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May 1, 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 Gas Service Quality Standards Report
Docket No. G007,011/M-14-__

Dear Dr. Haar:

Enclosed for filing is Minnesota Energy Resources Corporation's (MERC's) Annual Gas Service Quality Standards Report for 2013.

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

Sincerely yours,

/s/ Michael J. Ahern

Michael J. Ahern

cc: Service List

STATE OF MINNESOTA
BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

Beverly Jones Heydinger
David C. Boyd
Nancy Lange
Dan Lipschultz
Betsy Wergin

Chair
Commissioner
Commissioner
Commissioner
Commissioner

In the Matter of the Annual Service Quality
Report for Minnesota Energy Resources
Corporation for 2013

Docket No. G007,011/M-14-__

ANNUAL SERVICE QUALITY REPORT

Minnesota Energy Resources Corporation (“MERC” or the “Company”) submits this Annual Report for 2013 in compliance with the Minnesota Public Utilities Commission’s August 26, 2010 Order Setting Reporting Requirements in Docket No. G-999/CI-09-409 and March 6, 2012, Order Accepting Reports and Setting Further Requirements in Docket No. G-007,011/M-10-374.

A. Call Center Response Time

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

MERC Response: The required information is provided in Attachment 1.

B. Meter Reading Performance Data

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

7826.1400 REPORTING METER-READING PERFORMANCE.

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

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

MERC Response: The required information is provided in Attachment 2. The data for self reads includes both estimates and customer self reads.

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

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

C. Involuntary Service Disconnections

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

MERC Response: MERC refers to its monthly reports filed with the Commission under Minn. Stat. §§ 216B.091 and 216B.096, and attached to this report as Attachment 3. In particular:

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

D. Service Extension Requests

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

7826.1600 REPORTING SERVICE EXTENSION REQUEST RESPONSE TIMES.

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

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

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

MERC Response: The required information is provided in Attachment 4. “New installs” represent new service requests at locations where no gas service exists, either because the location is new construction or because an alternate fuel source has been used there previously. “Existing” installs represent any building that has previously had natural gas service, where the service has previously been disconnected.

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

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

E. Customer Deposits

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

7826.1900 REPORTING CUSTOMER DEPOSITS.

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

MERC Response: Sixteen customers were required to make deposits in 2013, all due to diversion (theft).

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

MERC Response: MERC had 16 new deposits in 2013 and all were required from customers because of theft of service. In total, MERC holds 625 deposits.

F. Customer Complaints

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

7826.2000 REPORTING CUSTOMER COMPLAINTS.

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

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

MERC Response: The required information is provided in Attachment 5.

G. Telephone Answer Times

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

MERC Response: The required information is provided in Attachment 6.

H. Mislocates

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

MERC Response: The required information is provided in Attachment 7. All of the mislocates noted in Attachment 7 resulted in a damaged line.

I. Damaged Gas Lines

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

MERC Response: The required information is provided in Attachment 8.

J. Service Interruptions

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

MERC Response: The required information is provided in Attachment 9.

K. MOPS Reportable Events

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

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

MERC Response: The required information is provided in Attachment 10.

L. Notification of Reportable Events

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

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

M. Gas Emergency Response Times

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

MERC Response: The required information is provided in Attachment 6. The gas emergency call response times include all calls reporting a suspected gas leak, as well as all line hits.

In its March 6, 2012, Order Setting Further Reporting Requirements, the Commission also requested utilities to describe the types of gas emergency calls included in their gas emergency response times, as well as the types of emergency calls included in their reports to the Minnesota Office of Pipeline Safety (MOPS). Further, utilities must explain any difference between the reports provided to the Commission and MOPS.

MERC Response: The information provided in Attachment 6 includes response time for all calls reporting a suspected gas leak and line hits. The information in Attachment 6 is the same information provided to MOPS.

N. Customer-Service Related Operations and Maintenance Expenses

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

MERC Response: The required information is provided in Attachment 11.

Calls answered within 20 seconds

2013	January	February	March	April	May	June	July	August	September	October	November	December
Total calls	27,186	26,062	27,281	27,336	29,152	25,052	25,125	25,125	25,867	34,098	27,905	27,662
Average speed of answer	19	20	21	22	21	17	16	19	19	23	18	18
% answered in 20 seconds	80.14%	81.19%	80.03%	80.30%	80.72%	83.69%	84.15%	83.19%	81.95%	79.13%	82.32%	81.78%
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	1,628	1,312	1,235	1,244	1,339	1,279	1,337	1,317	1,401	1,720	1,912	1,617	1,445	17,341
Average speed of answer	7	7	7	6	7	7	7	7	5	6	9	7	7	
% answered in 15 seconds	90.57%	91.39%	91.41%	92.96%	92.33%	92.81%	93.78%	92.71%	94.28%	95.20%	89.07%	91.46%	92.3%	

Meter Reading

2013

	Total meters	# company read	% company read	# self-read	% of self-read	# not read in 6-12 months	% not read in 6-12 months	# not read > 12 months	% not read > 12 months	Comments		
2013												
w/o farm taps												
January	213,980	209,965	98.12%	4,015	1.88%	5	0.0023%	2	0.0009%	accessibility and dogs		
February	214,034	208,441	97.39%	5,593	2.61%	5	0.0023%	2	0.0009%	accessibility and dogs		
March	214,103	201,466	94.10%	12,637	5.90%	5	0.0023%	2	0.0009%	accessibility and dogs		
April	214,151	198,789	92.83%	15,362	7.17%	5	0.0023%	4	0.0019%	accessibility and dogs		
May	214,252	205,562	95.94%	8,690	4.06%	5	0.0023%	5	0.0023%	accessibility and dogs		
June	214,338	205,948	96.09%	8,390	3.91%	2	0.0009%	8	0.0037%	accessibility and dogs		
July	214,420	204,729	95.48%	9,691	4.52%	0	0.0000%	8	0.0037%	accessibility and dogs		
August	214,583	207,612	96.75%	6,971	3.25%	0	0.0000%	8	0.0037%	accessibility and dogs		
September	214,744	209,241	97.44%	5,503	2.56%	0	0.0000%	8	0.0037%	accessibility and dogs		
October	214,998	210,898	98.09%	4,100	1.91%	2	0.0009%	8	0.0037%	accessibility and dogs		
November	215,411	209,739	97.37%	5,672	2.63%	3	0.0014%	7	0.0032%	accessibility and dogs		
December	215,758	205,876	95.42%	9,882	4.58%	5	0.0023%	7	0.0032%	accessibility and dogs		
Total	2,574,772	2,478,266	96.25%	96506	3.75%	37	0.0014%	69	0.0027%			
with farm taps												
January	215,887	211,872	98.14%	5922	2.74%	46	0.0213%	0	0.0000%			
February	215,941	210,348	97.41%	7500	3.47%	50	0.0232%	0	0.0000%			
March	216,010	203,373	94.15%	14544	6.73%	52	0.0241%	0	0.0000%			
April	216,058	200,696	92.89%	17269	7.99%	37	0.0171%	17	0.0079%			
May	216,159	207,469	95.98%	10597	4.90%	37	0.0171%	17	0.0079%			
June	216,245	207,855	96.12%	10297	4.76%	37	0.0171%	19	0.0088%			
July	216,327	206,636	95.52%	11598	5.36%	31	0.0143%	23	0.0106%			
August	216,490	209,519	96.78%	8878	4.10%	32	0.0148%	23	0.0106%			
September	216,651	211,148	97.46%	7410	3.42%	35	0.0162%	25	0.0115%			
October	216,905	212,805	98.11%	6007	2.77%	37	0.0171%	27	0.0124%			
November	217,318	211,646	97.39%	7579	3.49%	64	0.0294%	43	0.0198%			
December	217,665	207,783	95.46%	11789	5.42%	611	0.2807%	43	0.0198%			
Total	2,597,656	2,501,150	96.28%	119,390	4.60%	1,069	0.0412%	237	0.0091%			
	January	February	March	April	May	June	July	August	September	October	November	December
Meter reading staffing*	25.4	27.4	26.8	38	24.7	23.4	23.6	23.3	24.3	34.8	25.1	25.7

* approximate FTEs based on labor reports

**Minnesota Energy Resources
Service Quality Report**

Minnesota Cold Weather Rule Compliance Questionnaire

Utility Monthly Reports (216B.091) Docket #12-02

Company: Minnesota Energy Resources for report period ending:

	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013
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1	Number of Residential Customer Accounts:	192,679	192,473	201,938	193,301	193,169	192,715	199,570	193,732	192,308	190,678	193,356	193,992
2	Number of Past Due Residential Customer Accounts:	20,270	21,893	28,305	35,581	41,004	45,960	43,311	39,776	37,804	29,718	28,273	26,326
3	Number of Cold Weather Protection Requests :	1,156	1,052	0	16						2,481	737	616

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0	0	0	0						1	0	0
5	<i>Intentionally Blank</i>												
6	Number of customer accounts granted reconnection request:	80	207	227	677						1,452	411	120

INABILITY TO PAY (ITP)

10% PLAN (TPP)

**Minnesota Energy Resources
Service Quality Report**

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

Company: Minnesota Energy Resources for report period ending:

Jan-2013 Feb-2013 Mar-2013 Apr-2013 May-2013 Jun-2013 Jul-2013 Aug-2013 Sep-2013 Oct-2013 Nov-2013 Dec-2013

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0	0	0	0					1	0	0
a)	Number of PS requests received	1,156	1,052	0	16					2,481	737	616
17	<i>Intentionally Blank</i>											
18	Number of PS negotiations mutually agreed upon:	1,156	1,052	0	16					2,481	737	616
19	<i>Intentionally Blank</i>											

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	9,651	7,158	11,690	11,090	9,376	6,930	4,186	2,296	1,813	1,774	1,579	3,948
21	Number of customer accounts disconnected who did not seek protection:												

Duplicate columns for use in April and October

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

All other months, use 1st column only

a)	# Electric - heat affected												
b)	# Electric - heat not affected												
c)	# Gas - heat affected	86	308	336	1,331	2,818	1,994	1,071	279	182	50	17	12
d)	# Gas - heat not affected												
e)	Total # disconnected	86	308	336	1,331	2,818	1,994	1,071	279	182	50	17	12

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

All other months, use 1st column only

a)	# Electric - heat affected												
b)	# Electric - heat not affected												
c)	# Gas - heat affected										3		
d)	# Gas - heat not affected												
e)	Total # disconnected	0	0	0	0	0	0	0	0	0	3	0	0

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

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

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	86	308	336	1,331	2,818	1,994	1,071	279	182	53	17	12
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**Minnesota Energy Resources
Service Quality Report**

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

Company: Minnesota Energy Resources for report period ending:

Jan-2013 Feb-2013 Mar-2013 Apr-2013 May-2013 Jun-2013 Jul-2013 Aug-2013 Sep-2013 Oct-2013 Nov-2013 Dec-2013

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$2,480,534	\$2,991,733	\$3,624,787	\$4,083,744	\$4,985,177	\$6,017,615	\$5,405,813	\$4,379,726	\$3,970,120	\$2,832,671	\$2,539,863	\$2,732,163
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$122	\$137	\$128	\$115	\$122	\$131	\$125	\$110	\$105	\$95	\$90	\$104
26	Total dollars received from energy assistance programs:	\$789,508	\$899,796	\$714,390	\$713,075	\$372,208	\$116,298	\$17,650	\$0	\$0	\$0	\$499,479	\$600,497
27	Total dollars received from other sources (private organizations):	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
28	Total Revenue from sales to residential accounts:	\$28,227,380	\$25,060,113	\$18,826,790	\$17,401,522	\$11,471,709	\$760,592	\$2,095,026	\$3,286,852	\$3,707,036	\$4,576,270	\$10,592,284	\$20,117,634
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$146	\$130	\$93	\$90	\$59	\$4	\$10	\$17	\$19	\$24	\$55	\$104
30	<i>Intentionally Blank</i>												
30	Average annual residential bill:												
31	Total residential account write-offs due to uncollectible:	\$116,649	\$88,193	\$66,153	\$81,400	\$121,649	\$261,935	\$5,184	\$353,218	\$117,939	\$110,851	\$69,771	\$87,434

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	83	184	232	1,010						51	13	10
d)	# Gas - heat not affected												
e)	Total # disconnected	83	184	232	1,010								
33	<i>Intentionally Blank</i>												
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	83	184	232	1,010						51	13	10
35	<i>Intentionally Blank</i>												
36	<i>Intentionally Blank</i>												

RECONNECTION DATA

37	# Accounts reconnected	80	207	227	677	1,524	1,078	724	256	333	1,452	411	120
38	# Accounts remaining disconnected	346	368	382	874	2,144	2,969	3,064	2,991	2,662	850	580	412
a)	1-30 days	23	95	144	505	1,397	997	500	150	76	16	5	1
b)	31-60 days	4	23	93	135	475	1,327	914	438	141	39	16	4
c)	61+ days	319	250	145	234	272	645	1,650	2,403	2,445	795	559	407

Minnesota Public Utilities Commission**Minnesota Cold Weather Rule Compliance Questionnaire****Version 3**

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
Reporting Year:	2013	▼	<i>Required</i>
Reporting Period:	January	▼	<i>Required</i>

Utility Monthly Reports (216B.091)**Company: Minnesota Energy Resources People's Natural Gas for report period ending: January, 2013**

1	Number of Residential Customer Accounts:	192,679
2	Number of Past Due Residential Customer Accounts:	20,270
3	Number of Cold Weather Protection Requests:	1,156

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	80

INABILITY TO PAY (ITP)

*This entire section
intentionally left blank*

10% PLAN (TPP)

*This entire section
intentionally left blank*

Company: Minnesota Energy Resources People's Natural Gas for report period ending: January, 2013

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	1,156
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	1,156
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	9,651	
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		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	86	
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	86	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected		<i>CWR period only</i>
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	86	86

Company: Minnesota Energy Resources People's Natural Gas for report period ending: January, 2013**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$2,480,534
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$122
26	Total dollars received from energy assistance programs:	\$789,508
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$28,227,380
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$146
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$116,649

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		CWR period only
b)	# Electric - heat not affected		CWR period only
c)	# Gas - heat affected	83	
d)	# Gas - heat not affected		CWR period only
e)	Total # disconnected	83	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	83	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

37	# Accounts reconnected	80
38	# Accounts remaining disconnected	346
a)	1-30 days	23
b)	31-60 days	4
c)	61+ days	319

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission**Minnesota Cold Weather Rule Compliance Questionnaire****Version 3**

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
Reporting Year:	2013	▼	<i>Required</i>
Reporting Period:	February	▼	<i>Required</i>

Utility Monthly Reports (216B.091)**Company: Minnesota Energy Resources People's Natural Gas for report period ending: February, 2013**

1	Number of Residential Customer Accounts:	192,473
2	Number of Past Due Residential Customer Accounts:	21,893
3	Number of Cold Weather Protection Requests:	1,052

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	207

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: February, 2013

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	1,052
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	1,052
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	7,158	
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		Required
b)	# Electric - heat not affected		Required
c)	# Gas - heat affected	308	
d)	# Gas - heat not affected		Required
e)	Total # disconnected	308	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		CWR period only
b)	# Electric - heat not affected		CWR period only
c)	# Gas - heat affected		CWR period only
d)	# Gas - heat not affected		CWR period only
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	308	308

Company: Minnesota Energy Resources People's Natural Gas for report period ending: February, 2013

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$2,991,733
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$137
26	Total dollars received from energy assistance programs:	\$899,796
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$25,060,113
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$130
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$88,193

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		CWR period only
b)	# Electric - heat not affected		CWR period only
c)	# Gas - heat affected	184	
d)	# Gas - heat not affected		CWR period only
e)	Total # disconnected	184	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	184	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

37	# Accounts reconnected	207
38	# Accounts remaining disconnected	368
a)	1-30 days	95
b)	31-60 days	23
c)	61+ days	250

[END]

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Minnesota Public Utilities Commission**Minnesota Cold Weather Rule Compliance Questionnaire****Version 3**

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
Reporting Year:	2013	▼	<i>Required</i>
Reporting Period:	March	▼	<i>Required</i>

Utility Monthly Reports (216B.091)**Company: Minnesota Energy Resources People's Natural Gas for report period ending: March, 2013**

1	Number of Residential Customer Accounts:	201,938
2	Number of Past Due Residential Customer Accounts:	28,305
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	227

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: March, 2013**PAYMENT SCHEDULE (PS)**

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	11,690	
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		Required
b)	# Electric - heat not affected		Required
c)	# Gas - heat affected	336	
d)	# Gas - heat not affected		Required
e)	Total # disconnected	336	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		CWR period only
b)	# Electric - heat not affected		CWR period only
c)	# Gas - heat affected		CWR period only
d)	# Gas - heat not affected		CWR period only
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	336	336

Company: Minnesota Energy Resources People's Natural Gas for report period ending: March, 2013**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$3,624,787
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$128
26	Total dollars received from energy assistance programs:	\$714,390
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$18,826,790
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$93
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$66,153

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		CWR period only
b)	# Electric - heat not affected		CWR period only
c)	# Gas - heat affected	232	
d)	# Gas - heat not affected		CWR period only
e)	Total # disconnected	232	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	232	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

37	# Accounts reconnected	227
38	# Accounts remaining disconnected	382
a)	1-30 days	144
b)	31-60 days	93
c)	61+ days	145

[END]

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Minnesota Public Utilities Commission**Minnesota Cold Weather Rule Compliance Questionnaire****Version 3**

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas ▼	Required
Reporting Year:	2013 ▼	Required
Reporting Period:	April ▼	Required

Utility Monthly Reports (216B.091)**Company: Minnesota Energy Resources People's Natural Gas for report period ending: April, 2013**

1	Number of Residential Customer Accounts:	193,301
2	Number of Past Due Residential Customer Accounts:	35,581
3	Number of Cold Weather Protection Requests:	16

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	677

INABILITY TO PAY (ITP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: April, 2013**PAYMENT SCHEDULE (PS)**

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	11,090	
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		Required
b)	# Electric - heat not affected		Required
c)	# Gas - heat affected	1,331	
d)	# Gas - heat not affected		Required
e)	Total # disconnected	1,331	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		CWR period only
b)	# Electric - heat not affected		CWR period only
c)	# Gas - heat affected		CWR period only
d)	# Gas - heat not affected		CWR period only
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	1,331	1,331

Company: Minnesota Energy Resources People's Natural Gas for report period ending: April, 2013**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$4,083,744
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$115
26	Total dollars received from energy assistance programs:	\$713,075
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$17,401,522
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$90
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$81,400

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		CWR period only
b)	# Electric - heat not affected		CWR period only
c)	# Gas - heat affected	1,010	
d)	# Gas - heat not affected		CWR period only
e)	Total # disconnected	1,010	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	1,010	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

37	# Accounts reconnected	677
38	# Accounts remaining disconnected	874
a)	1-30 days	505
b)	31-60 days	135
c)	61+ days	234

[END]

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Minnesota Public Utilities Commission**Minnesota Cold Weather Rule Compliance Questionnaire****Version 3**

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas ▼	<i>Required</i>
Reporting Year:	2013 ▼	<i>Required</i>
Reporting Period:	May ▼	<i>Required</i>

Utility Monthly Reports (216B.091)**Company: Minnesota Energy Resources People's Natural Gas for report period ending: May, 2013**

1	Number of Residential Customer Accounts:	193,169	
2	Number of Past Due Residential Customer Accounts:	41,004	
3	Number of Cold Weather Protection Requests:		<i>CWR period only</i>

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: May, 2013

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	9,376	
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		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	2,818	
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	2,818	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected		<i>CWR period only</i>
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	2,818	2,818

Company: Minnesota Energy Resources People's Natural Gas for report period ending: May, 2013**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$4,985,177
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$122
26	Total dollars received from energy assistance programs:	\$372,208
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$11,471,709
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$59
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$121,649

DISCONNECTION DURATION

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

RECONNECTION DATA

37	# Accounts reconnected	1,524
38	# Accounts remaining disconnected	2,144
a)	1-30 days	1,397
b)	31-60 days	475
c)	61+ days	272

[END]

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Minnesota Public Utilities Commission**Minnesota Cold Weather Rule Compliance Questionnaire****Version 3**

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas ▼	Required
Reporting Year:	2013 ▼	Required
Reporting Period:	June ▼	Required

Utility Monthly Reports (216B.091)**Company: Minnesota Energy Resources People's Natural Gas for report period ending: June, 2013**

1	Number of Residential Customer Accounts:	192,715	
2	Number of Past Due Residential Customer Accounts:	45,960	
3	Number of Cold Weather Protection Requests:		CWR period only

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: June, 2013**PAYMENT SCHEDULE (PS)**

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	6,930	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only		
a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	1,994	
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	1,994	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected		<i>CWR period only</i>
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	1,994	1,994

Company: Minnesota Energy Resources People's Natural Gas for report period ending: June, 2013**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$6,017,615
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$131
26	Total dollars received from energy assistance programs:	\$116,298
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$760,592
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$4
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$261,935

DISCONNECTION DURATION

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

RECONNECTION DATA

37	# Accounts reconnected	1,078
38	# Accounts remaining disconnected	2,969
a)	1-30 days	997
b)	31-60 days	1,327
c)	61+ days	645

[END]

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Minnesota Public Utilities Commission**Minnesota Cold Weather Rule Compliance Questionnaire****Version 3**

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas ▼	<i>Required</i>
Reporting Year:	2013 ▼	<i>Required</i>
Reporting Period:	July ▼	<i>Required</i>

Utility Monthly Reports (216B.091)**Company: Minnesota Energy Resources People's Natural Gas for report period ending: July, 2013**

1	Number of Residential Customer Accounts:	199,570	
2	Number of Past Due Residential Customer Accounts:	43,311	
3	Number of Cold Weather Protection Requests:		<i>CWR period only</i>

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: July, 2013**PAYMENT SCHEDULE (PS)**

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	4,186	
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		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	1,071	
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	1,071	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected		<i>CWR period only</i>
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	1,071	1,071

Company: Minnesota Energy Resources People's Natural Gas for report period ending: July, 2013**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$5,405,813
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$125
26	Total dollars received from energy assistance programs:	\$17,650
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$2,095,026
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$10
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$5,184

DISCONNECTION DURATION

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

RECONNECTION DATA

37	# Accounts reconnected	724
38	# Accounts remaining disconnected	3,064
a)	1-30 days	500
b)	31-60 days	914
c)	61+ days	1,650

[END]

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Minnesota Public Utilities Commission**Minnesota Cold Weather Rule Compliance Questionnaire****Version 3**

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas ▼	<i>Required</i>
Reporting Year:	2013 ▼	<i>Required</i>
Reporting Period:	August ▼	<i>Required</i>

Utility Monthly Reports (216B.091)**Company: Minnesota Energy Resources People's Natural Gas for report period ending: August, 2013**

1	Number of Residential Customer Accounts:	193,732	
2	Number of Past Due Residential Customer Accounts:	39,776	
3	Number of Cold Weather Protection Requests:		<i>CWR period only</i>

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: August, 2013

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	2,296	
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		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected		<i>Required</i>
d)	# Gas - heat not affected	279	
e)	Total # disconnected	279	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected		<i>CWR period only</i>
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	279	279

Company: Minnesota Energy Resources People's Natural Gas for report period ending: August, 2013**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$4,379,726
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$110
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$3,286,852
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$17
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$353,218

DISCONNECTION DURATION

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

RECONNECTION DATA

37	# Accounts reconnected	256
38	# Accounts remaining disconnected	2,991
	a) 1-30 days	150
	b) 31-60 days	438
	c) 61+ days	2,403

[END]

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Minnesota Public Utilities Commission**Minnesota Cold Weather Rule Compliance Questionnaire****Version 3**

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas ▼	<i>Required</i>
Reporting Year:	2013 ▼	<i>Required</i>
Reporting Period:	September ▼	<i>Required</i>

Utility Monthly Reports (216B.091)**Company: Minnesota Energy Resources People's Natural Gas for report period ending: September, 2013**

1	Number of Residential Customer Accounts:	192,308	
2	Number of Past Due Residential Customer Accounts:	37,804	
3	Number of Cold Weather Protection Requests:		<i>CWR period only</i>

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: September, 2013**PAYMENT SCHEDULE (PS)**

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	1,813	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only		
a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	182	
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	182	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected		<i>CWR period only</i>
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	182	182

Company: Minnesota Energy Resources People's Natural Gas for report period ending: September, 2013**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$3,970,120
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$105
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$3,707,036
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$19
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$117,939

DISCONNECTION DURATION

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

RECONNECTION DATA

37	# Accounts reconnected	333
38	# Accounts remaining disconnected	2,662
a)	1-30 days	76
b)	31-60 days	141
c)	61+ days	2,445

[END]

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Minnesota Public Utilities Commission**Minnesota Cold Weather Rule Compliance Questionnaire****Version 3**

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	▼	<i>Required</i>
Reporting Year:	2013	▼	<i>Required</i>
Reporting Period:	October	▼	<i>Required</i>

Utility Monthly Reports (216B.091)**Company: Minnesota Energy Resources People's Natural Gas for report period ending: October, 2013**

1	Number of Residential Customer Accounts:	190,678
2	Number of Past Due Residential Customer Accounts:	29,718
3	Number of Cold Weather Protection Requests:	2,481

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	1
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	1,452

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: October, 2013

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	1
a)	Number of PS requests received	2,481
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	2,481
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	1,774	
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		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	50	3
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	50	3
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected		<i>CWR period only</i>
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	50	53

Company: Minnesota Energy Resources People's Natural Gas for report period ending: October, 2013**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$2,832,671
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$95
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$4,576,270
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$24
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$110,851

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		CWR period only
b)	# Electric - heat not affected		CWR period only
c)	# Gas - heat affected	51	
d)	# Gas - heat not affected		CWR period only
e)	Total # disconnected	51	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	51	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

37	# Accounts reconnected	1,452
38	# Accounts remaining disconnected	850
a)	1-30 days	16
b)	31-60 days	39
c)	61+ days	795

[END]

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Minnesota Public Utilities Commission**Minnesota Cold Weather Rule Compliance Questionnaire****Version 3**

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	▼	Required
Reporting Year:	2013	▼	Required
Reporting Period:	November	▼	Required

Utility Monthly Reports (216B.091)**Company: Minnesota Energy Resources People's Natural Gas for report period ending: November, 2013**

1	Number of Residential Customer Accounts:	193,356
2	Number of Past Due Residential Customer Accounts:	28,273
3	Number of Cold Weather Protection Requests:	737

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	411

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: November, 2013

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	737
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	737
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	1,579	
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		Required
b)	# Electric - heat not affected		Required
c)	# Gas - heat affected	17	
d)	# Gas - heat not affected		Required
e)	Total # disconnected	17	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		CWR period only
b)	# Electric - heat not affected		CWR period only
c)	# Gas - heat affected		CWR period only
d)	# Gas - heat not affected		CWR period only
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	17	17

Company: Minnesota Energy Resources People's Natural Gas for report period ending: November, 2013**DOLLAR VALUE**

24	Total dollars past due on all residential accounts:	\$2,539,863
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$90
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$499,479
28	Total Revenue from sales to residential accounts:	\$10,592,284
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$55
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$69,771

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		CWR period only
b)	# Electric - heat not affected		CWR period only
c)	# Gas - heat affected	13	
d)	# Gas - heat not affected		CWR period only
e)	Total # disconnected	13	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	13	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

37	# Accounts reconnected	411
38	# Accounts remaining disconnected	580
a)	1-30 days	5
b)	31-60 days	16
c)	61+ days	559

[END]

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Minnesota Public Utilities Commission**Minnesota Cold Weather Rule Compliance Questionnaire****Version 3**

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	▼	Required
Reporting Year:	2013	▼	Required
Reporting Period:	December	▼	Required

Utility Monthly Reports (216B.091)**Company: Minnesota Energy Resources People's Natural Gas for report period ending: December, 2013**

1	Number of Residential Customer Accounts:	193,992
2	Number of Past Due Residential Customer Accounts:	26,326
3	Number of Cold Weather Protection Requests:	616

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	120

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: December, 2013

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	616
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	616
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	3,948	
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		Required
b)	# Electric - heat not affected		Required
c)	# Gas - heat affected	12	
d)	# Gas - heat not affected		Required
e)	Total # disconnected	12	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		CWR period only
b)	# Electric - heat not affected		CWR period only
c)	# Gas - heat affected		CWR period only
d)	# Gas - heat not affected		CWR period only
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	12	12

Company: Minnesota Energy Resources People's Natural Gas for report period ending: December, 2013

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$2,732,163
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$104
26	Total dollars received from energy assistance programs:	\$600,497
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$20,117,634
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$104
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$87,434

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		CWR period only
b)	# Electric - heat not affected		CWR period only
c)	# Gas - heat affected	10	
d)	# Gas - heat not affected		CWR period only
e)	Total # disconnected	10	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	10	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

37	# Accounts reconnected	120
38	# Accounts remaining disconnected	412
a)	1-30 days	1
b)	31-60 days	4
c)	61+ days	407

[END]

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Service extension requests

2013	Residential		Commercial		Existing					
	Avg time between requested new date and install		Avg time between requested New date and install		# of existing residential requested	# residential completed as requested	residential average days between request and completion	# of existing commercial requested	# commercial completed as requested	commercial average days between request and completion
January	60	18	0	0	404	404	0	57	57	0
February	49	12	0	0	284	283	1	32	32	0
March	45	9	0	0	332	331	1	27	27	0
April	54	6	4	*-16	402	401	1	28	27	3
May	139	15	8	11	547	545	1	37	37	0
June	161	23	3	27	586	582	1	22	22	0
July	226	26	7	21	686	684	1	16	16	0
August	211	32	9	39	712	710	1	31	30	1
September	266	34	11	81	778	778	0	41	41	0
October	394	30	16	35	1402	1399	1	134	134	0
November	348	23	12	25	782	782	0	89	89	0
December	117	23	7	42	402	401	1	57	57	0

*Early in the construction period, the customer in-service date for some service was scheduled later than the date on which the install was actually completed, resulting in a negative number.

2013

OF COMPLAINTS**TYPE OF COMPLAINT**

Employee Action/Behavior Issue
Billing/Meter Reading Issue
Collection/Disconnection Issue
Service Quality
Meter Adjustment
Outage
"My bill is too high"

TIME TO RESOLVE COMPLAINT

Initially
Within 10 days
> 10 days

COMPLAINT RESOLUTION

Taking action as customer requested
Agreeable compromise
Not within the control of the utility
Refuse to customer requested action

PUC COMPLAINTS

JANUARY		FEBRUARY		MARCH		APRIL	
175		128		125		221	
# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints
2	1%	0	0%	4	3%	4	1%
32	18%	17	13%	21	17%	20	6%
49	28%	39	30%	37	30%	78	24%
29	17%	14	11%	14	11%	34	10%
0	0%	0	0%	0	0%	0	0%
0	0%	0	0%	0	0%	0	0%
21	12%	20	16%	18	14%	16	5%
138		102		107		217	
9		23		17		3	
28		3		1		1	
# resolved by taking the listed actions	% resolved by taking the listed actions	# resolved by taking the listed actions	% resolved by taking the listed actions	# resolved by taking the listed actions	% resolved by taking the listed actions	# resolved by taking the listed actions	% resolved by taking the listed actions
58	33%	45	35%	61	49%	78	35%
87	50%	64	50%	44	35%	119	54%
2	1%	0	0%	1	1%	2	1%
28	16%	19	15%	19	15%	22	10%
0		4		2		1	

2013

OF COMPLAINTS

TYPE OF COMPLAINT

Employee Action/Behavior Issue
Billing/Meter Reading Issue
Collection/Disconnection Issue
Service Quality
Meter Adjustment
Outage
"My bill is too high"

TIME TO RESOLVE COMPLAINT

Initially
Within 10 days
> 10 days

COMPLAINT RESOLUTION

Taking action as customer requested

Agreeable compromise

Not within the control of the utility

Refuse to customer requested action

PUC COMPLAINTS

MAY		JUNE		JULY		AUGUST	
238		248		215		139	
# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints
3	1%	1	0%	4	2%	1	1%
42	18%	31	13%	56	26%	32	23%
76	32%	88	35%	43	20%	30	22%
45	19%	52	21%	35	16%	28	20%
1	0%	1	0%	0	0%	0	0%
0	0%	0	0%	0	0%	0	0%
28	12%	35	14%	38	18%	20	14%
228		237		107		101	
7		9		3		37	
3		0		6		1	
# resolved by taking the listed actions	% resolved by taking the listed actions	# resolved by taking the listed actions	% resolved by taking the listed actions	# resolved by taking the listed actions	% resolved by taking the listed actions	# resolved by taking the listed actions	% resolved by taking the listed actions
92	39%	84	34%	89	41%	54	39%
112	47%	128	52%	96	45%	58	42%
2	1%	1	0%	0	0%	2	1%
32	13%	35	14%	30	14%	25	18%
6		2		2		1	

2013

OF COMPLAINTS

TYPE OF COMPLAINT

Employee Action/Behavior Issue
 Billing/Meter Reading Issue
 Collection/Disconnection Issue
 Service Quality
 Meter Adjustment
 Outage
 "My bill is too high"

TIME TO RESOLVE COMPLAINT

Initially
 Within 10 days
 > 10 days

COMPLAINT RESOLUTION

Taking action as customer requested

Agreeable compromise

Not within the control of the utility

Refuse to customer requested action

PUC COMPLAINTS

SEPTEMBER		OCTOBER		NOVEMBER		DECEMBER	
71		85		53		55	
# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints
1	1%	3	4%	1	2%	1	2%
10	14%	5	6%	0	0%	7	13%
19	27%	10	12%	7	13%	7	13%
16	23%	42	49%	19	36%	11	20%
0	0%	0	0%	0	0%	0	0%
0	0%	0	0%	0	0%	0	0%
4	6%	10	12%	7	13%	11	20%
69		65		50		51	
2		16		1		3	
0		4		2		1	
# resolved by taking the listed actions	% resolved by taking the listed actions	# resolved by taking the listed actions	% resolved by taking the listed actions	# resolved by taking the listed actions	% resolved by taking the listed actions	# resolved by taking the listed actions	% resolved by taking the listed actions
32	45%	37	44%	22	42%	23	42%
30	42%	44	52%	26	49%	27	49%
0	0%	0	0%	2	4%	1	2%
9	13%	9	11%	3	6%	4	7%
0		5		1		1	

Answer time for gas emergency phone lines

	2013												AVERAGE	TOTAL
	January	February	March	April	May	June	July	August	September	October	November	December		
Total calls	1,628	1,312	1,235	1,244	1,339	1,279	1,337	1,317	1,401	1,720	1,912	1,617	1445	17,341
Average speed of answer	7	7	7	6	7	7	7	7	5	6	9	7	6.8	
% answered in 15 seconds	90.57%	91.39%	91.41%	92.96%	92.33%	92.81%	93.78%	92.71%	94.28%	95.20%	89.07%	91.46%	92.3%	

Tech Response Time From Time of Call to Arrival

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Calls responded to in Under 1 hour	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

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

MERC's emergency response time target is 30 minutes

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

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

Mislocates

	2013												
	January	February	March	April	May	June	July	August	September	October	November	December	TOTAL
Total locates	4585	1253	1213	2413	8503	11873	9620	10351	10187	9668	3739	3114	76519
Mislocates	0	0	0	0	0	4	1	2	1	2	1	0	11
% mislocated	0.000%	0.000%	0.000%	0.000%	0.000%	0.034%	0.010%	0.019%	0.010%	0.021%	0.027%	0.000%	0.014%

Gas lines damaged

2013

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Total	4	7	5	2	21	21	22	29	24	13	6	2	156
Fault of Company employee or company contractor	0	0	1	0	0	1	3	2	1	1	0	0	9
damage by others	4	7	4	2	21	20	19	27	23	12	6	2	147
System issue	0	0	0	0	0	0	0	0	0	0	0	0	0

Damage per 100 miles of pipeline 4536 miles of pipe

By others	0.088183	0.088183	0.088183	0.088183	0.088183	0.088183	0.088183	0.088183	0.08818342	0.088183	0.0881834	0.08818342	0.088183
Under MERC's control	0	0	0.022046	0	0	0.022046	0.066138	0.044092	0.02204586	0.022046	0	0	0.198413

Service Interruptions

2013

DATE	Address	Outage caused by system issue	outage caused by MERC employee or MERC contractor	outage caused by other	Number of customer affected	outage duration / minutes
JANUARY						
1/18/2013	2056 Kings Rd, Eagan	N	N	Y	1	15
1/19/2013	3113 Cty Rd 112, Int Falls	N	N	Y	1	20
1/29/2013	5735 Mountain Iron Ave, Mtn Iron	N	N	Y	1	20
1/2/2013	2005 Hwy 14 East, Rochester	N	N	Y	1	20
FEBRUARY						
2/9/2013	9222 198th St W, Lakeville	N	N	Y	1	150
2/11/2013	101 Veterans Memorial Pkwy Detroit Lakes	N	N	Y	1	15
2/13/2013	915 Little Norway Ave SE, Bemidji	N	N	Y	1	720
2/1/2013	9353 Westgate Blvd, Proctor	N	N	Y	1	60
MARCH						
3/1/2013	16853 Draft Horse Blvd, Lakeville	N	N	Y	1	120
3/28/2013	2850 Sibley Hills Dr, Eagan	N	N	Y	1	240
3/22/2013	1311 Roosevelt Ave, Detroit Lakes	N	N	Y	1	30
3/22/2013	4447 Canal PI SE, Rochester	N	N	Y	1	180
3/26/2013	2255 Fieldstone Rd SW, Rochester	N	Y	N	1	150
APRIL						
4/1/2013	119 #rd St SW, Rochester	N	N	Y	1	120
4/1/2013	201 Industrial Rd, Sebeka	N	N	Y	1	111
4/17/2013	Blooming Prairie school	N	N	Y	1	53
MAY						
5/6/2013	650 11th St, Rush City	N	N	Y	1	60
5/19/2013	4351 200th St E, Spring Lake	N	N	Y	1	120
5/22/2013	1643 Hickory Hill, Eagan	N	N	Y	1	15

5/25/2013	39589 Cherokee Ave, North Branch	N	N	Y	1	75
5/31/2013	8840 235th St W, Lakeville	N	N	Y	1	120
5/6/2013	1406 Hwy 71-11, Intl Falls	N	N	Y	2	1540
5/10/2013	121 12th St, Cloquet	N	N	Y	1	5
5/17/2013	301 Wyandotte, Hoyt Lakes	N	N	Y	1	20
5/8/2013	30 Energy Ln, Oronoco	N	N	Y	1	185
5/16/2013	711 3rd Ave, Wanamingo	N	N	Y	1	307
5/223/13	1203 Sundance Ct NE, Byron	N	N	Y	1	210
5/29/2013	2555 50th Ave NW, Rochester	N	N	Y	2	60
5/15/2013	618 2nd Ave NE, Stewartville	N	N	Y	1	120
5/6/2013	910 11th St, Mtn Lake	N	N	Y	1	180
5/5/2013	55 1st St SE, Wells	N	N	Y	1	60
5/10/2013	41347 Hwy 71, Windom	N	N	Y	2	336
JUNE						
6/7/2013	1205 Francis Dr, Elko	N	N	Y	1	60
6/13/2013	22670 Natchez Dr, elko	N	Y	N	1	60
6/15/2013	19203 Enchanted Way, Farmington	N	N	Y	1	210
6/18/2013	4844 N Safari Ct, Eagan	N	N	Y	1	65
6/28/2013	26580 Woodcrest Dr, Elko	N	N	Y	1	90
6/15/2013	5892 N Pike Lake Rd, Pike Lake	N	N	Y	1	75
6/19/2013	756 Byington Ave, LaPraire	N	N	Y	1	180
6/22/2013	224 Roosevelt Rd SW, Bemidji	N	N	Y	1	20
6/10/2013	900 3rd St SE, Roseau	N	N	Y	1	120
6/18/2013	925 1st St SW, Crosby	N	N	Y	1	10
6/5/2013	2010 4th Ave SE, Rochester	N	N	Y	1	90
6/26/2013	138 McIntosh Rd LaCrescent	N	N	Y	1	120
6/11/2013	1442 Ridge Dr NE, Rochester	N	N	Y	1	20
6/25/2013	502 Monroe Ct, Mantorville	N	N	Y	1	125
6/26/2013	2333 Lenwood Dr SW, Rochester	N	N	Y	1	270
6/24/2013	321 2nd St, Claremont	N	N	Y	2	54
6/19/2013	311 16th Ave SW, Rochester	N	N	Y	16	359
6/28/2013	848 26th St SE, Rochester	N	N	Y	1	20
6/226/13	418 6th St SW, Rochester	N	N	Y	1	10
6/7/2013	113 6th St NE, Rochester	N	N	Y	8	60

6/28/2013	11th St and 8th Ave, Rochester	N	Y	N	12	180
6/7/2013	2072 26th Ave, Rochester	N	N	Y	2	90
JULY						
7/14/2013	1151 N Tiffany Cir, Eagan	N	N	Y	1	140
7/2/2013	937 Wescott Trail, Eagan	N	N	Y	4	90
7/22/2013	25512 Pillsbury Ave, Lakeville	N	N	Y	1	180
7/19/2013	19344 Halo Ave, Lakeville	N	N	Y	1	120
7/15/2013	Stoughton & Grove, Cannon Falls	N	N	Y	1	120
7/1/2013	2006 Birch St, Proctor	N	N	Y	1	10
7/19/2013	119 Quiet Majestic Ln, Bemidji	N	N	Y	1	180
7/18/2013	512 4th Ave NE, Aitkin	N	N	Y	1	10
7/2/2013	2309 Lenwood Dr SW, Rochester	N	N	Y	1	60
7/24/2013	3273 Cassie Ln, Rochester	N	N	Y	1	60
7/7/2013	305 E Chase St, Houston	N	N	Y	1	60
7/3/2013	1020 Broadway Ave, Spring Valley	N	N	Y	1	60
7/30/2013	216 2nd St, Claremont	N	N	Y	1	5
7/6/2013	1005 2nd Ave, Brewster	N	N	Y	1	30
7/9/2013	1009 10th St, Mountain Lake	N	N	Y	1	60
7/9/2013	228 3rd St, Ortonville	N	N	Y	1	60
7/12/2013	551 2nd Ave NW, Wells	N	N	Y	1	165
7/18/2013	815 20th St, Windom	N	N	Y	1	60
AUGUST						
8/20/2013	770 Stoughton Ct, Cannon Falls	N	N	Y	1	90
8/11/2013	2745 145th St, Rosemount	N	N	Y	1	120
8/15/2013	19849 Itea Ave, Lakeville	N	N	Y	2	120
8/11/2013	3604 Denmark Ave, Eagan	N	N	Y	4	1080
8/16/2013	305 Vine St, Cannon Falls	N	N	Y	2	270
8/22/2013	4804 Four Season Dr	N	N	Y	1	140
8/23/2013	5155 383rd St, North Branch	N	N	Y	1	30
8/30/2013	140 N Fitzgerald, Rush City	N	N	Y	1	50
8/29/2013	18333 Olinda Trail N, Scandia	N	N	Y	1	45
8/7/2013	3373 Ivanhoe, Barnum	N	N	Y	1	15
8/7/2013	2516 Audrey Ln, Grand Rapids	N	N	Y	1	120
8/20/2013	102 Aspen way, Int Falls	N	N	Y	1	152

8/31/2013	227 7th St, Proctor	N	N	Y	1	45
8/2/2013	Central Ave E, Proctor	N	N	Y	7	350
8/12/2013	1112 West Ave, Detroit Lakes	N	Y	N	1	45
8/13/2013	1400 8th St E Lot 30, Staples	N	N	Y	1	18
8/6/2013	35 Sunnydale Ln SE, Rochester	N	N	Y	1	3900
8/7/2013	2050 Lenwood Dr, Rochester	N	N	Y	1	60
8/21/2013	2424 Gates Dr SE, Rochester	N	N	Y	3	55
8/19/2013	17112 Stuart Ave, Mountain Lake	N	N	Y	1	2160
8/26/2013	640 2nd Ave, Mountain Lake	N	N	Y	1	120
8/29/2013	4th Ave & 7th St, Mountain Lake	N	N	Y	11	90
SEPTEMBER						
9/4/2013	19713 JERSEY AVE, LKVL	N	N	Y	1	30
9/4/2013	51262 Rush Lake Trl, Rush City	N	N	Y	1	80
9/9/2013	4364 YORKTOWN DR, EAGAN	N	N	Y	1	1221
9/11/2013	6th St & Park Ave, Sandstone	N	N	Y	2	120
9/20/2013	17901 LANDFORD BLVD, SPRING LK	N	N	Y	1	15
9/1/2013	740 Larch St, Cloquet	N	N	Y	1	20
9/6/2013	1566 Whispering Pines, Cloquet	N	N	Y	1	54
9/14/2013	407 Culver Ave, Buhl	N	N	Y	1	30
9/13/2013	1st St NE & 4th Ave NE, Chisholm	N	N	Y	4	720
9/19/2013	Hwy 12, Aitkin	N	N	Y	1	70
9/19/2013	104 CONCORD ST, WEST CONCORD	N	N	Y	2	145
9/20/2013	418 S MAIN, EYOTA	N	N	Y	1	120
9/21/2013	430 3RD ST SW, EYOTA	N	N	Y	1	270
9/10/2013	1205 2nd Ave, Mt Lake	N	N	Y	1	120
9/13/2013	106 Maple St, Jackson	N	N	Y	1	3
9/12/2013	Alley btwn Railroad & Norman-Ivanhoe	N	N	Y	2	1440
9/13/2013	710 4th Ave, Mt Lake	N	N	Y	1	120
9/16/2013	640 4th Ave - Mt Lake	n	n	y	1	90
9/17/2013	755 Cty Rd 9 - Cottonwood	N	N	Y	1	25
9/27/2013	103 Benjamin, Jackson	N	N	Y	1	15
OCTOBER						
10/10/2013	38279 Hemingway Ave, North Branch	N	N	Y	1	15
10/1/2013	21778 HIGHVIEW AVE, LKVL	Y	N	N	1	109

10/8/2013	1540 DEERWOOD DR, EAGAN	N	N	Y	1	300
10/1/2013	10320 204TH ST W, LKVL	N	N	Y	1	636
10/11/2013	224 SE 1st St, Grand Rapids	N	N	Y	1	60
10/19/2013	3449 County Rd 46, Ranier	N	N	Y	1	10
10/22/2013	501 NW 2nd Ave, Grand Rapids	N	N	Y	1	60
10/4/2013	1015 Minnesota Ave, Detroit Lakes	N	N	Y	1	5
10/9/2013	315 W Frazee St, Detroit Lakes	N	N	Y	1	10
10/26/2013	511 5th Lakewood Ave, Warroad	N	N	Y	1	10
10/1/2013	1108 20TH ST NW, ROCHESTER	N	N	Y	1	40
10/24/2013	110 Linden, Jackson	N	N	Y	1	180
NOVEMBER						
11/25/2013	611 Industrial Park Dr, Chisholm	N	N	Y	15	295
11/14/2013	4313 Haines Rd, Hermantown	N	N	Y	1	30
11/5/2013	1148 Minnesota Ave, Detroit Lakes	N	N	Y	1	10
11/15/2013	15676 Explorer Circle	N	N	Y	1	10
11/7/2013	8670 210th St Lakeville	N	N	Y	1	120
11/20/2013	209 8th St NE, Byron	N	N	Y	1	60
11/21/2013	Stewartville Mall	N	N	Y	3	215
DECEMBER						
12/1/2013	2860 291st Ave - Madison	N	N	Y	1	150

Service interruptions

2013

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Total	4	4	5	3	16	22	18	22	20	12	7	1	134
System Integrity	0	0	0	0	0	0	0	0	0	0	0	0	0
Company employee or company contractor	0	0	1	0	0	2	0	1	0	1	0	0	5
damage caused by other	4	4	4	3	16	20	18	21	20	11	7	1	129

MOPS Reportable Events
2013

DATE	Address	Outage caused by system issue	outage caused by MERC employee or contractor	outage caused by other	Number of customers affected	outage duration	comments
4/1/2013	201 Industrial Rd, Sebek	N	N	Y	1	1:51	Broken customer piping
4/17/2013	Blooming Praire School	N	N	Y	1	0:53	Small leak on customer piping
6/19/2013	311 SW 16th Ave, Rochester	Y	N	N	16	14-5:59, 1-74:41, 1-103:23	leak on service tee at main
8/3/2013	710 Hwy 73, Floodwood	N	N	Y	0	0	1/2" service hit (not in use)
8/5/2013	Yankee Doodle Rd, Eagan	N	Y	N	0	0	1/4" needle valve broken off meter set while doing routine maintenance
8/15/2013	19849 Itea Ave, Lakeville	N	N	Y	2	120	Main hit by contractor digging w/o locates
8/26/2013	444 3rd St NE, Blooming Praire	N	N	Y	1	customer requested gas left off, relit by contractor after work completed	contractor broke gas line to water heater
11/7/2013	8670 210th St, Lakeville	N	N	Y	1	120	contractor hit accurately marked service line
11/20/2013	209 8th St NE, Byron	N	N	Y	1	60	accurately marked 1/2" service hit by contractor
11/21/2013	Stewartville Mall	N	N	Y	3	3:35	Accurately marked main severed by contractor
11/25/2013	Central Ave & 6th St, Chisholm	N	N	Y	15	4:55	Contractor changed route w/o calling for relocate, severed main

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

2013

	January	February	March	April	May	June	July	August	September	October	November	December	Total
\$	438,606	\$ 598,099	\$ 727,336	\$ 571,894	\$ 565,117	\$ 522,927	\$ 575,110	\$ 497,501	\$ 434,483	\$ 535,018	\$ 520,331	\$ 521,644	\$ 6,508,066

901000

903000

Jan-13	\$ 38,440	\$ 400,166
Feb-13	\$ 35,455	\$ 562,644
Mar-13	\$ 40,721	\$ 686,615
Apr-13	\$ 33,186	\$ 538,708
May-13	\$ 36,641	\$ 528,476
Jun-13	\$ 32,281	\$ 490,646
Jul-13	\$ 42,067	\$ 533,043
Aug-13	\$ 32,146	\$ 465,355
Sep-13	\$ 32,768	\$ 401,715
Oct-13	\$ 46,321	\$ 488,697
Nov-13	\$ 35,506	\$ 484,825
12-Dec	\$ 29,942	\$ 491,702
	<u>\$ 435,474</u>	<u>\$ 6,072,592</u>
		\$ 6,508,066

AFFIDAVIT OF SERVICE

STATE OF MINNESOTA)
) ss
COUNTY OF HENNEPIN)

Kristin M. Stastny hereby certifies that on the 1st day of May, 2014, on behalf of Minnesota Energy Resources Corporation (MERC) she electronically filed a true and correct copy of MERC's Service Quality Report on www.edockets.state.mn.us. Said documents were also served via U.S. mail and electronic service as designated on the attached service list.

/s/ Kristin M. Stastny
Kristin M. Stastny

Subscribed and sworn to before me
this 1st Day of May, 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
Andrew	Moratzka	apmoratzka@stoel.com	Stoel Rives LLP	33 South Sixth Street Suite 4200 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General 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_Minnesota Energy Resources Corporation_General Service List
Gregory	Walters	gjwalters@minnesotaenergyresources.com	Minnesota Energy Resources Corporation	3460 Technology Dr. NW Rochester, MN 55901	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List