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August 24, 2015

VIA ELECTRONIC FILING

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

RE: Minnesota Energy Resources Corporation's 2014 Annual Gas Service Quality Report
Docket No. G-011/M-15-410
Supplemental Reply Comments

Dear Mr. Wolf:

On July 31, 2015, the Minnesota Department of Commerce, Division of Energy Resources ("Department") filed comments in the above referenced docket recommending that the Minnesota Public Utilities Commission ("Commission") accept Minnesota Energy Resources Corporation's ("MERC" or the "Company") 2014 Annual Gas Service Quality Report pending MERC's response to various inquiries presented in the Department's comments. On August 10, 2015, MERC submitted additional information responding to the Department's requests and indicated it was continuing to collect the information related to service interruption reporting and would provide the requested information as soon as possible. MERC submits these Supplemental Reply Comments to address the Department's questions related to service interruptions.

The Department requested that MERC reconcile and clarify the MNOPS reportable events and service interruption data that were provided with the Annual Gas Service Quality Report. Specifically, the Department pointed out that there were differences in events reported on Attachments 9 and 10 and asked that MERC reconcile those differences. Further, the Department noted that MERC did not provide outage duration for all service interruptions listed on Attachment 9. MERC has reviewed the information provided in Attachment 9 (Service Interruptions) and Attachment 10 (MNOPS Reportable Events) and includes updated attachments with the missing and reconciled information. MERC notes that upon further investigation, two of the reported service interruptions listed on Attachment 9 in fact had occurred in 2012, not 2014, and were mistakenly included in the 2014 report.

Please contact me at (651) 322-8965 if you have any questions.

Sincerely,

/s/ Amber S. Lee

Amber S. Lee
Regulatory and Legislative Affairs Manager
Minnesota Energy Resources Corporation

Date	Address	City/Town	Number of customers affected	Outage Duration Minutes	Outage caused by MERC employee or MERC contractor?	Outage caused by other	Notes
1/2/2014	8210 208TH ST W	LAKEVILLE	1	150	N	Y	HAND DIGGING, MANY ROOTS AND FROST, CUT WITH #2 SHOVEL
1/10/2014	FALCON AVE & CARDINAL ST	MOUNTAIN IRON	17	686	N	Y	CITY OF MT IRON HAD A WATER LINE LEAK. CUT 2" PE MAIN IN HALF WITH BACKHOE. MAIN HAD TO BE PUT ON BYPASS BEFORE NPL COULD THAW THE GROUND ENOUGH TO GET RPR MADE.
1/12/2014	412 WARNER AVE	SPRING VALLEY	1	15	N	Y	CUSTOMER HIT METER WITH A SNOWMOBILE.
1/14/2014	4200 N HWY 52, FRONTAGE	ROCHESTER	1	120	N	Y	REMOVING SNOW. BUCKET HIT REGULATOR AND BROKE PILOT REG OFF.
2/5/2014	110 MILL ST	ZUMBROTA	1	145	N	Y	POLOWING SNOW AND HIT SERVICE LINE RISER WITH BOB CAT
2/15/2014	301 N MAIN	PINE ISLAND	1	15	N	Y	JIM HARBOUGH PLOWING SNOW HIT REG AND BROKE IT OFF HE SHUT GAS OFF RIGHT AWAY, REPLACED 2# REG
2/16/2014	414 MAIN ST	LAKFIELD	1	60	N	Y	HIT METER WITH SKID LOADER/SHOVEL WHILE MOVING SNOW
3/2/2014	2443 CLARE LN E	ROCHESTER	4	120	N	Y	PLOWING SNOW WITH TRUCK ON SIDEWALK AND HIT REG ON METER BAR SET OF 4 METERS.
3/7/2014	1738 SE 20 AVE	ROCHESTER	2	180	N	Y	HIT METER SET WITH A TRUCK-BROKE NIPPLE BELOW REG AND COUPLING ON WEEPHOLE RISER AT GROUND LEVEL.
3/9/2014	122 NE 4TH ST	STEWARTVILLE	1	20	N	Y	VEHICLE BACKED INTO METER
3/12/2014	201 CHESTNUT ST	CARLTON	1	60	N	Y	CONTRACTOR WAS CUTTING THOUGH THE OUTSIDE WALL AND CUT INTO THE REGULATOR.
3/25/2014	529 JULIET DR	LAKEVILLE	1	30	N	Y	CONTRACTOR GRIED EXPOSING AN UNLOCATABLE SERVICE LINE AND A CEMENT BLOCK CAVED IN AND CUT SERVICE LINE.
4/3/2014	135 S 4TH ST	BUTTERFIELD	1	180	N	Y	
4/3/2014	4581 199TH CT	FARMINGTON	1	15	N	Y	CONTRACTOR SNAPPED OFF METER SET WITH A FORKLIFT.
4/15/2014	19555 OAK GROVE AVE	PRIOR LAKE, SAVAGE	1	150	N	Y	CONTRACTOR PUTTING IN MONUMENT HIT UNLOCATED 1/2" PE SERVICE. LOCATE PROPERLY CALLED IN. MISTAKE BY GSOC. THEY ARE INVESTIGATING
4/16/2014	145TH ST W AND BRAZIL AVE	ROSEMOUNT	1	60	N	Y	MP NEXLEVEL WAS POT HOLING AND EXPOSING UTILITIES TO DIG SPLICE PIT, LOCATES WER OFF AND DAMAGED GAS SERVICE.
4/17/2014	20951 CARVER ST	FARMINGTON	1	60	N	Y	
5/2/2014	19328 HUDSON CT	LAKEVILLE	1	120	N	Y	TRYING TO PULL OUT STUCK BOBCAT, FRONT BLADE OF MINI HOE PUS DOWN IN THE MUD, DAMAGED GAS LINE.
5/7/2014	350 S EDQUIST	APPLETON	1	15	N	Y	HIT METER WHILE LANDSCAPING
5/9/2014	29 FIR AVENUE NW	MENAGA	1	90	N	Y	CONTRACTOR HIT SERVICE LINE WHILE DIGGING SEWER & WATER.
5/11/2014	20562 JUNO TRL	LAKEVILLE	1	3120	N	Y	ARSON- LIT CHARCOAL PLACED UNDER METER.
5/14/2014	16768 DRAFT HORSE BLVD	LAKEVILLE	1	30	N	Y	DIDN'T NOTICE GAS LINE AND DID NOT EXPOSE IT.
5/16/2014	20596 HOLLINS AVE	LAKEVILLE	1	100	N	Y	SERVICE LINE WASN'T MARKED.
5/20/2014	20028 CTY HWY 34	DODGE CENTER	1	15	N	Y	
5/20/2014	178 MEADOW LN	DETROIT LAKES	1	20	N	Y	CONTRACTOR HIT 2" SERVICE LINE.
5/20/2014	843 5TH STREET	PROCTOR	1	35	N	Y	CUSTOMER CUT 1/2" PE SERVICE WHILE INSTALLING FORMS FOR A CONCRETE SLAB.
5/20/2014	410 JEFFERSON AVE S	SEBEKA	1	60	N	Y	CUSTOMER HAD GROUNDS KEEPER TRIM APPLE TREE AND HE DROVE A STEEL FENCE POST IN GROUND TO TIE APPLE TREE TO AND HIT 1/2" PE SERVICE
5/21/2014	4577 SLATER RD #103	EAGAN	1	60	N	Y	BACKED INTO METER WITH A LAWN MOVER PUT SMALL HOLE IN BOTTOM RIGHT SIDE IN FRONT.
5/22/2014	609 4TH AVE	WINDOM	1	30	N	Y	CONTRACTOR DRILLED THROUGH A WALL INTO THE BACK OF METER
5/25/2014	315 8TH STREET	INTERNATIONAL FALLS	1	180	N	Y	HOMEOWNER WAS DIGGING ON TOP OF LOCATE MARK TO INSTALL A FENCE POST AND 1/2" PE SERVICE LINE.
5/28/2014	101 4TH STREET	IRONTON	1	660	N	Y	SMALL BLDG BESIDE METER STARTED ON FIRE. DQUEEZED SERVICE LINE. NPL MADE RPR TO 1/2" SERVICE.
5/30/2014	503 7TH AVENUE SE	ROSEAU	1	60	N	Y	CUSTOMER DROVE A TENT STAKE THROUGH SERVICE LINE IN THE FRONT YARD.
5/30/2014	305 E FRONT ST	CLAREMONT	1	118	N	Y	PUTTING CABLE TO HOUSE-CUT THROUGH SERVICE
5/31/2014	3495 SAWGRASS TRL W	EAGAN	1	45	N	Y	SKID LOADER RAN OVER POST AND PUSHED POST DOWN INTO MAIN,
5/31/2014	21243 ILAVISTA WAY	LAKEVILLE	1	135	N	Y	DRIVING REBAR SPIKES INTO LANDSCAPE TIMBERS
6/3/2014	500 AUGUST HILLS DR	LACRESCENT	1	40	N	Y	TURNED BORE HEAD THE WRONG WAY WHEN BACKING IT OUT OF THE HOLE.

Date	Address	City/Town	Number of customers affected	Outage Duration Minutes	Outage caused by MERC employee or MERC contractor?	Outage caused by other	Notes
6/4/2014	2101 2ND ST NW	ROCHESTER	1	180	N	Y	DIRECTIONAL BORE RIG HIT A SERVICE LINE THAT WAS NOT LOCATED
6/6/2014	1027 41ST ST NW	ROCHESTER	8	70	N	Y	LAWN MOWER HIT OUR REGULATOR WHILE MOWING THE LAWN BREAKING THE REGULATOR.
6/8/2014	473 2ND AVE EAST	ZUMBROTA	2	90	N	Y	INSTALLING POST FOR MAILBOX
6/8/2014	8790 207TH ST	LAKEVILLE	1	1440	N	Y	BACKHOE BUCKET CUT THROUGH 1" SERVICE LINE TO WELLS FARGE. NO POT HOLING DONE.
6/9/2014	20624 FRUITWOOD PATH	LAKEVILLE	1	20	N	Y	HIT LINE WITH SHOVEL DIGGING IN WATER LINES FOR YARD.
6/10/2014	401 EAST 2ND ST	WANAMINGO	1	130	N	Y	REMOVING A TREE
6/10/2014	20449 HAMPTON AVE	LAKEVILLE	1	131	N	Y	MARK ON CURB WAS COVERED AND HE WAS LINING IT UP WITH THE HOUSE SERVICE.
6/11/2014	2085 MAHOGANY ST	MORA	2	720	N	Y	SOIL BORING WAS NOT LOCATED AT PLACE THEY WERE DIGGING.
6/12/2014	205 3RD ST E	CANBY	2	15	N	Y	
6/14/2014	21151 IDAHO AVE	LAKEVILLE	11	85	N	Y	NO LOCATE, DIGGING BEFORE TICKET WAS GOOD.
6/16/2014	9880 199TH ST W	LAKEVILLE	1	1440	N	Y	NOT MARKED, USIC CLEARED THE LOCATION INCORRECTLY.
6/25/2014	6 DEER RIDGE RD	KENYON	2	140	N	Y	WAS DIGGING OUT OLD FENCE POST, HIT SERVICE LINE
6/26/2014	303 W 5TH AVE N	LAKFIELD	1	180	N	Y	DIGGING IN NEW SEWER LINE MAIN, DID NOT HAND DIG
6/26/2014	1618 MARION RD #156	ROCHESTER	22	95	N	Y	
6/26/2014	1800 5TH AVENUE E	INTERNATIONAL FALLS	104	58	N	Y	CONTRACTOR WAS SUBCUTTING 18TH ST E AND HIT 1/2" PE SERVICE LINE THAT SERVES 1800 5TH AVE E.
6/30/2014	355 RIVER RD	GRAND RAPIDS	1	30	N	Y	CONTRACTOR HIT 1" SERVICE THAT WAS NOT MARKED. IT WAS PARALLELING THE 8" MAIN THAT WAS MARKED.
7/1/2014	305 GRANT STREET	BUHL	1	90	N	Y	CUSTOMER HIT 1/2" PE SERVICE LINE WHILE TRENCING IN ELECTRICAL LINE TO GARAGE. NO LOCATE CALLED IN.
7/2/2014	4145 LEXINGTON WAY	EAGAN	1	450	N	Y	TRENCH SIDE WALL CAVED IN.
7/2/2014	218 NEW JERSEY	GILBERT	1	90	N	Y	CONTRACTOR HIT 1/2" PE SERVICE LINE - NO LOCATE REQUESTED
7/2/2014	ACROSS STREET FROM 117 9TH AVE E	FLOODWOOD	1	80	N	Y	CONTRACTOR HIT 1/2" PE SERVICE LINE WITH AUGER. DID NOT HAND DIG.
7/7/2014	404 SW 2ND ST	STEWARTVILLE	1	135	N	Y	DIGGING POST HOLE FOR FENCE
7/7/2014	402 REGENT DR	LACRESCENT	1	34	N	Y	
7/8/2014	5897 NW DOGWOOD CT	ROCHESTER	1	60	N	Y	CONTRACTOR MELTED 1/2" PE WITH TAMPER MUFFLER
7/8/2014	740 WOODSVIEW LN	ORONOCO	1	2	N	Y	CONTRACTOR HIT SERVICE LINE WITH BACKHOE-DIDN'T HAND DIG
7/9/2014	2945 COMMERS DR	EAGAN	11	840	N	Y	WAS DRILLING ACROSS (CAN'T READ) AND HIT AN UNMARKED GAS SERVICE.
7/9/2014	620 1/2 4TH STREET	BOVEY	1	180	N	Y	CONTRACTOR HIT 1" PE SERVICE LINE WHILE DIGGING IN PARKING LOT
7/14/2014	1239 1/2 11TH AVE SE	ROCHESTER	1	50	N	Y	DAN BEAUPRE WAS CALLED ON A LEAK BY HOMEOWNER. UNKNOWN IMPACT ON TOP OF METER, HOUSE UNDER RENOVATION. TAPE COVERING HOLE ON TOP OF METER. TECH REPLACE METER
7/15/2014	200 N SUMMIT ST	GILBERT	1	45	N	Y	CONTRACTOR HIT 1/2" PE SERVICE LINE WITH BUCKET. DID NOT HAND SPOT BEFORE DIGGING.
7/16/2014	316 MAIN ST	LACRESCENT	5	390	N	Y	CONTRACTOR HIT IMPROPERLY ABANDONED SERVICE LINE BORING 8' TO 9' SOUTH OF MAIN
7/16/2014	790 RIVER PARK LN SE	ORONOCO	4	210	N	Y	INSTALLING ELECTRIC LINES HIT 2" PE MAIN
7/17/2014	2710 HEADLAND CT SW	ROCHESTER	1	90	N	Y	CONTRACTOR HIT 1/2" PE SERVICE WHILE DIGGING IN DRAIN PIPE FOR DOWN SPOUTS.
7/17/2014	4924 WHISPERING WAY	EAGAN	1	60	N	Y	CUSTOMER WAS HAND DIGGING FOR CABLE AND HIT 1/2 INCH SERVICE LINE.
7/18/2014	108 4TH ST SE	FRAZEE	43	90	N	Y	CONTRACTOR HIT 2" PE MAIN.
7/18/2014	445 SE 5TH/ 416 SE 5TH ST	AITKIN	1	1	N	Y	CONTRACTOR HIT 1/2" PE SERVICE WITH PROBE BAR.
7/21/2014	624 MAIN ST LACRESCENT	LACRESCENT	1	120	N	Y	CONTRACTOR LOOKING FOR SERVICE CUT IN TO PIPE WITH SHOVEL
7/22/2014	13283 SUNSET TRL	PINE CITY	3	360	N	Y	THE CREW SAID THEIR LOCATE FOR THE BORING WAS GOING AWAY FROM OUR LINE. THEY WERE GOING TOWARD OUR MAIN AND SCRAPPED IT
7/22/2014	103 SW BENCH ST	CHATFIELD	4	543	N	Y	HIT SERVICE TEE FOR 230 W 1ST ST ON 2" STEEL MAIN WITH EXCAVATOR.

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7/22/2014	101 NE 2ND AVENUE	STAPLES	1	30	N	Y	STORM BROKE RISER AT GROUND LEVEL. BUILDING WAS EVACUATED AND ADJACENT BUILDINGS. CREW ARRIVED AND JACKED TAR & SQUEEZED 1/2" PE POLY. CUT & CAPPED.
7/24/2014	209 4TH AVE W	LAKFIELD	1	120	N	Y	HIT GAS LINE WHILE INSTALLING WATER SERVICE
7/24/2014	1208 RIVER RD	WINDOM	2	1020	N	Y	INSTALLING NEW WATER MAIN, PULLED SL FROM MAIN
7/24/2014	420 W MINNESOTA AVENUE	GILBERT	10	130	N	Y	TRENCH CAVED IN ON GAS MAIN, DAMAGING SERVICE TEE AND SERVICE LINE.
7/25/2014	854 MACBETH CIR	LAKEVILLE	1	65	N	Y	MOWING YARD AND HIT THE RISER.
7/25/2014	208 FRANKLIN ST	PRESTON	1	190	N	Y	1/2" PE SERVICE LINE CUT OFF WHILE DIGGING TO HOME FOR WATER LINE. NO LOCATE WAS REQUESTED FOR THIS WORK.
7/28/2014	402 ELM ST	SHERBURN	1	240	N	Y	GRADING ROAD, DID NOT HAND DIG -- CONTRACTOR RIPPED 1" PE SERVICE IN HALF AND PULLED TRACER WIRE 15-20 FT AWAY FROM RISER
7/29/2014	212 S HILL ST	LACRESCENT	2	300	N	Y	DIRECTIONAL BORE RIG HIT 1/2 SERVICE AT SPOT WHERE GAS LINE WAS EXPOSED. THIS IS A DUAL SERVICE FOR 208 S HILL ST ALSO.
7/29/2014	207 W 4TH AVE N	LAKFIELD	1	120	N	Y	HAND DIGGING TO EXPOSE LINE AND HIT WITH SHOVEL.
7/29/2014	601 4TH ST	INTERNATIONAL FALLS	1	30	N	Y	REPLACED AL1000 METER THAT OWNER SUSPECTS HIT BY LAWN SERVICE MOWER.
7/30/2014	4308 MANOR VIEW DR	ROCHESTER	3	120	N	Y	MASTEC HIT UNMARKED SERVICE LINE WITH BORE MACHINE IN ROAD. USIC DID NOT HAVE IT MARKED.
7/30/2014	3655 PILOT KNOB RD	EAGAN	1	204	N	Y	SEMI TRUCK DRIVING AROUND WENDY'S AND HIT METER.
7/31/2014	420 9TH AVE SW	ROCHESTER	1	15	N	Y	WAS DIGGING OUT TREE STUMP & HIT 1/2" PE SERVICE LINE CUTTING IT IN HALF.
8/1/2014	340 MELBY DR	MABEL	2	600	N	Y	CONTRACTOR HIT UNLOCATED LOOP IN SERVICE LINE.
8/1/2014	4355 S ROBERT TRL	EAGAN	1	5500	N	Y	HIT 1/2" SERVICE LINE WITH BOBCAT (PE) PULLING OUT A ROOT FOR TREE.
8/2/2014	210 SHORE ACRES RD	LACRESCENT	2	45	N	Y	SERVICE LINE EXPOSED AND EITHER THE DRILL HEAD WENT THRU THE PIPE OR PUSHED A ROCK THAT CUT SERVICE. DRILL HOLE WAS SHALLOWER THAN THE SERVICE
8/5/2014	4918 19TH ST SE	ROCHESTER	1	45	N	Y	USING HAND PROBE TO FIND DRAIN FIELD AND PROBED THROUGH 1/2" PE SERVICE
8/5/2014	6TH AVE NE & 6TH ST NE	GRAND RAPIDS	1	60	N	Y	FIBER OPTIC CONTRACTOR DRILLED INTO 1/2" AA SERVICE LINE IN BLVD. THIS WAS MISSED BY MERC'S TECH WHEN LOCATING. NOT IN FARB SYSTEM
8/6/2014	3216 224TH ST W	FARMINGTON	1	60	N	Y	TRIED HAND DIGGING, GROUND ROCK ARD. REMOVED OVER BURDEN 1/4" AT TIME, THEN HAND DUG IN FIFTS ABOUT 16" DOWN, FLAT BLADE ON EXCAVATOR BROKE INTO BORE HOLE AND CUT PIPE
8/11/2014	19848 DENALI WAY	FARMINGTON	1	150	N	Y	HIT SERVICE LINE THAT WAS LOCATED INACCURATELY.
8/12/2014	314 SHORE ACRES RD	LACRESCENT	1	60	N	Y	SERVICE WAS TEED OFF TO SERVICE AT 318 & PARALLELED MAIN. THIS SERVICE HAD TO BE BACK LOCATED AS WIRE IS BROKE AT HOUSE.
8/12/2014	5782 SEVILLE RD	HERMANTOWN	1	480	N	Y	
8/18/2014	19619 ESTES PATH	FARMINGTON	1	135	N	Y	DAUGHTER WAS STANDING ON GAS METER TO KNOCK ON WINDOW ABOVE AND 3/4" FITTING BROKE GOING INTO REGULATOR WHICH CAUSE GAS TO BLOW OUT STOPCOCK. FIRE DEPT SHUT OFF MATERIAL TOSSED OUT OF A WINDOW FELL ON METER
8/19/2014	1211 OMAHA AVE	WOTHINGTON	1	1	N	Y	
8/20/2014	16 SOUTH AIRPORT DR	DODGE CENTER	1	247	N	Y	INSTALLING TILE, LINE HIT 1" PE SERVICE THAT WAS NOT LOCATED.
8/20/2014	8855 197TH ST W	LAKEVILLE	1	180	N	Y	DIGGING HOLE FOR NEW TREE. LINE GREATER THAN 2FT FROM LOCATE MARKS. 36" AWAY FROM LINE. NOTIFIED # ON LOCATE INFO. USIC HAD NOT CONTACT FOR MN ENERGY
8/20/2014	MAIN ST & HOUSTON	PRESTON	11	485	N	Y	RIPPED 1" SERVICE TEE OFF OF 3" STEEL MAIN
8/22/2014	426 MARKS BLVD	THEIF RIVER FALLS	1	75	N	Y	CUT 1/2" SERVICE WITH TRENCHER WHEN WORKING ON FIBER INSTALLATION. SERVICE WAS NOT MARKED. MISSED DURING LOCATE.
8/22/2014	436 MARK BLVD	THEIF RIVER FALLS	1	65	N	Y	CONTRACTOR CUT 1/2" PE SERVICE WITH TRENCHER. SERVICE WAS NOT MARKED FROM LONG SIDE SERVICE TO HOUSE ON NEXT STREET.
8/26/2014	19325 HUNTINGTON AVE	LAKEVILLE	1	60	N	Y	DOZER GRADING IN FRONT YARD AND CUT 1/2" PE
8/27/2014	1429 6TH AVE	MOUNTAIN LAKE	1	60	N	Y	REMOVED OLD PIPE FROM STORM DRAIN AND HIT GAS PIPE
8/27/2014	5836 SPRUCE LANE	PIKE LAKE	1	60	N	Y	CONTRACTOR HIT 1/2" PE SERVICE LINE WHILE DIGGING BY HAND.
8/28/2014	20015 HERITAGE DR	LAKEVILLE	1	107	N	Y	NOT SURE/NOBODY HERE THAT DID IT. HOMEOWNER GAVE INFO. INSPECTING THE ROOF IT SEEMS.
8/28/2014	4145 LEXINGTON WAY	EAGAN	1	100	N	Y	WE WERE PULLING PIPE FOR IRRIGATION MISREAD WHERE GAS MARKINGS WERE AND WE CLIPPED GAS LINE.
9/8/2014	641 PROSPECT	WINDOM	1	75	N	Y	
9/9/2014	409 22ND STREET	CLOQUET	1	375	N	Y	CONTRACTOR CUT OFF 1/2" PE SERVICE WITH BOBCAT BUCKET WHILE PREPING TO PUT IN SIDEWALK
9/10/2014	417 LAKE AVE	WOTHINGTON	1	60	N	Y	REMOVING BUSHES BY THE METER & HIT GAS LINE

Date	Address	City/Town	Number of customers affected	Outage Duration Minutes	Outage caused by MERC employee or MERC contractor?	Outage caused by other	Notes
9/15/2014	1618 MARION RD SE #74	ROCHESTER	2	90	N	Y	GO CART HIT METER SET
9/17/2014	11710 263RD ST E	LAKEVILLE	1	148	N	Y	DIGGING IN POWER SUPPLY FOR POWER GATES. ALL FENCING HAS TO BE CHANGED BECAUSE OF ROUND ABOUT.
9/18/2014	4355 S ROBERT TRL	EAGAN	1	720	N	Y	GRADING NEXT TO METER AND HIT SERVICE LINE.
9/20/2014	2115 SELMSER AVENUE	CLOQUET	1	130	N	Y	TRENCH FELL IN ON 1/2" PE SERVICE LINE WHEN THEY MOVED THERE TRENCH BOX
9/25/2014	713 E 2ND ST	FAIRMONT	1	720	N	Y	DID NOT CALL IN LOCATE
9/26/2014	11757 HWY 14 E	STCHARLES	1	87	N	Y	CUSTOMER HIT REGULATOR WHILE MOWING AROUND BUILDING.
10/6/2014	8730 195TH ST	LAKEVILLE	1	40	Y	N	HIT SERVICE LINE WITH A DIRECTIONAL DRILL
10/13/2014	1365 OAK BEACH DR	FAIRMONT	1	45	N	Y	CLEANING SUB CUT DIRT AROUND CURB AND CUT THROUGH 1/2" PE SERVICE LINE
10/13/2014	1337 OAK BEACH DR	FAIRMONT	1	0	N	Y	
10/13/2014	111 S CROCKER AVENUE	THEIF RIVER FALLS	1	10	N	Y	CONTRACTOR HIT 1/2" PE SERVICE LINE WHILE PULLING OUT A 1000 GALLON FUEL OIL TANK THAT WAS BELOW GRADE.
10/14/2014	1055 ISTAS LN SW	ORONOCO	1	105	N	Y	HAND DIGGING-HIT 1/2" PE WITH SHOVEL
10/15/2014	20539 HARTFORD WAY	LAKEVILLE	1	120	N	Y	CLEANING CLAY CLUMPS OUT OF TRENCH AND HIT 1/2" SERVICE LINE. DIGGING ON SOMEONE ELSE'S LOCATE.
10/17/2014	23482 CROSS DRIVE	DEERWOOD	1	5	N	Y	CONTRACTOR CUT 1/2" PE SERVICE LINE DUE TO A UN-LOCATABLE SERVICE AS THE LOCATE WIRE WAS BROKE. CONTRACTOR WAS MADE AWARE THAT IF HE WAS GOING TO DIG HE NEEDED TO CALL FOR A 1" SERVICE NOT MARKED -EXPIRED TICKET
10/18/2014	2900 48TH AVE NW	ROCHESTER	1	120	N	Y	
10/20/2014	780 2ND ST	ELLENDALE	1	90	N	Y	
10/20/2014	1402 HWY 11-71	INTERNATIONAL FALLS	1	1440	N	Y	BANK CAVED IN WHILE CONTRACTOR WAS REMOVING BASEMENT WALLS AND PULLED 1 1/4" AA SERVICE LINE INTO HOLE.
10/23/2014	721 9TH AVE	MADISON	1	135	N	Y	
10/27/2014	6830 BUCKTHORN DR	ROCHESTER	1	60	N	Y	NO MARK OR LOCATE
10/27/2014	1265 HWY 10 W	DETROIT LAKES	10	240	N	Y	EXCAVATOR CUT 1" GAS SERVICE TO 1265 HWY 10 W AFFECTING 10 GAS METERS.
10/28/2014	201 NW 8TH ST	ROCHESTER	1	60	N	Y	NO LINES MARKED. USIC DID NOT LOCATE THIS SERVICE.
10/28/2014	202 7TH AVE W	ELLENDALE	1	450	N	Y	CONTRACTOR DIGGIN IN NEW MANHOLE AND FORGOT SERVICE LINE WAS IN AREA AND IT WAS STILL A LITTLE DARK OUTSIDE, DIDN'T SEE MARKS OR FLAGS
10/28/2014	217 S STATE ST	FAIRMONT	4	270	Y	n	
10/30/2014	115 13TH ST NW	BEMIDJI	1	120	N	Y	CONTRACTOR SPOTTING GS SERVICE AND CUT LINE.
11/2/2014	412 S MARKLEY AVENUE	THEIF RIVER FALLS	1	50	N	Y	CUSTOMER HAND DIGGING WITHOUT LOCATE. NICKED 1/2" PE SERVICE LINE.
11/3/2014	3142 CO RD 20	RANIER	2	480	N	Y	CONTRACTOR DIGGING OUTSIDE OF THE LOCATE AREA AND ALSO ON A EXPIRED TICKET. HIT A 2" PE GAS MAIN WITH BACKHOE.
11/4/2014	102 S LAKE	FRAZEE	6	25	N	Y	CONTRACTOR HIT MAIN WITH BACKHOE. TWO MAINS IN AREA - HARD TO LOCATE.
11/4/2014	2308 AUDREY LANE	GRAND RAPIDS	1	15	N	Y	CONTRACTOR DIGGING OUTSIDE OF THE LOCATE AREA AND ALSO ON A EXPIRED TICKET. HIT A 2" PE GAS MAIN WITH BACKHOE.
11/5/2014	500 37TH ST NW	ROCHESTER	1	120	N	Y	NIETZ ELECTRIC HIT OUR 2" PE MAIN. LOCATE MARKS WERE OFF.
11/5/2014	906 5TH AVE E	ELLENDALE	1	114	N	Y	CONTRACTOR DIGGING IN WATER MAIN HIT LINE
11/6/2014	50357 287 AVE	ELGIN	1	92	N	Y	SERVICE LINE HIT PUTTING ELECTRIC SERVICE TO SHED FROM HOUSE
11/6/2014	18180 OLINDA RL N	NEW SCANDIA	1	50	N	Y	HOMEOWNER HAND DIGGING WITH POST HOLE DIGGER
11/6/2014	408 GOLF COURSE RD	GRAND RAPIDS	1	90	N	Y	CONTRACTOR CUT 1/2" PE SERVICE WHILE TRYING TO SPOT SERVICE. CUT NEXT TO STIFFENER ON RISER.
11/6/2014	4711 ANDERSON RD	HERMANTOWN	1	80	N	Y	OPERATOR & CREW LOST FLAGGED & PAINTED LOCATE AND FORGOT WHERE IT WAS MARKED. LINE WAS MARKED WITH A CURVE AND OPER THOUGHT IT WENT STRAIGHT
11/11/2014	106 WEST ST NW	BROWNSDALE	1	120	N	Y	PUTTING TILE AROUND HOUSE,HIT SERVICE LINE
11/11/2014	HWY 2 - WEST OF BOUNDARY AVENUE	PROCTOR	1	1140	N	Y	CUT 4" PE MAIN WITH BORE RIG. CONTRACTOR DID NOT DIG DOWN FAR ENOUGH WHEN SPOTTING MAIN.
11/11/2014	4775 ANDERSON RD	HERMANTOWN	1	1560	N	Y	HOMEOWNER CLIPPED OFF SERVICE LINE WITH SMALL TRACK HOE RIGHT AT THE LOWER RISER SLEEVE
11/12/2014	706 JASPER STREET	CLOQUET	1	120	N	Y	OWNERS GRANDCHILDREN WERE DIGGING FLOWERS AND DUG TO DEEP. CUT 1/2" PE SERVICE LINE.

Date	Address	City/Town	Number of customers affected	Outage Duration Minutes	Outage caused by MERC employee or MERC contractor?	Outage caused by other	Notes
11/12/2014	2004 KNOLLWOOD DRIVE	GRAND RAPIDS	1	92	N	Y	OPERATOR & CREW LOST FLAGGED & PAINTED LOCATE AND FORGOT WHERE IT WAS MARKED. LINE WAS MARKED WITH A CURVE AND OPER THOUGHT IT WENT STRAIGHT.
11/17/2014	1016 8 AVE NW	ROCHESTER	1	170	N	Y	CUSTOMER PUSHED ON REGULATOR BREAKING IT OFF.
12/5/2014	523 OLD HWY DR	CALEDONIA	2	150	N	Y	DIGGING ON SOMEONE ELSE'S EXPIRED TICKET. MARKS NOT VISIBLE UNDER ICE
12/8/2014	18827 IBARRA TRL	LAKEVILLE	1	137	N	Y	CUSTOMER WAS DIGGING WITHOUT A LOCATE WITH AN EXCAVATOR AND HIT A 1/2" SERVICE LINE.
12/9/2014	851 30TH AVE SE	ROCHESTER	1	400	N	Y	NO HAND DIG, PULLED/RIPPED ROCK THROUGH PIPE.
12/24/2014	15114 CIMARRON WAY	ROSEMOUNT	2	120	N	Y	CAR HIT METER
7/2/2012	2038 KNOLLWOOD DR	FAIRMONT	1		N	Y	DIGGING IN FENCE POST & HIT L INE
10/4/2012	1309 2ND AVE	MOUNTAIN LAKE	1		N	Y	

Service Interruptions

2014	January	February	March	April	May	June	July	August	September	October	Novmeber	December	Total
Total	4	3	5	5	18	17	34	21	9	17	16	4	153
System Integrity	0	0	0	0	0	0	0	0	0	0	0	0	0
Company employee or Contractor	0	0	0	0	0	0	0	0	0	1	0	0	1
Damage caused by other	4	3	5	5	18	17	34	21	9	16	16	4	152

2014 MNOPS Reportable Events

DATE	Address	Outage Caused by System Issue	by MERC Employee or MERC	Outage Caused by Other	Number of Customers Affected	Outage Duration	Longest Time Any Customer was Without Gas	Root Cause of Incident	Actions Taken to Fix Problem	Actions Taken to Contact Customers	Did Customer or Company Relight
2/7/2014	1141 3rd Ave. Mt. Lake, MN	Yes	No	No	1	18 hours 40 minutes	2 hours	Frost heave pulled dresser coupling apart	Contractor removed swing t and dresser and installed a new service	Tech visited with customer	Company
3/3/2014	2855 Eagandale Blvd	No	No	Yes	1	10 hours	10 hours	Snow fell off roof and hit meter	Partial replacement of service line	Spoke with customer in person	Customer
3/9/2014	4883 Miller Trunk Highway, Unit A, Hermantown, MN		No outage		1	N/A	N/A	Roof collapse due to heavy snow load	MERC facilities undamaged.	N/A	N/A
3/13/2014	2222 Front St, Finlayson	No	No	Yes	9	2 hours	2 hours	Roofers shovels snow on meters.	Fire Dept member had skidster and dug out meters.	Techs went door to door to tell customers.	Company
3/19/2014	Corner of Ashbury Rd and Birchpond Rd Eagan		No outage		0	N/A	N/A	NNG Leak	NNG repaired	Spoke with customers in person	N/A
6/4/2014	1938 SW 1st Street, Rochester, MN	No	Miss locate by USI	3rd party contractor hit line.	1	1 hour 41 minutes	1 hour 41 minutes	Directional bore rig hit a service line that was not located.	NPL repaired 1/2" PE service	Contacted customers at site.	Company
7/8/2014	Selmsr Ave between 20th and 21st, Cloquet, MN		No outage		0	N/A	N/A	Line hit -1 inch stub of main, not mapped, unlocatable	Repair made, will consider simplifying the gas main in this area.	N/A	N/A
7/14/2014	1239 1/2 11th Ave SE, Rochester, MN	No	No	made by unknown object as house was	1	50 minutes	50 minutes	contractor hit 2" line	NPL repaired	Contacted customers at site.	Company
7/22/2014	103 SW Bench Street, Chatfield, MN	No	No	Line hit by 3rd party contractor - was located correctly.	4	9 hours, 3 minutes	9 hours, 3 minutes	contractor hit 2" line	NPL repaired	Contacted customers at site.	Company
7/30/2014	3655 Pilot Knob Rd, Eagan	No	No	Yes	1	3.4 hours	3.4 hours	Vehicle accident	Replaced meter set and barricades	Spoke with customer in person	Company
8/20/2014	Corner of Houston & Main St, Preston, MN	No	No	Line hit by 3rd party contractor - was located correctly.	11	8 hours, 5 minutes	8 hours, 5 minutes	contractor ripped off 1" service tee	NPL repaired	Contacted customers at site.	Company
9/25/2014	USH 2 and Boundary Avenue, Proctor, MN	No	No	Yes	1	17 hours, 45 minutes	17 hours, 45 minutes	Contractor boring fiber failed to spot gas main.	Double squeeze off and repair of main.	Personal visit by MERC employee.	Company.
9/25/2014	1365 Crestridge Ln, Eagan		No outage		0	N/A	N/A	Fitting leaking	Replaced swedge lock fitting	Spoke with customer in person	N/A
10/16/2014	421 2nd St. S Truman, MN	Yes	No	No	1	4 hours	4 hours	Leak source was a 3/4" steel to 1/2" PE dresser coupling	replaced service line (line could not safely dissipate)	Tech visited with customer	Company
10/27/2014	1265 Hwy 10W	No	No	Yes	10	4 hours	4 hours	Excavator cut 1 inch gas service to 1265 Hwy 10 W affecting 10 gas meters. Line was located.	Company employees repaired 1 inch service line	Employee communicated to Customers who were on scene	Company

DATE	Address	Outage Caused by System Issue	by MERC Employee or MERC	Outage Caused by Other	Number of Customers Affected	Outage Duration	Longest Time Any Customer was Without Gas	Root Cause of Incident	Actions Taken to Fix Problem	Actions Taken to Contact Customers	Did Customer or Company Relight
10/28/2014	217 S State St., Fairmont, MN	No	Yes	No	4	4 hours 30 minutes	4 hours 30 minutes	Contractor hit our line while digging	squeeze off of the existing steel main at a safe location south of the blowing gas and the blowing gas line was off at 1450.	Tech went to each business	Company
11/11/2014	19455 Kenwood Trl, Lakeville		No outage		0	N/A	N/A	Diaghram had rip in it	Rebuilt meter set	Spoke with customer in person	N/A
12/9/2014	851 30th Avenue SE Rochester, MN	No	No	Line hit by 3rd party contractor - was located correctly.	1	6 hours, 40 minutes	6 hours, 40 minutes	hit 4" main with track hoe	NPL repaired	Contacted customers at site.	Company

CERTIFICATE OF SERVICE

I, Kristin M. Stastny, hereby certify that on the 24th day of August, 2015, on behalf of Minnesota Energy Resources Corporation (MERC), I electronically filed a true and correct copy of the enclosed Supplemental Reply Comments on www.edockets.state.mn.us. Said documents were also served via U.S. mail and electronic service as designated on the attached service list.

Dated this 24th day of August, 2015.

/s/ Kristin M. Stastny
Kristin M. Stastny

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