/2011	COAR/643502	Fleet Pool Vehicles	\$10.00
3321900	58780939	Replace Meter & Set - Other - AMJACOBS	11/29/2011	COAR/643001	Un labor-ST-IntAlloc	\$53.48
3321900	58780939	Replace Meter & Set - Other - AMJACOBS	11/29/2011	COAR/643001	Un labor-ST-IntAlloc	
3321900	58780939	Replace Meter & Set - Other - AMJACOBS	11/29/2011	COAR/530999	M&S-Inventory Issued	\$220.69
3321900	58780939	Replace Meter & Set - Other - AMJACOBS	11/29/2011	COAR/540080	Billable Cntrctd Lbr	\$309.28
58780939 Total						\$747.43
3321900 Total						\$4,930.76
3326815	57885087	Relocate Service Line-Plastic	5/19/2011	COAR/641006	Restoration OH	\$170.27
3326815	57885087	Relocate Service Line-Plastic	5/19/2011	COAR/641001	Construction OH	\$447.06
3326815	57885087	Relocate Service Line-Plastic	5/19/2011	COAR/641002	Stores Overhead	\$26.78
3326815	57885087	Relocate Service Line-Plastic	5/19/2011	COAR/641005	Stores Overhead -Qty	\$43.44
3326815	57885087	Relocate Service Line-Plastic	5/19/2011	COAR/643502	Fleet Pool Vehicles	\$28.88
3326815	57885087	Relocate Service Line-Plastic	5/19/2011	COAR/643502	Fleet Pool Vehicles	\$174.16
3326815	57885087	Relocate Service Line-Plastic	5/19/2011	COAR/643001	Un labor-ST-IntAlloc	\$985.22
3326815	57885087	Relocate Service Line-Plastic	5/19/2011	COAR/643002	Un Labor 1 1/2-IntAI	\$303.56
3326815	57885087	Relocate Service Line-Plastic	5/19/2011	COAR/643001	Un labor-ST-IntAlloc	\$341.25
3326815	57885087	Relocate Service Line-Plastic	5/19/2011	COAR/643002	Un Labor 1 1/2-IntAI	\$72.66
3326815	57885087	Relocate Service Line-Plastic	5/19/2011	COAR/530999	M&S-Inventory Issued	\$223.13
57885087 Total						\$2,816.41
3326815	58297544	GMT Investigate - Other	6/13/2011	COAR/641002	Stores Overhead	\$4.92
3326815	58297544	GMT Investigate - Other	6/13/2011	COAR/643001	Un labor-ST-IntAlloc	\$62.78
3326815	58297544	GMT Investigate - Other	6/13/2011	COAR/643001	Un labor-ST-IntAlloc	
3326815	58297544	GMT Investigate - Other	6/13/2011	COAR/530999	M&S-Inventory Issued	\$40.96
58297544 Total						\$108.66
3326815	58916898	CMSWM6 INSTALL R/W ON 17# ANODE AND TEST	8/3/2011	COAR/641002	Stores Overhead	\$2.69
3326815	58916898	CMSWM6 INSTALL R/W ON 17# ANODE AND TEST	8/3/2011	COAR/641005	Stores Overhead -Qty	\$0.48
3326815	58916898	CMSWM6 INSTALL R/W ON 17# ANODE AND TEST	8/3/2011	COAR/643502	Fleet Pool Vehicles	\$8.13
3326815	58916898	CMSWM6 INSTALL R/W ON 17# ANODE AND TEST	8/3/2011	COAR/643001	Un labor-ST-IntAlloc	\$102.39
3326815	58916898	CMSWM6 INSTALL R/W ON 17# ANODE AND TEST	8/3/2011	COAR/643001	Un labor-ST-IntAlloc	
3326815	58916898	CMSWM6 INSTALL R/W ON 17# ANODE AND TEST	8/3/2011	COAR/530999	M&S-Inventory Issued	\$22.43
58916898 Total						\$136.12
3326815	59169658	GMT Investigate - Other	8/23/2011	COAR/643001	Un labor-ST-IntAlloc	\$58.50
3326815	59169658	GMT Investigate - Other	8/23/2011	COAR/643001	Un labor-ST-IntAlloc	
59169658 Total						\$58.50
3326815 Total						\$3,119.69
3367104	59967963	MI Remove Meter & Set 1400	12/8/2011	COAR/641001	Construction OH	\$35.83
3367104	59967963	MI Remove Meter & Set 1400	12/8/2011	COAR/643001	Un labor-ST-IntAlloc	\$170.63
59967963 Total						\$206.46
3367104	59968311	MI Remove Meter - Move-Out	12/8/2011	COAR/641002	Stores Overhead	\$0.34
3367104	59968311	MI Remove Meter - Move-Out	12/8/2011	COAR/641005	Stores Overhead -Qty	\$0.24
3367104	59968311	MI Remove Meter - Move-Out	12/8/2011	COAR/643502	Fleet Pool Vehicles	\$6.98
3367104	59968311	MI Remove Meter - Move-Out	12/8/2011	COAR/643001	Un labor-ST-IntAlloc	\$63.47
3367104	59968311	MI Remove Meter - Move-Out	12/8/2011	COAR/530999	M&S-Inventory Issued	\$2.83
59968311 Total						\$73.86
3367104	59968775	CMSEM8 Repair Service Line-Plastic CPAY	12/8/2011	COAR/641002	Stores Overhead	\$10.51
3367104	59968775	CMSEM8 Repair Service Line-Plastic CPAY	12/8/2011	COAR/641005	Stores Overhead -Qty	\$5.52
3367104	59968775	CMSEM8 Repair Service Line-Plastic CPAY	12/8/2011	COAR/643502	Fleet Pool Vehicles	\$162.50
3367104	59968775	CMSEM8 Repair Service Line-Plastic CPAY	12/8/2011	COAR/643001	Un labor-ST-IntAlloc	\$739.04
3367104	59968775	CMSEM8 Repair Service Line-Plastic CPAY	12/8/2011	COAR/643001	Un labor-ST-IntAlloc	\$1,179.32
3367104	59968775	CMSEM8 Repair Service Line-Plastic CPAY	12/8/2011	COAR/643001	Un labor-ST-IntAlloc	\$307.13
3367104	59968775	CMSEM8 Repair Service Line-Plastic CPAY	12/8/2011	COAR/530999	M&S-Inventory Issued	\$87.58
59968775 Total						\$2,491.60
3367104 Total						\$2,771.92
3448815	59400141	firm am MI & MI Replace Meter & Set - O	10/27/2011	COAR/641001	Construction OH	\$719.43
3448815	59400141	firm am MI & MI Replace Meter & Set - O	10/27/2011	COAR/641002	Stores Overhead	\$253.86
3448815	59400141	firm am MI & MI Replace Meter & Set - O	10/27/2011	COAR/641005	Stores Overhead -Qty	\$18.00
3448815	59400141	firm am MI & MI Replace Meter & Set - O	10/27/2011	COAR/643502	Fleet Pool Vehicles	\$21.18
3448815	59400141	firm am MI & MI Replace Meter & Set - O	10/27/2011	COAR/643502	Fleet Pool Vehicles	\$60.00
3448815	59400141	firm am MI & MI Replace Meter & Set - O	10/27/2011	COAR/643001	Un labor-ST-IntAlloc	\$454.51

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Relocation of Meters rated 630 CHF or greater

Installation	Order	Order Description	TECO Date	Cost Element	Cost Element Desc	Total Additions
3448815	59400141	firm am MI & MI Replace Meter & Set - O	10/27/2011	COAR/643001	Un labor-ST-IntAlloc	\$160.44
3448815	59400141	firm am MI & MI Replace Meter & Set - O	10/27/2011	COAR/643001	Un labor-ST-IntAlloc	\$614.25
3448815	59400141	firm am MI & MI Replace Meter & Set - O	10/27/2011	COAR/530999	M&S-Inventory Issued	\$2,115.50
59400141 Total						\$4,417.17
3448815	59400514	CMNEM9 Relocate Service Line-Plastic - C	10/27/2011	COAR/641006	Restoration OH	\$537.48
3448815	59400514	CMNEM9 Relocate Service Line-Plastic - C	10/27/2011	COAR/641001	Construction OH	\$1,290.88
3448815	59400514	CMNEM9 Relocate Service Line-Plastic - C	10/27/2011	COAR/641002	Stores Overhead	\$46.47
3448815	59400514	CMNEM9 Relocate Service Line-Plastic - C	10/27/2011	COAR/641005	Stores Overhead -Qty	\$11.04
3448815	59400514	CMNEM9 Relocate Service Line-Plastic - C	10/27/2011	COAR/643502	Fleet Pool Vehicles	\$6.13
3448815	59400514	CMNEM9 Relocate Service Line-Plastic - C	10/27/2011	COAR/643502	Fleet Pool Vehicles	\$26.25
3448815	59400514	CMNEM9 Relocate Service Line-Plastic - C	10/27/2011	COAR/643502	Fleet Pool Vehicles	\$352.65
3448815	59400514	CMNEM9 Relocate Service Line-Plastic - C	10/27/2011	COAR/643001	Un labor-ST-IntAlloc	\$3,709.96
3448815	59400514	CMNEM9 Relocate Service Line-Plastic - C	10/27/2011	COAR/643002	Un Labor 1 1/2-IntAI	\$724.70
3448815	59400514	CMNEM9 Relocate Service Line-Plastic - C	10/27/2011	COAR/643001	Un labor-ST-IntAlloc	\$819.00
3448815	59400514	CMNEM9 Relocate Service Line-Plastic - C	10/27/2011	COAR/643002	Un Labor 1 1/2-IntAI	\$121.10
3448815	59400514	CMNEM9 Relocate Service Line-Plastic - C	10/27/2011	COAR/530999	M&S-Inventory Issued	\$387.25
59400514 Total						\$8,032.91
3448815	59793103	Repair Main-Steel	10/26/2011	COAR/641002	Stores Overhead	\$33.35
3448815	59793103	Repair Main-Steel	10/26/2011	COAR/641005	Stores Overhead -Qty	\$0.48
3448815	59793103	Repair Main-Steel	10/26/2011	COAR/643502	Fleet Pool Vehicles	\$60.45
3448815	59793103	Repair Main-Steel	10/26/2011	COAR/643001	Un labor-ST-IntAlloc	\$687.30
3448815	59793103	Repair Main-Steel	10/26/2011	COAR/643001	Un labor-ST-IntAlloc	\$204.75
3448815	59793103	Repair Main-Steel	10/26/2011	COAR/530999	M&S-Inventory Issued	\$277.91
59793103 Total						\$1,264.24
3448815 Total						\$13,714.32
3543477	57050931	Repair Service Line-Plastic - AMJACOBS-C	3/7/2011	COAR/641002	Stores Overhead	\$10.51
3543477	57050931	Repair Service Line-Plastic - AMJACOBS-C	3/7/2011	COAR/641005	Stores Overhead -Qty	\$4.32
3543477	57050931	Repair Service Line-Plastic - AMJACOBS-C	3/7/2011	COAR/643502	Fleet Pool Vehicles	\$15.81
3543477	57050931	Repair Service Line-Plastic - AMJACOBS-C	3/7/2011	COAR/643502	Fleet Pool Vehicles	\$40.39
3543477	57050931	Repair Service Line-Plastic - AMJACOBS-C	3/7/2011	COAR/643502	Fleet Pool Vehicles	\$83.67
3543477	57050931	Repair Service Line-Plastic - AMJACOBS-C	3/7/2011	COAR/643001	Un labor-ST-IntAlloc	\$885.69
3543477	57050931	Repair Service Line-Plastic - AMJACOBS-C	3/7/2011	COAR/530010	M&S - Non Inv	\$40.00
3543477	57050931	Repair Service Line-Plastic - AMJACOBS-C	3/7/2011	COAR/530999	M&S-Inventory Issued	\$87.55
57050931 Total						\$1,167.94
3543477	57050932	FIRM Relocate Meter - AMJACOBS - CPAY	3/7/2011	COAR/641002	Stores Overhead	\$4.23
3543477	57050932	FIRM Relocate Meter - AMJACOBS - CPAY	3/7/2011	COAR/641005	Stores Overhead -Qty	\$1.20
3543477	57050932	FIRM Relocate Meter - AMJACOBS - CPAY	3/7/2011	COAR/643502	Fleet Pool Vehicles	\$17.54
3543477	57050932	FIRM Relocate Meter - AMJACOBS - CPAY	3/7/2011	COAR/643001	Un labor-ST-IntAlloc	\$189.04
3543477	57050932	FIRM Relocate Meter - AMJACOBS - CPAY	3/7/2011	COAR/530999	M&S-Inventory Issued	\$35.21
57050932 Total						\$247.22
3543477	57275889	firm 5/4/11 10am (lowell) Extend Servic	5/4/2011	COAR/641006	Restoration OH	\$63.17
3543477	57275889	firm 5/4/11 10am (lowell) Extend Servic	5/4/2011	COAR/641001	Construction OH	\$151.69
3543477	57275889	firm 5/4/11 10am (lowell) Extend Servic	5/4/2011	COAR/641002	Stores Overhead	\$3.28
3543477	57275889	firm 5/4/11 10am (lowell) Extend Servic	5/4/2011	COAR/641005	Stores Overhead -Qty	\$6.00
3543477	57275889	firm 5/4/11 10am (lowell) Extend Servic	5/4/2011	COAR/643502	Fleet Pool Vehicles	\$23.48
3543477	57275889	firm 5/4/11 10am (lowell) Extend Servic	5/4/2011	COAR/643502	Fleet Pool Vehicles	\$39.78
3543477	57275889	firm 5/4/11 10am (lowell) Extend Servic	5/4/2011	COAR/643001	Un labor-ST-IntAlloc	\$540.46
3543477	57275889	firm 5/4/11 10am (lowell) Extend Servic	5/4/2011	COAR/643002	Un Labor 1 1/2-IntAI	\$91.28
3543477	57275889	firm 5/4/11 10am (lowell) Extend Servic	5/4/2011	COAR/530999	M&S-Inventory Issued	\$27.34
57275889 Total						\$946.48
3543477	57276043	firm 5/4 (bob) REHANG Gas Meter - AMJA	5/4/2011	COAR/641002	Stores Overhead	\$7.35
3543477	57276043	firm 5/4 (bob) REHANG Gas Meter - AMJA	5/4/2011	COAR/641005	Stores Overhead -Qty	\$2.16
3543477	57276043	firm 5/4 (bob) REHANG Gas Meter - AMJA	5/4/2011	COAR/643502	Fleet Pool Vehicles	\$35.06
3543477	57276043	firm 5/4 (bob) REHANG Gas Meter - AMJA	5/4/2011	COAR/643001	Un labor-ST-IntAlloc	\$351.42
3543477	57276043	firm 5/4 (bob) REHANG Gas Meter - AMJA	5/4/2011	COAR/530999	M&S-Inventory Issued	\$61.24
57276043 Total						\$457.23
3543477	57884301	GMT Investigate - Other	5/11/2011	COAR/643001	Un labor-ST-IntAlloc	\$141.25
3543477	57884301	GMT Investigate - Other	5/11/2011	COAR/643502	Fleet Pool Vehicles	\$17.82
3543477	57884301	GMT Investigate - Other	5/11/2011	COAR/643001	Un labor-ST-IntAlloc	
57884301 Total						\$159.07
3543477	57884532	Paint Large Volume Meter	6/13/2011	COAR/643502	Fleet Pool Vehicles	\$4.68
3543477	57884532	Paint Large Volume Meter	6/13/2011	COAR/643001	Un labor-ST-IntAlloc	\$44.63
57884532 Total						\$49.31
3543477 Total						\$3,027.25
4280659	57976175	CMNEM8 Relocate Service Line-Steel - AMJ	6/16/2011	COAR/641006	Restoration OH	\$551.32
4280659	57976175	CMNEM8 Relocate Service Line-Steel - AMJ	6/16/2011	COAR/641001	Construction OH	\$1,342.97
4280659	57976175	CMNEM8 Relocate Service Line-Steel - AMJ	6/16/2011	COAR/641002	Stores Overhead	\$55.05
4280659	57976175	CMNEM8 Relocate Service Line-Steel - AMJ	6/16/2011	COAR/641005	Stores Overhead -Qty	\$15.60
4280659	57976175	CMNEM8 Relocate Service Line-Steel - AMJ	6/16/2011	COAR/643502	Fleet Pool Vehicles	\$18.38
4280659	57976175	CMNEM8 Relocate Service Line-Steel - AMJ	6/16/2011	COAR/643502	Fleet Pool Vehicles	\$36.00
4280659	57976175	CMNEM8 Relocate Service Line-Steel - AMJ	6/16/2011	COAR/643502	Fleet Pool Vehicles	\$368.76
4280659	57976175	CMNEM8 Relocate Service Line-Steel - AMJ	6/16/2011	COAR/643001	Un labor-ST-IntAlloc	\$3,645.32

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Installation	Order	Order Description	TECO Date	Cost Element	Cost Element Desc	Total Additions
4280659	57976175	CMNEM8 Relocate Service Line-Steel - AMJ	6/16/2011	COAR/643002	Un Labor 1 1/2-IntAI	\$737.34
4280659	57976175	CMNEM8 Relocate Service Line-Steel - AMJ	6/16/2011	COAR/643001	Un labor-ST-IntAlloc	\$1,057.88
4280659	57976175	CMNEM8 Relocate Service Line-Steel - AMJ	6/16/2011	COAR/643002	Un Labor 1 1/2-IntAI	\$72.66
4280659	57976175	CMNEM8 Relocate Service Line-Steel - AMJ	6/16/2011	COAR/530999	M&S-Inventory Issued	\$458.75
57976175 Total						\$8,360.03
4280659	57978967	MI17 Replace Meter - Other - AMJACOBS -	6/16/2011	COAR/641002	Stores Overhead	\$56.43
4280659	57978967	MI17 Replace Meter - Other - AMJACOBS -	6/16/2011	COAR/641005	Stores Overhead -Qty	\$2.64
4280659	57978967	MI17 Replace Meter - Other - AMJACOBS -	6/16/2011	COAR/643502	Fleet Pool Vehicles	\$34.49
4280659	57978967	MI17 Replace Meter - Other - AMJACOBS -	6/16/2011	COAR/643001	Un labor-ST-IntAlloc	\$411.09
4280659	57978967	MI17 Replace Meter - Other - AMJACOBS -	6/16/2011	COAR/530999	M&S-Inventory Issued	\$470.27
57978967 Total						\$974.92
4280659	57979566	MI9 INSTALL NEW MEASUREMENT STATION - AM	6/15/2011	COAR/641001	Construction OH	\$242.01
4280659	57979566	MI9 INSTALL NEW MEASUREMENT STATION - AM	6/15/2011	COAR/641002	Stores Overhead	\$81.74
4280659	57979566	MI9 INSTALL NEW MEASUREMENT STATION - AM	6/15/2011	COAR/641005	Stores Overhead -Qty	\$6.48
4280659	57979566	MI9 INSTALL NEW MEASUREMENT STATION - AM	6/15/2011	COAR/643502	Fleet Pool Vehicles	\$9.00
4280659	57979566	MI9 INSTALL NEW MEASUREMENT STATION - AM	6/15/2011	COAR/643001	Un labor-ST-IntAlloc	\$292.84
4280659	57979566	MI9 INSTALL NEW MEASUREMENT STATION - AM	6/15/2011	COAR/643002	Un Labor 1 1/2-IntAI	\$169.40
4280659	57979566	MI9 INSTALL NEW MEASUREMENT STATION - AM	6/15/2011	COAR/530999	M&S-Inventory Issued	\$681.18
57979566 Total						\$1,482.65
4280659	58660778	Install ERT	9/9/2011	COAR/643001	Un labor-ST-IntAlloc	
58660778 Total						\$0.00
4280659 Total						\$10,817.60
4422884	57108492	Misc Read - Other	3/9/2011	COAR/643001	Un labor-ST-IntAlloc	
57108492 Total						\$0.00
4422884	57654714	cmsem4 Investigate - Other -AMJACOBS	4/18/2011	COAR/643001	Un labor-ST-IntAlloc	\$107.49
57654714 Total						\$107.49
4422884	57692848	Repair Service Line-Plastic	4/18/2011	COAR/641002	Stores Overhead	\$0.15
4422884	57692848	Repair Service Line-Plastic	4/18/2011	COAR/641005	Stores Overhead -Qty	\$0.96
4422884	57692848	Repair Service Line-Plastic	4/18/2011	COAR/643001	Un labor-ST-IntAlloc	\$232.86
4422884	57692848	Repair Service Line-Plastic	4/18/2011	COAR/530999	M&S-Inventory Issued	\$1.24
57692848 Total						\$235.21
4422884	57693857	Investigate - Other	4/18/2011	COAR/643001	Un labor-ST-IntAlloc	\$102.38
4422884	57693857	Investigate - Other	4/18/2011	COAR/643001	Un labor-ST-IntAlloc	
57693857 Total						\$102.38
4422884	57695011	WED 4/27 * MI Relocate Med Vol Gas Meter	4/29/2011	COAR/641002	Stores Overhead	\$7.96
4422884	57695011	WED 4/27 * MI Relocate Med Vol Gas Meter	4/29/2011	COAR/641005	Stores Overhead -Qty	\$2.16
4422884	57695011	WED 4/27 * MI Relocate Med Vol Gas Meter	4/29/2011	COAR/643502	Fleet Pool Vehicles	\$13.50
4422884	57695011	WED 4/27 * MI Relocate Med Vol Gas Meter	4/29/2011	COAR/643502	Fleet Pool Vehicles	\$52.93
4422884	57695011	WED 4/27 * MI Relocate Med Vol Gas Meter	4/29/2011	COAR/643001	Un labor-ST-IntAlloc	\$409.50
4422884	57695011	WED 4/27 * MI Relocate Med Vol Gas Meter	4/29/2011	COAR/643001	Un labor-ST-IntAlloc	\$170.63
4422884	57695011	WED 4/27 * MI Relocate Med Vol Gas Meter	4/29/2011	COAR/643002	Un Labor 1 1/2-IntAI	\$24.22
4422884	57695011	WED 4/27 * MI Relocate Med Vol Gas Meter	4/29/2011	COAR/530999	M&S-Inventory Issued	\$66.30
57695011 Total						\$747.20
4422884	57777500	MI Investigate - Other	4/29/2011	COAR/643001	Un labor-ST-IntAlloc	
57777500 Total						\$0.00
4422884	58168945	Relocate Service Line-Plastic	6/24/2011	COAR/641006	Restoration OH	\$71.00
4422884	58168945	Relocate Service Line-Plastic	6/24/2011	COAR/641001	Construction OH	\$188.84
4422884	58168945	Relocate Service Line-Plastic	6/24/2011	COAR/641002	Stores Overhead	\$22.71
4422884	58168945	Relocate Service Line-Plastic	6/24/2011	COAR/641005	Stores Overhead -Qty	\$113.28
4422884	58168945	Relocate Service Line-Plastic	6/24/2011	COAR/643001	Un labor-ST-IntAlloc	
4422884	58168945	Relocate Service Line-Plastic	6/24/2011	COAR/530999	M&S-Inventory Issued	\$189.21
4422884	58168945	Relocate Service Line-Plastic	6/24/2011	COAR/540080	Billable Cntrctd Lbr	\$710.02
58168945 Total						\$1,295.06
4422884 Total						\$2,487.34
4426691	56099216	69214 NC I/C MDVOL METERSET PROPOSED..JJ	1/6/2011	COAR/641001	Construction OH	\$126.32
4426691	56099216	69214 NC I/C MDVOL METERSET PROPOSED..JJ	1/6/2011	COAR/641002	Stores Overhead	\$35.18
4426691	56099216	69214 NC I/C MDVOL METERSET PROPOSED..JJ	1/6/2011	COAR/641005	Stores Overhead -Qty	\$2.64
4426691	56099216	69214 NC I/C MDVOL METERSET PROPOSED..JJ	1/6/2011	COAR/643502	Fleet Pool Vehicles	\$8.37
4426691	56099216	69214 NC I/C MDVOL METERSET PROPOSED..JJ	1/6/2011	COAR/643002	Un Labor 1 1/2-IntAI	\$167.23
4426691	56099216	69214 NC I/C MDVOL METERSET PROPOSED..JJ	1/6/2011	COAR/643001	Un labor-ST-IntAlloc	\$9.66
4426691	56099216	69214 NC I/C MDVOL METERSET PROPOSED..JJ	1/6/2011	COAR/530999	M&S-Inventory Issued	\$293.18
56099216 Total						\$642.58
4426691	56191002	Install New Service Line - Plastic OSCR	2/1/2011	COAR/641006	Restoration OH	\$380.66
4426691	56191002	Install New Service Line - Plastic OSCR	2/1/2011	COAR/641001	Construction OH	\$831.24
4426691	56191002	Install New Service Line - Plastic OSCR	2/1/2011	COAR/641002	Stores Overhead	\$18.21
4426691	56191002	Install New Service Line - Plastic OSCR	2/1/2011	COAR/641005	Stores Overhead -Qty	\$77.76
4426691	56191002	Install New Service Line - Plastic OSCR	2/1/2011	COAR/643001	Un labor-ST-IntAlloc	
4426691	56191002	Install New Service Line - Plastic OSCR	2/1/2011	COAR/643001	Un labor-ST-IntAlloc	
4426691	56191002	Install New Service Line - Plastic OSCR	2/1/2011	COAR/530999	M&S-Inventory Issued	\$151.72
4426691	56191002	Install New Service Line - Plastic OSCR	2/1/2011	COAR/540080	Billable Cntrctd Lbr	\$3,806.56
56191002 Total						\$5,266.15
4426691	56192167	69214 Move-in Small Meter Install-Origin	1/6/2011	COAR/641001	Construction OH	\$63.38

CenterPoint Energy
Service Quality Report

Relocation of Meters rated 630 CHF or greater

Installation	Order	Order Description	TECO Date	Cost Element	Cost Element Desc	Total Additions
4426691	56192167	69214 Move-in Small Meter Install-Origin	1/6/2011	COAR/641002	Stores Overhead	\$0.01
4426691	56192167	69214 Move-in Small Meter Install-Origin	1/6/2011	COAR/641005	Stores Overhead -Qty	\$0.48
4426691	56192167	69214 Move-in Small Meter Install-Origin	1/6/2011	COAR/643502	Fleet Pool Vehicles	\$18.21
4426691	56192167	69214 Move-in Small Meter Install-Origin	1/6/2011	COAR/643001	Un labor-ST-IntAlloc	\$283.50
4426691	56192167	69214 Move-in Small Meter Install-Origin	1/6/2011	COAR/643001	Un labor-ST-IntAlloc	
4426691	56192167	69214 Move-in Small Meter Install-Origin	1/6/2011	COAR/530999	M&S-Inventory Issued	\$0.12
56192167 Total						\$365.70
4426691	56682169	Misc Read - Other	2/1/2011	COAR/643001	Un labor-ST-IntAlloc	
56682169 Total						\$0.00
4426691	57649185	Replace Meter & Set - Other	#	COAR/641001	Construction OH	\$93.17
4426691	57649185	Replace Meter & Set - Other	#	COAR/641002	Stores Overhead	
4426691	57649185	Replace Meter & Set - Other	#	COAR/641005	Stores Overhead -Qty	
4426691	57649185	Replace Meter & Set - Other	#	COAR/643502	Fleet Pool Vehicles	\$28.63
4426691	57649185	Replace Meter & Set - Other	#	COAR/643001	Un labor-ST-IntAlloc	\$415.02
4426691	57649185	Replace Meter & Set - Other	#	COAR/643001	Un labor-ST-IntAlloc	
4426691	57649185	Replace Meter & Set - Other	#	COAR/530999	M&S-Inventory Issued	
57649185 Total						\$536.82
4426691	57712925	Relocate Service Line-Plastic	6/24/2011	COAR/641006	Restoration OH	\$82.31
4426691	57712925	Relocate Service Line-Plastic	6/24/2011	COAR/641001	Construction OH	\$179.93
4426691	57712925	Relocate Service Line-Plastic	6/24/2011	COAR/641002	Stores Overhead	\$4.05
4426691	57712925	Relocate Service Line-Plastic	6/24/2011	COAR/641005	Stores Overhead -Qty	\$32.64
4426691	57712925	Relocate Service Line-Plastic	6/24/2011	COAR/643001	Un labor-ST-IntAlloc	
4426691	57712925	Relocate Service Line-Plastic	6/24/2011	COAR/530999	M&S-Inventory Issued	\$33.75
4426691	57712925	Relocate Service Line-Plastic	6/24/2011	COAR/540080	Billable Cntrctd Lbr	\$823.07
57712925 Total						\$1,155.75
4426691	57766692	Investigate - ERT	4/28/2011	COAR/643001	Un labor-ST-IntAlloc	
57766692 Total						\$0.00
4426691	58109189	Investigate - ERT	5/25/2011	COAR/643001	Un labor-ST-IntAlloc	
58109189 Total						\$0.00
4426691 Total						\$7,967.00
4426904	56702301	Misc Read - Other	2/1/2011	COAR/643001	Un labor-ST-IntAlloc	
56702301 Total						\$0.00
4426904	57530981	[sub 1] Relocate Service Line-Plastic -C	4/18/2011	COAR/641006	Restoration OH	\$194.99
4426904	57530981	[sub 1] Relocate Service Line-Plastic -C	4/18/2011	COAR/641001	Construction OH	\$486.48
4426904	57530981	[sub 1] Relocate Service Line-Plastic -C	4/18/2011	COAR/641002	Stores Overhead	\$34.92
4426904	57530981	[sub 1] Relocate Service Line-Plastic -C	4/18/2011	COAR/641005	Stores Overhead -Qty	\$112.56
4426904	57530981	[sub 1] Relocate Service Line-Plastic -C	4/18/2011	COAR/643502	Fleet Pool Vehicles	\$75.67
4426904	57530981	[sub 1] Relocate Service Line-Plastic -C	4/18/2011	COAR/643001	Un labor-ST-IntAlloc	\$1,470.06
4426904	57530981	[sub 1] Relocate Service Line-Plastic -C	4/18/2011	COAR/643002	Un Labor 1 1/2-IntAl	\$479.85
4426904	57530981	[sub 1] Relocate Service Line-Plastic -C	4/18/2011	COAR/530999	M&S-Inventory Issued	\$290.98
57530981 Total						\$3,145.51
4426904 Total						\$3,145.51
4427463	56706499	[SUB 4] Relocate Service Line-Plastic-JM	2/4/2011	COAR/641006	Restoration OH	\$280.70
4427463	56706499	[SUB 4] Relocate Service Line-Plastic-JM	2/4/2011	COAR/641001	Construction OH	\$637.78
4427463	56706499	[SUB 4] Relocate Service Line-Plastic-JM	2/4/2011	COAR/641002	Stores Overhead	\$3.46
4427463	56706499	[SUB 4] Relocate Service Line-Plastic-JM	2/4/2011	COAR/641005	Stores Overhead -Qty	\$27.12
4427463	56706499	[SUB 4] Relocate Service Line-Plastic-JM	2/4/2011	COAR/643502	Fleet Pool Vehicles	\$201.25
4427463	56706499	[SUB 4] Relocate Service Line-Plastic-JM	2/4/2011	COAR/643001	Un labor-ST-IntAlloc	\$2,806.99
4427463	56706499	[SUB 4] Relocate Service Line-Plastic-JM	2/4/2011	COAR/530999	M&S-Inventory Issued	\$28.83
56706499 Total						\$3,986.13
4427463	56742885	[sub 7] Relocate Meter - CPAY \$290 - JMP	2/4/2011	COAR/641002	Stores Overhead	\$1.03
4427463	56742885	[sub 7] Relocate Meter - CPAY \$290 - JMP	2/4/2011	COAR/641005	Stores Overhead -Qty	\$0.24
4427463	56742885	[sub 7] Relocate Meter - CPAY \$290 - JMP	2/4/2011	COAR/643502	Fleet Pool Vehicles	\$55.26
4427463	56742885	[sub 7] Relocate Meter - CPAY \$290 - JMP	2/4/2011	COAR/643502	Fleet Pool Vehicles	\$46.73
4427463	56742885	[sub 7] Relocate Meter - CPAY \$290 - JMP	2/4/2011	COAR/643001	Un labor-ST-IntAlloc	\$867.58
4427463	56742885	[sub 7] Relocate Meter - CPAY \$290 - JMP	2/4/2011	COAR/530999	M&S-Inventory Issued	\$8.60
56742885 Total						\$979.44
4427463	57446923	Investigate - Other	4/13/2011	COAR/643502	Fleet Pool Vehicles	\$10.92
4427463	57446923	Investigate - Other	4/13/2011	COAR/643001	Un labor-ST-IntAlloc	\$186.28
57446923 Total						\$197.20
4427463	57552514	[SUB 4] Repair I/C Service Line-Plastic-	11/1/2011	COAR/641002	Stores Overhead	\$0.42
4427463	57552514	[SUB 4] Repair I/C Service Line-Plastic-	11/1/2011	COAR/641005	Stores Overhead -Qty	\$0.72
4427463	57552514	[SUB 4] Repair I/C Service Line-Plastic-	11/1/2011	COAR/643502	Fleet Pool Vehicles	\$31.50
4427463	57552514	[SUB 4] Repair I/C Service Line-Plastic-	11/1/2011	COAR/643001	Un labor-ST-IntAlloc	\$537.40
4427463	57552514	[SUB 4] Repair I/C Service Line-Plastic-	11/1/2011	COAR/530999	M&S-Inventory Issued	\$3.46
57552514 Total						\$573.50
4427463	57554151	[SUB 4] Replace Meter & Set - Other - JM	4/14/2011	COAR/641001	Construction OH	\$30.99
4427463	57554151	[SUB 4] Replace Meter & Set - Other - JM	4/14/2011	COAR/641002	Stores Overhead	\$10.12
4427463	57554151	[SUB 4] Replace Meter & Set - Other - JM	4/14/2011	COAR/641005	Stores Overhead -Qty	\$0.72
4427463	57554151	[SUB 4] Replace Meter & Set - Other - JM	4/14/2011	COAR/643502	Fleet Pool Vehicles	\$3.50
4427463	57554151	[SUB 4] Replace Meter & Set - Other - JM	4/14/2011	COAR/643001	Un labor-ST-IntAlloc	\$59.72
4427463	57554151	[SUB 4] Replace Meter & Set - Other - JM	4/14/2011	COAR/530999	M&S-Inventory Issued	\$84.36

CenterPoint Energy
Service Quality Report

Relocation of Meters rated 630 CHF or greater

Installation	Order	Order Description	TECO Date	Cost Element	Cost Element Desc	Total Additions
57554151 Total						\$189.41
4427463	58816431	Move-In Read	7/26/2011	COAR/643001	Un labor-ST-IntAlloc	
4427463	58816431	Move-In Read	7/26/2011	COAR/643201	Labor-ST-Exempt	
58816431 Total						\$0.00
4427463 Total						\$5,925.68
4443338	57203264	Move-in Large Meter Install-Original	4/29/2011	COAR/641001	Construction OH	
4443338	57203264	Move-in Large Meter Install-Original	4/29/2011	COAR/641005	Stores Overhead -Qty	\$0.24
4443338	57203264	Move-in Large Meter Install-Original	4/29/2011	COAR/643001	Un labor-ST-IntAlloc	
4443338	57203264	Move-in Large Meter Install-Original	4/29/2011	COAR/530999	M&S-Inventory Issued	\$0.01
57203264 Total						\$0.25
4443338	57212112	Relocate Service Line-Plastic CPAY OSCR	8/30/2011	COAR/641006	Restoration OH	\$93.29
4443338	57212112	Relocate Service Line-Plastic CPAY OSCR	8/30/2011	COAR/641001	Construction OH	\$246.15
4443338	57212112	Relocate Service Line-Plastic CPAY OSCR	8/30/2011	COAR/641002	Stores Overhead	\$28.70
4443338	57212112	Relocate Service Line-Plastic CPAY OSCR	8/30/2011	COAR/641005	Stores Overhead -Qty	\$20.64
4443338	57212112	Relocate Service Line-Plastic CPAY OSCR	8/30/2011	COAR/643001	Un labor-ST-IntAlloc	
4443338	57212112	Relocate Service Line-Plastic CPAY OSCR	8/30/2011	COAR/530999	M&S-Inventory Issued	\$239.18
4443338	57212112	Relocate Service Line-Plastic CPAY OSCR	8/30/2011	COAR/540080	Billable Cntrctd Lbr	\$932.94
57212112 Total						\$1,560.90
4443338	58367651	Install ERT	9/8/2011	COAR/643001	Un labor-ST-IntAlloc	
58367651 Total						\$0.00
4443338	58724100	Repair Gas Meter WCMORD	7/28/2011	COAR/643502	Fleet Pool Vehicles	\$4.99
4443338	58724100	Repair Gas Meter WCMORD	7/28/2011	COAR/643502	Fleet Pool Vehicles	\$27.00
4443338	58724100	Repair Gas Meter WCMORD	7/28/2011	COAR/643001	Un labor-ST-IntAlloc	\$327.02
4443338	58724100	Repair Gas Meter WCMORD	7/28/2011	COAR/643001	Un labor-ST-IntAlloc	
58724100 Total						\$359.01
4443338	60110007	Emergency - Leak Inside	11/28/2011	COAR/643502	Fleet Pool Vehicles	\$19.02
4443338	60110007	Emergency - Leak Inside	11/28/2011	COAR/643001	Un labor-ST-IntAlloc	\$123.78
4443338	60110007	Emergency - Leak Inside	11/28/2011	COAR/643002	Un Labor 1 1/2-IntAI	\$105.34
60110007 Total						\$248.14
4443338	60112041	Repair Leak on Service-Steel	11/28/2011	COAR/643502	Fleet Pool Vehicles	\$8.94
4443338	60112041	Repair Leak on Service-Steel	11/28/2011	COAR/643001	Un labor-ST-IntAlloc	\$101.62
60112041 Total						\$110.56
4443338 Total						\$2,278.86
4475020	58543420	MI Install New Measurement Station	11/10/2011	COAR/641001	Construction OH	\$278.01
4475020	58543420	MI Install New Measurement Station	11/10/2011	COAR/641002	Stores Overhead	\$126.07
4475020	58543420	MI Install New Measurement Station	11/10/2011	COAR/641005	Stores Overhead -Qty	\$7.20
4475020	58543420	MI Install New Measurement Station	11/10/2011	COAR/643502	Fleet Pool Vehicles	\$16.63
4475020	58543420	MI Install New Measurement Station	11/10/2011	COAR/643502	Fleet Pool Vehicles	\$20.00
4475020	58543420	MI Install New Measurement Station	11/10/2011	COAR/643001	Un labor-ST-IntAlloc	\$106.96
4475020	58543420	MI Install New Measurement Station	11/10/2011	COAR/643001	Un labor-ST-IntAlloc	\$129.68
4475020	58543420	MI Install New Measurement Station	11/10/2011	COAR/530999	M&S-Inventory Issued	\$1,050.58
58543420 Total						\$1,735.13
4475020	59329541	-q-Relocate Service Line-Plastic- CPAY-P	12/30/2011	COAR/641006	Restoration OH	\$120.78
4475020	59329541	-q-Relocate Service Line-Plastic- CPAY-P	12/30/2011	COAR/641001	Construction OH	\$267.92
4475020	59329541	-q-Relocate Service Line-Plastic- CPAY-P	12/30/2011	COAR/641002	Stores Overhead	\$8.16
4475020	59329541	-q-Relocate Service Line-Plastic- CPAY-P	12/30/2011	COAR/641005	Stores Overhead -Qty	\$2.40
4475020	59329541	-q-Relocate Service Line-Plastic- CPAY-P	12/30/2011	COAR/530999	M&S-Inventory Issued	\$67.99
4475020	59329541	-q-Relocate Service Line-Plastic- CPAY-P	12/30/2011	COAR/540080	Billable Cntrctd Lbr	\$1,207.84
59329541 Total						\$1,675.09
4475020	60338073	Emergency - Leak Outside	12/19/2011	COAR/643001	Un labor-ST-IntAlloc	\$69.62
60338073 Total						\$69.62
4475020	60338944	Repair Leak on Meter Set	12/19/2011	COAR/641002	Stores Overhead	\$0.34
4475020	60338944	Repair Leak on Meter Set	12/19/2011	COAR/641005	Stores Overhead -Qty	\$0.48
4475020	60338944	Repair Leak on Meter Set	12/19/2011	COAR/643001	Un labor-ST-IntAlloc	\$40.95
4475020	60338944	Repair Leak on Meter Set	12/19/2011	COAR/530999	M&S-Inventory Issued	\$2.86
60338944 Total						\$44.63
4475020 Total						\$3,524.47
Grand Total						\$263,948.26

**CenterPoint Energy
Service Quality Report**

Schedule 16

Call Center Detail - Calls Received from Dedicated Lines

(Utility only)	Jan-2011	Feb-2011	Mar-2011	Apr-2011	May-2011	Jun-2011	Jul-2011	Aug-2011	Sep-2011	Oct-2011	Nov-2011	Dec-2011	YTD 2011
Total Calls Received ¹	91,905	101,307	116,005	108,199	109,330	110,506	101,148	111,960	113,339	108,992	92,288	82,145	1,247,124
Dedicated Calls Received:													
Billing Inquiries	64,197	67,987	84,742	81,420	83,828	86,614	78,319	85,094	82,623	82,214	70,144	63,480	930,662
Credit/Payment Arrangements	8,036	15,322	10,790	8,163	6,557	6,956	5,914	8,005	6,937	6,982	4,295	2,862	90,819
Service Connection/Disconnection Requests	7,613	7,158	8,756	8,506	7,486	6,719	6,639	8,485	8,670	7,171	6,707	5,912	89,822
Emergencies	7,257	5,796	6,059	5,583	7,148	6,364	6,848	6,721	11,505	8,472	7,209	6,514	85,476
Business Customer Hotline	4,802	5,044	5,658	4,527	4,311	3,853	3,428	3,655	3,604	4,153	3,933	3,377	50,345

¹ Includes IVR

CENTERPOINT ENERGY
Summary of Formal Customers' complaints
Location: Minneapolis
Dates: From 1/1/2011 to 12/31/2011

<u>Check One:</u>	
Reporting Unit	<u> X </u>
Division	<u> </u>
Region	<u> </u>

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*
Bill																
Too High/Low	5	5		8.2									5	5	0	8.2
Do Not Understand																
Budget	2	2		6.5									2	2	0	6.5
Due Date - Late Payment Charge	3	3		6.3									3	3	0	6.3
Rates	18	18		3.9	1	1		3					19	19	0	3.8
Payment Application Refund Check	21	21		6.3									21	21	0	6.3
Non-Register Meter/Remote Indexes	13	13		10.6									13	13	0	10.6
Other	11	11		10.8									11	11	0	10.8
Credit																
Arrangements	27	27		0.8									27	27	0	0.8
Notice Letters																
Transfers	8	8		5.8									8	8	0	5.8
Disputed Charges	27	27		6.4									27	27	0	6.4
Disconnected	51	51		1.7									51	51	0	1.7
Other	5	5		2.6									5	5	0	2.6
Meter																
Not Read																
Mis-Read																
Estimated Readings																
Customer Readings																
Final Readings Not Taken																
Service																
Gas Service and/or Mains	16	16		4.7	1	1		6					17	17	0	4.8
Appliance Service and/or Repair	43	43		4.7									43	43	0	4.7
Total	250	250	0		2	2	0		0	0	0	0	252	252	0	4.6
Average Number of Customers for Reporting Period	738,823				64,598				2,837				806,258			
Customers Added	4,498				366				(10)				4,854			
Number of Involuntary Disconnects	23,022				1,471				0				24,493			

*Average in Calendar Days