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April 22, 2014

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

**RE: Compliance Filing of Great Plains Natural Gas Co.
Gas Service Quality Annual Report
Docket No. G-004/M-14-_____**

Dear Dr. Haar:

Great Plains Natural Gas Co. (Great Plains), a Division of MDU Resources Group, Inc., herewith electronically submits its Annual Gas Service Quality Report for the calendar year 2013.

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

Sincerely,

/s/ Tamie Aberle

Tamie Aberle
Director of Regulatory Affairs

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1. Call Center Response Time (Schedule 1)

The reporting metrics are the total number of utility calls, answered by Great Plains' representatives, the percent of calls answered within 20 seconds, and the average speed of answer. The 2013 data is provided on Schedule 1.

Great Plains' call center response time was 85% of calls answered in 20 seconds or less for 2013. In 2013 there were a total of 25,854 calls answered. The average speed of answer data includes all calls, including gas emergency telephone calls.

2. Meter Reading Performance (Schedule 2)

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

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

The 2013 data is provided on Schedule 2.

There were a total of 259,535 meter reads in 2013, of which 99.91% were read by utility contracted personnel, with the remainder self-read by customers. There were two estimated reads in 2013 due to locked gates on customers' premises. Great Plains did not have any meters that went unread for more than 6 months. The average meter-reading staffing level for 2013 was ten people. Great Plains has not deployed AMR in its service area.

3. Involuntary Service Disconnection (Schedule 3)

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

A summary of the Company's Cold Weather Rule Compliance Questionnaires submitted in 2013 pursuant to Minnesota Statutes §§216B.091 and 216B.096, subdivision 11 is included in Schedule 3.

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In 2013 Great Plains sent 18,868 disconnection notices and there were 1,160 customers whose services were disconnected for non-payment.

4. Service Extension Request Response Time (Schedule 4)

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

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

The 2013 data is provided on Schedule 4.

Great Plains received 163 new service extension requests and 1,819 renewed service extension requests in 2013. The renewed service extension statistics do not include reconnection of service to customers disconnected by the Company for non-payment of service. Great Plains currently tracks the service line application date but has not tracked the date the property is ready for the service line installation, therefore the report reflects the time from completion of the service line installation to the date the meter was installed.

5. Customer Deposits (Schedule 5)

The reporting metrics are the total number of customers who were required to make a deposit as a condition of receiving service. The 2013 data is provided on Schedule 5.

Great Plains did not require a deposit as a condition of receiving new service in 2013.

6. Customer Complaints (Schedule 6)

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

- The number of complaints received;
- The number and percentage of complaints by type of complaint;
- The number and percentage of complaints by resolution timeframe;
- The number and percentage of complaints by resolution type; and

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- The number of complaints forwarded to Great Plains by the Minnesota Consumer Affairs Office.

The 2013 data is provided on Schedule 6.

For the 2013 Gas Service Quality Report, Great Plains is providing the following information on customer complaints:

- A) The information presented on Schedule 6 pages 1 through 4 reflect customer complaint data consistent with the reporting of customer complaints in 2011 and 2012, i.e. those customer calls that were escalated to a supervisor for resolution or were forwarded onto the Company by the Office of the Attorney General for resolution.
 - There were 28 customer complaints in 2013, an increase of 12 from the 2012 report.
- B) The information presented on Schedule 6 page 5 specifies the breakdown of all calls received by the action taken, i.e. Emergency, Payment Arrangements, Service Extension and Other. The Other category includes, but is not limited to: current balance inquiries, usage history, request a copy of customer's bill, etc. There were 25,854 calls in 2013.

Great Plains is unable to provide the categorization of all calls by type of complaint, resolution timeframe, and resolution type for 2013. The Company has recently instituted a change in its call tracking procedures that will provide the information necessary to track all calls and report by call type for reporting year 2014. In the interim, Great Plain is providing both the number of complaints described in A) above and a categorization of calls received described in B) above in Schedule 6 to demonstrate the Company's awareness of the types of its customers' inquiries and/or complaints and its ability to resolve any matters in a timely manner.

7. Gas Emergency Response Time (Schedule 7)

The reporting metric is the elapsed time between the time Great Plains was first notified of the emergency and the time that a qualified emergency response person arrives at the incident location and begins to make the area safe. Great Plains reports all calls coded as emergency calls including fire, gas odor, and line hits. Emergency response times are reported as calls responded to in one hour or less and calls responded to in over one hour. This same information, in total, is reported in the Emergency Response Report to the Minnesota Office of Pipeline Safety (MNOPS). The 2013 data is provided on Schedule 7. Great Plains has also included copies of its 2013 bi-monthly Emergency Response Reporting Forms in Schedule 7.

In 2013, the percent of emergency calls responded to in less than one hour was 97% which was a decrease compared to 100% in 2012. There were a total of eight calls (or 3%) where the call response time exceeded one hour. There were

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289 total calls answered in 2013, which was a decrease of 21% from 2012. The average response time in 2013 was 17 minutes.

8. Mislocates (Schedule 8)

The reporting metric is to report data on mislocates by providing the monthly number of locate requests received through the Minnesota Gopher State One Call system and the number of mislocates that resulted in a damage to a gas line, including the number of times a line is damaged due to a mismarked line or failure to mark a line. The 2013 data is provided on Schedule 8.

Mislocates increased from 1 in 2012 to 14 in 2013. There were a total of 6,867 locate tickets in 2013, a decrease of 8.3% from 2012.

9. Gas System Damage (Schedule 9)

The reporting metric is the number of gas lines damaged (or hit), categorized according to whether the damage was caused by Great Plains' employees or contractors, or whether the damage was due to any other unplanned cause. The 2013 data is provided on Schedule 9. Also provided on Schedule 9 is the number of miles of distribution and transmission pipe Great Plains operates in Minnesota and a per 100 miles of pipe damage rate calculation. Great Plains has also included copies of its 2013 Annual Utility Damage Report Forms in Schedule 9.

Gas system damages decreased from 68 in 2012 to 41 in 2013. Of the 41 damages in 2013, nine were under the control of Great Plains' employees and contractors.

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

10. Gas Service Interruption (Schedule 10)

The reporting metric is to report data on all gas service interruptions, including the number of customers affected and the average duration of the outage, categorized according to whether the interruption was caused by Great Plains' employees or contractors, or whether the interruption was due to any other unplanned cause. The 2013 data is provided on Schedule 10.

Great Plains had a total of 48 gas service interruptions in 2013 affecting a total of 115 customers. There was one gas service interruption reportable to MNOPS in 2013.

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11. Gas Emergency Phone Response Time (Schedule 11)

The reporting metrics are the total number of utility calls answered by Great Plains' representatives, the percent of calls answered within 20 seconds, and the average speed of answer. The 2013 data is provided on Schedule 11.

The average percent of calls answered within 20 seconds or less decreased marginally from 83.75% in 2012 to 83.47% in 2013. The average speed of answer increased from 13 seconds in 2012 to 16 seconds in 2013. There were a total of 1,421 calls coming into the system as emergency calls in 2013.

For 2013, Great Plains exceeded its internal performance goal of answering at least 80 percent of all includes, including emergencies, within 20 seconds.

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

The reporting metric is the amount of customer service related operation and maintenance expenses incurred on behalf of Minnesota customers based on the costs recorded in FERC accounts 901 and 903 plus payroll taxes and benefits. The 2013 data is provided on Schedule 12.

Customer service related expenses increased from \$347,607 in 2012 to \$364,517 in 2013.

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Call Center Response Times

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Service Level - % of Calls answered in 20 seconds or less.	85%	88%	85%	84%	81%	81%	84%	83%	89%	89%	83%	85%	87%
Average Speed of Answer (in seconds) 1/	21	10	14	22	35	25	23	25	15	22	27	17	20
Total Calls Answered	25,854	2,468	1,858	2,055	2,257	2,220	1,922	2,193	2,114	2,091	2,989	1,915	1,772

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

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Meter Reading Performance

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Total number of meters	259,535	21,624	21,631	21,625	21,606	21,598	21,593	21,554	21,575	21,603	21,655	21,720	21,751
Meters read by utility personnel													
Residential	219,010	18,474	18,373	18,440	18,569	18,466	18,221	17,995	17,864	17,721	18,062	18,297	18,528
Commercial	40,300	3,126	3,238	3,162	3,037	3,108	3,351	3,537	3,687	3,861	3,593	3,400	3,200
Total	259,310	21,600	21,611	21,602	21,606	21,574	21,572	21,532	21,551	21,582	21,655	21,697	21,728
%	99.91%	99.89%	99.91%	99.90%	100.00%	99.89%	99.90%	99.90%	99.89%	99.90%	100.00%	99.90%	99.89%
Meters self-read by customer													
Residential	223	24	20	22	0	24	21	22	24	21	0	22	23
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	223	24	20	22	0	24	21	22	24	21	0	22	23
%	0.09%	0.11%	0.09%	0.10%	0.00%	0.11%	0.10%	0.10%	0.11%	0.10%	0.00%	0.10%	0.11%
Meters - estimated													
Residential	2	0	0	1	0	0	0	0	0	0	0	1	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	2	0	0	1	0	0	0	0	0	0	0	1	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Meters not read for 6-12 months													
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Meters not read for 13+ months													
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Meter reading staffing levels													
North	5 1/	5	5	4	3	4	5	5	5	5	5	5	5
South	5 1/	5	5	4	3	5	5	4	5	4	5	5	6
Total	10 1/	10	10	8	6	9	10	9	10	9	10	10	11

1/ Average

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Involuntary Service Disconnections

		Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Number of Residential Customer Accounts:	219,235	18,498	18,393	18,463	18,569	18,490	18,242	18,017	17,888	17,742	18,062	18,320	18,551
2	Number of Past Due Residential Customer Accounts:	35,336	2,180	2,520	2,650	2,653	2,799	3,490	3,712	3,865	3,755	2,814	2,522	2,376
3	Number of Cold Weather Protection Requests:	29	0	0	0	0	0	0	0	0	0	21	8	0
Reconnection as of Cold Weather Months														
4	Number of "Right to Appeal" notices mailed to customers:	29	0	0	0	0	0	0	0	0	0	21	8	0
5	<i>Intentionally Blank</i>													
6	Number of customer accounts granted reconnection <u>request</u> :	29	0	0	0	0	0	0	0	0	0	21	8	0
Payment Schedule (PS)														
16	Number of "Right to Appeal" notices mailed to customers													
a)	Number of PS requests received	29	0	0	0	0	0	0	0	0	0	21	8	0
17	<i>Intentionally Blank</i>													
18	Number of PS negotiations mutually agreed upon:	29	0	0	0	0	0	0	0	0	0	21	8	0
19	<i>Intentionally Blank</i>													

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Involuntary Service Disconnections

		Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Disconnections														
20	Number of disconnection notices mailed to customers	18,868	1,655	1,475	2,148	2,452	2,093	1,459	1,632	977	921	962	1,178	1,916
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 <i>All other months, use 1st column only</i>													
a)	# Electric - heat affected	na	na	na	na	na	na	na	na	na	na	na	na	na
b)	# Electric - heat not affected	na	na	na	na	na	na	na	na	na	na	na	na	na
c)	# Gas - heat affected	1,160	1	0	1	75	405	182	221	139	94	36	6	0
d)	# Gas - heat not affected	0	0	0	0	0	0	0	0	0	0	0	0	0
e)	Total # disconnected	<u>1,160</u>	<u>1</u>	<u>0</u>	<u>1</u>	<u>75</u>	<u>405</u>	<u>182</u>	<u>221</u>	<u>139</u>	<u>94</u>	<u>36</u>	<u>6</u>	<u>0</u>
22	Number of customer accounts disconnected seeking protection:													
a)	# Electric - heat affected	na	na	na	na	na	na	na	na	na	na	na	na	na
b)	# Electric - heat not affected	na	na	na	na	na	na	na	na	na	na	na	na	na
c)	# Gas - heat affected	0	0	0	0	0	0	0	0	0	0	0	0	0
d)	# Gas - heat not affected	0	0	0	0	0	0	0	0	0	0	0	0	0
e)	Total # disconnected (See Note)	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	1,160	1	0	1	75	405	182	221	139	94	36	6	0

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Service Extension Request Response Times

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
New Service Extensions 1/													
Residential													
Number of Extensions	132	1	0	5	2	16	13	17	14	24	34	6	0
Average Days to Complete	15	3	0	18	1	23	27	41	24	18	23	7	0
Commercial													
Number of Extensions	31	0	0	0	1	2	2	5	1	11	5	4	0
Average Days to Complete	12	0	0	0	6	10	48	28	1	13	23	12	0
Renewed Service Extensions 2/													
Residential													
Number of Extensions	1,548	64	32	25	22	49	65	76	129	173	519	283	111
Average Days to Complete	1	1	1	1	1	1	1	1	1	1	1	1	1
Commercial													
Number of Extensions	271	16	12	9	10	10	2	14	10	26	76	52	34
Average Days to Complete	1	1	1	1	1	1	1	1	1	1	1	1	1

1/ New service requests for locations not previously served.

2/ Service requests for locations previously served.

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Customer Deposits

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

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

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Number of Customer Complaints

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Residential	28	1	0	1	0	6	3	5	1	3	8	0	0
Commercial	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total	28	1	0	1	0	6	3	5	1	3	8	0	0

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Number & Percentage of Customer Complaints by Type

	Total		Jan		Feb		Mar		Apr		May		June		July		Aug		Sept		Oct		Nov		Dec	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Residential																										
Billing Errors	7	25%	0	0%	0	0%	1	100%	0	0%	2	33%	1	33%	1	20%	0	0%	0	0%	2	25%	0	0%	0	0%
Inaccurate Metering	1	4%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%	0	0%	0	0%	0	0%
Wrongful Disconnection	13	46%	1	0%	0	0%	0	0%	0	0%	3	50%	2	67%	3	60%	1	100%	0	0%	3	38%	0	0%	0	0%
High Bills	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Inadequate Service	4	14%	0	0%	0	100%	0	0%	0	0%	1	17%	0	0%	1	20%	0	0%	1	33%	1	13%	0	0%	0	0%
Service-Extension Interval	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Service-Restoration Interval	3	11%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%	2	25%	0	0%	0	0%
Payment Arrangements	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Total Residential	28	100%	1	0%	0	100%	1	100%	0	0%	6	100%	3	100%	5	100%	1	100%	3	100%	8	100%	0	0%	0	0%
Commercial																										
Billing Errors	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Inaccurate Metering	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Wrongful Disconnection	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
High Bills	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Inadequate Service	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Service-Extension Interval	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Service-Restoration Interval	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Payment Arrangements	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Total Commercial	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

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Number & Percentage of Customer Complaints by Resolution Timeframe

	Total		Jan		Feb		Mar		Apr		May		June		July		Aug		Sept		Oct		Nov		Dec	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Residential																										
Immediate	27	96%	1	0%	0	0%	1	0%	0	0%	6	100%	3	100%	5	100%	1	100%	3	100%	7	88%	0	0%	0	0%
Within 10 Days	1	4%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	13%	0	0%	0	0%
Greater Than 10 Days	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Unresolved	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Total Residential	28	100%	1	0%	0	0%	1	0%	0	0%	6	100%	3	100%	5	100%	1	100%	3	100%	8	100%	0	0%	0	0%
Commercial																										
Immediate	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Within 10 Days	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Greater Than 10 Days	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Unresolved	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Total Commercial	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2013**

Number & Percentage of Customer Complaints by Resolution Type

	Total		Jan		Feb		Mar		Apr		May		June		July		Aug		Sept		Oct		Nov		Dec	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Residential																										
Agree	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Compromise	1	4%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%	0	0%	0	0%	0	0%
Demonstrate	1	4%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%	0	0%	0	0%	0	0%
Refuse	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Not Assigned	26	93%	1	100%	0	0%	1	100%	0	0%	6	100%	3	100%	5	100%	1	100%	1	33%	8	100%	0	0%	0	0%
Total Residential	28	100%	1	100%	0	0%	1	100%	0	0%	6	100%	3	100%	5	100%	1	100%	3	100%	8	100%	0	0%	0	0%
Commercial																										
Agree	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Compromise	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Demonstrate	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Refuse	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Not Assigned	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Total Commercial	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2013

Number of Customer Complaints by Type - General Inquiry

	Total		January		February		March		April		May		June		July		August		September		October		November		December	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Emergency	1,421	5%	161	6%	161	9%	131	6%	97	4%	83	3%	70	4%	110	5%	72	3%	102	5%	143	5%	113	5%	178	11%
Payment Arrangements	3,240	13%	311	13%	211	11%	325	16%	359	16%	288	13%	277	14%	263	12%	287	14%	231	11%	265	9%	204	11%	219	12%
Service Extension	5,732	22%	344	14%	306	16%	343	17%	404	18%	390	18%	444	23%	572	26%	568	27%	621	30%	902	30%	495	26%	343	19%
Other	15,461	60%	1,652	67%	1,180	64%	1,256	61%	1,397	62%	1,459	66%	1,131	59%	1,248	57%	1,187	56%	1,137	54%	1,679	56%	1,103	58%	1,032	58%
Total	25,854	100%	2,468	100%	1,858	100%	2,055	100%	2,257	100%	2,220	100%	1,922	100%	2,193	100%	2,114	100%	2,091	100%	2,989	100%	1,915	100%	1,772	100%

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2013**

Number of Customer Complaints Received from MN Consumer Affairs Office

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



705 West Fir Avenue

Mailing Address:

P.O. Box 176

Fergus Falls, MN 56538-0176

(877) 267-4764

April 22, 2014

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

**RE: Compliance Filing of Great Plains Natural Gas Co.
Annual Summary of Customer Complaints
Docket No. G-004/M-14_____**

Dear Dr. Haar:

Great Plains Natural Gas Co. (Great Plains), a Division of MDU Resources Group, Inc., herewith electronically submits its 2013 Annual Summary of Customer Complaints pursuant to Minnesota Rule 7820.0500.

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

Sincerely,

/s/ Tamie Aberle

Tamie Aberle
Director of Regulatory Affairs

Minnesota Public Utilities Commission

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

ANNUAL SUMMARY OF CUSTOMER COMPLAINTS

for Year Ending 12/31/2013

in accordance with Minn. Rule 7820.0500

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

I. Complaint Type

- A. Billing Errors
- B. Inaccurate Metering
- C. Wrongful Disconnection
- D. High Bills
- E. Inadequate Service
- F. Service-Extension Interval
- G. Service-Restoration Interval
- H. Payment Arrangements
- Total Complaints

Residential		
Number Received	Number Resolved	Number Unresolved
7	7	
1	1	
13	13	
0	0	
4	4	
0	0	
3	3	
0	0	
28	28	

Commercial		
Number Received	Number Resolved	Number Unresolved
0		
0		
0		
0		
0		
0		
0		
0		
0		

Industrial		
Number Received	Number Resolved	Number Unresolved
0		
0		
0		
0		
0		
0		
0		
0		
0		

Government		
Number Received	Number Resolved	Number Unresolved
0		
0		
0		
0		
0		
0		
0		
0		
0		

II. Number of Customers

	2013	2012	Change
Residential	18,341	18,203	138
Commercial/Industrial	2,757	2,652	105
Interruptible	149	168	(19)
Total	21,247	21,023	224

Minnesota Public Utilities Commission

Consumer Affairs Office

121 7th Place East #350

St. Paul, MN 55101-2147

ANNUAL SUMMARY OF MPUC, OAG, AND OTHER CUSTOMER COMPLAINTS

for Year Ending 12/31/2013

MPUC

I. Complaint Type

- A. Billing Errors
- B. Inaccurate Metering
- C. Wrongful Disconnection
- D. High Bills
- E. Inadequate Service
- F. Service-Extension Interval
- G. Service-Restoration Interval
- H. Payment Arrangements
- Total Complaints

Residential		
Number Received	Number Resolved	Number Unresolved
1	1	
1	1	

Commercial		
Number Received	Number Resolved	Number Unresolved

Industrial		
Number Received	Number Resolved	Number Unresolved

Government		
Number Received	Number Resolved	Number Unresolved

OAG

I. Complaint Type

- A. Billing Errors
- B. Inaccurate Metering
- C. Wrongful Disconnection
- D. High Bills
- E. Inadequate Service
- F. Service-Extension Interval
- G. Service-Restoration Interval
- H. Payment Arrangements
- Total Complaints

Residential		
Number Received	Number Resolved	Number Unresolved

Commercial		
Number Received	Number Resolved	Number Unresolved

Industrial		
Number Received	Number Resolved	Number Unresolved

Government		
Number Received	Number Resolved	Number Unresolved

OTHER

I. Complaint Type

- A. Billing Errors
- B. Inaccurate Metering
- C. Wrongful Disconnection
- D. High Bills
- E. Inadequate Service
- F. Service-Extension Interval
- G. Service-Restoration Interval
- H. Payment Arrangements
- Total Complaints

Residential		
Number Received	Number Resolved	Number Unresolved
7	7	
13	13	
4	4	
3	3	
27	27	

Commercial		
Number Received	Number Resolved	Number Unresolved

Industrial		
Number Received	Number Resolved	Number Unresolved

Government		
Number Received	Number Resolved	Number Unresolved

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2013**

Gas Emergency Response Times

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Calls Responded to in 1 hour or less	281	27	38	27	29	33	19	13	16	24	20	16	19
Percentage	97%	96%	100%	100%	100%	100%	95%	81%	94%	100%	91%	100%	100%
Calls Responded to in over 1 hour	8	1	0	0	0	0	1	3	1	0	2	0	0
Percentage	3%	4%	0%	0%	0%	0%	5%	19%	6%	0%	9%	0%	0%
Total Calls	289	28	38	27	29	33	20	16	17	24	22	16	19
Average Response Time (in minutes)	17	19	20	18	16	16	14	22	20	13	23	14	13



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form CY 2013

Reporting Company: Great Plains Natural Gas Co.

Circle Reporting Period:

Contact Person: Mike Schoepp

☒ January/February

☐ March/April

Phone: 701-224-5857

☐ May/June

☐ July/August

Email Address: mike.schoepp@mdu.com

☐ September/October

☐ November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	54	18			
> 10 min. to 20 min.	8	26			
> 20 min. to 40 min.	4	13			
> 40 min. to 60 min.		8			
> 60 min. to 80 min.		1			
> 80 min. to 100 min.					
> 100 min. to 120 min.					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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

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

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

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

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

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

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

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

Email: Dps.Mnops.Response@state.mn.us
or Fax: 651-296-9641

For more information call 651-201-7230



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form CY 2013

Reporting Company: Great Plains Natural Gas Co.

Circle Reporting Period:

Contact Person: Mike Schoepp

January/February

March/April

Phone: 701-224-5857

May/June

July/August

Email Address: mike.schoepp@mdu.com

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	48	28			
> 10 min. to 20 min.	6	8			
> 20 min. to 40 min.	1	16			
> 40 min. to 60 min.	1	4			
> 60 min. to 80 min.					
> 80 min. to 100 min.					
> 100 min. to 120 min.					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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Circle Reporting Period:

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January/February

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Phone: 701-224-5857

May/June

July/August

Email Address: mike.schoepp@mdu.com

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	49	25			
> 10 min. to 20 min.	2	14			
> 20 min. to 40 min.	2	11			
> 40 min. to 60 min.		2			
> 60 min. to 80 min.		1			
> 80 min. to 100 min.					
> 100 min. to 120 min.					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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

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Circle Reporting Period:

Contact Person: Mike Schoepp

January/February

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Phone: 701-224-5857

May/June

July/August

Email Address: mike.schoepp@mdu.com

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	26	14			
> 10 min. to 20 min.	3	8			
> 20 min. to 40 min.	1	5			
> 40 min. to 60 min.	2	2			
> 60 min. to 80 min.	1	3			
> 80 min. to 100 min.		1			
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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

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January/February

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Phone: 701-224-5857

May/June

July/August

Email Address: mike.schoepp@mdu.com

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	39	23			
> 10 min. to 20 min.	5	7			
> 20 min. to 40 min.	2	12			
> 40 min. to 60 min.		2			
> 60 min. to 80 min.		1			
> 80 min. to 100 min.					
> 100 min. to 120 min		1			
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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

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Emergency Response Reporting Form CY 2013

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January/February

March/April

Phone: 701-224-5857

May/June

July/August

Email Address: mike.schoepp@mdu.com

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	32	19			
> 10 min. to 20 min.	3	8			
> 20 min. to 40 min.		7			
> 40 min. to 60 min.		1			
> 60 min. to 80 min.					
> 80 min. to 100 min.					
> 100 min. to 120 min.					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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

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**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2013**

Mislocate Rates

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Number of Mislocates	14	1	0	0	0	4	2	1	0	4	1	1	0
Not Marked Line	12	0	0	0	0	4	1	1	0	4	1	1	0
Mis-Marked Line	2	1	0	0	0	0	1	0	0	0	0	0	0
Number of Locate Tickets 1/	6,867	156	100	119	371	1,158	916	877	858	833	897	462	120
Number of Mislocates per 1000 Locate Tickets	2.04	6.41	0.00	0.00	0.00	3.45	2.18	1.14	0.00	4.80	1.11	2.16	0.00

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

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2013**

Gas System Damage

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Damage Under the Control of Great Plains'													
Employees and Contractors	9	0	0	0	0	1	0	0	3	3	2	0	0
Damage - All Other Causes	32	1	0	0	0	5	6	5	2	7	4	2	0
Total Number of Damages	41	1	0	0	0	6	6	5	5	10	6	2	0
Miles of Pipe 1/	515	515	515	515	515	515	515	515	515	515	515	515	515
Damage per 100 Miles of Pipe													
Under the Control of Great Plains'													
Employees and Contractors	1.75	0.00	0.00	0.00	0.00	0.19	0.00	0.00	0.58	0.58	0.39	0.00	0.00
All Other Causes	6.21	0.19	0.00	0.00	0.00	0.97	1.17	0.97	0.39	1.36	0.78	0.39	0.00
Total	7.96	0.19	0.00	0.00	0.00	1.16	1.17	0.97	0.97	1.94	1.17	0.39	0.00

1/ Total miles of distribution (450.051) and transmission (64.85) main operated in Minnesota as of December 31, 2013.

MINNESOTA OFFICE OF PIPELINE SAFETY

ANNUAL UTILITY DAMAGE REPORT FORM – CALENDAR YEAR 2013

Part A) General Information -

Utility Name: GREAT PLAINS NATURAL GAS CO.	Area / Division / System ID: 6690
Contact Person & Title: AMY ASCHE, PIPELINE SAFETY SPECIALIST	Phone #701-222-7768
e-mail address: AMY.ASCHE@MDU.COM	Fax #: 701-222-7853
Utility Type: (Check One – <i>please submit one form for each utility operated</i>) <input type="checkbox"/> Transmission Pipeline <input checked="" type="checkbox"/> Distribution Gas <input type="checkbox"/> Electric <input type="checkbox"/> Communication <input type="checkbox"/> Municipal-Water & Sewer <input type="checkbox"/> Other - Specify _____	

Part B) Number of Locates and Number of Damages -

6471	Number of Locate Requests for the calendar year.
16	On-going project damages. How many damages occurred on on-going projects (typically projects are excavation activities lasting 14 days or more)
25	Remaining damages occurring in situations other than on-going projects.

Part C) Cause of Damage -

4	1) Locates were not requested through GSOC	No or Inadequate Excavation Notice (ticket).
0	2) Relying on someone else's ticket	
3	3) Excavated prior to legal start time	
0	4) Expired Locate / Ticket	
0	5) Excavation outside requested area	
12	6) No Hand Digging /Hit While Excavating	
1	7) Marks Not Maintained By Excavator	
2	8) Failure to Support and Protect Facility	
5	9) Damage Done by Non Power Equipment (Hand Digging Damage)	
12	10) Not Marked	Mis-locate
2	11) Mis-Marked	

-Optional- Part D) Confidentiality Statement -

MINNESOTA OFFICE OF PIPELINE SAFETY

ANNUAL UTILITY DAMAGE REPORT FORM – CALENDAR YEAR 2013

Part A) General Information -

Utility Name: GREAT PLAINS NATURAL GAS CO.	Area / Division / System ID: 6690
Contact Person & Title: AMY ASCHE, PIPELINE SAFETY SPECIALIST	Phone #701-222-7768
e-mail address: AMY.ASCHE@MDU.COM	Fax #: 701-222-7853

Utility Type: (Check One – *please submit one form for each utility operated*)

☒ Transmission Pipeline
 ☐ Distribution Gas
 ☐ Electric
 ☐ Communication
 ☐ Municipal-Water & Sewer
☐ Other - Specify _____

Part B) Number of Locates and Number of Damages -

396	Number of Locate Requests for the calendar year.
0	On-going project damages. How many damages occurred on on-going projects (typically projects are excavation activities lasting 14 days or more)
0	Remaining damages occurring in situations other than on-going projects.

Part C) Cause of Damage -

0	1) Locates were not requested through GSOC	No or Inadequate Excavation Notice (ticket).
0	2) Relying on someone else's ticket	
0	3) Excavated prior to legal start time	
0	4) Expired Locate / Ticket	
0	5) Excavation outside requested area	
0	6) No Hand Digging /Hit While Excavating	
0	7) Marks Not Maintained By Excavator	
0	8) Failure to Support and Protect Facility	
0	9) Damage Done by Non Power Equipment (Hand Digging Damage)	
0	10) Not Marked	Mis-locate
0	11) Mis-Marked	

-Optional- Part D) Confidentiality Statement -

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2013**

Gas Service Interruptions

	<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Due to Employees/Contractors													
Number of Customers	112	0	0	0	0	2	0	0	10	36	64	0	0
Number of Outages	7	0	0	0	0	1	0	0	2	2	2	0	0
Average Duration of Outage (in minutes)	250	0	0	0	0	120	0	0	159	258	399	0	0
Due to Other Unplanned Causes													
Number of Customers	109	0	0	0	0	25	3	10	47	18	4	2	0
Number of Outages	22	0	0	0	0	4	3	3	1	5	4	2	0
Average Duration of Outage (in minutes)	326	0	0	0	0	178	1,165	220	781	171	115	108	0
Total Interruptions													
Number of Customers	221	0	0	0	0	27	3	10	57	54	68	2	0
Number of Outages	29	0	0	0	0	5	3	3	3	7	6	2	0
Average Duration of Outage (in minutes)	308	0	0	0	0	166	1,165	220	366	196	210	108	0
Duration in Minutes													
Due to Employees/Contracts	1,752	0	0	0	0	120	0	0	318	516	798	0	0
Due to Others	7,176	0	0	0	0	712	3,495	660	781	853	459	216	0
	8,928	-	-	-	-	832	3,495	660	1,099	1,369	1,257	216	-

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2013**

Emergency Line Response Times

	Total	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Service Level - % of Calls answered in 20 seconds or less.	83.47%	84.66%	85.63%	83.45%	82.08%	91.28%	75.95%	83.76%	88.16%	88.39%	72.50%	85.62%	80.21%
Average Speed of Answer (in seconds)	16	13	16	12	16	6	19	12	12	7	36	11	28
Total Calls Answered	1,421	161	161	131	97	83	70	110	72	102	143	113	178

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2013**

Customer Service Related Expenses

		<u>Total</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Customer Service Related Expenses	1/	\$364,517	\$32,724	\$27,026	\$34,492	\$31,694	\$33,501	\$28,922	\$29,871	\$29,018	\$26,814	\$29,388	\$33,885	\$27,182

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