

202 South Main Street, PO Box 68 Le Sueur, Minnesota 56058 www.greatermngas.com (888) 931-3411 FAX (507) 665-2588

October 11, 2012

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

## RE: Compliance Filing of Greater Minnesota Gas, Inc. 2011 Annual Service Quality Report Docket No. G022/M-12-\_\_\_\_

Dear Dr. Haar:

Greater Minnesota Gas, Inc. (GMG) herewith electronically submits its Annual Gas Service Quality Report for the calendar year of 2011. We apologize that the delay in this submission late and respectfully request this filing be accepted as being in full compliance with the filing requirements of the Commission.

GMG is available to answer any questions and can be reached by contacting Nikki Kupser via email at <a href="https://www.nkupser.com">nkupser@greatermngas.com</a> or directly at (507) 665-8652.

Sincerely,

/s/

NIKKI KUPSER Compliance & Regulatory Administrator

# **CERTIFICATE OF SERVICE**

I, Nikki Kupser, hereby certify that I have this day, served copies of the following document on the attached list of persons by electronic filing, certified mail, e-mail, or by deposition a true and correct copy thereof properly enveloped with postage paid in United States Mail at Mankato, Minnesota.

Greater Minnesota Gas, Inc.

Compliance Filing of Greater Minnesota Gas, Inc. 2011 Annual Service Quality Report Compliance Filing Docket No. G022/M-12-\_\_\_\_

Dated this 11<sup>th</sup> day of October, 2012

/s/ NIKKI KUPSER

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Julia	Anderson	Julia.Anderson@ag.state.m n.us	Office of the Attorney General-DOC	1800 BRM Tower 445 Minnesota St St. Paul, MN 551012134	Electronic Service	No	GEN_SL_Greater Minnesota Gas, IncOfficial Service List
Sharon	Ferguson	sharon.ferguson@state.mn .us	Department of Commerce	85 7th Place E Ste 500 Saint Paul, MN 551012198	Electronic Service	No	GEN_SL_Greater Minnesota Gas, IncOfficial Service List
Burl W.	Haar	burl.haar@state.mn.us	Public Utilities Commission	Suite 350 121 7th Place East St. Paul, MN 551012147	Electronic Service	No	GEN_SL_Greater Minnesota Gas, IncOfficial Service List
John	Lindell	agorud.ecf@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012130	Electronic Service	No	GEN_SL_Greater Minnesota Gas, IncOfficial Service List
Greg	Palmer	gpalmer@greatermngas.co m	Greater Minnesota Gas, Inc.	PO Box 68 202 South Main Stree Le Sueur, MN 56058	Electronic Service	No	GEN_SL_Greater Minnesota Gas, IncOfficial Service List
Eric	Swanson	eswanson@winthrop.com	Winthrop Weinstine	225 S 6th St Ste 3500 Capella Tower Minneapolis, MN 554024629	Electronic Service	No	GEN_SL_Greater Minnesota Gas, IncOfficial Service List

## Greater Minnesota Gas, Inc. (GMG) Gas Service Quality Annual Report For the Calendar Year Ending December 31, 2011

## 1. Call Center Response Time / Average Speed of Answer & Percentage of Calls Answered Within 20 Seconds or Less

GMG received a total number of 5,887 in-coming calls. All calls are answered live within 3 rings. If GMG is unable to answer the call within 3 rings, the call will automatically roll to our after-hours answering service ensuring that all calls are answered live within the 20 second standard. Therefore, 100% of GMG calls are answered within 20 seconds or less.

Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Total
540	580	185	397	405	455	541	698	411	596	516	563	5,887

## 2. Meter Reading Performance

Standard: Each utility shall report the meter reading performance data contained in Minn. Rules, part 7826.1400. The reporting metrics include a detailed report on meter-reading performance for each customer class and for each calendar month:

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

The 2011 data is provided on Schedule A. This reporting requirement became effective for Greater Minnesota Gas, Inc. January 1, 2011.

A total of 48,174 meters read in 2011 of which 98.4 % were read by utility personnel, 0.3% self-read by customers and 1.3% estimated. (*GMG's billing system does not have the capability to produce historical meter read information beyond 12 months. Actual data for September – December was able to be obtained at the time of this report and therefore the average of those months was used for the Jan.-Sept. reporting. This estimate is most likely higher than actual due to higher winter weather estimates in December). Greater Minnesota Gas did not have any meters that went unread for more than six months and the staffing level for 2011 was two (2).* 

## 3. Involuntary Service Disconnection

Standard: 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.

GMG has included copies of 2011 monthly reports as submitted pursuant to Minnesota Statutes §§216B.091 and 216B.096, subdivision 11 in Schedule B.

## 4. Service Extension Request Response Time

Standard: 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.

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

Α.							
Residential/Small CO	Sold	Installed	# Cust	Days to Complete			
Limestone Lane	4/5/2011	5/16/2011	1	41			
R & R Farms	5/24/2011	9/30/2011	2	128	customer required installation	uested fall	
Sisters Lane	9/2/2011	11/11/2011	4	70	state permit /	hwy. 13	
Caribou Trl	9/21/2011	11/28/2011	1	68	new build - wa readiness	aiting on s	ite
State Hwy. 83	6/25/2011	9/21/2011	9	88	state permit /	hwy. 83	
Caribou Trl (2)	10/14/2011	10/24/2011	1	10			
Shieldsville	8/15/2011	10/1/2011	85	46			
			103	64	avg.		
Agriculture	Sold						
R & R Grain Dryer	5/24/2011	9/30/2011	1	128	customer required installation	uested fall	
Vetter 354th	8/5/2011	9/16/2011	1	41			
Vetter Shanaska Crk.	9/6/2011	9/26/2011	3	20			
Shieldsville	8/15/2011	10/1/2011	3	46			
			8	59	avg.		

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 interval between the date service was installed and the date the premises were ready for service.

GMG installed service lines to a total of 170 customers along the existing main. Taking in account that customers may request a specific date of installation or in the case of new builds there may be a waiting period for site readiness, the average number of days for installation was

39 for 2011. All requests for services for 2011 were installed prior to the end of the construction season and all customers were accommodated as such.

## 5. Customer Deposits

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

GMG did not collect any customer deposits in 2011.

## 6. Customer Complaints

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

GMG received a total of 10 customer complaints during 2011. All 10 complaints were resolved with the resolution of "took action the customer requested."

- (3) Alleged Billing Errors
- (4) Inaccurate Metering
- (2) Inadequate Service

## 7. Gas Emergency Calls and Response Time

Standard: Each utility shall report the data on telephone answering times to its gas emergency phone line calls.

Greater Minnesota Gas, Inc. manually tracks telephone answering times to its gas emergency phone line calls. We are supplying two metrics: (1) The amount of time between the emergency related call and the dispatch time to the technician and (2) the elapsed time between the dispatch time and the time that a qualified emergency response person arrived at the incident location to make the area the safe. GMG is unable to provide a year over year (2010 vs. 2011) comparison.

<b>Dispatch Intervals</b>		Emergency Response In	<u>tervals</u>
>0 min. to 10 min.	122	< 1 hour	113
>10 min. to 20 min.	<u>4</u>	> 1 hour	<u>13</u>
Totals calls dispatched to:	126	Total calls responded to:	126

## 8. Mislocates

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

GMG Response:

- 3 No Locate Ticket Called In by Customer
- 2 Mislocate by Greater Minnesota Gas, Inc.
- 5 Total

## 9. Gas System Damage

Standard: 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.

GMG had a total of 8 gas lines damaged.

- 2 Natural Occurrence / Gopher Chews
- 1 Contractor Digging w/ No Locate Ticket
- 1 Contractor Digging w/ Locate Ticket / Severed Line
- 1 Contractor hit customer private fuel line
- 1 Customer didn't call for locate ticket
- 2 GMG mislocated line.
- 8 Total

## **10. Gas Service Interruptions**

Standard: 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.

GMG had a total of 8 service interruptions.

- 2 Natural Occurrence / Gopher Chews (unplanned cause)
- 1 Contractor Digging w/ No Locate Ticket (outside contractor)
- 1 Contractor Digging w/ Locate Ticket / Severed Line (outside contractor)
- 1 Contractor hit customer private fuel line (unplanned cause)
- 1 Customer didn't call for locate ticket (unplanned cause)
- 2 GMG mislocated line. (GMG employee)
- 8 Total

Summary: 6 Unplanned Causes and 2 GMG Employee Related

## 11. Major Event Reporting

Standard: Each utility shall report summaries of major events that 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 contact customers
- any public relations or medial issues;
- whether the customer or the company relighted; and
- the longest any customer was without gas service during the incident.

GMG had zero (0) occurrences that were immediately reportable in 2011.

## **12. Notification of Reportable Events**

Standard: 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 as <u>consumer.puc@state.mn.us</u> and shall describe the location an cause of the event, the number of customers affected, the expected duration of the event, an the utility's best estimate of when service will be restored.

GMG has zero (0) occurrences that were immediately reportable in 2011.

## 13. N. Customer Service Related Operations and Maintenance Expenses

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

Customer service related expenses for 2011 totaled \$87,646.

Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Total
\$7,062	\$4,904	\$7642	\$8,149	\$5,454	\$5,422	\$6,548	\$10,848	\$8,634	\$10,338	\$6,203	\$6,442	\$87,646

## P. Number of Miles of Pipe Operated In Minnesota

GMG operated 506 miles of main in 2011.

#### Schedule A. Meter Reading Performance

2011										Schedule A	. Meter Rea	iung Perior	mance
2011	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept	Oct.	Nov.	Dec.	Totals
Resi (F)	3,573	3,578	3,580	3,582	3,606	3,608	3,643	3,640	3,670	3,706	3,760	3,820	43,766
Self Read	10	10	8	8	8	8	8	8	8	8	8	10	102
%	0.0028	0.0028	0.0022	0.0022	0.0022	0.0022	0.0022	0.0022	0.0022	0.0022	0.0021	0.0026	0.0023
Estimated	48	48	48	48	48	48	48	48	25	31	77	61	578
%	0.013	0.013	0.013	0.013	0.013	0.013	0.013	0.013	0.007	0.008	0.021	0.016	0.013
by GMG	3,515	3,520	3,524	3,526	3,550	3,552	3,587	3,584	3,637	3,667	3,675	3,749	43,086
%	0.984	0.984	0.984	0.984	0.984	0.984	0.985	0.985	0.991	0.989	0.977	0.981	0.984
Total %	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Com. (F)	306	306	306	306	306	306	306	306	307	307	313	313	3,688
Self Read	1	1	1	1	1	1	1	1	1	1	1	1	12
%	0.0033	0.0033	0.0033	0.0033	0.0033	0.0033	0.0033	0.0033	0.0033	0.0033	0.0032	0.0032	0.0033
Estimated	4	4	4	4	4	4	4	4	1	2	9	10	54
%	0.013	0.013	0.013	0.013	0.013	0.013	0.013	0.013	0.003	0.007	0.029	0.032	0.015
by GMG	301	301	301	301	301	301	301	301	305	304	303	302	3,622
%	0.984	0.984	0.984	0.984	0.984	0.984	0.984	0.984	0.993	0.990	0.968	0.965	0.982
Total %	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Ind. (F-I)	15	15	15	15	15	15	15	15	15	15	15	15	180
Self Read	-	-	-	-	-	-	-	-	-	-	-	-	-
%	-	-	-	-	-	-	-	-	-	-	-	-	-
Estimated	-	-	-	-	-	-	-	-	-	-	-	-	-
%	-	-	-	-	-	-	-	-	-	-	-	-	-
by GMG	15	15	15	15	15	15	15	15	15	15	15	15	180
%	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000
Total %	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
													4
Flex (F-I)	5	5	5	5	5	5	5	5	5	5	5	5	60
Self Read	-	-	-	-	-	-	-	-	-	-	-	-	-
%	-	-	-	-	-	-	-	-	-	-	-	-	-
Estimated	-	-	-	-	-	-	-	-	-	-	-	-	-
%	-	-	-	-	-	-	-	-	-	-	-	-	-
by GMG	5	5	5	5	5	5	5	5	5	5	5	5	60
%	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000
Total %	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Ag. (I)	36	36	36	36	37	37	36	36	44	48	49	49	480
Self Read	-	-	-	-	-	-	-	-	-	-	-	-	- 400
%	-	-	-	-	-	-	-	-	-	-	-	-	-
Estimated	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	_	-	- 1	- 1	- 6
%	0.014	0.014	0.014	0.014	0.014	0.014	0.014	0.014	-	-	0.020	0.020	0.013
by GMG	36	36	36	36	37	37	36	36	44	48	48	48	474
%	0.986	0.986	0.986	0.986	0.986	0.986	0.986	0.986	1.000	1.000	0.980	0.980	0.988
Total %	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Meters	3,935	3,940	3,942	3,944	3,969	3,971	4,005	4,002	4,041	4,081	4,142	4,202	48,174
Self Read	0.0020	0.0020	9	9	9	9	9	9	9	9	9	0.0026	114
<mark>%</mark>	0.0028	0.0028	0.0023	0.0023	0.0023	0.0023	0.0022	0.0022	0.0022	0.0022	0.0022	0.0026	0.002
Estimated	53	53	53	53	53	53	53	53	26	33	87	72	638
%	0.013	0.013	0.013	0.013	0.013	0.013	0.013	0.013	0.006	0.008	0.021	0.017	0.013
by GMG	3,872	3,877 0.984	3,881 0.984	3,883	3,908	3,910	3,944	3,941	4,006	4,039	4,046	4,119	47,422
% Total %	0.984	1.00	1.00	0.984	0.985	0.985	0.985 1.00	0.985 1.00	0.991	0.990	0.977 1.00	0.980	0.984
10tal /0	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

Schedule B.

#### **Minnesota Public Utilities Commission**

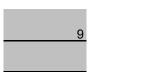
Minnesota Cold Weather Rule Weekly Disconnect Summary Form	Version 1.0
Company Submitting Reply: Greater Minnesota Gas, Inc.	▼ Required
Report for Week Ending: <u>Saturday</u> , January 08, 2011	Required

Week of Calendar Year: 2

#### Company: Greater Minnesota Gas, Inc. for week: 2

### DISCONNECTIONS

1 Number of natural gas customers currently disconnected:



Required

2 Number of electric customers currently disconnected:

#### RECONNECTIONS

- 3 Number of natural gas customers reconnected this week:
- 4 Number of electric customers reconnected this week:

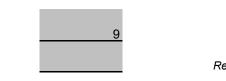
Minnesota Cold Weather Rule Weekly Disconnect Summary Form	Version 1.	0
Company Submitting Reply: Greater Minnesota Gas, Inc.	▼. Require	ed
Report for Week Ending: Saturday, January 15, 2011	Require	ed

Week of Calendar Year: \_\_\_\_\_ 3

#### Company: Greater Minnesota Gas, Inc. for week: 3

## DISCONNECTIONS

 Number of natural gas customers currently disconnected:
 Number of electric customers currently



Required

2 disconnected:

#### RECONNECTIONS

- 3 Number of natural gas customers reconnected this week:
- 4 Number of electric customers reconnected this week:

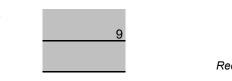
Minnesota Cold Weather Rule Weekly Disconnect Summary Form	۱.	ersion 1.0/
Company Submitting Reply: Greater Minnesota Gas, Inc.	•	Required
Report for Week Ending: <u>Saturday</u> , January 22, 2011		Required

Week of Calendar Year: \_\_\_\_\_ 4

#### Company: Greater Minnesota Gas, Inc. for week: 4

### DISCONNECTIONS

 Number of natural gas customers currently disconnected:
 Number of electric customers currently



Required

2 disconnected:

#### RECONNECTIONS

- 3 Number of natural gas customers reconnected this week:
- 4 Number of electric customers reconnected this week:

Minnesota Cold Weather Rule Weekly Disconnect Summary Form	V	/ersion 1.0
Company Submitting Reply: Greater Minnesota Gas, Inc.	▼.	Required

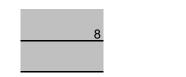
Report for Week Ending: Saturday, January 29, 2011

Week of Calendar Year: 5

#### Company: Greater Minnesota Gas, Inc. for week: 5

## DISCONNECTIONS

 Number of natural gas customers currently disconnected:
 Number of electric customers currently



Required

2 disconnected:

#### RECONNECTIONS

- 3 Number of natural gas customers reconnected this week:
- 4 Number of electric customers reconnected this week:

[END]

Required

Minnesota Cold Weather Rule Weekly Disconnect Summary Form	Version 1.0
Company Submitting Reply: Greater Minnesota Gas, Inc.	Required
Report for Week Ending: <u>Saturday</u> , February 05, 2011	Required

Week of Calendar Year: \_\_\_\_\_6

### Company: Greater Minnesota Gas, Inc. for week: 6

### DISCONNECTIONS

 Number of natural gas customers currently disconnected:
 Number of electric customers currently



Required

2 disconnected:

### RECONNECTIONS

- 3 Number of natural gas customers reconnected this week:
- 4 Number of electric customers reconnected this week:

[FND]	

Minnesota Cold Weather Rule Weekly Disconnect Summary Form	Version 1.0
Company Submitting Reply: Greater Minnesota Gas, Inc.	Required
Report for Week Ending: Saturday, February 12, 2011	Required

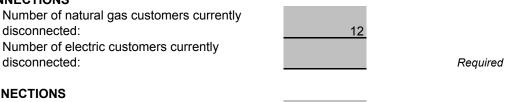
Week of Calendar Year: 7

#### Company: Greater Minnesota Gas, Inc. for week: 7

## DISCONNECTIONS

2

Number of natural gas customers currently 1 disconnected:



RECONNECTIONS

disconnected:

- Number of natural gas customers reconnected 3 this week:
- Number of electric customers reconnected this 4 week:



0

Minnesota Cold Weather Rule Weekly Disconnect Summary Form		Version 1.0	
Company Submitting Reply: Greater Minnesota Gas, Inc.	•	Required	
Report for Week Ending: <u>Saturday</u> , February 19, 2011		Required	

Week of Calendar Year: 8

#### Company: Greater Minnesota Gas, Inc. for week: 8

### DISCONNECTIONS

 Number of natural gas customers currently disconnected:
 Number of electric customers currently



Required

disconnected:

## RECONNECTIONS

2

- 3 Number of natural gas customers reconnected this week:
- 4 Number of electric customers reconnected this week:

Minnesota Cold Weather Rule Weekly Disconnect Summary Form	L L	/ersion 1.0
Company Submitting Reply: Greater Minnesota Gas, Inc.	•	Required
Report for Week Ending: <u>Saturday</u> , February 26, 2011		Required

Report for Week Ending: <u>Saturday</u>, February 26, 2011 Week of Calendar Year: 9

#### Company: Greater Minnesota Gas, Inc. for week: 9

### DISCONNECTIONS

Number of natural gas customers currently 1 disconnected:



2 disconnected:

#### RECONNECTIONS

- Number of natural gas customers reconnected 3 this week:
- Number of electric customers reconnected this 4 week:

Minnesota Cold Weather Rule Weekly Disconnect Summary Form	Version 1.0
Company Submitting Reply: Greater Minnesota Gas, Inc.	<ul> <li>Required</li> </ul>
Report for Week Ending: <u>Saturday</u> , March 05, 2011	Required

Week of Calendar Year: 10

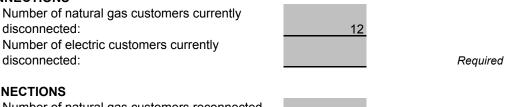
#### Company: Greater Minnesota Gas, Inc. for week: 10

## DISCONNECTIONS

disconnected:

2

Number of natural gas customers currently 1 disconnected:



- RECONNECTIONS Number of natural gas customers reconnected 3 this week:
  - Number of electric customers reconnected this 4 week:

Minnesota Cold Weather Rule Weekly Disconnect Summary Form	Version 1.0
Company Submitting Reply: Greater Minnesota Gas, Inc.	Required
Report for Week Ending: <u>Saturday</u> , March 12, 2011	Required

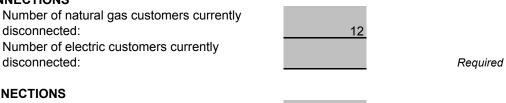
Week of Calendar Year: 11

#### Company: Greater Minnesota Gas, Inc. for week: 11

## DISCONNECTIONS

2

Number of natural gas customers currently 1 disconnected:



#### RECONNECTIONS

disconnected:

- Number of natural gas customers reconnected 3 this week:
- Number of electric customers reconnected this 4 week:

Minnesota Cold Weather Rule Weekly Disconnect Summary Form	Version 1.0
Company Submitting Reply: Greater Minnesota Gas, Inc.	Required
Report for Week Ending: <u>Saturday</u> , March 19, 2011	Required

Week of Calendar Year: 12

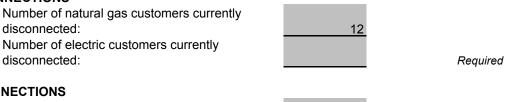
#### Company: Greater Minnesota Gas, Inc. for week: 12

## DISCONNECTIONS

disconnected:

2

Number of natural gas customers currently 1 disconnected:



- RECONNECTIONS Number of natural gas customers reconnected 3 this week:
  - Number of electric customers reconnected this 4 week:

Minnesota Cold Weather Rule Weekly Disconnect Summary Form	Version 1.0
Company Submitting Reply: Greater Minnesota Gas, Inc.	▼ Required
Report for Week Ending: Saturday, March 26, 2011	Required

Week of Calendar Year: 13

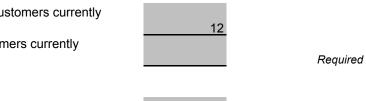
#### Company: Greater Minnesota Gas, Inc. for week: 13

## DISCONNECTIONS

disconnected:

2

Number of natural gas customers currently 1 disconnected: Number of electric customers currently



- RECONNECTIONS Number of natural gas customers reconnected 3 this week:
  - Number of electric customers reconnected this 4 week:

[END]
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Minnesota Cold Weather Rule Weekly Disconnect Summary Form	V	ersion 1.0
Company Submitting Reply: Greater Minnesota Gas, Inc.	▼	Required
Report for Week Ending: <u>Saturday</u> , April 02, 2011		Required

Week of Calendar Year: 14

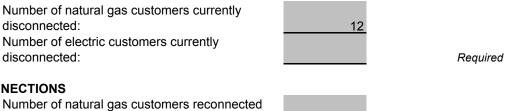
#### Company: Greater Minnesota Gas, Inc. for week: 14

### DISCONNECTIONS

disconnected:

2

Number of natural gas customers currently 1 disconnected:



- RECONNECTIONS Number of natural gas customers reconnected 3 this week:
  - Number of electric customers reconnected this 4 week:

Minnesota Cold Weather Rule Weekly Disconnect Summary Form	V	ersion 1.0
Company Submitting Reply: Greater Minnesota Gas, Inc.	•	Required
Report for Week Ending: <u>Saturday</u> , April 09, 2011		Required

Week of Calendar Year: 15

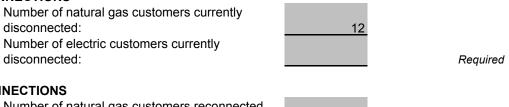
### Company: Greater Minnesota Gas, Inc. for week: 15

### DISCONNECTIONS

disconnected:

2

Number of natural gas customers currently 1 disconnected:



- RECONNECTIONS Number of natural gas customers reconnected 3
  - this week: Number of electric customers reconnected this 4 week:

Minnesota Cold Weather Rule Weekly Disconnect Summary Form	Ve	ersion 1.0
Company Submitting Reply: Greater Minnesota Gas, Inc.	•	Required
Report for Week Ending: <u>Saturday</u> , April 16, 2011		Required

Week of Calendar Year: 16

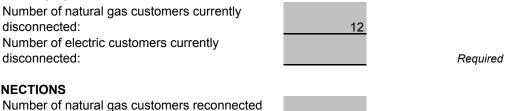
#### Company: Greater Minnesota Gas, Inc. for week: 16

## DISCONNECTIONS

disconnected:

2

Number of natural gas customers currently 1 disconnected:



RECONNECTIONS Number of natural gas customers reconnected 3 this week:

Number of electric customers reconnected this 4 week:

[END]
-------

Minnesota Cold Weather Rule Weekly Disconnect Summary Form	Version 1.0	
Company Submitting Reply: Greater Minnesota Gas, Inc.	▼ Required	
Report for Week Ending: Saturday, October 01, 2011	Required	
Week of Calendar Year: 40		

Company: Greater Minnesota Gas, Inc. for week: 40

### DISCONNECTIONS

- 1 Number of natural gas customers currently disconnected:
- 2 Number of electric customers currently disconnected:



- RECONNECTIONS
  - 3 Number of natural gas customers reconnected this week:
  - 4 Number of electric customers reconnected this week:



Minnesota Cold Weather Rule Weekly Disconnect Summary Form	Version 1.0	
Company Submitting Reply: Greater Minnesota Gas, Inc.	Required	
Report for Week Ending: Saturday, October 15, 2011	Required	

Week of Calendar Year: 42

#### Company: Greater Minnesota Gas, Inc. for week: 42

## DISCONNECTIONS

- 1 Number of natural gas customers currently disconnected:
- 2 Number of electric customers currently disconnected:



- RECONNECTIONS
  - 3 Number of natural gas customers reconnected this week:
  - 4 Number of electric customers reconnected this week:

[END]
-------

Minnesota Cold Weather Rule Weekly Disconnect Summary Form	Version 1.0	
Company Submitting Reply: Greater Minnesota Gas, Inc.	▼ Required	
Report for Week Ending: Saturday, November 05, 2011	Required	
Week of Calendar Year: 45		

Company: Greater Minnesota Gas, Inc. for week: 45

## DISCONNECTIONS

- 1 Number of natural gas customers currently disconnected:
- 2 Number of electric customers currently disconnected:



- RECONNECTIONS
  - 3 Number of natural gas customers reconnected this week:
  - 4 Number of electric customers reconnected this week:



Minnesota Cold Weather Rule Weekly Disconnect Summary Form	Version 1.0
Company Submitting Reply: Greater Minnesota Gas, Inc.	Required
Report for Week Ending: Saturday, November 12, 2011	Required
Week of Calendar Year: 46	

#### Company: Greater Minnesota Gas, Inc. for week: 46

## DISCONNECTIONS

- 1 Number of natural gas customers currently disconnected:
- 2 Number of electric customers currently disconnected:



- RECONNECTIONS
  - 3 Number of natural gas customers reconnected this week:
  - 4 Number of electric customers reconnected this week:



Minnesota Cold Weather Rule Weekly Disconnect Summary Form	Version 1.0	
Company Submitting Reply: Greater Minnesota Gas, Inc.	▼ Required	
Report for Week Ending: Saturday, November 19, 2011	Required	
Week of Calendar Year: 47		

#### Company: Greater Minnesota Gas, Inc. for week: 47

## DISCONNECTIONS

- 1 Number of natural gas customers currently disconnected:
- 2 Number of electric customers currently disconnected:



- RECONNECTIONS
  - 3 Number of natural gas customers reconnected this week:
  - 4 Number of electric customers reconnected this week:



Minnesota Cold Weather Rule Weekly Disconnect Summary Form	Version 1.0	
Company Submitting Reply: Greater Minnesota Gas, Inc.	Required	
Report for Week Ending: Saturday, December 10, 2011	Required	
Week of Calendar Year: 50		

#### Company: Greater Minnesota Gas, Inc. for week: 50

## DISCONNECTIONS

- 1 Number of natural gas customers currently disconnected:
- 2 Number of electric customers currently disconnected:



- RECONNECTIONS
  - 3 Number of natural gas customers reconnected this week:
  - 4 Number of electric customers reconnected this week:



Minnesota Cold Weather Rule Weekly Disconnect Summary Form	Version 1.0
Company Submitting Reply: Greater Minnesota Gas, Inc.	Required
Report for Week Ending: Saturday, December 03, 2011	Required
Week of Calendar Year: 49	

Company: Greater Minnesota Gas, Inc. for week: 49

## DISCONNECTIONS

- 1 Number of natural gas customers currently disconnected:
- 2 Number of electric customers currently disconnected:



- RECONNECTIONS
  - 3 Number of natural gas customers reconnected this week:
  - 4 Number of electric customers reconnected this week:



Minnesota Cold Weather Rule Weekly Disconnect Summary Form	Version 1.0	
Company Submitting Reply: Greater Minnesota Gas, Inc.	Required	
Report for Week Ending: Saturday, December 10, 2011	Required	
Week of Calendar Year: 50		

#### Company: Greater Minnesota Gas, Inc. for week: 50

## DISCONNECTIONS

- 1 Number of natural gas customers currently disconnected:
- 2 Number of electric customers currently disconnected:



- RECONNECTIONS
  - 3 Number of natural gas customers reconnected this week:
  - 4 Number of electric customers reconnected this week:



Minnesota Cold Weather Rule Weekly Disconnect Summary Form	Version 1.0	
Company Submitting Reply: Greater Minnesota Gas, Inc.	Required	
Report for Week Ending: Saturday, December 17, 2011	Required	
Week of Calendar Year: 51		

Company: Greater Minnesota Gas, Inc. for week: 51

### DISCONNECTIONS

- 1 Number of natural gas customers currently disconnected:
- 2 Number of electric customers currently disconnected:



- RECONNECTIONS
  - 3 Number of natural gas customers reconnected this week:
  - 4 Number of electric customers reconnected this week:

_	_	_	_	

2

Minnesota Cold Weather Rule Weekly Disconnect Summary Form	Version 1.0	
Company Submitting Reply: Greater Minnesota Gas, Inc.	Required	
Report for Week Ending: Saturday, December 24, 2011	Required	

Week of Calendar Year: 52

#### Company: Greater Minnesota Gas, Inc. for week: 52

## DISCONNECTIONS

- 1 Number of natural gas customers currently disconnected:
- 2 Number of electric customers currently disconnected:



- RECONNECTIONS
  - 3 Number of natural gas customers reconnected this week:
  - 4 Number of electric customers reconnected this week:



2

Minnesota Cold Weather Rule Weekly Disconnect Summary Form	Version 1.0
Company Submitting Reply: Greater Minnesota Gas, Inc.	Required
Report for Week Ending: Saturday, December 31, 2011	Required

Week of Calendar Year: 53

#### Company: Greater Minnesota Gas, Inc. for week: 53

## DISCONNECTIONS

- 1 Number of natural gas customers currently disconnected:
- 2 Number of electric customers currently disconnected:



- RECONNECTIONS
  - 3 Number of natural gas customers reconnected this week:
  - 4 Number of electric customers reconnected this week:



2

Minnesota Cold Weather Rule Compliance Questionnai	ire	Version 3
Company Submitting Reply:	Greater Minnesota Gas, Inc.	Required
Reporting Year:	2011	Required
Reporting Period:	January	Required

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

#### Company: Greater Minnesota Gas, Inc. for report period ending: January, 2011

29

1 2	Number of Residential Customer Accounts: Number of Past Due Residential Customer Accounts:	3,849
3	Number of Cold Weather Protection Requests:	8

#### RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal"
4	notices mailed to customers:

5 Intentionally Blank
6 Number of customer accounts granted reconnection request: 2

INABILITY TO PAY (ITP)

10% PLAN (TPP)

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# Company: Greater Minnesota Gas, Inc. for report period ending: January, 2011

# **PAYMENT SCHEDULE (PS)**

FAI	WENT SCHEDULE (FS)		
16	Number of "Right to Appeal" notices mailed to customers:	29	
	a) Number of PS requests received	8	
17			
	Number of PS negotiations mutually agreed		
18	upon:	8	
19	•	8	
13	Intentionally blank		
DISC	ONNECTIONS		
20	Number of disconnection notices mailed to		
20	customers:	29	
	Number of customer accounts disconnected who		
21	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	-	
	a) # Electric - heat affected		Required
	b) # Electric - heat not affected		, Required
	c) # Gas - heat affected	0 0	- 1
	d) # Gas - heat not affected		Required
	e) Total # disconnected	0 0	- 1
	Number of customer accounts disconnected		
22	seeking protection:		
	a) # Electric - heat affected		CWR period only
	b) # Electric - heat not affected		CWR period only
	c) # Gas - heat affected	0	CWIN period only
	d) # Gas - heat not affected	0	CWP pariad anly
	e) Total # disconnected (See Note)	0	CWR period only
	e) Total # disconnected (See Note)	0	
	Number of customer concusto discourse stad for		
23	Number of customer accounts disconnected for		
	nonpayment (auto-calculation of #21e+ #22e):	0 0	

# Company: Greater Minnesota Gas, Inc. for report period ending: January, 2011

# DOLLAR VALUE

DOLLA	AR VALUE	
24		<b>*</b> ***
	Total dollars past due on all residential accounts:	\$33,444
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$166
	<b>Total</b> dollars received from energy assistance	\$100
26	programs:	\$4,514
	<b>Total</b> dollars received from other sources (private	φ+,οι+_
27	organizations):	\$0
	<b>Total</b> Revenue from sales to residential	
28	accounts:	\$733,867
00	Average monthly residential bill: (auto-calculation	
29	of #28 ÷ #1)	\$191
30	Intentionally Blank	
31	Total residential account write-offs due to	
51	uncollectible:	\$0
DISCO	NNECTION DURATION	
32	Number of customer accounts disconnected 24	
-	hours or more:	
	) # Electric - heat affected	
	) # Electric - heat not affected	
	) # Gas - heat affected	0
	) # Gas - heat not affected	0
е 33	) Total # disconnected Intentionally Blank	0
33		
	Number convict boot offected converte	
34	Number occupied heat-affected accounts	
	disconnected 24 hours or more (to include	0
	customers who did and did not seek protection).	0
25	Intentionally Plank	
35 36	Intentionally Blank Intentionally Blank	
30		
RECO	NNECTION DATA	
37	# Accounts reconnected	2
38	# Accounts remaining disconnected	8
	) 1-30 days	
	) 31-60 days	
С	) 61+ days	8

CWR period only CWR period only

CWR period only

[END]

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Required Required

# Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionna	ire	١	Version 3
Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼	Required
Reporting Year:	2011	•	Required
Reporting Period:	February	<b></b>	Required

# Utility Monthly Reports (216B.091)

# Company: Greater Minnesota Gas, Inc. for report period ending: February, 2011

15

1 2	Number of Residential Customer Accounts: Number of Past Due Residential Customer Accounts:	3,854
3	Number of Cold Weather Protection Requests:	5

# RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal"	
4		

- notices mailed to customers:
- 5 Intentionally Blank
- 6 Number of customer accounts granted reconnection request:

INABILITY TO PAY (ITP)	

10% PLAN (TPP)

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# Company: Greater Minnesota Gas, Inc. for report period ending: February, 2011

# PAYMENT SCHEDULE (PS)

FAI	WENT SCHEDULE (FS)		
16	Number of "Right to Appeal" notices mailed to customers:	15	
	a) Number of PS requests received	5	
47		5	
17			
18	Number of PS negotiations mutually agreed		
	upon:	5	
19	Intentionally Blank		
DISC	CONNECTIONS		
	Number of disconnection notices mailed to		
20	customers:	15	
04	Number of customer accounts disconnected who		
21	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	•	
	a) # Electric - heat affected		Required
	b) # Electric - heat not affected		
		0 0	Required
	c) # Gas - heat affected	0 0	- · ·
	d) # Gas - heat not affected		Required
	e) Total # disconnected	0 0	
22	Number of customer accounts disconnected		
	seeking protection:		
	<ul> <li>a) # Electric - heat affected</li> </ul>		CWR period only
	b) # Electric - heat not affected		CWR period only
	c) # Gas - heat affected	0	
	d) # Gas - heat not affected		CWR period only
	e) Total # disconnected (See Note)	0	,
	<b>c, · · · · · · · · · ·</b>		
	Number of customer accounts disconnected for		
23	nonpayment (auto-calculation of #21e+ #22e):	0 0	
		0	

## Company: Greater Minnesota Gas, Inc. for report period ending: February, 2011

#### DOLLAR VALUE

DOL		
24	Total dollars past due on all residential accounts:	\$60,029
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$238
26	programs:	\$4,800
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$700,075
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$182
30	Intentionally Blank	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0
DISC	CONNECTION DURATION	
32	Number of customer accounts disconnected 24 hours or more:	
	a) # Electric - heat affected	
	b) # Electric - heat not affected	
	c) # Gas - heat affected	2
	d) # Gas - heat not affected	
	e) Total # disconnected	2
33	Intentionally Blank	
24	Number occupied heat-affected accounts	

 34 Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection). CWR period only CWR period only

CWR period only

- 35 Intentionally Blank
- 36 Intentionally Blank

# **RECONNECTION DATA**

37	# Accounts reconnected	4
b	# Accounts remaining disconnected ) 1-30 days ) 31-60 days ) 61+ days	<u>12</u> 1 1

[END]

0

Minnesota Cold Weather Rule Compliance Questionna	ire	/ersion 3
Company Submitting Reply:	Greater Minnesota Gas, Inc.	Required
Reporting Year:	2011	Required
Reporting Period:	March 🗨	Required
Utility Monthly Reports (216B.091)		
Company: Greater Minnesota Gas, Inc.	for report period ending: March, 2011	
<ol> <li>Number of Residential Customer Accounts: Number of Past Due Residential Customer Accounts:</li> <li>Number of Cold Weather Protection Requests :</li> <li>RECONNECTION AT BEGINNING OF COLD WEATHER Number of "Right to Appeal" notices mailed to customers:</li> </ol>	3,859 254 1 MONTHS <i>CWR period only</i>	
<ul> <li>5 Intentionally Blank</li> <li>6 Number of customer accounts granted reconnection request:</li> </ul>	CWR period only	
INABILITY TO PAY (ITP)	This entire section intentionally left blank	
10% PLAN (TPP)	This entire section intentionally left blank	

**Minnesota Public Utilities Commission** 

Company: Greater Minnesota Gas, Inc. for report period ending: March, 2011

## **PAYMENT SCHEDULE (PS)**

Number of "Right to Appeal" notices mailed to 16 customers: a) Number of PS requests received Intentionally Blank 17 Number of PS negotiations mutually agreed 18 upon: 19 Intentionally Blank DISCONNECTIONS Number of disconnection notices mailed to 20 customers: Number of customer accounts disconnected who 21 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 a) # Electric - heat affected Required **b)** # Electric - heat not affected Required c) # Gas - heat affected 0 0 d) # Gas - heat not affected Required e) Total # disconnected 0 0 Number of customer accounts disconnected 22 seeking protection: CWR period only a) # Electric - heat affected b) # Electric - heat not affected CWR period only c) # Gas - heat affected 0 d) # Gas - heat not affected CWR period only e) Total # disconnected (See Note) 0 Number of customer accounts disconnected for 23 nonpayment (auto-calculation of #21e+ #22e): 0 0

Company: Greater Minnesota Gas, Inc. for report period ending: March, 2011

### DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$69,699
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$274
26	<b>Total</b> dollars received from energy assistance programs:	\$4,016
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$567,920
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$147
30	Intentionally Blank	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

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

# **RECONNECTION DATA**



0

0

CWR period only CWR period only

# **37** # Accounts reconnected

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

12
0
1
11

[END]

0

Minnesota Cold Weather Rule Compliance Questionna	ire Versio	n 3
Company Submitting Reply Reporting Year: Reporting Period:	2011 Requi	ired
Utility Monthly Reports (216B.091)		
Company: Greater Minnesota Gas, Inc	. for report period ending: April, 2011	
<ol> <li>Number of Residential Customer Accounts: Number of Past Due Residential Customer Accounts:</li> <li>Number of Cold Weather Protection Requests :</li> <li>RECONNECTION AT BEGINNING OF COLD WEATHER Number of "Right to Appeal" notices mailed to customers:</li> </ol>	3,568 307 2 MONTHS <i>CWR period only</i>	
<ul> <li>5 Intentionally Blank</li> <li>6 Number of customer accounts granted reconnection request:</li> </ul>	CWR period only	
INABILITY TO PAY (ITP)	This entire section intentionally left blank	
10% PLAN (TPP) This entire section intentionally left blank		

**Minnesota Public Utilities Commission** 

# Company: Greater Minnesota Gas, Inc. for report period ending: April, 2011

# PAYMENT SCHEDULE (PS)

1 7 1			
16	Number of "Right to Appeal" notices mailed to customers:	34	
	a) Number of PS requests received	17	
17			
	Number of PS negotiations mutually agreed		
18	upon:	17	
19	•	17	
13	Intentionally Diank		
DISC	CONNECTIONS		
20	Number of disconnection notices mailed to		
20	customers:	48	
~	Number of customer accounts disconnected who		
21	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		
	a) # Electric - heat affected		Required
	b) # Electric - heat not affected		
	,	0 0	Required
	c) # Gas - heat affected	0 0	Deminut
	d) # Gas - heat not affected		Required
	e) Total # disconnected	0 0	
22	Number of customer accounts disconnected		
	seeking protection:		
	<ul> <li>a) # Electric - heat affected</li> </ul>		CWR period only
	b) # Electric - heat not affected		CWR period only
	c) # Gas - heat affected	0	
	d) # Gas - heat not affected		CWR period only
	e) Total # disconnected (See Note)	0	, ,
	, , , ,		
	Number of customer accounts disconnected for		
23			
	nonpayment (auto-calculation of #21e+ #22e):	0 0	

Company: Greater Minnesota Gas, Inc. for report period ending: April, 2011

### DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$88,383
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$288
26	<b>Total</b> dollars received from energy assistance programs:	\$3,494
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$364,524
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$102
30	Intentionally Blank	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

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

# **RECONNECTION DATA**



0

0

CWR period only CWR period only

# **37** # Accounts reconnected

- **38** # Accounts remaining disconnected
  - **a)** 1-30 days
  - **b)** 31-60 days

**c)** 61+ days

11
0
0
11

[END]

1

	Company Submitting Reply:	Greater Minnesota Gas, Inc.	Requir
	Reporting Year:		Requir
	Reporting Period:		Requir
Jtility	Monthly Reports (216B.091)		
	Company: Greater Minnesota Gas, Inc	for report period ending: May, 2011	
1 2	Number of Residential Customer Accounts: Number of	3,575	
3	Past Due Residential Customer Accounts: Number of Cold Weather Protection Requests:	314CWR period	only
RECO	NNECTION AT BEGINNING OF COLD WEATHER	MONTHS	
4	Number of "Right to Appeal" notices mailed to customers:	CWR period	only
5 6	Intentionally Blank Number of customer accounts granted reconnection <u>request:</u>	CWR period	only
NABII	LITY TO PAY (ITP)	This entire s intentionally	

# Company: Greater Minnesota Gas, Inc. for report period ending: May, 2011

# PAYMENT SCHEDULE (PS)

FAI	WENT SCHEDULE (FS)		
16	customers:		CWR period only
	a) Number of PS requests received		CWR period only
17			
18	Number of PS negotiations mutually agreed		
	upon:		CWR period only
19	Intentionally Blank		
DIS	CONNECTIONS		
_	Number of disconnection notices mailed to		
20	customers:	17	
-	Number of customer accounts disconnected who		
21	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	•	
	a) # Electric - heat affected		Required
	b) # Electric - heat not affected		Required
	c) # Gas - heat affected	3	
	d) # Gas - heat not affected		Required
	e) Total # disconnected	3 0	,
	Number of customer accounts disconnected		
22	seeking protection:		
	a) # Electric - heat affected		CWR period only
	b) # Electric - heat not affected		CWR period only
	c) # Gas - heat affected	0	
	d) # Gas - heat not affected		CWR period only
	e) Total # disconnected (See Note)	0	
	,		
	Number of customer accounts disconnected for		
23	nonpayment (auto-calculation of #21e+ #22e):	3 3	
	$\pi \Sigma \Gamma \Sigma \Gamma $		

# Company: Greater Minnesota Gas, Inc. for report period ending: May, 2011

#### DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$81,607
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$260
26	Total dollars received from energy assistance	
_•	programs:	\$2,903
27	Total dollars received from other sources (private	
	organizations):	\$0
28	Total Revenue from sales to residential	
20	accounts:	\$258,227
20	Average monthly residential bill: (auto-calculation	
29	of #28 ÷ #1)	\$72
30	Intentionally Blank	
	Total residential account write-offs due to	
31	uncollectible:	\$0

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

# **RECONNECTION DATA**



0

CWR period only CWR period only CWR period only CWR period only

# **37** # Accounts reconnected

- **38** # Accounts remaining disconnected **a)** 1-30 days

  - **b)** 31-60 days
  - **c)** 61+ days

14
3
0
11

[END]

0

	Company Submitting Ren	ly: Greater Minnesota Gas, Inc.		Required
	Reporting Ye			Required
	Reporting Perio			Required
Jtility	Monthly Reports (216B.091)			
	Company: Greater Minnesota Gas, I	nc. for report period ending	g: June, 2011	
1	Number of Residential Customer Accounts: Number of	3,601		
2	Past Due Residential Customer Accounts:	326		
3	Number of Cold Weather Protection Requests:		CWR period only	
RECO	NNECTION AT BEGINNING OF COLD WEATHE	R MONTHS		
4	Number of "Right to Appeal" notices mailed to customers:		CWR period only	
5	Intentionally Blank			
6	Number of customer accounts granted reconnection request:		CWR period only	
NABIL	LITY TO PAY (ITP)		This entire section intentionally left blan	k

Company: Greater Minnesota Gas, Inc. for report period ending: June, 2011

# PAYMENT SCHEDULE (PS)

FAI	MENT SCREDULE (PS)		
16	<ul> <li>Number of "Right to Appeal" notices mailed to customers:</li> <li>a) Number of PS requests received</li> </ul>		CWR period only CWR period only
47			CWIN period only
17			
18	Number of PS negotiations mutually agreed		
	upon:		CWR period only
19	Intentionally Blank		
DIS	CONNECTIONS		
	Number of disconnection notices mailed to		
20	customers:	33	
_	Number of customer accounts disconnected who		
21	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		Description
	a) # Electric - heat affected		Required
	<b>b)</b> # Electric - heat not affected		Required
	c) # Gas - heat affected	4 0	
	<ul><li>d) # Gas - heat not affected</li></ul>		Required
	e) Total # disconnected	4 0	
22	Number of customer accounts disconnected		
24	seeking protection:		
	a) # Electric - heat affected		CWR period only
	b) # Electric - heat not affected		CWR period only
	c) # Gas - heat affected	0	
	d) # Gas - heat not affected		CWR period only
	e) Total # disconnected (See Note)	0	CVII period only
		0	
	Number of customer accounts disconnected for		
23	nonpayment (auto-calculation of #21e+ #22e):	4 4	
	· · · · · · · · · · · · · · · · · · ·		

Company: Greater Minnesota Gas, Inc. for report period ending: June, 2011

## DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$66,617	
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$204	
26	<b>Total</b> dollars received from energy assistance programs:	\$664	
27	<b>Total</b> dollars received from other sources (private organizations):	\$0	
28	<b>Total</b> Revenue from sales to residential accounts:	\$126,719	
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$35	
30	Intentionally Blank		
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0	

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

# **RECONNECTION DATA**



0

0

CWR period only CWR period only

# **37** # Accounts reconnected

- **38** # Accounts remaining disconnected
  - **a)** 1-30 days
  - **b)** 31-60 days

**c)** 61+ days

	17
	4
	0
	13

[END]

1

	Company Submitting Repl	y: Greater Minnesota Gas, Inc.	Require
	Reporting Yea		Require
	Reporting Perio		▼ Require
Jtility	Monthly Reports (216B.091)		
	Company: Greater Minnesota Gas, Ir	nc. for report period ending: July, 201	1
1	Number of Residential Customer Accounts: Number of	3,607	
2	Past Due Residential Customer Accounts:	263	
3	Number of Cold Weather Protection Requests:	CWR p	eriod only
RECO	NNECTION AT BEGINNING OF COLD WEATHE	R MONTHS	
4	Number of "Right to Appeal" notices mailed to customers:	CWR p	eriod only
5 6	Intentionally Blank Number of customer accounts granted		
U	reconnection request:	CWR p	eriod only
NABIL	LITY TO PAY (ITP)		tire section onally left blank

# Company: Greater Minnesota Gas, Inc. for report period ending: July, 2011

# PAYMENT SCHEDULE (PS)

FAI	WENT SCHEDOLE (FS)		
16	Number of "Right to Appeal" notices mailed to customers:		CWR period only
	a) Number of PS requests received		CWR period only
17			
	Number of PS negotiations mutually agreed		
18	upon:		CWR period only
19	•		
DISC	ONNECTIONS		
20	Number of disconnection notices mailed to		
20	customers:	20	
21	Number of customer accounts disconnected who		
21	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		
	<ul> <li>a) # Electric - heat affected</li> </ul>		Required
	b) # Electric - heat not affected		Required
	c) # Gas - heat affected	4 0	
	<ul><li>d) # Gas - heat not affected</li></ul>		Required
	e) Total # disconnected	40	
22	Number of customer accounts disconnected		
~~~~	seeking protection:		
	<ul> <li>a) # Electric - heat affected</li> </ul>		CWR period only
	b) # Electric - heat not affected		CWR period only
	c) # Gas - heat affected	0	
	<ul><li>d) # Gas - heat not affected</li></ul>		CWR period only
	e) Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for		
20	nonpayment (auto-calculation of #21e+ #22e):	4 4	

# Company: Greater Minnesota Gas, Inc. for report period ending: July, 2011

#### DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$39,821
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$151
26	Total dollars received from energy assistance	<b>*</b> *
	programs:	\$0
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
20	<b>Total</b> Revenue from sales to residential	<del></del>
28	accounts:	\$103,063
29	Average monthly residential bill: (auto-calculation	
29	of #28 ÷ #1)	\$29
30	Intentionally Blank	
31	Total residential account write-offs due to	
51	uncollectible:	\$0

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

# **RECONNECTION DATA**



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CWR period only CWR period only

# **37** # Accounts reconnected

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

21
4
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[END]

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	sota Cold Weather Rule Compliance Questionnai	-	Version
	Company Submitting Reply:	Greater Minnesota Gas, Inc.	▼ Require
	Reporting Year:	2011	Require
	Reporting Period:	August	▼ Requir
Jtility	Monthly Reports (216B.091)		
	Company: Greater Minnesota Gas, Inc. f	or report period ending: August, 2	011
1	Number of Residential Customer Accounts:	3,632	
2	Number of Past Due Residential Customer Accounts:	240	
		240	
3	Number of Cold Weather Protection Requests:	CWR	period only
RECO	NNECTION AT BEGINNING OF COLD WEATHER	MONTHS	
4	Number of "Right to Appeal"	01/7	
	notices mailed to customers:	CWR ;	period only
5	Intentionally Blank		
6	Number of customer accounts granted reconnection request:	CI//P	period only
	reconnection <u>request.</u>		Seriou Orny
NABII	.ITY TO PAY (ITP)		ntire section
		intenti	onally left blank

# Company: Greater Minnesota Gas, Inc. for report period ending: August, 2011

# PAYMENT SCHEDULE (PS)

FAI	MENT SCHEDULE (FS)		
10	<ul><li>Number of "Right to Appeal" notices mailed to customers:</li><li>a) Number of PS requests received</li></ul>		CWR period only CWR period only
17			
• • •	-		
18	Number of PS negotiations mutually agreed		
	upon:		CWR period only
19	Intentionally Blank		
DIS	CONNECTIONS		
20	Number of disconnection notices mailed to		
20	customers:	17	
	Number of customer accounts disconnected who		
2′	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		
	a) # Electric - heat affected		Required
	<b>b</b> ) # Electric - heat not affected		, Required
	c) # Gas - heat affected	1 0	
	d) # Gas - heat not affected		Required
	e) Total # disconnected	1 0	
	, Number of customer accounts disconnected		
22	seeking protection:		
			CM/P pariad anks
	a) # Electric - heat affected		CWR period only
	<ul><li>a) # Electric - heat affected</li><li>b) # Electric - heat not affected</li></ul>		CWR period only CWR period only
	<ul> <li>a) # Electric - heat affected</li> <li>b) # Electric - heat not affected</li> <li>c) # Gas - heat affected</li> </ul>	0	CWR period only
	<ul> <li>a) # Electric - heat affected</li> <li>b) # Electric - heat not affected</li> <li>c) # Gas - heat affected</li> <li>d) # Gas - heat not affected</li> </ul>	0	
	<ul> <li>a) # Electric - heat affected</li> <li>b) # Electric - heat not affected</li> <li>c) # Gas - heat affected</li> </ul>	0	CWR period only
	<ul> <li>a) # Electric - heat affected</li> <li>b) # Electric - heat not affected</li> <li>c) # Gas - heat affected</li> <li>d) # Gas - heat not affected</li> <li>e) Total # disconnected (See Note)</li> </ul>	0 0	CWR period only
23	<ul> <li>a) # Electric - heat affected</li> <li>b) # Electric - heat not affected</li> <li>c) # Gas - heat affected</li> <li>d) # Gas - heat not affected</li> <li>e) Total # disconnected (See Note)</li> </ul>	0 0	CWR period only

Company: Greater Minnesota Gas, Inc. for report period ending: August, 2011

## DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$37,540
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$156
26	Total dollars received from energy assistance programs:	\$21
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$90,399
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$25
30	Intentionally Blank	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

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

# **RECONNECTION DATA**



0

0

CWR period only CWR period only

# **37** # Accounts reconnected

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

22	
1	
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17	

[END]

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Minnesota Public Utilities Commission			
Minnesota Cold Weather Rule Complian	ce Questionnaire		Version 3
Company S	ubmitting Reply: Greater	Minnesota Gas, Inc.	▼ Required
	Reporting Year: 2011		Required
R	eporting Period: Septemb	ber	Required
Utility Monthly Reports (216B.091)			
Company: Greater Minneso	ota Gas, Inc. for report	t period ending: Septembe	er, 2011
<ol> <li>Number of Residential Customer A</li> <li>Number of</li> <li>Past Due Residential Customer Ac</li> </ol>		<u>3,665</u> 232	
3 Number of Cold Weather Protectio	n Requests :	CWF	R period only
RECONNECTION AT BEGINNING OF CO		HS	
4 Number of "Right to Appeal" notices mailed to customers:		CWF	R period only
<ul> <li>5 Intentionally Blank</li> <li>6 Number of customer accounts grant reconnection request:</li> </ul>	nted	CWF	R period only
INABILITY TO PAY (ITP)			entire section tionally left blank
10% PLAN (TPP)			entire section htionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: September, 2011

# PAYMENT SCHEDULE (PS)

FAI	WENT SCREDULE (FS)		
16	Number of "Right to Appeal" notices mailed to customers: a) Number of PS requests received		CWR period only CWR period only
4-			CWR period only
17	·····		
18	Number of PS negotiations mutually agreed		
	upon:		CWR period only
19	Intentionally Blank		
DIS	CONNECTIONS		
~	Number of disconnection notices mailed to		
20	customers:	24	
_	Number of customer accounts disconnected who		
21	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	•	
	a) # Electric - heat affected		Required
	b) # Electric - heat not affected		Required
	c) # Gas - heat affected	0	0
	•	0	-
	d) # Gas - heat not affected		Required
	e) Total # disconnected	0	0
22	Number of customer accounts disconnected		
	seeking protection:		
	<ul> <li>a) # Electric - heat affected</li> </ul>		CWR period only
	b) # Electric - heat not affected		CWR period only
	c) # Gas - heat affected	0	
	<ul><li>d) # Gas - heat not affected</li></ul>		CWR period only
	e) Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for		

Company: Greater Minnesota Gas, Inc. for report period ending: September, 2011

## DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$28,334
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$122
26	<b>Total</b> dollars received from energy assistance programs:	\$164
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$109,568
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$30
30	Intentionally Blank	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

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

# **RECONNECTION DATA**



0

0

CWR period only CWR period only

# **37** # Accounts reconnected

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

8
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2
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[END]

14

Minnesota Public Utilities Commission	
Minnesota Cold Weather Rule Compliance Questionnaire	Version 3
Company Submitting Reply: Greater Minnesota Gas, Inc.	▼ Required
Reporting Year: 2011	Required
Reporting Period: October	Required

## Utility Monthly Reports (216B.091)

#### Company: Greater Minnesota Gas, Inc. for report period ending: October, 2011

1 2	Number of Residential Customer Accounts: Number of	3,652
-	Past Due Residential Customer Accounts:	202
3	Number of Cold Weather Protection Requests:	0

# **RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

4	Number of "Right to Appeal"
4	notices mailed to customers:

- 5 Intentionally Blank
- 6 Number of customer accounts granted reconnection request:

0

0

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: October, 2011

## PAYMENT SCHEDULE (PS)

Number of "Right to Appeal" notices mailed to 16 customers: a) Number of PS requests received Λ Intentionally Blank 17 Number of PS negotiations mutually agreed 18 upon: 19 Intentionally Blank DISCONNECTIONS Number of disconnection notices mailed to 20 customers: Number of customer accounts disconnected who 21 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 a) # Electric - heat affected Required **b)** # Electric - heat not affected Required c) # Gas - heat affected 4 0 d) # Gas - heat not affected Required e) Total # disconnected 4 0 Number of customer accounts disconnected 22 seeking protection: CWR period only a) # Electric - heat affected b) # Electric - heat not affected CWR period only c) # Gas - heat affected d) # Gas - heat not affected CWR period only e) Total # disconnected (See Note) 0 Number of customer accounts disconnected for 23 nonpayment (auto-calculation of #21e+ #22e):

Company: Greater Minnesota Gas, Inc. for report period ending: October, 2011

### DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$24,683
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$122
26	<b>Total</b> dollars received from energy assistance programs:	\$72
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$118,268
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$32
30	Intentionally Blank	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

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

# **RECONNECTION DATA**



4

4

CWR period only CWR period only

# **37** # Accounts reconnected

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

[END]

6

Minnesota Public Utilities Commission		
Minnesota Cold Weather Rule Compliance Questionnai	ire	Version 3
Company Submitting Reply:	Greater Minnesota Gas, Inc.	Required
Reporting Year:	2011	Required
Reporting Period:	November	Required

## Utility Monthly Reports (216B.091)

#### Company: Greater Minnesota Gas, Inc. for report period ending: November, 2011

1 2	Number of Residential Customer Accounts: Number of	3,690
2	Past Due Residential Customer Accounts:	227
3	Number of Cold Weather Protection Requests:	0

# **RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

4	Number of "Right to Appeal"
4	notices mailed to customers:

- 5 Intentionally Blank
- 6 Number of customer accounts granted reconnection <u>request:</u>

0

0

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: November, 2011

## **PAYMENT SCHEDULE (PS)**

Number of "Right to Appeal" notices mailed to 16 customers: a) Number of PS requests received Λ Intentionally Blank 17 Number of PS negotiations mutually agreed 18 upon: 19 Intentionally Blank DISCONNECTIONS Number of disconnection notices mailed to 20 customers: Number of customer accounts disconnected who 21 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 a) # Electric - heat affected Required **b)** # Electric - heat not affected Required c) # Gas - heat affected 1 0 d) # Gas - heat not affected Required e) Total # disconnected 1 0 Number of customer accounts disconnected 22 seeking protection: CWR period only a) # Electric - heat affected b) # Electric - heat not affected CWR period only c) # Gas - heat affected d) # Gas - heat not affected CWR period only e) Total # disconnected (See Note) 0 Number of customer accounts disconnected for 23

nonpayment (auto-calculation of #21e+ #22e):

Company: Greater Minnesota Gas, Inc. for report period ending: November, 2011

## DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$19,901
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$88
26	<b>Total</b> dollars received from energy assistance programs:	\$1,429
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$244,007
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$66
30	Intentionally Blank	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

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

# **RECONNECTION DATA**



5

5

CWR period only CWR period only

# **37** # Accounts reconnected

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

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[END]

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Minnesota Public Utilities Commission		
Minnesota Cold Weather Rule Compliance Questionna	ire	Version 3
Company Submitting Reply:	Greater Minnesota Gas, Inc.	Required
Reporting Year:	2011	Required
Reporting Period:	December	Required

## Utility Monthly Reports (216B.091)

#### Company: Greater Minnesota Gas, Inc. for report period ending: December, 2011

1 2	Number of Residential Customer Accounts: Number of	3,748
-	Past Due Residential Customer Accounts:	227
3	Number of Cold Weather Protection Requests:	0

# **RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

4	Number of "Right to Appeal"
4	notices mailed to customers:

- 5 Intentionally Blank
- 6 Number of customer accounts granted reconnection <u>request:</u>

0

0

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: December, 2011

# **PAYMENT SCHEDULE (PS)**

Number of "Right to Appeal" notices mailed to 16 customers: a) Number of PS requests received Λ Intentionally Blank 17 Number of PS negotiations mutually agreed 18 upon: 19 Intentionally Blank DISCONNECTIONS Number of disconnection notices mailed to 20 customers: Number of customer accounts disconnected who 21 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 a) # Electric - heat affected Required **b)** # Electric - heat not affected Required c) # Gas - heat affected Required 0 d) # Gas - heat not affected Required e) Total # disconnected 0 0 Number of customer accounts disconnected 22 seeking protection: CWR period only a) # Electric - heat affected b) # Electric - heat not affected CWR period only c) # Gas - heat affected 0 d) # Gas - heat not affected CWR period only e) Total # disconnected (See Note) 0 Number of customer accounts disconnected for

nonpayment (auto-calculation of #21e+ #22e):

Company: Greater Minnesota Gas, Inc. for report period ending: December, 2011

## DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$25,106
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$111
26	<b>Total</b> dollars received from energy assistance programs:	\$3,069
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$417,885
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$111
30	Intentionally Blank	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$0

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

# **RECONNECTION DATA**



3

3

CWR period only CWR period only

# **37** # Accounts reconnected

- **38** # Accounts remaining disconnected **a)** 1-30 days
  - **b)** 31-60 days

  - **c)** 61+ days

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	0
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[END]

2