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May 1, 2013

**VIA ELECTRONIC FILING**

Burl W. Haar  
Executive Secretary  
Minnesota Public Utilities Commission  
121 Seventh Place East, Suite 350  
St. Paul, MN 55101

Re: Minnesota Energy Resources Corporation Gas Service Quality Standards Report  
Docket No. G007,011/M-13-\_\_

Dear Dr. Haar:

Enclosed for filing is Minnesota Energy Resources Corporation's (MERC's) Annual Gas Service Quality Standards Report for 2012.

Please feel free to contact me at (612) 340-2881 if you have any questions regarding this matter.

Sincerely yours,

/s/ Michael J. Ahern

Michael J. Ahern

cc: Service List

STATE OF MINNESOTA  
BEFORE THE  
MINNESOTA PUBLIC UTILITIES COMMISSION

Beverly Jones Heydinger	Chair
J. Dennis O'Brien	Commissioner
David C. Boyd	Commissioner
Nancy Lange	Commissioner
Betsy Wergin	Commissioner

In the Matter of the Annual Service Quality  
Report for Minnesota Energy Resources  
Corporation for 2012

Docket No. G007,011/M-13-\_\_

**ANNUAL SERVICE QUALITY REPORT**

Minnesota Energy Resources Corporation (“MERC” or the “Company”) submits this Annual Report for 2012 in compliance with the Minnesota Public Utilities Commission’s August 26, 2010 Order Setting Reporting Requirements in Docket No. G-999/CI-09-409 and March 6, 2012, Order Accepting Reports and Setting Further Requirements in Docket No. G-007,011/M-10-374.

**A. Call Center Response Time**

Each utility is required to report call center response time in terms of the percentage of calls answered within 20 seconds.

**MERC Response:** The required information is provided in Attachment A.

**B. Meter Reading Performance Data**

Each utility is required to report the meter reading performance data contained in Minn. Rules, part 7826.1400.

**7826.1400 REPORTING METER-READING PERFORMANCE.**

The annual service quality report must include a detailed report on the utility’s meter-reading performance, including, for each customer class and for each calendar month:

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

**MERC Response:** The required information is provided in Attachment B. The data for self reads includes both estimates and customer self reads.

In its March 6, 2012, Order Setting Further Reporting Requirements, the Commission also requested utilities to explain in their annual reports whether the difference between the total percentage of meters (100%) and the percentage of meters read (by both the utility and the customers) is equal to the percentage of estimated meter reads.

**MERC Response:** MERC's system does not differentiate between an estimate and a customer read so the customer read numbers include both estimates and customer self reads.

### **C. Involuntary Service Disconnections**

In lieu of reporting data on involuntary service disconnections as contained in Minn. Rules, part 7826.1500, each utility shall reference the data that it submits under Minn. Stat. §§ 216B.091 and 216B.096.

**MERC Response:** MERC refers to its monthly reports filed with the Commission under Minn. Stat. §§ 216B.091 and 216B.096, and attached to this report as Attachment C. In particular:

1. The number of customers who received disconnection notices is reported in item 20 of MERC's monthly report.
2. The number of customers who sought Cold Weather Rule protection under chapter 7820 is reported in item 3, and the number of customers who sought Cold Weather Rule protection and whose service was disconnected is provided in item 22 of MERC's monthly report.
3. The total number of customers whose service was disconnected involuntarily is provided in item 23 of MERC's monthly report, and the number of customers whose service was disconnected for 24 hours or more is reported in item 34.
4. The number of customer accounts granted a reconnection request are reported in item 6 of MERC's monthly report.

### **D. Service Extension Requests**

Each utility shall report the service extension request response time data contained in Minn. Rules, part 7826.1600, items A and B, except that data reported under Minn. Stat. 216B.091 and 216B.096, subd. 11, is not required.

#### **7826.1600 REPORTING SERVICE EXTENSION REQUEST RESPONSE TIMES.**

The annual service quality report must include a report on service extension request response times, including, for each customer class and each calendar month:

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

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

**MERC Response:** The required information is provided in Attachment E. “New installs” represent new service requests at locations where no gas service exists, either because the location is new construction or because an alternate fuel source has been used there previously. “Existing” installs represent any building that has previously had natural gas service, where the service has previously been disconnected.

In its March 6, 2012, Order Setting Further Reporting Requirements, the Commission also requested utilities to explain the types of extension requests included in the data on service extension request response times for locations previously served and not previously served.

**MERC Response:** For locations not previously served, new service requests are for service where no gas exists, usually for new construction or an existing customer who requests new service to convert to natural gas. For locations previously served, new service requests consist of requests to turn on service after the service was disconnected at the previous customer’s request. Disconnections for non-payment are not included in MERC’s response.

#### **E. Customer Deposits**

Each utility shall report the customer deposit data contained in Minn. Rules, part 7826.1900.

##### **7826.1900 REPORTING CUSTOMER DEPOSITS.**

The annual service quality report must include the number of customers who were required to make a deposit as a condition of receiving service.

**MERC Response:** Twenty-three customers were required to make deposits in 2012, all due to diversion (theft).

In its March 6, 2012, Order Setting Further Reporting Requirements, the Commission also requested utilities to explain the types of deposits included in the reported number of “required customer deposits.”

**MERC Response:** MERC had twenty-three new deposits in 2012 and all were required from customers because of theft of service. In total, MERC holds 695 deposits, 672 of which were required before 2012.

#### **F. Customer Complaints**

Each utility shall report the customer complaint data contained in Minn. Rules, part 7826.2000.

##### **7826.2000 REPORTING CUSTOMER COMPLAINTS.**

The annual service quality report must include a detailed report on complaints by customer class and calendar month, including at least the following information:

- 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; or
  - (4) refusing to take the action the customer requested; and
- E. the number of complaints forwarded to the utility by the commission's Consumer Affairs Office for further investigation and action.

**MERC Response:** The required information is provided in Attachment G.

#### **G. Telephone Answer Times**

Each utility shall report data on telephone answer times to its gas emergency phone line calls.

**MERC Response:** The required information is provided in Attachment H.

#### **H. Mislocates**

Each utility shall report data on mislocates, including the number of times a line is damaged due to a mismarked line or failure to mark a line.

**MERC Response:** The required information is provided in Attachment I. All of the mislocates noted in Attachment I resulted in a damaged line.

#### **I. Damaged Gas Lines**

Each utility shall report data on the number of gas lines damaged. The damage shall be categorized according to whether it was caused by the utility's employees or contractors, or whether it was due to any other unplanned cause.

**MERC Response:** The required information is provided in Attachment J.

## **J. Service Interruptions**

Each utility shall report data on service interruptions. Each interruption shall be categorized according to whether it was caused by the utility's employees or contractors, or whether it was due to any other unplanned cause.

**MERC Response:** The required information is provided in Attachment K.

## **K. MOPS Reportable Events**

Each utility shall report summaries of major events that are immediately reportable to the Minnesota Office of Pipeline Safety (MOPS) according to the criteria used by MOPS to identify reportable events. Each utility shall also provide summaries of all service interruptions caused by system integrity pressure issues. Each summary shall include the following ten items:

- the location;
- when the incident occurred;
- how many customers were affected;
- how the company was made aware of the incident;
- the root cause of the incident;
- the actions taken to fix the problem;
- what actions were taken to contact customers;
- any public relations or media issues;
- whether the customer or the company relighted; and
- the longest any customer was without gas service during the incident.

**MERC Response:** The required information is provided in Attachment L.

## **L. Notification of Reportable Events**

Each utility shall provide the Commission and the OES with notification of reportable events as they are defined by MOPS, contemporaneous with the utility's notification of the event to MOPS. The notice should be sent to the Commission's Consumer Affairs Office at [consumer.puc@state.mn.us](mailto:consumer.puc@state.mn.us) and shall describe the location and cause of the event, the number of customers affected, the expected duration of the event, and the utility's best estimate of when service will be restored.

**MERC Response:** MERC is currently providing the Commission and the OES with notification of reportable events contemporaneous with the utility's notification of the event to MOPS through reporting to the Commission's Consumer Affairs Office.

#### **M. Gas Emergency Response Times**

Each utility shall report data on gas emergency response times and include the percentage of emergencies responded to within one hour and within more than one hour. CenterPoint, IPL, and MERC shall also report the average number of minutes it takes to respond to an emergency.

**MERC Response:** The required information is provided in Attachment H. The gas emergency call response times include all calls reporting a suspected gas leak, as well as all line hits.

In its March 6, 2012, Order Setting Further Reporting Requirements, the Commission also requested utilities to describe 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). Further, utilities must explain any difference between the reports provided to the Commission and MOPS.

**MERC Response:** The information provided in Attachment H includes response time for all calls reporting a suspected gas leak and line hits. The information in Attachment H is the same information provided to MOPS.

#### **N. Customer-Service Related Operations and Maintenance Expenses**

Each utility shall report customer-service related operations and maintenance expenses. The reports shall include only Minnesota-regulated, customer-service expenses and shall be based on the costs each utility records in its FERC accounts 901 and 903, plus payroll taxes and benefits.

**MERC Response:** The required information is provided in Attachment O.

**Calls answered within 20 seconds**

2012	January	February	March	April	May	June	July	August	September	October	November	December
Total calls	27,186	26,062	27,281	27,336	29,152	25,052	25,125	25,125	25,867	34,098	27,905	27,662
Average speed of answer	19	20	21	22	21	17	16	19	19	23	18	18
% answered in 20 seconds	80.14%	81.19%	80.03%	80.30%	80.72%	83.69%	84.15%	83.19%	81.95%	79.13%	82.32%	81.87%

**Answer time for gas emergency phone lines**

2012

	January	February	March	April	May	June	July	August	September	October	November	December	AVERAGE	TOTAL
Total calls	1,628	1,312	1,235	1,244	1,339	1,279	1,337	1,317	1,401	1,720	1,912	1,617	1,445	17,341
Average speed of answer	7	7	7	6	7	7	7	7	5	6	9	7	7	
% answered in 15 seconds	90.57%	91.39%	91.41%	92.96%	92.33%	92.81%	93.78%	92.71%	94.28%	95.20%	89.07%	91.46%	92.33%	

**\*note:  
increase in  
Nov due to  
propane  
plant  
release  
resulting in  
over 300  
leak calls**



Meter Reading

2012

2012	Total meters	# company read	% company read	# self-read	% of self-read	# not read in 6-12 months	% not read in 6-12 months	# not read > 12 months	% not read > 12 months	Comments
w/o farm taps										
January	212,620	207,986	97.82%	4,634	2.18%	0	0.0000%	0	0.0000%	accessibility and dogs
February	212,655	208,643	98.11%	4,012	1.89%	0	0.0000%	0	0.0000%	accessibility and dogs
March	212,395	207,809	97.84%	4,586	2.16%	0	0.0000%	0	0.0000%	accessibility and dogs
April	212,652	209,949	98.73%	2,703	1.27%	0	0.0000%	0	0.0000%	accessibility and dogs
May	212,669	210,502	98.98%	2,167	1.02%	1	0.0005%	0	0.0000%	accessibility and dogs
June	212,728	207,384	97.49%	5,344	2.51%	1	0.0005%	0	0.0000%	accessibility and dogs
July	212,592	207,680	97.69%	4,912	2.31%	1	0.0005%	0	0.0000%	accessibility and dogs
August	212,787	207,871	97.69%	4,916	2.31%	1	0.0005%	0	0.0000%	accessibility and dogs
September	212,918	209,932	98.60%	2,986	1.40%	3	0.0014%	0	0.0000%	accessibility and dogs
October	213,145	209,339	98.21%	3,806	1.79%	3	0.0014%	0	0.0000%	accessibility and dogs
November	213,419	207,756	97.35%	5,663	2.65%	3	0.0014%	0	0.0000%	accessibility and dogs
December	213,723	209,799	98.16%	3,924	1.84%	3	0.0014%	0	0.0000%	accessibility and dogs
Total	2,554,303	2,504,650	98.06%	49653	1.94%	16	0.0006%	0	0.0000%	
with farm taps										
January	214,527	209,893	97.84%	6541	3.05%	8	0.0037%	9	0.0042%	
February	214,562	210,550	98.13%	5919	2.76%	12	0.0056%	9	0.0042%	
March	214,302	209,716	97.86%	6493	3.03%	12	0.0056%	9	0.0042%	
April	214,559	211,856	98.74%	4610	2.15%	17	0.0079%	9	0.0042%	
May	214,576	212,409	98.99%	4074	1.90%	22	0.0103%	15	0.0070%	
June	214,635	209,291	97.51%	7251	3.38%	23	0.0107%	20	0.0093%	
July	214,499	209,587	97.71%	6819	3.18%	24	0.0112%	28	0.0131%	
August	214,694	209,778	97.71%	6823	3.18%	26	0.0121%	28	0.0130%	
September	214,825	211,839	98.61%	4893	2.28%	131	0.0610%	31	0.0144%	
October	215,052	211,246	98.23%	5713	2.66%	409	0.1902%	32	0.0149%	
November	215,326	209,663	97.37%	7570	3.52%	664	0.3084%	37	0.0172%	
December	215,630	211,706	98.18%	5831	2.70%	749	0.3474%	43	0.0199%	
Total	2,577,187	2,527,534	98.07%	72,537	2.81%	2,097	0.0814%	270	0.0105%	

	January	February	March	April	May	June	July	August	September	October	November	December
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Meter reading staffing*	32.54	33.34	31.88	39.19	26.15	23.38	24.07	25.32	24.29	36.56	23.92	28.5
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\* approximate FTEs based on labor reports

## **Attachment C**

Minnesota Energy Resources  
Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire  
Utility Monthly Reports (216B.091) Docket #12-02

Company: Minnesota Energy Resources for report period ending:

Jan-2012    Feb-2012    Mar-2012    Apr-2012    May-2012    Jun-2012    Jul-2012    Aug-2012    Sep-2012    Oct-2012    Nov-2012    Dec-2012

1	Number of Residential Customer Accounts:	190,743	190,925	190,816	190,895	190,980	191,221	190,719	190,924	190,340	191,264	191,497	191,963
2	Number of Past Due Residential Customer Accounts:	26,780	28,578	31,857	34,455	32,851	31,570	26,948	22,051	21,207	18,428	19,781	20,338
3	Number of Cold Weather Protection Requests :	675	654	334							2,639	629	476

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0	0	0	0	0	0	0	0	0	0	1	0
5	<i>Intentionally Blank</i>												
6	Number of customer accounts granted reconnection request:	86	127	183							1,218	289	96

INABILITY TO PAY (ITP)

10% PLAN (TPP)

Minnesota Energy Resources  
Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire  
Utility Monthly Reports (216B.091) Docket #12-02

Company: Minnesota Energy Resources for report period ending:

Jan-2012 Feb-2012 Mar-2012 Apr-2012 May-2012 Jun-2012 Jul-2012 Aug-2012 Sep-2012 Oct-2012 Nov-2012 Dec-2012

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	0	0	0						0	1	0
a)	Number of PS requests received	675	654	334						2,639	629	476
17	<i>Intentionally Blank</i>											
18	Number of PS negotiations mutually agreed upon:	675	654	334						2,639	629	476
19	<i>Intentionally Blank</i>											

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	6,834	6,808	10,370	8,386	7,433	4,648	2,356	1,416	961	1,114	1,419	3,866
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	65	159	354	159	1,529	1,371	1,314	514	269	152	15	14
d)	# Gas - heat not affected												
e)	<b>Total # disconnected</b>	65	159	354	159	1,529	1,371	1,314	514	269	152	15	14

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				463						14		
d)	# Gas - heat not affected												
e)	<b>Total # disconnected</b>	0	0	0	463	0	0	0	0	0	14	0	0

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

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

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	65	159	354	588	1,529	1,371	1,314	514	269	166	15	14
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Minnesota Energy Resources  
Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire  
Utility Monthly Reports (216B.091) Docket #12-02

Company: Minnesota Energy Resources for report period ending:

Jan-2012 Feb-2012 Mar-2012 Apr-2012 May-2012 Jun-2012 Jul-2012 Aug-2012 Sep-2012 Oct-2012 Nov-2012 Dec-2012

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$3,250,133	\$3,812,235	\$4,573,213	\$4,956,371	\$3,987,257	\$3,454,707	\$2,732,589	\$2,178,140	\$1,959	\$1,679,811	\$1,823,628	\$2,130,546
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$121	\$133	\$144	\$144	\$121	\$109	\$101	\$99	\$92	\$91	\$92	\$105
26	Total dollars received from energy assistance programs:	\$783,937	\$850,960	\$463,831	\$387,489	\$268,727	\$119,153	\$14,781	\$169	\$0	\$0	\$399,578	\$562,213
27	Total dollars received from other sources (private organizations):	\$0	\$0	\$0	\$0	\$0	\$0	\$1,931	\$0	\$0	\$0	\$0	\$0
28	Total Revenue from sales to residential accounts:	\$22,927,081	\$21,494,738	\$14,691,251	\$2,948,298	\$5,776,912	\$1,315,315	\$2,939,455	\$3,271,495	\$3,514,489	\$6,481,289	\$13,255,927	\$20,067,497
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$120	\$113	\$77	\$15	\$30	\$7	\$15	\$17	\$18	\$34	\$69	\$105
30	Intentionally Blank												
30	Average annual residential bill:												
31	Total residential account write-offs due to uncollectible:	\$116,686	\$86,385	\$74,299	\$161,146	\$158,702	\$212,391	\$148,935	\$133,246	\$134,318	\$77,856	\$70,034	\$71,818

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	34	139	289							131	8	8
d)	# Gas - heat not affected												
e)	Total # disconnected	34	139	289									
33	Intentionally Blank												
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	34	139	289							131	8	8
35	Intentionally Blank												
36	Intentionally Blank												

RECONNECTION DATA

37	# Accounts reconnected	86	127	183	270	423	590	673	503	577	1,218	289	96
38	# Accounts remaining disconnected	452	385	419	534	1,572	2,322	2,754	2,671	2,191	950	563	422
a)	1-30 days	18	58	185	289	1,098	826	649	142	46	32	3	3
b)	31-60 days	4	17	56	179	281	1,037	792	507	110	41	30	2
c)	61+ days	430	310	178	66	193	459	1,313	2,022	2,035	877	530	417

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
<b>Reporting Year:</b>	2012	▼	<i>Required</i>
<b>Reporting Period:</b>	January	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Minnesota Energy Resources People's Natural Gas for report period ending: January, 2012**

1	Number of Residential Customer Accounts:	190,743
2	Number of Past Due Residential Customer Accounts:	26,780
3	Number of Cold Weather Protection Requests:	675

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	86

**INABILITY TO PAY (ITP)**

*This entire section intentionally left blank*

**10% PLAN (TPP)**

*This entire section intentionally left blank*

**Company: Minnesota Energy Resources People's Natural Gas for report period ending: January, 2012**

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>a)</b>	Number of PS requests received	675
<b>17</b>	<i>Intentionally Blank</i>	
<b>18</b>	Number of PS negotiations mutually agreed upon:	675
<b>19</b>	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:		<i>Required</i>
<b>21</b>	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 April 16-30 and October 16-31 in 2nd column <b>All other months, use 1st column only</b>		
<b>a)</b>	# Electric - heat affected		<i>Required</i>
<b>b)</b>	# Electric - heat not affected		<i>Required</i>
<b>c)</b>	# Gas - heat affected	65	
<b>d)</b>	# Gas - heat not affected		<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	65	0
<b>22</b>	Number of customer accounts disconnected seeking protection:		
<b>a)</b>	# Electric - heat affected		<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected		<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected		<i>CWR period only</i>
<b>d)</b>	# Gas - heat not affected		<i>CWR period only</i>
<b>e)</b>	<b>Total # disconnected (See Note)</b>	0	
<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	65	65

## Monthly CWR January 2012.xls

Company: Minnesota Energy Resources People's Natural Gas for report period ending: January, 2012

## DOLLAR VALUE

24	<b>Total</b> dollars past due on all residential accounts:	\$3,250,133
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$121
26	<b>Total</b> dollars received from energy assistance programs:	\$783,937
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$22,927,081
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$120
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$116,686

## DISCONNECTION DURATION

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

## RECONNECTION DATA

37	# Accounts reconnected	86
38	# Accounts remaining disconnected	452
	a) 1-30 days	18
	b) 31-60 days	4
	c) 61+ days	430

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
<b>Reporting Year:</b>	2012	▼	<i>Required</i>
<b>Reporting Period:</b>	February	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Minnesota Energy Resources People's Natural Gas for report period ending: February, 2012**

1	Number of Residential Customer Accounts:	190,925
2	Number of Past Due Residential Customer Accounts:	28,578
3	Number of Cold Weather Protection Requests:	654

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	127

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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## Monthly CWR February 2012.xls

Company: Minnesota Energy Resources People's Natural Gas for report period ending: February, 2012

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>a)</b>	Number of PS requests received	654
<b>17</b>	<i>Intentionally Blank</i>	
<b>18</b>	Number of PS negotiations mutually agreed upon:	654
<b>19</b>	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	6,808	
<b>21</b>	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 April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>		
<b>a)</b>	# Electric - heat affected		<i>Required</i>
<b>b)</b>	# Electric - heat not affected		<i>Required</i>
<b>c)</b>	# Gas - heat affected	159	
<b>d)</b>	# Gas - heat not affected		<i>Required</i>
<b>e)</b>	<b>Total</b> # disconnected	159	0
<b>22</b>	Number of customer accounts disconnected seeking protection:		
<b>a)</b>	# Electric - heat affected		<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected		<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected		<i>CWR period only</i>
<b>d)</b>	# Gas - heat not affected		<i>CWR period only</i>
<b>e)</b>	Total # disconnected (See Note)	0	
<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	159	159

## Company: Minnesota Energy Resources People's Natural Gas for report period ending: February, 2012

## DOLLAR VALUE

24	<b>Total</b> dollars past due on all residential accounts:	\$3,812,235
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$133
26	<b>Total</b> dollars received from energy assistance programs:	\$850,960
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$21,494,738
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$113
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$86,385

## DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
	a) # Electric - heat affected		<i>CWR period only</i>
	b) # Electric - heat not affected		<i>CWR period only</i>
	c) # Gas - heat affected	139	
	d) # Gas - heat not affected		<i>CWR period only</i>
	e) <b>Total</b> # disconnected	139	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	139	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

## RECONNECTION DATA

37	# Accounts reconnected	127
38	# Accounts remaining disconnected	385
	a) 1-30 days	58
	b) 31-60 days	17
	c) 61+ days	310

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
<b>Reporting Year:</b>	2012	▼	<i>Required</i>
<b>Reporting Period:</b>	March	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Minnesota Energy Resources People's Natural Gas for report period ending: March, 2012**

<b>1</b>	Number of Residential Customer Accounts:	190,816
<b>2</b>	Number of Past Due Residential Customer Accounts:	31,857
<b>3</b>	Number of Cold Weather Protection Requests:	334

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>5</b>	<i>Intentionally Blank</i>	
<b>6</b>	Number of customer accounts granted reconnection <u>request</u> :	183

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Minnesota Energy Resources People's Natural Gas for report period ending: March, 2012**

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>a)</b>	Number of PS requests received	334
<b>17</b>	<i>Intentionally Blank</i>	
<b>18</b>	Number of PS negotiations mutually agreed upon:	334
<b>19</b>	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	10,370
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**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

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

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

<b>a)</b>	# Electric - heat affected			<i>Required</i>
<b>b)</b>	# Electric - heat not affected			<i>Required</i>
<b>c)</b>	# Gas - heat affected	354		
<b>d)</b>	# Gas - heat not affected			<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	354	0	

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected			<i>CWR period only</i>
<b>d)</b>	# Gas - heat not affected			<i>CWR period only</i>
<b>e)</b>	<b>Total # disconnected (See Note)</b>	0		

<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	354	354
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**Company: Minnesota Energy Resources People's Natural Gas for report period ending: March, 2012****DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$4,573,213
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$144
26	<b>Total</b> dollars received from energy assistance programs:	\$463,831
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$14,691,251
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$77
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$74,299

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:		
	a) # Electric - heat affected		<i>CWR period only</i>
	b) # Electric - heat not affected		<i>CWR period only</i>
	c) # Gas - heat affected	289	
	d) # Gas - heat not affected		<i>CWR period only</i>
	e) <b>Total</b> # disconnected	289	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	289	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

**RECONNECTION DATA**

37	# Accounts reconnected	183
38	# Accounts remaining disconnected	419
	a) 1-30 days	185
	b) 31-60 days	56
	c) 61+ days	178

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
<b>Reporting Year:</b>	2012	▼	<i>Required</i>
<b>Reporting Period:</b>	April	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Minnesota Energy Resources People's Natural Gas for report period ending: April, 2012**

<b>1</b>	Number of Residential Customer Accounts:	190,895	
<b>2</b>	Number of Past Due Residential Customer Accounts:	34,455	
<b>3</b>	Number of Cold Weather Protection Requests:		<i>CWR period only</i>

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:		<i>&lt;&lt; Invalid Number</i>
<b>5</b>	<i>Intentionally Blank</i>		
<b>6</b>	Number of customer accounts granted reconnection <u>request</u> :		<i>CWR period only</i>

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Minnesota Energy Resources People's Natural Gas for report period ending: April, 2012**

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	8,386	
<b>21</b>	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 April 16-30 and October 16-31 in 2nd column <b>All other months, use 1st column only</b>		
<b>a)</b>	# Electric - heat affected		<i>Required</i>
<b>b)</b>	# Electric - heat not affected		<i>Required</i>
<b>c)</b>	# Gas - heat affected	588	
<b>d)</b>	# Gas - heat not affected		<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	588	0
<b>22</b>	Number of customer accounts disconnected seeking protection:		
<b>a)</b>	# Electric - heat affected		<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected		<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected		<i>CWR period only</i>
<b>d)</b>	# Gas - heat not affected		<i>CWR period only</i>
<b>e)</b>	Total # disconnected (See Note)	0	
<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	588	588



**Company: Minnesota Energy Resources People's Natural Gas for report period ending: April, 2012**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$4,956,371
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$144
26	<b>Total</b> dollars received from energy assistance programs:	\$387,489
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$2,948,298
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$15
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$161,146

**DISCONNECTION DURATION**

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

**RECONNECTION DATA**

37	# Accounts reconnected	270
38	# Accounts remaining disconnected	534
	a) 1-30 days	289
	b) 31-60 days	179
	c) 61+ days	66

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
<b>Reporting Year:</b>	2012	▼	<i>Required</i>
<b>Reporting Period:</b>	May	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Minnesota Energy Resources People's Natural Gas for report period ending: May, 2012**

<b>1</b>	Number of Residential Customer Accounts:	190,980	
<b>2</b>	Number of Past Due Residential Customer Accounts:	32,851	
<b>3</b>	Number of Cold Weather Protection Requests:		<i>CWR period only</i>

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:		<i>CWR period only</i>
<b>5</b>	<i>Intentionally Blank</i>		
<b>6</b>	Number of customer accounts granted reconnection request:	423	

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Minnesota Energy Resources People's Natural Gas for report period ending: May, 2012**

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	7,433	
<b>21</b>	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 April 16-30 and October 16-31 in 2nd column <b>All other months, use 1st column only</b>		
<b>a)</b>	# Electric - heat affected		<i>Required</i>
<b>b)</b>	# Electric - heat not affected		<i>Required</i>
<b>c)</b>	# Gas - heat affected	1,529	
<b>d)</b>	# Gas - heat not affected		<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	1,529	0
<b>22</b>	Number of customer accounts disconnected seeking protection:		
<b>a)</b>	# Electric - heat affected		<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected		<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected		<i>CWR period only</i>
<b>d)</b>	# Gas - heat not affected		<i>CWR period only</i>
<b>e)</b>	Total # disconnected (See Note)	0	
<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	1,529	1,529

**Company: Minnesota Energy Resources People's Natural Gas for report period ending: May, 2012**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$3,987,257
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$121
26	<b>Total</b> dollars received from energy assistance programs:	\$268,727
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$5,776,912
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$30
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$158,702

**DISCONNECTION DURATION**

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

**RECONNECTION DATA**

37	# Accounts reconnected	423
38	# Accounts remaining disconnected	1,572
	a) 1-30 days	1,098
	b) 31-60 days	281
	c) 61+ days	193

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
<b>Reporting Year:</b>	2012	▼	<i>Required</i>
<b>Reporting Period:</b>	June	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Minnesota Energy Resources People's Natural Gas for report period ending: June, 2012**

<b>1</b>	Number of Residential Customer Accounts:	191,221	
<b>2</b>	Number of Past Due Residential Customer Accounts:	31,570	
<b>3</b>	Number of Cold Weather Protection Requests:		<i>CWR period only</i>

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

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

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Minnesota Energy Resources People's Natural Gas for report period ending: June, 2012**

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	4,648	
<b>21</b>	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 April 16-30 and October 16-31 in 2nd column <b>All other months, use 1st column only</b>		
<b>a)</b>	# Electric - heat affected		<i>Required</i>
<b>b)</b>	# Electric - heat not affected		<i>Required</i>
<b>c)</b>	# Gas - heat affected	1,371	
<b>d)</b>	# Gas - heat not affected		<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	1,371	0
<b>22</b>	Number of customer accounts disconnected seeking protection:		
<b>a)</b>	# Electric - heat affected		<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected		<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected		<i>CWR period only</i>
<b>d)</b>	# Gas - heat not affected		<i>CWR period only</i>
<b>e)</b>	Total # disconnected (See Note)	0	
<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	1,371	1,371

**Company: Minnesota Energy Resources People's Natural Gas for report period ending: June, 2012**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$3,454,707
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$109
26	<b>Total</b> dollars received from energy assistance programs:	\$119,153
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$1,315,315
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$7
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$212,391

**DISCONNECTION DURATION**

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

**RECONNECTION DATA**

37	# Accounts reconnected	590
38	# Accounts remaining disconnected	2,322
	a) 1-30 days	826
	b) 31-60 days	1,037
	c) 61+ days	459

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
<b>Reporting Year:</b>	2012	▼	<i>Required</i>
<b>Reporting Period:</b>	July	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Minnesota Energy Resources People's Natural Gas for report period ending: July, 2012**

<b>1</b>	Number of Residential Customer Accounts:	190,719	
<b>2</b>	Number of Past Due Residential Customer Accounts:	26,948	
<b>3</b>	Number of Cold Weather Protection Requests:		<i>CWR period only</i>

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

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

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Minnesota Energy Resources People's Natural Gas for report period ending: July, 2012**

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	2,356	
<b>21</b>	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 April 16-30 and October 16-31 in 2nd column <b>All other months, use 1st column only</b>		
<b>a)</b>	# Electric - heat affected		<i>Required</i>
<b>b)</b>	# Electric - heat not affected		<i>Required</i>
<b>c)</b>	# Gas - heat affected	1,314	
<b>d)</b>	# Gas - heat not affected		<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	1,314	0
<b>22</b>	Number of customer accounts disconnected seeking protection:		
<b>a)</b>	# Electric - heat affected		<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected		<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected		<i>CWR period only</i>
<b>d)</b>	# Gas - heat not affected		<i>CWR period only</i>
<b>e)</b>	Total # disconnected (See Note)	0	
<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	1,314	1,314

**Company: Minnesota Energy Resources People's Natural Gas for report period ending: July, 2012**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$2,732,589
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$101
26	<b>Total</b> dollars received from energy assistance programs:	\$14,781
27	<b>Total</b> dollars received from other sources (private organizations):	\$1,931
28	<b>Total</b> Revenue from sales to residential accounts:	\$2,939,455
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$15
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$148,935

**DISCONNECTION DURATION**

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

**RECONNECTION DATA**

37	# Accounts reconnected	673
38	# Accounts remaining disconnected	2,754
	a) 1-30 days	649
	b) 31-60 days	792
	c) 61+ days	1,313

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
<b>Reporting Year:</b>	2012	▼	<i>Required</i>
<b>Reporting Period:</b>	August	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Minnesota Energy Resources People's Natural Gas for report period ending: August, 2012**

<b>1</b>	Number of Residential Customer Accounts:	190,924	
<b>2</b>	Number of Past Due Residential Customer Accounts:	22,051	
<b>3</b>	Number of Cold Weather Protection Requests:		<i>CWR period only</i>

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

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

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Minnesota Energy Resources People's Natural Gas for report period ending: August, 2012**

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	1,416	
<b>21</b>	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 April 16-30 and October 16-31 in 2nd column <b>All other months, use 1st column only</b>		
<b>a)</b>	# Electric - heat affected		<i>Required</i>
<b>b)</b>	# Electric - heat not affected		<i>Required</i>
<b>c)</b>	# Gas - heat affected	514	
<b>d)</b>	# Gas - heat not affected		<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	514	0
<b>22</b>	Number of customer accounts disconnected seeking protection:		
<b>a)</b>	# Electric - heat affected		<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected		<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected		<i>CWR period only</i>
<b>d)</b>	# Gas - heat not affected		<i>CWR period only</i>
<b>e)</b>	Total # disconnected (See Note)	0	
<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	514	514

**Company: Minnesota Energy Resources People's Natural Gas for report period ending: August, 2012**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$2,178,140
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$99
26	<b>Total</b> dollars received from energy assistance programs:	\$169
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$3,271,495
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$17
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$133,246

**DISCONNECTION DURATION**

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

**RECONNECTION DATA**

37	# Accounts reconnected	503
38	# Accounts remaining disconnected	2,671
	a) 1-30 days	142
	b) 31-60 days	507
	c) 61+ days	2,022

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
<b>Reporting Year:</b>	2012	▼	<i>Required</i>
<b>Reporting Period:</b>	September	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Minnesota Energy Resources People's Natural Gas for report period ending: September, 2012**

1	Number of Residential Customer Accounts:	190,340	
2	Number of Past Due Residential Customer Accounts:	21,207	
3	Number of Cold Weather Protection Requests:		<i>CWR period only</i>

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

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

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Minnesota Energy Resources People's Natural Gas for report period ending: September, 2012**

**PAYMENT SCHEDULE (PS)**

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

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	961	
<b>21</b>	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 April 16-30 and October 16-31 in 2nd column <b>All other months, use 1st column only</b>		
<b>a)</b>	# Electric - heat affected		<i>Required</i>
<b>b)</b>	# Electric - heat not affected		<i>Required</i>
<b>c)</b>	# Gas - heat affected	269	
<b>d)</b>	# Gas - heat not affected		<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	269	0
<b>22</b>	Number of customer accounts disconnected seeking protection:		
<b>a)</b>	# Electric - heat affected		<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected		<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected		<i>CWR period only</i>
<b>d)</b>	# Gas - heat not affected		<i>CWR period only</i>
<b>e)</b>	<b>Total # disconnected (See Note)</b>	0	
<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	269	269

**Company: Minnesota Energy Resources People's Natural Gas for report period ending: September, 2012**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$1,958,867
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$92
26	<b>Total</b> dollars received from energy assistance programs:	\$0
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$3,514,489
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$18
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$134,318

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected	215	
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	<b>Total</b> # disconnected	215	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).		<i>CWR period only</i>
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

**RECONNECTION DATA**

37	# Accounts reconnected	577
38	# Accounts remaining disconnected	2,191
a)	1-30 days	46
b)	31-60 days	110
c)	61+ days	2,035

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
<b>Reporting Year:</b>	2012	▼	<i>Required</i>
<b>Reporting Period:</b>	October	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Minnesota Energy Resources People's Natural Gas for report period ending: October, 2012**

<b>1</b>	Number of Residential Customer Accounts:	191,264
<b>2</b>	Number of Past Due Residential Customer Accounts:	18,428
<b>3</b>	Number of Cold Weather Protection Requests:	2,639

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>5</b>	<i>Intentionally Blank</i>	
<b>6</b>	Number of customer accounts granted reconnection <u>request</u> :	1,218

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Minnesota Energy Resources People's Natural Gas for report period ending: October, 2012**

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>a)</b>	Number of PS requests received	2,639
<b>17</b>	<i>Intentionally Blank</i>	
<b>18</b>	Number of PS negotiations mutually agreed upon:	2,639
<b>19</b>	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	1,114
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**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

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

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

<b>a)</b>	# Electric - heat affected			<i>Required</i>
<b>b)</b>	# Electric - heat not affected			<i>Required</i>
<b>c)</b>	# Gas - heat affected	152	14	
<b>d)</b>	# Gas - heat not affected			<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	152	14	

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected			<i>CWR period only</i>
<b>d)</b>	# Gas - heat not affected			<i>CWR period only</i>
<b>e)</b>	<b>Total # disconnected (See Note)</b>	0		

<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	152	166
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## Company: Minnesota Energy Resources People's Natural Gas for report period ending: October, 2012

## DOLLAR VALUE

24	<b>Total</b> dollars past due on all residential accounts:	\$1,679,811
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$91
26	<b>Total</b> dollars received from energy assistance programs:	\$0
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$6,481,289
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$34
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$77,856

## DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
	a) # Electric - heat affected		<i>CWR period only</i>
	b) # Electric - heat not affected		<i>CWR period only</i>
	c) # Gas - heat affected	131	
	d) # Gas - heat not affected		<i>CWR period only</i>
	e) <b>Total</b> # disconnected	131	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	131	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

## RECONNECTION DATA

37	# Accounts reconnected	1,218
38	# Accounts remaining disconnected	950
	a) 1-30 days	32
	b) 31-60 days	41
	c) 61+ days	877

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
<b>Reporting Year:</b>	2012	▼	<i>Required</i>
<b>Reporting Period:</b>	November	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Minnesota Energy Resources People's Natural Gas for report period ending: November, 2012**

<b>1</b>	Number of Residential Customer Accounts:	191,497
<b>2</b>	Number of Past Due Residential Customer Accounts:	19,781
<b>3</b>	Number of Cold Weather Protection Requests:	629

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:	1
<b>5</b>	<i>Intentionally Blank</i>	
<b>6</b>	Number of customer accounts granted reconnection request:	289

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Minnesota Energy Resources People's Natural Gas for report period ending: November, 2012**

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	1
<b>a)</b>	Number of PS requests received	629
<b>17</b>	<i>Intentionally Blank</i>	
<b>18</b>	Number of PS negotiations mutually agreed upon:	629
<b>19</b>	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	1,419
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**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

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

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

<b>a)</b>	# Electric - heat affected			<i>Required</i>
<b>b)</b>	# Electric - heat not affected			<i>Required</i>
<b>c)</b>	# Gas - heat affected	15		
<b>d)</b>	# Gas - heat not affected			<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	15	0	

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected			<i>CWR period only</i>
<b>d)</b>	# Gas - heat not affected			<i>CWR period only</i>
<b>e)</b>	<b>Total # disconnected (See Note)</b>	0		

<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	15	15
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## Company: Minnesota Energy Resources People's Natural Gas for report period ending: November, 2012

## DOLLAR VALUE

24	<b>Total</b> dollars past due on all residential accounts:	\$1,823,628
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$92
26	<b>Total</b> dollars received from energy assistance programs:	\$399,578
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$13,255,927
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$69
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$70,034

## DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
	a) # Electric - heat affected		<i>CWR period only</i>
	b) # Electric - heat not affected		<i>CWR period only</i>
	c) # Gas - heat affected	8	
	d) # Gas - heat not affected		<i>CWR period only</i>
	e) <b>Total</b> # disconnected	8	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	8	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

## RECONNECTION DATA

37	# Accounts reconnected	289
38	# Accounts remaining disconnected	563
	a) 1-30 days	3
	b) 31-60 days	30
	c) 61+ days	530

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
<b>Reporting Year:</b>	2012	▼	<i>Required</i>
<b>Reporting Period:</b>	December	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Minnesota Energy Resources People's Natural Gas for report period ending: December, 2012**

1	Number of Residential Customer Accounts:	191,963
2	Number of Past Due Residential Customer Accounts:	20,338
3	Number of Cold Weather Protection Requests:	476

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	96

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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**Company: Minnesota Energy Resources People's Natural Gas for report period ending: December, 2012**

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>a)</b>	Number of PS requests received	476
<b>17</b>	<i>Intentionally Blank</i>	
<b>18</b>	Number of PS negotiations mutually agreed upon:	476
<b>19</b>	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	3,866
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**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

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

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

<b>a)</b>	# Electric - heat affected			<i>Required</i>
<b>b)</b>	# Electric - heat not affected			<i>Required</i>
<b>c)</b>	# Gas - heat affected	14		
<b>d)</b>	# Gas - heat not affected			<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	14	0	

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected			<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected			<i>CWR period only</i>
<b>c)</b>	# Gas - heat affected			<i>CWR period only</i>
<b>d)</b>	# Gas - heat not affected			<i>CWR period only</i>
<b>e)</b>	<b>Total # disconnected (See Note)</b>	0		

<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	14	14
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## Company: Minnesota Energy Resources People's Natural Gas for report period ending: December, 2012

## DOLLAR VALUE

24	<b>Total</b> dollars past due on all residential accounts:	\$2,130,546
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$105
26	<b>Total</b> dollars received from energy assistance programs:	\$562,213
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$20,067,497
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$105
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$71,818

## DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
	a) # Electric - heat affected		<i>CWR period only</i>
	b) # Electric - heat not affected		<i>CWR period only</i>
	c) # Gas - heat affected	8	
	d) # Gas - heat not affected		<i>CWR period only</i>
	e) <b>Total</b> # disconnected	8	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).		<i>CWR period only</i>
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

## RECONNECTION DATA

37	# Accounts reconnected	96
38	# Accounts remaining disconnected	422
	a) 1-30 days	3
	b) 31-60 days	2
	c) 61+ days	417

[END]

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## Service extension requests

2012	Residential		Commercial		Existing		residential average days between request and completion	# of existing commercial requested	# commercial completed as requested	commercial average days between request and completion
	new Installs	Avg time between requested date and install	New Installs	Avg time between requested date and install	# of existing residential requested	# residential completed as requested				
January	26	7	12	17	422	418	1	39	38	1
February	16	27	1	78	393	392	1	28	28	0
March	61	26	2	35	365	364	1	20	20	0
April	123	20	8	61	465	461	1	22	22	0
May	133	23	16	29	572	571	1	27	27	0
June	164	21	9	21	637	633	1	23	23	0
July	164	18	12	52	625	624	1	26	26	0
August	237	24	14	37	831	829	1	35	35	0
September	275	19	29	27	1087	1084	1	61	61	0
October	272	18	16	36	1469	1460	1	149	149	0
November	170	9	14	11	831	821	1	113	113	0
December	37	2	7	0	538	534	1	64	64	0

# OF COMPLAINTS	JANUARY				FEBRUARY			
	54				369			
	# of complaints for Commercial Class	% of complaints for Commercial Class	# of complaints for Residential Class	% of complaints for Residential Class	# of complaints for Commercial Class	% of complaints for Commercial Class	# of complaints for Residential Class	% of complaints for Residential Class
Employee Action / Behavior Issue			3	5.55%	2	0.54%	12	3.25%
Billing / Meter Read Issue			11	20.37%	4	1.08%	41	11.11%
Collection / Disconnection Issue			4	7.41%	4	1.08%	60	16.26%
Service Quality			11	20.37%	2	0.54%	69	18.70%
Meter Adjustment			2					
Outage								
My bill is too high			9	16.67%	9	2.44%	75	20.33%
Service Restoration Intervals							1	0.27%
Service Extension Intervals								
Others	2	3.70%	12	22.22%	6	1.63%	84	22.76%
TIME TO RESOLVE COMPLAINT								
Initially	48				313			
Within 10 days	2				48			
> 10 days	4				8			
	# resolved by taking listed action		% resolved by taking listed action		# resolved by taking listed action		% resolved by taking listed action	
Complaint Resolution								
Taking action as customer request	16		29.63%		160		43.36%	
Agreeable Compromise	26		48.15%		128		34.69%	
Not within the control of the Utility	7		12.96%		17		4.61%	
Refuse	5		9.26%		64		17.34%	
PUC COMPLAINTS			7				3	

# OF COMPLAINTS	MARCH				APRIL			
	251				219			
	# of complaints for Commercial Class	% of complaints for Commercial Class	# of complaints for Residential Class	% of complaints for Residential Class	# of complaints for Commercial Class	% of complaints for Commercial Class	# of complaints for Residential Class	% of complaints for Residential Class
Employee Action / Behavior Issue	1	0.40%	13	5.18%			7	3.20%
Billing / Meter Read Issue	2	0.80%	41	16.33%	6	2.74%	21	9.59%
Collection / Disconnection Issue	3	1.20%	27	10.76%	2	0.91%	25	11.42%
Service Quality	2	0.80%	43	17.13%			30	13.70%
Meter Adjustment								
Outage			1	0.40%				
My bill is too high	4	1.60%	48	19.12%	2	0.91%	45	20.55%
Service Restoration Intervals							1	0.46%
Service Extension Intervals								
Others	4	1.60%	62	24.70%	3	1.37%	77	35.16%
TIME TO RESOLVE COMPLAINT								
Initially	220				208			
Within 10 days	30				6			
> 10 days	1				5			
	# resolved by taking listed		% resolved by taking listed		# resolved by taking listed		% resolved by taking listed	
Complaint Resolution	action		action		action		action	
Taking action as customer request	101		40.23%		100		45.66%	
Agreeable Compromise	104		41.43%		91		41.55%	
Not within the control of the Utility	4		1.59%		2		0.91%	
Refuse	42		16.73%		26		11.87%	
PUC COMPLAINTS			3				2	

# OF COMPLAINTS	MAY				JUNE			
	122				113			
	# of complaints for Comercial Class	% of complaints for Commercial Class	# of complaints for Residential Class	% of complaints for Residential Class	# of complaints for Commercial Class	% of complaints for Commercial Class	# of complaints for Residential Class	% of complaints for Residential Class
Employee Action / Behavior Issue							6	5.31%
Billing / Meter Read Issue	2	1.64%	10	8.19%			10	8.85%
Collection / Disconnection Issue	1	0.82%	22	18.03%	1	0.88%	21	18.58%
Service Quality			26	21.31%			33	29.20%
Meter Adjustment								
Outage								
My bill is too high	3	2.46%	14	11.48%	2	1.77%	7	6.19%
Service Restoration Intervals								
Service Extension Intervals								
Others	1	0.82%	43	35.25%			33	29.20%
TIME TO RESOLVE COMPLAINT				5				2
Initially	108				107			
Within 10 days	13				4			
> 10 days	1				2			
	# resolved by taking listed		% resolved by taking listed		# resolved by taking listed		% resolved by taking listed	
Complaint Resolution	action		action		action		action	
Taking action as customer request	47		38.52%		33		29.20%	
Agreeable Compromise	48		39.34%		35		30.97%	
Not within the control of the Utility	2		1.64%		4		3.54%	
Refuse	25		24.49%		41		36.28%	
PUC COMPLAINTS								

# OF COMPLAINTS	JULY				AUGUST			
	126				144			
	# of complaints for Commercial Class	% of complaints for Commercial Class	# of complaints for Residential Class	% of complaints for Residential Class	# of complaints for Commercial Class	% of complaints for Commercial Class	# of complaints for Residential Class	% of complaints for Residential Class
Employee Action / Behavior Issue			1	0.79%			4	2.78%
Billing / Meter Read Issue			8	6.34%	2	1.39%	9	6.25%
Collection / Disconnection Issue			20	15.87%	4	2.78%	26	18.06%
Service Quality	2	1.59%	48	38.09%	2	1.39%	33	22.92%
Meter Adjustment			4					
Outage								
My bill is too high	1	0.79%	8	6.34%	2	1.39%	7	4.86%
Service Restoration Intervals							2	1.39%
Service Extension Intervals					1	0.69%		
Others	1	0.79%	33	26.19%	1	0.69%	51	35.42%
TIME TO RESOLVE COMPLAINT								
Initially	112				135			
Within 10 days	13				7			
> 10 days	1				2			
	# resolved by taking listed action		% resolved by taking listed action		# resolved by taking listed action		% resolved by taking listed action	
Complaint Resolution								
Taking action as customer request	30		23.81%		40		27.78%	
Agreeable Compromise	49		38.89%		50		34.72%	
Not within the control of the Utility	4		3.17%		8		5.56%	
Refuse	43		34.13%		46		31.94%	
PUC COMPLAINTS								

# OF COMPLAINTS	SEPTEMBER				OCTOBER			
	149				139			
	# of complaints for Commercial Class	% of complaints for Commercial Class	# of complaints for Residential Class	% of complaints for Residential Class	# of complaints for Commercial Class	% of complaints for Commercial Class	# of complaints for Residential Class	% of complaints for Residential Class
Employee Action / Behavior Issue			3	2.01%			3	2.16%
Billing / Meter Read Issue	3	2.01%	20	13.42%	1	0.72%	14	10.07%
Collection / Disconnection Issue	3	2.01%	29	19.46%	3	2.16%	13	9.35%
Service Quality	1	0.67%	35	23.49%			56	40.29%
Meter Adjustment								
Outage								
My bill is too high	1	0.67%	5	3.36%	1	0.72%	4	2.88%
Service Restoration Intervals			1	0.67%				
Service Extension Intervals							1	0.72%
Others	2	1.34%	46	30.87%	3	2.16%	40	28.78%
TIME TO RESOLVE COMPLAINT				2				2
Initially	139				130			
Within 10 days	7				6			
> 10 days	3				3			
	# resolved by taking listed action		% resolved by taking listed action		# resolved by taking listed action		% resolved by taking listed action	
Complaint Resolution	54		36.24%		52		37.41%	
Taking action as customer request	57		38.26%		56		40.29%	
Agreeable Compromise	38		25.50%		31		22.30%	
Not within the control of the Utility								
Refuse								
PUC COMPLAINTS								

# OF COMPLAINTS	NOVEMBER				DECEMBER			
	99				119			
	# of complaints for Commercial Class	% of complaints for Commercial Class	# of complaints for Residential Class	% of complaints for Residential Class	# of complaints for Commercial Class	% of complaints for Commercial Class	# of complaints for Residential Class	% of complaints for Residential Class
Employee Action / Behavior Issue			3	3.03%			2	1.68%
Billing / Meter Read Issue			10	10.10%			18	15.13%
Collection / Disconnection Issue			12	12.12%			29	24.40%
Service Quality	1	1.01%	28	28.28%	2	1.68%	20	16.81%
Meter Adjustment								
Outage								
My bill is too high	1	1.01%	3	3.03%	3	2.52%	4	3.36%
Service Restoration Intervals			1	1.01%				
Service Extension Intervals							1	0.84%
Others	5	5.05%	35	35.35%	7	5.88%	33	27.73%
TIME TO RESOLVE COMPLAINT								
Initially	91				83			
Within 10 days	6				1			
> 10 days	2				35			
	# resolved by taking listed action		% resolved by taking listed action		# resolved by taking listed action		% resolved by taking listed action	
Complaint Resolution								
Taking action as customer request	37		37.37%		37		31.09%	
Agreeable Compromise	45		45.45%		60		50.42%	
Not within the control of the Utility								
Refuse	17		17.17%		22		18.49%	
PUC COMPLAINTS								



Answer time for gas emergency phone lines

2012														
	January	February	March	April	May	June	July	August	September	October	November	December	AVERAGE	TOTAL
Total calls	1,628	1,312	1,235	1,244	1,339	1,279	1,337	1,317	1,401	1,720	1,912	1,617	1445	17,341
Average speed of answer	7	7	7	6	7	7	7	7	5	6	9	7	6.8	
% answered in 15 seconds	90.57%	91.39%	91.41%	92.96%	92.33%	92.81%	93.78%	92.71%	94.28%	95.20%	89.07%	91.46%	92.3%	

Tech Response Time From Time of Call to Arrival

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Calls responded to in Under 1 hour	491	387	404	401	433	409	426	448	572	610	676	503	5760
Calls responded to in Over 1 hour	29	17	20	23	26	25	23	31	17	23	204	23	461
<b>Total Calls</b>	<b>520</b>	<b>404</b>	<b>424</b>	<b>424</b>	<b>459</b>	<b>434</b>	<b>449</b>	<b>479</b>	<b>589</b>	<b>633</b>	<b>880</b>	<b>526</b>	<b>6221</b>

Calls responded to in Under 1 hour

	NW region	NE region	CN region	SE region	SW region	Total
January	48	85	110	179	69	491
February	52	70	85	136	44	387
March	55	70	93	141	45	404
April	36	83	88	145	49	401
May	53	84	126	129	41	433
June	33	114	85	127	50	409
July	47	95	80	157	47	426
August	52	85	109	157	45	448
September	76	116	127	167	86	572
October	79	111	134	207	79	610
November	54	105	239	205	73	676
December	45	82	171	153	52	503
<b>Totals</b>	<b>630</b>	<b>1100</b>	<b>1447</b>	<b>1903</b>	<b>680</b>	<b>5760</b>

MERC Average emergency response time in minutes	Month
January	0.28.33
February	0.26.58
March	0.27.48
April	0.27.46
May	0.29.28
June	0.28.44
July	0.28.22
August	0.28.32
September	0.28.12
October	0.26.37
November	0.49.59
December	0.29.07
YTD Average 2012	0:30:00

Calls responded to in Over 1 hour

	NW region	NE region	CN region	SE region	SW region	Total
January	7	4	10	3	5	29
February	6	1	1	4	5	17
March	7	0	2	5	6	20
April	7	0	8	4	4	23
May	7	2	9	2	6	26
June	5	6	2	7	5	25
July	14	1	4	0	4	23
August	9	3	6	7	6	31
September	6	4	1	1	5	17
October	7	5	3	2	6	23
November	7	4	182	8	3	204
December	7	2	6	1	7	23
<b>Totals</b>	<b>89</b>	<b>32</b>	<b>234</b>	<b>44</b>	<b>62</b>	<b>461</b>

MERC's emergency response time target is 30 minutes

\*note: Central increase in Nov due to propane plant release resulting in over 300 leak calls

Emergency reponse time													
2012	January	February	March	April	May	June	July	August	September	October	November	December	Total
Total calls	520	404	424	424	459	434	449	479	589	633	880	526	6221
# responded to in < 1 hour	491	387	404	401	433	409	426	448	572	610	676	503	5760
% responded to in < 1 hour	94.4%	95.8%	95.3%	94.6%	94.3%	94.2%	94.9%	93.5%	97.1%	96.4%	76.8%	95.6%	92.6%
# responded to in > 1 hour	29	17	20	23	26	25	23	31	17	23	204	23	461
% responded to in > 1 hour	5.9%	4.4%	5.0%	5.7%	6.0%	6.1%	5.4%	6.9%	3.0%	3.8%	30.2%	4.6%	7.4%
Average minutes to respond	29	27	28	28	29	29	28	29	28	27	50	29	30

**\*note:  
 Central  
 increase in  
 Nov due to  
 propane  
 plant  
 release  
 resulting in  
 over 300  
 leak calls**

## Mislocates

	2012												
	January	February	March	April	May	June	July	August	September	October	November	December	TOTAL
Total locates	1561	856	2080	5624	9090	9480	8383	9579	4242	7976	9294	2831	70996
Mislocates	0	0	0	0	1	3	4	5	4	2	3	2	24
% mislocated	0.000%	0.000%	0.000%	0.000%	0.011%	0.032%	0.048%	0.052%	0.094%	0.025%	0.032%	0.071%	0.034%



Gas lines damaged

2012

DATE	Address	Outage caused by system issue	outage caused by MERC employee or MERC contractor	outage caused by other	Number of customer affected	outage duration/m inutes	Lost Gas Billed/Mcf
<b>JANUARY</b>							
1/5/2012	133 2nd Ave Worthington	N	N	Y	2	15	0.00
1/7/2012	120 N Dugan Welcome	N	N	Y	1	1200	8.19
1/19/2012	125 Center St Oronoco	N	N	Y	1	549	24.60
<b>FEBRUARY</b>							
<b>MARCH</b>							
3/20/2012	4916 Whispering Way Eagan	N	N	Y	1	15	9.06
3/27/2012	3355 Discovery Rd Eagan	N	N	Y	1	20	0.00
3/8/2012	13 South St Dodge Center	N	N	Y	1	96	4.97
3/19/2012	913 17th Ave NE Rochester	N	N	Y	1	60	0.57
3/29/2012	301 2nd St NW Kasson	N	N	Y	2	80	0.00
<b>APRIL</b>							
4/1/2012	428 Superior Ave Crosby	N	N	Y	1	300	0.16
4/2/2012	105 S Main Dover	N	N	Y	1	20	0.00
4/9/2012	221 7th St NW Rochester	N	N	Y	1	120	0.18
4/20/2012	1201 S Broadway Rochester	N	N	Y	3	60	0.72
4/11/2012	432 N Rebecca Ivanhow	N	N	Y	1	780	0.06
4/26/2012	15 W Front St Cottonwood	N	N	Y	1	35	0.51
4/30/2012	310 Brown St Jackson	N	N	Y	1	1311	32.78
4/16/2012	39545 Government Rd Hinckley	N	N	Y	1	45	4.34
4/24/2012	850 Hwy 65 S Mora	N	N	Y	1	30	2.07
4/5/2012	21547 Harvest Hills Prior Lake	N	N	Y	1	90	4.65
4/24/2012	20195 Holyoke Ave Lakeville	N	N	Y	1	60	74.40
4/26/2012	123 NE 7th St Grand Rapids	N	N	Y	1	20	0.19
4/30/2012	50940 Miller Highway Hermantown	N	N	Y	100	540	1.24
<b>MAY</b>							
5/15/2012	215 Highway 56 Hayfield	N	N	Y	1	93	2.46
5/26/2012	1619 Wishire Ct NE Rochester	N	N	Y	1	150	0.72

5/25/2012	418 E Eyota St Dover	N	N	Y	6	120	0.00
5/7/2012	350 S Edquist Appleton	N	N	Y	1	15	0.26
5/30/2012	507 S Hwy Jackson	N	Y	N	1	30	0.72
5/18/2012	940 W 4th St Rush City	N	N	Y	1	60	0.00
5/5/2012	1301 Trapp Rd Eagan	N	N	Y	1	15	7.57
5/30/2012	15100 Cty Rd 23 Verndale	N	N	Y	1	160	0.46
5/2/2012	1237 Lake Ave Detroit Lakes	N	N	Y	1	60	2.15
5/16/2012	719 19th St NW Bemidji	N	N	Y	1	10	2.87
<b>JUNE</b>							
6/1/2012	312 N 4th Ave Biwabik	N	N	Y	1	30	0.27
6/28/2012	100 Block E Main Ada	N	N	Y	1	20	0.00
6/25/2012	3259 Terminal Dr Eagan	N	N	Y	1	135	144.85
6/28/2012	5204 Oriole Dr Farmington	N	N	Y	1	15	4.65
6/26/2012	27920 Danville Ave Castle Rock	N	N	Y	1	190	148.80
6/24/2012	1654 Hickory Ln Eagan	N	N	Y	4	180	29.52
6/5/2012	2700 Schaeffer Ln NE Rochester	N	N	Y	1	60	5.36
6/4/2012	626 Chalet Dr Rochester	N	Y	N	1	60	1.12
6/12/2012	532 Willow Bend Ln SW Rochester	N	N	Y	2	40	24.16
6/20/2012	1104 6th Ave NW Rochester	N	Y	N	1	60	8.58
6/16/2012	6810 Chester Heights Rochester	N	N	Y	1	30	1.12
6/12/2012	705 3rd Ave Windom	N	N	Y	1	20	8.96
6/26/2012	857 Hwy 12 Ortonville	N	N	Y	1	30	0.00
6/12/2012	205 3rd St E Canby	N	N	Y	1	50	16.40
<b>JULY</b>							
7/9/2012	992 Gary St Calumet	N	N	Y	1	30	0.21
7/1/2012	5668 Miller Hwy Pike Lake	N	N	Y	1	90	0.31
7/13/2012	3113 Cty Rd 112 International Falls	N	N	Y	1	15	3.10
7/14/2012	4846 Morris Thomas Rd Hermantown	N	N	Y	1	5	0.00
7/16/2012	19563 Gama Beach Rd Grand Rapids	N	N	Y	2	150	6.70
7/18/2012	18394 520th St Deer River	N	N	Y	1	30	8.04
7/18/2012	1531 E 3rd Ave International Falls	N	N	Y	1	27	6.20
7/26/2012	1407 E Hwy 2 Grand Rapids	N	N	Y	1	40	10.72
7/9/2012	123 Carlton Dr SW Rochester	N	N	Y	1	90	21.00
7/19/2012	300 3rd Ave NW Pine Island	N	N	Y	1	120	0.00
7/31/2012	25510 625th St Kasson	N	N	Y	1	5	1.34
7/25/2012	120 E Main west Concord	N	N	Y	1	240	5.25
7/9/2012	14155 Abbeyfield Ct Rosemount	N	N	Y	1	60	18.60
7/23/2012	3805 Windcrest Ct Eagan	N	N	Y	2	120	2.46

7/12/2012	3430 200th St W Farmington	N	N	Y	1	60	19.38
7/10/2012	37887 Lincoln Trail North Branch	N	N	Y	1	60	4.34
7/17/2012	5400 Oriole Dr Farmington	N	N	Y	1	15	4.02
7/18/2012	5417 Oriole Dr Farmington	N	N	Y	1	20	1.95
7/2/2012	2038 Knollwodd Dr Fairmont	N	N	Y	1	90	0.93
7/5/2012	1378 Springfield Pkwy Jackson	N	N	Y	1	143	32.75
7/3/2012	Weave & Cleveland Welcome	N	N	Y	7	60	14.58
7/9/2012	418 Weaver St Welcome	N	N	Y	9	1020	3.60
7/23/2012	216 1/2 Cleveland St Welcome	N	N	Y	1	60	0.80
7/24/2012	1208 River Rd Windom	N	N	Y	2	1020	45.80
7/12/2012	1156 River Rd Windom	N	N	Y	1	1200	0.24
7/24/2012	101 Shady Ln Jackson	N	N	Y	1	60	0.69
7/2/2012	111 Benjamin Jackson	N	N	Y	3	1140	111.90
7/20/2012	300 Block Hwy 9 Ada	N	N	Y	1	0	0.00
7/22/2012	1332 E Shore Dr Detroit Lakes	N	N	Y	2	20	4.65
7/23/2012	500 8th Ave Ironton	N	N	Y	1	0	0.00
7/31/2012	506 SE 7th Ave Roseau	N	N	Y	1	120	0.00
<b>AUGUST</b>		N	N	Y			
8/12/2012	609 18th St Cloquet	N	N	Y	1	120	8.67
8/16/2012	2014 Town Rd 416 Ranier	N	N	Y	1	5	1.55
8/17/2012	607 18th St Cloquet	N	N	Y	1	60	8.67
8/24/2012	Golf Course and Horseshoe Rd Cloquet	N	N	Y	74	245	30.20
8/8/2012	627 5th St SW Rochester	N	Y	N	1	60	4.29
8/8/2012	1408 Pahama Ct Rochester	N	Y	N	14	240	29.22
8/14/2012	7130 SE 30th St Rochester	N	N	Y	1	349	0.14
8/14/2012	1213 S Broadway Rochester	N	N	Y	1	90	0.10
8/21/2012	801 S Broadway Rochester	1	N	Y	1	180	0.46
8/15/2012	726 3rd St NW Rochester	N	N	Y	1	90	2.15
8/27/2012	30 Civic Center Dr Rochester	N	Y	N	1	30	17.19
8/30/2012	25055 608th St Mantorville	N	Y	N	1	20	5.36
8/1/2012	723 NW 2nd St Rochester	N	N	Y	1	360	2.86
8/9/2012	110 Center Ave S Hayfield	N	N	Y	2	345	160.08
8/2/2012	1392 Cleome Ln Eagan	N	Y	N	1	10	2.46
8/26/2012	350 Johnson Ave Pine City	N	N	Y	1	10	0.47
8/29/2012	1692 Covington Ln Eagan	N	N	Y	2	120	7.38
8/24/2012	669 Coventry Pkwy Eagan	N	N	Y	1	60	9.84
8/6/2012	14640 Diamond Path Rosemount	N	N	Y	1	120	22.92
8/15/2012	419 6th St Pine City	N	Y	N	2	150	6.76

8/7/2012	10005 205th St W Rosmeount	N	Y	N	1	30	1.17
8/20/2012	1609 6th Ave Mountain Lake	N	N	Y	1	60	2.73
8/6/2012	511 Main St Lambertton	N	N	Y	1	5	22.32
8/27/2012	1429 6th Ave Mountain Lake	N	N	Y	1	60	3.20
8/28/2012	1403 6th Ave Mountain Lake	N	N	Y	1	260	3.20
<b>SEPTEMBER</b>							
9/4/2011	1108 Ugstad Rd Proctor	N	N	Y	3	35	173.60
9/10/2012	715 17th St Int Falls	N	N	Y	1	120	7.75
9/11/2012	1721 1st Ave E Int Falls	N	N	Y	1	30	9.30
9/11/2012	1571 Airport Rd Cloquet	N	N	Y	1	240	0.00
9/11/2012	609 18th St Cloquet	N	N	Y	1	90	0.00
9/14/2012	106 Sharon St Buhl	N	N	Y	1	60	4.02
9/20/2012	444 3rd St Int Falls	N	N	Y	2	115	0.29
9/5/2012	10 9 1/2 St SE Rochester	N	Y	N	3	42	6.01
9/8/2012	218 N Chatfield St Dover	N	N	Y	267	390	39.60
9/14/2012	100 9th St SE Kasson	N	N	Y	1	96	5.78
9/14/2012	1355 East Ln LaCrescent	N	N	Y	3	90	33.21
9/14/2012	2nd St & 9Th Ave Rochester	N	N	Y	19	45	11.46
9/8/2012	955 21st SE Rochester	N	N	Y	1	120	1.08
9/11/2012	723 2nd St NW Rochester	N	N	Y	1	60	0.54
9/28/2012	1117 E Caledonia St Caledonia	N	N	Y	1	510	5.54
9/4/2012	17280 Sunset Trail Pine City	N	N	Y	1	5	0.00
9/8/2012	8896 197th St Lakeville	N	N	Y	1	60	4.65
9/9/2012	11300 235th St E Lakeville	N	N	Y	1	105	7.75
9/12/2012	313 Walnut St Farmington	N	N	Y	1	60	10.20
9/6/2012	1696 Woodgate Ln Eagan	N	Y	N	2	60	2.46
9/19/2012	213 Cleveland Welcome	N	N	Y	1	45	0.40
9/25/2012	1317 2nd Ave Mountain Lake	N	N	Y	1	60	24.40
9/27/2012	908 Milwaukee Lakefield	N	N	Y	1	1080	77.50
9/15/2012	213 Elm St Tracy	N	N	N	1		
<b>OCTOBER</b>							
10/11/2012	315 SE 1st St Grand Rapids	N	N	Y	1	15	0.29
10/22/2012	301 3rd St Nashwauk	N	Y	N	1	60	0.00
10/31/2012	34336 Chestnut Cir Moos Lake	N	N	Y	1	30	0.27
10/3/2012	61057 252nd Ave Mntorville	N	N	Y	1	90	7.44
10/24/2012	200 2nd St Claremont	N	N	Y	1	75	0.06
10/19/2012	2003 NE Parkwood Hills Dr Rochester	N	N	Y	1	240	1.08
10/17/2012	116 E Main Hayfield	N	N	Y	1	65	17.18

House destroyed



10/2/2012	1317 2nd Ave Mt Lake	N	N	Y	1	15	2.70
10/4/2012	1313 2nd Ave Mt Lake	N	N	Y	1	15	2.70
10/9/2012	401 Milwaukee Lakefield	N	N	Y	1	60	1.10
10/22/2012	262 State St Jackson	N	N	Y	1	420	0.51
10/6/2012	9596 Main St Elko	N	N	Y	1	60	1.17
10/13/2012	14429 565th St West Concord	N	N	Y	1	10	0.47
10/9/2012	3500 Dodd Rd Eagan	N	Y	N	1	90	128.76
10/12/2012	190 Shorewood Detroit Lakes	N	N	Y	1	15	4.65
10/2/2012	23402 Cross Dr Deerwood	N	N	Y	1	68	18.22
<b>NOVEMBER</b>							
11/1/2012	87 Outer Dr Silver Bay	N	Y	N	1	20	0.00
11/13/2012	702 NE 9th Ave Grand Rapids	N	N	Y	1	100	2.68
11/30/2012	1504 Edge Dr Cloquet	N	N	Y	1	150	0.78
11/6/2012	839 5th Ave SE Rochester	N	Y	N	1	60	0.14
11/13/2012	2138 Gemini Dr SW Rochester	N	N	Y	1	90	1.55
11/27/2012	416 State St West Concord	N	N	Y	1	315	22.03
11/1/2012	235 State St Jackson	N	N	Y	1	960	109.89
11/23/2012	37303 600th Ave Mt Lake	N	N	Y	1	60	39.41
11/8/2012	132 2nd St NE Crosby	N	Y	N	1	90	0.00
<b>DECEMBER</b>							
12/5/2012	1308 Hwy 33 Cloquet	N	N	Y	1	480	515.04
12/4/2012	2930 146th St W Rosemount	N	N	Y	1	120	0.00
12/4/2012	4462 Dodd Rd Eagan	N	N	Y	1	15	0.00
12/4/2012	24232 Pillsbury Lakeville	N	N	Y	1	150	304.50

## Service interruptions

	2012												Total
	January	February	March	April	May	June	July	August	September	October	November	December	
Total System Integrity	3	0	5	13	10	14	31	25	23	16	9	4	153
Company employee or company contractor damage caused by other	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	1	2	0	7	2	2	3	0	17
	3	0	5	13	9	12	31	18	21	14	6	4	136

2012

DATE	Address	Outage caused by system issue	outage caused by MERC employee or MERC contractor	outage caused by other	Number of customers affected	outage duration	comments
1/19/2012	125 E Center Oronoco	N	N	Y	1	9.15 hours	vehicle ran off the road and hit a residential meter
5/18/2012	Cloquet	N	N	Y	2	0	Transmission pipeline experienced low pressure. Only 2 customers affected had alternate fuel source.
6/26/2012	27920 Danville Ave Castle Rock	N	N	Y	1	3.16	Service line severed, excavator had not requested a locate.
7/3/2012	Rochester International Airport	N	N	N	0	0	The service to the airport has it's own odorizer. During low load periods "slugging" can occur. Slugging is where odorant pools and eventually passes through the line. The liquid odorant can be easily detected through any of the gas burners. This is what occurred resulting in the the fire department evacuating the airport.
8/13/2012	1771 Yankee Doodle Rd Eagan	Y	N	N	0	0	Measurement Tech was testing large volume meter. When tech went to trun the inlet valve on the valve failed (broke). 2 buildings were evacuated while the valve was being replaced.
9/10/2012	218 N Chatfield St Dover	N	N	Y	267	390	Contractor severed main feed serving Dover, requiring turning gas off to the town. The contractor was determined to be at fault.
9/11/2012	1571 Airport Rd Cloquet	N	N	Y	1	240	Contractor severed service line to nursing home, resulting in the nursing home being evacuated. The contractor was determined to be at fault.
9/15/2012	213 Elm St Tracy	N	N	N	1		Home destroyed due to explosion. Investigation on-going.
12/6/2012	20802 Kensington Blvd Lakeville	N	N	N	0	0	200 people evacuated from commercial building by business management. No gas in building, only 3 small leaks were found.

## O&amp;M expenses FERC Account 901 and 903 plus payroll taxes and benefits

2012

	January	February	March	April	May	June	July	August	September	October	November	December	Total
\$	550,986	\$ 454,909	\$ 642,276	\$ 549,033	\$ 513,547	\$ 522,441	\$ 485,439	\$ 488,944	\$ 474,394	\$ 753,406	\$ 393,197	\$ 580,755	\$ 6,409,328

901000

903000

Jan-13	\$ 38,652	\$ 512,335
Feb-13	\$ 54,616	\$ 400,293
Mar-13	\$ 50,879	\$ 591,397
Apr-13	\$ 16,416	\$ 532,618
May-13	\$ 35,304	\$ 478,243
Jun-13	\$ 33,300	\$ 489,141
Jul-13	\$ 33,505	\$ 451,934
Aug-13	\$ 38,405	\$ 450,538
Sep-13	\$ 53,248	\$ 421,147
Oct-13	\$ 59,593	\$ 693,813
Nov-13	\$ 43,001	\$ 350,196
12-Dec	\$ 48,223	\$ 532,532
	\$ 505,142	\$ 5,904,186
		\$ 6,409,328

AFFIDAVIT OF SERVICE

STATE OF MINNESOTA            )  
                                                  ) ss  
COUNTY OF HENNEPIN        )

Kristin M. Stastny hereby certifies that on the 1st day of May, 2013, on behalf of Minnesota Energy Resources Corporation (MERC) she electronically filed a true and correct copy of MERC's Service Quality Report on [www.edockets.state.mn.us](http://www.edockets.state.mn.us). Said documents were also served via U.S. mail and electronic service as designated on the attached service list.

/s/ Kristin M. Stastny  
Kristin M. Stastny

Subscribed and sworn to before me  
this 1<sup>st</sup> Day of May, 2013.

/s/ Paula Bjorkman  
Notary Public, State of Minnesota

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
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