



May 1, 2014

Via Electronic Filing

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

RE: CenterPoint Energy Resources Corp.,
d/b/a CenterPoint Energy Minnesota Gas (CenterPoint Energy)
2012 Annual Service Quality Report
Docket No. G-008/M-14-316

Dear Dr. Haar:

Enclosed is CenterPoint Energy's Annual Service Quality Report for 2013, in compliance with the reporting requirements in the Minnesota Public Utilities Commission ("Commission") Order dated August 26, 2010 in Docket No. G-999/CI-09-409.

Additional information is provided in compliance with the Commission's Orders on March 15, 2010 in Docket No. G-008/M-09-1190 and March 6, 2012 in Docket No. G-008/M-10-378.

Please contact me at (612) 321-5140 if you have any questions about this filing.

Sincerely,

/s/

Pam Thomas
Regulatory Analyst

Enclosures
cc: Attached Service List

AFFIDAVIT OF SERVICE

STATE OF MINNESOTA)
) ss.
COUNTY OF HENNEPIN)

Pam Thomas, being first duly sworn on oath, deposes and says she served the attached Compliance Filing by CenterPoint Energy to all persons at the addresses indicated on the attached list by having the document delivered by electronic filing or by placing in the U.S. Mail at the City of Minneapolis, Minnesota:

/s/
Pam Thomas
CenterPoint Energy

Subscribed and sworn to before me
this 1st day of May, 2014

/s/ Mary Jo Schuh
Notary Public
My Commission Expires on January 31, 2015.

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1 Customer Service

1.1 Call Center Response Time

The Call Center Response Time metric provides the percentage of calls answered within 20 seconds.

Call Center Response times are reported on Schedule 1.

CenterPoint Energy's goal is to achieve an 80/20 service level for a 12 month, calendar basis. We rely on historical trends for call volumes, attrition, absences, as well as any changes in off-the-phone work or other known factors in attempting to achieve an overall 80/20 service. There will be month-to-month variations based on actual events and call volume.

In 2013, 81% of calls (excluding IVR-only calls) were answered in 20 seconds or less, compared to 81% in 2012. The weighted average speed of answer was 25 seconds in 2013, compared to an average of 25 seconds in 2012. The number of calls answered (excluding IVR) increased from 798,637 in 2012 to 854,898 in 2013.

At the request of the utility workgroup the Commission tasked with improving consistency in reporting in its March 6, 2012 Order, the Company will also report on call center response time including calls that solely utilized IVR functionality.

In 2013, 88% of calls (including IVR-only calls) were answered in 20 seconds or less, compared to 88% in 2012. The weighted average speed of answer was 16 seconds in 2013, compared to an average of 17 seconds in 2012. The total number of calls answered (including IVR) increased from 1,171,297 in 2012 to 1,330,798 in 2013.

1.2 Meter Reading Performance

The Meter Reading Performance reporting metric provides a detailed report on CenterPoint Energy'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;

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- 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 geographical area.

The Order accepting our 2010 Service Quality Report states:

Require the utilities to explain, in their 2011 annual reports, whether the difference between the total percentage of meters (100%) and the percentage of meters read (by both the utility and customers) is equal to the percentage of estimated meter reads.

As explained in our 2011 report, the difference between the total percentage of meters and the percentage of meters read by the utility or its customers is the number of billings with estimates; this includes, but is not limited to, estimated meter readings, billing adjustments, and rebilling.

Meter Reading Performance is reported on Schedule 2.

In 2013, 98.21% of meters were read by CenterPoint Energy personnel, compared to 98.19% in 2012. About 0.02% of meters were not read in 6-12 months, compared to about 0.02% in 2012. About 0.01% of meters were not read in over 12 months, compared to about 0.01% in 2012. Average staffing levels decreased from 10.0 in 2012 to 9.5 in 2013 for the Minneapolis Metro Area, average staffing levels also decreased from 17.0 in 2012 to 16.5 in 2013 for Greater Minnesota.

1.3 Involuntary Disconnection

CenterPoint Energy has included a summary of the monthly reports that are submitted pursuant to Minnesota Statutes §§ 216B.091 and 216B.096, subdivision 11 in Docket No. E,G 999/PR-11-2.

A summary of involuntary disconnection reporting is included on Schedule 3.

There were 30,347 customers disconnected for nonpayment in 2013, compared to 26,573 in 2012.

1.4 Service Extension Request Response Times

The reporting metric includes service extension request response times, including, for each customer class and each calendar month:

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- 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.

The Order accepting our 2010 Service Quality Report states;

Require the utilities to explain, beginning with their 2011 annual reports, the types of extension requests (such as requests for reconnection after disconnection for non-payment) they are including in their data on service extension request response times for both locations not previously served, as well as for locations that were previously served.

CenterPoint Energy includes the following types of extension request in our data on service extension response times:

Part A – New Service Extensions

- 1. Location never had service, new construction
- 2. Location never had service, existing home

Part B – Renewed Service Extensions

- 1. Location previously had service, same customer where the customer requested the disconnection
- 2. Location previously had service, new customer

In CenterPoint Energy's July 10, 2012 response to the Minnesota Department of Commerce's Comments in Docket No. G-008/M-12-425 regarding service extension request response times, the Company stated:

In reviewing the Department's comments, we discovered that the data on renewed service orders was not reported the same way as new service orders. For renewed services, the 'site ready' status was not always changed when the work was dispatched so the time to complete the work may have been overstated; as such, the data is not comparable to new orders. We are evaluating the current processes and will make changes to better capture the 'site ready' date which will be reflected in future service quality reports.

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In response to that process assessment, the Company revised reporting methods so new and renewed service orders would be consistently comparable; starting in 2012, the “Avg days to complete” field represents the difference between the dispatched date and mobile completion date.

Service Extension Request Response Time reporting is on Schedule 4.

New residential extensions took an average of 8 days to complete in 2013 and an average of 6 days to 2012. Renewed residential extensions took an average of 10 days to complete in 2013 and an average of 7 days in 2012.

New commercial extensions took an average of 9 days to complete in 2013 and an average of 11 days in 2012. Renewed commercial extensions took an average of 10 days to complete in 2013 and an average of 8 days in 2012.

1.5 Customer Deposits

The reporting metric includes the number of customers who were required to make a deposit as a condition of receiving service.

The Order accepting our 2010 Service Quality Report states;

Require the utilities to explain, beginning with their 2011 annual reports, the types of deposits (such as new deposits from new and reconnecting customers and the total number of deposits currently held) included in the reported number of “required customer deposits.”

CenterPoint Energy reports the number of new deposits required as a condition of service from customers that are liable for disconnection or have been disconnected for non-payment. As of December 31, 2013, a total of 2,185 deposits had been held that were required as a condition of service.

Customer Deposit reporting is included on Schedule 5.

The current policy for deposits is limited to commercial accounts. In 2013, 528 deposits were required as a condition of service for customers, compared to 397 in 2012.

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1.6 Customer Complaints

The reporting metrics include a detailed report on complaints by customer class and calendar month including;

- 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.
 - 4. Refusing to take the action the customer requested.
- E. The number of complaints forwarded to the utility by the Commission's Consumer Affairs Office for further investigation and action.

The Order accepting our 2010 Service Quality Report states;

Request that CenterPoint clarify in its 2011 annual report what is included in the following four customer complaint categories: disconnect for non-payment; service order scheduling; inadequate service; and AMB/BBP issue. CenterPoint should also address how these categories correspond with the categories contained in Minn. Rules, part 7826.2000 (B).

CenterPoint Energy has a number of 'complaint categories' which are used to categorize complaints. Many of these categories have been in use for many years; as such, some of the categories used by CenterPoint Energy do not directly correspond to the categories listed in Minn. Rule 7826.2000 that specifies information to which Minnesota Electric Utilities are subject. However, the categories used by CenterPoint Energy allow for comparison over time (i.e., a category is intended to be used for similar types of issues each year). In general, the categories CenterPoint Energy uses are similar to the categories listed in Minn. Rule 7826.2000.

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Disconnection Issue: This category is used if the customer calls about disconnection for non-payment including, for example, the customer did not receive disconnect notice, locked before disconnect notice expiration, arrangements on account prior to the account being disconnected, new party living/owning the property, collector locked wrong meter. This category is a subset of Alleged Billing Error as used in Minn. Rules, part 7826.2000 (B).

Service order scheduling: This category is used if the customer calls about some aspect of scheduling a service order including, for example, wait time when scheduling to move the meter from inside the home to outside for a reconnect, wait time on a reconnect when the meter was dug at the street or the main, not satisfied with appointment windows and/or scheduling policies, and missed/late appointment. This category is a subset of Inadequate Service as used in Minn. Rules, part 7826.2000 (B).

Inadequate service: This category is used if the customer calls about the Company failing to meet customer expectations including, for example, excessive hold time on the phone. This category is a subset of Inadequate Service as used in Minn. Rules, part 7826.2000 (B).

Budget Billing Issue: This category is used if the customer calls about the Budget Billing Program (BBP) and they do not understand how the BBP works, they may think it is too high/too low, they have questions how it is calculated, or they don't understand why a payment is required with a credit balance. This category is a subset of Alleged Billing Error as used in Minn. Rules, part 7826.2000 (B).

See also Attachment A where we have 'mapped' the categories CenterPoint Energy uses to the categories listed in Minn. Rule 7826.2000. Additionally, for each category we have provided a general list of the types of situations or questions that may be included in each of the categories that we have been using for many years.

The number of complaints taken by CenterPoint Energy is reported on Schedule 6a.

There were 6,218 complaints received in 2013, compared to 5,000 in 2012.

The number and percentage of complaints by type of complaint is reported on Schedule 6b.

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The top three Residential complaint types in 2013 were Disputed Charges, Disconnection Issue and Service Issue; in 2012 the top three were Disputed Charges, Payment Issues, and Service Issue.

The top three Commercial complaint types in 2013 were Disputed Charges, Disconnection Issue and Credit Arrangements; in 2012 the top three were Disputed Charges, Disconnection Issue, and Payment Issues.

The number and percentage of complaints by resolution timeframe is reported on Schedule 6c.

IN 2013, 67% of residential complaints were resolved immediately and 29% within ten days, compared to 61% and 37% in 2012 respectively. For Commercial complaints, 65% were resolved immediately and 30% within ten days, compared to 55% and 40% in 2012, respectively.

The number and percentage of complaints by resolution type are reported on Schedule 6d.

Complaint resolutions were classified as follows: *agreement* between CenterPoint Energy and the customer on the resolution, *compromise* by both the customer and the utility deciding on an acceptable resolution, *demonstration* that the situation complained of is not reasonably within the control of the utility by providing the customer with information, or *refusal* to take the action the customer requested. As shown in the table below, most residential and commercial were resolved by either demonstration or agreement in both 2012 and 2011.

Resolution Type	Residential		Commercial	
	2013	2012	2013	2012
Agreement	35%	40%	28%	30%
Compromise	13%	12%	19%	21%
Demonstration	41%	36%	39%	36%
Refusal	11%	12%	13%	13%

The number of complaints forwarded to CenterPoint Energy is reported on Schedule 6e.

There were 250 complaints forwarded to CenterPoint Energy in 2013, compared to 206 in 2012. The number of complaints received from the BBB did not vary much from 2012

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to 2013, complaints received from the PUC increased from 77 to 95 and complaints received from the OAG increased from 90 to 118.

1.7 Emergency Line Response Time

The reporting metric is the percent of calls on the emergency line answered within 20 seconds.

Emergency line response times are reported on Schedule 7.

There were 78,629 calls received in 2013 and 69,207 received in 2012. Eighty Five percent (85%) of calls were answered in 20 seconds or less in 2013, compared to 90% in 2012. Using a weighted average, the average speed of answer was 15 seconds, compared to 13 seconds in 2012.

2 Mislocate Rate

The reporting metrics include the total number of mislocates, including the number of times a line is damaged due to a mismarked line or failure to mark a line.

Mislocate metrics are reported on Schedule 8.

The total number of mislocates decreased from 97 in 2012 to 49 in 2013, the number of mislocates per 1,000 tickets also decreased from 0.37 in 2012 to 0.17 in 2013.

3 Gas System Reliability

3.1 Gas System Damages

The reporting metric is the number of damages as reported in the Annual Utility Damage Report to the Minnesota Office of Pipeline Safety. Damages are reported as those under the control of CenterPoint Energy's employees and contractors or other unplanned causes.

Gas System Damages are reported on Schedule 9.

To be consistent with past reporting practices and for ease of comparison with our historical data, we also provide the miles of pipe as of December 31, of the previous year and the annual ratio of damages per 100 miles of pipe.

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Gas system damages decreased from 836 in 2012 to 663 in 2013.

3.2 Gas Service Interruptions

The reporting metrics are the number of firm customers that experience an unplanned service interruption and the average duration of the unplanned service interruptions. Unplanned service interruptions are reported as those due to CenterPoint Energy's employees and contractors or other unplanned causes.

Gas service interruptions are reported on Schedule 10.

In 2013 there were 1,073 customers affected by service interruptions; there were 541 outages that lasted 62 minutes per customer on average. In 2012 there were 1,554 customers affected by service interruptions; there were 689 outages that lasted 51 minutes per customer on average.

The decrease in outages correlates to the decrease in damages we had in 2013 compared to 2012. The incidents appear on the Schedule 10 summary of gas service interruptions in the month the investigation is complete. At times, investigations are extensive and take considerable time to process.

3.3 MOPS summaries

The reporting is a summary of major events that are immediately reportable to MOPS according to the criteria used by MOPS to identify reportable events. The reporting also includes summaries of all service interruptions caused by system integrity pressure issues. Each summary shall include the following ten items:

1. The location;
2. When the incident occurred;
3. How many customers were affected;
4. How the company was made aware of the incident;
5. The root cause of the incident;
6. The actions taken to fix the problem;
7. What actions were taken to contact customers;
8. Any public relations or media issues;
9. Whether the customer or the company relighted; and
10. The longest any customer was without gas service during the incident.

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MOPS summaries are reported on Schedule 11.

In 2013 there were 65 MOPS reportable outages and no integrity outages. In 2012 there were 63 MOPS reportable outages and no integrity outages.

3.4 Emergency Gas Response Times

The reporting metric is the time from the initial notification to the time that a qualified emergency response person arrives at the incident location for purposes of making the area safe. Emergency response times are reported, by metro and outstate, as calls responded to in one hour or less and calls responded to in over one hour. CenterPoint Energy provides number and the percentage of emergencies responded to within one hour and more than one hour. CenterPoint Energy also provides the average number of minutes it takes to respond to an emergency. This same information, in total, is reported in the Emergency Response Report to the Minnesota Office of Pipeline Safety (MOPS).

The Order accepting our 2010 Service Quality Report states:

Require the utilities to describe, beginning with their 2011 annual reports, 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). Require the utilities to provide an explanation of any difference between the reports provided to the Commission and to MOPS.

The orders that make up this report include all calls received from customers, contractors, passers-by, 911 dispatchers, or company personnel relating to: gas odors, gas leaks, indications of high pressure, fires, explosions incidents, and hit gas lines (either inside or outside). The jobs reported here are the same as are reported to MOPS on their monthly reports.

Emergency Gas Response Times and related MNOPS reports are reported on Schedule 12.

In 2013, 33,522 emergency gas calls were received, compared to 34,481 in 2012. Ninety-two percent (92%) of the calls were responded to in less than one hour, compared to 94% in 2012. In 2013 it took an average of 30.6 minutes to respond to an emergency, compared to 30.0 minutes in 2012.

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We continue to monitor emergency response times and to manage our processes and personnel involved in responding to emergency calls.

4 Customer Service Related Expenses

The reporting metric is the total of customer service related operations and maintenance expenses. The report includes only Minnesota-regulated, customer-services expenses based on the costs recorded in CenterPoint Energy's FERC accounts 901 and 903, plus payroll taxes and benefits.

Customer service related expenses are reported on Schedule 13.

Customer service related expenses were relatively unchanged from 2012 to 2013.

5 Relocation Expenses

5.1 Steel Service Line

The reporting metrics include the itemized costs associated with each steel service line relocation. Steel service line relocation expenses are reported on Schedule 14. This report is in compliance with the Commission Order dated March 15, 2010 in Docket No. G-008/M-09-1190. Below is a comparison of the 2013 and 2012 steel service line relocations:

Year	# Jobs	High cost	Low cost	Average Cost
2013	17	\$43,641.01	\$1,070.01	\$6,549.78
2012	10	\$12,509.52	\$280.54	\$4,705.80

The variability of costs is largely due to the unique circumstances of each job.

5.2 Meters at 630 CFH or Greater

The reporting metrics include the itemized costs associated with each relocation of meters rated at 630 cubic feet per hour (CFH) or greater. 630 CFH or greater meter relocation expenses are reported on Schedule 15. This report is in compliance with the Commission Order dated March 15, 2010 in Docket No. G-008/M-09-1190. Below is a comparison of the 2013 and 2012 630 CFH+ meter relocations:

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Year	# Jobs	High cost	Low cost	Average Cost
2013	25	\$23,892.47	\$61.15	\$4,049.11
2012	12	\$12,509.52	\$395.64	\$3,145.80

The variability of costs is largely due to the unique circumstances of each job.

6 Additional Customer Service Reporting

6.1 Call Center Detail

The reporting metrics are the total number of utility calls received and the number of utility calls received through CenterPoint Energy's dedicated call center lines. The dedicated call center lines include emergencies, billing inquiries, credit/payment arrangements, service connection/disconnection requests, and the business customer hotline. Call center details are reported on Schedule 16.

The overall call volume increased from 1.17 million in 2012 to 1.33 million in 2013.

6.2 Customer Formal Complaints

The reporting metrics include the total number of resolved and unresolved complaints by class of service and type of complaint, the total number of customers in each class of service, and the total number of customers who initiated service during the past year. CenterPoint Energy currently includes the above information for all complaints (regulated and non-regulated) received from state agencies and the Better Business Bureau, collectively, in its annual report to the Commission, which is required under Minn. Rule 7820.0500. Customer complaints are reported on Schedule 17.

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Attachment A**

Alleged Billing Errors

- **Budget Billing Program (BBP) Issue**-- Customers do not understand how the BBP works , they may think it is too high/too low, they have questions how it is calculated, or they don't understand why a payment is required with a credit balance
- **Billing Error**—Bill Print Issues, questions/issues when we keep the same account number from a current or previous address to use for their new address, when an account is not activated into the landlords name in a timely manner when the tenant moves out, or when the meter is not locked even though the owner has authorized disconnect
- **Disputed Charges**—Landlord/Tenant Disputes happen when either side say they are not responsible for gas usage for specified time periods. Customer disputes when their responsibility should have ended when the property went thru Foreclosure, Divorce-Roommate situation on who is responsible for a debt accrued at the property when both resided there, Disputed debt transfer is when a debt from a previous address is transferred onto their current account, customers do not want to pay a basic fee on a meter that is not being used, but is not locked, and customers dispute the dates of service(move in/move out dates) or security deposits
- **Payment Issue**—Billmatrix (3rd party vendor who processes our payments) complaint, encoding error, missing payment, incorrect application, processing delay, refund checks, late fee/due date, reconnect payment methods, energy assistance payment, NSF checks, fees, refused check payment, automatic bank draft issues
- **Rates/Tariffs**—Interim Rates, franchise fees, Conservation Improvement Program, Gas Affordability Program, sales tax, basic charge
- **Decoupling/Inverted Block Rates**—Any complaint pertaining to the Inverted Block Rate (tiered pricing) and/or decoupling
- **Inactive/Write Off**—collection agency complaint, credit bureau reporting, did not get bill, length of time before the balance is written off

Inaccurate Metering

- **Inaccurate Metering**—Switched piping, pressure factor, misread, non-registering meters, electronic /programming error, meter changes, estimated reads

Wrongful Disconnect

- **Disconnection Issue** —customer did not receive disconnect notice, locked before disconnect notice expiration, arrangements on account prior to the account being disconnected, new party living/owning the property, collector locked wrong meter

High Bills

- **High Bill**—Customer initiated complaint regarding a “high bill” for any reason

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Attachment A**

- **Credit Arrangement**—cannot agree/afford to acceptable payment arrangements, ineligible for arrangements due to previous defaulted arrangements

Inadequate service

- **Service Issue**—Failure to accommodate customer expectations, hold times (phones)

Service-extension intervals-- Service-restoration intervals

- **Construction** —Involves piping leading up to the meter, and the meter itself. Timeline on when a meter can be installed or relocated, excess footage fees, out of season charges-frost burners, cost to add, change or relocate meter, cost to change pressure, meter location, ice shields, barriers, Atmospheric Corrosion Inspection, claims or restoration issues
- **Service Order Scheduling**—wait time when scheduling to move the meter from inside the home to outside for a reconnect, wait time on a reconnect when the meter was dug at the street or the main, not satisfied with appointment windows and/or scheduling policies, and missed/late appointment

Other—Categories that CNP uses, however they do not fit into one of the above categories

- **Employee Conduct**—behavioral or driving complaint against an employee
- **Online Customer Service**—customers do not understand/ agree with options available for My Account Online and Online Billing, inconvenience when the website is down for maintenance, online accounts that are locked or blocked due to too many failed password attempts
- **Other** – Miscellaneous complaints

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2013 Service Quality Report

Schedule 1

Call Center Response Time ^{/1/}

Call Center Response Time Excluding IVR

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Service Level - % of Calls answered in 20 seconds or less.	77%	80%	81%	84%	81%	80%	77%	76%	83%	74%	91%	86%	81%
Average Speed of Answer (in seconds)	30	30	25	22	25	27	27	31	22	34	11	17	25
Total Calls Answered	71,365	67,259	69,800	74,109	75,574	71,420	78,178	73,995	69,166	79,141	58,325	66,566	854,898

Call Center Response Time Including IVR

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Service Level - % of Calls answered in 20 seconds or less.	86%	88%	89%	90%	88%	88%	86%	84%	89%	83%	95%	92%	88%
Average Speed of Answer (in seconds)	19	18	15	13	15	16	17	20	15	23	7	10	16
Total Calls Answered	108,469	104,665	110,847	116,504	119,876	114,480	121,008	112,858	104,133	115,470	92,008	110,480	1,330,798

^{/1/} Includes utility call center, emergency calls, and business customer hotline.

CenterPoint Energy
2013 Service Quality Report

Meter Reading Performance

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Total number of customer meters													
Residential	783,145	726,068	730,646	782,352	786,689	729,514	759,268	793,412	724,015	793,555	704,985	782,196	9,095,845
Commercial	71,227	66,316	66,695	70,466	71,393	66,143	68,412	70,835	65,644	70,803	63,908	70,977	822,819
Monthly Total	854,372	792,384	797,341	852,818	858,082	795,657	827,680	864,247	789,659	864,358	768,893	853,173	9,918,664

Number and percentage of customer meters read by utility personnel

Residential	773,803	716,577	718,905	770,366	773,427	713,628	742,154	775,922	706,658	777,042	693,154	771,278	8,932,914
Commercial	69,806	65,008	65,346	69,255	70,309	65,085	67,319	69,799	64,341	69,506	62,848	69,892	808,514
Monthly Total	843,609	781,585	784,251	839,621	843,736	778,713	809,473	845,721	770,999	846,548	756,002	841,170	9,741,428
Percentage	98.7402%	98.6372%	98.3583%	98.4525%	98.3281%	97.8704%	97.8002%	97.8564%	97.6370%	97.9395%	98.3234%	98.5931%	98.2131%

Number and percentage of customer meters self-read by customers

Residential	2	1	1	0	0	0	0	0	0	1	0	1	6
Commercial	0	0	0	0	0	0	0	0	0	0	1	0	1
Monthly Total	2	1	1	0	0	0	0	0	0	1	1	1	7
Percentage	0.0002%	0.0001%	0.0001%	0.0000%	0.0000%	0.0000%	0.0000%	0.0000%	0.0000%	0.0001%	0.0001%	0.0001%	0.0001%

Meter Reading Staffing Levels by Area:

	Average												Total
Minneapolis Metro Area	10	10	10	10	10	10	10	10	10	8	8	8	9.5
Greater Minnesota	17	17	17	17	17	17	17	17	14	16	16	16	16.5

CenterPoint Energy
2013 Service Quality Report

Meter Reading Performance

Number and percentage of customer meters Not Read 6-12 Months & Reasons

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Residential													
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	0	3	0	0	0	0	0	0	0	0	0	0	3
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	0	2	0	0	0	0	0	0	0	0	0	0	2
Damaged	0	1	0	0	0	0	0	0	0	0	0	0	1
Denied Entry	0	0	0	0	0	0	0	0	0	0	0	0	0
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	0	2	0	0	0	0	0	0	0	0	0	0	2
ERT Not Responding	125	99	101	84	100	91	104	128	137	169	140	141	1,419
Gate Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Changed	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	0	0	0	0	0	0	0	0	0	0	0	1	1
No Answer	1	0	1	1	1	0	2	2	1	1	1	0	11
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	0	0	0	0	1	1	1	2	2	2	0	2	11
Not Home	0	1	1	1	1	1	0	0	1	1	1	0	8
Billing Correction	0	1	0	1	0	0	0	0	0	1	1	0	4
Snow/Ice	0	3	0	0	0	0	0	0	0	0	0	0	3
Unsafe	0	1	0	0	0	0	0	0	0	0	0	0	1
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential Total	126	113	103	87	103	93	107	132	141	174	143	144	1,466
Commercial													
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	0	1	0	0	1	0	0	0	0	0	0	1	3
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	1	0	0	1	2	2	2	0	0	0	0	0	8
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	0	0	0	0	0	0	0	0	0	1	1	0	2
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	0	1	0	0	0	0	0	0	0	0	0	0	1
ERT Not Responding	28	14	10	13	10	13	19	17	24	20	15	16	199
Gate Locked	0	3	0	1	0	0	0	0	0	0	0	0	4
Meter Changed	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	0	0	0	0	1	0	0	0	0	0	0	1	2
No Answer	0	3	1	0	0	0	0	0	0	0	1	0	5
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Home	0	1	0	0	0	0	0	0	0	0	0	0	1
Billing Correction	0	1	1	0	0	0	0	0	0	1	0	0	3
Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	0	0	0	0	0	1	1	0	0	0	0	2
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial Total	29	24	12	15	14	15	22	18	24	22	17	18	230
Monthly Total	155	137	115	102	117	108	129	150	165	196	160	162	1,696
Percentage	0.0181%	0.0173%	0.0144%	0.0120%	0.0136%	0.0136%	0.0156%	0.0174%	0.0209%	0.0227%	0.0208%	0.0190%	0.0171%

CenterPoint Energy
2013 Service Quality Report

Meter Reading Performance

Number and percentage of customer meters Not Read 13+ Months & Reasons

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Residential													
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	0	0	0	0	0	0	0	0	0	0	0	0	0
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	0	1	0	0	0	0	0	0	0	1	0	0	0
Damaged	0	0	0	0	0	0	0	0	0	1	0	0	0
Denied Entry	0	1	0	0	0	0	0	0	0	0	0	0	0
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	1	0	0	0	0	0	0	0	0	0	0	0
Door Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
ERT Not Responding	50	40	48	47	48	51	69	58	66	68	71	63	
Gate Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Changed	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	0	1	0	1	0	0	0	0	0	1	0	0	0
No Answer	3	3	1	0	2	0	5	1	0	0	0	0	0
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	0	0	0	0	1	1	0	0	0	0	0	0	0
Not Home	1	0	3	3	3	3	3	1	2	1	2	3	
Illin Billing Correction	0	0	0	0	0	0	0	0	0	0	0	0	0
Snow/Ice	0	2	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential Total	54	49	52	51	54	55	77	60	68	72	73	66	731
Commercial													
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	0	0	0	0	0	0	0	0	0	0	0	0	0
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	0	0	0	0	0	0	3	0	1	1	1	0	0
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	0	0	0	0	0	0	0	0	0	0	0	0	0
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
ERT Not Responding	4	4	4	3	2	4	9	9	7	7	5	4	
Gate Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Changed	0	0	0	0	0	0	0	0	0	0	1	0	0
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	0	0	0	0	0	0	0	0	0	0	0	1	0
No Answer	1	0	1	1	1	1	1	1	1	0	1	0	0
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Home	0	1	0	0	0	0	0	0	0	0	0	0	0
Illin Billing Correction	1	1	0	1	1	0	0	1	1	0	0	0	0
Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	0	0	0	0	0	0	1	0	0	0	1	0
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial Total	6	6	5	5	4	5	13	12	10	8	8	6	88
Monthly Total	60	55	57	56	58	60	90	72	78	80	81	72	819
Percentage	0.0070%	0.0069%	0.0071%	0.0066%	0.0068%	0.0075%	0.0109%	0.0083%	0.0099%	0.0093%	0.0105%	0.0084%	0.0083%

CenterPoint Energy
2013 Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire
Utility Monthly Reports (216B.091) Docket #13-02

Company: CenterPoint Energy Minnesota Gas for report period ending:

January February March April May June July August September October November December

1	Number of Residential Customer Accounts:	748,179	748,746	749,048	748,679	747,568	746,642	745,559	745,425	746,744	750,734	752,982	754,575
2	Number of Past Due Residential Customer Accounts:	86,566	90,109	93,694	90,200	102,883	95,910	108,101	98,540	92,409	96,534	101,562	87,885
3	Number of Cold Weather Protection Requests :	15,385	10,321	9,281	5,141						6,339	7,247	6,669
RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS													
4	Number of "Right to Appeal" notices mailed to customers:	2	11	20	8						8	9	0
5	<i>Intentionally Blank</i>												
6	Number of customer accounts granted reconnection request:	869	1,018	890	419						1,677	604	699

INABILITY TO PAY (ITP)

10% PLAN (TPP)

CenterPoint Energy
2013 Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire
Utility Monthly Reports (216B.091) Docket #13-02

Company: CenterPoint Energy Minnesota Gas for report period ending:

	January	February	March	April	May	June	July	August	September	October	November	December
PAYMENT SCHEDULE (PS)												
16	Number of "Right to Appeal" notices mailed to customers:											
	17	42	84	7						0	2	0
a)	14,514	9,292	8,371	4,714						4,654	6,634	5,970
17	Intentionally Blank											
18	Number of PS negotiations mutually agreed upon:											
	14,497	9,250	8,287	4,707						4,654	6,632	5,970
19	Intentionally Blank											
DISCONNECTIONS												
20	Number of disconnection notices mailed to customers:											
	32,595	31,947	31,335	30,567	33,279	29,063	22,779	19,864	14,979	14,286	12,819	33,002
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	1,050	1,324	1,399	890	3,919	4,277	4,678	3,813	2,566	1,207	173
d)	# Gas - heat not affected	1	11	4	12	27	19	30	12	15	11	1
e)	Total # disconnected	1,051	1,335	1,403	902	3,946	4,296	4,708	3,825	2,581	1,218	174
	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				1,898						494	
d)	# Gas - heat not affected				8						6	
e)	Total # disconnected	0	0	0	1,906	0	0	0	0	0	500	0
22	Number of customer accounts disconnected seeking protection:											
a)	# Electric - heat affected											
b)	# Electric - heat not affected											
c)	# Gas - heat affected	283	455	472	362					154	71	193
d)	# Gas - heat not affected	1	1	1	2					1	1	2
e)	Total # disconnected (See Note)	284	456	473	364	0	0	0	0	155	72	195
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):											
	1,335	1,791	1,876	1,266	3,946	4,296	4,708	3,825	2,581	1,373	246	698
	1,335	1,791	1,876	3,172	3,946	4,296	4,708	3,825	2,581	1,873	246	698

CenterPoint Energy
2013 Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire
Utility Monthly Reports (216B.091) Docket #13-02

Company: CenterPoint Energy Minnesota Gas for report period ending:

January February March April May June July August September October November December

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$11,980,428	\$15,008,400	\$16,928,843	\$16,733,778	\$19,133,953	\$18,071,558	\$17,832,314	\$15,996,853	\$14,511,531	\$12,508,081	\$11,844,632	\$11,905,025
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$138	\$167	\$181	\$186	\$186	\$188	\$165	\$162	\$157	\$130	\$117	\$135
26	Total dollars received from energy assistance programs:	\$1,608,966	\$1,658,969	\$1,631,828	\$2,193,658	\$889,745	\$380,348	\$96,622	\$0	\$0	\$0	\$1,137,325	\$1,609,263
27	Total dollars received from other sources (private organizations):	\$95,067	\$62,866	\$51,208	\$81,392	\$63,647	\$109,904	\$123,205	\$133,364	\$136,307	\$132,560	\$43,267	\$29,501
28	Total Revenue from sales to residential accounts:	\$91,776,303	\$75,976,904	\$70,252,899	\$53,832,794	\$24,961,678	\$17,502,656	\$15,410,558	\$14,859,817	\$15,894,021	\$31,852,179	\$63,576,421	\$108,601,974
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$123	\$101	\$94	\$72	\$33	\$23	\$21	\$20	\$21	\$42	\$84	\$144
30	Intentionally Blank												
30	Average annual residential bill:												
31	Total residential account write-offs due to uncollectible:	\$506,479	\$379,267	\$495,186	\$375,647	\$495,273	\$798,981	\$707,231	\$1,050,804	\$992,168	\$870,037	\$982,997	\$817,328

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	1,056	1,150	1,285	729						401	124	526
d)	# Gas - heat not affected	2	11	4	12						6	1	4
e)	Total # disconnected	1,058	1,161	1,289	741	0	0	0	0	0	407	125	530
33	Intentionally Blank												
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	1,027	1,109	1,221	710						397	117	421
35	Intentionally Blank												
36	Intentionally Blank												

RECONNECTION DATA

37	# Accounts reconnected	1,154	1,293	1,592	2,268	2,787	2,693	2,795	2,940	2,360	3,434	656	790
38	# Accounts remaining disconnected	2,824	3,040	3,033	3,625	4,420	5,640	7,033	7,304	6,916	4,233	3,175	2,819
a)	1-30 days	178	505	413	901	1,230	1,737	2,086	1,289	827	269	27	73
b)	31-60 days	64	76	199	268	552	945	1,289	1,354	864	232	102	17
c)	61+ days	2,582	2,459	2,421	2,456	2,638	2,958	3,658	4,661	5,225	3,732	3,046	2,729

CenterPoint Energy
2013 Service Quality Report

Service Extension Request Responses Times

New Service Extensions

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Residential													
# Service Installations	248	204	176	235	367	473	503	429	474	575	499	249	4,432
Avg days to complete	9	7	9	8	10	9	7	6	6	6	9	8	8
Commercial													
# Service Installations	13	12	7	10	9	26	26	34	47	46	61	79	370
Avg days to complete	11	10	12	9	9	7	5	10	9	8	8	9	9

Renewed Service Extensions ¹

	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	July	August	September	October	November	December	Total
Residential													
# Service Installations	24	21	12	26	23	20	31	45	49	69	54	45	419
Avg days to complete	10	9	9	10	9	8	8	8	7	7	14	16	10
Commercial													
# Service Installations	2	0	1	0	0	0	2	8	6	6	4	3	32
Avg days to complete	12	0	8	0	0	0	7	8	9	9	15	11	10

¹ excludes locations with locked meters due to credit-related issues

CenterPoint Energy
2013 Service Quality Report

Customer Deposits

	January	February	March	April	May	June	July	August	September	October	November	December	Total
# of Service Connections	15,983	14,120	16,004	16,485	19,132	23,924	22,848	23,515	23,805	24,887	17,368	14,376	232,447
# Deposits required as a condition of service	33	36	21	33	28	22	34	35	35	162	50	39	528
% of Service Connections	0.21%	0.25%	0.13%	0.20%	0.15%	0.09%	0.15%	0.15%	0.15%	0.65%	0.29%	0.27%	0.23%

**CenterPoint Energy
2013 Service Quality Report**

Schedule 6a

Number of Call Center Complaints

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Residential	452	467	452	520	486	502	619	563	514	569	341	418	5,903
Commercial	28	31	32	35	35	19	23	22	25	25	22	18	315
Total	480	498	484	555	521	521	642	585	539	594	363	436	6,218

CenterPoint Energy
2013 Service Quality Report

Number & Percentage Call Center Complaints by Type of Complaint

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Residential													
Billing Errors													
Budget Billing Program (BBP) Issue	1 0.22%	6 1.28%	12 2.65%	11 2.12%	19 3.91%	16 3.19%	21 3.39%	23 4.09%	12 2.33%	12 2.11%	4 1.17%	3 0.72%	140 2.37%
Billing Errors	26 5.75%	20 4.28%	34 7.52%	45 8.65%	34 7.00%	36 7.17%	38 6.14%	33 5.86%	27 5.25%	35 6.15%	33 9.68%	39 9.33%	400 6.78%
Disputed Charges	86 19.03%	103 22.06%	95 21.02%	86 16.54%	115 23.66%	99 19.72%	127 20.52%	80 14.21%	86 16.73%	105 18.45%	70 20.53%	77 18.42%	1129 19.13%
Payment Issue	30 6.64%	55 11.78%	30 6.64%	48 9.23%	46 9.47%	39 7.77%	37 5.98%	41 7.28%	34 6.61%	36 6.33%	36 10.56%	40 9.57%	472 8.00%
Rates/Tariffs	12 2.65%	11 2.36%	7 1.55%	7 1.35%	7 1.44%	11 2.19%	12 1.94%	18 3.20%	8 1.56%	18 3.16%	6 1.76%	10 2.39%	127 2.15%
Decoupling/Inverted Block Rates	1 0.22%												1 0.02%
Inactive/Write-Off	7 1.55%	3 0.64%	4 0.88%	5 0.96%	8 1.65%	5 1.00%	4 0.65%	5 0.89%	4 0.78%	8 1.41%	8 2.35%	3 0.72%	64 1.08%
Inaccurate Metering													
Inaccurate Metering	3 0.66%	2 0.43%	6 1.33%	3 0.58%	4 0.82%	6 1.20%	6 0.97%	5 0.89%	2 0.39%	8 1.41%	5 1.47%	1 0.24%	51 0.86%
Wrongful Disconnect													
Disconnection Issue	81 17.92%	65 13.92%	62 13.72%	92 17.69%	69 14.20%	74 14.74%	92 14.86%	84 14.92%	58 11.28%	56 9.84%	17 4.99%	49 11.72%	799 13.54%
High Bills													
High Bill	13 2.88%	4 0.86%	2 0.44%	5 0.96%	5 1.03%	5 1.00%	8 1.29%	3 0.53%	3 0.58%	3 0.53%	3 0.88%	1 0.24%	55 0.93%
Credit Arrangement	38 8.41%	18 3.85%	24 5.31%	50 9.62%	14 2.88%	28 5.58%	58 9.37%	84 14.92%	97 18.87%	56 9.84%	9 2.64%	10 2.39%	486 8.23%
Inadequate Service													
Service Issue	49 10.84%	63 13.49%	49 10.84%	53 10.19%	59 12.14%	69 13.75%	80 12.92%	71 12.61%	41 7.98%	90 15.82%	55 16.13%	74 17.70%	753 12.76%
Service-Extension/Restoration Intervals													
Construction	7 1.55%	11 2.36%	9 1.99%	16 3.08%	15 3.09%	30 5.98%	34 5.49%	27 4.80%	30 5.84%	27 4.75%	5 1.47%	11 2.63%	222 3.76%
Service Order Scheduling	2 0.44%	7 1.50%	4 0.88%	11 2.12%	9 1.85%	10 1.99%	15 2.42%	5 0.89%	4 0.78%	19 3.34%	5 1.47%	11 2.63%	102 1.73%
Other													
Employee Conduct	19 4.20%	22 4.71%	17 3.76%	20 3.85%	17 3.50%	17 3.39%	25 4.04%	21 3.73%	32 6.23%	23 4.04%	16 4.69%	19 4.55%	248 4.20%
Online Customer Service	55 12.17%	53 11.35%	71 15.71%	43 8.27%	44 9.05%	36 7.17%	35 5.65%	28 4.97%	44 8.56%	44 7.73%	38 11.14%	34 8.13%	525 8.89%
Other	22 4.87%	24 5.14%	26 5.75%	25 4.81%	21 4.32%	21 4.18%	27 4.36%	35 6.22%	32 6.23%	29 5.10%	31 9.09%	36 8.61%	329 5.57%
Residential Total	452 100.00%	467 100.00%	452 100.00%	520 100.00%	486 100.00%	502 100.00%	619 100.00%	563 100.00%	514 100.00%	569 100.00%	341 100.00%	418 100.00%	5903 100.00%
Commercial													
Billing Errors													
Budget Billing Program (BBP) Issue													
Billing Errors		1 3.23%			1 2.86%	3 15.79%	2 8.70%		3 12.00%		1 4.55%	1 5.56%	12 3.81%
Disputed Charges	4 14.29%	5 16.13%	8 25.00%	11 31.43%	9 25.71%	5 26.32%	2 8.70%	6 27.27%	6 24.00%	3 12.00%	5 22.73%	3 16.67%	67 21.27%
Payment Issue	1 3.57%	3 9.68%	3 9.38%	6 17.14%	3 8.57%	3 15.79%	3 13.04%	1 4.55%	1 4.00%	1 4.00%	1 4.55%	3 16.67%	29 9.21%
Rates/Tariffs			1 3.13%					2 9.09%	1 4.00%				4 1.27%
Decoupling/Inverted Block Rates													
Inactive/Write-Off													
Inaccurate Metering													
Inaccurate Metering	4 14.29%	1 3.23%	3 9.38%	2 5.71%	4 11.43%	2 10.53%	2 8.70%	1 4.55%		1 4.00%			20 6.35%
Wrongful Disconnect													
Disconnection Issue	4 14.29%	7 22.58%	7 21.88%	3 8.57%	6 17.14%		6 26.09%	3 13.64%	7 28.00%	10 40.00%	4 18.18%	2 11.11%	59 18.73%
High Bills													
High Bill	1 3.57%		1 3.13%										2 0.63%
Credit Arrangement	5 17.86%	3 9.68%	4 12.50%	5 14.29%	4 11.43%	3 15.79%	4 17.39%	2 9.09%	1 4.00%	2 8.00%	2 9.09%	1 5.56%	36 11.43%
Inadequate Service													
Service Issue	3 10.71%	3 9.68%	3 9.38%	3 8.57%	1 2.86%	2 10.53%	2 8.70%	2 9.09%	1 4.00%	5 20.00%	2 9.09%	3 16.67%	30 9.52%
Service-Extension/Restoration Intervals													
Construction	2 7.14%	1 3.23%		1 2.86%	1 2.86%			1 4.55%	1 4.00%	1 4.00%	2 9.09%		10 3.17%
Service Order Scheduling								1 4.55%	1 4.00%			1 5.56%	3 0.95%
Other													
Employee Conduct		3 9.68%	1 3.13%	1 2.86%			1 4.35%	1 4.55%			1 4.55%		8 2.54%
Online Customer Service	4 14.29%	2 6.45%		1 2.86%	3 8.57%	1 5.26%				1 4.00%		3 16.67%	15 4.76%
Other		2 6.45%	1 3.13%	2 5.71%	3 8.57%		1 4.35%	2 9.09%	3 12.00%	1 4.00%	4 18.18%	1 5.56%	20 6.35%
Commercial Total	28 100.00%	31 93.55%	32 96.88%	35 94.29%	35 91.43%	19 100.00%	23 95.65%	22 90.91%	25 88.00%	25 96.00%	22 81.82%	18 94.44%	315 100.00%

CenterPoint Energy
2013 Service Quality Report

Number & Percentage Call Center Complaints by Resolution Timeframe

	January		February		March		April		May		June		July		August		September		October		November		December		Total	
Residential																										
Immediate	290	64.16%	296	63.38%	295	65.27%	336	64.62%	298	61.32%	295	58.76%	359	58.00%	388	68.92%	366	71.21%	412	72.41%	265	77.71%	340	81.34%	3940	66.75%
Within 10 Days	148	32.74%	149	31.91%	145	32.08%	163	31.35%	168	34.57%	186	37.05%	249	40.23%	150	26.64%	106	20.62%	111	19.51%	61	17.89%	62	14.83%	1698	28.77%
Greater Than 10 Days	14	3.10%	22	4.71%	12	2.65%	21	4.04%	20	4.12%	21	4.18%	11	1.78%	25	4.44%	42	8.17%	46	8.08%	15	4.40%	16	3.83%	265	4.49%
Residential Total	452	100.00%	467	100.00%	452	100.00%	520	100.00%	486	100.00%	502	100.00%	619	100.00%	563	100.00%	514	100.00%	569	100.00%	341	100.00%	418	100.00%	5903	100.00%
Commercial																										
Immediate	19	67.86%	21	67.74%	18	56.25%	20	57.14%	20	57.14%	17	89.47%	12	52.17%	13	59.09%	18	72.00%	18	72.00%	14	63.64%	14	77.78%	204	64.76%
Within 10 Days	9	32.14%	8	25.81%	13	40.63%	13	37.14%	13	37.14%	1	5.26%	11	47.83%	6	27.27%	3	12.00%	5	20.00%	7	31.82%	4	22.22%	93	29.52%
Greater Than 10 Days		0.00%	2	6.45%	1	3.13%	2	5.71%	2	5.71%	1	5.26%		0.00%	3	13.64%	4	16.00%	2	8.00%	1	4.55%		0.00%	18	5.71%
Commercial Total	28	100.00%	31	100.00%	32	100.00%	35	100.00%	35	100.00%	19	100.00%	23	100.00%	22	100.00%	25	100.00%	25	100.00%	22	100.00%	18	100.00%	315	100.00%
	January		February		March		April		May		June		July		August		September		October		November		December		Total	
Total																										
Immediate	309	64.38%	317	63.65%	313	64.67%	356	64.14%	318	61.04%	312	59.88%	371	57.79%	401	68.55%	384	71.24%	430	72.39%	279	76.86%	354	81.19%	4144	66.65%
Within 10 Days	157	32.71%	157	31.53%	158	32.64%	176	31.71%	181	34.74%	187	35.89%	260	40.50%	156	26.67%	109	20.22%	116	19.53%	68	18.73%	66	15.14%	1791	28.80%
Greater Than 10 Days	14	2.92%	24	4.82%	13	2.69%	23	4.14%	22	4.22%	22	4.22%	11	1.71%	28	4.79%	46	8.53%	48	8.08%	16	4.41%	16	3.67%	283	4.55%
Total	480	100.00%	498	100.00%	484	100.00%	555	100.00%	521	100.00%	521	100.00%	642	100.00%	585	100.00%	539	100.00%	594	100.00%	363	100.00%	436	100.00%	6218	100.00%

**CenterPoint Energy
2013 Service Quality Report**

Number & Percentage Call Center Complaints by Resolution Type

	January		February		March		April		May		June		July		August		September		October		November		December		Total	
Residential																										
Agree	188	41.59%	207	44.33%	181	40.04%	193	37.12%	154	31.69%	143	28.49%	206	33.28%	175	31.08%	171	33.27%	194	34.09%	118	34.60%	137	32.78%	2067	35.02%
Compromise	57	12.61%	44	9.42%	55	12.17%	66	12.69%	57	11.73%	43	8.57%	61	9.85%	80	14.21%	82	15.95%	93	16.34%	69	20.23%	74	17.70%	781	13.23%
Demonstrate	145	32.08%	162	34.69%	167	36.95%	198	38.08%	218	44.86%	261	51.99%	280	45.23%	239	42.45%	218	42.41%	227	39.89%	122	35.78%	182	43.54%	2419	40.98%
Refuse	62	13.72%	54	11.56%	49	10.84%	63	12.12%	57	11.73%	52	10.36%	71	11.47%	69	12.26%	43	8.37%	55	9.67%	32	9.38%	24	5.74%	631	10.69%
Not Assigned											3	0.60%	1	0.16%									1	0.24%	5	0.08%
Residential Total	452	100.00%	467	100.00%	452	100.00%	520	100.00%	486	100.00%	502	100.00%	619	100.00%	563	100.00%	514	100.00%	569	100.00%	341	100.00%	418	100.00%	5903	100.00%
Commercial																										
Agree	10	35.71%	10	32.26%	6	18.75%	12	34.29%	8	22.86%	7	36.84%	6	26.09%	6	27.27%	8	32.00%	8	32.00%	3	13.64%	4	22.22%	88	27.94%
Compromise	5	17.86%	5	16.13%	5	15.63%	7	20.00%	7	20.00%	3	15.79%	4	17.39%	5	22.73%	4	16.00%	5	20.00%	5	22.73%	5	27.78%	60	19.05%
Demonstrate	9	32.14%	14	45.16%	14	43.75%	13	37.14%	15	42.86%	6	31.58%	11	47.83%	6	27.27%	8	32.00%	9	36.00%	12	54.55%	7	38.89%	124	39.37%
Refuse	4	14.29%	2	6.45%	7	21.88%	3	8.57%	5	14.29%	3	15.79%	2	8.70%	5	22.73%	5	20.00%	2	8.00%	2	9.09%	2	11.11%	42	13.33%
Not Assigned																			1	4.00%					1	0.32%
Commercial Total	28	100.00%	31	100.00%	32	100.00%	35	100.00%	35	100.00%	19	100.00%	23	100.00%	22	100.00%	25	100.00%	25	100.00%	22	100.00%	18	100.00%	315	100.00%
	January		February		March		April		May		June		July		August		September		October		November		December		Total	
Agree	198	41.25%	217	43.57%	187	38.64%	205	36.94%	162	31.09%	150	28.79%	212	33.02%	181	30.94%	179	33.21%	202	34.01%	121	33.33%	141	32.34%	2155	34.66%
Compromise	62	12.92%	49	9.84%	60	12.40%	73	13.15%	64	12.28%	46	8.83%	65	10.12%	85	14.53%	86	15.96%	98	16.50%	74	20.39%	79	18.12%	841	13.53%
Demonstrate	154	32.08%	176	35.34%	181	37.40%	211	38.02%	233	44.72%	267	51.25%	291	45.33%	245	41.88%	226	41.93%	236	39.73%	134	36.91%	189	43.35%	2543	40.90%
Refuse	66	13.75%	56	11.24%	56	11.57%	66	11.89%	62	11.90%	55	10.56%	73	11.37%	74	12.65%	48	8.91%	57	9.60%	34	9.37%	26	5.96%	673	10.82%
Not Assigned	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3	0.58%	1	0.16%	0	0.00%	0	0.00%	1	0.17%	0	0.00%	1	0.23%	6	0.10%
Total	480	100.00%	498	100.00%	484	100.00%	555	100.00%	521	100.00%	521	100.00%	642	100.00%	585	100.00%	539	100.00%	594	100.00%	363	100.00%	436	100.00%	6218	100.00%

CenterPoint Energy
2013 Service Quality Report

Source of Formal Customer Complaints

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Residential													
BBB	1	1				3	4	3	8	3	3		26
OAG	10	14	11	7	3	5	8	7	13	20	7	6	111
PUC	8	7	15	9	6	13	8	3	6	6	6	2	89
Other			1										1
Commercial/Industrial													
BBB				1									1
OAG			1	1				2					4
PUC	1	1	1	1		1					1		6
Other													0
Interruptible													
BBB													0
OAG													0
PUC													0
Other													0
Total	20	23	29	19	9	22	20	15	27	29	17	8	238

CenterPoint Energy
2013 Service Quality Report

Emergency Line Response Time

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Service Level - % of Calls answered in 20 seconds or less.	86%	90%	92%	92%	89%	83%	81%	80%	84%	78%	89%	84%	85%
Average Speed of Answer (in seconds)	14	12	11	11	13	16	17	18	16	18	13	16	15
Total Calls Answered	7,040	5,614	5,661	5,682	6,288	6,495	7,354	6,546	6,762	7,600	5,969	7,618	78,629

CenterPoint Energy
2013 Service Quality Report

Schedule 8

Mislocate Rate

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Number of Mislocates													
Mismarked line	1	-				3	4	-	5	3	4	1	21
Failure to mark a line						4	5	3	5	6	4	1	28
Total	1	-	-	-	-	7	9	3	10	9	8	2	49
Number of Locate Tickets	6,221	5,622	6,266	18,806	41,318	37,948	39,576	35,754	34,953	32,438	17,415	6,598	282,915
Number of Mislocates per 1000 Locate Tickets	0.16	0.00	0.00	0.00	0.00	0.18	0.23	0.08	0.29	0.28	0.46	0.30	0.17

Schedule 9

[illegible]

Total	2.67
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CenterPoint Energy
2013 Service Quality Report

Schedule 10

Gas Service Interruptions

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Outages Due to Employees/Contractors													
Number of Customers	2	4	6	10	29	23	101	73	173	11	7	2	441
Number Outages	2	1	6	10	6	11	17	72	79	11	7	2	224
Average duration of outage (in minutes)	53	53	195	111	22	53	21	101	52	184	153	181	60
Outages Due to All Other Causes													
Number of Customers	10	1	1	5	65	71	233	24	68	73	68	13	632
Number Outages	9	1	1	2	32	63	82	5	15	67	27	13	317
Average duration of outage (in minutes)	81	180	120	57	66	89	42	38	30	128	55	156	63
<u>Total</u>													
Number of Customers	12	5	7	15	94	94	334	97	241	84	75	15	1,073
Number Outages	11	2	7	12	38	74	99	77	94	78	34	15	541
Average duration of outage (in minutes)	76	78	184	93	52	80	36	86	46	135	64	159	62
Total Minutes	915	390	1,290	1,395	4,890	7,545	12,041	8,295	11,045	11,350	4,829	2,387	66,370

CenterPoint Energy
2013 Service Quality Report
MOPS Reportable Events

Location	When did the incident occur?	How many customers were affected?	How was CenterPoint made aware of the incident?	What was the root cause of the incident?	What actions were taken to fix the problem?	What actions were taken to contact the customers?	Were there any public relations issues?	Did the customers or company relent?	What was the longest time a customer was without gas during this incident?
28 St Ea & Cedar ave, Minneapolis	1/23/2013	None	911	IHD	Crew installed a bypass & did permanent repair	None	No	NA	NA
3019 Minnehaha Ave So, Minneapolis	1/24/2013	None	Our employee	Leak on main & service cap	Repaired leaks	We advised we shut the gas off until the leak was found	No	NA	NA
6145 MaClynn Ave NE, Albertville	1/26/2013	None	911	CO due to car in the garage	NA	We verified our equipment was working properly	Death	NA	NA
4912 Vincent Ave So, Minneapolis	1/31/2013	None	911	Boiler incident-customer piping	Shut off Gas	We cut & capped the service line	Daycare	NA	Gas off until building rebuilt
115 5 St So, LeSeur	2/7/2013	1	911	Leak at Furnace and Inside meter	Shut off gas, repairs made	We shut off until repairs were made	School Evacuated	Company	1 hr
3805 Evergreen La, St Bonifacious	2/21/2013	1	911	House Fire	Shut off gas	House was a total loss, left gas off	No	NA	Off until home rebuilt
6030 Xerxes Ave No, Brooklyn Center	2/26/2013	1	911	Boiler incident	Shut off gas at the meter	We shut off gas at the meter until they can make repairs	Daycare	NA	Off until repairs are made
4005 Xerxes Ave So, Minneapolis	3/13/2013	1	Homeowner	Leak at the meter	Shut off the gas & made the repair	We shut off the gas and repaired the leak	No	Company	2 hrs
Mitchell Rd & Technology Dr, Eden Prairie	3/29/2013	None	911	Hit gas main	Shut off the gas & made the repair	NA	No	NA	NA
720 7 Ave No, St James	4/1/2013	1	911	Fire	Shut gas off at the service line	Cut gas service off	No	NA	Off until home is rebuilt
Lake Blvd & 1 St NE, Buffalo	4/10/2013	8	Our employee	Hit gas main	Shut off gas and repaired the main	Did Light up for customers	No	Company	2 hrs
505 Washinton Ave, Minneapolis	4/11/2013	1	911	Leak on service	Shut of gas and repaired the line	Did Light up for customer	No	Company	6 hrs
14840 Brockton Lane, Rogers	4/21/2013	1	911	a car ran into the regulator	Shut of gas and repaired the line	Did Light up for customer	No	Company	16 hrs
2500 Chicago Ave. So, Minneapolis	4/25/2013	2	911	Fire	Shut off gas	We cut off the service lines	No	NA	Gas off until business is repaired
4408 17 Ave So, MPLS	5/4/2013	None	Passerby	Leak on cooper loop	Shut off gas	We cut and capped the service line	No	NA	We are going to replace the service and the copper loop on a future date. Home is vacant now
6708 80 Ave No, Brooklyn Park	5/26/2013	1	911	Fire	Shut off gas	Gas shut off at meter and disked	No	NA	Gas off until home is rebuilt
45 Ave. No & Winnetka Ave No, New Hope	5/29/2013	0	911	Hit gas main	Shut off gas & repaired the main	None	No	NA	NA
32273 124 St, Princeton	5/31/2013	6	911	Hit gas main	Shut off gas & repaired the main	Did lightup for customer	No	Company	3 hrs
6616 Kenney Place, Edina	6/4/2013	1	911	Fire	Shut off gas	Gas shut off at meter and disked	No	NA	Gas off until home is rebuilt
422 Clover Leaf Dr, Golden Valley	6/5/2013	1	911	Fire	Shut off gas	Gas shut off at meter and disked	No	NA	Gas off until home is rebuilt
1821 18 Ave, Anoka	6/5/2013	1	911	Hit gas service line	Shut off gas	We shut off gas and made the repair	No	Company	2 hrs
16798 Huntington Path, Lakeville	6/10/2013	1	911	Fire	Shut off gas	Gas shut off at meter and disked	No	NA	Gas off until repairs to home are complete
5430 144 Way, Ramsey	6/17/2013	8	911	Hit gas main	Shut off gas & repaired the main	Did Light up for customers	No	Company	3 hrs
400 Cedar Ave So, Minneapolis	6/18/2013	1	911	person cut service line with sawzall	Shut off gas and repair the service line	Did Light up for customers	No	Company	4.5
2710 Ashborne Rd, Minnetonka	6/21/2013	1	911	Lightning/Fire-Not gas Related	Shut off gas	Locked Meter	No	NA	Gas off until home is rebuilt
10804 Leaping Deer La, Eden Prairie	6/21/2013	1	911	Lightning/Fire-Not gas Related	Shut off gas	Locked Meter	No	NA	Gas off until home is rebuilt

CenterPoint Energy
2013 Service Quality Report
MOPS Reportable Events

Location	When did the incident occur?	How many customers were affected?	How was CenterPoint made aware of the incident?	What was the root cause of the incident?	What actions were taken to fix the problem?	What actions were taken to contact the customers?	Were there any public relations issues?	Did the customers or company relight?	What was the longest time a customer was without gas during this incident?
15692 Highview Dr, Apple Valley	6/21/2013	1	911	Lightning/Fire-Not gas Related	Shut off gas	Locked Meter	No	NA	Gas off until home is rebuilt
3214 42 Ave So, MPLS	6/21/2013	1	911	Tree uprooted from storm and pulled up the gas service line	Cut & capped the gas service Line	Gas off until the tree is removed	No	Company	Gas off until homeowner has tree removed
13988 Ember Way, Apple Valley	6/22/2013	1	911	Lightning/Fire	Shut off gas	Locked Meter	No	NA	Gas off until home is rebuilt
63 Ave. No & Hampshire Lane, Crystal	6/24/2013	83	911	Hit gas main	Shut off gas & repaired the main	Shut off gas at meters/relight	No	Company	12 hrs
415 2 St SW, Medford	6/25/2013	3	911	Hit gas main	Shut off gas & repaired the main	Shut off gas at meters/relight	No	Company	3 hrs
7021 Viking Blvd, Nowthen	7/3/2013	50	911	Hit gas main	Shut off gas & repaired the main	Shut off gas at meters/relight	No	Company	6 hrs
2614 Cutters Grove Ave, Anoka	7/4/2013	40	911	Fire	Shut off gas/replace meter	Shut off gas & replace meter	No	Company	16 hrs
312 Bunting Lane, Mankato	7/10/2013	1	911	Leak	Shut off gas and repaired the main	Did light up for customer the next morning	No	Company	10 hrs
103 main St, New Prague	7/11/2013	1	911	Hit gas service line	Shut off gas and repair the service line	Did light up for customer	No	Company	3.25 hrs
54 St We & Penn Ave So, MPLS	7/12/2013	7	911	Hit gas main	Shut off gas & repaired the main	Shut off gas at meters/relight	No	Company	5 hrs
63 Ave No & County Rd 81, Brooklyn Park	7/12/2013	89	911	Hit gas main	Shut off gas & repaired the main	Shut off gas at meters/relight	No	Company	5 hrs
4227 26 Ave So. MPLS	7/13/2013	1	911	Fire	Shut off gas	Shut off gas	No	NA	Gas off until repairs to home are complete
10201 Wentworth Ave So Bloomington	7/13/2013	1	911	Lightning strike & Fire	Shut off gas and replaced meter	Relight appliances	No	Company	4
135 Kendale Ave So, Annandale	7/14/2013	10	911	Hit gas main	Shut off gas & repaired the main	Shut off gas at meters/relight	No	Company	4 hrs
11500 37 Ave No, Plymouth	7/14/2013	1	911	Lightning strike & Fire	Shut off gas and replaced meter	We did light up for customer	No	Company	4 hrs
403 6 St, Cleveland	7/19/2013	0	N/A	Odor tank over pressurized due to high heat temperatures	Reduced heat temperatures	NA	NA	NA	NA
6 Ave SW & Highway 13, Waseca	7/25/2013	0	911	service torn from main	Shut of gas and repaired the main	NA	NA	NA	NA
2812 University Ave SE, Minneapolis	8/1/2013	3	911	Fire	Shut off gas	Meter locked	NA	NA	gas off until repairs to building are complete
403 3 Ave Ea, Alexandria	8/2/2013	1	911	Fire	Cut & capped service line	None	No	NA	gas off until repairs to building are complete
4101 5 St NE, Columbia Heights	8/7/2013	1	911	leak on customer piping	Shut off gas and locked the meter	Shut off gas and locked the meter	No	NA	gas off until customer repairs piping
46 St & Bryant Ave So, MPLS	8/12/2013	0	911	Hit gas main	Shut off gas & repaired the main	NA	No	NA	NA
2580 County Rd 120 Ne, Alexandria	8/12/2013	1	911	Fire	Cut & capped service line	NA	No	NA	gas off until building rebuilt
231 Birmamwood Dr, Burnsville	8/25/2013	3	911	Fire	Shut off gas	Shut off gas	No	NA	Gas off until repairs are complete
12993 Ridgedale Dr, Minnetonka	9/4/2013	33	911	Hit gas main	Shut off gas & repaired the main	We did light up for the customers	No	Company	2 hrs
3 St & Fremont Ave, Elk River	9/4/2013	0	911	Hit gas main	Shut off gas & repaired the main	NA	No	NA	NA
3801 Chandler Dr, St Anthony	9/10/2013	1	911	Hit gas main	Shut off gas & repaired the main	We did light up for customer	No	Company	2 hrs
69 St We & York Ave SO, Edina	9/11/2013	1	911	Hit gas main	Shut off gas & repaired the main	We did light up for customer	No	Company	6 hrs

CenterPoint Energy
2013 Service Quality Report
MOPS Reportable Events

Location	When did the incident occur?	How many customers were affected?	How was CenterPoint made aware of the incident?	What was the root cause of the incident?	What actions were taken to fix the problem?	What actions were taken to contact the customers?	Were there any public relations issues?	Did the customers or company relight?	What was the longest time a customer was without gas during this incident?
4300 Glumack Dr, Minneapolis	9/13/2013	0	911	Leak on main	Shut off gas & repaired the main	NA	No	NA	NA
1210 Willmar Ave SE, Willmar	9/17/2013	1	911	Fire	Shut off gas	Meter locked	Yes	NA	Gas off until repairs are complete
5600 Boone Ave No, New Hope	9/17/2013	1	911	Fire	Shut off gas	Meter locked	No	Company	gas off until repairs are complete
3043 Grand Ave So, Minneapolis	9/17/2013	4	911	Fire	Shut off gas	Meters locked and service cut at the street	No	NA	Gas off until building rebuilt
18901 Heather st NW, Cedar	10/5/2013	1	911	Lightning strike & Fire	Shut off gas	Replaced service line	No	Company	10 hrs
Highway 35 & Cty Rd 50, Lakeville	10/18/2013	1	911	Hit gas main	Shut off gas & repaired the main	Shut off gas at meter/relight	No	Company	6hrs
17366 Gabeshi Lane, Onamia	11/2/2013	1	911	Fire	Cut & capped service line	NA	No	NA	Gas off until home rebuilt
Highway 169 & Old Brick Yard Rd, Shakopee	11/4/2013	60	911	Hit gas main	Shut off gas & repaired the main	We did light up for customer	No	Company	3.5 hrs
5749 Bloomington Ave So, Minneapolis	11/7/2013	1	911	Copper Theft	Capped gas line to home	NA	No	NA	Gas off until customer piping repaired
3717 Oakland Ave So, Minneapolis	11/21/2013	1	911	Hit gas service	Shut off gas & repaired the service	We did light up for customer	No	Company	2 hrs
Elm Creek Blvd & Revere Lane, Maple Grove	11/27/2013	No	911	Hit gas main	Shut off gas and repaired the main	NA	No	NA	NA
15101 Victor Lane, Minnetonka	12/1/2013	1	911	Fire	Shut off gas & locked the meter	NA	No	NA	Gas off until repairs made to the home
1565 Rhode Island Ave No, Golden Valley	12/26/2013	1	911	Fire	Shut off Gas	Meter Locked	No	NA	Gas off until repairs made to the home

CenterPoint Energy Minnesota Gas
2013 Service Quality Report

System Integrity or Pressure Issue Outages

Location	When did the incident occur?	How many customers were affected?	How was CenterPoint made aware of the incident?	What was the root cause of the incident?	What actions were taken to fix the problem?	What actions were taken to contact the customers?	Were there any public relations issues?	Did the customers or company relight?	What was the longest time a customer was without gas during this incident?
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There were no system integrity or pressure issue outages as of December 31, 2013.

CenterPoint Energy Minnesota Gas
2013 Service Quality Report

System Integrity or Pressure Issue Outages

Location	When did the incident occur?	How many customers were affected?	How was CenterPoint made aware of the incident?	What was the root cause of the incident?	What actions were taken to fix the problem?	What actions were taken to contact the customers?	Were there any public relations issues?	Did the customers or company relight?	What was the longest time a customer was without gas during this incident?
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There were no system integrity or pressure issue outages as of December 31, 2013.

CenterPoint Energy
2013 Service Quality Report

Schedule 12
Page 1 of 13

Emergency Gas Response Times

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Calls Responded to in one hour or less													
Metro	2,657	2,142	2,103	2,232	2,275	1,985	2,153	2,102	1,925	2,977	2,449	3,083	28,083
Outstate	304	262	206	185	186	204	222	243	212	313	223	302	2,862
Combined	2,961	2,404	2,309	2,417	2,461	2,189	2,375	2,345	2,137	3,290	2,672	3,385	30,945
Calls Responded to in over one hour													
Metro	191	170	120	147	132	151	163	136	145	197	186	389	2,127
Outstate	58	28	34	41	28	32	28	22	27	44	46	62	450
Combined	249	198	154	188	160	183	191	158	172	241	232	451	2,577
Total Calls													
Metro	2,848	2,312	2,223	2,379	2,407	2,136	2,316	2,238	2,070	3,174	2,635	3,472	30,210
Outstate	362	290	240	226	214	236	250	265	239	357	269	364	3,312
Combined	3,210	2,602	2,463	2,605	2,621	2,372	2,566	2,503	2,309	3,531	2,904	3,836	33,522
Percent Responded to in one hour or less													
Metro	93.29%	92.65%	94.60%	93.82%	94.52%	92.93%	92.96%	93.92%	93.00%	93.79%	92.94%	88.80%	92.96%
Outstate	83.98%	90.34%	85.83%	81.86%	86.92%	86.44%	88.80%	91.70%	88.70%	87.68%	82.90%	82.97%	86.41%
Combined	92.24%	92.39%	93.75%	92.78%	93.90%	92.28%	92.56%	93.69%	92.55%	93.17%	92.01%	88.24%	92.31%
Percent responded to in over one hour													
Metro	6.71%	7.35%	5.40%	6.18%	5.48%	7.07%	7.04%	6.08%	7.00%	6.21%	7.06%	11.20%	7.04%
Outstate	16.02%	9.66%	14.17%	18.14%	13.08%	13.56%	11.20%	8.30%	11.30%	12.32%	17.10%	17.03%	13.59%
Combined	7.76%	7.61%	6.25%	7.22%	6.10%	7.72%	7.44%	6.31%	7.45%	6.83%	7.99%	11.76%	7.69%
Average number of minutes to respond to an emergency													
Metro	30.9	31.2	30.0	30.0	28.6	29.3	30.4	30.1	30.9	31.0	31.6	32.0	30.6
Outstate	34.2	30.1	33.2	39.0	31.7	32.6	32.1	32.4	32.8	4.3	33.3	38.2	30.6
Combined	31.3	31.1	30.3	30.8	28.8	29.6	30.6	30.4	31.1	28.2	31.8	32.6	30.6



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form 2013

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: bryan.bruley@centerpointenergy.com

Circle Reporting Period:

January

March

May

July

September

November

February

April

June

August

October

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.	1,826	210	9	3	2
> 10 min. to 20 min.	723	741	21	-	-
> 20 min. to 40 min.	497	1,474	47	7	1
> 40 min. to 60 min.	102	536	24	24	16
> 60 min. to 80 min.	27	155	37	24	18
> 80 min. to 100 min.	21	63	31	33	17
> 100 min. to 120 min	7	18	22	33	36
> 2 hrs to 3 hrs	7	12	14	42	61
> 3 hrs to 4 hrs	-	1	7	23	29
> 4 hrs to 6 hrs	-	-	2	15	20
> 6 hrs to 8 hrs	-	-	-	6	6
> 8 hrs	-	-	-	4	8
Total	3,210	3,210	214	214	214

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: andy.voyer@state.mn.us
or Fax: 651-296-9641

For more information call 651-296-9636



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form 2013

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: bryan.bruley@centerpointenergy.com

Circle Reporting Period:

January	February
March	April
May	June
July	August
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.	1,474	199	9	2	-
> 10 min. to 20 min.	568	554	17	3	-
> 20 min. to 40 min.	413	1,197	24	4	5
> 40 min. to 60 min.	105	454	29	13	5
> 60 min. to 80 min.	25	133	27	22	12
> 80 min. to 100 min.	8	38	23	18	15
> 100 min. to 120 min	3	12	22	14	18
> 2 hrs to 3 hrs	6	15	35	56	52
> 3 hrs to 4 hrs	-	-	6	31	39
> 4 hrs to 6 hrs	-	-	1	21	30
> 6 hrs to 8 hrs	-	-	-	5	9
> 8 hrs	-	-	-	4	8
Total	2,602	2,602	193	193	193

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

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January	February
March	April
May	June
July	August
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.	1,468	172	5	-	-
> 10 min. to 20 min.	521	586	9	4	1
> 20 min. to 40 min.	356	1,157	24	5	3
> 40 min. to 60 min.	85	394	23	9	1
> 60 min. to 80 min.	20	107	20	15	9
> 80 min. to 100 min.	7	31	27	14	12
> 100 min. to 120 min	1	7	15	18	11
> 2 hrs to 3 hrs	5	9	29	56	61
> 3 hrs to 4 hrs	-	-	2	16	20
> 4 hrs to 6 hrs	-	-	-	12	17
> 6 hrs to 8 hrs	-	-	-	1	9
> 8 hrs	-	-	-	4	10
Total	2,463	2,463	154	154	154

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

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January	February
March	April
May	June
July	August
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.	1,578	161	11	3	2
> 10 min. to 20 min.	509	660	11	3	-
> 20 min. to 40 min.	375	1,189	42	4	1
> 40 min. to 60 min.	101	407	23	12	9
> 60 min. to 80 min.	22	117	28	23	12
> 80 min. to 100 min.	14	54	25	22	9
> 100 min. to 120 min	3	11	11	11	21
> 2 hrs to 3 hrs	3	6	23	47	42
> 3 hrs to 4 hrs	-	-	2	29	34
> 4 hrs to 6 hrs	-	-	-	19	29
> 6 hrs to 8 hrs	-	-	-	3	14
> 8 hrs	-	-	-	-	3
Total	2,605	2,605	176	176	176

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:

January	February
March	April
May	June
July	August
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.	1,723	181	5	1	1
> 10 min. to 20 min.	478	716	11	1	1
> 20 min. to 40 min.	317	1,189	28	4	2
> 40 min. to 60 min.	72	375	27	18	7
> 60 min. to 80 min.	17	114	33	24	12
> 80 min. to 100 min.	9	30	16	24	22
> 100 min. to 120 min	1	8	14	15	19
> 2 hrs to 3 hrs	4	8	24	41	34
> 3 hrs to 4 hrs				22	35
> 4 hrs to 6 hrs				5	15
> 6 hrs to 8 hrs				3	8
> 8 hrs					2
Total	2,621	2,621	158	158	158

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 2013

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Circle Reporting Period:

January	February
March	April
May	June
July	August
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.	1,508	189	13	1	
> 10 min. to 20 min.	455	615	13	2	1
> 20 min. to 40 min.	289	1,063	35	6	4
> 40 min. to 60 min.	76	322	37	15	6
> 60 min. to 80 min.	24	125	25	23	11
> 80 min. to 100 min.	11	32	22	31	16
> 100 min. to 120 min	4	14	9	30	29
> 2 hrs to 3 hrs	5	12	20	49	53
> 3 hrs to 4 hrs			2	12	34
> 4 hrs to 6 hrs				7	17
> 6 hrs to 8 hrs					2
> 8 hrs					3
Total	2,372	2,372	176	176	176

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

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Phone: 612-321-4922

Email Address: bryan.bruley@centerpointenergy.com

Circle Reporting Period:

January	February
March	April
May	June
July	August
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.	1,527	186	13	3	
> 10 min. to 20 min.	499	632	17	4	2
> 20 min. to 40 min.	408	1,152	40	12	1
> 40 min. to 60 min.	83	405	36	15	10
> 60 min. to 80 min.	29	137	31	32	13
> 80 min. to 100 min.	11	28	19	20	26
> 100 min. to 120 min	4	13	16	26	23
> 2 hrs to 3 hrs	5	13	32	64	54
> 3 hrs to 4 hrs			2	22	35
> 4 hrs to 6 hrs			1	9	33
> 6 hrs to 8 hrs				4	13
> 8 hrs				1	2
Total	2,566	2,566	207	212	212

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

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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: andy.voyer@state.mn.us
or Fax: 651-296-9641

For more information call 651-296-9636



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form 2013

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

Phone: 612-321-4922

Email Address: bryan.bruley@centerpointenergy.com

Circle Reporting Period:

January	February
March	April
May	June
July	August
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.	1,549	179	3	1	
> 10 min. to 20 min.	506	619	10	2	1
> 20 min. to 40 min.	337	1,142	40	1	2
> 40 min. to 60 min.	70	405	45	18	7
> 60 min. to 80 min.	21	107	23	27	15
> 80 min. to 100 min.	9	28	28	28	20
> 100 min. to 120 min	8	18	22	31	17
> 2 hrs to 3 hrs	3	5	26	54	58
> 3 hrs to 4 hrs			1	20	29
> 4 hrs to 6 hrs				13	36
> 6 hrs to 8 hrs				2	6
> 8 hrs				1	7
Total	2,503	2,503	198	198	198

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.

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Emergency Response Reporting Form 2013

Reporting Company: CenterPoint Energy

Contact Person: Bryan Bruley

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Email Address: bryan.bruley@centerpointenergy.com

Circle Reporting Period:

January	February
March	April
May	June
July	August
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.	1,396	181	7	2	
> 10 min. to 20 min.	476	522	13	1	3
> 20 min. to 40 min.	311	1,034	38	9	4
> 40 min. to 60 min.	92	400	39	17	4
> 60 min. to 80 min.	21	125	29	17	12
> 80 min. to 100 min.	8	31	15	22	24
> 100 min. to 120 min	4	11	21	19	18
> 2 hrs to 3 hrs	1	5	23	65	49
> 3 hrs to 4 hrs			4	23	33
> 4 hrs to 6 hrs				10	28
> 6 hrs to 8 hrs				2	11
> 8 hrs				2	3
Total	2,309	2,309	189	189	189

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

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Contact Person: Bryan Bruley

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Email Address: bryan.bruley@centerpointenergy.com

Circle Reporting Period:

January	February
March	April
May	June
July	August
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.	2,004	210	4	1	1
> 10 min. to 20 min.	768	803	18	1	1
> 20 min. to 40 min.	584	1,659	49	8	1
> 40 min. to 60 min.	133	618	40	20	9
> 60 min. to 80 min.	30	174	37	25	11
> 80 min. to 100 min.	6	44	38	35	18
> 100 min. to 120 min	1	12	22	33	32
> 2 hrs to 3 hrs	5	11	40	71	78
> 3 hrs to 4 hrs	-	-	4	32	46
> 4 hrs to 6 hrs	-	-	-	18	35
> 6 hrs to 8 hrs	-	-	-	6	13
> 8 hrs	-	-	-	2	7
Total	3,531	3,531	252	252	252

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

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January	February
March	April
May	June
July	August
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.	1,628	183	11	3	
> 10 min. to 20 min.	650	663	6	1	2
> 20 min. to 40 min.	460	1,358	25	3	
> 40 min. to 60 min.	106	468	27	12	9
> 60 min. to 80 min.	35	152	28	19	9
> 80 min. to 100 min.	15	52	24	25	14
> 100 min. to 120 min	6	13	22	16	19
> 2 hrs to 3 hrs	4	15	18	48	52
> 3 hrs to 4 hrs			4	23	30
> 4 hrs to 6 hrs				12	19
> 6 hrs to 8 hrs				2	9
> 8 hrs				1	2
Total	2,904	2,904	165	165	165

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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May	June
July	August
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.	1,908	218	8	1	
> 10 min. to 20 min.	863	665	9	3	1
> 20 min. to 40 min.	748	1,690	19	2	3
> 40 min. to 60 min.	212	812	32	8	6
> 60 min. to 80 min.	58	298	26	10	8
> 80 min. to 100 min.	22	95	29	25	13
> 100 min. to 120 min	10	29	31	24	18
> 2 hrs to 3 hrs	14	28	52	82	69
> 3 hrs to 4 hrs			6	32	40
> 4 hrs to 6 hrs	1	1	5	24	40
> 6 hrs to 8 hrs				4	13
> 8 hrs				2	6
Total	3,836	3,836	217	217	217

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

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CenterPoint Energy
2013 Service Quality Report

Schedule 13

Customer Service Related Expenses ⁽¹⁾

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Customer Service Related Expenses	\$1,839,851	\$1,828,677	\$2,442,633	\$2,190,002	\$1,993,060	\$1,869,805	\$2,179,539	\$1,994,721	\$1,846,079	\$2,090,990	\$1,890,762	\$2,694,389	\$24,860,508

⁽¹⁾ FERC accounts 901 and 903 plus payroll taxes and benefits.

CenterPoint Energy
2013 Service Quality Report
Steel Service Line Relocations

Customer	Service Order	Address	First TECO	Cost Element Description	Order Type	Total Additions
2931220	66518132	18001 LILLEHEI AVE	7/31/2013	Fleet Pool Vehicles	MGS1	\$18.95
2931220	66518132		7/31/2013	Un labor-ST-IntAlloc	MGS1	\$126.14
	66518132 Total					\$145.09
2931220	66833826		9/11/2013	Construction OH	MGC3	\$295.11
2931220	66833826		9/11/2013	Restoration OH	MGC3	\$190.33
2931220	66833826		9/11/2013	Stores Overhead	MGC3	\$21.18
2931220	66833826		9/11/2013	Stores Overhead -Qty	MGC3	\$18.98
2931220	66833826		9/11/2013	Fleet Pool Vehicles	MGC3	\$7.37
2931220	66833826		9/11/2013	Fleet Pool Vehicles	MGC3	\$43.30
2931220	66833826		9/11/2013	Un labor-ST-IntAlloc	MGC3	\$1,724.20
2931220	66833826		9/11/2013	Un labor-ST-IntAlloc	MGC3	\$144.88
2931220	66833826		9/11/2013	Un Labor 1 1/2-IntAl	MGC3	\$34.24
2931220	66833826		9/11/2013	M&S-Inventory Issued	MGC3	\$316.12
	66833826 Total					\$2,795.71
2931220	66834601		9/6/2013	Un labor-ST-IntAlloc	MGS1	\$326.80
	66834601 Total					\$326.80
2931220 Total						\$3,267.60
2954486	66360501		7/15/2013	Fleet Pool Vehicles	MGS1	\$12.64
2954486	66360501		7/15/2013	Un labor-ST-IntAlloc	MGS1	\$101.06
	66360501 Total					\$113.70
2954486	66803705	4750 GRAND AVE S	9/30/2013	Construction OH	MGC3	\$459.21
2954486	66803705		9/30/2013	Restoration OH	MGC3	\$308.70
2954486	66803705		9/30/2013	Stores Overhead	MGC3	\$16.02
2954486	66803705		9/30/2013	Stores Overhead -Qty	MGC3	\$70.56
2954486	66803705		9/30/2013	Fleet Pool Vehicles	MGC3	\$29.28
2954486	66803705		9/30/2013	Fleet Pool Vehicles	MGC3	\$57.78
2954486	66803705		9/30/2013	Fleet Pool Vehicles	MGC3	\$22.14
2954486	66803705		9/30/2013	Fleet Pool Vehicles	MGC3	\$34.64
2954486	66803705		9/30/2013	Un labor-ST-IntAlloc	MGC3	\$1,245.96
2954486	66803705		9/30/2013	Un labor-ST-IntAlloc	MGC3	\$579.52
2954486	66803705		9/30/2013	M&S-Inventory Issued	MGC3	\$301.54
2954486	66803705		9/30/2013	Billable Cntrctd Lbr	MGC3	\$1,261.50
	66803705 Total					\$4,386.85
2954486	66804554		9/27/2013	Construction OH	MGS2	\$80.39
2954486	66804554		9/27/2013	Stores Overhead	MGS2	\$16.32
2954486	66804554		9/27/2013	Stores Overhead -Qty	MGS2	\$3.64
2954486	66804554		9/27/2013	Fleet Pool Vehicles	MGS2	\$27.68
2954486	66804554		9/27/2013	Un labor-ST-IntAlloc	MGS2	\$58.42
2954486	66804554		9/27/2013	Un labor-ST-IntAlloc	MGS2	\$288.65
2954486	66804554		9/27/2013	M&S-Inventory Issued	MGS2	\$243.62
	66804554 Total					\$718.72
2954486	66804984		9/27/2013	Un labor-ST-IntAlloc	MGS1	\$11.77
	66804984 Total					\$11.77
2954486	67175335		9/27/2013	Stores Overhead	MGS1	\$4.11
2954486	67175335		9/27/2013	Stores Overhead -Qty	MGS1	\$5.46
2954486	67175335		9/27/2013	Fleet Pool Vehicles	MGS1	\$10.52
2954486	67175335		9/27/2013	Un labor-ST-IntAlloc	MGS1	\$65.76
2954486	67175335		9/27/2013	M&S-Inventory Issued	MGS1	\$4.94
2954486	67175335		9/27/2013	M&S-Inventory Issued	#	\$56.44
	67175335 Total					\$147.23
2954486 Total						\$5,378.27
2982686	64940722	5019 34TH AVE S	6/27/2013	Construction OH	MGC3	\$228.25
2982686	64940722		6/27/2013	Restoration OH	MGC3	\$143.00
2982686	64940722		6/27/2013	Stores Overhead	MGC3	\$21.83
2982686	64940722		6/27/2013	Stores Overhead -Qty	MGC3	\$4.68
2982686	64940722		6/27/2013	M&S-Inventory Issued	MGC3	\$325.79
2982686	64940722		6/27/2013	Billable Cntrctd Lbr	MGC3	\$1,430.00
	64940722 Total					\$2,153.55
2982686 Total						\$2,153.55

CenterPoint Energy
2013 Service Quality Report
Steel Service Line Relocations

Customer	Service Order	Address	First TECO	Cost Element Description	Order Type	Total Additions
3062395	62436158	15940 JOHNSON MEMORIAL DR	3/25/2013	Construction OH	MGS2	\$896.56
3062395	62436158		3/25/2013	Stores Overhead	MGS2	\$211.34
3062395	62436158		3/25/2013	Stores Overhead -Qty	MGS2	\$26.42
3062395	62436158		3/25/2013	Fleet Pool Vehicles	MGS2	\$78.92
3062395	62436158		3/25/2013	Fleet Pool Vehicles	MGS2	\$85.16
3062395	62436158		3/25/2013	Fleet Pool Vehicles	MGS2	\$16.10
3062395	62436158		3/25/2013	Un labor-ST-IntAlloc	MGS2	\$214.97
3062395	62436158		3/25/2013	Un Labor 1 1/2-IntAl	MGS2	\$65.82
3062395	62436158		3/25/2013	Un labor-ST-IntAlloc	MGS2	\$118.04
3062395	62436158		3/25/2013	Un labor-ST-IntAlloc	MGS2	\$1,416.56
3062395	62436158		3/25/2013	Un labor-ST-IntAlloc	MGS2	\$847.56
3062395	62436158		3/25/2013	M&S-Inventory Issued	MGS2	\$3,504.69
	62436158 Total					\$7,482.14
3062395	64411141		4/11/2013	Fleet Pool Vehicles	MGS1	\$54.28
3062395	64411141		4/11/2013	Un labor-ST-IntAlloc	MGS1	\$522.88
	64411141 Total					\$577.16
3062395	64617802		2/12/2013	Un labor-ST-IntAlloc	MGS1	\$52.23
3062395	64617802		2/12/2013	Fleet Pool Vehicles	MGS1	\$6.09
	64617802 Total					\$58.32
3062395	65098802		3/26/2013	Un labor-ST-IntAlloc	MGS1	\$207.01
3062395	65098802		3/26/2013	Fleet Pool Vehicles	MGS1	\$24.13
	65098802 Total					\$231.14
3062395	66140766		6/25/2013	Un labor-ST-IntAlloc	MGS1	\$39.88
3062395	66140766		6/25/2013	Fleet Pool Vehicles	MGS1	\$4.65
	66140766 Total					\$44.53
3062395	66829181		8/29/2013	Un labor-ST-IntAlloc	MGS1	\$61.72
3062395	66829181		8/29/2013	Un Labor 1 1/2-IntAl	MGS1	\$85.08
3062395	66829181		8/29/2013	Fleet Pool Vehicles	MGS1	\$18.27
	66829181 Total					\$165.07
3062395	67089346		12/25/2013	Construction OH	MGC3	\$5,929.23
3062395	67089346		12/25/2013	Restoration OH	MGC3	\$7,861.21
3062395	67089346		12/25/2013	Stores Overhead	MGC3	\$51.86
3062395	67089346		12/25/2013	Stores Overhead -Qty	MGC3	\$21.55
3062395	67089346		12/25/2013	Fleet Pool Vehicles	MGC3	\$42.00
3062395	67089346		12/25/2013	Fleet Pool Vehicles	MGC3	\$49.27
3062395	67089346		12/25/2013	Un labor-ST-IntAlloc	MGC3	\$247.71
3062395	67089346		12/25/2013	Un labor-ST-IntAlloc	MGC3	\$289.76
3062395	67089346		12/25/2013	M&S-Inventory Issued	MGC3	\$3,619.26
3062395	67089346		12/25/2013	Billable Cntrctd Lbr	MGC3	\$16,970.80
	67089346 Total					\$35,082.65
3062395 Total						\$43,641.01

CenterPoint Energy
2013 Service Quality Report
Steel Service Line Relocations

Customer	Service Order	Address	First TECO	Cost Element Description	Order Type	Total Additions
3067913	65339483	704 11TH AVE S	6/12/2013	Construction OH	MG2	\$128.94
3067913	65339483		6/12/2013	Stores Overhead	MG2	\$37.36
3067913	65339483		6/12/2013	Stores Overhead -Qty	MG2	\$8.58
3067913	65339483		6/12/2013	Fleet Pool Vehicles	MG2	\$11.07
3067913	65339483		6/12/2013	Un labor-ST-IntAlloc	MG2	\$58.42
3067913	65339483		6/12/2013	Un labor-ST-IntAlloc	MG2	\$364.79
3067913	65339483		6/12/2013	M&S-Inventory Issued	MG2	\$557.58
	65339483 Total					\$1,166.74
3067913	65339486		6/12/2013	Un labor-ST-IntAlloc	MG1	\$70.60
	65339486 Total					\$70.60
3067913	66174142		6/27/2013	Stores Overhead	MG1	\$2.01
3067913	66174142		6/27/2013	Stores Overhead -Qty	MG1	\$1.04
3067913	66174142		6/27/2013	Un labor-ST-IntAlloc	MG1	\$173.05
3067913	66174142		6/27/2013	M&S-Inventory Issued	MG1	\$29.97
	66174142 Total					\$206.07
3067913	66565088		11/20/2013	Construction OH	MGC3	\$721.01
3067913	66565088		11/20/2013	Restoration OH	MGC3	\$664.67
3067913	66565088		11/20/2013	Stores Overhead	MGC3	\$26.60
3067913	66565088		11/20/2013	Stores Overhead -Qty	MGC3	\$38.74
3067913	66565088		11/20/2013	Fleet Pool Vehicles	MGC3	\$119.16
3067913	66565088		11/20/2013	Un labor-ST-IntAlloc	MGC3	\$378.64
3067913	66565088		11/20/2013	Un Labor 1 1/2-IntAl	MGC3	\$543.82
3067913	66565088		11/20/2013	Un labor-ST-IntAlloc	MGC3	\$1,026.32
3067913	66565088		11/20/2013	Un Labor 1 1/2-IntAl	MGC3	\$143.30
3067913	66565088		11/20/2013	Un labor-ST-IntAlloc	MGC3	\$289.76
3067913	66565088		11/20/2013	M&S-Inventory Issued	MGC3	\$397.00
3067913	66565088		11/20/2013	Billable Cntrctd Lbr	MGC3	\$1,849.76
	66565088 Total					\$6,198.78
3067913 Total						\$7,642.19
3361314	65130225	7709 42ND AVE N	4/1/2013	Stores Overhead	MG1	\$13.24
3361314	65130225		4/1/2013	Stores Overhead -Qty	MG1	\$0.52
3361314	65130225		4/1/2013	Fleet Pool Vehicles	MG1	\$27.20
3361314	65130225		4/1/2013	Fleet Pool Vehicles	MG1	\$11.07
3361314	65130225		4/1/2013	Un labor-ST-IntAlloc	MG1	\$195.67
3361314	65130225		4/1/2013	Un labor-ST-IntAlloc	MG1	\$58.42
3361314	65130225		4/1/2013	M&S-Inventory Issued	MG1	\$197.70
	65130225 Total					\$503.82
3361314	65131260		5/6/2013	Construction OH	MGC3	\$606.57
3361314	65131260		5/6/2013	Restoration OH	MGC3	\$436.33
3361314	65131260		5/6/2013	Stores Overhead	MGC3	\$14.15
3361314	65131260		5/6/2013	Stores Overhead -Qty	MGC3	\$79.04
3361314	65131260		5/6/2013	Fleet Pool Vehicles	MGC3	\$91.33
3361314	65131260		5/6/2013	Un labor-ST-IntAlloc	MGC3	\$2,347.19
3361314	65131260		5/6/2013	Un Labor 1 1/2-IntAl	MGC3	\$145.51
3361314	65131260		5/6/2013	Un labor-ST-IntAlloc	MGC3	\$325.98
3361314	65131260		5/6/2013	Un Labor 1 1/2-IntAl	MGC3	\$68.48
3361314	65131260		5/6/2013	M&S-Inventory Issued	MGC3	\$211.25
3361314	65131260		5/6/2013	Construction Svcs	MGC3	\$344.84
3361314	65131260		5/6/2013	Billable Cntrctd Lbr	MGC3	\$1,131.30
	65131260 Total					\$5,801.97
3361314 Total						\$6,305.79

CenterPoint Energy
2013 Service Quality Report
Steel Service Line Relocations

Customer	Service Order	Address	First TECO	Cost Element Description	Order Type	Total Additions
3537649	65879676	1001 5TH AVE SE	6/5/2013	Fleet Pool Vehicles	MGS1	\$3.44
3537649	65879676		6/5/2013	Fleet Pool Vehicles	MGS1	\$6.06
3537649	65879676		6/5/2013	Un labor-ST-IntAlloc	MGS1	\$49.04
	65879676 Total					\$58.54
3537649	66752306		8/27/2013	Construction OH	MGC3	\$803.33
3537649	66752306		8/27/2013	Restoration OH	MGC3	\$452.74
3537649	66752306		8/27/2013	Stores Overhead	MGC3	\$66.63
3537649	66752306		8/27/2013	Stores Overhead -Qty	MGC3	\$14.82
3537649	66752306		8/27/2013	Fleet Pool Vehicles	MGC3	\$101.21
3537649	66752306		8/27/2013	Fleet Pool Vehicles	MGC3	\$161.93
3537649	66752306		8/27/2013	Fleet Pool Vehicles	MGC3	\$108.83
3537649	66752306		8/27/2013	Fleet Pool Vehicles	MGC3	\$285.61
3537649	66752306		8/27/2013	Un labor-ST-IntAlloc	MGC3	\$4,284.85
3537649	66752306		8/27/2013	Un Labor 1 1/2-IntAl	MGC3	\$242.53
3537649	66752306		8/27/2013	M&S-Inventory Issued	MGC3	\$994.53
	66752306 Total					\$7,517.01
3537649	67120341		9/30/2013	Un labor-ST-IntAlloc	MGS1	\$191.82
3537649	67120341		9/30/2013	Fleet Pool Vehicles	MGS1	\$21.21
	67120341 Total					\$213.03
3537649 Total						\$7,788.58
3567503	66656517	13 MAIN ST S	8/20/2013	Fleet Pool Vehicles	MGS1	\$13.45
3567503	66656517		8/20/2013	Un labor-ST-IntAlloc	MGS1	\$92.41
	66656517 Total					\$105.86
3567503	66778329		9/16/2013	Construction OH	MGC3	\$529.10
3567503	66778329		9/16/2013	Restoration OH	MGC3	\$364.11
3567503	66778329		9/16/2013	Stores Overhead	MGC3	\$11.08
3567503	66778329		9/16/2013	Stores Overhead -Qty	MGC3	\$16.64
3567503	66778329		9/16/2013	Fleet Pool Vehicles	MGC3	\$148.61
3567503	66778329		9/16/2013	Fleet Pool Vehicles	MGC3	\$114.90
3567503	66778329		9/16/2013	Un labor-ST-IntAlloc	MGC3	\$2,366.16
3567503	66778329		9/16/2013	Un Labor 1 1/2-IntAl	MGC3	\$1,274.91
3567503	66778329		9/16/2013	M&S-Inventory Issued	MGC3	\$165.40
	66778329 Total					\$4,990.91
3567503	66778330		10/21/2013	Construction OH	MGS2	\$13.94
3567503	66778330		10/21/2013	Stores Overhead	MGS2	\$2.70
3567503	66778330		10/21/2013	Stores Overhead -Qty	MGS2	\$1.04
3567503	66778330		10/21/2013	Fleet Pool Vehicles	MGS2	\$4.29
3567503	66778330		10/21/2013	Un Labor 1 1/2-IntAl	MGS2	\$62.72
3567503	66778330		10/21/2013	M&S-Inventory Issued	MGS2	\$40.24
	66778330 Total					\$124.93
3567503 Total						\$5,221.70
3581771	66816797	225 S GORMAN AVE	9/18/2013	Construction OH	MGC3	\$345.23
3581771	66816797		9/18/2013	Restoration OH	MGC3	\$198.53
3581771	66816797		9/18/2013	Stores Overhead	MGC3	\$25.10
3581771	66816797		9/18/2013	Stores Overhead -Qty	MGC3	\$42.90
3581771	66816797		9/18/2013	Fleet Pool Vehicles	MGC3	\$160.26
3581771	66816797		9/18/2013	Fleet Pool Vehicles	MGC3	\$71.96
3581771	66816797		9/18/2013	Fleet Pool Vehicles	MGC3	\$63.52
3581771	66816797		9/18/2013	Un labor-ST-IntAlloc	MGC3	\$1,657.43
3581771	66816797		9/18/2013	Un labor-ST-IntAlloc	MGC3	\$327.88
3581771	66816797		9/18/2013	M&S-Inventory Issued	MGC3	\$374.56
	66816797 Total					\$3,267.37
3581771	66816802		9/16/2013	Construction OH	MGS2	\$190.09
3581771	66816802		9/16/2013	Stores Overhead	MGS2	\$59.93
3581771	66816802		9/16/2013	Stores Overhead -Qty	MGS2	\$7.80
3581771	66816802		9/16/2013	Fleet Pool Vehicles	MGS2	\$57.64
3581771	66816802		9/16/2013	Fleet Pool Vehicles	MGS2	\$11.07
3581771	66816802		9/16/2013	Fleet Pool Vehicles	MGS2	\$2.31
3581771	66816802		9/16/2013	Un labor-ST-IntAlloc	MGS2	\$58.42
3581771	66816802		9/16/2013	Un labor-ST-IntAlloc	MGS2	\$426.34
3581771	66816802		9/16/2013	Un labor-ST-IntAlloc	MGS2	\$11.91
3581771	66816802		9/16/2013	M&S-Inventory Issued	MGS2	\$894.52
	66816802 Total					\$1,720.03
3581771 Total						\$4,987.40

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Steel Service Line Relocations

Customer	Service Order	Address	First TECO	Cost Element Description	Order Type	Total Additions
3584467	67210367	411 BENSON AVE SE	10/21/2013	Construction OH	MGC3	\$163.55
3584467	67210367		10/21/2013	Restoration OH	MGC3	\$83.16
3584467	67210367		10/21/2013	Stores Overhead	MGC3	\$4.55
3584467	67210367		10/21/2013	Stores Overhead -Qty	MGC3	\$1.00
3584467	67210367		10/21/2013	Fleet Pool Vehicles	MGC3	\$55.50
3584467	67210367		10/21/2013	Fleet Pool Vehicles	MGC3	\$57.23
3584467	67210367		10/21/2013	Un labor-ST-IntAlloc	MGC3	\$831.61
3584467	67210367		10/21/2013	M&S-Inventory Issued	MGC3	\$313.71
	67210367 Total					\$1,510.31
3584467	67210500		10/21/2013	Stores Overhead	MG51	\$10.04
3584467	67210500		10/21/2013	Stores Overhead -Qty	MG51	\$1.15
3584467	67210500		10/21/2013	Fleet Pool Vehicles	MG51	\$4.63
3584467	67210500		10/21/2013	Fleet Pool Vehicles	MG51	\$34.44
3584467	67210500		10/21/2013	Un labor-ST-IntAlloc	MG51	\$238.23
3584467	67210500		10/21/2013	Un Labor 1 1/2-IntAl	MG51	\$34.81
3584467	67210500		10/21/2013	M&S-Inventory Issued	MG51	\$692.36
	67210500 Total					\$1,015.66
3584467	67269454		10/21/2013	Construction OH	MG52	\$72.48
3584467	67269454		10/21/2013	Stores Overhead	MG52	\$2.85
3584467	67269454		10/21/2013	Stores Overhead -Qty	MG52	\$0.05
3584467	67269454		10/21/2013	Fleet Pool Vehicles	MG52	\$47.57
3584467	67269454		10/21/2013	Un labor-ST-IntAlloc	MG52	\$58.42
3584467	67269454		10/21/2013	Un labor-ST-IntAlloc	MG52	\$220.07
3584467	67269454		10/21/2013	Un Labor 1 1/2-IntAl	MG52	\$34.81
3584467	67269454		10/21/2013	M&S-Inventory Issued	MG52	\$196.70
	67269454 Total					\$632.95
3584467 Total						\$3,158.92
3586871	67195021	818 BROOK ST	10/7/2013	Construction OH	MGC3	\$222.87
3586871	67195021		10/7/2013	Restoration OH	MGC3	\$123.17
3586871	67195021		10/7/2013	Stores Overhead	MGC3	\$5.03
3586871	67195021		10/7/2013	Stores Overhead -Qty	MGC3	\$5.85
3586871	67195021		10/7/2013	Fleet Pool Vehicles	MGC3	\$60.04
3586871	67195021		10/7/2013	Fleet Pool Vehicles	MGC3	\$76.05
3586871	67195021		10/7/2013	Un labor-ST-IntAlloc	MGC3	\$1,231.65
3586871	67195021		10/7/2013	M&S-Inventory Issued	MGC3	\$346.67
	67195021 Total					\$2,071.33
3586871	67195409		10/7/2013	Construction OH	MG52	\$105.05
3586871	67195409		10/7/2013	Stores Overhead	MG52	\$1.12
3586871	67195409		10/7/2013	Stores Overhead -Qty	MG52	\$0.30
3586871	67195409		10/7/2013	Fleet Pool Vehicles	MG52	\$40.70
3586871	67195409		10/7/2013	Fleet Pool Vehicles	MG52	\$73.70
3586871	67195409		10/7/2013	Un labor-ST-IntAlloc	MG52	\$616.54
3586871	67195409		10/7/2013	M&S-Inventory Issued	MG52	\$77.17
	67195409 Total					\$914.58
3586871 Total						\$2,985.91
3588219	65801247	619 HAWTHORNE ST	6/14/2013	Construction OH	MGC3	\$199.98
3588219	65801247		6/14/2013	Restoration OH	MGC3	\$110.06
3588219	65801247		6/14/2013	Stores Overhead	MGC3	\$24.91
3588219	65801247		6/14/2013	Stores Overhead -Qty	MGC3	\$56.42
3588219	65801247		6/14/2013	Fleet Pool Vehicles	MGC3	\$46.94
3588219	65801247		6/14/2013	Fleet Pool Vehicles	MGC3	\$18.99
3588219	65801247		6/14/2013	Un labor-ST-IntAlloc	MGC3	\$1,069.13
3588219	65801247		6/14/2013	Un Labor 1 1/2-IntAl	MGC3	\$31.46
3588219	65801247		6/14/2013	M&S-Inventory Issued	MGC3	\$371.79
	65801247 Total					\$1,929.68
3588219	66008104		6/14/2013	Construction OH	MG52	\$23.79
3588219	66008104		6/14/2013	Stores Overhead	MG52	\$4.15
3588219	66008104		6/14/2013	Stores Overhead -Qty	MG52	\$1.82
3588219	66008104		6/14/2013	Fleet Pool Vehicles	MG52	\$5.40
3588219	66008104		6/14/2013	Un labor-ST-IntAlloc	MG52	\$115.59
3588219	66008104		6/14/2013	M&S-Inventory Issued	MG52	\$62.01
	66008104 Total					\$212.76
3588219 Total						\$2,142.44

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Steel Service Line Relocations

Customer	Service Order	Address	First TECO	Cost Element Description	Order Type	Total Additions
3592086	65963773	255 MILLARD AVE SW	8/12/2013	Fleet Pool Vehicles	MGS1	\$102.04
3592086	65963773		8/12/2013	Un labor-ST-IntAlloc	MGS1	\$526.85
	65963773 Total					\$628.89
3592086	66564589		8/16/2013	Construction OH	MGC3	\$151.50
3592086	66564589		8/16/2013	Restoration OH	MGC3	\$93.53
3592086	66564589		8/16/2013	Stores Overhead	MGC3	\$6.28
3592086	66564589		8/16/2013	Stores Overhead -Qty	MGC3	\$3.90
3592086	66564589		8/16/2013	Fleet Pool Vehicles	MGC3	\$56.46
3592086	66564589		8/16/2013	Fleet Pool Vehicles	MGC3	\$74.94
3592086	66564589		8/16/2013	Fleet Pool Vehicles	MGC3	\$5.02
3592086	66564589		8/16/2013	Un labor-ST-IntAlloc	MGC3	\$909.33
3592086	66564589		8/16/2013	Un labor-ST-IntAlloc	MGC3	\$25.92
3592086	66564589		8/16/2013	M&S-Inventory Issued	MGC3	\$93.71
	66564589 Total					\$1,420.59
3592086	66564910		8/19/2013	Construction OH	MGS2	\$81.75
3592086	66564910		8/19/2013	Stores Overhead	MGS2	\$6.94
3592086	66564910		8/19/2013	Stores Overhead -Qty	MGS2	\$4.94
3592086	66564910		8/19/2013	Fleet Pool Vehicles	MGS2	\$62.26
3592086	66564910		8/19/2013	Fleet Pool Vehicles	MGS2	\$0.41
3592086	66564910		8/19/2013	Un labor-ST-IntAlloc	MGS2	\$460.48
3592086	66564910		8/19/2013	Un labor-ST-IntAlloc	MGS2	\$2.10
3592086	66564910		8/19/2013	M&S-Inventory Issued	MGS2	\$103.58
	66564910 Total					\$722.46
3592086	66746391		8/19/2013	Fleet Pool Vehicles	MGS1	\$19.64
3592086	66746391		8/19/2013	Un labor-ST-IntAlloc	MGS1	\$145.27
	66746391 Total					\$164.91
3592086 Total						\$2,936.85
3624186	66402386	27 1ST ST NW	8/23/2013	Construction OH	MGC3	\$166.26
3624186	66402386		8/23/2013	Restoration OH	MGC3	\$88.75
3624186	66402386		8/23/2013	Stores Overhead	MGC3	\$26.22
3624186	66402386		8/23/2013	Stores Overhead -Qty	MGC3	\$56.94
3624186	66402386		8/23/2013	Un labor-ST-IntAlloc	MGC3	\$202.62
3624186	66402386		8/23/2013	Un Labor 1 1/2-IntAl	MGC3	\$684.90
3624186	66402386		8/23/2013	M&S-Inventory Issued	MGC3	\$391.41
	66402386 Total					\$1,617.10
3624186	66402461		8/27/2013	Construction OH	MGS2	\$219.60
3624186	66402461		8/27/2013	Stores Overhead	MGS2	\$5.18
3624186	66402461		8/27/2013	Stores Overhead -Qty	MGS2	\$0.52
3624186	66402461		8/27/2013	Fleet Pool Vehicles	MGS2	\$15.33
3624186	66402461		8/27/2013	Un labor-ST-IntAlloc	MGS2	\$156.21
3624186	66402461		8/27/2013	Un Labor 1 1/2-IntAl	MGS2	\$182.64
3624186	66402461		8/27/2013	M&S-Inventory Issued	MGS2	\$77.27
3624186	66402461		8/27/2013	Billable Cntrctd Lbr	MGS2	\$754.20
3624186	66402461		8/27/2013	Repairs & Maintenanc	MGS2	\$503.50
	66402461 Total					\$1,914.45
3624186 Total						\$3,531.55
3658147	65583077	531 MAIN ST S	5/10/2013	Fleet Pool Vehicles	MGS1	\$19.27
3658147	65583077		5/10/2013	Un labor-ST-IntAlloc	MGS1	\$99.49
	65583077 Total					\$118.76
3658147	65625097		6/13/2013	Construction OH	MGC3	\$185.51
3658147	65625097		6/13/2013	Restoration OH	MGC3	\$102.99
3658147	65625097		6/13/2013	Stores Overhead	MGC3	\$22.72
3658147	65625097		6/13/2013	Stores Overhead -Qty	MGC3	\$23.92
3658147	65625097		6/13/2013	Fleet Pool Vehicles	MGC3	\$44.98
3658147	65625097		6/13/2013	Fleet Pool Vehicles	MGC3	\$13.02
3658147	65625097		6/13/2013	Un labor-ST-IntAlloc	MGC3	\$1,029.90
3658147	65625097		6/13/2013	M&S-Inventory Issued	MGC3	\$339.08
	65625097 Total					\$1,762.12
3658147	65625802		6/13/2013	Construction OH	MGS2	\$18.85
3658147	65625802		6/13/2013	Stores Overhead	MGS2	\$6.21
3658147	65625802		6/13/2013	Stores Overhead -Qty	MGS2	\$0.78
3658147	65625802		6/13/2013	Fleet Pool Vehicles	MGS2	\$2.26
3658147	65625802		6/13/2013	Fleet Pool Vehicles	MGS2	\$0.27
3658147	65625802		6/13/2013	Un labor-ST-IntAlloc	MGS2	\$49.73
3658147	65625802		6/13/2013	M&S-Inventory Issued	MGS2	\$92.71
	65625802 Total					\$170.81
3658147 Total						\$2,051.69

CenterPoint Energy
2013 Service Quality Report
Steel Service Line Relocations

Customer	Service Order	Address	First TECO	Cost Element Description	Order Type	Total Additions
3686328	67218343	102 E MAPLE ST	10/14/2013	Construction OH	MGC3	\$104.11
3686328	67218343		10/14/2013	Restoration OH	MGC3	\$64.93
3686328	67218343		10/14/2013	Stores Overhead	MGC3	\$0.99
3686328	67218343		10/14/2013	Stores Overhead -Qty	MGC3	\$1.35
3686328	67218343		10/14/2013	Fleet Pool Vehicles	MGC3	\$32.60
3686328	67218343		10/14/2013	Fleet Pool Vehicles	MGC3	\$50.62
3686328	67218343		10/14/2013	Un labor-ST-IntAlloc	MGC3	\$627.95
3686328	67218343		10/14/2013	Un Labor 1 1/2-IntAl	MGC3	\$21.32
3686328	67218343		10/14/2013	M&S-Inventory Issued	MGC3	\$68.39
	67218343 Total					\$972.26
3686328	67218608		10/14/2013	Construction OH	MGS2	\$11.16
3686328	67218608		10/14/2013	Stores Overhead	MGS2	\$0.56
3686328	67218608		10/14/2013	Stores Overhead -Qty	MGS2	\$0.20
3686328	67218608		10/14/2013	Fleet Pool Vehicles	MGS2	\$2.23
3686328	67218608		10/14/2013	Fleet Pool Vehicles	MGS2	\$3.47
3686328	67218608		10/14/2013	Un Labor 1 1/2-IntAl	MGS2	\$41.38
3686328	67218608		10/14/2013	M&S-Inventory Issued	MGS2	\$38.75
	67218608 Total					\$97.75
3686328 Total						\$1,070.01
4351970	67373702	1868 E MADISON AVE	11/8/2013	Construction OH	MGC3	\$961.69
4351970	67373702		11/8/2013	Restoration OH	MGC3	\$1,219.58
4351970	67373702		11/8/2013	Stores Overhead	MGC3	\$5.25
4351970	67373702		11/8/2013	Stores Overhead -Qty	MGC3	\$3.65
4351970	67373702		11/8/2013	Fleet Pool Vehicles	MGC3	\$49.60
4351970	67373702		11/8/2013	Fleet Pool Vehicles	MGC3	\$77.07
4351970	67373702		11/8/2013	Fleet Pool Vehicles	MGC3	\$157.04
4351970	67373702		11/8/2013	Un labor-ST-IntAlloc	MGC3	\$2,716.21
4351970	67373702		11/8/2013	M&S - Non Inv	MGC3	\$72.97
4351970	67373702		11/8/2013	M&S-Inventory Issued	MGC3	\$361.73
	67373702 Total					\$5,624.79
4351970	67375752		11/14/2013	Stores Overhead	MGS1	\$5.31
4351970	67375752		11/14/2013	Stores Overhead -Qty	MGS1	\$0.60
4351970	67375752		11/14/2013	Fleet Pool Vehicles	MGS1	\$36.44
4351970	67375752		11/14/2013	Un labor-ST-IntAlloc	MGS1	\$468.08
4351970	67375752		11/14/2013	M&S-Inventory Issued	MGS1	\$366.30
	67375752 Total					\$876.73
4351970	67399682		10/17/2013	Fleet Pool Vehicles	MGS1	\$15.08
4351970	67399682		10/17/2013	Un labor-ST-IntAlloc	MGS1	\$109.94
	67399682 Total					\$125.02
4351970	67401988		10/21/2013	Fleet Pool Vehicles	MGM2	\$27.29
4351970	67401988		10/21/2013	Fleet Pool Vehicles	MGM2	\$30.98
4351970	67401988		10/21/2013	Un labor-ST-IntAlloc	MGM2	\$397.96
	67401988 Total					\$456.23
4351970 Total						\$7,082.77
	Overall Result					\$94,839.52
Overall Result Total						\$94,839.52

CenterPoint Energy
2013 Service Quality Report
Relocation of Meters rated 630 CHF or greater

Customer	Service Order	Address	First TECO	Cost Element Description	Order Type	Total Additions
2919866	65320138	4955 NOKOMIS PKWY W	6/10/2013	Construction OH	MGC3	\$209.22
2919866	65320138		6/10/2013	Restoration OH	MGC3	\$150.39
2919866	65320138		6/10/2013	Stores Overhead	MGC3	\$7.06
2919866	65320138		6/10/2013	Stores Overhead -Qty	MGC3	\$15.34
2919866	65320138		6/10/2013	Un labor-ST-IntAlloc	MGC3	\$1,503.92
2919866	65320138		6/10/2013	M&S-Inventory Issued	MGC3	\$105.43
	65320138 Total					\$1,991.36
2919866	65320634		6/6/2013	Construction OH	MGS2	\$41.52
2919866	65320634		6/6/2013	Fleet Pool Vehicles	MGS2	\$11.07
2919866	65320634		6/6/2013	Un labor-ST-IntAlloc	MGS2	\$58.42
2919866	65320634		6/6/2013	Un labor-ST-IntAlloc	MGS2	\$249.89
	65320634 Total					\$360.90
2919866 Total						\$2,352.26
2931220	66834601	18001 LILLEHEI AV	9/6/2013	Un labor-ST-IntAlloc	MGS1	\$326.80
	66834601 Total					\$326.80
2931220 Total						\$326.80
2984503	66946517	3804 NICOLLET AVE	9/27/2013	Construction OH	MGS2	\$186.78
2984503	66946517		9/27/2013	Stores Overhead	MGS2	\$51.97
2984503	66946517		9/27/2013	Stores Overhead -Qty	MGS2	\$8.06
2984503	66946517		9/27/2013	Fleet Pool Vehicles	MGS2	\$30.51
2984503	66946517		9/27/2013	Fleet Pool Vehicles	MGS2	\$11.07
2984503	66946517		9/27/2013	Un labor-ST-IntAlloc	MGS2	\$58.42
2984503	66946517		9/27/2013	Un labor-ST-IntAlloc	MGS2	\$72.44
2984503	66946517		9/27/2013	Un labor-ST-IntAlloc	MGS2	\$488.69
2984503	66946517		9/27/2013	M&S-Inventory Issued	MGS2	\$775.63
	66946517 Total					\$1,683.57
2984503	66947142		9/27/2013	Stores Overhead	MGS1	\$1.33
2984503	66947142		9/27/2013	Stores Overhead -Qty	MGS1	\$2.86
2984503	66947142		9/27/2013	Fleet Pool Vehicles	MGS1	\$0.26
2984503	66947142		9/27/2013	Un labor-ST-IntAlloc	MGS1	\$2.08
2984503	66947142		9/27/2013	M&S-Inventory Issued	MGS1	\$19.90
	66947142 Total					\$26.43
2984503 Total						\$1,710.00
3055994	65500480	3735 43RD AVE S	5/29/2013	Construction OH	MGS2	\$211.48
3055994	65500480		5/29/2013	Stores Overhead	MGS2	\$69.87
3055994	65500480		5/29/2013	Stores Overhead -Qty	MGS2	\$16.12
3055994	65500480		5/29/2013	Fleet Pool Vehicles	MGS2	\$22.14
3055994	65500480		5/29/2013	Un labor-ST-IntAlloc	MGS2	\$233.68
3055994	65500480		5/29/2013	Un labor-ST-IntAlloc	MGS2	\$110.75
3055994	65500480		5/29/2013	Un labor-ST-IntAlloc	MGS2	\$217.32
3055994	65500480		5/29/2013	M&S-Inventory Issued	MGS2	\$1,042.87
	65500480 Total					\$1,924.23
3055994	65500664		5/29/2013	Stores Overhead	MGS1	\$1.11
3055994	65500664		5/29/2013	Stores Overhead -Qty	MGS1	\$0.78
3055994	65500664		5/29/2013	Un labor-ST-IntAlloc	MGS1	\$76.14
3055994	65500664		5/29/2013	M&S-Inventory Issued	MGS1	\$16.57
	65500664 Total					\$94.60
3055994	65882879		6/3/2013	Construction OH	MGC2	\$696.59
3055994	65882879		6/3/2013	Restoration OH	MGC2	\$493.43
3055994	65882879		6/3/2013	Stores Overhead	MGC2	\$22.06
3055994	65882879		6/3/2013	Stores Overhead -Qty	MGC2	\$104.78
3055994	65882879		6/3/2013	Fleet Pool Vehicles	MGC2	\$25.62
3055994	65882879		6/3/2013	Fleet Pool Vehicles	MGC2	\$69.28
3055994	65882879		6/3/2013	Un labor-ST-IntAlloc	MGC2	\$958.00
3055994	65882879		6/3/2013	Un Labor 1 1/2-IntAl	MGC2	\$330.59
3055994	65882879		6/3/2013	Un labor-ST-IntAlloc	MGC2	\$1,262.45
3055994	65882879		6/3/2013	Un Labor 1 1/2-IntAl	MGC2	\$480.12
3055994	65882879		6/3/2013	Un labor-ST-IntAlloc	MGC2	\$434.64
3055994	65882879		6/3/2013	Un Labor 1 1/2-IntAl	MGC2	\$376.64
3055994	65882879		6/3/2013	M&S-Inventory Issued	MGC2	\$329.20
3055994	65882879		6/3/2013	Billable Cntrctd Lbr	MGC2	\$1,091.80
	65882879 Total					\$6,675.20
3055994 Total						\$8,694.03

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Customer	Service Order	Address	First TECO	Cost Element Description	Order Type	Total Additions
3067913	65339483	704 11TH AVE S	6/12/2013	Construction OH	MG2	\$128.94
3067913	65339483		6/12/2013	Stores Overhead	MG2	\$37.36
3067913	65339483		6/12/2013	Stores Overhead -Qty	MG2	\$8.58
3067913	65339483		6/12/2013	Fleet Pool Vehicles	MG2	\$11.07
3067913	65339483		6/12/2013	Un labor-ST-IntAlloc	MG2	\$58.42
3067913	65339483		6/12/2013	Un labor-ST-IntAlloc	MG2	\$364.79
3067913	65339483		6/12/2013	M&S-Inventory Issued	MG2	\$557.58
	65339483 Total					\$1,166.74
3067913	65339486		6/12/2013	Un labor-ST-IntAlloc	MG1	\$70.60
	65339486 Total					\$70.60
3067913	66565088		11/20/2013	Construction OH	MG3	\$721.01
3067913	66565088		11/20/2013	Restoration OH	MG3	\$664.67
3067913	66565088		11/20/2013	Stores Overhead	MG3	\$26.60
3067913	66565088		11/20/2013	Stores Overhead -Qty	MG3	\$38.74
3067913	66565088		11/20/2013	Fleet Pool Vehicles	MG3	\$119.16
3067913	66565088		11/20/2013	Un labor-ST-IntAlloc	MG3	\$378.64
3067913	66565088		11/20/2013	Un Labor 1 1/2-IntAl	MG3	\$543.82
3067913	66565088		11/20/2013	Un labor-ST-IntAlloc	MG3	\$1,026.32
3067913	66565088		11/20/2013	Un Labor 1 1/2-IntAl	MG3	\$143.30
3067913	66565088		11/20/2013	Un labor-ST-IntAlloc	MG3	\$289.76
3067913	66565088		11/20/2013	M&S-Inventory Issued	MG3	\$397.00
3067913	66565088		11/20/2013	Billable Cntrctd Lbr	MG3	\$1,849.76
	66565088 Total					\$6,198.78
3067913 Total						\$7,436.12
3206181	66384875	4901 W 112TH ST	7/30/2013	Construction OH	MG2	\$548.61
3206181	66384875		7/30/2013	Stores Overhead	MG2	\$72.33
3206181	66384875		7/30/2013	Stores Overhead -Qty	MG2	\$14.04
3206181	66384875		7/30/2013	Fleet Pool Vehicles	MG2	\$58.34
3206181	66384875		7/30/2013	Un labor-ST-IntAlloc	MG2	\$58.42
3206181	66384875		7/30/2013	Un labor-ST-IntAlloc	MG2	\$823.72
3206181	66384875		7/30/2013	M&S-Inventory Issued	MG2	\$1,079.62
3206181	66384875		7/30/2013	Billable Cntrctd Lbr	MG2	\$2,200.00
	66384875 Total					\$4,855.08
3206181	66385077		9/12/2013	Un labor-ST-IntAlloc	MG1	\$2.08
3206181	66385077		9/12/2013	Billable Cntrctd Lbr	MG1	\$340.00
	66385077 Total					\$342.08
3206181 Total						\$5,197.16
3206307	65317927	8151 BRIDGE RD	4/29/2013	Construction OH	MG2	\$199.91
3206307	65317927		4/29/2013	Stores Overhead	MG2	\$42.74
3206307	65317927		4/29/2013	Stores Overhead -Qty	MG2	\$12.74
3206307	65317927		4/29/2013	Fleet Pool Vehicles	MG2	\$73.06
3206307	65317927		4/29/2013	Un labor-ST-IntAlloc	MG2	\$58.42
3206307	65317927		4/29/2013	Un labor-ST-IntAlloc	MG2	\$768.34
3206307	65317927		4/29/2013	M&S-Inventory Issued	MG2	\$637.96
	65317927 Total					\$1,793.17
3206307	65466075		4/29/2013	Stores Overhead	MG1	\$11.75
3206307	65466075		4/29/2013	Stores Overhead -Qty	MG1	\$10.40
3206307	65466075		4/29/2013	Fleet Pool Vehicles	MG1	\$16.05
3206307	65466075		4/29/2013	Un labor-ST-IntAlloc	MG1	\$221.51
3206307	65466075		4/29/2013	M&S-Inventory Issued	MG1	\$175.33
	65466075 Total					\$435.04
3206307 Total						\$2,228.21
3276014	65517784	324 6TH AVE NE	7/10/2013	Construction OH	MG2	\$198.73
3276014	65517784		7/10/2013	Stores Overhead	MG2	\$50.69
3276014	65517784		7/10/2013	Stores Overhead -Qty	MG2	\$8.32
3276014	65517784		7/10/2013	Fleet Pool Vehicles	MG2	\$35.16
3276014	65517784		7/10/2013	Fleet Pool Vehicles	MG2	\$36.75
3276014	65517784		7/10/2013	Un labor-ST-IntAlloc	MG2	\$569.35
3276014	65517784		7/10/2013	Un labor-ST-IntAlloc	MG2	\$58.42
3276014	65517784		7/10/2013	Un labor-ST-IntAlloc	MG2	\$72.44
3276014	65517784		7/10/2013	M&S-Inventory Issued	MG2	\$756.54
	65517784 Total					\$1,786.40
3276014	66310201		7/10/2013	Stores Overhead	MG1	\$9.90
3276014	66310201		7/10/2013	Stores Overhead -Qty	MG1	\$9.36
3276014	66310201		7/10/2013	Fleet Pool Vehicles	MG1	\$7.37
3276014	66310201		7/10/2013	Un labor-ST-IntAlloc	MG1	\$52.98
3276014	66310201		7/10/2013	M&S-Inventory Issued	MG1	\$147.81
	66310201 Total					\$227.42
3276014 Total						\$2,013.82

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Customer	Service Order	Address	First TECO	Cost Element Description	Order Type	Total Additions
3276023	66006905		7/10/2013	Construction OH	MGS2	\$223.82
3276023	66006905		7/10/2013	Stores Overhead	MGS2	\$83.44
3276023	66006905		7/10/2013	Stores Overhead -Qty	MGS2	\$9.88
3276023	66006905		7/10/2013	Fleet Pool Vehicles	MGS2	\$17.19
3276023	66006905		7/10/2013	Fleet Pool Vehicles	MGS2	\$47.94
3276023	66006905		7/10/2013	Un labor-ST-IntAlloc	MGS2	\$323.53
3276023	66006905		7/10/2013	Un labor-ST-IntAlloc	MGS2	\$87.63
3276023	66006905		7/10/2013	M&S-Inventory Issued	MGS2	\$1,245.38
	66006905 Total					\$2,038.81
3276023	66310535		7/10/2013	Fleet Pool Vehicles	MGS1	\$9.03
3276023	66310535		7/10/2013	Un labor-ST-IntAlloc	MGS1	\$64.99
	66310535 Total					\$74.02
3276023 Total						\$2,112.83
3284093	65439252	5401 EAST RIVER RD NE	5/10/2013	Stores Overhead	MGS1	\$7.29
3284093	65439252		5/10/2013	Stores Overhead -Qty	MGS1	\$3.90
3284093	65439252		5/10/2013	Fleet Pool Vehicles	MGS1	\$17.19
3284093	65439252		5/10/2013	Fleet Pool Vehicles	MGS1	\$30.31
3284093	65439252		5/10/2013	Un labor-ST-IntAlloc	MGS1	\$370.86
3284093	65439252		5/10/2013	M&S-Inventory Issued	MGS1	\$108.88
	65439252 Total					\$538.43
3284093	65580952		5/17/2013	Stores Overhead	MGS1	\$13.30
3284093	65580952		5/17/2013	Stores Overhead -Qty	MGS1	\$0.52
3284093	65580952		5/17/2013	Fleet Pool Vehicles	MGS1	\$10.11
3284093	65580952		5/17/2013	Fleet Pool Vehicles	MGS1	\$11.07
3284093	65580952		5/17/2013	Fleet Pool Vehicles	MGS1	\$17.84
3284093	65580952		5/17/2013	Un labor-ST-IntAlloc	MGS1	\$145.52
3284093	65580952		5/17/2013	Un labor-ST-IntAlloc	MGS1	\$58.42
3284093	65580952		5/17/2013	M&S-Inventory Issued	MGS1	\$198.57
	65580952 Total					\$455.35
3284093 Total						\$993.78
3307087	64590544	5100 INDUSTRIAL BLVD NE	2/16/2013	Stores Overhead	MGS1	\$14.49
3307087	64590544		2/16/2013	Stores Overhead -Qty	MGS1	\$17.16
3307087	64590544		2/16/2013	Fleet Pool Vehicles	MGS1	\$42.43
3307087	64590544		2/16/2013	Fleet Pool Vehicles	MGS1	\$9.87
3307087	64590544		2/16/2013	Un labor-ST-IntAlloc	MGS1	\$80.52
3307087	64590544		2/16/2013	Un Labor 1 1/2-IntAl	MGS1	\$242.78
3307087	64590544		2/16/2013	Un Labor 1 1/2-IntAl	MGS1	\$283.37
3307087	64590544		2/16/2013	M&S-Inventory Issued	MGS1	\$216.30
	64590544 Total					\$906.92
3307087 Total						\$906.92
3307092	64590587		2/16/2013	Stores Overhead	MGS1	\$3.63
3307092	64590587		2/16/2013	Stores Overhead -Qty	MGS1	\$3.38
3307092	64590587		2/16/2013	Fleet Pool Vehicles	MGS1	\$57.56
3307092	64590587		2/16/2013	Un labor-ST-IntAlloc	MGS1	\$49.45
3307092	64590587		2/16/2013	Un Labor 1 1/2-IntAl	MGS1	\$291.33
3307092	64590587		2/16/2013	M&S-Inventory Issued	MGS1	\$54.18
	64590587 Total					\$459.53
3307092 Total						\$459.53
3327249	67392899	2200 NIAGARA LN N	10/28/2013	Construction OH	MGC3	\$291.92
3327249	67392899		10/28/2013	Restoration OH	MGC3	\$258.56
3327249	67392899		10/28/2013	Stores Overhead	MGC3	\$1.93
3327249	67392899		10/28/2013	Stores Overhead -Qty	MGC3	\$7.20
3327249	67392899		10/28/2013	Fleet Pool Vehicles	MGC3	\$114.24
3327249	67392899		10/28/2013	Un labor-ST-IntAlloc	MGC3	\$1,456.14
3327249	67392899		10/28/2013	Un labor-ST-IntAlloc	MGC3	\$217.32
3327249	67392899		10/28/2013	Un Labor 1 1/2-IntAl	MGC3	\$34.24
3327249	67392899		10/28/2013	M&S-Inventory Issued	MGC3	\$133.33
	67392899 Total					\$2,514.88
3327249	67394343		10/28/2013	Construction OH	MGS2	\$207.23
3327249	67394343		10/28/2013	Stores Overhead	MGS2	\$12.92
3327249	67394343		10/28/2013	Stores Overhead -Qty	MGS2	\$1.40
3327249	67394343		10/28/2013	Fleet Pool Vehicles	MGS2	\$34.86
3327249	67394343		10/28/2013	Un labor-ST-IntAlloc	MGS2	\$312.94
3327249	67394343		10/28/2013	Un labor-ST-IntAlloc	MGS2	\$58.42
3327249	67394343		10/28/2013	M&S-Inventory Issued	MGS2	\$891.15
	67394343 Total					\$1,518.92
3327249	67544362		10/31/2013	Un labor-ST-IntAlloc	MGS1	\$9.18
	67544362 Total					\$9.18
3327249 Total						\$4,042.98

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Customer	Service Order	Address	First TECO	Cost Element Description	Order Type	Total Additions
3328363	64779080	485 OAK ST	5/23/2013	Construction OH	MGC3	\$586.84
3328363	64779080		5/23/2013	Restoration OH	MGC3	\$441.00
3328363	64779080		5/23/2013	Stores Overhead	MGC3	\$6.98
3328363	64779080		5/23/2013	Stores Overhead -Qty	MGC3	\$18.46
3328363	64779080		5/23/2013	M&S-Inventory Issued	MGC3	\$104.18
3328363	64779080		5/23/2013	Billable Cntrctd Lbr	MGC3	\$4,409.97
	64779080 Total					\$5,567.43
3328363	64875505		4/1/2013	Stores Overhead	MGS1	\$61.44
3328363	64875505		4/1/2013	Stores Overhead -Qty	MGS1	\$22.88
3328363	64875505		4/1/2013	Fleet Pool Vehicles	MGS1	\$11.07
3328363	64875505		4/1/2013	Un labor-ST-IntAlloc	MGS1	\$116.84
3328363	64875505		4/1/2013	Un labor-ST-IntAlloc	MGS1	\$519.15
3328363	64875505		4/1/2013	Un labor-ST-IntAlloc	MGS1	\$217.32
3328363	64875505		4/1/2013	Un labor-ST-IntAlloc	MGS1	\$172.85
3328363	64875505		4/1/2013	M&S-Inventory Issued	MGS1	\$916.97
	64875505 Total					\$2,038.52
3328363 Total						\$7,605.95
3330828	65137003	12411 WAYZATA BLVD	5/28/2013	Construction OH	MGS2	\$271.53
3330828	65137003		5/28/2013	Stores Overhead	MGS2	\$79.91
3330828	65137003		5/28/2013	Stores Overhead -Qty	MGS2	\$21.06
3330828	65137003		5/28/2013	Fleet Pool Vehicles	MGS2	\$22.14
3330828	65137003		5/28/2013	Un labor-ST-IntAlloc	MGS2	\$175.26
3330828	65137003		5/28/2013	Un labor-ST-IntAlloc	MGS2	\$119.06
3330828	65137003		5/28/2013	Un labor-ST-IntAlloc	MGS2	\$579.52
3330828	65137003		5/28/2013	M&S-Inventory issued	MGS2	\$1,192.71
	65137003 Total					\$2,461.19
3330828	65137006		5/28/2013	Un labor-ST-IntAlloc	MGS1	\$178.59
	65137006 Total					\$178.59
3330828	65606032		5/24/2013	Construction OH	MGC3	\$673.24
3330828	65606032		5/24/2013	Restoration OH	MGC3	\$478.15
3330828	65606032		5/24/2013	Stores Overhead	MGC3	\$12.11
3330828	65606032		5/24/2013	Stores Overhead -Qty	MGC3	\$37.44
3330828	65606032		5/24/2013	Fleet Pool Vehicles	MGC3	\$216.50
3330828	65606032		5/24/2013	Un labor-ST-IntAlloc	MGC3	\$341.20
3330828	65606032		5/24/2013	Un labor-ST-IntAlloc	MGC3	\$3,287.25
3330828	65606032		5/24/2013	Un Labor 1 1/2-IntAl	MGC3	\$503.76
3330828	65606032		5/24/2013	Un labor-ST-IntAlloc	MGC3	\$287.11
3330828	65606032		5/24/2013	Un labor-ST-IntAlloc	MGC3	\$362.20
3330828	65606032		5/24/2013	M&S-Inventory Issued	MGC3	\$180.73
	65606032 Total					\$6,379.69
3330828	67228072		10/9/2013	Construction OH	MGC3	\$482.88
3330828	67228072		10/9/2013	Restoration OH	MGC3	\$347.06
3330828	67228072		10/9/2013	Stores Overhead	MGC3	\$3.54
3330828	67228072		10/9/2013	Stores Overhead -Qty	MGC3	\$9.50
3330828	67228072		10/9/2013	Un labor-ST-IntAlloc	MGC3	\$1,971.40
3330828	67228072		10/9/2013	Un Labor 1 1/2-IntAl	MGC3	\$516.36
3330828	67228072		10/9/2013	Un labor-ST-IntAlloc	MGC3	\$144.88
3330828	67228072		10/9/2013	M&S-Inventory issued	MGC3	\$243.85
3330828	67228072		10/9/2013	Billable Cntrctd Lbr	MGC3	\$838.00
	67228072 Total					\$4,557.47
3330828	67228314		11/11/2013	Construction OH	MGS2	\$509.26
3330828	67228314		11/11/2013	Stores Overhead	MGS2	\$20.74
3330828	67228314		11/11/2013	Stores Overhead -Qty	MGS2	\$6.00
3330828	67228314		11/11/2013	Fleet Pool Vehicles	MGS2	\$21.00
3330828	67228314		11/11/2013	Un labor-ST-IntAlloc	MGS2	\$204.47
3330828	67228314		11/11/2013	Un labor-ST-IntAlloc	MGS2	\$507.08
3330828	67228314		11/11/2013	Un labor-ST-IntAlloc	MGS2	\$432.63
3330828	67228314		11/11/2013	M&S-Inventory Issued	MGS2	\$1,430.77
	67228314 Total					\$3,131.95
3330828 Total						\$16,708.89

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Customer	Service Order	Address	First TECO	Cost Element Description	Order Type	Total Additions
3331001	65137008		5/28/2013	Construction OH	MG2	\$144.80
3331001	65137008		5/28/2013	Stores Overhead	MG2	\$59.21
3331001	65137008		5/28/2013	Stores Overhead -Qty	MG2	\$5.72
3331001	65137008		5/28/2013	Fleet Pool Vehicles	MG2	\$11.07
3331001	65137008		5/28/2013	Un labor-ST-IntAlloc	MG2	\$58.42
3331001	65137008		5/28/2013	Un labor-ST-IntAlloc	MG2	\$160.59
3331001	65137008		5/28/2013	M&S-Inventory Issued	MG2	\$883.78
	65137008 Total					\$1,323.59
3331001	65137009		5/28/2013	Un labor-ST-IntAlloc	MG1	\$470.70
	65137009 Total					\$470.70
3331001	67228322		11/11/2013	Construction OH	MG2	\$236.89
3331001	67228322		11/11/2013	Stores Overhead	MG2	\$10.80
3331001	67228322		11/11/2013	Stores Overhead -Qty	MG2	\$1.00
3331001	67228322		11/11/2013	Fleet Pool Vehicles	MG2	\$10.50
3331001	67228322		11/11/2013	Un labor-ST-IntAlloc	MG2	\$58.42
3331001	67228322		11/11/2013	Un labor-ST-IntAlloc	MG2	\$32.53
3331001	67228322		11/11/2013	M&S-Inventory Issued	MG2	\$744.59
	67228322 Total					\$1,094.73
3331001 Total						\$2,889.02
3338791	64899203	4465 TRENTON LA NO	3/21/2013	Stores Overhead	MG1	\$16.00
3338791	64899203		3/21/2013	Stores Overhead -Qty	MG1	\$1.82
3338791	64899203		3/21/2013	Fleet Pool Vehicles	MG1	\$19.64
3338791	64899203		3/21/2013	Fleet Pool Vehicles	MG1	\$33.21
3338791	64899203		3/21/2013	Un labor-ST-IntAlloc	MG1	\$282.56
3338791	64899203		3/21/2013	Un labor-ST-IntAlloc	MG1	\$58.42
3338791	64899203		3/21/2013	Un labor-ST-IntAlloc	MG1	\$72.44
3338791	64899203		3/21/2013	M&S-Inventory Issued	MG1	\$238.74
	64899203 Total					\$722.83
3338791	65056435		3/21/2013	Stores Overhead	MG1	\$1.15
3338791	65056435		3/21/2013	Stores Overhead -Qty	MG1	\$1.04
3338791	65056435		3/21/2013	Fleet Pool Vehicles	MG1	\$6.58
3338791	65056435		3/21/2013	Fleet Pool Vehicles	MG1	\$7.42
3338791	65056435		3/21/2013	Un labor-ST-IntAlloc	MG1	\$94.66
3338791	65056435		3/21/2013	M&S-Inventory Issued	MG1	\$17.22
	65056435 Total					\$128.07
3338791 Total						\$850.90
3399545	65241829	2020 COMMERCE BLVD	6/21/2013	Stores Overhead	MG1	\$10.72
3399545	65241829		6/21/2013	Stores Overhead -Qty	MG1	\$6.50
3399545	65241829		6/21/2013	Fleet Pool Vehicles	MG1	\$47.14
3399545	65241829		6/21/2013	Fleet Pool Vehicles	MG1	\$72.29
3399545	65241829		6/21/2013	Un labor-ST-IntAlloc	MG1	\$800.35
3399545	65241829		6/21/2013	M&S-Inventory Issued	MG1	\$159.99
	65241829 Total					\$1,096.99
3399545 Total						\$1,096.99
3467786	67717847	8950 ELDORADO ST NE	12/3/2013	Fleet Pool Vehicles	MG1	\$7.22
3467786	67717847		12/3/2013	Un labor-ST-IntAlloc	MG1	\$53.93
	67717847 Total					\$61.15
3467786 Total						\$61.15
3563312	67374025	1868 E MADISON AVE	11/11/2013	Stores Overhead	MG1	\$2.47
3563312	67374025		11/11/2013	Stores Overhead -Qty	MG1	\$0.40
3563312	67374025		11/11/2013	Fleet Pool Vehicles	MG1	\$1.26
3563312	67374025		11/11/2013	Un labor-ST-IntAlloc	MG1	\$16.18
3563312	67374025		11/11/2013	M&S-Inventory Issued	MG1	\$170.26
	67374025 Total					\$190.57
3563312 Total						\$190.57

CenterPoint Energy
2013 Service Quality Report
Relocation of Meters rated 630 CHF or greater

Customer	Service Order	Address	First TECO	Cost Element Description	Order Type	Total Additions
3584467	67210367	411 BENSON AVE SE	10/21/2013	Construction OH	MGC3	\$163.55
3584467	67210367		10/21/2013	Restoration OH	MGC3	\$83.16
3584467	67210367		10/21/2013	Stores Overhead	MGC3	\$4.55
3584467	67210367		10/21/2013	Stores Overhead -Qty	MGC3	\$1.00
3584467	67210367		10/21/2013	Fleet Pool Vehicles	MGC3	\$55.50
3584467	67210367		10/21/2013	Fleet Pool Vehicles	MGC3	\$57.23
3584467	67210367		10/21/2013	Un labor-ST-IntAlloc	MGC3	\$831.61
3584467	67210367		10/21/2013	M&S-Inventory Issued	MGC3	\$313.71
	67210367 Total					\$1,510.31
3584467	67210500		10/21/2013	Stores Overhead	MGS1	\$10.04
3584467	67210500		10/21/2013	Stores Overhead -Qty	MGS1	\$1.15
3584467	67210500		10/21/2013	Fleet Pool Vehicles	MGS1	\$4.63
3584467	67210500		10/21/2013	Fleet Pool Vehicles	MGS1	\$34.44
3584467	67210500		10/21/2013	Un labor-ST-IntAlloc	MGS1	\$238.23
3584467	67210500		10/21/2013	Un Labor 1 1/2-IntAl	MGS1	\$34.81
3584467	67210500		10/21/2013	M&S-Inventory Issued	MGS1	\$692.36
	67210500 Total					\$1,015.66
3584467	67269454		10/21/2013	Construction OH	MGS2	\$72.48
3584467	67269454		10/21/2013	Stores Overhead	MGS2	\$2.85
3584467	67269454		10/21/2013	Stores Overhead -Qty	MGS2	\$0.05
3584467	67269454		10/21/2013	Fleet Pool Vehicles	MGS2	\$47.57
3584467	67269454		10/21/2013	Un labor-ST-IntAlloc	MGS2	\$58.42
3584467	67269454		10/21/2013	Un labor-ST-IntAlloc	MGS2	\$220.07
3584467	67269454		10/21/2013	Un Labor 1 1/2-IntAl	MGS2	\$34.81
3584467	67269454		10/21/2013	M&S-Inventory Issued	MGS2	\$196.70
	67269454 Total					\$632.95
3584467 Total						\$3,158.92
3669342	67257796	720 S 2ND ST	11/6/2013	Construction OH	MGS2	\$438.09
3669342	67257796		11/6/2013	Stores Overhead	MGS2	\$15.70
3669342	67257796		11/6/2013	Stores Overhead -Qty	MGS2	\$1.25
3669342	67257796		11/6/2013	Fleet Pool Vehicles	MGS2	\$46.00
3669342	67257796		11/6/2013	Un labor-ST-IntAlloc	MGS2	\$58.42
3669342	67257796		11/6/2013	Un labor-ST-IntAlloc	MGS2	\$646.84
3669342	67257796		11/6/2013	M&S-Inventory Issued	MGS2	\$1,082.23
	67257796 Total					\$2,288.53
3669342	67257949		11/6/2013	Fleet Pool Vehicles	MGS1	\$13.66
3669342	67257949		11/6/2013	Un labor-ST-IntAlloc	MGS1	\$175.36
	67257949 Total					\$189.02
3669342 Total						\$2,477.55
4135419	67374545	1876 MADISON AVE	11/11/2013	Stores Overhead	MGS1	\$4.24
4135419	67374545		11/11/2013	Stores Overhead -Qty	MGS1	\$1.05
4135419	67374545		11/11/2013	Fleet Pool Vehicles	MGS1	\$42.32
4135419	67374545		11/11/2013	Un labor-ST-IntAlloc	MGS1	\$420.88
4135419	67374545		11/11/2013	M&S-Inventory Issued	MGS1	\$292.56
	67374545 Total					\$761.05
4135419 Total						\$761.05

CenterPoint Energy
2013 Service Quality Report
Relocation of Meters rated 630 CHF or greater

Customer	Service Order	Address	First TECO	Cost Element Description	Order Type	Total Additions
4626874	64039075	1120 S 2ND ST	1/28/2013	Construction OH	MGS2	\$266.87
4626874	64039075		1/28/2013	Stores Overhead	MGS2	\$67.89
4626874	64039075		1/28/2013	Stores Overhead -Qty	MGS2	\$18.20
4626874	64039075		1/28/2013	Fleet Pool Vehicles	MGS2	\$49.26
4626874	64039075		1/28/2013	Un labor-ST-IntAlloc	MGS2	\$175.26
4626874	64039075		1/28/2013	Un labor-ST-IntAlloc	MGS2	\$308.03
4626874	64039075		1/28/2013	Un labor-ST-IntAlloc	MGS2	\$507.08
4626874	64039075		1/28/2013	M&S-Inventory Issued	MGS2	\$1,013.21
	64039075 Total					\$2,405.80
4626874	64049374		1/28/2013	Construction OH	MGS2	\$19.24
4626874	64049374		1/28/2013	Fleet Pool Vehicles	MGS2	\$6.09
4626874	64049374		1/28/2013	Un labor-ST-IntAlloc	MGS2	\$141.90
	64049374 Total					\$167.23
4626874	64049379		2/6/2013	Construction OH	MGC1	\$1,811.44
4626874	64049379		2/6/2013	Restoration OH	MGC1	\$1,322.13
4626874	64049379		2/6/2013	Stores Overhead	MGC1	\$46.65
4626874	64049379		2/6/2013	Stores Overhead -Qty	MGC1	\$22.36
4626874	64049379		2/6/2013	Fleet Pool Vehicles	MGC1	\$16.61
4626874	64049379		2/6/2013	Un labor-ST-IntAlloc	MGC1	\$108.66
4626874	64049379		2/6/2013	M&S-Inventory Issued	MGC1	\$696.30
4626874	64049379		2/6/2013	Billable Cntrctd Lbr	MGC1	\$13,112.60
	64049379 Total					\$17,136.75
4626874	65239315		4/10/2013	Stores Overhead	MGS1	\$0.73
4626874	65239315		4/10/2013	Stores Overhead -Qty	MGS1	\$0.26
4626874	65239315		4/10/2013	Fleet Pool Vehicles	MGS1	\$48.93
4626874	65239315		4/10/2013	Un labor-ST-IntAlloc	MGS1	\$513.61
4626874	65239315		4/10/2013	M&S-Inventory Issued	MGS1	\$10.94
	65239315 Total					\$574.47
4626874	66164228		8/14/2013	Stores Overhead	MGS1	\$11.14
4626874	66164228		8/14/2013	Stores Overhead -Qty	MGS1	\$9.88
4626874	66164228		8/14/2013	Un labor-ST-IntAlloc	MGS1	\$328.80
4626874	66164228		8/14/2013	Un Labor 1 1/2-IntAl	MGS1	\$31.49
4626874	66164228		8/14/2013	M&S-Inventory Issued	MGS1	\$166.21
	66164228 Total					\$547.52
4626874	66696131		8/14/2013	Construction OH	MGC2	\$324.48
4626874	66696131		8/14/2013	Restoration OH	MGC2	\$202.12
4626874	66696131		8/14/2013	Stores Overhead	MGC2	\$22.52
4626874	66696131		8/14/2013	Stores Overhead -Qty	MGC2	\$15.60
4626874	66696131		8/14/2013	Fleet Pool Vehicles	MGC2	\$138.56
4626874	66696131		8/14/2013	Un labor-ST-IntAlloc	MGC2	\$519.15
4626874	66696131		8/14/2013	Un labor-ST-IntAlloc	MGC2	\$1,006.20
4626874	66696131		8/14/2013	Un Labor 1 1/2-IntAl	MGC2	\$61.24
4626874	66696131		8/14/2013	Un labor-ST-IntAlloc	MGC2	\$434.64
4626874	66696131		8/14/2013	M&S-Inventory Issued	MGC2	\$336.19
	66696131 Total					\$3,060.70
4626874 Total						\$23,892.47

CenterPoint Energy
2013 Service Quality Report
Relocation of Meters rated 630 CHF or greater

Customer	Service Order	Address	First TECO	Cost Element Description	Order Type	Total Additions
4656391	64936120	412 N MAIN ST	4/26/2013	Construction OH	MG2	\$179.95
4656391	64936120		4/26/2013	Stores Overhead	MG2	\$51.02
4656391	64936120		4/26/2013	Stores Overhead -Qty	MG2	\$5.98
4656391	64936120		4/26/2013	Fleet Pool Vehicles	MG2	\$51.70
4656391	64936120		4/26/2013	Un labor-ST-IntAlloc	MG2	\$58.42
4656391	64936120		4/26/2013	Un labor-ST-IntAlloc	MG2	\$495.08
4656391	64936120		4/26/2013	M&S - Non Inv	MG2	\$17.53
4656391	64936120		4/26/2013	M&S-Inventory Issued	MG2	\$761.51
	64936120 Total					\$1,621.19
4656391	65168050		6/12/2013	Construction OH	MGC1	\$120.62
4656391	65168050		6/12/2013	Restoration OH	MGC1	\$72.85
4656391	65168050		6/12/2013	Stores Overhead	MGC1	\$8.45
4656391	65168050		6/12/2013	Stores Overhead -Qty	MGC1	\$18.98
4656391	65168050		6/12/2013	Fleet Pool Vehicles	MGC1	\$73.28
4656391	65168050		6/12/2013	Un labor-ST-IntAlloc	MGC1	\$728.46
4656391	65168050		6/12/2013	M&S-Inventory Issued	MGC1	\$126.12
	65168050 Total					\$1,148.76
4656391	65168367		4/26/2013	Construction OH	MG2	\$0.95
4656391	65168367		4/26/2013	Fleet Pool Vehicles	MG2	\$0.55
4656391	65168367		4/26/2013	Un labor-ST-IntAlloc	MG2	\$6.74
	65168367 Total					\$8.24
4656391	65723369		5/22/2013	Fleet Pool Vehicles	MG1	\$21.37
4656391	65723369		5/22/2013	Un labor-ST-IntAlloc	MG1	\$260.36
	65723369 Total					\$281.73
4656391 Total						\$3,059.92
	Overall Result					\$89,857.82
Overall Result Total						\$89,857.82

CenterPoint Energy
2013 Service Quality Report

Schedule 16

Call Center Detail - Calls Received from Dedicated Lines

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Total Calls Received ¹	112,262	108,012	114,034	119,374	123,234	118,194	124,816	116,752	107,466	119,292	93,954	113,347	1,370,737
Dedicated Calls Received:													
Billing Inquiries	87,393	86,076	91,130	95,959	98,915	94,504	99,318	92,117	84,137	92,003	75,784	91,701	1,089,037
Credit/Payment Arrangements	7,323	7,400	7,327	7,667	7,392	6,933	6,959	6,361	5,991	7,328	2,860	4,782	78,323
Service Connection/Disconnection Requests	4,738	4,282	4,874	5,589	6,312	6,228	7,057	8,099	7,073	7,073	5,552	4,786	71,663
Emergencies	7,822	6,243	6,292	6,367	7,026	7,380	8,365	7,340	7,564	8,616	6,594	8,448	88,057
Business Customer Hotline	4,986	4,011	4,411	3,792	3,589	3,149	3,117	2,835	2,701	4,272	3,164	3,630	43,657

¹ Includes IVR

CENTERPOINT ENERGY
Summary of Formal Customers' complaints
Location: Minneapolis
Dates: From 1/1/2013 to 12/31/2013

Check One:
Reporting Unit X
Division
Region

Type of Complaint	Residential				Commercial/Industrial				Interruptible				Total			
	No. Rec	No. Resl.	No. Unrsl.	Avg Time*	No. Rec	No. Resl.	No. Unrsl.	Avg Time*	No. Rec	No. Resl.	No. Unrsl.	Avg Time	No. Rec	No. Resl.	No. Unrsl.	Avg Time*
Bill																
Too High/Low	3	3		7.6									3	3		7.6
Do Not Understand													0	0		
Budget	3	3		7.0									3	3		7.0
Due Date - Late Payment Charge	1	1		8.0									1	1		8.0
Rates	1	1		0.0	1	1		0					2	2		0.0
Payment Application Refund Check	9	9		5.6									9	9		5.6
Non-Register Meter/Remote Indexes	6	6		5.0									6	6		5.0
Other	13	13		2.8	1	1		3					14	14		2.9
Credit																
Arrangements	69	69		1.4	3	3		1					72	72		1.2
Notice Letters					1	1		0					1	1		0.0
Transfers													0	0		
Disputed Charges	22	22		4.4	3	3		8					25	25		6.2
Disconnected	60	60		0.6	2	2		0.5					62	62		0.5
Other													0	0		
Meter																
Not Read													0	0		
Mis-Read													0	0		
Estimated Readings													0	0		
Customer Readings													0	0		
Final Readings Not Taken													0	0		
Service																
Gas Service and/or Mains	7	7		4.3									7	7		4.3
Appliance Service and/or Repair	33	33		4.6									33	33		4.6
Total	227	227		4.0	11	11		2.0833					238	238		3.0
Average Number of Customers for Reporting Period	748,740				65,300				2,749				816,789			
Customers Added	6,690				570				(60)				7,200			
Number of Involuntary Disconnects	30,126				1,212				1				31,339			

*Average in Calendar Days

Prepared By /s/ Robin Hougdaal
Dept, Division or Region Customer Services