

MICHAEL J. AHERN
(612) 340-2881
FAX (612) 340-2643
ahern.michael@dorsey.com

July 24, 2014

VIA ELECTRONIC FILING

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

Re: Minnesota Energy Resources Corporation's (MERC's) 2013 Annual Service
Quality Report (Report)
Docket No. G011/M-14-365
Updated Attachments 1 and 6

Dear Dr. Haar:

In its initial filing, MERC provided data related to the total number of call center calls, total number of emergency calls, the average telephone answer time, and the percentage of calls that were answered within 15 seconds. The information was from 2012 and should have been updated for the 2013 filing. An updated Attachment 1: Call Center Response Time and Attachment 6: Answer Time for Gas Emergency Phone Lines, for 2013, are attached as Attachment 1-b and 6-b. These updated attachments include the percentage of emergency phone calls answered within 15 seconds for 2013. MERC will submit updated Rule 7820.0500 reports for 2012 and 2013 and a clarification regarding the number of complaints received in July 2013 as soon as possible.

Thank you for your attention to this matter.

Sincerely yours,

/s/ Michael J. Ahern

Michael J. Ahern

Calls answered within 20 seconds

Attachment 1-b

2013	January	February	March	April	May	June	July	August	September	October	November	December	AVERAGE	TOTAL
Total calls	34,839	31,537	35,389	34,991	37,541	34,779	30,452	26,133	25,201	35,006	26,038	45,498	33,117	397,404
Average speed of answer	19	20	19	21	17	20	17	20	18	20	17	20	19	
% answered in 20 seconds	80.56%	80.05%	81.74%	80.97%	81.53%	80.88%	82.85%	82.24%	81.48%	80.86%	82.02%	81.47%	81.39%	
Completed														

Answer time for gas emergency phone lines

2013

	January	February	March	April	May	June	July	August	September	October	November	December	AVERAGE	TOTAL
Total calls	1,767	1,475	1,479	1,350	1,588	1,816	1,219	1,187	1,132	1,714	1,447	2,837	1,584	19,011
Average speed of answer	7	7	6	7	6	7	7	7	6	6	8	8	7	
% answered in 15 seconds	92.81%	92.65%	92.60%	92.36%	92.97%	91.36%	92.39%	91.88%	92.68%	95.72%	92.61%	91.85%	92.7%	

Answer time for gas emergency phone lines

	2013												AVERAGE	TOTAL
	January	February	March	April	May	June	July	August	September	October	November	December		
Total calls	1,767	1,475	1,479	1,350	1,588	1,816	1,219	1,187	1,132	1,714	1,447	2,837	1584	19,011
Average speed of answer	7	7	6	7	6	7	7	7	6	6	8	8	6.8	
% answered in 15 seconds	92.81%	92.65%	92.60%	92.36%	92.97%	91.36%	92.39%	91.88%	92.68%	95.72%	92.61%	91.85%	92.7%	

Tech Response Time From Time of Call to Arrival

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Calls responded to in Under 1 hour	562	424	421	389	499	784	374	408	378	574	610	623	6046
Calls responded to in Over 1 hour	13	14	14	7	19	77	17	12	11	18	24	34	260
Total Calls	575	438	435	396	518	861	391	420	389	592	634	657	6306

Calls responded to in Under 1 hour

	NW region	NE region	CN region	SE region	SW region	Total
January	74	108	137	186	57	562
February	56	86	97	138	47	424
March	66	73	88	124	70	421
April	50	74	87	134	44	389
May	74	99	118	142	66	499
June	235	92	230	174	53	784
July	50	72	94	114	44	374
August	58	71	105	136	38	408
September	43	76	95	125	39	378
October	84	115	144	165	66	574
November	78	97	181	189	65	610
December	84	95	185	181	78	623
Totals	952	1058	1561	1808	667	6046

MERC Emergency response time in minutes	Month
January	0:27:06
February	0:26:55
March	0:27:31
April	0:25:50
May	0:26:16
June	0:43:17
July	0:27:40
August	0:28:20
September	0:27:25
October	0:26:42
November	0:28:52
December	0:30:50
YTD Total 2013	0:28:54

MERC's emergency response time target is 30 minutes

Calls responded to in Over 1 hour

	NW region	NE region	CN region	SE region	SW region	Total
January	6	2	1	1	3	13
February	4	2	2	2	4	14
March	4	2	3	2	3	14
April	1	0	1	1	4	7
May	11	2	1	1	4	19
June	25	2	43	3	4	77
July	5	2	4	1	5	17
August	2	2	5	1	2	12
September	2	0	3	2	4	11
October	6	3	6	1	2	18
November	6	4	6	1	7	24
December	7	6	11	6	4	34
Totals	79	27	86	22	46	260

note: Central increase in June due to odorizer malfunction
 NW MN June increase due to odorize malfunction due to lightning strike

calls in under and over an hour and tech response time completed

completed Dave Perron for response, Kathy Thoun for emergency call info

Emergency reponse time

2013	January	February	March	April	May	June	July	August	September	October	November	December	Total
Total calls	575	438	435	396	518	861	391	420	389	592	634	657	6306
# responded to in < 1 hour	562	424	421	389	499	784	374	408	378	574	610	623	6046
% responded to in < 1 hour	97.7%	96.8%	96.8%	98.2%	96.3%	91.1%	95.7%	97.1%	97.2%	97.0%	96.2%	94.8%	95.9%
# responded to in > 1 hour	13	14	14	7	19	77	17	12	11	18	24	34	260
% responded to in > 1 hour	2.3%	3.3%	3.3%	1.8%	3.8%	9.8%	4.5%	2.9%	2.9%	3.1%	3.9%	5.5%	4.1%
Average minutes to respond	0:27:06	0:26:55	0:27:31	0:25:50	0:26:16	0:43:17	0:27:40	0:28:20	0:27:25	0:26:42	0:28:52	0:30:50	0:28:54

AFFIDAVIT OF SERVICE

STATE OF MINNESOTA)
) ss
COUNTY OF HENNEPIN)

Kristin M. Stastny hereby certifies that on the 24th day of July, 2014, on behalf of Minnesota Energy Resources Corporation (MERC) she electronically filed a true and correct copy of MERC's Updated Attachments 1 and 6 on www.edockets.state.mn.us. Said document was also served via U.S. mail and electronic service as designated on the attached service list.

/s/ Kristin M. Stastny
Kristin M. Stastny

Subscribed and sworn to before me
this 24th Day of July, 2014.

/s/ Alice Jaworski
Notary Public, State of Minnesota

[illegible]

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Eric	Swanson	eswanson@winthrop.com	Winthrop Weinstine	225 S 6th St Ste 3500 Capella Tower Minneapolis, MN 554024629	Electronic Service	No	OFF_SL_14-365_M-14-365
Gregory	Walters	gjwalters@minnesotaenergyresources.com	Minnesota Energy Resources Corporation	3460 Technology Dr. NW Rochester, MN 55901	Electronic Service	No	OFF_SL_14-365_M-14-365