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April 18, 2018

Mr. Dan Wolf
Executive Secretary
Minnesota Public Utilities Commission
121 East Seventh Place, Suite 350
St. Paul, MN 55101

**RE: Compliance Filing of Great Plains Natural Gas Co.
Gas Service Quality Annual Report
Docket No. G-004/M-18-_____**

Dear Mr. Wolf:

Great Plains Natural Gas Co. (Great Plains), a Division of MDU Resources Group, Inc., herewith electronically submits its Annual Gas Service Quality Report for the calendar year 2017.

Great Plains respectfully requests this filing be accepted as being in full compliance with the filing requirements of this Commission.

Sincerely,

/s/ Tamie Aberle

Tamie Aberle
Director of Regulatory Affairs

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2017

1. Call Center Response Time (Schedule 1)

The reporting metrics are the total number of utility calls answered by Great Plains' representatives, the percent of calls answered within 20 seconds, and the average speed of answer. The 2017 data is provided on Schedule 1.

Great Plains' call center response time was 85% of calls answered in 20 seconds or less for 2017 with a total call count of 27,614 calls answered. The average speed of answer data includes all calls, including gas emergency telephone calls.

2. Meter Reading Performance (Schedule 2)

The reporting metrics include a detailed report on meter-reading performance for each customer class and for each calendar month:

- The number and percentage of customer meters read by utility personnel;
- The number and percentage of customer meters self-read by customers;
- The number and percentage of customer meters estimated;
- The number and percentage of customer meters that have not been read by utility personnel for periods of 6 to 12 months and for periods longer than 12 months, and an explanation as to why they have not been read; and
- Data on monthly meter-reading staffing levels, by work center or geographical area.

The 2017 data is provided on Schedule 2.

Great Plains deployed AMR in its service area starting in May 2015 and completed the project in October 2015 with the exception of ten meters. As of December 2016, four meters were without AMR. As of December 2017, all meters are equipped with AMR. There was a total of 265,742 meter reads in 2017, of which 99.98% were read via the automated meter reading system or utility personnel in 2017. The remainder of the meter reads (.02%) were estimated by the system.

The 47 estimated reads in 2017 were primarily attributable to no meter read via fixed network system or via the handheld device. Great Plains did not have any meters that went unread for more than 6 months and had no meters self-read by customers. The average meter-reading staffing level for 2017 was three people.

3. Involuntary Service Disconnection (Schedule 3)

The reporting metric is to reference data that is submitted under Minnesota Statutes §§216B.09 and 216B.096, subdivision 11.

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A summary of the Company's Cold Weather Rule Compliance Questionnaires submitted in 2017 pursuant to Minnesota Statutes §§216B.091 and 216B.096, subdivision 11 is included in Schedule 3.

In 2017 Great Plains sent 9,375 disconnection notices and there were 743 Residential customers whose services were disconnected for non-payment.

4. Service Extension Request Response Time (Schedule 4)

The reporting metrics include a detailed report on service extension request response times for each customer class and each calendar month:

- The number of customers requesting service to a location not previously served by the utility and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service; and
- 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 interval between the date service was installed and the date the premises were ready for service.

The 2017 data is provided on Schedule 4.

Great Plains received 121 new service extension requests and 1,025 reconnections requests in 2017. The renewed service extension statistics do not include reconnection of service to customers disconnected by the Company for non-payment of service. For new service line installations Great Plains tracks the service line application date but has not tracked the date the property is ready for the service line installation, therefore the report reflects the time from completion of the service line installation to the date the meter was installed. For renewed service extensions, Great Plains reviewed the average days to completion when comparing the date the customer requested a meter to the date the meter was installed. On average all meters were installed on the same day the customer requested the reinstatement of a meter.

5. Customer Deposits (Schedule 5)

The reporting metrics are the total number of customers who were required to make a deposit as a condition of receiving service. The 2017 data is provided on Schedule 5.

Great Plains did not require a deposit as a condition of receiving new service in 2017.

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6. Customer Complaints (Schedule 6)

The reporting metric includes a detailed report on complaints for each customer class and calendar month:

- The number of complaints received;
- The number and percentage of complaints by type of complaint;
- The number and percentage of complaints by resolution timeframe;
- The number and percentage of complaints by resolution type; and
- The number of complaints forwarded to Great Plains by the Minnesota Consumer Affairs Office and the Minnesota Attorney General's Office.

The 2017 data is provided on Schedule 6.

Great Plains is providing the following information on customer complaints to demonstrate the Company's awareness of the types of customer inquiries and/or complaints and its ability to resolve concerns in a timely manner.

- A) The information presented on Schedule 6 pages 1 through 4 reflect customer complaint data consistent with the reporting of customer complaints since 2011, i.e. those customer calls that were escalated to a supervisor for resolution or were forwarded to the Company by the Consumer Affairs Office or the Attorney General's Office for resolution.
 - o There were 16 customer complaints in 2017, an increase of 6 from the 2016 report. Of the 16 customer complaints received no complaints came from the Consumer Affairs Office or from the State of Minnesota Attorney General's Office.
- B) The information presented on Schedule 6 page 5 specifies the breakdown of all calls received based on the call option selected by the Customer Service Representative at the beginning of the call, i.e. Billing, High Bill, Metering, Emergency, Payment Arrangements, Inadequate Service, Service Extension, Service Requests, Stop Service, Wrongful Disconnection and Other. The Other category includes, but is not limited to: current balance inquiries, usage history, request for a copy of customer's bill, etc.
- C) The information presented on Schedule 6 page 6 identifies the breakdown of calls received by the call code entered by the Customer Service Representative upon completion of the call for calls other than those related to emergency, payment arrangements or stop service.
- D) A copy of the Company's Annual Summary of Customer Complaints submitted to the Commission on April 12, 2018 is included on Schedule 6 pages 7 through 9.

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7. Gas Emergency Response Time (Schedule 7)

The reporting metric is the elapsed time between the time Great Plains was first notified of the emergency and the time that a qualified emergency response person arrives at the incident location and begins to make the area safe. Great Plains reports all calls coded as emergency calls including fire, gas odor, and line hits. Emergency response times are reported as calls responded to in one hour or less and calls responded to in over one hour. This same information, in total, is reported in the Emergency Response Report to the Minnesota Office of Pipeline Safety (MNOPS). The 2017 data is provided on Schedule 7. Great Plains has also included copies of its 2017 bi-monthly Emergency Response Reporting Forms in Schedule 7.

In 2017, the percent of emergency calls responded to in less than one hour was 98% which was an increase in calls responded to in less than one hour compared to 95% in 2016. There were seven calls (or 2%) where the call response time exceeded one hour. There were 376 total calls answered in 2017, which was an increase of 295% from 2016. The average response time in 2017 was 22 minutes.

8. Mislocates (Schedule 8)

The reporting metric is to report data on mislocates by providing the monthly number of locate requests received through the Minnesota Gopher State One Call system and the number of mislocates that resulted in a damage to a gas line, including the number of times a line is damaged due to a mismarked line or failure to mark a line. The 2017 data is provided on Schedule 8.

The ticket volume provided in 2016 erroneously included cancelled, corrected and non-tickets. Correcting this number results in 8,373 locate tickets for 2016, representing a decrease of 747 locate tickets when comparing 2017 and 2016.

9. Gas System Damage (Schedule 9)

The reporting metric is the number of gas lines damaged (or hit), categorized according to whether the damage was caused by Great Plains' employees or contractors, or whether the damage was due to any other unplanned cause. The 2017 data is provided on Schedule 9. Also provided on Schedule 9 is the number of miles of distribution and transmission pipe Great Plains operates in Minnesota and a per 100 miles of pipe damage rate calculation. Great Plains has also included copies of its 2017 quarterly Utility Damage Report Forms filed with the Minnesota Office of Pipeline Safety in Schedule 9.

Gas system damages decreased from 38 in 2016 to 34 in 2017. Of the 34 damages in 2017, ten were under the control of Great Plains' employees and contractors. In addition to the 8 damages associated with mislocates as reported

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in Schedule 8 other causes of damages included 4 notifications not made, 10 failed to determine precise location, 1 failed to maintain marks, 4 failed to maintain clearance, 3 failed to protect and support during excavation and 4 were caused by damage by hand digging.

Great Plains accounts for lost gas associated with at-fault contractor main strikes in accordance with the Commission's Order in Docket No. G999/AA-10-885

10. Gas Service Interruption (Schedule 10)

The reporting metric is to report data on all gas service interruptions, including the number of customers affected and the average duration of the outage, categorized according to whether the interruption was caused by Great Plains' employees or contractors, or whether the interruption was due to any other unplanned cause. The 2017 data is provided on Schedule 10.

Great Plains had a total of 34 gas service interruptions in 2017 affecting a total of 146 customers. No service interruption were reportable to MNOPS in 2017.

11. Gas Emergency Phone Response Time (Schedule 11)

The reporting metrics are the total number of utility emergency calls answered by Great Plains' representatives, the percent of calls answered within 20 seconds, and the average speed of answer. The 2017 data is provided on Schedule 11.

The average percent of calls answered within 20 seconds or less increased from 82.23% in 2016 to 86.17% in 2017. The average speed of answer increased from 12 seconds in 2016 to 16 seconds in 2017. There was a total of 898 calls coming into the system as emergency calls in 2017.

Great Plains' internal performance goal is to answer at least 80 percent of all calls, including emergencies, within 20 seconds.

12. Customer Service Related Operations and Maintenance Expenses (Schedule 12)

The reporting metric is the amount of customer service related operation and maintenance expenses incurred on behalf of Minnesota customers based on the costs recorded in FERC accounts 901 and 903 plus payroll taxes and benefits. The 2017 data is provided on Schedule 12.

Customer service related expenses decreased from \$701,088 in 2016 to \$636,475 in 2017 a 9.22% decrease.

Schedule 1

Call Center Response Time

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2017**

Call Center Response Times

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Service Level - % of Calls answered in 20 seconds or less.	85%	90%	88%	90%	82%	79%	92%	87%	89%	79%	69%	82%	89%
Average Speed of Answer (in seconds) 1/	19	10	14	11	19	24	9	13	10	20	65	21	10
Total Calls Answered	27,614	2,222	2,054	2,610	2,159	2,481	2,382	1,902	2,185	2,338	4,217	1,644	1,420

1/ Reflects the average speed of answer for all calls, including gas emergency telephone calls.

Schedule 2

Meter Reading Performance

**Great Plains Natural Gas Co.
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Meter Reading Performance

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Total number of meters	265,742	22,134	22,094	22,139	22,141	22,077	22,130	22,130	22,126	22,149	22,185	22,207	22,230
Meters read by utility personnel													
Residential	229,153	19,078	19,047	19,083	19,085	19,045	19,088	19,089	19,081	19,103	19,130	19,153	19,171
Commercial	36,542	3,054	3,045	3,049	3,051	3,030	3,039	3,038	3,042	3,040	3,048	3,050	3,056
Total	265,695	22,132	22,092	22,132	22,136	22,075	22,127	22,127	22,123	22,143	22,178	22,203	22,227
%	99.98%	99.99%	99.99%	99.97%	99.98%	99.99%	99.99%	99.99%	99.99%	99.97%	99.97%	99.98%	99.99%
Meters self-read by customer													
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Meters - estimated													
Residential	43	2	2	6	5	2	3	2	2	5	7	4	3
Commercial	4	0	0	1	0	0	0	1	1	1	0	0	0
Total	47	2	2	7	5	2	3	3	3	6	7	4	3
%	0.02%	0.01%	0.01%	0.03%	0.02%	0.01%	0.01%	0.01%	0.01%	0.03%	0.03%	0.02%	0.01%
Meters not read for 6-12 months													
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Meters not read for 13+ months													
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Meter reading staffing levels													
North	2 1/	2	2	2	2	2	2	2	2	2	2	2	2
South	1 1/	1	1	1	1	1	1	1	1	1	1	1	1
Total	3 1/	3	3	3	3	3	3	3	3	3	3	3	3

1/ Average

Schedule 3
Involuntary Service
Disconnection

**Great Plains Natural Gas Co.
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Involuntary Service Disconnections

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
1 Number of Residential Customer Accounts:	223,794	18,781	18,792	18,805	18,765	18,687	18,491	18,414	18,322	18,335	18,680	18,838	18,884
2 Number of Past Due Residential Customer Accounts:	48,073	3,886	4,261	3,918	4,307	5,184	4,321	4,585	3,630	3,553	3,475	3,533	3,420
3 Number of Cold Weather Protection Requests:	16	0	1	0	0	0	0	0	0	0	6	9	0
Reconnection as of Cold Weather Months													
4 Number of "Right to Appeal" notices mailed to customers:	15	0	0	0	0	0	0	0	0	0	6	9	0
5 <i>Intentionally Blank</i>													
6 Number of customer accounts granted reconnection <u>request</u> :	15	0	0	0	0	0	0	0	0	0	6	9	0
Payment Schedule (PS)													
16 Number of "Right to Appeal" notices mailed to customers													
a) Number of PS requests received	16	0	1	0	0	0	0	0	0	0	6	9	0
17 <i>Intentionally Blank</i>													
18 Number of PS negotiations mutually agreed upon:	16	0	1	0	0	0	0	0	0	0	6	9	0
19 <i>Intentionally Blank</i>													

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Involuntary Service Disconnections

		Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Disconnections														
20	Number of disconnection notices mailed to customers	9,375	788	948	1,416	639	1,048	1,199	763	618	449	319	547	641
21	Number of customer accounts disconnected who did not seek protection													
	a) # Electric - heat affected	na	na	na	na	na	na	na	na	na	na	na	na	na
	b) # Electric - heat not affected	na	na	na	na	na	na	na	na	na	na	na	na	na
	c) # Gas - heat affected	743	0	0	0	69	140	137	99	153	86	59	0	0
	d) # Gas - heat not affected	0	0	0	0	0	0	0	0	0	0	0	0	0
	e) Total # disconnected	<u>743</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>69</u>	<u>140</u>	<u>137</u>	<u>99</u>	<u>153</u>	<u>86</u>	<u>59</u>	<u>0</u>	<u>0</u>
22	Number of customer accounts disconnected seeking protection:													
	a) # Electric - heat affected	na	na	na	na	na	na	na	na	na	na	na	na	na
	b) # Electric - heat not affected	na	na	na	na	na	na	na	na	na	na	na	na	na
	c) # Gas - heat affected	0	0	0	0	0	0	0	0	0	0	0	0	0
	d) # Gas - heat not affected	0	0	0	0	0	0	0	0	0	0	0	0	0
	e) Total # disconnected (See Note)	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	743	0	0	0	69	140	137	99	153	86	59	0	0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.1

Company Submitting Reply: ▼

Reporting Year: ▼

Reporting Period: ▼

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: January, 2017

1	Number of Residential Customer Accounts:	18,781
2	Number of Past Due Residential Customer Accounts:	3,886
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	0

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Great Plains Natural Gas for report period ending: January, 2017

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	788
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21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October
All other months, use 1st column only

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

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

a)	# Electric - heat affected	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	<< Invalid Number
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	Total # disconnected	0	0

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	<< Invalid Number
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	Total # disconnected (See Note)	0	

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0
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Company: Great Plains Natural Gas for report period ending: January, 2017

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$50,370
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$13
26	Total dollars received from energy assistance programs:	\$98,896
27	Total dollars received from other sources (private organizations):	\$1,030
28	Total Revenue from sales to residential accounts:	\$2,178,956
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$116
30	Intentionally Blank	
31	Total residential account write-offs due to uncollectible:	\$4,998

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	N/A
b)	# Electric - heat not affected	N/A
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
33	Intentionally Blank	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	Intentionally Blank	
36	Intentionally Blank	

RECONNECTION DATA

37	# Accounts reconnected	77
38	# Accounts remaining disconnected	67
a)	1-30 days	0
b)	31-60 days	0
c)	61+ days	67

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.1

Company Submitting Reply:	Great Plains Natural Gas	▼
Reporting Year:	2017	▼
Reporting Period:	February	▼

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: February, 2017

1	Number of Residential Customer Accounts:	18,792
2	Number of Past Due Residential Customer Accounts:	4,261
3	Number of Cold Weather Protection Requests:	1

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	0

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Great Plains Natural Gas for report period ending: February, 2017

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	948
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column	
a)	# Electric - heat affected	N/A << Invalid Number
b)	# Electric - heat not affected	N/A << Invalid Number
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0 0
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	N/A << Invalid Number
b)	# Electric - heat not affected	N/A << Invalid Number
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0 0

Company: Great Plains Natural Gas for report period ending: February, 2017

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$89,118
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$21
26	Total dollars received from energy assistance programs:	\$72,525
27	Total dollars received from other sources (private organizations):	\$1,411
28	Total Revenue from sales to residential accounts:	\$1,778,461
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$95
30	Intentionally Blank	
31	Total residential account write-offs due to uncollectible:	\$2,480

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	N/A
b)	# Electric - heat not affected	N/A
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
33	Intentionally Blank	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	Intentionally Blank	
36	Intentionally Blank	

RECONNECTION DATA

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

[END]

cwrutilrpt.xls ver 4.1

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.1

Company Submitting Reply:	Great Plains Natural Gas	▼
Reporting Year:	2017	▼
Reporting Period:	March	▼

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: March, 2017

1	Number of Residential Customer Accounts:	18,805
2	Number of Past Due Residential Customer Accounts:	3,918
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	0

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Great Plains Natural Gas for report period ending: March, 2017

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	1,416
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21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October
All other months, use 1st column only

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

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

a)	# Electric - heat affected	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	<< Invalid Number
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	Total # disconnected	0	0

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	<< Invalid Number
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	Total # disconnected (See Note)	0	

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0
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Company: Great Plains Natural Gas for report period ending: March, 2017

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$190,103
25	Average past due dollar amount per past due account (auto-calculation of #24 + #2):	\$49
26	Total dollars received from energy assistance programs:	\$72,725
27	Total dollars received from other sources (private organizations):	\$1,836
28	Total Revenue from sales to residential accounts:	\$1,516,223
29	Average monthly residential bill: (auto-calculation of #28 + #1)	\$81
30	Intentionally Blank	
31	Total residential account write-offs due to uncollectible:	\$3,272

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	N/A
b)	# Electric - heat not affected	N/A
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
33	Intentionally Blank	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	Intentionally Blank	
36	Intentionally Blank	

RECONNECTION DATA

37	# Accounts reconnected	6
38	# Accounts remaining disconnected	31
a)	1-30 days	0
b)	31-60 days	0
c)	61+ days	31

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Company Submitting Reply:	Great Plains Natural Gas
Reporting Year:	2017
Reporting Period:	April

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: April

1	Number of Residential Customer Accounts:	18,765
2	Number of Past Due Residential Customer Accounts:	4,307
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	0

INABILITY TO PAY (ITP)

10% PLAN (TPP)

Company: Great Plains Natural Gas for report period ending: April, 2017

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	639
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21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

All other months, use 1st column only

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

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

a)	# Electric - heat affected	N/A	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	N/A	<< Invalid Number
c)	# Gas - heat affected	0	69	
d)	# Gas - heat not affected	0	0	
e)	Total # disconnected	0	69	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	<< Invalid Number
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	Total # disconnected (See Note)	0	

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	69
----	---	---	----

Company: Great Plains Natural Gas for report period ending: April, 2017

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$94,163
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$2
26	Total dollars received from energy assistance programs:	\$58,909
27	Total dollars received from other sources (private organizations):	\$1,158
28	Total Revenue from sales to residential accounts:	\$952,724
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$51
30	Intentionally Blank	
31	Total residential account write-offs due to uncollectible:	\$3,535

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	N/A
b)	# Electric - heat not affected	N/A
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
33	Intentionally Blank	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	Intentionally Blank	
36	Intentionally Blank	

RECONNECTION DATA

37	# Accounts reconnected	16
38	# Accounts remaining disconnected	77
a)	1-30 days	53
b)	31-60 days	0
c)	61+ days	24

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.1

Company Submitting Reply:	Great Plains Natural Gas	▼
Reporting Year:	2017	▼
Reporting Period:	May	▼

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: May, 2017

1	Number of Residential Customer Accounts:	18,687
2	Number of Past Due Residential Customer Accounts:	5,184
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	0

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Great Plains Natural Gas for report period ending: May, 2017

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	1,048
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21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October
All other months, use 1st column only

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

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

a)	# Electric - heat affected	N/A		<< Invalid Number
b)	# Electric - heat not affected	N/A		<< Invalid Number
c)	# Gas - heat affected	140		
d)	# Gas - heat not affected	0		
e)	Total # disconnected	140	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected	N/A		<< Invalid Number
b)	# Electric - heat not affected	N/A		<< Invalid Number
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected	0		
e)	Total # disconnected (See Note)	0		

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	140	140
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Company: Great Plains Natural Gas for report period ending: May, 2017

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$143,492
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$28
26	Total dollars received from energy assistance programs:	\$3,327
27	Total dollars received from other sources (private organizations):	\$5,899
28	Total Revenue from sales to residential accounts:	\$653,763
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$35
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$8,124

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	N/A
b)	# Electric - heat not affected	N/A
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

RECONNECTION DATA

37	# Accounts reconnected	32
38	# Accounts remaining disconnected	185
a)	1-30 days	118
b)	31-60 days	47
c)	61+ days	20

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.1

Company Submitting Reply:	Great Plains Natural Gas	▼
Reporting Year:	2017	▼
Reporting Period:	June	▼

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: June, 2017

1	Number of Residential Customer Accounts:	18,491
2	Number of Past Due Residential Customer Accounts:	4,321
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	0

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Great Plains Natural Gas for report period ending: June, 2017

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	1,199
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21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October
All other months, use 1st column only

April 1-15 and October 1-15 in 1st column
April 16-30 and October 16-31 in 2nd column

a)	# Electric - heat affected	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	<< Invalid Number
c)	# Gas - heat affected	137	
d)	# Gas - heat not affected	0	
e)	Total # disconnected	137	0

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	<< Invalid Number
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	Total # disconnected (See Note)	0	

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	137	137
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Company: Great Plains Natural Gas for report period ending: June, 2017

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$116,559
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$27
26	Total dollars received from energy assistance programs:	\$14,156
27	Total dollars received from other sources (private organizations):	\$2,253
28	Total Revenue from sales to residential accounts:	\$387,499
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$21
30	Intentionally Blank	
31	Total residential account write-offs due to uncollectible:	\$8,382

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	N/A
b)	# Electric - heat not affected	N/A
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
33	Intentionally Blank	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	Intentionally Blank	
36	Intentionally Blank	

RECONNECTION DATA

37	# Accounts reconnected	22
38	# Accounts remaining disconnected	300
a)	1-30 days	116
b)	31-60 days	117
c)	61+ days	67

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.1

Company Submitting Reply:	Great Plains Natural Gas	▼
Reporting Year:	2017	▼
Reporting Period:	July	▼

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: July, 2017

1	Number of Residential Customer Accounts:	18,414
2	Number of Past Due Residential Customer Accounts:	4,585
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	0

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Great Plains Natural Gas for report period ending: July, 2017

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	763
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column	
a)	# Electric - heat affected	NA << Invalid Number
b)	# Electric - heat not affected	NA << Invalid Number
c)	# Gas - heat affected	99
d)	# Gas - heat not affected	0
e)	Total # disconnected	99 0
22	Number of customer accounts disconnected seeking protection:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	99 99

Company: Great Plains Natural Gas for report period ending: July, 2017

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$82,006
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$18
26	Total dollars received from energy assistance programs:	\$1,733
27	Total dollars received from other sources (private organizations):	\$1,510
28	Total Revenue from sales to residential accounts:	\$242,756
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$13
30	Intentionally Blank	
31	Total residential account write-offs due to uncollectible:	\$11,248

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
33	Intentionally Blank	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	Intentionally Blank	
36	Intentionally Blank	

RECONNECTION DATA

37	# Accounts reconnected	26
38	# Accounts remaining disconnected	373
a)	1-30 days	85
b)	31-60 days	115
c)	61+ days	173

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.1

Company Submitting Reply:	Great Plains Natural Gas	▼
Reporting Year:	2017	▼
Reporting Period:	August	▼

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: August, 2017

1	Number of Residential Customer Accounts:	18,322
2	Number of Past Due Residential Customer Accounts:	3,630
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	0

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Great Plains Natural Gas for report period ending: August, 2017

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	618
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21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October
All other months, use 1st column only

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

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

a)	# Electric - heat affected	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	<< Invalid Number
c)	# Gas - heat affected	153	
d)	# Gas - heat not affected	0	
e)	Total # disconnected	153	0

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	153	153
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Company: Great Plains Natural Gas for report period ending: August, 2017

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$45,581
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$13
26	Total dollars received from energy assistance programs:	\$317
27	Total dollars received from other sources (private organizations):	\$2,037
28	Total Revenue from sales to residential accounts:	\$240,337
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$13
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$36,678

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	N/A
b)	# Electric - heat not affected	N/A
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

RECONNECTION DATA

37	# Accounts reconnected	54
38	# Accounts remaining disconnected	472
a)	1-30 days	110
b)	31-60 days	80
c)	61+ days	282

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.1

Company Submitting Reply:	Great Plains Natural Gas	▼
Reporting Year:	2017	▼
Reporting Period:	September	▼

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: September, 2017

1	Number of Residential Customer Accounts:	18,335
2	Number of Past Due Residential Customer Accounts:	3,553
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	0

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Great Plains Natural Gas for report period ending: September, 2017

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	449
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21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October
All other months, use 1st column only

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

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

a)	# Electric - heat affected	N/A		<< Invalid Number
b)	# Electric - heat not affected	N/A		<< Invalid Number
c)	# Gas - heat affected	86		
d)	# Gas - heat not affected	0		
e)	Total # disconnected	86	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected	N/A		<< Invalid Number
b)	# Electric - heat not affected	N/A		<< Invalid Number
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected			
e)	Total # disconnected (See Note)	0		

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	86	86
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Company: Great Plains Natural Gas for report period ending: September, 2017

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$31,272
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$9
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$2,073
28	Total Revenue from sales to residential accounts:	\$235,569
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$13
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$57,047

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	N/A
b)	# Electric - heat not affected	N/A
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

RECONNECTION DATA

37	# Accounts reconnected	51
38	# Accounts remaining disconnected	507
a)	1-30 days	61
b)	31-60 days	99
c)	61+ days	347

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.1

Company Submitting Reply: ▼

Reporting Year: ▼

Reporting Period: ▼

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: October, 2017

1	Number of Residential Customer Accounts:	18,680
2	Number of Past Due Residential Customer Accounts:	3,475
3	Number of Cold Weather Protection Requests:	6

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	6
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	6

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Great Plains Natural Gas for report period ending: October, 2017

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	6
a)	Number of PS requests received	6
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	6
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	319
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21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October
All other months, use 1st column only

April 1-15 and October 1-15 in 1st column
April 16-30 and October 16-31 in 2nd column

a)	# Electric - heat affected	N/A	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	N/A	<< Invalid Number
c)	# Gas - heat affected	58	1	
d)	# Gas - heat not affected	0	0	
e)	Total # disconnected	58	1	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected	N/A	<< Invalid Number
b)	# Electric - heat not affected	N/A	<< Invalid Number
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	Total # disconnected (See Note)	0	

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	58	59
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Company: Great Plains Natural Gas for report period ending: October, 2017

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$17,073
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$5
26	Total dollars received from energy assistance programs:	\$106
27	Total dollars received from other sources (private organizations):	\$9,628
28	Total Revenue from sales to residential accounts:	\$332,978
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$18
30	Intentionally Blank	
31	Total residential account write-offs due to uncollectible:	\$26,271

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	N/A
b)	# Electric - heat not affected	N/A
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
33	Intentionally Blank	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	Intentionally Blank	
36	Intentionally Blank	

RECONNECTION DATA

37	# Accounts reconnected	195
38	# Accounts remaining disconnected	371
a)	1-30 days	18
b)	31-60 days	44
c)	61+ days	309

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.1

Company Submitting Reply:	Great Plains Natural Gas	▼
Reporting Year:	2017	▼
Reporting Period:	November	▼

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: November, 2017

1	Number of Residential Customer Accounts:	18,838
2	Number of Past Due Residential Customer Accounts:	3,533
3	Number of Cold Weather Protection Requests:	9

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	9
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	9

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Great Plains Natural Gas for report period ending: November, 2017

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	9
a)	Number of PS requests received	9
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	9
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	547
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21 Number of customer accounts disconnected who did not seek protection:
 Duplicate columns for use in April and October
 All other months, use 1st column only
 April 1-15 and October 1-15 in 1st column
 April 16-30 and October 16-31 in 2nd column

a)	# Electric - heat affected	N/A		<< Invalid Number
b)	# Electric - heat not affected	N/A		<< Invalid Number
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected	0		
e)	Total # disconnected	0	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected	N/A		<< Invalid Number
b)	# Electric - heat not affected	N/A		<< Invalid Number
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected	0		
e)	Total # disconnected (See Note)	0		

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0
----	---	---	---

Company: Great Plains Natural Gas for report period ending: November, 2017

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$29,368
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$8
26	Total dollars received from energy assistance programs:	\$88,082
27	Total dollars received from other sources (private organizations):	\$2,772
28	Total Revenue from sales to residential accounts:	\$838,730
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$45
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$11,978

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	N/A
b)	# Electric - heat not affected	N/A
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected	0
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

RECONNECTION DATA

37	# Accounts reconnected	126
38	# Accounts remaining disconnected	245
a)	1-30 days	0
b)	31-60 days	13
c)	61+ days	232

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.1

Company Submitting Reply:	Great Plains Natural Gas	▼
Reporting Year:	2017	▼
Reporting Period:	December	▼

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: December, 2017

1	Number of Residential Customer Accounts:	18,884
2	Number of Past Due Residential Customer Accounts:	3,420
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection request:	0

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains Natural Gas for report period ending: December, 2017

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	641
----	--	-----

21 Number of customer accounts disconnected who did not seek protection:
 Duplicate columns for use in April and October
 All other months, use 1st column only

April 1-15 and October 1-15 in 1st column
 April 16-30 and October 16-31 in 2nd column

a)	# Electric - heat affected	N/A		<< Invalid Number
b)	# Electric - heat not affected	N/A		<< Invalid Number
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected	0		
e)	Total # disconnected	0	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected	N/A		<< Invalid Number
b)	# Electric - heat not affected	N/A		<< Invalid Number
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected	0		
e)	Total # disconnected (See Note)	0		

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0
----	---	---	---

Company: Great Plains Natural Gas for report period ending: December, 2017

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$38,954
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$11
26	Total dollars received from energy assistance programs:	\$85,783
27	Total dollars received from other sources (private organizations):	\$2,933
28	Total Revenue from sales to residential accounts:	\$1,374,387
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$73
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$6,050

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
	a) # Electric - heat affected	N/A
	b) # Electric - heat not affected	N/A
	c) # Gas - heat affected	0
	d) # Gas - heat not affected	0
	e) Total # disconnected	0
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

RECONNECTION DATA

37	# Accounts reconnected	145
38	# Accounts remaining disconnected	100
	a) 1-30 days	0
	b) 31-60 days	0
	c) 61+ days	100

[END]

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Schedule 4
Service Extension Request
Response Time

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2017**

Service Extension Request Response Times

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
New Service Extensions 1/													
Residential													
Number of Extensions	104	0	0	1	3	14	14	5	26	4	19	15	3
Average Days to Complete 2/	22	0	0	0	3	32	63	54	35	13	14	24	27
Commercial													
Number of Extensions	17	0	0	0	0	1	0	1	2	2	4	7	0
Average Days to Complete 2/	17	0	0	0	0	78	0	38	22	23	10	29	0
Renewed Service Extensions 3/													
Residential													
Number of Extensions	868	20	22	23	22	63	48	38	72	107	291	104	58
Average Days to Complete	1	1	1	1	1	1	1	1	1	1	1	1	1
Commercial													
Number of Extensions	157	8	3	8	3	5	0	8	13	11	55	26	17
Average Days to Complete	1	1	1	1	1	1	1	1	1	1	1	1	1

- 1/ New service requests for locations not previously served.
2/ Service line installed date to date the meter was installed.
3/ Service requests for locations previously served.

Schedule 5

Customer Deposits

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2017**

Customer Deposits

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Total Customer Deposits 1/	0	0	0	0	0	0	0	0	0	0	0	0	0

1/ Deposits required as a condition for receiving new service.

Schedule 6

Customer Complaints

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2017**

Number of Customer Complaints 1/

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Residential	15	0	0	0	4	1	0	0	4	3	2	0	1
Commercial	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>0</u>
Total	16	0	0	0	4	1	0	0	4	3	3	0	1

1/ Includes customer complaints received from the Consumer Affairs Office and the Attorney General's office.

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2017

	Total		Jan		Feb		Mar		Apr		May		June		July		Aug		Sept		Oct		Nov		Dec			
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%		
Residential																												
Billing Errors	4	27%	0	0%	0	0%	0	0%	1	25%	0	0%	0	0%	0	0%	1	25%	1	34%	1	50%	0	0%	0	0%	0	0%
Inaccurate Metering	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Wrongful Disconnection	3	20%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	1	25%	1	33%	0	0%	0	0%	0	0%	0	0%
High Bills	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Inadequate Service	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Service-Extension Interval	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Service-Restoration Interval	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Payment Arrangements	4	27%	0	0%	0	0%	0	0%	2	50%	0	0%	0	0%	0	0%	1	25%	1	33%	0	0%	0	0%	0	0%	0	0%
Other	4	26%	0	0%	0	0%	0	0%	1	25%	0	0%	0	0%	0	0%	1	25%	0	0%	1	50%	0	0%	1	100%	0	0%
Total Residential	15	100%	0	0%	0	0%	0	0%	4	100%	1	100%	0	0%	0	0%	4	100%	3	100%	2	100%	0	0%	1	100%	0	0%
Commercial																												
Billing Errors	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Inaccurate Metering	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Wrongful Disconnection	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
High Bills	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Inadequate Service	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Service-Extension Interval	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Service-Restoration Interval	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Payment Arrangements	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Other	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%
Total Commercial	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%

1/ Includes customer complaints received from the Consumer Affairs Office and the Attorney General's office.

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2017**

Number & Percentage of Customer Complaints by Resolution Timeframe 1/

	Total		Jan		Feb		Mar		Apr		May		June		July		Aug		Sept		Oct		Nov		Dec		
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
Residential																											
Immediate	11	73%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	4	100%	3	100%	2	100%	0	0%	1	100%	
Within 10 Days	4	27%	0	0%	0	0%	0	0%	4	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Greater Than 10 Days	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Unresolved	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Total Residential	15	100%	0	0%	0	0%	0	0%	4	100%	1	100%	0	0%	0	0%	4	100%	3	100%	2	100%	0	0%	1	100%	
Commercial																											
Immediate	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	
Within 10 Days	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Greater Than 10 Days	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Unresolved	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Total Commercial	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	

1/ Includes customer complaints received from the Consumer Affairs Office and the Attorney General's office.

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2017**

Number & Percentage of Customer Complaints by Resolution Type 1/

	Total		Jan		Feb		Mar		Apr		May		June		July		Aug		Sept		Oct		Nov		Dec					
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%				
Residential																														
Agree	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%		
Compromise	1	7%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	50%	0	0%	0	0%		
Demonstrate	9	60%	0	0%	0	0%	0	0%	3	75%	0	0%	0	0%	0	0%	2	50%	2	67%	1	50%	0	0%	0	0%	1	100%		
Refuse	5	33%	0	0%	0	0%	0	0%	1	25%	1	100%	0	0%	0	0%	2	50%	1	33%	0	0%	0	0%	0	0%	0	0%		
Not Assigned	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%		
Total Residential	15	100%	0	0%	0	0%	0	0%	4	100%	1	100%	0	0%	0	0%	4	100%	3	100%	2	100%	0	0%	1	100%	0	0%		
Commercial																														
Agree	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Compromise	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Demonstrate	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%
Refuse	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Not Assigned	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Total Commercial	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%		

1/ Includes customer complaints received from the Consumer Affairs Office and the Attorney General's office.

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2017**

Number of Customer Calls by Type - General Inquiry

	Total		January		February		March		April		May		June		July		August		September		October		November		December	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Billing Error	5,194	19%	555	25%	466	23%	790	30%	485	22%	357	13%	287	12%	241	13%	336	15%	320	14%	437	10%	412	25%	508	36%
High Bill	626	2%	43	2%	65	3%	52	2%	62	3%	63	3%	51	2%	32	2%	54	2%	47	2%	62	1%	45	3%	50	4%
Inaccurate Metering	149	1%	20	1%	12	1%	20	1%	22	1%	19	1%	7	0%	4	0%	15	1%	4	0%	8	0%	12	1%	6	1%
Emergency	898	3%	118	5%	69	3%	65	2%	52	2%	55	2%	68	3%	66	3%	75	3%	93	4%	106	3%	68	4%	63	4%
Payment Arrangements	1,971	7%	119	5%	122	6%	204	8%	146	7%	171	7%	148	6%	128	7%	168	8%	145	6%	210	5%	209	13%	201	14%
Inadequate Service	239	1%	13	1%	17	1%	14	1%	19	1%	15	1%	15	1%	12	1%	18	1%	19	1%	32	1%	35	2%	30	2%
Service Extensions	1,385	5%	97	4%	98	5%	109	4%	146	7%	243	10%	132	6%	98	5%	86	4%	110	5%	112	3%	69	4%	85	6%
Service Request	1,375	5%	105	5%	92	4%	82	3%	134	6%	148	6%	86	4%	104	5%	139	6%	127	5%	265	6%	72	4%	21	1%
Stop Service	5,797	21%	342	15%	309	15%	360	14%	423	20%	538	22%	531	22%	419	22%	472	22%	576	25%	933	22%	534	33%	360	25%
Wrongful Disconnection	2	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%
Other	9,978	36%	810	37%	804	39%	914	35%	670	31%	871	35%	1,057	44%	798	42%	821	38%	897	38%	2,052	49%	188	11%	96	7%
Total	27,614	100%	2,222	100%	2,054	100%	2,610	100%	2,159	100%	2,481	100%	2,382	100%	1,902	100%	2,185	100%	2,338	100%	4,217	100%	1,644	100%	1,420	100%

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2017
Number of Customer Calls by Call Code by Type and Resolution 1/

	Total		January		February		March		April		May		June		July		August		September		October		November		December		
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
Billing Error																											
Agree	799	9%	39	5%	44	6%	29	3%	26	3%	41	6%	38	7%	34	7%	52	8%	63	10%	135	15%	156	24%	142	20%	
Compromise	173	2%	9	1%	7	1%	5	1%	0	0%	0	0%	4	1%	4	2%	7	1%	5	1%	29	3%	42	7%	61	9%	
Demonstrate	4,121	46%	502	60%	413	55%	751	70%	459	53%	315	37%	244	42%	200	41%	272	42%	249	40%	250	27%	183	28%	283	40%	
Refuse	101	1%	5	1%	2	0%	5	1%	0	0%	1	0%	1	0%	3	1%	5	1%	3	0%	23	3%	31	5%	22	3%	
	<u>5,194</u>		<u>555</u>		<u>466</u>		<u>790</u>		<u>485</u>		<u>357</u>		<u>287</u>		<u>241</u>		<u>336</u>		<u>320</u>		<u>437</u>		<u>412</u>		<u>508</u>		
High Bill																											
Agree	232	3%	18	2%	33	4%	27	3%	18	2%	12	1%	20	4%	12	2%	13	2%	8	1%	22	2%	22	3%	27	4%	
Compromise	94	1%	8	1%	12	2%	9	1%	7	1%	7	1%	8	1%	5	1%	10	2%	7	1%	8	1%	7	1%	6	1%	
Demonstrate	266	3%	15	2%	16	2%	14	1%	34	4%	37	4%	21	4%	15	3%	28	4%	31	5%	27	3%	14	2%	14	2%	
Refuse	34	0%	2	0%	4	1%	2	0%	3	0%	7	1%	2	0%	0	0%	3	0%	1	0%	5	1%	2	0%	3	0%	
	<u>626</u>		<u>43</u>		<u>65</u>		<u>52</u>		<u>62</u>		<u>63</u>		<u>51</u>		<u>32</u>		<u>54</u>		<u>47</u>		<u>62</u>		<u>45</u>		<u>50</u>		
Inaccurate Meter																											
Agree	95	1%	20	2%	12	2%	18	0%	19	2%	16	2%	2	0%	0	0%	0	0%	1	0%	2	0%	3	0%	2	0%	
Compromise	6	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	3	0%	1	0%	
Demonstrate	48	1%	0	0%	0	0%	2	0%	2	1%	3	0%	5	1%	4	1%	15	2%	3	0%	5	1%	6	1%	3	0%	
Refuse	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
	<u>149</u>		<u>20</u>		<u>12</u>		<u>20</u>		<u>22</u>		<u>19</u>		<u>7</u>		<u>4</u>		<u>15</u>		<u>4</u>		<u>8</u>		<u>12</u>		<u>6</u>		
Inadequate Service																											
Agree	70	1%	6	1%	5	1%	6	1%	5	1%	8	1%	5	1%	1	0%	4	1%	9	1%	6	1%	8	1%	7	1%	
Compromise	20	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	1	0%	0	0%	3	0%	9	1%	6	1%	
Demonstrate	133	2%	7	1%	12	2%	7	1%	12	1%	7	1%	10	2%	11	2%	10	2%	10	2%	14	2%	18	3%	15	2%	
Refuse	16	0%	0	0%	0	0%	1	0%	1	0%	0	0%	0	0%	0	0%	3	0%	0	0%	9	1%	0	0%	2	0%	
	<u>239</u>		<u>13</u>		<u>17</u>		<u>14</u>		<u>19</u>		<u>15</u>		<u>15</u>		<u>12</u>		<u>18</u>		<u>19</u>		<u>32</u>		<u>35</u>		<u>30</u>		
Service Extension																											
Agree	397	4%	38	5%	34	5%	27	3%	50	6%	68	8%	31	5%	18	4%	14	2%	16	3%	38	4%	29	5%	34	5%	
Compromise	129	1%	4	0%	10	1%	19	2%	14	2%	12	1%	6	1%	6	1%	2	0%	16	3%	12	1%	12	2%	16	2%	
Demonstrate	823	9%	54	6%	52	7%	59	6%	78	9%	162	19%	93	17%	72	15%	66	10%	77	12%	55	6%	24	4%	31	4%	
Refuse	36	0%	1	0%	2	0%	4	0%	4	0%	1	0%	2	0%	2	0%	4	1%	1	0%	7	1%	4	1%	4	1%	
	<u>1,385</u>		<u>97</u>		<u>98</u>		<u>109</u>		<u>146</u>		<u>243</u>		<u>132</u>		<u>98</u>		<u>86</u>		<u>110</u>		<u>112</u>		<u>69</u>		<u>85</u>		
Service Restoration																											
Agree	297	3%	27	3%	31	4%	13	1%	25	3%	23	3%	19	3%	14	3%	28	4%	23	4%	65	7%	25	4%	4	1%	
Compromise	33	0%	1	0%	0	0%	0	0%	0	0%	3	0%	3	1%	4	1%	0	0%	2	0%	11	1%	7	1%	2	0%	
Demonstrate	966	12%	75	9%	61	8%	68	6%	104	12%	117	14%	61	11%	82	17%	105	16%	87	14%	164	18%	30	5%	12	2%	
Refuse	79	1%	2	0%	0	0%	1	0%	5	1%	5	1%	3	1%	4	1%	6	1%	15	2%	25	3%	10	2%	3	0%	
	<u>1,375</u>		<u>105</u>		<u>92</u>		<u>82</u>		<u>134</u>		<u>148</u>		<u>86</u>		<u>104</u>		<u>139</u>		<u>127</u>		<u>265</u>		<u>72</u>		<u>21</u>		
Wrongful Disconnect																											
Agree	2	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	
Compromise	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Demonstrate	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Refuse	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
	<u>2</u>		<u>0</u>		<u>0</u>		<u>0</u>		<u>0</u>		<u>1</u>		<u>0</u>		<u>0</u>		<u>1</u>		<u>0</u>		<u>0</u>		<u>0</u>		<u>0</u>		
Total	<u>8,970</u>	<u>100%</u>	<u>833</u>	<u>100%</u>	<u>750</u>	<u>100%</u>	<u>1,067</u>	<u>100%</u>	<u>868</u>	<u>100%</u>	<u>846</u>	<u>100%</u>	<u>578</u>	<u>100%</u>	<u>491</u>	<u>100%</u>	<u>649</u>	<u>100%</u>	<u>627</u>	<u>100%</u>	<u>916</u>	<u>100%</u>	<u>645</u>	<u>100%</u>	<u>700</u>	<u>100%</u>	

1/ Emergency, payment arrangements or stop service calls were not coded by type nor resolution.



A Division of MDU Resources Group, Inc.

705 West Fir Ave.
PO Box 176
Fergus Falls, MN 56538-0176
1-877-267-4764

April 12, 2018

Mr. Dan Wolf
Executive Secretary
Minnesota Public Utilities Commission
121 East Seventh Place, Suite 350
St. Paul, MN 55101

**RE: Compliance Filing of Great Plains Natural Gas Co.
Annual Summary of Customer Complaints
Docket No. G-004/M-18_____**

Dear Dr. Wolf:

Great Plains Natural Gas Co. (Great Plains), a Division of MDU Resources Group, Inc., herewith electronically submits its 2017 Annual Summary of Customer Complaints pursuant to Minnesota Rule 7820.0500.

Great Plains respectfully requests this filing be accepted as being in full compliance with the filing requirements of this Commission.

Sincerely,

/s/ Tamie Aberle

Tamie Aberle
Director of Regulatory Affairs

Minnesota Public Utilities Commission

**Consumer Affairs Office
121 7th Place East #350
St. Paul, MN 55101-2147**

ANNUAL SUMMARY OF CUSTOMER COMPLAINTS

for Year Ending 12/31/2017

in accordance with Minn. Rule 7820.0500

Name of Utility: Great Plains Natural Gas Co.
Address: P.O. Box 176, Fergus Falls, MN 56538-0176
Prepared by: Tamie Aberle, Phone 701-222-7856

I. Complaint Type	Residential			Commercial			Industrial			Government		
	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved
A. Billing Errors	4	4		0			0			0		
B. Inaccurate Metering	0	0		0			0			0		
C. Wrongful Disconnection	3	3		0			0			0		
D. High Bills	0	0		0			0			0		
E. Inadequate Service	0	0		0			0			0		
F. Service-Extension Interval	0	0		0			0			0		
G. Service-Restoration Interval	0	0		0			0			0		
H. Payment Arrangements	4	4		0			0			0		
I. Other	4	4		1	1		0			0		
Total Complaints	15	15		1	1		0			0		

II. Number of Customers	2017	2016 1/	Change
Residential	18,775	18,678	97
Commercial/Industrial	3,013	2,955	58
Interruptible	147	143	4
Total	21,935	21,776	159

1/ Ties to MN Annual Report

II. Contact Names of Great Plains Personnel:

Karen Collins 800-431-5733 701-222-7729 400 N. 4th Street Bismarck, ND 58501	Tamie Aberle 701-222-7856 400 N. 4th Street Bismarck, ND 58501
--	---

Schedule 7

Gas Emergency Response Time

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2017**

Gas Emergency Response Times

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Calls Responded to in 1 hour or less	369	38	27	27	20	37	27	31	36	9	29	49	39
Percentage	98%	100%	100%	100%	100%	100%	96%	100%	95%	90%	100%	100%	93%
Calls Responded to in over 1 hour	7	0	0	0	0	0	1	0	2	1	0	0	3
Percentage	2%	0%	0%	0%	0%	0%	4%	0%	5%	10%	0%	0%	7%
Total Calls	376	38	27	27	20	37	28	31	38	10	29	49	42
Average Response Time (in minutes)	22	20	23	16	19	20	25	20	22	29	19	18	29

MINNESOTA DEPARTMENT OF PUBLIC SAFETY



Office of Pipeline Safety

445 Minnesota Street, Suite 147, St. Paul, Minnesota 55101-5147
 Phone: 651/201-7230 FAX: 651/296-9641 TTY: 651/282-6555
<http://ops.dps.mn.gov>

EMERGENCY RESPONSE REPORTING FORM - 2017

Instructions: Enter applicable information into the fields below using Adobe Reader. The electronic form can be submitted directly to MNOPS for collection of information. Please click print to save a copy of this information for your records.

General Information -					
Company Name: Great Plains Natural Gas			Contact Name Josh Sanders		
e-mail address: josh.sanders@mdu.com			Phone: 701-222-7773		
Reporting Period					
January / February	<input checked="" type="checkbox"/>	March / April	<input type="checkbox"/>	May / June	<input type="checkbox"/>
July / August	<input type="checkbox"/>	September / October	<input type="checkbox"/>	November / December	<input type="checkbox"/>
Response Intervals					
Interval	Dispatch	Response	Repair Crew	Gas Shut Off	Line Repair
> 0 min. to 10 min.	61	14			
> 10 min. to 20 min.	2	25			
> 20 min. to 40 min.	2	18			
> 40 min. to 60 min.		8			
> 60 min. to 80 min.					
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					
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 re-pressurized, so relight(s) can begin. The line repaired time for small leaks that get scheduled for repair are not included in this report.					

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

Submit

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e-mail address: josh.sanders@mdu.com			Phone: 701-222-7773		
Reporting Period					
January / February <input type="checkbox"/>		March / April <input checked="" type="checkbox"/>		May / June <input type="checkbox"/>	
July / August <input type="checkbox"/>		September / October <input type="checkbox"/>		November / December <input type="checkbox"/>	
Response Intervals					
Interval	Dispatch	Response	Repair Crew	Gas Shut Off	Line Repair
> 0 min. to 10 min.	45	19			
> 10 min. to 20 min.	1	14			
> 20 min. to 40 min.	1	9			
> 40 min. to 60 min.		5			
> 60 min. to 80 min.					
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					
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General Information -					
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e-mail address: josh.sanders@mdu.com			Phone: 701-222-7773		
Reporting Period					
January / February <input type="checkbox"/>		March / April <input type="checkbox"/>		May / June <input checked="" type="checkbox"/>	
July / August <input type="checkbox"/>		September / October <input type="checkbox"/>		November / December <input type="checkbox"/>	
Response Intervals					
Interval	Dispatch	Response	Repair Crew	Gas Shut Off	Line Repair
> 0 min. to 10 min.	60	12			
> 10 min. to 20 min.	5	20			
> 20 min. to 40 min.		30			
> 40 min. to 60 min.		2			
> 60 min. to 80 min.		1			
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					
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e-mail address: josh.sanders@mdu.co			Phone: 701-222-7773		
Reporting Period					
January / February <input type="checkbox"/>		March / April <input type="checkbox"/>		May / June <input type="checkbox"/>	
July / August <input checked="" type="checkbox"/>		September / October <input type="checkbox"/>		November / December <input type="checkbox"/>	
Response Intervals					
Interval	Dispatch	Response	Repair Crew	Gas Shut Off	Line Repair
> 0 min. to 10 min.	64	21			
> 10 min. to 20 min.	3	23			
> 20 min. to 40 min.	1	18			
> 40 min. to 60 min.	1	5			
> 60 min. to 80 min.		1			
> 80 min. to 100 min.		0			
> 100 min. to 120 min.		0			
> 2 hrs to 3 hrs		1			
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					
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General Information -					
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e-mail address: josh.sanders@mdu.com			Phone: 701-222-7773		
Reporting Period					
January / February <input type="checkbox"/>		March / April <input type="checkbox"/>		May / June <input type="checkbox"/>	
July / August <input type="checkbox"/>		September / October <input checked="" type="checkbox"/>		November / December <input type="checkbox"/>	
Response Intervals					
Interval	Dispatch	Response	Repair Crew	Gas Shut Off	Line Repair
> 0 min. to 10 min.	35	10			
> 10 min. to 20 min.	3	11			
> 20 min. to 40 min.	1	14			
> 40 min. to 60 min.		3			
> 60 min. to 80 min.					
> 80 min. to 100 min.					
> 100 min. to 120 min		1			
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					
For each gas odor/leak notification add one to the appropriate time group and event column when applicable.					
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Submit

MNOPS Emergency Response Reporting Form Report #16 - 1/8/2018 11:13 AM for the November / December of 2017.

Thank you Teresa Hendrickson for submitting the Minnesota Office of Pipeline Safety Annual Billing Information.

A confirmation email should be sent to teresa.hendrickson@mdu.com. If you are not receiving this email it may have been placed into a junk folder.

If you have any questions please contact our office at 651-201-7230 or DPS.MNOPS.Response@state.mn.us.

Emergency Response Reporting Form

Contact Information

Please provide the contact information for the person submitting the form.

Company Name

Great Plains Natural Gas

Contact Name

Teresa Hendrickson

Contact Email

teresa.hendrickson@mdu.com

Contact Phone

(701) 222-7655

Reporting Period

Year

2017

Bi-Monthly Period

November / December

Response Intervals

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

Interval	Dispatch	Response	Repair Crew	Gas Shut Off	Line Repair
> 0 min. to 10 min.	83	26			
> 10 min. to 20 min.	6	25			
> 20 min. to 40 min.	2	25			
> 40 min. to 60 min.		12			
> 60 min. to 80 min.		2			
> 80 min. to 100 min.					
> 100 min. to 120 min		1			
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					

> 6 hrs to 8 hrs

> 8 hrs

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 their 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 re-pressurized, so relight(s) can begin. The line repaired time for small leaks that get scheduled for repair are not included in this report.

Comments / Suggestions

**Schedules 8 and 9
Mislocates and Gas System
Damage**

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2017**

Mislocate Rates

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Number of Mislocates	8	0	0	0	0	1	1	0	1	0	2	3	0
Not Marked Line	2	0	0	0	0	0	0	0	0	0	1	1	0
Mis-Marked Line	6	0	0	0	0	1	1	0	1	0	1	2	0
Number of Locate Tickets 1/	7,626	68	119	312	760	1,120	1,021	909	1,039	799	867	472	140
Number of Mislocates per 1000 Locate Tickets	1.05	0.00	0.00	0.00	0.00	0.89	0.98	0.00	0.96	0.00	2.31	6.36	0.00

1/ Number of locate tickets for Great Plains Minnesota only.

Ticket volume provided in 2016 erroneously included cancelled, corrected and non-tickets. Correcting this number results in 8,373 tickets for 2016.

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2017**

Gas System Damage

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Damage Under the Control of Great Plains' Employees and Contractors	10	0	0	0	0	1	2	0	2	0	2	3	0
Damage - All Other Causes	24	0	0	0	0	1	1	7	3	4	4	3	1
Total Number of Damages	34	0	0	0	0	2	3	7	5	4	6	6	1
Miles of Pipe 1/	522	522	522	522	522	522	522	522	522	522	522	522	522
Damage per 100 Miles of Pipe Under the Control of Great Plains'													
Employees and Contractors	1.92	0.00	0.00	0.00	0.00	0.19	0.38	0.00	0.38	0.00	0.38	0.57	0.00
All Other Causes	4.60	0.00	0.00	0.00	0.00	0.19	0.19	1.34	0.57	0.77	0.77	0.57	0.19
Total	6.52	0.00	0.00	0.00	0.00	0.38	0.57	1.34	0.95	0.77	1.15	1.14	0.19

1/ Total miles of distribution (457.56) and transmission (64.887) main operated in Minnesota.



Minnesota Office of Pipeline Safety

Quarterly Utility Damage Reporting Form

445 Minnesota Street, Suite 147 ● St. Paul, Minnesota 55101-5147 ● Phone: 651.201.7230

Purpose of this Form: This form will be used by MNOPS in the evaluation of the state damage prevention laws, Minnesota Statute 216D and Minnesota Rule Chapter 7560, in the state of Minnesota. As always, MNOPS will continue to investigate individual complaints made from utility operators, excavators, and the public. A statewide summary of quarterly data submitted to MNOPS will be made available on the MNOPS website at www.dps.state.mn.us.

Directions: Fill in the information as specified below for data acquired during the quarterly period. When finished click the submit button at the top of the form. Once the submit button has been clicked, this data will automatically be sent to MNOPS. A reply email will be sent to the utility operator's email acknowledging that MNOPS has received the reporting form.

Intrastate Gas Utility Operators: This is a mandatory reporting form created by MNOPS per Minnesota Statute 299F.63. Submit this form to MNOPS quarterly. Information submitted will be used by MNOPS inspectors in coordination with annual inspections.

Other Utility Operators: This information is crucial data for the evaluation of utility damages in Minnesota. MNOPS asks that other utility operators submit this data quarterly to support damage prevention in the state of Minnesota.

Part A) General Information -

Name of Utility Operator:	Great Plains Natural Gas	Quarter Submitting:	1st Qtr
Contact Person:	Josh Sanders	Email Address:	josh.sanders@mdu.com
Type of Utility Reporting:	Gas Distribution	Phone Number:	701-222-7773

Part B) Number of Locates and Number of Damages -

0	Total number of excavation damages occurring this quarter as will be reported on this form.
499	Total number of excavation notifications received from Gopher State One Call this quarter.

Part C) Root Causes** of Excavation* Related Damages -

*Excavation per MS216D.01 Subd 5 means an activity that moves, removes, or otherwise disturbs the soil by use of a motor, engine, hydraulic or pneumatically powered tool, or machine-powered equipment of any kind, or by explosives. Only place damage data in this section that requires a locate request or the excavator had a locate request.

**Root Cause means the most basic cause that can reasonably be identified that when fixed would prevent future recurrence. For utility damages, multiple violations of MS216D could occur during a damage but the root cause would be the violation of MS216D that is directly related to the damage occurring. For example, an excavator may have failed to use white markings to show a proposed excavation location, however, if the utility was correctly located and the excavator failed to determine the precise location of the utility prior to excavating, the root cause would be the excavator failing to determine the precise location of the utility.

Damages	Notification Not Made
0	1. Notification Not Made MS216D.04 Subd 1(a): Excavator did not make notification to Gopher State One Call (i.e. no locate ticket).
Damages	Notification Practices Not Sufficient
0	1. Excavation Outside Request MS216D.04 Subd 1(b)(2): Excavator performed excavation outside of the limits described on excavation notification.
0	2. Prior to Start Time MS216D.04 Subd 1(a): Excavator did not make notification more than 48 hours prior to beginning excavation.
0	3. Expired Notification MS216D.04 Subd 4(c): Excavator did not make a refresh notification after 14 calendar days (i.e. ongoing continuous excavation).
0	Sub-Total

Damages	Excavation Practices Not Sufficient
0	1. Failed to Determine Precise Location MS216D.04 Subd 4(a): Excavator failed to determine the precise location of marked facility, within 2-feet each side of locate marks, prior to starting excavation (i.e. damaged by excavation equipment, not potholing, no hand digging).
0	2. Failed to Maintain Marks MS 216D.04 Subd 4(d): Excavator failed to maintain, preserve, or protect marks (i.e. marks destroyed after work started).
0	3. No White Markings MS 216D.05(2): Excavator failed to provide white marks prior to utility locating which lead directly to error with marking the facilities causing the corresponding damage.
0	4. Failed to Maintain Clearance MS 216D.05(3): Excavator failed to maintain clearance between underground utility and cutting edge of equipment (i.e. damaged by bucket, damaged by directional drill, damaged by trencher).
0	5. Failed to Protect and Support During Excavation MS 216D.05(4): Excavator failed to support or protect exposed facilities (i.e. no supports under utility causing damage, soil damaged utility during excavation).
0	6. Damage by Hand Dig MS 216D.05(5): Excavator had a valid locate request and was exposing facility with non-excavation equipment which caused damage (i.e. damage with shovel or spade, damage with Vac Truck).
0	Sub-Total
Damages	Locating Practices Not Sufficient
0	1. Incorrect Records or Maps MN Rule 7560.0150 Subpart 1: Facility record or map was not correct leading to facilities not being marked or mis-marked.
0	2. Not Marked MS 216D.04 Subd 3(a): The facility was not marked as shown on records or maps (i.e. locator did not see utility on map, above ground facilities not noticed in the field, could not find or mark) .
0	3. Mis-Marked MS216D.04 Subd 3(c): Facility was marked as shown on records or maps but marks were outside 2-foot tolerance zone (i.e. signal bled off onto another utility).
0	Sub-Total
0	Total Damages

Part D) Root Causes of Non-Excavation* Related Damages -**

***Excavation per MS216D.01 Subd 5 means an activity that moves, removes, or otherwise disturbs the soil by use of a motor, engine, hydraulic or pneumatically powered tool, or machine-powered equipment of any kind, or by explosives. Only place damage data in this section where the damage occurred in the absence of excavation and did not require a locate request by law.

Damages	Damage Caused by MS216D Exemptions
	1. Non-Excavation Equipment MS216D.01 Subd 5: Damage was caused by non-excavation equipment not requiring notification to Gopher State One Call (i.e. damage caused by shovel, stake, post, forming rods).
	2. Extraction of Minerals MS216D.01 Subd 5(1): Damage was caused during the extraction of minerals not requiring notification to Gopher State One Call (i.e. damage while mining).
	3. Cemetery Grave Opening MS216D.01 Subd 5(2): Damage was caused during the opening of a grave in a cemetery not requiring notification to Gopher State One Call.
	4. Roadway Maintenance MS216D.01 Subd 5(3): Damage caused during the normal maintenance of roads and streets not changing the original grade or ditch and not requiring notification to Gopher State One Call (i.e. snow plowing).
	5. Agriculture Work MS216D.01 Subd 5(4): Damage was caused during plowing, cultivating, planting, harvesting, or similar work during crop growth, tree planting, unless depth is greater than 18-inches, and not requiring notification to Gopher State One Call.
	6. Gardening Work MS216D.01 Subd 5(5): Damage was caused during gardening unless depth greater than 12-inches and not requiring notification to Gopher State One Call.
	7. Planting of Windbreaks MS216D.01 Subd 5(1): Damage was caused during the planting of windbreaks, shelterbelts, and tree plantations unless depth greater than 18-inches and not requiring notification to Gopher State One Call.
0	Total Damages



Minnesota Office of Pipeline Safety

Quarterly Utility Damage Reporting Form

445 Minnesota Street, Suite 147 • St. Paul, Minnesota 55101-5147 • Phone: 651.201.7230

Purpose of this Form: This form will be used by MNOPS in the evaluation of the state damage prevention laws, Minnesota Statute 216D and Minnesota Rule Chapter 7560, in the state of Minnesota. As always, MNOPS will continue to investigate individual complaints made from utility operators, excavators, and the public. A statewide summary of quarterly data submitted to MNOPS will be made available on the MNOPS website at www.dps.state.mn.us.

Directions: Fill in the information as specified below for data acquired during the quarterly period. When finished click the submit button at the top of the form. Once the submit button has been clicked, this data will automatically be sent to MNOPS. A reply email will be sent to the utility operator's email acknowledging that MNOPS has received the reporting form.

Intrastate Gas Utility Operators: This is a mandatory reporting form created by MNOPS per Minnesota Statute 299F.63. Submit this form to MNOPS quarterly. Information submitted will be used by MNOPS inspectors in coordination with annual inspections.

Other Utility Operators: This information is crucial data for the evaluation of utility damages in Minnesota. MNOPS asks that other utility operators submit this data quarterly to support damage prevention in the state of Minnesota.

Part A) General Information -

Name of Utility Operator:	Great Plains Natural Gas	Quarter Submitting:	2nd Qtr
Contact Person:	Josh Sanders	Email Address:	josh.sanders@mdu.com
Type of Utility Reporting:	Gas Distribution	Phone Number:	701-222-7773

Part B) Number of Locates and Number of Damages -

5	Total number of excavation damages occurring this quarter as will be reported on this form.
2901	Total number of excavation notifications received from Gopher State One Call this quarter.

Part C) Root Causes** of Excavation* Related Damages -

*Excavation per MS216D.01 Subd 5 means an activity that moves, removes, or otherwise disturbs the soil by use of a motor, engine, hydraulic or pneumatically powered tool, or machine-powered equipment of any kind, or by explosives. Only place damage data in this section that requires a locate request or the excavator had a locate request.

**Root Cause means the most basic cause that can reasonably be identified that when fixed would prevent future recurrence. For utility damages, multiple violations of MS216D could occur during a damage but the root cause would be the violation of MS216D that is directly related to the damage occurring. For example, an excavator may have failed to use white markings to show a proposed excavation location, however, if the utility was correctly located and the excavator failed to determine the precise location of the utility prior to excavating, the root cause would be the excavator failing to determine the precise location of the utility.

Damages	Notification Not Made
	1. Notification Not Made MS216D.04 Subd 1(a): Excavator did not make notification to Gopher State One Call (i.e. no locate ticket).
Damages	Notification Practices Not Sufficient
	1. Excavation Outside Request MS216D.04 Subd 1(b)(2): Excavator performed excavation outside of the limits described on excavation notification.
	2. Prior to Start Time MS216D.04 Subd 1(a): Excavator did not make notification more then 48 hours prior to beginning excavation.
	3. Expired Notification MS216D.04 Subd 4(c): Excavator did not make a refresh notification after 14 calendar days (i.e. ongoing continuous excavation).
0	Sub-Total

Damages	Excavation Practices Not Sufficient
	1. Failed to Determine Precise Location MS216D.04 Subd 4(a): Excavator failed to determine the precise location of marked facility, within 2-feet each side of locate marks, prior to starting excavation (i.e. damaged by excavation equipment, not potholing, no hand digging).
	2. Failed to Maintain Marks MS 216D.04 Subd 4(d): Excavator failed to maintain, preserve, or protect marks (i.e. marks destroyed after work started).
	3. No White Markings MS 216D.05(2): Excavator failed to provide white marks prior to utility locating which lead directly to error with marking the facilities causing the corresponding damage.
1	4. Failed to Maintain Clearance MS 216D.05(3): Excavator failed to maintain clearance between underground utility and cutting edge of equipment (i.e. damaged by bucket, damaged by directional drill, damaged by trencher).
1	5. Failed to Protect and Support During Excavation MS 216D.05(4): Excavator failed to support or protect exposed facilities (i.e. no supports under utility causing damage, soil damaged utility during excavation).
1	6. Damage by Hand Dig MS 216D.05(5): Excavator had a valid locate request and was exposing facility with non-excavation equipment which caused damage (i.e. damage with shovel or spade, damage with Vac Truck).
3	Sub-Total
Damages	Locating Practices Not Sufficient
1	1. Incorrect Records or Maps MN Rule 7560.0150 Subpart 1: Facility record or map was not correct leading to facilities not being marked or mis-marked.
1	2. Not Marked MS 216D.04 Subd 3(a): The facility was not marked as shown on records or maps (i.e. locator did not see utility on map, above ground facilities not noticed in the field, could not find or mark) .
	3. Mis-Marked MS216D.04 Subd 3(c): Facility was marked as shown on records or maps but marks were outside 2-foot tolerance zone (i.e. signal bled off onto another utility).
2	Sub-Total
5	Total Damages

Part D) Root Causes of Non-Excavation* Related Damages -**

***Excavation per MS216D.01 Subd 5 means an activity that moves, removes, or otherwise disturbs the soil by use of a motor, engine, hydraulic or pneumatically powered tool, or machine-powered equipment of any kind, or by explosives. Only place damage data in this section where the damage occurred in the absence of excavation and did not require a locate request by law.

Damages	Damage Caused by MS216D Exemptions
	1. Non-Excavation Equipment MS216D.01 Subd 5: Damage was caused by non-excavation equipment not requiring notification to Gopher State One Call (i.e. damage caused by shovel, stake, post, forming rods).
	2. Extraction of Minerals MS216D.01 Subd 5(1): Damage was caused during the extraction of minerals not requiring notification to Gopher State One Call (i.e. damage while mining).
	3. Cemetery Grave Opening MS216D.01 Subd 5(2): Damage was caused during the opening of a grave in a cemetery not requiring notification to Gopher State One Call.
	4. Roadway Maintenance MS216D.01 Subd 5(3): Damage caused during the normal maintenance of roads and streets not changing the original grade or ditch and not requiring notification to Gopher State One Call (i.e. snow plowing).
	5. Agriculture Work MS216D.01 Subd 5(4): Damage was caused during plowing, cultivating, planting, harvesting, or similar work during crop growth, tree planting, unless depth is greater than 18-inches, and not requiring notification to Gopher State One Call.
	6. Gardening Work MS216D.01 Subd 5(5): Damage was caused during gardening unless depth greater than 12-inches and not requiring notification to Gopher State One Call.
	7. Planting of Windbreaks MS216D.01 Subd 5(1): Damage was caused during the planting of windbreaks, shelterbelts, and tree plantations unless depth greater than 18-inches and not requiring notification to Gopher State One Call.
0	Total Damages

9. Failed to Protect and Support During Excavation
2

10. Damage by Hand Dig

11. Incorrect Records or Maps

12. Not Marked

13. Mis-Marked
1

Has any non-excavation or non-mechanized equipment caused damage to this utility?
No

Comments/Suggestions

Report Number: 90 2/13/2018 10:27 AM

Thank you Teresa for submitting the Minnesota Office of Pipeline Safety Quarterly Utility Damage Survey. If you have any questions please contact Thomas Coffman at 651-201-7236 or Thomas.Coffman@state.mn.us. A summary of the damage data will be posted to MNOPS' webpage at [Damage Reporting Statistics](#).

A confirmation email should be sent to teresa.hendrickson@mdu.com confirming this submission. If you are not receiving this email it may have been placed into a junk folder.

Thank you,

Thomas Coffman, Senior Engineer

Quarterly Utility Damage Survey

Purpose of this Survey: The Minnesota Office of Pipeline Safety (MNOPS) will use this survey to evaluate the effectiveness of the state damage prevention laws, Minnesota Statute 216D, and Minnesota Rule Chapter 7560. As always, MNOPS will continue to investigate individual complaints made from utility operators, excavators, and the public. Complaints can be made online using our [MNOPS One Call Complaint Form](#). A statewide summary of quarterly survey data will be made available on the MNOPS website on the Stakeholder Communication section under [Damage Reporting Statistics](#).

Directions: Fill in the information as specified below for data acquired during the quarterly period. Multiple utility types maybe submitted at one time by clicking the "+Add Utility Survey." When finished, click the submit button at the bottom of the survey. Once the submit button has been clicked, a specific report number will be issued for the survey and the data will automatically be sent to MNOPS. The operator will receive an email acknowledging MNOPS' receipt of the survey. A survey can be saved and resumed later by clicking the "Save" button at the bottom right of the page and following the prompts.

Intrastate Gas Utility Operators: This is a mandatory survey by MNOPS per Minnesota Statute 299F.63. Submit this survey to MNOPS quarterly. MNOPS inspectors will use the submitted information in coordination with annual inspections.

Other Utility Operators: This information is crucial for the evaluation of utility damages in Minnesota. MNOPS asks that other utility operators submit this survey quarterly to support damage prevention in Minnesota.

Contact Information

The contact below does not necessarily have to be the individual filling out this survey. Contact information will be used to provide updates regarding this survey. The contact should be someone who will continue to assure the submission of this survey.

Name of Utility Operator

Great Plains Natural Gas

General Data Information

Select the year for which this data is being submitted.

2017

Select the quarter for which this data is being submitted.

3rd

Contact Name

Teresa Hendrickson

Contact Email

teresa.hendrickson@mdu.com

Contact Phone

(701) 222-7655

Damage Data Submissions

This section allows operators with multiple utilities to submit those utilities at the same time. Click the "+ Add Utility Survey" to add more than one utility survey.

Utility Survey 1

Select Utility Type

Gas Distribution

Total Number of Gopher State One Call Notifications Received

2,747

Has any excavation or mechanized equipment caused damage to this utility?

Yes

Root Causes of Excavation Related Damages

Fill in the number of damages for each type of root cause occurring this quarter for this utility.

Root Cause means the most basic cause that can reasonably be identified that when fixed would prevent future recurrence. Multiple violations of MS216D/MN Rule 7560 could occur during a damage but the root cause would be the violation that is directly related to the damage occurring. For example, an excavator may have failed to use white markings to show a proposed excavation location, however, if the utility was correctly located and the excavator failed to determine the precise location of the utility prior to excavating, the root cause would be the excavator failing to determine the precise location of the utility.

1. Notification Not Made (no locate ticket)

1

2. Excavation Outside Request

3. Prior to Start Time

4. Expired Notification

5. Failed to Determine Precise Location

10

6. Failed to Maintain Marks

1

7. No White Markings

8. Failed to Maintain Clearance

1

Quarterly Utility Damage Survey

Purpose of this Survey: The Minnesota Office of Pipeline Safety (MNOPS) will use this survey to evaluate the effectiveness of the state damage prevention laws, Minnesota Statute 216D, and Minnesota Rule Chapter 7560. As always, MNOPS will continue to investigate individual complaints made from utility operators, excavators, and the public. Complaints can be made online using our [MNOPS One Call Complaint Form](#). A statewide summary of quarterly survey data will be made available on the MNOPS website on the Stakeholder Communication section under [Damage Reporting Statistics](#).

Directions: Fill in the information as specified below for data acquired during the quarterly period. Multiple utility types maybe submitted at one time by clicking the "+Add Utility Survey." When finished, click the submit button at the bottom of the survey. Once the submit button has been clicked, a specific report number will be issued for the survey and the data will automatically be sent to MNOPS. The operator will receive an email acknowledging MNOPS' receipt of the survey. A survey can be saved and resumed later by clicking the "Save" button at the bottom right of the page and following the prompts.

Intrastate Gas Utility Operators: This is a mandatory survey by MNOPS per Minnesota Statute 299F.63. Submit this survey to MNOPS quarterly. MNOPS inspectors will use the submitted information in coordination with annual inspections.

Other Utility Operators: This information is crucial for the evaluation of utility damages in Minnesota. MNOPS asks that other utility operators submit this survey quarterly to support damage prevention in Minnesota.

Contact Information

The contact below does not necessarily have to be the individual filling out this survey. Contact information will be used to provide updates regarding this survey. The contact should be someone who will continue to assure the submission of this survey.

Name of Utility Operator *

Great Plains Natural Gas

Contact Name *

Josh

Sanders

Contact Email *

josh.sanders@mdu.com

Contact Phone *

(701) 222-7773

General Data Information

Select the year for which this data is being submitted. *

2016

2017

2018

Other

Select the quarter for which this data is being submitted. *

1st

2nd

3rd

4th

NA - Represents Entire Year

Other

Damage Data Submissions

This section allows operators with multiple utilities to submit those utilities at the same time. Click the "+ Add Utility Survey" to add more than one utility survey.

Utility Survey 1

Select Utility Type *

Gas Distribution Electric Communication Water Sewer/Storm Sewer Gas Transmission

Hazardous Liquid

Total Number of Gopher State One Call Notifications Received *

1,479

This is the total number of notifications received, regardless whether the utility was marked or not, from Gopher State One Call for this utility type. If an operator receives one notification for multiple utility types still place the total number of notifications received in each utility survey.

Has any excavation or mechanized equipment caused damage to this utility?

Yes No

Root Causes of Excavation Related Damages

Fill in the number of damages for each type of root cause occurring this quarter for this utility.

Root Cause means the most basic cause that can reasonably be identified that when fixed would prevent future recurrence. Multiple violations of MS216D/MN Rule 7560 could occur during a damage but the root cause would be the violation that is directly related to the damage occurring. For example, an excavator may have failed to use white markings to show a proposed excavation location, however, if the utility was correctly located and the excavator failed to determine the precise location of the utility prior to excavating, the root cause would be the excavator failing to determine the precise location of the utility.

1. Notification Not Made (no locate ticket)

3

MS216D.04 Subd 1(a): Excavator did not make notification to Gopher State One Call (i.e. no locate ticket).

2. Excavation Outside Request

MS216D.04 Subd 1(b)(2): Excavator performed excavation outside of the limits described on the excavation notification.

3. Prior to Start Time

MS216D.04 Subd 1(a): Excavator did not make notification more than 48 hours prior to beginning excavation.

4. Expired Notification

MS216D.04 Subd 4(c): Excavator did not make a refresh notification after 14 calendar days (i.e. ongoing continuous excavation).

5. Failed to Determine Precise Location

MS216D.04 Subd 4(a): Excavator failed to determine the precise location of the marked facility, within 2-feet each side of locate marks, prior to starting excavation (i.e. damaged by excavation equipment, not potholing, no hand digging).

6. Failed to Maintain Marks

MS 216D.04 Subd 4(d): Excavator failed to maintain, preserve, or protect marks (i.e. marks destroyed after work started).

7. No White Markings

MS 216D.05(2): Excavator failed to provide white marks prior to utility locating which lead directly to error with marking the facilities causing the corresponding damage.

8. Failed to Maintain Clearance

2

MS 216D.05(3): Excavator failed to maintain clearance between the underground utility and cutting edge of equipment (i.e. damaged by bucket, damaged by directional drill, damaged by trencher).

9. Failed to Protect and Support During Excavation

MS 216D.05(4): Excavator failed to support or protect exposed facilities (i.e. no supports under utility causing damage, soil damaged utility during excavation).

10. Damage by Hand Dig

3

MS 216D.05(5): Excavator had a valid locate request and was exposing facility with non-mechanized equipment which caused damage (i.e. damage with shovel, spade, pickaxe).

11. Incorrect Records or Maps

3

MN Rule 7560.0150 Subpart 1: Facility record or map was not correct leading to facilities not being marked or mis-marked.

12. Not Marked

2

MS 216D.04 Subd 3(a): The facility was not marked as shown on records or maps (i.e. locator did not see utility on map, above ground facilities not noticed in the field, could not find or mark).

13. Mis-Marked

MS216D.04 Subd 3(c): Facility was marked as shown on records or maps but marks were outside 2-foot tolerance zone (i.e. signal bled off onto another utility).

Has any non-excavation or non-mechanized equipment caused damage to this utility?

Yes No

[+ Add Utility Survey](#)

Comments/Suggestions

This is an amended 2017 4th Qtr Report for Great Plains Natural Gas. 03/13/2018_Teresa Hendrickson

Please provide comments or suggestions on how to improve this survey or data submission process.

[Submit Survey](#)

[Save](#)

Schedule 10

Gas Service Interruption

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2017**

Gas Service Interruptions

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Due to Employees/Contractors													
Number of Customers	20	0	0	0	0	2	2	0	2	0	11	3	0
Number of Outages	10	0	0	0	0	1	2	0	2	0	2	3	0
Average Duration of Outage (in minutes)	90	0	0	0	0	150	13	0	30	0	140	127	0
Due to Other Unplanned Causes													
Number of Customers	126	0	0	0	0	18	6	32	25	12	16	3	14
Number of Outages	24	0	0	0	0	1	1	7	3	4	4	3	1
Average Duration of Outage (in minutes)	188	0	0	0	0	300	180	219	330	135	135	60	240
Total Interruptions													
Number of Customers	146	0	0	0	0	20	8	32	27	12	27	6	14
Number of Outages	34	0	0	0	0	2	3	7	5	4	6	6	1
Average Duration of Outage (in minutes)	159	0	0	0	0	225	68	219	210	135	137	93	240
Duration in Minutes													
Due to Employees/Contracts	895	0	0	0	0	150	25	0	60	0	280	380	0
Due to Others	4,500	0	0	0	0	300	180	1,530	990	540	540	180	240
	5,395	0	0	0	0	450	205	1,530	1,050	540	820	560	240

Schedule 11
Gas Emergency Phone
Response Time

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2017**

Emergency Line Response Times

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Service Level - % of Calls answered in 20 seconds or less.	86.17%	87.29%	95.65%	93.94%	83.02%	78.18%	86.77%	87.88%	89.47%	79.57%	74.41%	85.45%	92.45%
Average Speed of Answer (in seconds)	16	13	16	8	17	28	11	14	10	27	23	15	10
Total Calls Answered	898	118	69	65	52	55	68	66	75	93	106	68	63

Schedule 12
Customer Service Related
O&M Expense

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2017**

Customer Service Related Expenses

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Customer Service Related Expenses 1/	\$636,475	\$56,212	\$48,343	\$52,335	\$46,839	\$51,919	\$55,993	\$42,019	\$61,164	\$45,446	\$47,182	\$53,181	\$75,842

1/ FERC accounts 901 and 903 plus payroll taxes and benefits.