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May 1, 2018

**Via Electronic Filing**

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

RE: CenterPoint Energy Resources Corp.,  
d/b/a CenterPoint Energy Minnesota Gas (CenterPoint Energy)  
2017 Annual Service Quality Report  
Docket No. G-008/M-18-\_\_\_\_

Dear Mr. Wolf:

Enclosed is CenterPoint Energy's Annual Service Quality Report for 2017, in compliance with the reporting requirements in the Minnesota Public Utilities Commission ("Commission") Order dated August 26, 2010 in Docket No. G-999/CI-09-409.

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

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

Sincerely,

/s/

Shari Grams  
Regulatory Analyst

Enclosures  
cc: Attached Service List



First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
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James J.	Bertrand	james.bertrand@stinson.com	Stinson Leonard Street LLP	50 S 6th St Ste 2600  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Brenda A.	Bjorklund	brenda.bjorklund@centerpointenergy.com	CenterPoint Energy	505 Nicollet Mall  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1800  St. Paul, MN 55101	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Ian	Dobson	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012130	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280  Saint Paul, MN 551012198	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Edward	Garvey	garveyed@aol.com	Residence	32 Lawton St  Saint Paul, MN 55102	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Robert	Harding	robert.harding@state.mn.us	Public Utilities Commission	Suite 350 121 7th Place East  St. Paul, MN 55101	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
Pam	Marshall	pam@energycents.org	Energy CENTS Coalition	823 7th St E  St. Paul, MN 55106	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List
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Daniel P	Wolf	dan.wolf@state.mn.us	Public Utilities Commission	121 7th Place East Suite 350 St. Paul, MN 551012147	Electronic Service	No	GEN_SL_CenterPoint Energy_General Service List

**CenterPoint Energy  
Gas Service Quality Plan  
2017 Results**

## **1 Customer Service**

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

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

Call Center Response times are reported on Schedule 1.

CenterPoint Energy's goal is to achieve an 80/20 service level for a 12 month, calendar basis. We rely on historical trends for call volumes, attrition, absences, as well as any changes in off-the-phone work or other known factors in attempting to achieve an overall 80/20 service level. There will be month-to-month variations based on actual events and call volume.

In 2017, 80% of calls—excluding IVR-only calls—were answered in 20 seconds or less, compared to 82% of calls in 2016. The weighted average speed of answer was 23 seconds in 2017, compared to an average of 25 seconds in 2016. The number of calls answered (excluding IVR) decreased from 845,956 in 2016 to 805,360 in 2017.

In 2017, 90% of calls--including IVR-only calls--were answered in 20 seconds or less, compared to 90% in 2016. The weighted average speed of answer was 11 seconds in 2017, compared to an average of 13 seconds in 2016. The total number of calls answered (including IVR) decreased from 1,631,160 in 2016 to 1,601,296 in 2017.

The November 25, 2015 Order also required that CenterPoint provide “IVR system ‘zero out’ data in subsequent annual service quality reports.” The number of customers who zero out of a menu while interacting with the IVR is included in Schedule 1a. This data shows an overall zero out rate of 0% (0.1%) for 2017, as compared to an average zero out rate of 0% (0.2%) for 2016.

### **1.2 Meter Reading Performance**

The Meter Reading Performance reporting metric provides a detailed report on CenterPoint Energy's meter reading performance, including, for each customer class and for each calendar month:

- A. The number and percentage of customer meters read by utility personnel;

**CenterPoint Energy  
Gas Service Quality Plan  
2017 Results**

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

The Order accepting our 2010 Service Quality Report states:

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

As explained in our 2011 report, the difference between the total percentage of meters and the percentage of meters read by the utility or its customers is the number of billings with estimates; this includes, but is not limited to, estimated meter readings, billing adjustments, and rebilling.

Meter Reading Performance is reported on Schedule 2.

In 2017, 98.45% of meters were read by CenterPoint Energy personnel, 0.01% of meters were not read in 6-12 months and 0.00% of meters were not read in over 12 months; which was consistent with 2016 (98.42%, 0.02%, and 0.01%, respectively).

Average staffing levels decreased from seven in Year 2016 to six in Year 2017 for the Minneapolis Metro Area; average staffing levels also decreased from 11 in Year 2016 to 10 in Year 2017 for Greater Minnesota.

### **1.3 Involuntary Disconnection**

CenterPoint Energy has included a summary of the monthly reports that are submitted pursuant to Minnesota Statutes §§ 216B.091 and 216B.096, subdivision 11 in Docket No. E, G 999/PR-17-02.

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

There were 30,877 customers disconnected for nonpayment in 2017, compared to 33,327 in 2016.

**CenterPoint Energy  
Gas Service Quality Plan  
2017 Results**

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

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

- A. The number of customers requesting service to a location not previously served by the utility and the intervals between the date service was installed and the latter of the in-service date requested by the customer or the date the premises were ready for service; and
- B. The number of customers requesting service to a location previously served by the utility, but not served at the time of the request, and the intervals between the date service was installed and the latter of the in-service date requested by the customer or the date the premises were ready for service.

The Order accepting our 2010 Service Quality Report states:

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

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

**Part A — New Service Extensions**

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

**Part B — Renewed Service Extensions**

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

## **CenterPoint Energy Gas Service Quality Plan 2017 Results**

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

New residential extensions took an average of 8 days to complete in 2017 compared to an average of 8 days in 2016. Renewed residential extensions took an average of 9 days to complete in 2017 and an average of 9 days in 2016.

New commercial extensions took an average of 8 days to complete in 2017 compared to an average of 8 days in 2016. Renewed commercial extensions took an average of 8 days to complete in 2017 and an average of 8 days in 2016.

### **1.5 Customer Deposits**

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

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

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

CenterPoint Energy reports the number of new deposits required as a condition of service from customers that are liable for disconnection or have been disconnected for non-payment. As of December 31, 2017, a total of 2,018 deposits were held that were required as a condition of service.

Customer Deposit reporting is included on Schedule 5.

The current policy for deposits is limited to commercial accounts. In 2017, 435 deposits were required as a condition of service for customers, compared to 534 in 2016.

### **1.6 Customer Complaints**

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

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



**CenterPoint Energy  
Gas Service Quality Plan  
2017 Results**

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

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

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

CenterPoint Energy has a number of "complaint categories" which are used to categorize complaints. Many of these categories have been in use for many years; as such, some of the categories used by CenterPoint Energy do not directly correspond to the categories listed in Minn. R. 7826.2000 that specifies information to which

**CenterPoint Energy  
Gas Service Quality Plan  
2017 Results**

Minnesota Electric Utilities are subject. However, the categories used by CenterPoint Energy allow for comparison over time (i.e., a category is intended to be used for similar types of issues each year). In general, the categories CenterPoint Energy uses are similar to the categories listed in Minn. R. 7826.2000.

Disconnection Issue: This category is used if the customer calls about disconnection for non-payment including, for example, the customer did not receive a disconnection notice, the meter was locked before the disconnection notice expiration, there are arrangements on account prior to the account being disconnected, there is a new party living/owning the property, or the collector locked the wrong meter. This category is a subset of Alleged Billing Error as used in Minn. R. 7826.2000 (B).

Service Order Scheduling: This category is used if the customer calls about some aspect of scheduling a service order including, for example, wait time when scheduling to move the meter from inside the home to outside for a reconnection, wait time on a reconnect when the meter was dug at the street or the main, dissatisfaction with appointment windows and/or scheduling policies, and missed/late appointments. This category is a subset of Inadequate Service as used in Minn. R. 7826.2000 (B).

Inadequate Service: This category is used if the customer calls about the Company failing to meet customer expectations including, for example, excessive hold time on the phone. This category is a subset of Inadequate Service as used in Minn. R. 7826.2000 (B).

Average Monthly Billing<sup>2</sup> Issue: This category is used if the customer calls about the Average Monthly Billing Program (AMB). If a customer does not understand how the AMB works, the customer may believe it is too high or too low. In addition, the customer may have questions as to how it is calculated, or the customer may need clarification as to why a payment is required with a credit balance. This category is a subset of Alleged Billing Error as used in Minn. R. 7826.2000 (B).

See also Attachment A where we have mapped the categories CenterPoint Energy uses to the categories listed in Minn. R. 7826.2000. Additionally, for each category we have provided a general list of the types of situations or questions that may be included in each of the categories we have been using for many years.

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

**CenterPoint Energy  
Gas Service Quality Plan  
2017 Results**

The number of complaints taken by CenterPoint Energy is reported on Schedule 6a. There were 7,629 complaints received in 2017, compared to 6,739 in 2016. The number and percentage of complaints by type of complaint is reported on Schedule 6b.

In 2017, the three most frequent residential complaint types were service issues, billing errors, and payment issues; in 2016, the top three were billing errors, service issues, and disconnection issues.

The top three commercial complaint types in 2017 were service issues, billing errors, and disputed charges; in 2016, the top three were disconnection issues, disputed charges, and service issues.

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

In 2017, 84% of residential complaints were resolved immediately and 11% within ten days, compared to 80% and 11% in 2016, respectively. For commercial complaints, 73% were resolved immediately and 17% within ten days, compared to 73% and 13% in 2016, respectively.

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

Complaint resolutions were classified as follows: *agreement* between CenterPoint Energy and the customer on the resolution, *compromise* by both the customer and the utility deciding on an acceptable resolution, *demonstration* that the situation complained of is not reasonably within the control of the utility by providing the customer with information, or *refusal* to take the action the customer requested. As shown in the table below, most residential and commercial complaints were resolved by demonstration or agreement in both 2017 and 2016.

Resolution Type	Residential		Commercial	
	2017	2016	2017	2016
Agreement	26%	25%	22%	20%
Compromise	10%	13%	12%	13%
Demonstration	58%	56%	56%	61%
Refusal	5%	5%	6%	5%

**CenterPoint Energy  
Gas Service Quality Plan  
2017 Results**

The number of complaints forwarded to CenterPoint Energy is reported on Schedule 6e. There were 179 complaints forwarded to CenterPoint Energy in 2017, compared to 152 in 2016. The number of complaints received from the BBB was lower than 2016 (18 in 2017 vs. 24 in 2016), complaints received from the PUC were higher than 2016 (91 in 2017 vs. 58 in 2016), and complaints received from the OAG increased (70 in 2017 vs. 68 in 2016). The number of complaints received from Other was lower than 2016 (0 in 2017 vs. 2 in 2016).

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

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

Emergency line response times are reported on Schedule 7.

There were 70,305 calls received in 2017 and 77,111 received in 2016. Ninety percent (90%) of calls were answered in 20 seconds or less in 2017, compared to 89% in 2016. Using a weighted average, the average speed of answer was 10 seconds in 2017, compared to 12 seconds in 2016.

## **2 Mislocate Rate**

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

Mislocate metrics are reported on Schedule 8.

The total number of mislocates increased from 98 in 2016 to 127 in 2017, the number of mislocates per 1,000 tickets also increased from 0.29 in 2016 to 0.36 in 2017.

The Company will continue to focus on safe digging practices and awareness. We continue to work with the locate groups and have initiated additional review of field auditing. Each of our locate groups conduct regular field audits of their technicians. The audits are conducted to ensure compliance with applicable elements of Minn. Stat. § 216D and ensure American Public Works Association (APWA) marking best practice guidelines are considered. Effective February 2018, we receive monthly audit reports from each locate group.

**CenterPoint Energy**  
**Gas Service Quality Plan**  
**2017 Results**

Additionally, we have made changes in the tracking of locator damages to spot areas of increased concern. We have created a weekly report that lists all at-fault damages by locator. This report is reviewed with our contract groups at our weekly meetings, so that we can address emerging trends.

The weekly locator damage reports, in tandem with the monthly audit reports, enable us to see trends and potential issues in “real time,” which assists us in identifying locators who may need additional training or intervention.

### **3 Gas System Reliability**

#### **3.1 Gas System Damages**

The reporting metric is the number of damages as reported in the Annual Utility Damage Report to the Minnesota Office of Pipeline Safety. Damages are reported as those under the control of CenterPoint Energy’s employees and contractors or other unplanned causes.

Gas System Damages are reported on Schedule 9.

To be consistent with past reporting practices and for ease of comparison with our historical data, we also provide the miles of pipe as of December 31, of the previous year and the annual ratio of damages per 100 miles of pipe.

Gas system damages increased from 918 in 2016 to 935 in 2017; the ratio of damages per 100 miles was consistent with 2016 levels. In 2016, reporting was modified to better hold CenterPoint Energy contractor line locators accountable for required documentation, which would show if the locator followed appropriate processes. The new reporting for damages “under the control of employees or contractors” includes incidents where contract locators had not provided complete documentation of their actions; in the past, some of these incidents would have been included in the “all other causes” categories if there was not clear support that the contractor action resulted in the damage. It is hoped that by holding contractors more accountable for their actions and documentation, the number of damages may decrease over time.

For Year 2017, inadequate hand digging accounted for 32% of our damages, which is a 6% increase from the previous year; during Year 2016, inadequate hand digging accounted for 26% of our total damages. For Year 2017, no locate ticket requested accounted for 9% of the damages, which is a 9% decrease from the previous year. For

**CenterPoint Energy  
Gas Service Quality Plan  
2017 Results**

Year 2016, no locate ticket requested accounted for 18% of the damages. We work, and continue to work, with the Minnesota Office of Pipeline Safety and Gopher State One Call to help reduce these types of damages.

### **3.2 Gas Service Interruptions**

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

Gas service interruptions are reported on Schedule 10.

In 2017 there were 1,406 customers affected by service interruptions. There were 610 outages that lasted 49 minutes per customer on average. In 2016 there were 1,430 customers affected by service interruptions, with 761 outages that lasted 68 minutes per customer on average.

### **3.3 MNOPS summaries**

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

1. The location;
2. When the incident occurred;
3. How many customers were affected;
4. How the company was made aware of the incident;
5. The root cause of the incident;
6. The actions taken to fix the problem;
7. What actions were taken to contact customers;
8. Any public relations or media issues;

**CenterPoint Energy  
Gas Service Quality Plan  
2017 Results**

9. Whether the customer or the company relighted; and

10. The longest any customer was without gas service during the incident.

MNOPS summaries are reported on Schedule 11.

In 2017 there were 89 MNOPS reportable outages and no integrity outages. In 2016 there were 56 MNOPS reportable outages and no integrity outages.

The 89 MNOPS reportable outages total includes courtesy e-mail notifications to the PUC and DOC for events that did not meet reportable incident criteria, but affected a significant number of customers, attracted media attention, etc.

At the Commission hearing on February 8, 2018, the Company stated it would provide an update regarding the Minnehaha Academy incident.

On August 2, 2017, a natural gas explosion occurred at the Minnehaha Academy in Minneapolis, Minnesota, resulting in the deaths of two school employees, serious injuries in others and significant property damage to the school. Certain CenterPoint Energy affiliates, including CERC (CenterPoint Energy Resources Corporation), as well as the contractor company working in the school have been named in litigation arising out of this incident. Additionally, CenterPoint Energy is cooperating with the ongoing investigation conducted by the National Transportation Safety Board (NTSB). Further, CenterPoint Energy is contesting approximately \$200,000 in fines imposed by the Minnesota Office of Pipeline Safety. In early 2018, the Minnesota Occupational Safety and Health Administration concluded its investigation without any adverse findings against CenterPoint Energy. CenterPoint Energy's general and excess liability insurance policies provide coverage for third party bodily injury and property damage claims.

As of the date of this filing, the Company does not have additional information as to when the investigation by the NTSB will be complete.

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

The reporting metric is the time from the initial notification to the time that a qualified emergency response person arrives at the incident location for purposes of making the area safe. Emergency response times are reported, by metro and outstate, as calls responded to in one hour or less and calls responded to in over one hour. CenterPoint

**CenterPoint Energy  
Gas Service Quality Plan  
2017 Results**

Energy provides the number and percentage of emergencies responded to within one hour and more than one hour. CenterPoint Energy also provides the average number of minutes it takes to respond to an emergency. This same information, in total, is reported in the Emergency Response Report to the Minnesota Office of Pipeline Safety (MNOPS).

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

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

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

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

In 2017, the Company received 39,338 emergency gas calls, compared to 39,167 in 2016. In 2017, it took an average of 32.2 minutes to respond to an emergency, compared to 35.3 minutes in 2016.

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

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

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

Customer service related expenses are reported on Schedule 13.



**CenterPoint Energy  
Gas Service Quality Plan  
2017 Results**

Customer service related expenses remained steady at \$30.2 million for Year 2017, as compared to \$30.5 million in Year 2016.

## **5 Relocation Expenses**

### **5.1 Steel Service Line**

The reporting metrics include the itemized costs associated with each steel service line relocation. Steel service line relocation expenses are reported on Schedule 14. This report is in compliance with the Commission Order dated March 15, 2010 in Docket No. G-008/M-09-1190. Below is a comparison of the 2017 and 2016 steel service line relocations:

<b>Year</b>	<b># Jobs</b>	<b>High cost</b>	<b>Low cost</b>	<b>Average Cost</b>
2017	12	\$ 49,963	\$ 2,631	\$ 12,833
2016	12	\$ 87,812	\$ 918	\$ 16,764

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

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

The reporting metrics include the itemized costs associated with each relocation of meters rated at 630 cubic feet per hour (CFH) or greater. These 630 CFH or greater meter relocation expenses are reported on Schedule 15. This report is in compliance with the Commission Order dated March 15, 2010 in Docket No. G-008/M-09-1190. Below is a comparison of the 2017 and 2016 630 CFH+ meter relocations:

<b>Year</b>	<b># Jobs</b>	<b>High cost</b>	<b>Low cost</b>	<b>Average Cost</b>
2017	21	\$ 21, 662	\$ 311	\$ 5,952
2016	26	\$ 17,486	\$ 166	\$ 5,733

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

## **6 Additional Customer Service Reporting**

### **6.1 Call Center Detail**

The reporting metrics are the total number of utility calls received and the number of utility calls received through CenterPoint Energy's dedicated call center lines. The

**CenterPoint Energy  
Gas Service Quality Plan  
2017 Results**

dedicated call center lines include emergencies, billing inquiries, credit/payment arrangements, service connection/disconnection requests, and the business customer hotline. Call center details are reported on Schedule 16.

The overall call volume decreased from 1.63 million in 2016 to 1.60 million in 2017.

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

The reporting metrics include the total number of resolved and unresolved complaints by class of service and type of complaint, the total number of customers in each class of service, and the total number of customers who initiated service during the past year. CenterPoint Energy currently includes the above information for all complaints (regulated and non-regulated) received from state agencies and the Better Business Bureau, collectively, in its annual report to the Commission, which is required under Minn. R. 7820.0500. Customer complaints are reported on Schedule 17.

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

### **Alleged Billing Errors**

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

### **Inaccurate Metering**

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

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

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

**Wrongful Disconnect**

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

**High Bills**

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

**Inadequate Service**

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

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

- **Construction** —Involves piping leading up to the meter, and the meter itself. Timeline on when a meter can be installed or relocated, excess footage fees, out of season charges-frost burners, cost to add, change or relocate meter, cost to change pressure, meter location, ice shields, barriers, Atmospheric Corrosion Inspection, claims or restoration issues.
- **Service Order Scheduling**—Wait time when scheduling to move the meter from inside the home to outside for a reconnection, wait time on a reconnection when the meter was dug at the street or the main, not satisfied with appointment windows and/or scheduling policies, and missed/late appointments.

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

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

**CenterPoint Energy  
2017 Service Quality Report**

**2017 Call Center Response Time <sup>/1/</sup>**

**Call Center Response Time Excluding IVR**

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Service Level - % of Calls answered in 20 seconds or less.	84%	84%	79%	83%	81%	80%	76%	82%	80%	72%	81%	80%	80%
Average Speed of Answer (in seconds)	22	20	21	15	22	23	28	20	21	45	20	20	23
Total Calls Answered	70,817	57,122	61,187	62,408	77,705	77,738	69,937	72,893	58,632	75,731	62,996	58,194	805,360

**Call Center Response Time Including IVR**

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Service Level - % of Calls answered in 20 seconds or less.	92%	92%	90%	92%	90%	89%	88%	90%	90%	85%	90%	91%	90%
Average Speed of Answer (in seconds)	11	9	10	7	12	12	15	11	11	24	10	9	11
Total Calls Answered	143,123	120,166	132,128	128,477	143,239	145,636	134,087	135,783	117,570	142,822	127,766	130,499	1,601,296

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





CenterPoint Energy  
2017 Service Quality Report

Meter Reading Performance

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

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Residential													
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	0	0	0	0	0	0	0	0	0	0	0	0	0
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	0	0	0	0	0	0	0	0	0	0	0	0	0
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	0	0	0	0	0	0	0	0	0	0	0	0	0
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
ERT Not Responding	65	58	58	61	58	72	82	69	83	65	43	36	750
Gate Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Changed	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	0	0	0	0	0	0	0	0	0	0	0	0	0
No Answer	0	0	0	0	1	0	0	0	0	0	0	0	1
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	1	2	1	0	0	0	0	1	1	2	0	0	8
Not Home	0	0	0	0	0	0	0	0	0	0	0	0	0
Billing Correction	0	0	0	0	0	0	0	0	0	0	0	0	0
Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Residential Total</b>	<b>66</b>	<b>60</b>	<b>59</b>	<b>61</b>	<b>59</b>	<b>72</b>	<b>82</b>	<b>70</b>	<b>84</b>	<b>67</b>	<b>43</b>	<b>36</b>	<b>759</b>



CenterPoint Energy  
2017 Service Quality Report

Meter Reading Performance

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Commercial													
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	0	0	0	0	0	0	0	0	0	0	0	0	0
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	0	0	0	0	0	0	0	0	0	0	0	0	0
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	1	1	1	0	0	0	0	0	0	0	0	0	3
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	0	1	0	0	0	0	0	0	0	0	0	0	1
ERT Not Responding	16	29	36	45	29	15	11	9	17	15	16	16	254
Gate Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Changed	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	0	0	0	1	0	0	0	1	0	0	0	0	2
No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	0	0	0	0	0	0	0	0	1	0	0	0	1
Not Home	0	0	0	0	0	0	0	0	0	0	0	0	0
Billing Correction	0	1	0	1	0	0	0	0	1	0	0	0	3
Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Commercial Total</b>	<b>17</b>	<b>32</b>	<b>37</b>	<b>47</b>	<b>29</b>	<b>15</b>	<b>11</b>	<b>10</b>	<b>19</b>	<b>15</b>	<b>16</b>	<b>16</b>	<b>264</b>
<b>Monthly Total</b>	<b>83</b>	<b>92</b>	<b>96</b>	<b>108</b>	<b>88</b>	<b>87</b>	<b>93</b>	<b>80</b>	<b>103</b>	<b>82</b>	<b>59</b>	<b>52</b>	<b>1,023</b>
<b>Percentage</b>	0.0092%	0.0112%	0.0101%	0.0142%	0.0098%	0.0101%	0.0113%	0.0083%	0.0128%	0.0095%	0.0068%	0.0063%	0.0099%

CenterPoint Energy  
2017 Service Quality Report

Meter Reading Performance

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

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Residential													
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	0	0	0	0	0	0	0	0	0	0	0	0	0
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	0	0	0	0	0	0	0	0	0	0	0	0	0
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	0	0	0	0	0	0	0	0	0	0	0	0	0
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
ERT Not Responding	31	30	37	39	47	46	39	39	34	36	35	29	442
Gate Locked	1	0	0	0	0	0	0	0	0	0	0	0	1
Meter Changed	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	0	0	0	0	0	0	0	0	0	0	0	0	0
No Answer	0	0	0	0	1	0	0	0	0	0	0	0	1
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	0	1	1	2	1	0	0	0	0	0	0	0	5
Not Home	0	0	0	0	0	0	0	0	0	0	0	0	0
Billing Correction	0	0	0	0	0	0	0	0	0	0	0	0	0
Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Residential Total</b>	<b>32</b>	<b>31</b>	<b>38</b>	<b>41</b>	<b>49</b>	<b>46</b>	<b>39</b>	<b>39</b>	<b>34</b>	<b>36</b>	<b>35</b>	<b>29</b>	<b>449</b>

CenterPoint Energy  
2017 Service Quality Report

Meter Reading Performance

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Commercial													
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	0	0	0	0	0	0	0	0	0	0	0	0	0
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	0	0	0	0	0	0	0	0	0	0	0	0	0
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	0	0	0	0	0	0	0	0	0	0	0	0	0
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
ERT Not Responding	3	6	4	3	3	3	1	3	1	2	0	0	29
Gate Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Changed	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	0	0	0	0	0	0	0	0	0	0	0	0	0
No Answer	1	0	0	0	0	0	0	0	0	0	0	0	1
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Home	0	0	0	0	0	0	0	0	0	0	0	0	0
Billing Correction	0	0	0	0	0	0	0	0	0	0	0	0	0
Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Commercial Total</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>30</b>
<b>Monthly Total</b>	<b>36</b>	<b>37</b>	<b>42</b>	<b>44</b>	<b>52</b>	<b>49</b>	<b>40</b>	<b>42</b>	<b>35</b>	<b>38</b>	<b>35</b>	<b>29</b>	<b>479</b>
<b>Percentage</b>	0.0040%	0.0045%	0.0044%	0.0058%	0.0058%	0.0057%	0.0049%	0.0044%	0.0043%	0.0044%	0.0040%	0.0035%	0.0046%

CenterPoint Energy  
2017 Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire  
Utility Monthly Reports (216B.091) Docket #17-02

Company: CenterPoint Energy Minnesota Gas for report period ending:

	January	February	March	April	May	June	July	August	September	October	November	December	Average
1	<b>Number of Residential Customer Accounts:</b>												
	780,097	780,514	780,589	780,374	780,074	779,619	779,539	780,073	782,150	785,182	787,208	788,832	782,021
2	<b>Number of Past Due Residential Customer Accounts:</b>												
	64,055	81,927	81,067	84,820	81,807	81,706	77,570	85,120	84,663	73,513	70,986	76,816	78,671
3	<b>Number of Cold Weather Protection Requests:</b>												
	3,877	4,462	3,772	2,090	0	0	0	0	0	3,037	4,126	2,999	2,030
<b>RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS</b>													
4	<b>Number of "Right to Appeal" notices mailed to customers:</b>												
	11	6	7	2	0	0	0	0	0	17	10	7	5
5	<i>Intentionally Blank</i>												
6	<b>Number of customer accounts granted reconnection request:</b>												
	1,321	1,441	830	654	0	0	0	0	0	1,082	1,228	655	601

**INABILITY TO PAY (ITP)**

**10% PLAN (TPP)**

CenterPoint Energy  
2017 Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire  
Utility Monthly Reports (216B.091) Docket #17-02

Company: CenterPoint Energy Minnesota Gas for report period ending:

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

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	9	11	17	3	0	0	0	0	0	1	2	1	4
a)	Number of PS requests received	2,545	3,015	2,935	1,434	0	0	0	0	0	1,938	2,888	2,337	1,424
17	<i>Intentionally Blank</i>													
18	Number of PS negotiations mutually agreed upon:	2,536	3,004	2,918	1,431	0	0	0	0	0	1,937	2,886	2,336	1,421
19	<i>Intentionally Blank</i>													

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	31,613	10,290	30,918	32,138	33,059	27,479	20,098	15,239	6,890	18,302	16,208	29,685	22,660
21	Number of customer accounts disconnected who did not seek protection:													

Duplicate columns for use in April and October

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

**All other months, use 1st column only**

a)	# Electric - heat affected													
b)	# Electric - heat not affected													
c)	# Gas - heat affected	1,501	1,486	956	916	6,138	5,698	4,237	3,443	486	1,096	868	381	2,267
d)	# Gas - heat not affected	7	11	8	11	24	30	24	18	3	4	12	4	13
e)	<b>Total # disconnected</b>	<b>1,508</b>	<b>1,497</b>	<b>964</b>	<b>927</b>	<b>6,162</b>	<b>5,728</b>	<b>4,261</b>	<b>3,461</b>	<b>489</b>	<b>1,100</b>	<b>880</b>	<b>385</b>	<b>2,280</b>

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

**All other months, use 1st column only**

a)	# Electric - heat affected													
b)	# Electric - heat not affected													
c)	# Gas - heat affected					2,165					394			1,280
d)	# Gas - heat not affected					4					1			3
e)	<b>Total # disconnected</b>					<b>2,169</b>					<b>395</b>			<b>1,282</b>

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected													
b)	# Electric - heat not affected													
c)	# Gas - heat affected	192	184	181	142	0	0	0	0	0	15	107	128	79
d)	# Gas - heat not affected	0	0	1	0	0	0	0	0	0	0	0	1	0
e)	<b>Total # disconnected (See Note)</b>	<b>192</b>	<b>184</b>	<b>182</b>	<b>142</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>15</b>	<b>107</b>	<b>129</b>	<b>79</b>

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

	1,700	1,681	1,146	3,238	6,162	5,728	4,261	3,461	489	1,510	987	514	2,573
	1,700	1,681	1,146	3,238	6,162	5,728	4,261	3,461	489	1,510	987	514	2,573

CenterPoint Energy  
2017 Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire  
Utility Monthly Reports (216B.091) Docket #17-02

Company: CenterPoint Energy Minnesota Gas for report period ending:

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

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$8,238,127	\$12,536,344	\$12,790,242	\$12,891,264	\$12,283,594	\$13,116,906	\$11,915,702	\$11,284,298	\$10,587,731	\$8,430,291	\$7,566,351	\$9,334,673	\$10,914,627
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$129	\$153	\$158	\$152	\$150	\$161	\$154	\$133	\$125	\$115	\$107	\$122	\$138
26	Total dollars received from energy assistance programs:	\$1,700,387	\$1,172,038	\$1,295,297	\$1,121,054	\$219,696	\$377,329	\$49,240	\$550	\$0	\$17,259	\$1,221,764	\$1,302,882	\$706,458
27	Total dollars received from other sources (private organizations):	\$30,313	\$32,118	\$4,280	\$47,130	\$85,450	\$85,920	\$82,891	\$57,571	\$51,498	\$52,222	\$18,336	\$18,052	\$47,148
28	Total Revenue from sales to residential accounts:	\$102,378,244	\$64,983,831	\$66,600,476	\$34,225,754	\$25,609,899	\$17,922,117	\$15,638,649	\$18,255,976	\$16,953,736	\$36,669,299	\$64,274,469	\$92,345,001	\$46,321,454
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$131	\$83	\$85	\$44	\$33	\$23	\$20	\$23	\$22	\$47	\$82	\$117	\$59
30	Intentionally Blank													
30	Average annual residential bill:													
31	Total residential account write-offs due to uncollectible:	\$321,393	\$219,053	\$271,721	\$382,876	\$425,742	\$434,792	\$606,719	\$808,002	\$998,206	\$634,164	\$685,261	\$470,826	\$521,563

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:													
a)	# Electric - heat affected													
b)	# Electric - heat not affected													
c)	# Gas - heat affected	1,312	1,345	990	961	0	0	0	0	0	347	760	417	511
d)	# Gas - heat not affected	6	11	6	11	0	0	0	0	0	0	9	3	4
e)	Total # disconnected	1,318	1,356	996	972	0	0	0	0	0	347	769	420	515
33	Intentionally Blank													
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection):	1,302	1,322	976	951	0	0	0	0	0	344	744	412	504
35	Intentionally Blank													
36	Intentionally Blank													

RECONNECTION DATA

37	# Accounts reconnected	1,349	1,467	848	2,376	4,397	4,292	3,198	3,023	889	2,691	1,301	711	2,212
38	# Accounts remaining disconnected	2,717	2,694	2,819	3,399	4,824	5,839	6,468	6,394	5,623	3,800	2,986	2,512	4,173
a)	1-30 days	280	312	370	840	1,771	1,740	1,439	898	198	255	229	43	698
b)	31-60 days	15	65	162	208	603	1,152	1,264	884	558	33	83	62	424
c)	61+ days	2,422	2,317	2,287	2,351	2,450	2,947	3,765	4,612	4,867	3,512	2,674	2,407	3,051

**CenterPoint Energy  
2017 Service Quality Report**

**Service Extension Request Response Times**

**New Service Extensions**

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Residential</b>													
# Service Installations	301	298	324	354	477	539	617	606	549	629	649	460	5,803
Avg days to complete	9	9	9	7	9	8	9	8	9	8	9	8	8
<b>Commercial</b>													
# Service Installations	16	20	10	18	23	31	27	43	66	72	72	69	467
Avg days to complete	8	9	9	8	7	8	7	9	7	8	9	8	8

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

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Residential</b>													
# Service Installations	39	21	30	24	54	40	52	44	45	67	86	62	564
Avg days to complete	9	9	9	8	8	8	8	9	8	9	9	9	9
<b>Commercial</b>													
# Service Installations	5	3	1	2	3	3	8	5	4	5	6	6	51
Avg days to complete	9	8	9	7	8	8	7	7	8	8	7	8	8

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

**CenterPoint Energy  
2017 Service Quality Report**

**Customer Deposits**

	<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>	<u>Total</u>
<b># of Service Connections</b>	<b>10,309</b>	<b>9,670</b>	<b>11,149</b>	<b>14,324</b>	<b>18,063</b>	<b>21,234</b>	<b>18,531</b>	<b>21,114</b>	<b>16,817</b>	<b>16,983</b>	<b>13,535</b>	<b>10,882</b>	<b>182,611</b>
<b># Deposits required as a condition of service</b>	<b>18</b>	<b>16</b>	<b>37</b>	<b>41</b>	<b>24</b>	<b>18</b>	<b>19</b>	<b>23</b>	<b>23</b>	<b>107</b>	<b>70</b>	<b>39</b>	<b>435</b>
<b>% of Service Connections</b>	<b>0.17%</b>	<b>0.17%</b>	<b>0.33%</b>	<b>0.29%</b>	<b>0.13%</b>	<b>0.08%</b>	<b>0.10%</b>	<b>0.11%</b>	<b>0.14%</b>	<b>0.63%</b>	<b>0.52%</b>	<b>0.36%</b>	<b>0.24%</b>



**CenterPoint Energy**  
**2017 Service Quality Report**

**Number of Call Center Complaints**

	<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>	<u>Total</u>
<b>Residential</b>	723	644	483	522	741	775	689	639	453	640	485	456	7,250
<b>Commercial</b>	22	28	26	27	44	28	27	31	23	55	38	30	379
<b>Total</b>	<b>745</b>	<b>672</b>	<b>509</b>	<b>549</b>	<b>785</b>	<b>803</b>	<b>716</b>	<b>670</b>	<b>476</b>	<b>695</b>	<b>523</b>	<b>486</b>	<b>7,629</b>

CenterPoint Energy  
2017 Service Quality Report

Number & Percentage Call Center Complaints by Type of Complaint

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Residential</b>													
<b>Billing Errors</b>													
Average Monthly Billing (AMB) Issue	6 0.83%	26 4.04%	16 3.31%	7 1.34%	17 2.29%	11 1.42%	8 1.16%	13 2.03%	7 1.55%	4 0.63%	3 0.62%	4 0.88%	122 1.68%
Billing Errors	162 22.41%	133 20.65%	85 17.60%	71 13.60%	89 12.01%	86 11.10%	87 12.63%	80 12.52%	76 16.78%	94 14.69%	61 12.58%	55 12.06%	1079 14.88%
Disputed Charges	76 10.51%	69 10.71%	70 14.49%	77 14.75%	74 9.99%	75 9.68%	95 13.79%	86 13.46%	82 18.10%	85 13.28%	83 17.11%	69 15.13%	941 12.98%
Payment Issue	96 13.28%	90 13.98%	67 13.87%	71 13.60%	82 11.07%	72 9.29%	85 12.34%	89 13.93%	64 14.13%	82 12.81%	74 15.26%	85 18.64%	957 13.20%
Rates/Tariffs	1 0.14%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	2 0.29%	1 0.16%	0 0.00%	1 0.16%	2 0.41%	1 0.22%	8 0.11%
Decoupling/Inverted Block Rates	0 0.00%	1 0.16%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 0.01%
Inactive/Write-Off	4 0.55%	0 0.00%	2 0.41%	2 0.38%	2 0.27%	1 0.13%	2 0.29%	3 0.47%	0 0.00%	2 0.31%	0 0.00%	0 0.00%	18 0.25%
<b>Inaccurate Metering</b>													
Inaccurate Metering	3 0.41%	3 0.47%	6 1.24%	2 0.38%	0 0.00%	4 0.52%	2 0.29%	1 0.16%	2 0.44%	5 0.78%	3 0.62%	2 0.44%	33 0.46%
<b>Wrongful Disconnect</b>													
Disconnection Issue	86 11.89%	65 10.09%	49 10.14%	72 13.79%	169 22.81%	171 22.06%	101 14.66%	95 14.87%	22 4.86%	54 8.44%	34 7.01%	23 5.04%	941 12.98%
<b>High Bills</b>													
High Bill	38 5.26%	29 4.50%	19 3.93%	10 1.92%	12 1.62%	14 1.81%	19 2.76%	8 1.25%	7 1.55%	8 1.25%	6 1.24%	15 3.29%	185 2.55%
Credit Arrangement	38 5.26%	41 6.37%	17 3.52%	27 5.17%	32 4.32%	40 5.16%	28 4.06%	36 5.63%	19 4.19%	34 5.31%	18 3.71%	12 2.63%	342 4.72%
<b>Inadequate Service</b>													
Service Issue	95 13.14%	75 11.65%	73 15.11%	82 15.71%	88 11.88%	118 15.23%	122 17.71%	107 16.74%	85 18.76%	114 17.81%	111 22.89%	117 25.66%	1187 16.37%
<b>Service-Extension/Restoration Intervals</b>													
Construction	11 1.52%	11 1.71%	13 2.69%	18 3.45%	33 4.45%	27 3.48%	19 2.76%	15 2.35%	6 1.32%	14 2.19%	12 2.47%	4 0.88%	183 2.52%
Service Order Scheduling	66 9.13%	50 7.76%	25 5.18%	56 10.73%	95 12.82%	110 14.19%	86 12.48%	75 11.74%	60 13.25%	111 17.34%	47 9.69%	37 8.11%	818 11.28%
<b>Other</b>													
Employee Conduct	14 1.94%	17 2.64%	12 2.48%	14 2.68%	23 3.10%	22 2.84%	10 1.45%	13 2.03%	8 1.77%	5 0.78%	11 2.27%	8 1.75%	157 2.17%
Online Customer Service	7 0.97%	16 2.48%	13 2.69%	8 1.53%	8 1.08%	7 0.90%	9 1.31%	4 0.63%	4 0.88%	6 0.94%	12 2.47%	12 2.63%	106 1.46%
Other	20 2.77%	18 2.80%	16 3.31%	5 0.96%	17 2.29%	17 2.19%	14 2.03%	13 2.03%	11 2.43%	21 3.28%	8 1.65%	12 2.63%	172 2.37%
<b>Residential Total</b>	<b>723 100.00%</b>	<b>644 100.00%</b>	<b>483 100.00%</b>	<b>522 100.00%</b>	<b>741 100.00%</b>	<b>775 100.00%</b>	<b>689 100.00%</b>	<b>639 100.00%</b>	<b>453 100.00%</b>	<b>640 100.00%</b>	<b>485 100.00%</b>	<b>456 100.00%</b>	<b>7250 100.00%</b>
<b>Commercial</b>													
<b>Billing Errors</b>													
Average Monthly Billing (AMB) Issue	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
Billing Errors	7 31.82%	6 21.43%	4 15.38%	5 18.52%	9 20.45%	2 7.14%	6 22.22%	3 9.68%	4 17.39%	11 20.00%	5 13.16%	5 16.67%	67 17.68%
Disputed Charges	4 18.18%	4 14.29%	7 26.92%	2 7.41%	10 22.73%	4 14.29%	3 11.11%	8 25.81%	3 13.04%	4 7.27%	6 15.79%	6 20.00%	61 16.09%
Payment Issue	2 9.09%	4 14.29%	2 7.69%	2 7.41%	4 9.09%	3 10.71%	2 7.41%	1 3.23%	4 17.39%	5 9.09%	5 13.16%	3 10.00%	37 9.76%
Rates/Tariffs	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 3.23%	2 8.70%	0 0.00%	3 7.89%	0 0.00%	6 1.58%
Decoupling/Inverted Block Rates	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
Inactive/Write-Off	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
<b>Inaccurate Metering</b>													
Inaccurate Metering	0 0.00%	1 3.57%	1 3.85%	3 11.11%	1 2.27%	0 0.00%	0 0.00%	1 3.23%	0 0.00%	0 0.00%	0 0.00%	1 3.33%	8 2.11%
<b>Wrongful Disconnect</b>													
Disconnection Issue	4 18.18%	0 0.00%	3 11.54%	1 3.70%	8 18.18%	6 21.43%	7 25.93%	2 6.45%	1 4.35%	14 25.45%	5 13.16%	2 6.67%	53 13.98%
<b>High Bills</b>													
High Bill	1 4.55%	3 10.71%	1 3.85%	0 0.00%	1 2.27%	1 3.57%	0 0.00%	0 0.00%	0 0.00%	2 3.64%	0 0.00%	0 0.00%	9 2.37%
Credit Arrangement	0 0.00%	2 7.14%	0 0.00%	1 3.70%	1 2.27%	0 0.00%	0 0.00%	0 0.00%	2 8.70%	1 1.82%	1 2.63%	2 6.67%	10 2.64%
<b>Inadequate Service</b>													
Service Issue	3 13.64%	5 17.86%	3 11.54%	8 29.63%	4 9.09%	5 17.86%	5 18.52%	10 32.26%	4 17.39%	9 16.36%	6 15.79%	8 26.67%	70 18.47%
<b>Service-Extension/Restoration Intervals</b>													
Construction	0 0.00%	1 3.57%	1 3.85%	1 3.70%	0 0.00%	4 14.29%	0 0.00%	0 0.00%	0 0.00%	1 1.82%	0 0.00%	0 0.00%	8 2.11%
Service Order Scheduling	0 0.00%	0 0.00%	1 3.85%	1 3.70%	3 6.82%	0 0.00%	2 7.41%	3 9.68%	1 4.35%	6 10.91%	4 10.53%	1 3.33%	22 5.80%
<b>Other</b>													
Employee Conduct	0 0.00%	0 0.00%	0 0.00%	2 7.41%	0 0.00%	2 7.14%	0 0.00%	1 3.23%	0 0.00%	0 0.00%	2 5.26%	0 0.00%	7 1.85%
Online Customer Service	0 0.00%	1 3.57%	1 3.85%	0 0.00%	2 4.55%	0 0.00%	1 3.70%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 3.33%	6 1.58%
Other	1 4.55%	1 3.57%	2 7.69%	1 3.70%	1 2.27%	1 3.57%	1 3.70%	1 3.23%	2 8.70%	2 3.64%	1 2.63%	1 3.33%	15 3.96%
<b>Commercial Total</b>	<b>22 100.00%</b>	<b>28 100.00%</b>	<b>26 100.00%</b>	<b>27 100.00%</b>	<b>44 100.00%</b>	<b>28 100.00%</b>	<b>27 100.00%</b>	<b>31 100.00%</b>	<b>23 100.00%</b>	<b>55 100.00%</b>	<b>38 100.00%</b>	<b>30 100.00%</b>	<b>379 100.00%</b>

CenterPoint Energy  
2017 Service Quality Report

Number & Percentage Call Center Complaints by Resolution Timeframe

	January	February	March	April	May	June	July	August	September	October	November	December	Total													
<b>Residential</b>																										
Immediate	605	83.68%	537	83.39%	368	76.19%	425	81.42%	633	85.43%	660	85.16%	580	84.18%	548	85.76%	377	83.22%	551	86.09%	415	85.57%	386	84.65%	6085	83.93%
Within 10 Days	80	11.07%	80	12.42%	86	17.81%	74	14.18%	75	10.12%	82	10.58%	67	9.72%	49	7.67%	41	9.05%	61	9.53%	44	9.07%	44	9.65%	783	10.80%
Greater Than 10 Days	38	5.26%	27	4.19%	29	6.00%	23	4.41%	33	4.45%	33	4.26%	42	6.10%	42	6.57%	35	7.73%	28	4.38%	26	5.36%	26	5.70%	382	5.27%
<b>Residential Total</b>	723	100.00%	644	100.00%	483	100.00%	522	100.00%	741	100.00%	775	100.00%	689	100.00%	639	100.00%	453	100.00%	640	100.00%	485	100.00%	456	100.00%	7250	100.00%
<b>Commercial</b>																										
Immediate	15	68.18%	15	53.57%	20	76.92%	17	62.96%	34	77.27%	23	82.14%	20	74.07%	25	80.65%	16	69.57%	43	78.18%	25	65.79%	23	76.67%	276	72.82%
Within 10 Days	2	9.09%	6	21.43%	4	15.38%	8	29.63%	5	11.36%	4	14.29%	5	18.52%	2	6.45%	4	17.39%	8	14.55%	10	26.32%	6	20.00%	64	16.89%
Greater Than 10 Days	5	22.73%	7	25.00%	2	7.69%	2	7.41%	5	11.36%	1	3.57%	2	7.41%	4	12.90%	3	13.04%	4	7.27%	3	7.89%	1	3.33%	39	10.29%
<b>Commercial Total</b>	22	100.00%	28	100.00%	26	100.00%	27	100.00%	44	100.00%	28	100.00%	27	100.00%	31	100.00%	23	100.00%	55	100.00%	38	100.00%	30	100.00%	379	100.00%
	January	February	March	April	May	June	July	August	September	October	November	December	Year to Date													
<b>Total</b>																										
Immediate	620	83.22%	552	82.14%	388	76.23%	442	80.51%	667	84.97%	683	85.06%	600	83.80%	573	85.52%	393	82.56%	594	85.47%	440	84.13%	409	84.16%	6361	83.38%
Within 10 Days	82	11.01%	86	12.80%	90	17.68%	82	14.94%	80	10.19%	86	10.71%	72	10.06%	51	7.61%	45	9.45%	69	9.93%	54	10.33%	50	10.29%	847	11.10%
Greater Than 10 Days	43	5.77%	34	5.06%	31	6.09%	25	4.55%	38	4.84%	34	4.23%	44	6.15%	46	6.87%	38	7.98%	32	4.60%	29	5.54%	27	5.56%	421	5.52%
<b>Total</b>	745	100.00%	672	100.00%	509	100.00%	549	100.00%	785	100.00%	803	100.00%	716	100.00%	670	100.00%	476	100.00%	695	100.00%	523	100.00%	486	100.00%	7629	100.00%

CenterPoint Energy  
2017 Service Quality Report

Number & Percentage Call Center Complaints by Resolution Type

	January	February	March	April	May	June	July	August	September	October	November	December	Total													
<b>Residential</b>																										
Agree	258	35.68%	209	32.45%	100	20.70%	106	20.31%	147	19.84%	159	20.52%	153	22.21%	126	19.72%	142	31.35%	199	31.09%	136	28.04%	130	28.51%	1865	25.72%
Compromise	49	6.78%	50	7.76%	66	13.66%	54	10.34%	90	12.15%	85	10.97%	82	11.90%	81	12.68%	35	7.73%	46	7.19%	38	7.84%	31	6.80%	707	9.75%
Demonstrate	376	52.01%	346	53.73%	285	59.01%	328	62.84%	456	61.54%	481	62.06%	419	60.81%	401	62.75%	258	56.95%	351	54.84%	281	57.94%	251	55.04%	4233	58.39%
Refuse	40	5.53%	34	5.28%	29	6.00%	32	6.13%	40	5.40%	36	4.65%	32	4.64%	30	4.69%	16	3.53%	34	5.31%	20	4.12%	26	5.70%	369	5.09%
Not Assigned	0	0.00%	5	0.78%	3	0.62%	2	0.38%	8	1.08%	14	1.81%	3	0.44%	1	0.16%	2	0.44%	10	1.56%	10	2.06%	18	3.95%	76	1.05%
<b>Residential Total</b>	<b>723</b>	<b>100.00%</b>	<b>644</b>	<b>100.00%</b>	<b>483</b>	<b>100.00%</b>	<b>522</b>	<b>100.00%</b>	<b>741</b>	<b>100.00%</b>	<b>775</b>	<b>100.00%</b>	<b>689</b>	<b>100.00%</b>	<b>639</b>	<b>100.00%</b>	<b>453</b>	<b>100.00%</b>	<b>640</b>	<b>100.00%</b>	<b>485</b>	<b>100.00%</b>	<b>456</b>	<b>100.00%</b>	<b>7250</b>	<b>100.00%</b>
<b>Commercial</b>																										
Agree	11	50.00%	6	21.43%	5	19.23%	5	18.52%	7	15.91%	2	7.14%	5	18.52%	3	9.68%	7	30.43%	16	29.09%	9	23.68%	9	30.00%	85	22.43%
Compromise	2	9.09%	3	10.71%	5	19.23%	5	18.52%	5	11.36%	5	17.86%	3	11.11%	1	3.23%	0	0.00%	8	14.55%	5	13.16%	4	13.33%	46	12.14%
Demonstrate	9	40.91%	16	57.14%	8	30.77%	13	48.15%	30	68.18%	20	71.43%	17	62.96%	25	80.65%	15	65.22%	25	45.45%	22	57.89%	14	46.67%	214	56.46%
Refuse	0	0.00%	2	7.14%	6	23.08%	1	3.70%	2	4.55%	1	3.57%	2	7.41%	2	6.45%	0	0.00%	4	7.27%	2	5.26%	1	3.33%	23	6.07%
Not Assigned	0	0.00%	1	3.57%	2	7.69%	3	11.11%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	4.35%	2	3.64%	0	0.00%	2	6.67%	11	2.90%
<b>Commercial Total</b>	<b>22</b>	<b>100.00%</b>	<b>28</b>	<b>100.00%</b>	<b>26</b>	<b>100.00%</b>	<b>27</b>	<b>100.00%</b>	<b>44</b>	<b>100.00%</b>	<b>28</b>	<b>100.00%</b>	<b>27</b>	<b>100.00%</b>	<b>31</b>	<b>100.00%</b>	<b>23</b>	<b>100.00%</b>	<b>55</b>	<b>100.00%</b>	<b>38</b>	<b>100.00%</b>	<b>30</b>	<b>100.00%</b>	<b>379</b>	<b>100.00%</b>
	January	February	March	April	May	June	July	August	September	October	November	December	Total													
Agree	269	36.11%	215	31.99%	105	20.63%	111	20.22%	154	19.62%	161	20.05%	158	22.07%	129	19.25%	149	31.30%	215	30.94%	145	27.72%	139	28.60%	1950	25.56%
Compromise	51	6.85%	53	7.89%	71	13.95%	59	10.75%	95	12.10%	90	11.21%	85	11.87%	82	12.24%	35	7.35%	54	7.77%	43	8.22%	35	7.20%	753	9.87%
Demonstrate	385	51.68%	362	53.87%	293	57.56%	341	62.11%	486	61.91%	501	62.39%	436	60.89%	426	63.58%	273	57.35%	376	54.10%	303	57.93%	265	54.53%	4447	58.29%
Refuse	40	5.37%	36	5.36%	35	6.88%	33	6.01%	42	5.35%	37	4.61%	34	4.75%	32	4.78%	16	3.36%	38	5.47%	22	4.21%	27	5.56%	392	5.14%
Not Assigned	0	0.00%	6	0.89%	5	0.98%	5	0.91%	8	1.02%	14	1.74%	3	0.42%	1	0.15%	3	0.63%	12	1.73%	10	1.91%	20	4.12%	87	1.14%
<b>Total</b>	<b>745</b>	<b>100.00%</b>	<b>672</b>	<b>100.00%</b>	<b>509</b>	<b>100.00%</b>	<b>549</b>	<b>100.00%</b>	<b>785</b>	<b>100.00%</b>	<b>803</b>	<b>100.00%</b>	<b>716</b>	<b>100.00%</b>	<b>670</b>	<b>100.00%</b>	<b>476</b>	<b>100.00%</b>	<b>695</b>	<b>100.00%</b>	<b>523</b>	<b>100.00%</b>	<b>486</b>	<b>100.00%</b>	<b>7629</b>	<b>100.00%</b>

CenterPoint Energy  
2017 Service Quality Report

Source of Customer Complaints

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Residential</b>													
BBB	3	1	4	0	1	0	3	0	0	3	3	0	18
OAG	8	5	3	5	6	8	4	6	6	6	5	6	68
PUC	5	7	8	6	7	9	4	8	7	12	8	5	86
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Commercial/Industrial</b>													
BBB	0	0	0	0	0	0	0	0	0	0	0	0	0
OAG	0	0	0	0	2	0	0	0	0	0	0	0	2
PUC	0	0	0	0	0	0	1	1	0	0	1	1	4
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Interruptible</b>													
BBB	0	0	0	0	0	0	0	0	0	0	0	0	0
OAG	0	0	0	0	0	0	0	0	0	0	0	0	0
PUC	0	0	0	0	0	1	0	0	0	0	0	0	1
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>16</b>	<b>13</b>	<b>15</b>	<b>11</b>	<b>16</b>	<b>18</b>	<b>12</b>	<b>15</b>	<b>13</b>	<b>21</b>	<b>17</b>	<b>12</b>	<b>179</b>

**CenterPoint Energy  
2017 Service Quality Report**

**Emergency Line Response Time**

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Service Level - % of Calls answered in 20 seconds or less.	88%	96%	92%	90%	92%	90%	88%	94%	93%	88%	91%	82%	90%
Average Speed of Answer (in seconds)	12	5	7	8	9	9	14	6	6	11	9	24	10
Total Calls Answered	6,191	4,357	4,330	5,026	6,024	6,643	5,956	6,151	5,693	7,087	6,125	6,722	70,305

**CenterPoint Energy  
2017 Service Quality Report**

**Mislocate Rate**

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Number of Mislocates													
Mismarked line	1	-	1	-	-	5	-	2	7	7	7	3	33
Failure to mark a line	2	1	2	6	-	18	1	5	9	14	19	17	94
Total	3	1	3	6	-	23	1	7	16	21	26	20	127
Number of Locate Tickets	8,369	9,226	18,811	38,028	48,327	46,100	39,389	40,934	35,766	34,756	21,350	8,536	349,592
Number of Mislocates per 1000 Locate Tickets	0.36	0.11	0.16	0.16	0.00	0.50	0.03	0.17	0.45	0.60	1.22	2.34	0.36





**CenterPoint Energy**  
**2017 Service Quality Report**

**Gas Service Interruptions**

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Outages Due to Employees/Contractors</b>													
Number of Customers	4	0	20	7	0	101	1	17	56	35	128	61	430
Number Outages	2	0	4	7	0	26	1	5	24	20	17	18	124
Average duration of outage (in minutes)	74	0	43	155	0	23	60	29	42	68	18	25	32
<b>Outages Due to All Other Causes</b>													
Number of Customers	8	12	27	63	0	143	25	63	177	171	223	64	976
Number Outages	8	5	20	26	0	79	19	38	95	78	94	24	486
Average duration of outage (in minutes)	135	54	114	62	0	54	82	50	50	50	60	49	57
<b><u>Total</u></b>													
Number of Customers	12	12	47	70	0	244	26	80	233	206	351	125	1,406
Number Outages	10	5	24	33	0	105	20	43	119	98	111	42	610
Average duration of outage (in minutes)	115	54	84	71	0	41	81	46	48	53	45	37	49
Total Minutes	1,377	647	3,935	4,991	0	10,045	2,110	3,643	11,202	10,930	15,684	4,661	69,226

Location	When did the incident occur?	How many customers were affected?	How was CenterPoint made aware of the incident?	What was the root cause of the incident?	What actions were taken to fix the problem?	What actions were taken to contact the customers?	Were there any public relations issues?	Did the customers or company relight?	What was the longest time a customer was without gas during this incident?
7004 Sally Lane, Edina	1/4/2017	1	911	Fire	The gas meter was locked	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until repairs are made to the home
795 Diekmann Dr, Paynesville	1/5/2017	1	School called stating low pressure	Customer piping (regulators) needed to be updated	School will update regulators	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until customer's piping is updated
1700 Freeman Dr Lots 14 & 15, St Peter	1/6/2017	2	911	Fire	The gas meters were locked	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until repairs are made to the mobile homes
5315 James Ave No, Brooklyn Center	1/11/2017	1	911	Fire	The gas meter was locked & blindplated	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until repairs are made to the home
4920 30th Ave So, Minneapolis	1/18/2017	1	CPE	Customer equipment-delayed ignition furnace	We capped the line to the furnace and red tagged the furnace	Door hanger/spoke with customer(s)	No	NA	No outage
Highway 55 & 69th Ave, Greenfield	1/24/2017	0	911	3rd party damage	We repaired the damage	NA	Yes	NA	No outage
3100 Block of Winnetka, Crystal	1/27/2017	0	CPE	Leak on service line	We installed a cover sleeve over the leak	NA	No	NA	No outage
424 Carney Ave, Mankato	2/6/2017	1	911	Fire	The gas meter was locked and blind plated	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until thehome is rebuilt
600 Evergreen Rd, Mound	3/17/2017	1	911	Fire	We capped the service line in the yard	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until repairs are done to the home
3505 Northdale Blvd NW, Coon Rapids	3/28/2017	1	911	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	No	NA	2.00 hours
300 1st St, Albany	3/31/2017	1	CPE	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	Yes	CPE	6.00 hours
3rd St & Portland Ave So, Minneapolis	4/6/2017	0	911	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	No	No	No outage
401 30 St Lot 45, Willmar	4/6/2017	1	911	Fire	The gas meter was locked & blindplated	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until repairs are done to the home
4108 Beard Ave So, Minneapolis	4/7/2017	1	911	Fire	The service was cut back	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until home is rebuilt
114 Sante Fe St NW, Princeton	4/8/2017	1	911	Fire	The gas meter was locked & blindplated	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until repairs are done to the home
15971 Riverbend Lane, Cold Spring	4/15/2017	1	911	Lightning Strike	The gas meter was locked & blindplated	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until repairs are made to the home.
5759 Bryant Ave No, Brooklyn Center	4/27/2017	1	911	Fire	The gas meter was locked & blindplated	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until repairs are made to the home
2024 Washington Ave No, Minneapolis	4/27/2017	2	911	Fire	The gas meter was locked & blindplated	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until repairs are made to the building
409 5th Avenue SW, Waseca	4/29/2017	1	911	Fire	The gas meter was locked & blindplated	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until repairs are made to the home
2307 Pulaski Rd, Buffalo	5/6/2017	1	911	Car hit Meter	We capped the service line in the yard	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until repairs are done to the home
57th Ave N & Logan, Brooklyn Center	5/8/2017	0	Contractor	3rd party damage	We repaired the damage	NA	No	NA	No outage
3580 North Shore Drive, Orono	5/14/2017	1	911	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	No	CPE	2.50 hours
745 237th Ave NE, Bethel	5/15/2017	1	Fire Dept.	Fire due to lightning strike	We capped the service line in the yard	Door hanger/spoke with customer(s)	Yes	NA	Gas will remain off until repairs are made to the home
13585 Hemlock Court, Apple Valley	5/16/2017	1	Fire Dept.	Fire due to lightning strike	New service was run same day	Door hanger/spoke with customer(s)	No	CPE	New service was run
23309 Water Street, Hampton	5/18/2017	2	911	Fire	The gas meter was locked & blindplated	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until repairs are made to the building
South Court St & South Columbus Ave, Morris	5/22/2017	30	CPE	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	No	CPE	7.00 hours
Brimhall Ave & Wayzata Blvd West, Long Lake	5/30/2017	52	CPE	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	No	CPE	4.25 hours
200 Cougar Ct/UMN Morris Campus-24 Mall Drive, Morris	5/30/2017	1	911	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	No	CPE	3.50 hours
American Blvd & 12th Ave, Bloomington	6/5/2017	10	911	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	No	CPE	4.50 hours
2303 Bloomington Ave S, Minneapolis	6/8/2017	2	911	Bus hit meters	We repaired the damage	Door hanger/spoke with customer(s)	Yes	CPE	6.25 hours
2429 Douglas Dr N, Golden Valley	6/12/2017	1	911	Fire due to lightning strike	We capped the service line at the main	Door hanger/spoke with customer(s)	Yes	NA	Gas will remain off until repairs are made to the home
7th St & Hennepin Ave S., Minneapolis	6/20/2017	1	911	3rd party damage	We repaired the damage	NA	Yes	NA	No outage
8174 Lake Dr Unit G, Circle Pines	6/21/2017	1	911	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	No	NA	2.00 hours
115 2nd Street NE, Glenwood	6/26/2017	1	Contractor	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	No	NA	2.50 hours
4584 Vine Hill Rd, Excelsior	6/27/2017	1	911	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	No	CPE	2.35 hours
5th Street & Cherry Street, Mankato	6/29/2017	0	911	3rd party damage	We abandoned main stub	NA	Yes	NA	No outage
10907 & 10905 Washington St NE, Blaine	7/4/2017	2	Fire Dept.	Fire	The gas meters were locked & blindplated	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until repairs are made to the buildings
18082 Rawlins St NW, Elk River	7/4/2017	1	911	Fire	We capped the service line in the yard	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until repairs are made to the home
Desoto Ave N & 12th St, E. Glencoe	7/13/2017	4	911	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	No	CPE	1.83 hours
Church St & Hall Ave, Benson	7/18/2017	0	911	3rd party damage	We repaired the damage	NA	No	NA	No outage
9641 Linden Lane N, Brooklyn Park	7/18/2017	7	911	Truck Hit Meters	We repaired the damage	Door hanger/spoke with customer(s)	No	CPE	5.00 hours
4th St SE & Malcolm Ave SE, Minneapolis	7/18/2017	0	911	3rd party damage	We repaired the damage	NA	No	NA	No outage
5700 Game Farm Road, Minnetrista	7/20/2017	17	Contractor	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	No	CPE	4.00 hours
9543 Geister Rd, Eden Prairie	7/25/2017	1	911	Lightning Strike	The gas meter was locked and blind plated	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until customer calls
73rd & Trenton Lane, Maple Grove	7/27/2017	0	Contractor	3rd party damage	We repaired the damage	NA	No	NA	No outage
14 St Croix Drive, Otsego	7/30/2017	1	911	Fire	We capped the service line in the yard	Door hanger/spoke with customer(s)	No	NA	Gas will remain off until repairs are made to the home
2400 Freeway Blvd, Brooklyn Center	8/2/2017	0	911	3rd party damage	We repaired the damage	NA	No	NA	No outage
3100 West River Parkway, Minneapolis	8/2/2017	1	911	Explosion	We capped the service line at the main	NA	Yes	NA	Gas will remain off until repairs are made to the building
701 Minnesota Ave, Big Lake	8/4/2017	1	Damaging Party	Mower Hit Meter	We repaired the damage	NA	No	CPE	1.75 hours
29th Ave SE & 4th Ave SE, Minneapolis	8/7/2017	30	Contractor	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	Yes	CPE	4.50 hours
4th St. & Jefferson Ave, Anoka	8/9/2017	0	911	3rd party damage	We repaired the damage	NA	No	NA	No outage
Normandale Blvd & Toledo Ave, Bloomington	8/11/2017	0	911	3rd party damage	We repaired the damage	NA	No	NA	No outage
400 E Luverne St., Luverne	8/12/2017	1	911	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	No	NA	4.33 hours
5th Ave & Military Rd, Anoka	8/15/2017	1	Contractor	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	No	NA	2.75 hours
5548 Logan Ave N, Brooklyn Park	8/15/2017	1	911	Fire	We Capped the service line in the Blvd	NA	No	NA	Gas will remain off until repairs are made to the home
35th St. W & Wooddale Ave, St Louis Park	8/16/2017	68	911	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	No	CPE	2.83 hours
39 St Michael Parkway, St Michael	8/19/2017	25	911	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	No	CPE	7.00 hours
W Prairie St & S Willow St, Belle Plaine	8/31/2017	0	911	3rd party damage	We repaired the damage	NA	No	NA	No outage
23611 Ambassador Blvd, St Francis	8/31/2017	1	911	Fire	We capped the service line in the yard	NA	No	NA	Gas will remain off until repairs are made to the home

Location	When did the incident occur?	How many customers were affected?	How was CenterPoint made aware of the incident?	What was the root cause of the incident?	What actions were taken to fix the problem?	What actions were taken to contact the customers?	Were there any public relations issues?	Did the customers or company relight?	What was the longest time a customer was without gas during this incident?
508 Main Street, Cold Springs	9/4/2017	1	911	Damage, Foreign Object	We capped the service line in the yard	Door hanger/spoke with customer(s)	No	NA	New service was run the following day
Virginia Ave & W Wayzata Blvd, Long Lake	9/9/2017	11	911	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	No	CPE	1.00 hours
301 Main St E, Kasota	9/14/2017	24	911	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	No	CPE	2.00 hours
140th Ave NW & Unity St NW, Ramsey	9/21/2017	1	Customer	3rd party damage	We Capped the service line in the Blvd	NA	No	NA	Gas will remain off until new service location determined
630 East Wayzata Blvd, Wayzata	9/22/2017	0	Customer	Relief valve Reived	DRO and Tech Dispatched	NA	No	NA	No outage
19 W 15th St, Minneapolis	9/23/2017	1	911	Car hit Meter	Riser was Repaired	NA	No	NA	2.00 hours
801 Twelve Oaks Center Drive, Minnetonka	9/28/2017	61	911	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	No	CPE	1.83 hours
Hwy 55 & Co Rd 12, Buffalo	9/28/2017	0	911	3rd party damage	We repaired the damage	NA	No	NA	No outage
8920 Normandale Blvd, Bloomington	10/4/2017	2	911	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	No	CPE	4.00 hours
71st & France Ave N, Brooklyn Center	10/4/2017	319	Contractor	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	No	CPE	
1301 7th St SE, Minneapolis	10/5/2017	0	Contractor	3rd party damage	We shut gas off at street w/polyvalve	NA	No	NA	No outage
7455 Oakley St NE, Fridley	10/8/2017	1	911	3rd party damage	We repaired the damage	NA	No	CPE	1.50 hours
Diamond Lake Rd & Wentworth Ave S, Minneapolis	10/11/2017	0	911	3rd party damage	We repaired the damage	NA	Yes	NA	No outage
117 27th Ave SE, Minneapolis	10/12/2017	1	Contractor	3rd party damage	We repaired the damage	NA	No	NA	No outage
3501 France Ave N, Robbinsdale	10/16/2017	3	Contractor	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	No	CPE	4.00 hours
Homestead Trail & CR 6, Long Lake	10/23/2017	13	911	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	No	CPE	0.92 hours
Essex St SE & Huron Blvd SE, Minneapolis	10/24/2017	0	Contractor	3rd party damage	We repaired the damage	NA	Yes	NA	No outage
615 Washington Ave SE, Minneapolis	10/25/2017	1	Contractor	3rd party damage	We repaired the damage	NA	No	NA	No outage
Cliff Rd & River Ridge Blvd, Burnsville	10/26/2017	0	911	3rd party damage	We repaired the damage	NA	No	NA	No outage
200 Nathan Lane, Plymouth	10/27/2017	0	Customer	Leak on Meter	We repaired the leak(s)	NA	No	NA	No outage
5308 Oaklawn Ave, Edina	11/8/2017	3	911	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	No	CPE	6.00 hours
12310 Singletree Lane, Eden Prairie	11/11/2017	0	911	Co From Maintenance Equipment	We repaired secondary leak on meter	NA	NA	NA	No outage
3359 Halifax, Robbinsdale	11/11/2017	1	911	Fire	The gas meter was locked and blind plated	NA	Yes	NA	Gas will remain off until repairs are made to the home
18772 Range Pole Point, Big Lake	11/20/2017	1	911	Fire	The gas meter was locked and blind plated	NA	No	NA	Gas will remain off until repairs are made to the home
325 Wilmar Ave, Wilmar	11/30/2017	0	CPE	Leak on Service Tee	We repaired the leak(s)	NA	No	NA	No outage
Hwy 55 & Greenfield Rd, Greenfield	12/1/2017	0	911	3rd party damage	We repaired the damage	NA	No	NA	No outage
880 Osborne Rd NE, Spring Lake Park	12/5/2017	0	911	Leak, customer piping	We red tagged stove	NA	No	NA	No outage
903 10th St North, Benson	12/7/2017	15	Contractor	3rd party damage	We repaired the damage	Door hanger/spoke with customer(s)	No	CPE	8.00 hours
315 Pine Street, Hastings	12/14/2017	1	911	Fire	The gas meter was locked and blind plated	NA	Yes	NA	Gas will remain off until repairs are made to the building
18690 Jasmine Way, Lakeville	12/26/2017	1	911	Fire	The gas meter was locked and blind plated	NA	No	NA	Gas will remain off until repairs are made to the home

CenterPoint Energy  
2017 Service Quality Report

2017 Emergency Gas Response Time

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Calls Responded to in one hour or less</b>													
Metro	3,075	2,174	2,264	2,370	2,472	2,521	2,305	2,693	2,535	3,436	3,616	3,742	33,203
Outstate	314	217	199	233	246	238	225	289	251	465	368	360	3,405
Combined	3,389	2,391	2,463	2,603	2,718	2,759	2,530	2,982	2,786	3,901	3,984	4,102	36,608
<b>Calls Responded to in over one hour</b>													
Metro	298	191	169	127	156	163	162	161	90	145	193	290	2,145
Outstate	68	32	35	43	43	44	34	45	45	62	50	84	585
Combined	366	223	204	170	199	207	196	206	135	207	243	374	2,730
<b>Total Calls</b>													
Metro	3,373	2,365	2,433	2,497	2,628	2,684	2,467	2,854	2,625	3,581	3,809	4,032	35,348
Outstate	382	249	234	276	289	282	259	334	296	527	418	444	3,990
Combined	3,755	2,614	2,667	2,773	2,917	2,966	2,726	3,188	2,921	4,108	4,227	4,476	39,338
<b>Percent Responded to in one hour or less</b>													
Metro	91.17%	91.92%	93.05%	94.91%	94.06%	93.93%	93.43%	94.36%	96.57%	95.95%	94.93%	92.81%	93.93%
Outstate	82.20%	87.15%	85.04%	84.42%	85.12%	84.40%	86.87%	86.53%	84.80%	88.24%	88.04%	81.08%	85.34%
Combined	90.25%	91.47%	92.35%	93.87%	93.18%	93.02%	92.81%	93.54%	95.38%	94.96%	94.25%	91.64%	93.06%
<b>Percent Responded to in over one hour</b>													
Metro	8.83%	8.08%	6.95%	5.09%	5.94%	6.07%	6.57%	5.64%	3.43%	4.05%	5.07%	7.19%	6.07%
Outstate	17.80%	12.85%	14.96%	15.58%	14.88%	15.60%	13.13%	13.47%	15.20%	11.76%	11.96%	18.92%	14.66%
Combined	9.75%	8.53%	7.65%	6.13%	6.82%	6.98%	7.19%	6.46%	4.62%	5.04%	5.75%	8.36%	6.94%
<b>Average number of minutes to respond to an emergency</b>													
Metro	35.2	33.4	32.6	30.0	31.1	32.1	32.4	31.6	29.0	30.1	30.4	33.3	31.8
Outstate	38.9	35.4	35.5	37.4	34.6	36.2	34.8	36.6	35.1	33.5	33.3	40.5	36.0
Combined	35.6	33.6	32.9	30.7	31.5	32.5	32.6	32.1	29.6	30.6	30.7	34.0	32.2

## Minnesota Office of Pipeline Safety

### Emergency Response Reporting Form 2017

Reporting Company: CenterPoint Energy

**Circle Reporting Period:**

Contact Person: Bryan Bruley

**January**

February

Phone: 612-321-4922

March

April

May

June

July

August

September

October

November

December

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

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,727	208	-	1	-
> 10 min. to 20 min.	946	550	4	-	-
> 20 min. to 40 min.	811	1,770	10	4	3
> 40 min. to 60 min.	196	861	12	5	2
> 60 min. to 80 min.	45	260	11	9	7
> 80 min. to 100 min.	9	66	26	15	12
> 100 min. to 120 min	9	23	29	15	11
> 2 hrs to 3 hrs	12	17	88	68	66
> 3 hrs to 4 hrs	-	-	6	40	43
> 4 hrs to 6 hrs	-	-	-	22	29
> 6 hrs to 8 hrs	-	-	2	6	7
> 8 hrs	-	-	-	3	8
<b>Total</b>	<b>3,755</b>	<b>3,755</b>	<b>188</b>	<b>188</b>	<b>188</b>

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

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

**Response** - Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

**Repair Crew** - Time interval - If the first response person is not able to shut off the gas and/or repair the facility, additional help by a "repair crew" may be required. The repair crew interval is the cumulative time from the initial notification through the commute to the arrival time at the incident location.

**Gas shut off** - Time interval - The gas shut off interval is the cumulative time from the initial notification to the time the gas is shut off. The gas shut off time for small leaks that get scheduled for repair are not included in this report.

**Line repaired** - Time interval - The line repaired interval is the cumulative time from the initial notification to the time the gas line is repaired, purged and repressurized, so relight(s) can begin. The line repaired time for small leaks that get scheduled for repair are not included in this report.

Send report within 30 days of the end of the reporting period to:

Mail to:  
Minnesota Office of Pipeline Safety  
444 Cedar St, Suite 147  
St. Paul MN 55101- 5147

Email: [andy.voyer@state.mn.us](mailto:andy.voyer@state.mn.us)  
or Fax: 651-296-9641

For more information call 651-296-9636

# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2017

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

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

**Circle Reporting Period:**

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

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,328	170	-	-	-
> 10 min. to 20 min.	630	468	4	-	-
> 20 min. to 40 min.	507	1,196	5	5	3
> 40 min. to 60 min.	108	557	4	3	1
> 60 min. to 80 min.	24	172	11	2	3
> 80 min. to 100 min.	10	30	24	10	7
> 100 min. to 120 min	6	17	27	13	13
> 2 hrs to 3 hrs	1	4	43	45	40
> 3 hrs to 4 hrs	-	-	3	27	31
> 4 hrs to 6 hrs	-	-	1	10	11
> 6 hrs to 8 hrs	-	-	-	6	10
> 8 hrs	-	-	-	1	3
Total	2,614	2,614	122	122	122

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

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

**Response** -Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

**Repair Crew** - Time interval - If the first response person is not able to shut off the gas and/or repair the facility, additional help by a "repair crew" may be required. The repair crew interval is the cumulative time from the initial notification through the commute to the arrival time at the incident location.

**Gas shut off** - Time interval - The gas shut off interval is the cumulative time from the initial notification to the time the gas is shut off. The gas shut off time for small leaks that get scheduled for repair are not included in this report.

**Line repaired** - Time interval - The line repaired interval is the cumulative time from the initial notification to the time the gas line is repaired, purged and repressurized, so relight(s) can begin. The line repaired time for small leaks that get scheduled for repair are not included in this report.

Send report within 30 days of the end of the reporting period to:  
 Mail to: Minnesota Office of Pipeline Safety  
 444 Cedar St, Suite 147  
 St. Paul MN 55101- 5147  
 Email: [andy.voyer@state.mn.us](mailto:andy.voyer@state.mn.us)  
 or Fax: 651-296-9641  
 For more information call 651-296-9636

# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2017

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

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

**Circle Reporting Period:**

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

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,389	201	-	1	-
> 10 min. to 20 min.	636	482	-	2	-
> 20 min. to 40 min.	503	1,256	4	2	1
> 40 min. to 60 min.	98	524	3	4	2
> 60 min. to 80 min.	22	149	13	6	4
> 80 min. to 100 min.	11	32	15	8	7
> 100 min. to 120 min	6	15	21	6	7
> 2 hrs to 3 hrs	1	7	49	36	37
> 3 hrs to 4 hrs	1	1	3	19	21
> 4 hrs to 6 hrs	-	-	1	18	20
> 6 hrs to 8 hrs	-	-	-	6	8
> 8 hrs	-	-	-	1	2
<b>Total</b>	<b>2,667</b>	<b>2,667</b>	<b>109</b>	<b>109</b>	<b>109</b>

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

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

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**Gas shut off** - Time interval - The gas shut off interval is the cumulative time from the initial notification to the time the gas is shut off. The gas shut off time for small leaks that get scheduled for repair are not included in this report.

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

### Emergency Response Reporting Form 2017

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

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

**Circle Reporting Period:**

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

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,672	195	1	-	-
> 10 min. to 20 min.	636	570	-	2	-
> 20 min. to 40 min.	366	1,358	4	2	1
> 40 min. to 60 min.	63	480	9	2	-
> 60 min. to 80 min.	20	134	9	1	1
> 80 min. to 100 min.	14	28	15	10	7
> 100 min. to 120 min	2	8	23	10	11
> 2 hrs to 3 hrs	-	-	55	36	32
> 3 hrs to 4 hrs	-	-	-	27	31
> 4 hrs to 6 hrs	-	-	-	21	23
> 6 hrs to 8 hrs	-	-	-	4	6
> 8 hrs	-	-	-	1	4
<b>Total</b>	<b>2,773</b>	<b>2,773</b>	<b>116</b>	<b>116</b>	<b>116</b>

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

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

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For more information call 651-296-9636



## Minnesota Office of Pipeline Safety

### Emergency Response Reporting Form 2017

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

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

**Circle Reporting Period:**

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

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,728	208	2	1	-
> 10 min. to 20 min.	672	594	2	3	-
> 20 min. to 40 min.	406	1,440	3	9	1
> 40 min. to 60 min.	77	476	11	8	-
> 60 min. to 80 min.	18	142	26	16	6
> 80 min. to 100 min.	9	36	25	17	14
> 100 min. to 120 min	5	18	27	19	23
> 2 hrs to 3 hrs	1	2	87	60	66
> 3 hrs to 4 hrs	-	-	2	28	33
> 4 hrs to 6 hrs	-	-	-	16	33
> 6 hrs to 8 hrs	-	-	-	7	7
> 8 hrs	1	1	-	1	2
<b>Total</b>	<b>2,917</b>	<b>2,917</b>	<b>185</b>	<b>185</b>	<b>185</b>

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

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

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**Gas shut off** - Time interval - The gas shut off interval is the cumulative time from the initial notification to the time the gas is shut off. The gas shut off time for small leaks that get scheduled for repair are not included in this report.

**Line repaired** - Time interval - The line repaired interval is the cumulative time from the initial notification to the time the gas line is repaired, purged and repressurized, so relight(s) can begin. The line repaired time for small leaks that get scheduled for repair are not included in this report.

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# Minnesota Office of Pipeline Safety

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Contact Person: Bryan Bruley

Phone: 612-321-4922

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

**Circle Reporting Period:**

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

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,563	205	-	4	-
> 10 min. to 20 min.	752	550	2	2	-
> 20 min. to 40 min.	507	1,404	6	18	-
> 40 min. to 60 min.	99	600	17	22	4
> 60 min. to 80 min.	29	152	24	17	5
> 80 min. to 100 min.	10	44	29	8	10
> 100 min. to 120 min.	6	10	30	14	15
> 2 hrs to 3 hrs	-	1	67	46	70
> 3 hrs to 4 hrs	-	-	1	24	40
> 4 hrs to 6 hrs	-	-	1	17	24
> 6 hrs to 8 hrs	-	-	-	4	8
> 8 hrs	-	-	-	1	1
<b>Total</b>	<b>2,966</b>	<b>2,966</b>	<b>177</b>	<b>177</b>	<b>177</b>

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

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

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# Minnesota Office of Pipeline Safety

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Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

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**Circle Reporting Period:**

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

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,407	173	1	2	-
> 10 min. to 20 min.	729	494	5	3	-
> 20 min. to 40 min.	479	1,309	13	9	1
> 40 min. to 60 min.	91	554	18	9	1
> 60 min. to 80 min.	14	151	15	11	7
> 80 min. to 100 min.	5	32	20	15	16
> 100 min. to 120 min	1	12	14	15	11
> 2 hrs to 3 hrs	-	1	48	37	39
> 3 hrs to 4 hrs	-	-	1	22	32
> 4 hrs to 6 hrs	-	-	-	10	23
> 6 hrs to 8 hrs	-	-	-	2	5
> 8 hrs	-	-	-	-	-
<b>Total</b>	<b>2,726</b>	<b>2,726</b>	<b>135</b>	<b>135</b>	<b>135</b>

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

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# Minnesota Office of Pipeline Safety

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**Circle Reporting Period:**

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

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,839	215	2	4	-
> 10 min. to 20 min.	803	590	4	6	-
> 20 min. to 40 min.	432	1,586	10	16	2
> 40 min. to 60 min.	74	591	11	16	3
> 60 min. to 80 min.	23	139	16	8	4
> 80 min. to 100 min.	8	40	31	19	15
> 100 min. to 120 min	8	21	30	9	11
> 2 hrs to 3 hrs	1	6	82	49	70
> 3 hrs to 4 hrs	-	-	3	33	40
> 4 hrs to 6 hrs	-	-	-	23	28
> 6 hrs to 8 hrs	-	-	-	5	10
> 8 hrs	-	-	-	1	6
<b>Total</b>	<b>3,188</b>	<b>3,188</b>	<b>189</b>	<b>189</b>	<b>189</b>

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

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Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

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

**Circle Reporting Period:**

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

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,875	217	1	1	-
> 10 min. to 20 min.	696	637	1	2	-
> 20 min. to 40 min.	297	1,514	8	12	-
> 40 min. to 60 min.	28	418	13	7	4
> 60 min. to 80 min.	15	98	18	10	2
> 80 min. to 100 min.	7	25	28	16	3
> 100 min. to 120 min	2	10	26	16	17
> 2 hrs to 3 hrs	1	2	55	39	52
> 3 hrs to 4 hrs	-	-	1	28	36
> 4 hrs to 6 hrs	-	-	-	15	27
> 6 hrs to 8 hrs	-	-	-	4	8
> 8 hrs	-	-	-	1	2
<b>Total</b>	<b>2,921</b>	<b>2,921</b>	<b>151</b>	<b>151</b>	<b>151</b>

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

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**Circle Reporting Period:**

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

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	2,330	275	1	1	-
> 10 min. to 20 min.	1,038	857	3	4	1
> 20 min. to 40 min.	601	2,105	8	8	1
> 40 min. to 60 min.	95	664	12	13	3
> 60 min. to 80 min.	16	138	14	5	4
> 80 min. to 100 min.	19	50	25	14	8
> 100 min. to 120 min	8	15	16	16	10
> 2 hrs to 3 hrs	1	3	80	59	68
> 3 hrs to 4 hrs	-	1	4	25	38
> 4 hrs to 6 hrs	-	-	-	14	24
> 6 hrs to 8 hrs	-	-	-	3	5
> 8 hrs	-	-	-	1	1
<b>Total</b>	<b>4,108</b>	<b>4,108</b>	<b>163</b>	<b>163</b>	<b>163</b>

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

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

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**Circle Reporting Period:**

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

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	2,332	293	-	-	-
> 10 min. to 20 min.	1,114	881	-	-	-
> 20 min. to 40 min.	618	2,122	7	9	-
> 40 min. to 60 min.	115	688	10	4	2
> 60 min. to 80 min.	28	176	18	9	7
> 80 min. to 100 min.	14	49	19	9	8
> 100 min. to 120 min	6	16	13	14	8
> 2 hrs to 3 hrs	-	2	87	50	56
> 3 hrs to 4 hrs	-	-	2	41	44
> 4 hrs to 6 hrs	-	-	1	16	26
> 6 hrs to 8 hrs	-	-	-	3	4
> 8 hrs	-	-	-	2	2
<b>Total</b>	<b>4,227</b>	<b>4,227</b>	<b>157</b>	<b>157</b>	<b>157</b>

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

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

**Response** - Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

**Repair Crew** - Time interval - If the first response person is not able to shut off the gas and/or repair the facility, additional help by a "repair crew" may be required. The repair crew interval is the cumulative time from the initial notification through the commute to the arrival time at the incident location.

**Gas shut off** - Time interval - The gas shut off interval is the cumulative time from the initial notification to the time the gas is shut off. The gas shut off time for small leaks that get scheduled for repair are not included in this report.

**Line repaired** - Time interval - The line repaired interval is the cumulative time from the initial notification to the time the gas line is repaired, purged and repressurized, so relight(s) can begin. The line repaired time for small leaks that get scheduled for repair are not included in this report.

Send report within 30 days of the end of the reporting period to:

Mail to:  
Minnesota Office of Pipeline Safety  
444 Cedar St, Suite 147  
St. Paul MN 55101- 5147

Email: [andy.voyer@state.mn.us](mailto:andy.voyer@state.mn.us)  
or Fax: 651-296-9641

For more information call 651-296-9636

## Minnesota Office of Pipeline Safety

### Emergency Response Reporting Form 2017

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

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

**Circle Reporting Period:**

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

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	2,215	256	-	-	-
> 10 min. to 20 min.	1,260	732	2	2	-
> 20 min. to 40 min.	798	2,177	14	4	1
> 40 min. to 60 min.	145	937	12	3	5
> 60 min. to 80 min.	35	270	9	6	3
> 80 min. to 100 min.	11	64	17	9	8
> 100 min. to 120 min	11	37	29	15	11
> 2 hrs to 3 hrs	-	2	86	58	58
> 3 hrs to 4 hrs	1	1	6	46	47
> 4 hrs to 6 hrs	-	-	2	29	35
> 6 hrs to 8 hrs	-	-	-	4	5
> 8 hrs	-	-	-	1	4
<b>Total</b>	<b>4,476</b>	<b>4,476</b>	<b>177</b>	<b>177</b>	<b>177</b>

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

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

**Response** - Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

**Repair Crew** - Time interval - If the first response person is not able to shut off the gas and/or repair the facility, additional help by a "repair crew" may be required. The repair crew interval is the cumulative time from the initial notification through the commute to the arrival time at the incident location.

**Gas shut off** - Time interval - The gas shut off interval is the cumulative time from the initial notification to the time the gas is shut off. The gas shut off time for small leaks that get scheduled for repair are not included in this report.

**Line repaired** - Time interval - The line repaired interval is the cumulative time from the initial notification to the time the gas line is repaired, purged and repressurized, so relight(s) can begin. The line repaired time for small leaks that get scheduled for repair are not included in this report.

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Minnesota Office of Pipeline Safety  
444 Cedar St, Suite 147  
St. Paul MN 55101- 5147

Email: [andy.voyer@state.mn.us](mailto:andy.voyer@state.mn.us)  
or Fax: 651-296-9641

For more information call 651-296-9636



**CenterPoint Energy  
2017 Service Quality Report**

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

	<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>	<u>Total</u>
Customer Service Related Expenses	2,711,117	1,578,912	2,677,178	2,003,450	3,340,753	2,346,380	2,247,470	2,078,438	3,227,636	2,592,142	2,372,023	3,002,671	30,178,171

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

**CenterPoint Energy**  
**2017 Service Quality Report**  
**2017 Customer Requested Steel Service Relocations**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
2918841	83828638	RELOCATE METER	122 Columbia Ct	10/28/2017	Stores Overhead	MGS1	\$27.79
2918841	83828638	RELOCATE METER	122 Columbia Ct	10/28/2017	Stores Overhead -Qty	MGS1	\$16.17
2918841	83828638	RELOCATE METER	122 Columbia Ct	10/28/2017	Un Labor 1 1/2-IntAl	MGS1	\$1,787.25
2918841	83828638	RELOCATE METER	122 Columbia Ct	10/28/2017	Un labor-ST-IntAlloc	MGS1	\$0.00
2918841	83828638	RELOCATE METER	122 Columbia Ct	10/28/2017	M&S-Inventory Issued	MGS1	\$302.06
2918841	83715993	Replace Service Line-Steel	122 Columbia Ct	11/7/2017	Construction OH	MGC2	\$792.36
2918841	83715993	Replace Service Line-Steel	122 Columbia Ct	11/7/2017	Restoration OH	MGC2	\$1,072.90
2918841	83715993	Replace Service Line-Steel	122 Columbia Ct	11/7/2017	Stores Overhead	MGC2	\$129.98
2918841	83715993	Replace Service Line-Steel	122 Columbia Ct	11/7/2017	Stores Overhead -Qty	MGC2	\$38.94
2918841	83715993	Replace Service Line-Steel	122 Columbia Ct	11/7/2017	Un labor-ST-IntAlloc	MGC2	\$68.79
2918841	83715993	Replace Service Line-Steel	122 Columbia Ct	11/7/2017	Un Labor 1 1/2-IntAl	MGC2	\$205.21
2918841	83715993	Replace Service Line-Steel	122 Columbia Ct	11/7/2017	M&S-Inventory Issued	MGC2	\$1,412.85
2918841	83715993	Replace Service Line-Steel	122 Columbia Ct	11/7/2017	Billable Cntrctd Lbr	MGC2	\$5,292.09
2918841	83715993	Replace Service Line-Steel	122 Columbia Ct	11/7/2017	Cont in Aid of Const	MGC2	-\$2,559.00
<b>2918841 Total</b>							<b>\$8,587.39</b>
2993873	82555904	MI I/C REPLACE METER - OTHER	4315 31st Ave S	9/14/2017	Stores Overhead	MGS1	\$56.53
2993873	82555904	MI I/C REPLACE METER - OTHER	4315 31st Ave S	9/14/2017	Stores Overhead -Qty	MGS1	\$3.30
2993873	82555904	MI I/C REPLACE METER - OTHER	4315 31st Ave S	9/14/2017	Fleet Pool Vehicles	MGS1	\$48.50
2993873	82555904	MI I/C REPLACE METER - OTHER	4315 31st Ave S	9/14/2017	Un labor-ST-IntAlloc	MGS1	\$0.00
2993873	82555904	MI I/C REPLACE METER - OTHER	4315 31st Ave S	9/14/2017	Un labor-ST-IntAlloc	MGS1	\$363.56
2993873	82555904	MI I/C REPLACE METER - OTHER	4315 31st Ave S	9/14/2017	M&S-Inventory Issued	MGS1	\$614.50
2993873	82556917	XI/C REPLACE SERVICE LINE-PLASTIC	4315 31st Ave S	11/26/2017	Construction OH	MGC2	\$1,080.08
2993873	82556917	XI/C REPLACE SERVICE LINE-PLASTIC	4315 31st Ave S	11/26/2017	Restoration OH	MGC2	\$1,662.49
2993873	82556917	XI/C REPLACE SERVICE LINE-PLASTIC	4315 31st Ave S	11/26/2017	Stores Overhead	MGC2	\$32.40
2993873	82556917	XI/C REPLACE SERVICE LINE-PLASTIC	4315 31st Ave S	11/26/2017	Stores Overhead -Qty	MGC2	\$97.46
2993873	82556917	XI/C REPLACE SERVICE LINE-PLASTIC	4315 31st Ave S	11/26/2017	Fleet Pool Vehicles	MGC2	\$23.93
2993873	82556917	XI/C REPLACE SERVICE LINE-PLASTIC	4315 31st Ave S	11/26/2017	Fleet Pool Vehicles	MGC2	\$14.77
2993873	82556917	XI/C REPLACE SERVICE LINE-PLASTIC	4315 31st Ave S	11/26/2017	Un labor-ST-IntAlloc	MGC2	\$1,554.07
2993873	82556917	XI/C REPLACE SERVICE LINE-PLASTIC	4315 31st Ave S	11/26/2017	Un Labor 1 1/2-IntAl	MGC2	\$327.24
2993873	82556917	XI/C REPLACE SERVICE LINE-PLASTIC	4315 31st Ave S	11/26/2017	Un labor-ST-IntAlloc	MGC2	\$3,160.73
2993873	82556917	XI/C REPLACE SERVICE LINE-PLASTIC	4315 31st Ave S	11/26/2017	Un Labor 1 1/2-IntAl	MGC2	\$917.60
2993873	82556917	XI/C REPLACE SERVICE LINE-PLASTIC	4315 31st Ave S	11/26/2017	Un labor-ST-IntAlloc	MGC2	\$70.59

**CenterPoint Energy**  
**2017 Service Quality Report**  
**2017 Customer Requested Steel Service Relocations**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
2993873	82556917	XI/C REPLACE SERVICE LINE-PLASTIC	4315 31st Ave S	11/26/2017	M&S-Inventory Issued	MGC2	\$368.25
2993873	82556917	XI/C REPLACE SERVICE LINE-PLASTIC	4315 31st Ave S	11/26/2017	Billable Cntrctd Lbr	MGC2	\$1,131.57
<b>2993873 Total</b>							<b>\$11,527.57</b>
3074561	79503659	XREPLACE I/C SERVICE LINE-PLASTIC - 89R	2533 1st Ave S	7/31/2017	Construction OH	MGC2	\$1,205.64
3074561	79503659	XREPLACE I/C SERVICE LINE-PLASTIC - 89R	2533 1st Ave S	7/31/2017	Restoration OH	MGC2	\$1,805.11
3074561	79503659	XREPLACE I/C SERVICE LINE-PLASTIC - 89R	2533 1st Ave S	7/31/2017	Stores Overhead	MGC2	\$25.76
3074561	79503659	XREPLACE I/C SERVICE LINE-PLASTIC - 89R	2533 1st Ave S	7/31/2017	Stores Overhead -Qty	MGC2	\$72.93
3074561	79503659	XREPLACE I/C SERVICE LINE-PLASTIC - 89R	2533 1st Ave S	7/31/2017	Fleet Pool Vehicles	MGC2	\$37.35
3074561	79503659	XREPLACE I/C SERVICE LINE-PLASTIC - 89R	2533 1st Ave S	7/31/2017	Fleet Pool Vehicles	MGC2	\$73.31
3074561	79503659	XREPLACE I/C SERVICE LINE-PLASTIC - 89R	2533 1st Ave S	7/31/2017	Un labor-ST-IntAlloc	MGC2	\$600.18
3074561	79503659	XREPLACE I/C SERVICE LINE-PLASTIC - 89R	2533 1st Ave S	7/31/2017	Un Labor 1 1/2-IntAl	MGC2	\$245.42
3074561	79503659	XREPLACE I/C SERVICE LINE-PLASTIC - 89R	2533 1st Ave S	7/31/2017	Un labor-ST-IntAlloc	MGC2	\$2,792.29
3074561	79503659	XREPLACE I/C SERVICE LINE-PLASTIC - 89R	2533 1st Ave S	7/31/2017	Un Labor 1 1/2-IntAl	MGC2	\$1,126.48
3074561	79503659	XREPLACE I/C SERVICE LINE-PLASTIC - 89R	2533 1st Ave S	7/31/2017	Un labor-ST-IntAlloc	MGC2	\$801.40
3074561	79503659	XREPLACE I/C SERVICE LINE-PLASTIC - 89R	2533 1st Ave S	7/31/2017	Un Labor 1 1/2-IntAl	MGC2	\$295.49
3074561	79503659	XREPLACE I/C SERVICE LINE-PLASTIC - 89R	2533 1st Ave S	7/31/2017	M&S-Inventory Issued	MGC2	\$279.97
3074561	79503659	XREPLACE I/C SERVICE LINE-PLASTIC - 89R	2533 1st Ave S	7/31/2017	Billable Cntrctd Lbr	MGC2	\$1,476.56
3074561	79503659	XREPLACE I/C SERVICE LINE-PLASTIC - 89R	2533 1st Ave S	7/31/2017	Cont in Aid of Const	MGC2	-\$1,542.00
<b>3074561 Total</b>							<b>\$9,295.89</b>
3196652	81750815	MI JIM I/C MOVE METER IN-TO-OUT	620 Olson Memorial Hwy	5/17/2017	Construction OH	MGS2	\$397.80
3196652	81750815	MI JIM I/C MOVE METER IN-TO-OUT	620 Olson Memorial Hwy	5/17/2017	Stores Overhead	MGS2	\$117.62
3196652	81750815	MI JIM I/C MOVE METER IN-TO-OUT	620 Olson Memorial Hwy	5/17/2017	Stores Overhead -Qty	MGS2	\$10.25
3196652	81750815	MI JIM I/C MOVE METER IN-TO-OUT	620 Olson Memorial Hwy	5/17/2017	Fleet Pool Vehicles	MGS2	\$13.05
3196652	81750815	MI JIM I/C MOVE METER IN-TO-OUT	620 Olson Memorial Hwy	5/17/2017	Fleet Pool Vehicles	MGS2	\$18.68
3196652	81750815	MI JIM I/C MOVE METER IN-TO-OUT	620 Olson Memorial Hwy	5/17/2017	Un labor-ST-IntAlloc	MGS2	\$0.00
3196652	81750815	MI JIM I/C MOVE METER IN-TO-OUT	620 Olson Memorial Hwy	5/17/2017	Un labor-ST-IntAlloc	MGS2	\$111.78
3196652	81750815	MI JIM I/C MOVE METER IN-TO-OUT	620 Olson Memorial Hwy	5/17/2017	Un labor-ST-IntAlloc	MGS2	\$629.74
3196652	81750815	MI JIM I/C MOVE METER IN-TO-OUT	620 Olson Memorial Hwy	5/17/2017	M&S-Inventory Issued	MGS2	\$1,776.74
3196652	81750816	MI JIM I/C REPLACE METER - OTHER	620 Olson Memorial Hwy	5/17/2017	Un labor-ST-IntAlloc	MGS1	\$0.00
3196652	81750816	MI JIM I/C REPLACE METER - OTHER	620 Olson Memorial Hwy	5/17/2017	Un labor-ST-IntAlloc	MGS1	\$587.75
3196652	82425936	ABANDON SERVICE LINE - STEEL	620 Olson Memorial Hwy	6/8/2017	Construction OH	MGC2	\$227.91
3196652	82425936	ABANDON SERVICE LINE - STEEL	620 Olson Memorial Hwy	6/8/2017	Restoration OH	MGC2	\$346.40
3196652	82425936	ABANDON SERVICE LINE - STEEL	620 Olson Memorial Hwy	6/8/2017	Stores Overhead	MGC2	\$0.29
3196652	82425936	ABANDON SERVICE LINE - STEEL	620 Olson Memorial Hwy	6/8/2017	Stores Overhead -Qty	MGC2	\$0.33
3196652	82425936	ABANDON SERVICE LINE - STEEL	620 Olson Memorial Hwy	6/8/2017	Fleet Pool Vehicles	MGC2	\$49.75

**CenterPoint Energy**  
**2017 Service Quality Report**  
**2017 Customer Requested Steel Service Relocations**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3196652	82425936	ABANDON SERVICE LINE - STEEL	620 Olson Memorial Hwy	6/8/2017	Un labor-ST-IntAlloc	MGC2	\$721.44
3196652	82425936	ABANDON SERVICE LINE - STEEL	620 Olson Memorial Hwy	6/8/2017	Un labor-ST-IntAlloc	MGC2	\$431.25
3196652	82425936	ABANDON SERVICE LINE - STEEL	620 Olson Memorial Hwy	6/8/2017	Un labor-ST-IntAlloc	MGC2	\$138.48
3196652	82425936	ABANDON SERVICE LINE - STEEL	620 Olson Memorial Hwy	6/8/2017	Un labor-ST-IntAlloc	MGC2	\$0.00
3196652	82425936	ABANDON SERVICE LINE - STEEL	620 Olson Memorial Hwy	6/8/2017	M&S-Inventory Issued	MGC2	\$3.12
3196652	82425936	ABANDON SERVICE LINE - STEEL	620 Olson Memorial Hwy	6/8/2017	Billable Cntrctd Lbr	MGC2	\$116.95
3196652	82425938	MI 6/8 AM MB & AJ REMOVE METER & SET	620 Olson Memorial Hwy	10/16/2017	Construction OH	MGS2	\$64.48
3196652	82425938	MI 6/8 AM MB & AJ REMOVE METER & SET	620 Olson Memorial Hwy	10/16/2017	Fleet Pool Vehicles	MGS2	\$36.30
3196652	82425938	MI 6/8 AM MB & AJ REMOVE METER & SET	620 Olson Memorial Hwy	10/16/2017	Un labor-ST-IntAlloc	MGS2	\$0.00
3196652	82425938	MI 6/8 AM MB & AJ REMOVE METER & SET	620 Olson Memorial Hwy	10/16/2017	Un labor-ST-IntAlloc	MGS2	\$377.01
3196652	81750611	I/C REPLACE SERVICE LINE-PLASTIC	620 Olson Memorial Hwy	5/18/2017	Construction OH	MGC2	\$638.03
3196652	81750611	I/C REPLACE SERVICE LINE-PLASTIC	620 Olson Memorial Hwy	5/18/2017	Restoration OH	MGC2	\$915.77
3196652	81750611	I/C REPLACE SERVICE LINE-PLASTIC	620 Olson Memorial Hwy	5/18/2017	Stores Overhead	MGC2	\$24.31
3196652	81750611	I/C REPLACE SERVICE LINE-PLASTIC	620 Olson Memorial Hwy	5/18/2017	Stores Overhead -Qty	MGC2	\$27.75
3196652	81750611	I/C REPLACE SERVICE LINE-PLASTIC	620 Olson Memorial Hwy	5/18/2017	Un labor-ST-IntAlloc	MGC2	\$1,923.87
3196652	81750611	I/C REPLACE SERVICE LINE-PLASTIC	620 Olson Memorial Hwy	5/18/2017	Un Labor 1 1/2-IntAl	MGC2	\$726.65
3196652	81750611	I/C REPLACE SERVICE LINE-PLASTIC	620 Olson Memorial Hwy	5/18/2017	Un labor-ST-IntAlloc	MGC2	\$922.89
3196652	81750611	I/C REPLACE SERVICE LINE-PLASTIC	620 Olson Memorial Hwy	5/18/2017	Un Labor 1 1/2-IntAl	MGC2	\$149.24
3196652	81750611	I/C REPLACE SERVICE LINE-PLASTIC	620 Olson Memorial Hwy	5/18/2017	M&S-Inventory Issued	MGC2	\$367.27
<b>3196652 Total</b>							<b>\$11,872.90</b>
3202084	81331306	MI WELD JIM I/C REPLACE METER & SET - OT	1001 Glenwood Ave	5/24/2017	Construction OH	MGS2	\$707.21
3202084	81331306	MI WELD JIM I/C REPLACE METER & SET - OT	1001 Glenwood Ave	5/24/2017	Stores Overhead	MGS2	\$145.98
3202084	81331306	MI WELD JIM I/C REPLACE METER & SET - OT	1001 Glenwood Ave	5/24/2017	Stores Overhead -Qty	MGS2	\$29.25
3202084	81331306	MI WELD JIM I/C REPLACE METER & SET - OT	1001 Glenwood Ave	5/24/2017	Fleet Pool Vehicles	MGS2	\$17.40
3202084	81331306	MI WELD JIM I/C REPLACE METER & SET - OT	1001 Glenwood Ave	5/24/2017	Fleet Pool Vehicles	MGS2	\$43.90
3202084	81331306	MI WELD JIM I/C REPLACE METER & SET - OT	1001 Glenwood Ave	5/24/2017	Fleet Pool Vehicles	MGS2	\$31.13
3202084	81331306	MI WELD JIM I/C REPLACE METER & SET - OT	1001 Glenwood Ave	5/24/2017	Un labor-ST-IntAlloc	MGS2	\$0.00
3202084	81331306	MI WELD JIM I/C REPLACE METER & SET - OT	1001 Glenwood Ave	5/24/2017	Un labor-ST-IntAlloc	MGS2	\$447.10
3202084	81331306	MI WELD JIM I/C REPLACE METER & SET - OT	1001 Glenwood Ave	5/24/2017	Un labor-ST-IntAlloc	MGS2	\$1,212.37
3202084	81331306	MI WELD JIM I/C REPLACE METER & SET - OT	1001 Glenwood Ave	5/24/2017	Un Labor 1 1/2-IntAl	MGS2	\$37.31
3202084	81331306	MI WELD JIM I/C REPLACE METER & SET - OT	1001 Glenwood Ave	5/24/2017	Un labor-ST-IntAlloc	MGS2	\$539.05
3202084	81331306	MI WELD JIM I/C REPLACE METER & SET - OT	1001 Glenwood Ave	5/24/2017	M&S-Inventory Issued	MGS2	\$2,205.14
3202084	81330298	XI/C REPLACE SERVICE LINE-PLASTIC	1001 Glenwood Ave	6/12/2017	Construction OH	MGC2	\$1,668.50
3202084	81330298	XI/C REPLACE SERVICE LINE-PLASTIC	1001 Glenwood Ave	6/12/2017	Restoration OH	MGC2	\$2,087.46
3202084	81330298	XI/C REPLACE SERVICE LINE-PLASTIC	1001 Glenwood Ave	6/12/2017	Stores Overhead	MGC2	\$203.30

**CenterPoint Energy**  
**2017 Service Quality Report**  
**2017 Customer Requested Steel Service Relocations**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3202084	81330298	XI/C REPLACE SERVICE LINE-PLASTIC	1001 Glenwood Ave	6/12/2017	Stores Overhead -Qty	MGC2	\$166.65
3202084	81330298	XI/C REPLACE SERVICE LINE-PLASTIC	1001 Glenwood Ave	6/12/2017	Un labor-ST-IntAlloc	MGC2	\$0.00
3202084	81330298	XI/C REPLACE SERVICE LINE-PLASTIC	1001 Glenwood Ave	6/12/2017	M&S-Inventory Issued	MGC2	\$2,209.88
3202084	81330298	XI/C REPLACE SERVICE LINE-PLASTIC	1001 Glenwood Ave	6/12/2017	Billable Cntrctd Lbr	MGC2	\$8,485.59
<b>3202084 Total</b>							<b>\$20,237.22</b>
3230856	81798975	MI THURS 5/11* REPLACE METER & SET - OTH	5251 W 74th St	5/11/2017	Construction OH	MGS2	\$378.34
3230856	81798975	MI THURS 5/11* REPLACE METER & SET - OTH	5251 W 74th St	5/11/2017	Stores Overhead	MGS2	\$90.31
3230856	81798975	MI THURS 5/11* REPLACE METER & SET - OTH	5251 W 74th St	5/11/2017	Stores Overhead -Qty	MGS2	\$11.75
3230856	81798975	MI THURS 5/11* REPLACE METER & SET - OTH	5251 W 74th St	5/11/2017	Fleet Pool Vehicles	MGS2	\$13.05
3230856	81798975	MI THURS 5/11* REPLACE METER & SET - OTH	5251 W 74th St	5/11/2017	Fleet Pool Vehicles	MGS2	\$33.60
3230856	81798975	MI THURS 5/11* REPLACE METER & SET - OTH	5251 W 74th St	5/11/2017	Un labor-ST-IntAlloc	MGS2	\$111.78
3230856	81798975	MI THURS 5/11* REPLACE METER & SET - OTH	5251 W 74th St	5/11/2017	Un labor-ST-IntAlloc	MGS2	\$0.00
3230856	81798975	MI THURS 5/11* REPLACE METER & SET - OTH	5251 W 74th St	5/11/2017	Un labor-ST-IntAlloc	MGS2	\$902.62
3230856	81798975	MI THURS 5/11* REPLACE METER & SET - OTH	5251 W 74th St	5/11/2017	M&S-Inventory Issued	MGS2	\$1,364.20
3230856	81798268	XI/C REPLACE SERVICE LINE-PLASTIC	5251 W 74th St	5/11/2017	Construction OH	MGC2	\$729.62
3230856	81798268	XI/C REPLACE SERVICE LINE-PLASTIC	5251 W 74th St	5/11/2017	Restoration OH	MGC2	\$1,017.05
3230856	81798268	XI/C REPLACE SERVICE LINE-PLASTIC	5251 W 74th St	5/11/2017	Stores Overhead	MGC2	\$35.17
3230856	81798268	XI/C REPLACE SERVICE LINE-PLASTIC	5251 W 74th St	5/11/2017	Stores Overhead -Qty	MGC2	\$125.46
3230856	81798268	XI/C REPLACE SERVICE LINE-PLASTIC	5251 W 74th St	5/11/2017	Fleet Pool Vehicles	MGC2	\$13.07
3230856	81798268	XI/C REPLACE SERVICE LINE-PLASTIC	5251 W 74th St	5/11/2017	Fleet Pool Vehicles	MGC2	\$24.51
3230856	81798268	XI/C REPLACE SERVICE LINE-PLASTIC	5251 W 74th St	5/11/2017	Un labor-ST-IntAlloc	MGC2	\$2,601.62
3230856	81798268	XI/C REPLACE SERVICE LINE-PLASTIC	5251 W 74th St	5/11/2017	Un Labor 1 1/2-IntAl	MGC2	\$163.60
3230856	81798268	XI/C REPLACE SERVICE LINE-PLASTIC	5251 W 74th St	5/11/2017	Un labor-ST-IntAlloc	MGC2	\$210.85
3230856	81798268	XI/C REPLACE SERVICE LINE-PLASTIC	5251 W 74th St	5/11/2017	M&S-Inventory Issued	MGC2	\$505.16
3230856	81798268	XI/C REPLACE SERVICE LINE-PLASTIC	5251 W 74th St	5/11/2017	Billable Cntrctd Lbr	MGC2	\$1,158.30
<b>3230856 Total</b>							<b>\$9,490.06</b>
3244038	80977414	XXREPLACE METER & SET - OTHER -WELD DRO	900 49th Ave NE	8/3/2017	Construction OH	MGS2	\$2,591.52
3244038	80977414	XXREPLACE METER & SET - OTHER -WELD DRO	900 49th Ave NE	8/3/2017	Stores Overhead	MGS2	\$297.78
3244038	80977414	XXREPLACE METER & SET - OTHER -WELD DRO	900 49th Ave NE	8/3/2017	Stores Overhead -Qty	MGS2	\$52.25
3244038	80977414	XXREPLACE METER & SET - OTHER -WELD DRO	900 49th Ave NE	8/3/2017	Fleet Pool Vehicles	MGS2	\$17.40
3244038	80977414	XXREPLACE METER & SET - OTHER -WELD DRO	900 49th Ave NE	8/3/2017	Fleet Pool Vehicles	MGS2	\$24.90
3244038	80977414	XXREPLACE METER & SET - OTHER -WELD DRO	900 49th Ave NE	8/3/2017	Fleet Pool Vehicles	MGS2	\$65.45
3244038	80977414	XXREPLACE METER & SET - OTHER -WELD DRO	900 49th Ave NE	8/3/2017	Un labor-ST-IntAlloc	MGS2	\$0.00
3244038	80977414	XXREPLACE METER & SET - OTHER -WELD DRO	900 49th Ave NE	8/3/2017	Un labor-ST-IntAlloc	MGS2	\$349.13
3244038	80977414	XXREPLACE METER & SET - OTHER -WELD DRO	900 49th Ave NE	8/3/2017	Un labor-ST-IntAlloc	MGS2	\$447.10

**CenterPoint Energy**  
**2017 Service Quality Report**  
**2017 Customer Requested Steel Service Relocations**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3244038	80977414	XXREPLACE METER & SET - OTHER -WELD DRO	900 49th Ave NE	8/3/2017	Un labor-ST-IntAlloc	MGS2	\$1,116.78
3244038	80977414	XXREPLACE METER & SET - OTHER -WELD DRO	900 49th Ave NE	8/3/2017	Un labor-ST-IntAlloc	MGS2	\$1,316.55
3244038	80977414	XXREPLACE METER & SET - OTHER -WELD DRO	900 49th Ave NE	8/3/2017	Un Labor 1 1/2-IntAl	MGS2	\$545.75
3244038	80977414	XXREPLACE METER & SET - OTHER -WELD DRO	900 49th Ave NE	8/3/2017	M&S-Inventory Issued	MGS2	\$4,169.22
3244038	80977414	XXREPLACE METER & SET - OTHER -WELD DRO	900 49th Ave NE	8/3/2017	Billable Cntrctd Lbr	MGS2	\$8,560.07
3244038	80976055	XREPLACE SERVICE LINE-PLASTIC	900 49th Ave NE	8/29/2017	Construction OH	MGC2	\$3,373.07
3244038	80976055	XREPLACE SERVICE LINE-PLASTIC	900 49th Ave NE	8/29/2017	Restoration OH	MGC2	\$4,739.39
3244038	80976055	XREPLACE SERVICE LINE-PLASTIC	900 49th Ave NE	8/29/2017	Stores Overhead	MGC2	\$216.79
3244038	80976055	XREPLACE SERVICE LINE-PLASTIC	900 49th Ave NE	8/29/2017	Stores Overhead -Qty	MGC2	\$457.38
3244038	80976055	XREPLACE SERVICE LINE-PLASTIC	900 49th Ave NE	8/29/2017	Un labor-ST-IntAlloc	MGC2	\$0.00
3244038	80976055	XREPLACE SERVICE LINE-PLASTIC	900 49th Ave NE	8/29/2017	M&S-Inventory Issued	MGC2	\$2,356.46
3244038	80976055	XREPLACE SERVICE LINE-PLASTIC	900 49th Ave NE	8/29/2017	Billable Cntrctd Lbr	MGC2	\$19,265.78
<b>3244038 Total</b>							<b>\$49,962.77</b>
3335473	81489203	REPLACE I/C SERVICE LINE-STEEL - RJM CC	1 Veterans Dr	5/4/2017	Construction OH	MGC2	\$1,380.08
3335473	81489203	REPLACE I/C SERVICE LINE-STEEL - RJM CC	1 Veterans Dr	5/4/2017	Restoration OH	MGC2	\$1,936.43
3335473	81489203	REPLACE I/C SERVICE LINE-STEEL - RJM CC	1 Veterans Dr	5/4/2017	Stores Overhead	MGC2	\$56.83
3335473	81489203	REPLACE I/C SERVICE LINE-STEEL - RJM CC	1 Veterans Dr	5/4/2017	Stores Overhead -Qty	MGC2	\$9.25
3335473	81489203	REPLACE I/C SERVICE LINE-STEEL - RJM CC	1 Veterans Dr	5/4/2017	Fleet Pool Vehicles	MGC2	\$116.51
3335473	81489203	REPLACE I/C SERVICE LINE-STEEL - RJM CC	1 Veterans Dr	5/4/2017	Un labor-ST-IntAlloc	MGC2	\$1,377.23
3335473	81489203	REPLACE I/C SERVICE LINE-STEEL - RJM CC	1 Veterans Dr	5/4/2017	Un Labor 1 1/2-IntAl	MGC2	\$490.84
3335473	81489203	REPLACE I/C SERVICE LINE-STEEL - RJM CC	1 Veterans Dr	5/4/2017	Un labor-ST-IntAlloc	MGC2	\$2,830.64
3335473	81489203	REPLACE I/C SERVICE LINE-STEEL - RJM CC	1 Veterans Dr	5/4/2017	Un Labor 1 1/2-IntAl	MGC2	\$1,573.03
3335473	81489203	REPLACE I/C SERVICE LINE-STEEL - RJM CC	1 Veterans Dr	5/4/2017	Un labor-ST-IntAlloc	MGC2	\$1,413.39
3335473	81489203	REPLACE I/C SERVICE LINE-STEEL - RJM CC	1 Veterans Dr	5/4/2017	Un Labor 1 1/2-IntAl	MGC2	\$186.55
3335473	81489203	REPLACE I/C SERVICE LINE-STEEL - RJM CC	1 Veterans Dr	5/4/2017	M&S-Inventory Issued	MGC2	\$858.48
<b>3335473 Total</b>							<b>\$12,229.26</b>
3622854	83579785	XREHAB Replace Service Line-Plastic-BMJ	705 18th St E	10/18/2017	Construction OH	MGC2	\$1,079.38
3622854	83579785	XREHAB Replace Service Line-Plastic-BMJ	705 18th St E	10/18/2017	Restoration OH	MGC2	\$1,547.64
3622854	83579785	XREHAB Replace Service Line-Plastic-BMJ	705 18th St E	10/18/2017	Stores Overhead	MGC2	\$57.76
3622854	83579785	XREHAB Replace Service Line-Plastic-BMJ	705 18th St E	10/18/2017	Stores Overhead -Qty	MGC2	\$50.82
3622854	83579785	XREHAB Replace Service Line-Plastic-BMJ	705 18th St E	10/18/2017	M&S-Inventory Issued	MGC2	\$627.87
3622854	83579785	XREHAB Replace Service Line-Plastic-BMJ	705 18th St E	10/18/2017	Billable Cntrctd Lbr	MGC2	\$6,291.21
<b>3622854 Total</b>							<b>\$9,654.68</b>
3633400	82172194	MOVE METER IN-TO-OUT	118 1st Ave SE	5/10/2017	Construction OH	MGS2	\$180.51
3633400	82172194	MOVE METER IN-TO-OUT	118 1st Ave SE	5/10/2017	Stores Overhead	MGS2	\$5.97

**CenterPoint Energy**  
**2017 Service Quality Report**  
**2017 Customer Requested Steel Service Relocations**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3633400	82172194	MOVE METER IN-TO-OUT	118 1st Ave SE	5/10/2017	Stores Overhead -Qty	MGS2	\$0.75
3633400	82172194	MOVE METER IN-TO-OUT	118 1st Ave SE	5/10/2017	Fleet Pool Vehicles	MGS2	\$72.12
3633400	82172194	MOVE METER IN-TO-OUT	118 1st Ave SE	5/10/2017	Un labor-ST-IntAlloc	MGS2	\$946.92
3633400	82172194	MOVE METER IN-TO-OUT	118 1st Ave SE	5/10/2017	Un Labor 1 1/2-IntAI	MGS2	\$36.67
3633400	82172194	MOVE METER IN-TO-OUT	118 1st Ave SE	5/10/2017	M&S - Non Inv	MGS2	\$11.22
3633400	82172194	MOVE METER IN-TO-OUT	118 1st Ave SE	5/10/2017	M&S-Inventory Issued	MGS2	\$90.17
3633400	81986220	FIRM WED 5/10 REPLACE SERVICE LINE-PLAS	118 1st Ave SE	5/10/2017	Construction OH	MGC2	\$184.20
3633400	81986220	FIRM WED 5/10 REPLACE SERVICE LINE-PLAS	118 1st Ave SE	5/10/2017	Restoration OH	MGC2	\$245.92
3633400	81986220	FIRM WED 5/10 REPLACE SERVICE LINE-PLAS	118 1st Ave SE	5/10/2017	Stores Overhead	MGC2	\$9.46
3633400	81986220	FIRM WED 5/10 REPLACE SERVICE LINE-PLAS	118 1st Ave SE	5/10/2017	Stores Overhead -Qty	MGC2	\$13.75
3633400	81986220	FIRM WED 5/10 REPLACE SERVICE LINE-PLAS	118 1st Ave SE	5/10/2017	Fleet Pool Vehicles	MGC2	\$38.18
3633400	81986220	FIRM WED 5/10 REPLACE SERVICE LINE-PLAS	118 1st Ave SE	5/10/2017	Un labor-ST-IntAlloc	MGC2	\$999.69
3633400	81986220	FIRM WED 5/10 REPLACE SERVICE LINE-PLAS	118 1st Ave SE	5/10/2017	M&S-Inventory Issued	MGC2	\$142.92
3633400	81986220	FIRM WED 5/10 REPLACE SERVICE LINE-PLAS	118 1st Ave SE	5/10/2017	Cont in Aid of Const	MGC2	-\$347.00
<b>3633400 Total</b>							<b>\$2,631.45</b>
3670899	81757469	REPLACE SERVICE LINE - PLASTIC	121 2nd St S	4/27/2017	Construction OH	MGC2	\$434.65
3670899	81757469	REPLACE SERVICE LINE - PLASTIC	121 2nd St S	4/27/2017	Restoration OH	MGC2	\$586.72
3670899	81757469	REPLACE SERVICE LINE - PLASTIC	121 2nd St S	4/27/2017	Stores Overhead	MGC2	\$14.18
3670899	81757469	REPLACE SERVICE LINE - PLASTIC	121 2nd St S	4/27/2017	Stores Overhead -Qty	MGC2	\$28.32
3670899	81757469	REPLACE SERVICE LINE - PLASTIC	121 2nd St S	4/27/2017	Fleet Pool Vehicles	MGC2	\$138.20
3670899	81757469	REPLACE SERVICE LINE - PLASTIC	121 2nd St S	4/27/2017	Fleet Pool Vehicles	MGC2	\$48.93
3670899	81757469	REPLACE SERVICE LINE - PLASTIC	121 2nd St S	4/27/2017	Un labor-ST-IntAlloc	MGC2	\$2,385.04
3670899	81757469	REPLACE SERVICE LINE - PLASTIC	121 2nd St S	4/27/2017	M&S-Inventory Issued	MGC2	\$214.05
3670899	81757469	REPLACE SERVICE LINE - PLASTIC	121 2nd St S	4/27/2017	Cont in Aid of Const	MGC2	-\$373.00
<b>3670899 Total</b>							<b>\$3,477.09</b>
7870942	82186817	Install New Measurement Station	112 Atlantic Ave W	7/14/2017	Construction OH	MGS2	\$45.38
7870942	82186817	Install New Measurement Station	112 Atlantic Ave W	7/14/2017	Stores Overhead	MGS2	\$6.80
7870942	82186817	Install New Measurement Station	112 Atlantic Ave W	7/14/2017	Stores Overhead -Qty	MGS2	\$1.98
7870942	82186817	Install New Measurement Station	112 Atlantic Ave W	7/14/2017	Fleet Pool Vehicles	MGS2	\$4.70
7870942	82186817	Install New Measurement Station	112 Atlantic Ave W	7/14/2017	Fleet Pool Vehicles	MGS2	\$2.24
7870942	82186817	Install New Measurement Station	112 Atlantic Ave W	7/14/2017	Un labor-ST-IntAlloc	MGS2	\$152.18
7870942	82186817	Install New Measurement Station	112 Atlantic Ave W	7/14/2017	Un labor-ST-IntAlloc	MGS2	\$32.95
7870942	82186817	Install New Measurement Station	112 Atlantic Ave W	7/14/2017	Un Labor 1 1/2-IntAI	MGS2	\$24.86
7870942	82186817	Install New Measurement Station	112 Atlantic Ave W	7/14/2017	M&S-Inventory Issued	MGS2	\$73.95
7870942	82182899	Replace Service Line-Plastic	112 Atlantic Ave W	7/14/2017	Construction OH	MGC2	\$533.56

**CenterPoint Energy**  
**2017 Service Quality Report**  
**2017 Customer Requested Steel Service Relocations**

<b>Customer</b>	<b>Service Order</b>	<b>Service Order Description</b>	<b>Address</b>	<b>First TECO Date</b>	<b>Cost Element Description</b>	<b>Order Type</b>	<b>Total Additions</b>
7870942	82182899	Replace Service Line-Plastic	112 Atlantic Ave W	7/14/2017	Restoration OH	MGC2	\$685.89
7870942	82182899	Replace Service Line-Plastic	112 Atlantic Ave W	7/14/2017	Stores Overhead	MGC2	\$33.31
7870942	82182899	Replace Service Line-Plastic	112 Atlantic Ave W	7/14/2017	Stores Overhead -Qty	MGC2	\$10.23
7870942	82182899	Replace Service Line-Plastic	112 Atlantic Ave W	7/14/2017	Fleet Pool Vehicles	MGC2	\$61.70
7870942	82182899	Replace Service Line-Plastic	112 Atlantic Ave W	7/14/2017	Fleet Pool Vehicles	MGC2	\$208.30
7870942	82182899	Replace Service Line-Plastic	112 Atlantic Ave W	7/14/2017	Un labor-ST-IntAlloc	MGC2	\$926.49
7870942	82182899	Replace Service Line-Plastic	112 Atlantic Ave W	7/14/2017	Un labor-ST-IntAlloc	MGC2	\$1,590.97
7870942	82182899	Replace Service Line-Plastic	112 Atlantic Ave W	7/14/2017	Un Labor 1 1/2-IntAl	MGC2	\$270.71
7870942	82182899	Replace Service Line-Plastic	112 Atlantic Ave W	7/14/2017	Un labor-ST-IntAlloc	MGC2	\$0.00
7870942	82182899	Replace Service Line-Plastic	112 Atlantic Ave W	7/14/2017	M&S-Inventory Issued	MGC2	\$362.05
<b>7870942 Total</b>							<b>\$5,028.25</b>
<b>Grand Total</b>							<b>\$153,994.53</b>



**CenterPoint Energy**  
**2017 Service Quality Report**  
**Relocation of Meters Rated 630 CFH or Greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
2918841	83828638	122 Columbia Ct	10/28/2017	Stores Overhead	MGS1	\$27.79
2918841	83828638	122 Columbia Ct	10/28/2017	Stores Overhead -Qty	MGS1	\$16.17
2918841	83828638	122 Columbia Ct	10/28/2017	Un Labor 1 1/2-IntAl	MGS1	\$1,787.25
2918841	83828638	122 Columbia Ct	10/28/2017	Un labor-ST-IntAlloc	MGS1	\$0.00
2918841	83828638	122 Columbia Ct	10/28/2017	M&S-Inventory Issued	MGS1	\$302.06
2918841	83789018	122 Columbia Ct	10/30/2017	Stores Overhead	MGM2	\$0.99
2918841	83789018	122 Columbia Ct	10/30/2017	Stores Overhead -Qty	MGM2	\$0.33
2918841	83789018	122 Columbia Ct	10/30/2017	Fleet Pool Vehicles	MGM2	\$82.27
2918841	83789018	122 Columbia Ct	10/30/2017	Un labor-ST-IntAlloc	MGM2	\$2,416.57
2918841	83789018	122 Columbia Ct	10/30/2017	Un labor-ST-IntAlloc	MGM2	\$497.63
2918841	83789018	122 Columbia Ct	10/30/2017	Un Labor 1 1/2-IntAl	MGM2	\$74.62
2918841	83789018	122 Columbia Ct	10/30/2017	M&S-Inventory Issued	MGM2	\$10.73
<b>2918841 Total</b>						<b>\$5,216.41</b>
2947311	81549517	606 Washington Ave N	7/10/2017	Construction OH	MGS2	\$68.67
2947311	81549517	606 Washington Ave N	7/10/2017	Stores Overhead	MGS2	\$18.11
2947311	81549517	606 Washington Ave N	7/10/2017	Stores Overhead -Qty	MGS2	\$1.98
2947311	81549517	606 Washington Ave N	7/10/2017	Fleet Pool Vehicles	MGS2	\$12.45
2947311	81549517	606 Washington Ave N	7/10/2017	Un labor-ST-IntAlloc	MGS2	\$0.00
2947311	81549517	606 Washington Ave N	7/10/2017	Un labor-ST-IntAlloc	MGS2	\$230.90
2947311	81549517	606 Washington Ave N	7/10/2017	M&S-Inventory Issued	MGS2	\$196.86
2947311	81549517	606 Washington Ave N	7/10/2017	Cont in Aid of Const	MGS2	-\$2,560.00
2947311	81497492	606 Washington Ave N	7/10/2017	Stores Overhead	MGM2	\$24.83
2947311	81497492	606 Washington Ave N	7/10/2017	Stores Overhead -Qty	MGM2	\$14.19
2947311	81497492	606 Washington Ave N	7/10/2017	Fleet Pool Vehicles	MGM2	\$31.76
2947311	81497492	606 Washington Ave N	7/10/2017	Un labor-ST-IntAlloc	MGM2	\$2,537.07
2947311	81497492	606 Washington Ave N	7/10/2017	Un labor-ST-IntAlloc	MGM2	\$0.00
2947311	81497492	606 Washington Ave N	7/10/2017	Un labor-ST-IntAlloc	MGM2	\$178.68
2947311	81497492	606 Washington Ave N	7/10/2017	M&S-Inventory Issued	MGM2	\$269.91
2947311	81497492	606 Washington Ave N	7/10/2017	Construction Svcs	MGM2	\$83.00
2947311	81497492	606 Washington Ave N	7/10/2017	Billable Cntrctd Lbr	MGM2	\$12.18
2947311	81497741	606 Washington Ave N	7/10/2017	Stores Overhead	MGS1	\$0.08
2947311	81497741	606 Washington Ave N	7/10/2017	Stores Overhead -Qty	MGS1	\$1.98
2947311	81497741	606 Washington Ave N	7/10/2017	Fleet Pool Vehicles	MGS1	\$12.45
2947311	81497741	606 Washington Ave N	7/10/2017	Un labor-ST-IntAlloc	MGS1	\$0.00
2947311	81497741	606 Washington Ave N	7/10/2017	Un labor-ST-IntAlloc	MGS1	\$272.88
2947311	81497741	606 Washington Ave N	7/10/2017	M&S-Inventory Issued	MGS1	\$0.91
<b>2947311 Total</b>						<b>\$1,408.89</b>
2971276	83552095	5401 Penn Ave S	10/13/2017	Construction OH	MGS2	\$103.86
2971276	83552095	5401 Penn Ave S	10/13/2017	Stores Overhead	MGS2	\$18.14
2971276	83552095	5401 Penn Ave S	10/13/2017	Stores Overhead -Qty	MGS2	\$7.59
2971276	83552095	5401 Penn Ave S	10/13/2017	Fleet Pool Vehicles	MGS2	\$8.70
2971276	83552095	5401 Penn Ave S	10/13/2017	Fleet Pool Vehicles	MGS2	\$45.36
2971276	83552095	5401 Penn Ave S	10/13/2017	Un labor-ST-IntAlloc	MGS2	\$74.52
2971276	83552095	5401 Penn Ave S	10/13/2017	Un labor-ST-IntAlloc	MGS2	\$0.00
2971276	83552095	5401 Penn Ave S	10/13/2017	Un labor-ST-IntAlloc	MGS2	\$340.06
2971276	83552095	5401 Penn Ave S	10/13/2017	M&S-Inventory Issued	MGS2	\$197.15
2971276	83552096	5401 Penn Ave S	10/13/2017	Fleet Pool Vehicles	MGS1	\$0.34
2971276	83552096	5401 Penn Ave S	10/13/2017	Un labor-ST-IntAlloc	MGS1	\$0.00

**CenterPoint Energy**  
**2017 Service Quality Report**  
**Relocation of Meters Rated 630 CFH or Greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
2971276	83552096	5401 Penn Ave S	10/13/2017	Un labor-ST-IntAlloc	MGS1	\$2.52
2971276	83552098	5401 Penn Ave S	10/13/2017	Stores Overhead	MGM2	\$7.17
2971276	83552098	5401 Penn Ave S	10/13/2017	Stores Overhead -Qty	MGM2	\$4.95
2971276	83552098	5401 Penn Ave S	10/13/2017	Un labor-ST-IntAlloc	MGM2	\$632.18
2971276	83552098	5401 Penn Ave S	10/13/2017	M&S-Inventory Issued	MGM2	\$77.89
2971276	83552098	5401 Penn Ave S	10/13/2017	Billable Cntrctd Lbr	MGM2	\$121.80
<b>2971276 Total</b>						<b>\$1,642.23</b>
3060075	82841382	5386 Main Ave NE	8/10/2017	Stores Overhead	MGS1	\$125.33
3060075	82841382	5386 Main Ave NE	8/10/2017	Stores Overhead -Qty	MGS1	\$10.89
3060075	82841382	5386 Main Ave NE	8/10/2017	Fleet Pool Vehicles	MGS1	\$42.00
3060075	82841382	5386 Main Ave NE	8/10/2017	Fleet Pool Vehicles	MGS1	\$12.45
3060075	82841382	5386 Main Ave NE	8/10/2017	Un labor-ST-IntAlloc	MGS1	\$0.00
3060075	82841382	5386 Main Ave NE	8/10/2017	Un labor-ST-IntAlloc	MGS1	\$398.83
3060075	82841382	5386 Main Ave NE	8/10/2017	M&S-Inventory Issued	MGS1	\$1,362.27
3060075	82808853	5386 Main Ave NE	8/10/2017	Construction OH	MGC2	\$359.79
3060075	82808853	5386 Main Ave NE	8/10/2017	Restoration OH	MGC2	\$504.35
3060075	82808853	5386 Main Ave NE	8/10/2017	Stores Overhead	MGC2	\$21.85
3060075	82808853	5386 Main Ave NE	8/10/2017	Stores Overhead -Qty	MGC2	\$57.09
3060075	82808853	5386 Main Ave NE	8/10/2017	Fleet Pool Vehicles	MGC2	\$18.70
3060075	82808853	5386 Main Ave NE	8/10/2017	Un labor-ST-IntAlloc	MGC2	\$1,790.55
3060075	82808853	5386 Main Ave NE	8/10/2017	Un Labor 1 1/2-IntAl	MGC2	\$259.64
3060075	82808853	5386 Main Ave NE	8/10/2017	M&S-Inventory Issued	MGC2	\$237.48
3060075	82808853	5386 Main Ave NE	8/10/2017	Cont in Aid of Const	MGC2	-\$2,988.00
<b>3060075 Total</b>						<b>\$2,213.22</b>
3063120	80906613	900 Mount Curve Ave	5/16/2017	Construction OH	MGS2	\$64.22
3063120	80906613	900 Mount Curve Ave	5/16/2017	Stores Overhead	MGS2	\$13.09
3063120	80906613	900 Mount Curve Ave	5/16/2017	Stores Overhead -Qty	MGS2	\$2.50
3063120	80906613	900 Mount Curve Ave	5/16/2017	Fleet Pool Vehicles	MGS2	\$17.40
3063120	80906613	900 Mount Curve Ave	5/16/2017	Fleet Pool Vehicles	MGS2	\$5.60
3063120	80906613	900 Mount Curve Ave	5/16/2017	Un labor-ST-IntAlloc	MGS2	\$149.04
3063120	80906613	900 Mount Curve Ave	5/16/2017	Un labor-ST-IntAlloc	MGS2	\$0.00
3063120	80906613	900 Mount Curve Ave	5/16/2017	Un labor-ST-IntAlloc	MGS2	\$41.99
3063120	80906613	900 Mount Curve Ave	5/16/2017	M&S-Inventory Issued	MGS2	\$197.69
3063120	80906625	900 Mount Curve Ave	5/25/2017	Construction OH	MGC2	\$789.64
3063120	80906625	900 Mount Curve Ave	5/25/2017	Restoration OH	MGC2	\$1,181.43
3063120	80906625	900 Mount Curve Ave	5/25/2017	Stores Overhead	MGC2	\$17.16
3063120	80906625	900 Mount Curve Ave	5/25/2017	Stores Overhead -Qty	MGC2	\$126.50
3063120	80906625	900 Mount Curve Ave	5/25/2017	Un labor-ST-IntAlloc	MGC2	\$0.00
3063120	80906625	900 Mount Curve Ave	5/25/2017	M&S-Inventory Issued	MGC2	\$259.20
3063120	80906625	900 Mount Curve Ave	5/25/2017	Billable Cntrctd Lbr	MGC2	\$4,802.54
<b>3063120 Total</b>						<b>\$7,668.00</b>
3098308	80762496	13080 Aldrich Ave S	4/5/2017	Stores Overhead	MGS1	\$4.02
3098308	80762496	13080 Aldrich Ave S	4/5/2017	Stores Overhead -Qty	MGS1	\$3.75
3098308	80762496	13080 Aldrich Ave S	4/5/2017	Un labor-ST-IntAlloc	MGS1	\$537.01
3098308	80762496	13080 Aldrich Ave S	4/5/2017	M&S-Inventory Issued	MGS1	\$60.75
3098308	80734175	13080 Aldrich Ave S	4/5/2017	Stores Overhead	MGM2	\$5.19
3098308	80734175	13080 Aldrich Ave S	4/5/2017	Stores Overhead -Qty	MGM2	\$5.50
3098308	80734175	13080 Aldrich Ave S	4/5/2017	Un labor-ST-IntAlloc	MGM2	\$870.72
3098308	80734175	13080 Aldrich Ave S	4/5/2017	M&S-Inventory Issued	MGM2	\$78.40

**CenterPoint Energy**  
**2017 Service Quality Report**  
**Relocation of Meters Rated 630 CFH or Greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
<b>3098308 Total</b>						<b>\$1,565.34</b>
3196652	81750611	620 Olson Memorial Hwy	5/18/2017	Construction OH	MGC2	\$638.03
3196652	81750611	620 Olson Memorial Hwy	5/18/2017	Restoration OH	MGC2	\$915.77
3196652	81750611	620 Olson Memorial Hwy	5/18/2017	Stores Overhead	MGC2	\$24.31
3196652	81750611	620 Olson Memorial Hwy	5/18/2017	Stores Overhead -Qty	MGC2	\$27.75
3196652	81750611	620 Olson Memorial Hwy	5/18/2017	Un labor-ST-IntAlloc	MGC2	\$1,923.87
3196652	81750611	620 Olson Memorial Hwy	5/18/2017	Un Labor 1 1/2-IntAl	MGC2	\$726.65
3196652	81750611	620 Olson Memorial Hwy	5/18/2017	Un labor-ST-IntAlloc	MGC2	\$922.89
3196652	81750611	620 Olson Memorial Hwy	5/18/2017	Un Labor 1 1/2-IntAl	MGC2	\$149.24
3196652	81750611	620 Olson Memorial Hwy	5/18/2017	M&S-Inventory Issued	MGC2	\$367.27
3196652	81750815	620 Olson Memorial Hwy	5/17/2017	Construction OH	MGS2	\$397.80
3196652	81750815	620 Olson Memorial Hwy	5/17/2017	Stores Overhead	MGS2	\$117.62
3196652	81750815	620 Olson Memorial Hwy	5/17/2017	Stores Overhead -Qty	MGS2	\$10.25
3196652	81750815	620 Olson Memorial Hwy	5/17/2017	Fleet Pool Vehicles	MGS2	\$13.05
3196652	81750815	620 Olson Memorial Hwy	5/17/2017	Fleet Pool Vehicles	MGS2	\$18.68
3196652	81750815	620 Olson Memorial Hwy	5/17/2017	Un labor-ST-IntAlloc	MGS2	\$0.00
3196652	81750815	620 Olson Memorial Hwy	5/17/2017	Un labor-ST-IntAlloc	MGS2	\$111.78
3196652	81750815	620 Olson Memorial Hwy	5/17/2017	Un labor-ST-IntAlloc	MGS2	\$629.74
3196652	81750815	620 Olson Memorial Hwy	5/17/2017	M&S-Inventory Issued	MGS2	\$1,776.74
3196652	81750816	620 Olson Memorial Hwy	5/17/2017	Un labor-ST-IntAlloc	MGS1	\$0.00
3196652	81750816	620 Olson Memorial Hwy	5/17/2017	Un labor-ST-IntAlloc	MGS1	\$587.75
<b>3196652 Total</b>						<b>\$9,359.19</b>
3225566	82361553	4530 W 77th St	5/25/2017	Construction OH	MGS2	\$54.10
3225566	82361553	4530 W 77th St	5/25/2017	Un labor-ST-IntAlloc	MGS2	\$0.00
3225566	82361553	4530 W 77th St	5/25/2017	Un labor-ST-IntAlloc	MGS2	\$229.21
3225566	82361553	4530 W 77th St	5/25/2017	Un Labor 1 1/2-IntAl	MGS2	\$117.59
3225566	82361560	4530 W 77th St	5/25/2017	Stores Overhead	MGS1	\$11.00
3225566	82361560	4530 W 77th St	5/25/2017	Stores Overhead -Qty	MGS1	\$6.00
3225566	82361560	4530 W 77th St	5/25/2017	Fleet Pool Vehicles	MGS1	\$79.52
3225566	82361560	4530 W 77th St	5/25/2017	Un labor-ST-IntAlloc	MGS1	\$0.00
3225566	82361560	4530 W 77th St	5/25/2017	Un labor-ST-IntAlloc	MGS1	\$497.91
3225566	82361560	4530 W 77th St	5/25/2017	Un Labor 1 1/2-IntAl	MGS1	\$117.59
3225566	82361560	4530 W 77th St	5/25/2017	M&S-Inventory Issued	MGS1	\$166.19
3225566	81775534	4530 W 77th St	5/16/2017	Construction OH	MGS2	\$1,132.88
3225566	81775534	4530 W 77th St	5/16/2017	Stores Overhead	MGS2	\$86.69
3225566	81775534	4530 W 77th St	5/16/2017	Stores Overhead -Qty	MGS2	\$10.00
3225566	81775534	4530 W 77th St	5/16/2017	Fleet Pool Vehicles	MGS2	\$13.05
3225566	81775534	4530 W 77th St	5/16/2017	Un labor-ST-IntAlloc	MGS2	\$111.78
3225566	81775534	4530 W 77th St	5/16/2017	Un labor-ST-IntAlloc	MGS2	\$0.00
3225566	81775534	4530 W 77th St	5/16/2017	Un labor-ST-IntAlloc	MGS2	\$377.83
3225566	81775534	4530 W 77th St	5/16/2017	M&S-Inventory Issued	MGS2	\$1,309.40
3225566	81775534	4530 W 77th St	5/16/2017	Billable Cntrctd Lbr	MGS2	\$5,450.00
3225566	82164484	4530 W 77th St	5/25/2017	Stores Overhead	MGM2	\$6.63
3225566	82164484	4530 W 77th St	5/25/2017	Stores Overhead -Qty	MGM2	\$6.25
3225566	82164484	4530 W 77th St	5/25/2017	Un labor-ST-IntAlloc	MGM2	\$1,256.38
3225566	82164484	4530 W 77th St	5/25/2017	Un labor-ST-IntAlloc	MGM2	\$227.82
3225566	82164484	4530 W 77th St	5/25/2017	Un Labor 1 1/2-IntAl	MGM2	\$37.31
3225566	82164484	4530 W 77th St	5/25/2017	M&S-Inventory Issued	MGM2	\$100.09
3225566	82164484	4530 W 77th St	5/25/2017	Billable Cntrctd Lbr	MGM2	\$351.00

**CenterPoint Energy**  
**2017 Service Quality Report**  
**Relocation of Meters Rated 630 CFH or Greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
<b>3225566 Total</b>						<b>\$11,756.22</b>
3270754	84109245	8624 50th Ave N	11/29/2017	Construction OH	MGS2	\$36.96
3270754	84109245	8624 50th Ave N	11/29/2017	Stores Overhead	MGS2	\$6.25
3270754	84109245	8624 50th Ave N	11/29/2017	Stores Overhead -Qty	MGS2	\$1.43
3270754	84109245	8624 50th Ave N	11/29/2017	Fleet Pool Vehicles	MGS2	\$8.70
3270754	84109245	8624 50th Ave N	11/29/2017	Un labor-ST-IntAlloc	MGS2	\$0.00
3270754	84109245	8624 50th Ave N	11/29/2017	Un labor-ST-IntAlloc	MGS2	\$74.52
3270754	84109245	8624 50th Ave N	11/29/2017	Un labor-ST-IntAlloc	MGS2	\$390.44
3270754	84109245	8624 50th Ave N	11/29/2017	M&S-Inventory Issued	MGS2	\$208.25
3270754	84109245	8624 50th Ave N	11/29/2017	Cont in Aid of Const	MGS2	-\$2,585.00
3270754	84109243	8624 50th Ave N	11/29/2017	Stores Overhead	MGM2	\$1.17
3270754	84109243	8624 50th Ave N	11/29/2017	Stores Overhead -Qty	MGM2	\$6.71
3270754	84109243	8624 50th Ave N	11/29/2017	Fleet Pool Vehicles	MGM2	\$45.58
3270754	84109243	8624 50th Ave N	11/29/2017	Un labor-ST-IntAlloc	MGM2	\$652.52
3270754	84109243	8624 50th Ave N	11/29/2017	M&S-Inventory Issued	MGM2	\$39.08
<b>3270754 Total</b>						<b>-\$1,113.39</b>
3352291	81612181	13600 Industrial Park Blvd	7/27/2017	Construction OH	MGS2	\$1,064.37
3352291	81612181	13600 Industrial Park Blvd	7/27/2017	Stores Overhead	MGS2	\$278.34
3352291	81612181	13600 Industrial Park Blvd	7/27/2017	Stores Overhead -Qty	MGS2	\$29.14
3352291	81612181	13600 Industrial Park Blvd	7/27/2017	Fleet Pool Vehicles	MGS2	\$47.85
3352291	81612181	13600 Industrial Park Blvd	7/27/2017	Fleet Pool Vehicles	MGS2	\$31.13
3352291	81612181	13600 Industrial Park Blvd	7/27/2017	Un labor-ST-IntAlloc	MGS2	\$0.00
3352291	81612181	13600 Industrial Park Blvd	7/27/2017	Un labor-ST-IntAlloc	MGS2	\$707.92
3352291	81612181	13600 Industrial Park Blvd	7/27/2017	Un labor-ST-IntAlloc	MGS2	\$1,340.14
3352291	81612181	13600 Industrial Park Blvd	7/27/2017	Un labor-ST-IntAlloc	MGS2	\$793.47
3352291	81612181	13600 Industrial Park Blvd	7/27/2017	M&S-Inventory Issued	MGS2	\$3,902.43
3352291	81611463	13600 Industrial Park Blvd	7/7/2017	Construction OH	MGC2	\$754.19
3352291	81611463	13600 Industrial Park Blvd	7/7/2017	Restoration OH	MGC2	\$992.54
3352291	81611463	13600 Industrial Park Blvd	7/7/2017	Stores Overhead	MGC2	\$61.61
3352291	81611463	13600 Industrial Park Blvd	7/7/2017	Stores Overhead -Qty	MGC2	\$154.77
3352291	81611463	13600 Industrial Park Blvd	7/7/2017	Fleet Pool Vehicles	MGC2	\$13.31
3352291	81611463	13600 Industrial Park Blvd	7/7/2017	Fleet Pool Vehicles	MGC2	\$116.82
3352291	81611463	13600 Industrial Park Blvd	7/7/2017	Un labor-ST-IntAlloc	MGC2	\$1,381.20
3352291	81611463	13600 Industrial Park Blvd	7/7/2017	Un Labor 1 1/2-IntAl	MGC2	\$282.18
3352291	81611463	13600 Industrial Park Blvd	7/7/2017	Un labor-ST-IntAlloc	MGC2	\$129.38
3352291	81611463	13600 Industrial Park Blvd	7/7/2017	Un Labor 1 1/2-IntAl	MGC2	\$415.40
3352291	81611463	13600 Industrial Park Blvd	7/7/2017	M&S-Inventory Issued	MGC2	\$669.71
3352291	81611463	13600 Industrial Park Blvd	7/7/2017	Billable Cntrctd Lbr	MGC2	\$1,826.55
3352291	82704321	13600 Industrial Park Blvd	9/15/2017	Un labor-ST-IntAlloc	MGS1	\$0.00
3352291	82704321	13600 Industrial Park Blvd	9/15/2017	Un labor-ST-IntAlloc	MGS1	\$235.94
<b>3352291 Total</b>						<b>\$15,228.39</b>
3397125	83339959	6520 W Lake St	10/5/2017	Construction OH	MGS2	\$33.00
3397125	83339959	6520 W Lake St	10/5/2017	Stores Overhead	MGS2	\$9.11
3397125	83339959	6520 W Lake St	10/5/2017	Stores Overhead -Qty	MGS2	\$2.97
3397125	83339959	6520 W Lake St	10/5/2017	Un labor-ST-IntAlloc	MGS2	\$0.00
3397125	83339959	6520 W Lake St	10/5/2017	Un labor-ST-IntAlloc	MGS2	\$112.51
3397125	83339959	6520 W Lake St	10/5/2017	M&S-Inventory Issued	MGS2	\$99.03
3397125	83339880	6520 W Lake St	10/5/2017	Construction OH	MGC2	\$236.24
3397125	83339880	6520 W Lake St	10/5/2017	Restoration OH	MGC2	\$335.10

**CenterPoint Energy**  
**2017 Service Quality Report**  
**Relocation of Meters Rated 630 CFH or Greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
3397125	83339880	6520 W Lake St	10/5/2017	Stores Overhead	MGC2	\$5.24
3397125	83339880	6520 W Lake St	10/5/2017	Stores Overhead -Qty	MGC2	\$22.44
3397125	83339880	6520 W Lake St	10/5/2017	Fleet Pool Vehicles	MGC2	\$95.20
3397125	83339880	6520 W Lake St	10/5/2017	Un labor-ST-IntAlloc	MGC2	\$1,280.38
3397125	83339880	6520 W Lake St	10/5/2017	Un Labor 1 1/2-IntAI	MGC2	\$81.80
3397125	83339880	6520 W Lake St	10/5/2017	M&S-Inventory Issued	MGC2	\$57.01
3397125	83339960	6520 W Lake St	10/5/2017	Un labor-ST-IntAlloc	MGS1	\$0.00
3397125	83339960	6520 W Lake St	10/5/2017	Un Labor 1 1/2-IntAI	MGS1	\$42.21
<b>3397125 Total</b>						<b>\$2,412.24</b>
3418074	81351808	831 Lake St E	3/14/2017	Stores Overhead	MGS1	\$6.49
3418074	81351808	831 Lake St E	3/14/2017	Stores Overhead -Qty	MGS1	\$3.75
3418074	81351808	831 Lake St E	3/14/2017	Fleet Pool Vehicles	MGS1	\$18.68
3418074	81351808	831 Lake St E	3/14/2017	Un labor-ST-IntAlloc	MGS1	\$0.00
3418074	81351808	831 Lake St E	3/14/2017	Un labor-ST-IntAlloc	MGS1	\$617.14
3418074	81351808	831 Lake St E	3/14/2017	M&S-Inventory Issued	MGS1	\$98.11
3418074	81351808	831 Lake St E	3/14/2017	Cont in Aid of Const	MGS1	-\$433.00
<b>3418074 Total</b>						<b>\$311.17</b>
3629318	83452684	100 Minnesota St E	10/30/2017	Construction OH	MGS2	\$374.85
3629318	83452684	100 Minnesota St E	10/30/2017	Stores Overhead	MGS2	\$1.98
3629318	83452684	100 Minnesota St E	10/30/2017	Stores Overhead -Qty	MGS2	\$1.98
3629318	83452684	100 Minnesota St E	10/30/2017	Un labor-ST-IntAlloc	MGS2	\$0.00
3629318	83452684	100 Minnesota St E	10/30/2017	M&S-Inventory Issued	MGS2	\$21.57
3629318	83452684	100 Minnesota St E	10/30/2017	Billable Cntrctd Lbr	MGS2	\$2,381.29
3629318	83454099	100 Minnesota St E	10/30/2017	Stores Overhead	MGS1	\$32.61
3629318	83454099	100 Minnesota St E	10/30/2017	Stores Overhead -Qty	MGS1	\$14.52
3629318	83454099	100 Minnesota St E	10/30/2017	Un labor-ST-IntAlloc	MGS1	\$0.00
3629318	83454099	100 Minnesota St E	10/30/2017	M&S-Inventory Issued	MGS1	\$354.43
3629318	83454383	100 Minnesota St E	11/26/2017	Stores Overhead	MGS1	\$6.31
3629318	83454383	100 Minnesota St E	11/26/2017	Stores Overhead -Qty	MGS1	\$0.44
3629318	83454383	100 Minnesota St E	11/26/2017	M&S-Inventory Issued	MGS1	\$210.25
<b>3629318 Total</b>						<b>\$3,400.23</b>
3632829	79159717	2 Development Dr	6/20/2017	Construction OH	MGS2	\$355.52
3632829	79159717	2 Development Dr	6/20/2017	Stores Overhead	MGS2	\$119.95
3632829	79159717	2 Development Dr	6/20/2017	Stores Overhead -Qty	MGS2	\$13.44
3632829	79159717	2 Development Dr	6/20/2017	Fleet Pool Vehicles	MGS2	\$10.73
3632829	79159717	2 Development Dr	6/20/2017	Fleet Pool Vehicles	MGS2	\$88.76
3632829	79159717	2 Development Dr	6/20/2017	Un labor-ST-IntAlloc	MGS2	\$107.90
3632829	79159717	2 Development Dr	6/20/2017	Un labor-ST-IntAlloc	MGS2	\$119.28
3632829	79159717	2 Development Dr	6/20/2017	Un labor-ST-IntAlloc	MGS2	\$634.14
3632829	79159717	2 Development Dr	6/20/2017	M&S-Inventory Issued	MGS2	\$1,392.12
3632829	82641427	2 Development Dr	6/30/2017	Stores Overhead	MGS1	\$2.06
3632829	82641427	2 Development Dr	6/30/2017	Stores Overhead -Qty	MGS1	\$0.99
3632829	82641427	2 Development Dr	6/30/2017	Fleet Pool Vehicles	MGS1	\$52.33
3632829	82641427	2 Development Dr	6/30/2017	Un labor-ST-IntAlloc	MGS1	\$267.70
3632829	82641427	2 Development Dr	6/30/2017	M&S-Inventory Issued	MGS1	\$22.38
3632829	83385933	2 Development Dr	9/11/2017	Un labor-ST-IntAlloc	MGM2	\$140.74
<b>3632829 Total</b>						<b>\$3,328.04</b>
4272000	80949008	219 S 4th St	5/15/2017	Construction OH	MGS2	\$378.68
4272000	80949008	219 S 4th St	5/15/2017	Stores Overhead	MGS2	\$97.40

**CenterPoint Energy**  
**2017 Service Quality Report**  
**Relocation of Meters Rated 630 CFH or Greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
4272000	80949008	219 S 4th St	5/15/2017	Stores Overhead -Qty	MGS2	\$15.00
4272000	80949008	219 S 4th St	5/15/2017	Fleet Pool Vehicles	MGS2	\$13.05
4272000	80949008	219 S 4th St	5/15/2017	Fleet Pool Vehicles	MGS2	\$85.22
4272000	80949008	219 S 4th St	5/15/2017	Un labor-ST-IntAlloc	MGS2	\$111.78
4272000	80949008	219 S 4th St	5/15/2017	Un labor-ST-IntAlloc	MGS2	\$0.00
4272000	80949008	219 S 4th St	5/15/2017	Un labor-ST-IntAlloc	MGS2	\$605.39
4272000	80949008	219 S 4th St	5/15/2017	Un Labor 1 1/2-IntAI	MGS2	\$140.71
4272000	80949008	219 S 4th St	5/15/2017	M&S-Inventory Issued	MGS2	\$1,471.32
4272000	80949210	219 S 4th St	5/15/2017	Construction OH	MGC2	\$646.84
4272000	80949210	219 S 4th St	5/15/2017	Restoration OH	MGC2	\$964.65
4272000	80949210	219 S 4th St	5/15/2017	Stores Overhead	MGC2	\$11.19
4272000	80949210	219 S 4th St	5/15/2017	Stores Overhead -Qty	MGC2	\$8.50
4272000	80949210	219 S 4th St	5/15/2017	Fleet Pool Vehicles	MGC2	\$56.10
4272000	80949210	219 S 4th St	5/15/2017	Un labor-ST-IntAlloc	MGC2	\$600.18
4272000	80949210	219 S 4th St	5/15/2017	Un Labor 1 1/2-IntAI	MGC2	\$40.90
4272000	80949210	219 S 4th St	5/15/2017	Un labor-ST-IntAlloc	MGC2	\$2,125.47
4272000	80949210	219 S 4th St	5/15/2017	Un Labor 1 1/2-IntAI	MGC2	\$502.50
4272000	80949210	219 S 4th St	5/15/2017	Un labor-ST-IntAlloc	MGC2	\$257.30
4272000	80949210	219 S 4th St	5/15/2017	M&S-Inventory Issued	MGC2	\$168.99
4272000	80949210	219 S 4th St	5/15/2017	Billable Cntrctd Lbr	MGC2	\$395.00
4272000	81078548	219 S 4th St	2/7/2017	Construction OH	MGS2	\$53.92
4272000	81078548	219 S 4th St	2/7/2017	Fleet Pool Vehicles	MGS2	\$30.80
4272000	81078548	219 S 4th St	2/7/2017	Un labor-ST-IntAlloc	MGS2	\$0.00
4272000	81078548	219 S 4th St	2/7/2017	Un labor-ST-IntAlloc	MGS2	\$314.86
<b>4272000 Total</b>						<b>\$9,095.75</b>
4620230	81128424	14825 Zinran Ave	3/3/2017	Stores Overhead	MGS1	\$3.95
4620230	81128424	14825 Zinran Ave	3/3/2017	Stores Overhead -Qty	MGS1	\$3.75
4620230	81128424	14825 Zinran Ave	3/3/2017	Fleet Pool Vehicles	MGS1	\$22.44
4620230	81128424	14825 Zinran Ave	3/3/2017	Un labor-ST-IntAlloc	MGS1	\$147.29
4620230	81128424	14825 Zinran Ave	3/3/2017	Un labor-ST-IntAlloc	MGS1	\$107.21
4620230	81128424	14825 Zinran Ave	3/3/2017	M&S-Inventory Issued	MGS1	\$59.71
4620230	81114522	14825 Zinran Ave	3/3/2017	Construction OH	MGC2	\$274.42
4620230	81114522	14825 Zinran Ave	3/3/2017	Restoration OH	MGC2	\$405.38
4620230	81114522	14825 Zinran Ave	3/3/2017	Stores Overhead	MGC2	\$7.36
4620230	81114522	14825 Zinran Ave	3/3/2017	Stores Overhead -Qty	MGC2	\$22.00
4620230	81114522	14825 Zinran Ave	3/3/2017	Un labor-ST-IntAlloc	MGC2	\$1,647.87
4620230	81114522	14825 Zinran Ave	3/3/2017	M&S-Inventory Issued	MGC2	\$111.25
<b>4620230 Total</b>						<b>\$2,812.63</b>
7726867	80975656	513 S 3rd St	1/30/2017	Stores Overhead	MGS1	\$10.29
7726867	80975656	513 S 3rd St	1/30/2017	Stores Overhead -Qty	MGS1	\$3.75
7726867	80975656	513 S 3rd St	1/30/2017	Un labor-ST-IntAlloc	MGS1	\$0.00
7726867	80975656	513 S 3rd St	1/30/2017	Un labor-ST-IntAlloc	MGS1	\$1,218.34
7726867	80975656	513 S 3rd St	1/30/2017	Un Labor 1 1/2-IntAI	MGS1	\$552.79
7726867	80975656	513 S 3rd St	1/30/2017	M&S-Inventory Issued	MGS1	\$155.39
7726867	80534317	513 S 3rd St	1/30/2017	Stores Overhead	MGM2	\$39.91
7726867	80534317	513 S 3rd St	1/30/2017	Stores Overhead -Qty	MGM2	\$15.25
7726867	80534317	513 S 3rd St	1/30/2017	Fleet Pool Vehicles	MGM2	\$133.16
7726867	80534317	513 S 3rd St	1/30/2017	Un labor-ST-IntAlloc	MGM2	\$640.19
7726867	80534317	513 S 3rd St	1/30/2017	Un Labor 1 1/2-IntAI	MGM2	\$286.33

**CenterPoint Energy**  
**2017 Service Quality Report**  
**Relocation of Meters Rated 630 CFH or Greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
7726867	80534317	513 S 3rd St	1/30/2017	Un labor-ST-IntAlloc	MGM2	\$2,250.51
7726867	80534317	513 S 3rd St	1/30/2017	Un Labor 1 1/2-IntAl	MGM2	\$983.15
7726867	80534317	513 S 3rd St	1/30/2017	Un labor-ST-IntAlloc	MGM2	\$301.09
7726867	80534317	513 S 3rd St	1/30/2017	M&S-Inventory Issued	MGM2	\$602.91
7726867	81288437	513 S 3rd St	2/28/2017	Construction OH	MGS2	\$22.92
7726867	81288437	513 S 3rd St	2/28/2017	Un labor-ST-IntAlloc	MGS2	\$0.00
7726867	81288437	513 S 3rd St	2/28/2017	Un labor-ST-IntAlloc	MGS2	\$146.94
<b>7726867 Total</b>						<b>\$7,362.92</b>
7740821	80656060	1001 Lakeland Dr SE	8/29/2017	Fleet Pool Vehicles	MGS1	\$45.07
7740821	80656060	1001 Lakeland Dr SE	8/29/2017	Un labor-ST-IntAlloc	MGS1	\$283.99
7740821	80656060	1001 Lakeland Dr SE	8/29/2017	Un labor-ST-IntAlloc	MGS1	\$0.00
7740821	79703237	1001 Lakeland Dr SE	11/17/2016	Construction OH	MGS2	\$419.52
7740821	79703237	1001 Lakeland Dr SE	11/17/2016	Stores Overhead	MGS2	\$125.65
7740821	79703237	1001 Lakeland Dr SE	11/17/2016	Stores Overhead -Qty	MGS2	\$5.60
7740821	79703237	1001 Lakeland Dr SE	11/17/2016	Fleet Pool Vehicles	MGS2	\$7.15
7740821	79703237	1001 Lakeland Dr SE	11/17/2016	Fleet Pool Vehicles	MGS2	\$50.23
7740821	79703237	1001 Lakeland Dr SE	11/17/2016	Fleet Pool Vehicles	MGS2	\$10.90
7740821	79703237	1001 Lakeland Dr SE	11/17/2016	Un labor-ST-IntAlloc	MGS2	\$71.93
7740821	79703237	1001 Lakeland Dr SE	11/17/2016	Un labor-ST-IntAlloc	MGS2	\$519.04
7740821	79703237	1001 Lakeland Dr SE	11/17/2016	M&S-Inventory Issued	MGS2	\$1,923.70
7740821	80655816	1001 Lakeland Dr SE	8/29/2017	Stores Overhead	MGS1	\$26.09
7740821	80655816	1001 Lakeland Dr SE	8/29/2017	Stores Overhead -Qty	MGS1	\$0.99
7740821	80655816	1001 Lakeland Dr SE	8/29/2017	Fleet Pool Vehicles	MGS1	\$26.10
7740821	80655816	1001 Lakeland Dr SE	8/29/2017	Fleet Pool Vehicles	MGS1	\$39.60
7740821	80655816	1001 Lakeland Dr SE	8/29/2017	Un labor-ST-IntAlloc	MGS1	\$223.56
7740821	80655816	1001 Lakeland Dr SE	8/29/2017	Un labor-ST-IntAlloc	MGS1	\$507.56
7740821	80655816	1001 Lakeland Dr SE	8/29/2017	Un labor-ST-IntAlloc	MGS1	\$249.48
7740821	80655816	1001 Lakeland Dr SE	8/29/2017	Un labor-ST-IntAlloc	MGS1	\$0.00
7740821	80655816	1001 Lakeland Dr SE	8/29/2017	M&S-Inventory Issued	MGS1	\$283.59
7740821	80655826	1001 Lakeland Dr SE	8/29/2017	Fleet Pool Vehicles	MGM2	\$1.00
7740821	80655826	1001 Lakeland Dr SE	8/29/2017	Un labor-ST-IntAlloc	MGM2	\$6.28
7740821	80655826	1001 Lakeland Dr SE	8/29/2017	Un labor-ST-IntAlloc	MGM2	\$0.00
<b>7740821 Total</b>						<b>\$4,827.03</b>
7777040	81907371	5201 W 76th St	4/17/2017	Construction OH	MGS2	\$45.32
7777040	81907371	5201 W 76th St	4/17/2017	Stores Overhead	MGS2	\$4.95
7777040	81907371	5201 W 76th St	4/17/2017	Stores Overhead -Qty	MGS2	\$5.00
7777040	81907371	5201 W 76th St	4/17/2017	Un labor-ST-IntAlloc	MGS2	\$215.79
7777040	81907371	5201 W 76th St	4/17/2017	M&S-Inventory Issued	MGS2	\$74.75
7777040	80225546	5201 W 76th St	12/30/2016	Construction OH	MGS2	\$0.01
7777040	80225546	5201 W 76th St	12/30/2016	Stores Overhead	MGS2	\$83.50
7777040	80225546	5201 W 76th St	12/30/2016	Stores Overhead -Qty	MGS2	\$4.14
7777040	80225546	5201 W 76th St	12/30/2016	Fleet Pool Vehicles	MGS2	\$7.15
7777040	80225546	5201 W 76th St	12/30/2016	Un labor-ST-IntAlloc	MGS2	\$71.93
7777040	80225546	5201 W 76th St	12/30/2016	M&S-Inventory Issued	MGS2	\$1,368.78
7777040	81692012	5201 W 76th St	4/17/2017	Stores Overhead	MGS1	\$13.59
7777040	81692012	5201 W 76th St	4/17/2017	Stores Overhead -Qty	MGS1	\$0.25
7777040	81692012	5201 W 76th St	4/17/2017	Fleet Pool Vehicles	MGS1	\$13.05
7777040	81692012	5201 W 76th St	4/17/2017	Fleet Pool Vehicles	MGS1	\$19.50
7777040	81692012	5201 W 76th St	4/17/2017	Un labor-ST-IntAlloc	MGS1	\$111.78

**CenterPoint Energy**  
**2017 Service Quality Report**  
**Relocation of Meters rated 630 CFH or greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
7777040	81692012	5201 W 76th St	4/17/2017	Un labor-ST-IntAlloc	MGS1	\$0.00
7777040	81692012	5201 W 76th St	4/17/2017	Un labor-ST-IntAlloc	MGS1	\$298.89
7777040	81692012	5201 W 76th St	4/17/2017	M&S-Inventory Issued	MGS1	\$205.23
7777040	81905407	5201 W 76th St	4/17/2017	Construction OH	MGC2	\$121.73
7777040	81905407	5201 W 76th St	4/17/2017	Restoration OH	MGC2	\$168.32
7777040	81905407	5201 W 76th St	4/17/2017	Stores Overhead	MGC2	\$6.36
7777040	81905407	5201 W 76th St	4/17/2017	Stores Overhead -Qty	MGC2	\$16.75
7777040	81905407	5201 W 76th St	4/17/2017	Un labor-ST-IntAlloc	MGC2	\$684.21
7777040	81905407	5201 W 76th St	4/17/2017	M&S-Inventory Issued	MGC2	\$96.09
<b>7777040 Total</b>						<b>\$3,637.07</b>
7785149	82716589	18010 Kenwood Trl	8/28/2017	Stores Overhead	MGS1	\$3.97
7785149	82716589	18010 Kenwood Trl	8/28/2017	Stores Overhead -Qty	MGS1	\$5.28
7785149	82716589	18010 Kenwood Trl	8/28/2017	Un labor-ST-IntAlloc	MGS1	\$0.00
7785149	82716589	18010 Kenwood Trl	8/28/2017	M&S-Inventory Issued	MGS1	\$43.11
7785149	82716589	18010 Kenwood Trl	8/28/2017	Billable Cntrctd Lbr	MGS1	\$319.47
7785149	80422655	18010 Kenwood Trl	1/27/2017	Construction OH	MGS2	\$243.75
7785149	80422655	18010 Kenwood Trl	1/27/2017	Stores Overhead	MGS2	\$75.34
7785149	80422655	18010 Kenwood Trl	1/27/2017	Stores Overhead -Qty	MGS2	\$5.75
7785149	80422655	18010 Kenwood Trl	1/27/2017	Fleet Pool Vehicles	MGS2	\$10.73
7785149	80422655	18010 Kenwood Trl	1/27/2017	Un labor-ST-IntAlloc	MGS2	\$107.90
7785149	80422655	18010 Kenwood Trl	1/27/2017	M&S-Inventory Issued	MGS2	\$1,138.07
7785149	80422655	18010 Kenwood Trl	1/27/2017	Billable Cntrctd Lbr	MGS2	\$424.40
7785149	80429009	18010 Kenwood Trl	1/27/2017	Construction OH	MGC1	\$837.89
7785149	80429009	18010 Kenwood Trl	1/27/2017	Restoration OH	MGC1	\$1,254.57
7785149	80429009	18010 Kenwood Trl	1/27/2017	Stores Overhead	MGC1	\$17.95
7785149	80429009	18010 Kenwood Trl	1/27/2017	Stores Overhead -Qty	MGC1	\$84.25
7785149	80429009	18010 Kenwood Trl	1/27/2017	Un labor-ST-IntAlloc	MGC1	\$0.00
7785149	80429009	18010 Kenwood Trl	1/27/2017	Un labor-ST-IntAlloc	MGC1	\$0.00
7785149	80429009	18010 Kenwood Trl	1/27/2017	M&S-Inventory Issued	MGC1	\$271.18
7785149	80429009	18010 Kenwood Trl	1/27/2017	Billable Cntrctd Lbr	MGC1	\$5,099.89
7785149	82716426	18010 Kenwood Trl	8/28/2017	Construction OH	MGC2	\$111.75
7785149	82716426	18010 Kenwood Trl	8/28/2017	Restoration OH	MGC2	\$172.64
7785149	82716426	18010 Kenwood Trl	8/28/2017	Stores Overhead	MGC2	\$1.34
7785149	82716426	18010 Kenwood Trl	8/28/2017	Stores Overhead -Qty	MGC2	\$13.86
7785149	82716426	18010 Kenwood Trl	8/28/2017	Un labor-ST-IntAlloc	MGC2	\$0.00
7785149	82716426	18010 Kenwood Trl	8/28/2017	M&S-Inventory Issued	MGC2	\$14.58
7785149	82716426	18010 Kenwood Trl	8/28/2017	Billable Cntrctd Lbr	MGC2	\$701.78
7785149	83304303	18010 Kenwood Trl	8/22/2017	Fleet Pool Vehicles	MGM2	\$23.38
7785149	83304303	18010 Kenwood Trl	8/22/2017	Un labor-ST-IntAlloc	MGM2	\$125.02
7785149	83304303	18010 Kenwood Trl	8/22/2017	Un Labor 1 1/2-IntAl	MGM2	\$87.40
<b>7785149 Total</b>						<b>\$11,195.25</b>
7807779	81935150	5400 157th St W	4/21/2017	Un labor-ST-IntAlloc	MGS1	\$0.00
7807779	81935150	5400 157th St W	4/21/2017	Un labor-ST-IntAlloc	MGS1	\$216.63
7807779	80794448	5400 157th St W	2/2/2017	Construction OH	MGS2	\$621.07
7807779	80794448	5400 157th St W	2/2/2017	Stores Overhead	MGS2	\$81.39
7807779	80794448	5400 157th St W	2/2/2017	Stores Overhead -Qty	MGS2	\$18.75
7807779	80794448	5400 157th St W	2/2/2017	Fleet Pool Vehicles	MGS2	\$30.45
7807779	80794448	5400 157th St W	2/2/2017	Fleet Pool Vehicles	MGS2	\$29.00
7807779	80794448	5400 157th St W	2/2/2017	Un labor-ST-IntAlloc	MGS2	\$409.84



**CenterPoint Energy**  
**2017 Service Quality Report**  
**Relocation of Meters Rated 630 CFH or Greater**

Customer	Service Order	Address	First TECO Date	Cost Element Description	OrderType	Total Additions
7807779	80794448	5400 157th St W	2/2/2017	Un labor-ST-IntAlloc	MGS2	\$1,429.46
7807779	80794448	5400 157th St W	2/2/2017	Un labor-ST-IntAlloc	MGS2	\$853.08
7807779	80794448	5400 157th St W	2/2/2017	M&S-Inventory Issued	MGS2	\$1,229.42
7807779	80794448	5400 157th St W	2/2/2017	AFUDC Debt	MGS2	\$14.72
7807779	80794601	5400 157th St W	3/28/2017	Construction OH	MGC1	\$1,504.31
7807779	80794601	5400 157th St W	3/28/2017	Restoration OH	MGC1	\$2,235.20
7807779	80794601	5400 157th St W	3/28/2017	Stores Overhead	MGC1	\$36.87
7807779	80794601	5400 157th St W	3/28/2017	Stores Overhead -Qty	MGC1	\$305.75
7807779	80794601	5400 157th St W	3/28/2017	Un labor-ST-IntAlloc	MGC1	\$0.00
7807779	80794601	5400 157th St W	3/28/2017	Un labor-ST-IntAlloc	MGC1	\$0.00
7807779	80794601	5400 157th St W	3/28/2017	M&S-Inventory Issued	MGC1	\$556.82
7807779	80794601	5400 157th St W	3/28/2017	Billable Cntrctd Lbr	MGC1	\$9,086.21
7807779	82937244	5400 157th St W	8/8/2017	Stores Overhead	MGS1	\$19.47
7807779	82937244	5400 157th St W	8/8/2017	Stores Overhead -Qty	MGS1	\$0.66
7807779	82937244	5400 157th St W	8/8/2017	Fleet Pool Vehicles	MGS1	\$13.05
7807779	82937244	5400 157th St W	8/8/2017	Un labor-ST-IntAlloc	MGS1	\$111.78
7807779	82937244	5400 157th St W	8/8/2017	Un labor-ST-IntAlloc	MGS1	\$0.00
7807779	82937244	5400 157th St W	8/8/2017	Un labor-ST-IntAlloc	MGS1	\$188.92
7807779	82937244	5400 157th St W	8/8/2017	Un Labor 1 1/2-IntAl	MGS1	\$199.00
7807779	82937244	5400 157th St W	8/8/2017	M&S-Inventory Issued	MGS1	\$211.67
7807779	83105316	5400 157th St W	8/8/2017	Construction OH	MGC2	\$246.82
7807779	83105316	5400 157th St W	8/8/2017	Restoration OH	MGC2	\$367.87
7807779	83105316	5400 157th St W	8/8/2017	Stores Overhead	MGC2	\$7.98
7807779	83105316	5400 157th St W	8/8/2017	Stores Overhead -Qty	MGC2	\$53.13
7807779	83105316	5400 157th St W	8/8/2017	Un labor-ST-IntAlloc	MGC2	\$594.58
7807779	83105316	5400 157th St W	8/8/2017	Un Labor 1 1/2-IntAl	MGC2	\$76.08
7807779	83105316	5400 157th St W	8/8/2017	Un labor-ST-IntAlloc	MGC2	\$619.30
7807779	83105316	5400 157th St W	8/8/2017	Un Labor 1 1/2-IntAl	MGC2	\$81.27
7807779	83105316	5400 157th St W	8/8/2017	Un labor-ST-IntAlloc	MGC2	\$124.19
7807779	83105316	5400 157th St W	8/8/2017	M&S-Inventory Issued	MGC2	\$86.79
<b>7807779 Total</b>						<b>\$21,661.53</b>
<b>Grand Total</b>						<b>\$124,988.36</b>

**CenterPoint Energy**  
**2017 Service Quality Report**

**2017 Call Center Detail - Calls Received from Dedicated Lines**

(Utility only)	<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>	<u>Total</u>
Total Calls Received <sup>1</sup>	143,123	120,166	132,128	128,477	143,239	145,636	134,087	135,783	117,570	142,822	127,766	130,499	1,601,296
Dedicated Calls Received:													
Billing Inquiries	120,489	101,271	110,164	105,912	116,063	117,395	108,173	108,193	94,697	115,085	104,210	108,019	1,309,671
Credit/Payment Arrangements	5,422	4,615	5,522	5,667	6,420	6,609	5,796	5,720	4,381	5,369	4,569	4,842	64,932
Service Connection/Disconnection Requests	7,210	6,440	8,363	8,703	11,600	12,236	11,620	12,845	10,060	11,213	9,240	7,404	116,934
Emergency	6,191	4,357	4,330	5,026	6,024	6,643	5,956	6,151	5,693	7,087	6,125	6,722	70,305
Business Customer Hotline	3,811	3,483	3,749	3,169	3,132	2,753	2,542	2,874	2,739	4,068	3,622	3,512	39,454

<sup>1</sup> Includes IVR

**CENTERPOINT ENERGY**  
**Annual Summary of MPUC, OAG, BBB & Other Customer Complaints**  
**Location: Minneapolis**  
**Dates: From 1/1/2017 to 12/31/2017**

Check One:  
 Reporting Unit     X      
 Division             
 Region           

Type of Complaint	Residential				Commercial/Industrial				Interruptible				Total			
	No. Rec	No. Resl.	No. Unrsl.	Avg Time*	No. Rec	No. Resl.	No. Unrsl.	Avg Time*	No. Rec	No. Resl.	No. Unrsl.	Avg Time*	No. Rec	No. Resl.	No. Unrsl.	Avg Time*
<b>Bill</b>																
Too High/Low	9	0	0	8.3	0	0	0	0.0	0	0	0	0.0	9	0	0	8.3
Do Not Understand	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Budget	2	0	0	5.0	0	0	0	0.0	0	0	0	0.0	2	0	0	5.0
Due Date - Late Payment Charge	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Rates	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Payment Application Refund Check	14	0	0	6.0	1	0	0	11.0	0	0	0	0.0	15	0	0	6.3
Non-Register Meter/Remote Indexes	10	0	0	13.5	2	0	0	12.0	0	0	0	0.0	12	0	0	13.2
Other	11	0	0	6.5	0	0	0	0.0	0	0	0	0.0	11	0	0	6.5
<b>Credit</b>																
Arrangements	22	0	0	0.9	0	0	0	0.0	0	0	0	0.0	22	0	0	0.9
Notice Letters	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Transfers	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Disputed Charges	19	0	0	7.1	1	0	0	2.0	1	0	0	10.0	21	0	0	7.0
Disconnected	37	0	0	1.7	0	0	0	0.0	0	0	0	0.0	37	0	0	1.7
Other	1	0	0	7.0	0	0	0	0.0	0	0	0	0.0	1	0	0	7.0
<b>Meter</b>																
Not Read	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Mis-Read	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Estimated Readings	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Customer Readings	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Final Readings Not Taken	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
<b>Service</b>																
Gas Service and/or Mains	47	0	0	4.9	2	0	0	4.5	0	0	0	0.0	49	0	0	4.9
Appliance Service and/or Repair	43	0	0	6.5	0	0	0	0.0	0	0	0	0.0	43	0	0	6.5
<b>Total</b>	<b>215</b>	<b>0</b>	<b>0</b>	<b>5.2</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>7.7</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>10.0</b>	<b>222</b>	<b>0</b>	<b>0</b>	<b>5.2</b>
<b>Average Number of Customers for Reporting Period</b>	782,021				67,690				2,025				851,736			
<b>Customers Added</b>	9,253				808				(439)				9,622			
<b>Number of Involuntary Disconnects</b>	30,877				1,255				1				32,133			

\*Average in Calendar Days

Prepared By /s/ Robin Hougdahl  
 Dept, Division or Region Customer Service