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May 1, 2015

Via Electronic Filing

Mr. Daniel Wolf
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)
2014 Annual Service Quality Report
Docket No. G-008/M-15-____

Dear Mr. Wolf:

Enclosed is CenterPoint Energy's Annual Service Quality Report for 2014, 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) 321-4719 if you have any questions about this filing.

Sincerely,

/s/

Adam Pyles
Director, Regulatory Activities

Enclosures
cc: Attached Service List

AFFIDAVIT OF SERVICE

[illegible]

Adam Pyles, being first duly sworn on oath, deposes and says he 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/
Adam Pyles
CenterPoint Energy

Subscribed and sworn to before me
this 1st day of May, 2015

/s/ Mary Jo Schuh
Notary Public
My Commission Expires on January 31, 2020.

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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 2014, 65% of calls—excluding IVR-only calls—were answered in 20 seconds or less, compared to 81% in 2013. The weighted average speed of answer was 51 seconds in 2014, compared to an average of 25 seconds in 2013. The number of calls answered (excluding IVR) decreased from 854,896 in 2013 to 811,237 in 2014.

In 2014, 80% of calls—including IVR-only calls—were answered in 20 seconds or less, compared to 88% in 2013. The weighted average speed of answer was 26 seconds in 2014, compared to an average of 16 seconds in 2013. The total number of calls answered (including IVR) increased from 1,330,798 in 2013 to 1,474,194 in 2014.

CenterPoint Energy ("the Company") implemented a number of technological changes in 2014. The technology upgrades, described in more detail below, represent the most significant upgrades to customer service technology since service level was first reported in 2010. The temporary decline in service level in 2014 can be attributed to the process of implementing the technology and training employees.

The technology upgrades are designed to improve interactions with customers and to address the changing ways in which customers choose to conduct business with the Company. New software guides call center representatives through complex interactions that were once memorized or manually performed; enhanced, natural language IVR technology and a new network-based phone system efficiently routes customers to a solution or to an employee trained to assist their specific needs; and a

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new e-services system allows customers to resolve issues without picking up the phone.

The Company implemented the technologies in two stages—the first in May and the second in November. For each phase, service level was affected in the month preceding implementation and for one or two months after implementation. Our service levels in February and March 2015 have exceeded the 80% target.

The new technology will allow CenterPoint Energy to respond to changing customer service expectations. Call center service level has traditionally been defined to exclude calls that are handled exclusively through the IVR. While this may have been appropriate when a small percentage of calls were handled in the IVR, this is no longer the case. Considering service level excluding IVR-only calls provides an incomplete picture of the level of service delivered to all customers. In 2012, the first year the Company reported IVR calls as a component of total calls handled, 372,660 calls—32% of total calls—were handled in the IVR system. Two years later, in 2014, 662,957 calls were handled in the IVR system, representing 45% of total calls. In addition, an increasing number of customers are utilizing the various self-service options available on the Company's website. The Company encourages the Commission to consider the 2014 service level including IVR-only calls of 80% as the more complete measure of service provided to customers.

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;
- 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.

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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 2014, 98.09% of meters were read by CenterPoint Energy personnel, compared to 98.21% in 2013. About 0.02% of meters were not read in 6–12 months, compared to about 0.02% in 2013. About 0.01% of meters were not read in over 12 months, compared to about 0.01% in 2013.

Average staffing levels decreased from 9.5 in 2013 to 7.5 in 2014 for the Minneapolis Metro Area; average staffing levels also decreased from 16.5 in 2013 to 14.2 in 2014 for Greater Minnesota. A project to replace approximately 90,000 manually-read meters with ERTs in Greater Minnesota, which began in 2013, was completed in 2014. The project increases the efficiency of reading meters in Greater Minnesota and allows the Company to reduce its staffing levels while maintaining past performance.

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-14-02.

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

There were 23,364 customers disconnected for nonpayment in 2014, compared to 30,347 in 2013. The extreme cold weather experienced in the first quarter of 2014 was a significant contributor to the decrease in involuntary disconnections in 2014.

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

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 states:

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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As discussed in the 2012 Service Quality report, we have evaluated the process to report service extension response times and have modified our reporting to better capture the site ready date. Therefore, current results may not be comparable to data before 2012.

Service Extension Request Response Time is reported on Schedule 4.

New residential extensions took an average of 8 days to complete in 2014 compared to an average of 8 days to 2013. Renewed residential extensions took an average of 9 days to complete in 2014 and an average of 10 days in 2013.

New commercial extensions took an average of 8 days to complete in 2014 and an average of 9 days in 2013. Renewed commercial extensions took an average of 7 days to complete in 2014 compared to an average of 10 days in 2013.

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 the Company's 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, 2014, a total of 2,132 deposits were 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 2014, 533 deposits were required as a condition of service for customers, compared to 528 in 2013.

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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 the Company's 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 6,770 complaints received in 2014, compared to 6,218 in 2013. 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 2014 were Service Issue, Disputed Charges, and Other; in 2013 the top three were Disputed Charges, Disconnection Issue, and Service Issue.

The top three Commercial complaint types in 2014 were Disputed Charges, Disconnection Issue, and Credit Arrangements; in 2013 the top three were Disputed Charges, Disconnection Issue, and Credit Arrangements.

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

In 2014, 75% of residential complaints were resolved immediately and 18% within ten days, compared to 67% and 29% in 2013, respectively. For Commercial complaints, 75% were resolved immediately and 18% within ten days, compared to 65% and 30% 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 2014 and 2013.

Resolution Type	Residential		Commercial	
	2014	2013	2014	2013
Agreement	32%	35%	28%	28%
Compromise	14%	13%	24%	19%
Demonstration	46%	41%	38%	39%
Refusal	7%	11%	9%	13%

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

There were 233 complaints forwarded to CenterPoint Energy in 2014, compared to 238 in 2013. The number of complaints received from the BBB was higher than 2013 (46 in 2014 vs. 26 in 2013), complaints received from the PUC stayed relatively constant (88

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in 2014 vs. 89 in 2013), and complaints received from the OAG decreased (91 in 2014 vs. 111 in 2013).

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 89,576 calls received in 2014 and 78,629 received in 2013. Seventy-seven percent (77%) of calls were answered in 20 seconds or less in 2014, compared to 85% in 2013. Using a weighted average, the average speed of answer was 21 seconds in 2014, compared to 15 seconds in 2013.

The increase in emergency line call volume in 2014 impacted the overall emergency line service level for the year. In addition, emergency line service level was also impacted by the technology implementation discussed in Section 1.1. Emergency line service level is at 86% through the first quarter of 2015.

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 increased from 49 in 2013 to 81 in 2014, the number of mislocates per 1,000 tickets also increased from 0.17 in 2013 to 0.27 in 2014.

Year	Mislocates	# Tickets	Mislocates / 1000 Tickets
2011	95	256,711	0.37
2012	97	264,733	0.37
2013	49	282,915	0.17
2014	81	299,354	0.27

The table above provides context in understanding the trends in mislocates and tickets issued over the past four years. Each year, the number of tickets increases, while the

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Company has seen a decrease—from the 2011 and 2012 average—in the number of mislocates per 1,000 tickets in both 2013 and 2014. There is, however, variation from year to year. The Company will continue to focus on safe digging practices and awareness.

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.

Gas system damages increased from 663 in 2013 to 787 in 2014; the ratio of damages per 100 miles was consistent with 2012 and 2011 levels.

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 2014 there were 1,181 customers affected by service interruptions. There were 638 outages that lasted 70 minutes per customer on average. In 2013 there were 1,073 customers affected by service interruptions. There were 541 outages that lasted 62 minutes per customer on average.

The increase in outages correlates to the increase in damages we had in 2014 compared to 2013. The incidents appear on the Schedule 10 summary of gas service

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interruptions in the month the investigation is complete. Investigations are often extensive and can 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.

MOPS summaries are reported on Schedule 11.

In 2014 there were 97 MOPS reportable outages and two integrity outages. In 2013 there were 65 MOPS reportable outages and no integrity outages.

The 97 MOPS reportable outages total includes courtesy e-mail notifications to the PUC and DOC for events that did not meet reportable incident criteria, but affected a significant number of customers, attracted media attention, etc.

The first integrity outage occurred on February 18, 2014 on 36th Ave. S. and Grand Ave. S. in Minneapolis. Sixteen customers were affected by a frozen regulator vent. The Company installed a bypass and replaced the regulator.

The second integrity outage occurred on December 18, 2014 on Excelsior Blvd. in St. Louis Park. There were 227 meters (representing approx. 500 housing units) affected by failure/bypass of a regulator. The Company repaired the regulator to restore service.

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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 the number and 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 the Company's 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 MOPS reports are reported on Schedule 12.

In 2014, the Company received 40,190 emergency gas calls, compared to 33,522 in 2013. In 2014, it took an average of 34.8 minutes to respond to an emergency, compared to 30.6 minutes in 2013.

A software change altered the process by which the Company had previously calculated emergency response. As a result, the within-the-hour response time in 2014 is not comparable to the 2013 data. MOPS was notified of this issue in 2014 and the Company is currently working to update the software so that the future values will be comparable to past results. A major software update is planned for mid-2015 and will address this issue.

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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 experienced an 11% increase, from \$24.86 million in 2013 to \$27.68 million in 2014. Several factors contributed to this increase, notably increased labor and IT expenses related to the technology implementation discussed in section 1.1 of this report.

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 2014 and 2013 steel service line relocations:

Year	# Jobs	High cost	Low cost	Average Cost
2014	23	\$ 25,140	\$ 829	\$ 5,766
2013	17	\$ 43,6411	\$ 1,070	\$ 6,550

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

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Commission Order dated March 15, 2010 in Docket No. G-008/M-09-1190. Below is a comparison of the 2014 and 2013 630 CFH+ meter relocations:

Year	# Jobs	High cost	Low cost	Average Cost
2014	22	\$ 29,229	\$ 153	\$ 6,454
2013	25	\$ 23,892	\$ 61	\$ 4,049

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 1.33 million in 2013 to 1.47 million in 2014.

As seen in Schedule 16, there were several months in 2014 where calls related to Credit/Payment Arrangements were routed to Billing Inquiries as a result of a change to internal routing. The routing for Credit/Payment Arrangements was restored in November.

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, Complaint Categories**

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

**CenterPoint Energy
Gas Service Quality Plan
Attachment A, Complaint Categories**

- **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

**CenterPoint Energy
Service Quality Report**

Schedule 1

Call Center Response Time ^{/1/}

Call Center Response Time Excluding IVR

(Utility only)	Jan-2014	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	2014
Service Level - % of Calls answered in 20 seconds or less.	78%	78%	77%	63%	45%	39%	58%	69%	80%	70%	65%	67%	65%
Average Speed of Answer (in seconds)	28	25	27	49	90	109	62	36	20	35	49	64	51
Total Calls Answered	73,107	71,374	78,238	81,978	78,113	74,056	64,818	49,329	50,101	54,826	54,664	80,633	811,237

Call Center Response Time Including IVR

(Utility only)	Jan-2014	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	YTD 2014
Service Level - % of Calls answered in 20 seconds or less.	86%	87%	87%	78%	67%	63%	75%	84%	90%	84%	82%	83%	80%
Average Speed of Answer (in seconds)	17	15	16	29	51	63	35	18	10	18	24	32	28
Total Calls Answered	119,961	122,644	134,990	138,624	136,933	127,419	115,472	98,195	101,429	105,786	109,814	162,927	1,474,194

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

CenterPoint Energy
2014 Service Quality Report

Meter Reading Performance

	Jan-2014	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	2014
Total number of customer meters													
Residential	797,551	726,343	762,623	765,983	765,685	766,196	765,715	766,136	766,370	803,615	676,257	828,342	9,190,816
Commercial	72,071	66,211	68,962	69,694	69,186	69,014	68,849	68,680	68,609	71,208	61,683	75,140	829,307
Monthly Total	869,622	792,554	831,585	835,677	834,871	835,210	834,564	834,816	834,979	874,823	737,940	903,482	10,020,123

Number and percentage of customer meters read by utility personnel

Residential	785,121	706,179	745,167	754,862	753,176	751,032	749,870	749,473	750,319	788,032	664,706	817,504	9,015,441
Commercial	70,603	64,486	67,260	68,461	67,953	67,733	67,643	67,422	67,487	70,106	60,545	73,734	813,433
Monthly Total	855,724	770,665	812,427	823,323	821,129	818,765	817,513	816,895	817,806	858,138	725,251	891,238	9,828,874
Percentage	98.4018%	97.2382%	97.6962%	98.5217%	98.3540%	98.0310%	97.9569%	97.8533%	97.9433%	98.0928%	98.2805%	98.6448%	98.0914%

Number and percentage of customer meters self-read by customers

Residential	1	2	1	0	0	0	1	0	0	0	0	0	5
Commercial	0	0	0	0	1	0	0	0	0	0	1	0	2
Monthly Total	1	2	1	0	1	0	1	0	0	0	1	0	7
Percentage	0.0001%	0.0003%	0.0001%	0.0000%	0.0001%	0.0000%	0.0001%	0.0000%	0.0000%	0.0000%	0.0001%	0.0000%	0.0001%

Meter Reading Staffing Levels by Area:													Average 2014
Minneapolis Metro Area	8	8	8	8	8	8	7	7	7	7	7	7	7.5
Greater Minnesota	16	16	16	16	16	16	14	14	13	11	11	11	14.2

CenterPoint Energy
2014 Service Quality Report

Meter Reading Performance

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

	Jan-2014	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	2014
Residential													
Bad Key													0
Bad Road													0
Blocked					1	1						1	3
Can't Locate											1		1
Closed													0
Damaged						1							1
Denied Entry													0
Dirty Index													0
Dog													0
Door Locked							2	2	2	2		1	9
ERT Not Responding	108	104	102	119	130	134	163	174	192	238	259	260	1,983
Gate Locked		1	1						1	1	1	1	6
Meter Changed						6							6
Meter Removed													0
No Access	2				1								3
No Answer		1	1									1	3
No Key													0
Not Attempted		1	1	1	1	12	1	2		1		1	21
Not Home		1											1
Billing Correction				1		4							5
Snow/Ice													0
Unsafe													0
Water													0
Residential Total	110	108	105	121	133	158	166	178	195	242	261	265	2,042
Commercial													
Bad Key													0
Bad Road													0
Blocked													0
Can't Locate													0
Closed								1					1
Damaged													0
Denied Entry	1												1
Dirty Index													0
Dog													0
Door Locked													0
ERT Not Responding	24	31	35	42	34	28	30	30	24	21	29	36	364
Gate Locked		1		1			1						3
Meter Changed		1				1							2
Meter Removed													0
No Access			2	1	1			1					5
No Answer										1	1	1	3
No Key					1	1			1				3
Not Attempted						1		1				1	3
Not Home													0
Billing Correction					1	5	1		1				8
Snow/Ice				1									1
Unsafe													0
Water													0
Commercial Total	25	33	37	45	37	36	32	33	26	22	30	38	394
Monthly Total	135	141	142	166	170	194	198	211	221	264	291	303	2,436
Percentage	0.0155%	0.0178%	0.0171%	0.0199%	0.0204%	0.0232%	0.0237%	0.0253%	0.0265%	0.0302%	0.0394%	0.0335%	0.0243%

CenterPoint Energy
2014 Service Quality Report

Meter Reading Performance

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

	Jan-2014	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	2014
Residential													
Bad Key													0
Bad Road													0
Blocked													0
Can't Locate													0
Closed													0
Damaged													0
Denied Entry													0
Dirty Index													0
Dog													0
Door Locked													0
ERT Not Responding	68	77	77	75	76	78	87	89	97	106	120	124	1,074
Gate Locked													0
Meter Changed						1							1
Meter Removed													0
No Access		1	1	1									3
No Answer			1		2	1		2	1	1		1	9
No Key													0
Not Attempted				2	1	4	2	1	1	1	1	1	14
Not Home	3	3	2	1	1	1	2						13
Billing Correction				1									1
Snow/Ice													0
Unsafe													0
Water													0
Residential Total	71	81	81	80	80	85	91	92	99	108	121	126	1,115
Commercial													
Bad Key													0
Bad Road													0
Blocked													0
Can't Locate													0
Closed	1		1					1		1	1		5
Damaged													0
Denied Entry													0
Dirty Index													0
Dog													0
Door Locked		1		1	1	1	1	1	2	1			9
ERT Not Responding	6	7	7	5	4	4	4	4	5	7	7	7	67
Gate Locked									1				1
Meter Changed						1							1
Meter Removed													0
No Access		1	1		1	1			1		1		6
No Answer				1			1	1				1	4
No Key													0
Not Attempted													0
Not Home													0
Billing Correction													0
Snow/Ice													0
Unsafe	1												1
Water													0
Commercial Total	8	9	9	7	6	7	6	7	9	9	9	8	94
Monthly Total	79	90	90	87	86	92	97	99	108	117	130	134	1,209
Percentage	0.0091%	0.0114%	0.0108%	0.0104%	0.0103%	0.0110%	0.0116%	0.0119%	0.0129%	0.0134%	0.0176%	0.0148%	0.0121%

CenterPoint Energy
2014 Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire
Utility Monthly Reports (216B.091) Docket #14-02

Company: CenterPoint Energy Minnesota Gas for report period ending:

	January	February	March	April	May	June	July	August	September	October	November	December	Average
1 Number of Residential Customer Accounts:	755,351	756,028	756,237	756,166	755,020	754,068	753,329	752,647	754,265	757,775	761,082	762,736	756,225
2 Number of Past Due Residential Customer Accounts:	87,390	88,352	85,721	92,934	100,229	94,791	101,391	96,862	90,921	95,247	94,908	92,176	93,410
3 Number of Cold Weather Protection Requests:	16,794	11,798	11,896	6,075						4,077	2,776	4,671	8,298
RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS													
4 Number of "Right to Appeal" notices mailed to customers:	0	1	3	2						10	13	8	5
5 <i>Intentionally Blank</i>													
6 Number of customer accounts granted reconnection request:	601	288	576	386						1,047	1,275	899	725

INABILITY TO PAY (ITP)

10% PLAN (TPP)

CenterPoint Energy
2014 Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire
Utility Monthly Reports (216B.091) Docket #14-02

Company: CenterPoint Energy Minnesota Gas for report period ending:

January	February	March	April	May	June	July	August	September	October	November	December	Average
PAYMENT SCHEDULE (PS)												
Number of "Right to Appeal" notices mailed to customers:												
14	32	86	9						0	0	2	20
16,193	11,509	11,317	5,687						3,020	1,488	3,764	7,568
Intentionally Blank												
16,179	11,477	11,231	5,678						3,020	1,488	3,762	7,548
Intentionally Blank												
41,181	32,619	32,513	34,921	38,457	33,540	22,341	14,690	15,847	17,020	17,719	26,679	27,294
DISCONNECTIONS												
Number of disconnection notices mailed to customers:												
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												
# Electric - heat affected												
# Electric - heat not affected												
452	229	575	357	3,409	2,758	3,996	3,575	2,239	923	611	863	1,666
4	1	2	3	17	18	27	18	12	1	4	7	10
456	230	577	360	3,426	2,776	4,023	3,593	2,251	924	615	870	1,675
April 16-30 and October 16-31 in 2nd column												
All other months, use 1st column only												
# Electric - heat affected												
# Electric - heat not affected												
			1,811						477			1,144
			6						6			6
			1,817						483			1,150
Number of customer accounts disconnected seeking protection:												
# Electric - heat affected												
# Electric - heat not affected												
184	92	273	125						39	99	145	
0	0	3	1						1	1	0	
184	92	276	126	0	0				40	100	145	
Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):												
640	322	853	486	3,426	2,776	4,023	3,593	2,251	964	715	1,015	1,755
640	322	853	2,303	3,426	2,776	4,023	3,593	2,251	1,447	715	1,015	1,947

CenterPoint Energy
2014 Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire
Utility Monthly Reports (216B.091) Docket #14-02

Company: CenterPoint Energy Minnesota Gas for report period ending:

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

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$13,738,224	\$17,276,464	\$18,829,188	\$22,338,865	\$23,743,351	\$24,178,863	\$22,329,301	\$18,788,442	\$19,063,746	\$16,794,338	\$14,980,726	\$14,417,471	\$18,873,248
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$157	\$196	\$220	\$240	\$237	\$255	\$220	\$194	\$210	\$176	\$158	\$156	\$202
26	Total dollars received from energy assistance programs:	\$1,626,011	\$1,344,618	\$1,588,535	\$2,210,871	\$896,965	\$617,543	\$41,863	\$0	\$0	\$748,693	\$927,021	\$1,480,793	\$956,909
27	Total dollars received from other sources (private organizations):	\$45,706	\$39,742	\$35,573	\$42,642	\$68,578	\$88,793	\$133,293	\$121,950	\$121,389	\$165,927	\$115,838	\$72,476	\$87,659
28	Total Revenue from sales to residential accounts:	\$126,050,465	\$117,688,229	\$128,274,732	\$48,562,349	\$29,147,283	\$15,645,768	\$17,375,067	\$15,849,272	\$18,507,237	\$36,919,331	\$81,299,696	\$99,264,454	\$61,215,324
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$167	\$156	\$170	\$64	\$39	\$21	\$23	\$21	\$25	\$49	\$107	\$130	\$81
30	Intentionally Blank													
30	Average annual residential bill:													
31	Total residential account write-offs due to uncollectible:	\$750,853	\$672,569	\$438,229	\$563,083	\$971,291	\$975,098	\$245,768	\$1,171,967	\$1,282,023	\$1,255,357	\$1,215,139	\$807,838	\$862,435

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	471	254	611	400					422	594	779	504	
d)	# Gas - heat not affected	2	1	4	4					6	4	6	4	
e)	Total # disconnected	473	255	615	404	0	0			428	598	785	395	
33	Intentionally Blank													
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	464	250	596	391					414	587	770	496	
35	Intentionally Blank													
36	Intentionally Blank													

RECONNECTION DATA

37	# Accounts reconnected	655	299	580	1,460	2,207	1,581	2,215	2,547	2,229	2,732	1,345	927	1,565
38	# Accounts remaining disconnected	2,598	2,502	2,635	3,263	4,164	5,055	6,396	6,870	6,333	4,301	3,158	2,946	4,185
a)	1-30 days	40	39	261	866	1,270	1,345	1,973	1,373	747	210	107	109	695
b)	31-60 days	46	29	26	119	555	982	956	1,224	863	273	116	66	438
c)	61+ days	2,512	2,434	2,348	2,278	2,339	2,728	3,467	4,273	4,723	3,818	2,935	2,771	3,052

**CenterPoint Energy
Service Quality Report**

Service Extension Request Response Times

New Service Extensions

		<u>Jan-2014</u>	<u>Feb-2014</u>	<u>Mar-2014</u>	<u>Apr-2014</u>	<u>May-2014</u>	<u>Jun-2014</u>	<u>Jul-2014</u>	<u>Aug-2014</u>	<u>Sep-2014</u>	<u>Oct-2014</u>	<u>Nov-2014</u>	<u>Dec-2014</u>	<u>2014</u>
Commercial	# Service Installations	24	25	12	3	7	16	43	52	49	83	94	88	496
	Avg days to complete	8	10	6	7	8	11	8	5	7	9	8	6	8
Residential	# Service Installations	238	239	184	346	294	562	446	437	406	577	569	372	4,670
	Avg days to complete	8	8	6	6	7	9	8	6	9	9	9	8	8

Renewed Service Extensions ¹

		<u>Jan-2014</u>	<u>Feb-2014</u>	<u>Mar-2014</u>	<u>Apr-2014</u>	<u>May-2014</u>	<u>Jun-2014</u>	<u>Jul-2014</u>	<u>Aug-2014</u>	<u>Sep-2014</u>	<u>Oct-2014</u>	<u>Nov-2014</u>	<u>Dec-2014</u>	<u>2014</u>
Commercial	# Service Installations	1	0	1	3	0	3	3	8	4	11	10	6	50
	Avg days to complete	12	N/A	8	8	N/A	11	6	10	6	7	6	6	7
Residential	# Service Installations	37	26	30	38	39	43	28	47	52	56	62	88	546
	Avg days to complete	8	10	8	6	9	8	10	6	8	10	11	11	9

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

CenterPoint Energy
2014 Service Quality Report

Customer Deposits

	Jan-2014	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	2014
# of Service Connections	9,215	8,177	9,993	12,112	14,959	15,624	18,366	20,797	18,039	18,137	14,360	10,923	170,702
# Deposits required as a condition of service	33	22	23	18	17	26	41	45	72	80	113	43	533
% of Service Connections	0.36%	0.27%	0.23%	0.15%	0.11%	0.17%	0.22%	0.22%	0.40%	0.44%	0.79%	0.39%	0.31%

CenterPoint Energy
2014 Service Quality Report

Schedule 6a

Number of Call Center Complaints

	Jan-2014	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	2014
Residential	459	427	488	621	602	525	614	642	540	475	436	533	6,362
Commercial	34	35	40	43	41	33	31	33	14	33	39	32	408
Total	493	462	528	664	643	558	645	675	554	508	475	565	6,770

CenterPoint Energy
2014 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	4 0.87%	9 2.11%	14 2.87%	10 1.61%	12 1.99%	17 3.24%	25 4.07%	41 6.39%	24 4.44%	16 3.37%	5 1.15%	5 0.94%	182 2.86%
Billing Errors	41 8.93%	38 8.90%	45 9.22%	81 13.04%	79 13.12%	47 8.95%	59 9.61%	90 14.02%	59 10.93%	63 13.26%	54 12.39%	54 10.13%	710 11.16%
Disputed Charges	89 19.39%	91 21.31%	92 18.85%	104 16.75%	83 13.79%	66 12.57%	97 15.80%	63 9.81%	37 6.85%	41 8.63%	59 13.53%	66 12.38%	888 13.96%
Payment Issue	41 8.93%	39 9.13%	35 7.17%	62 9.98%	59 9.80%	56 10.67%	56 9.12%	46 7.17%	74 13.70%	54 11.37%	50 11.47%	74 13.88%	646 10.15%
Rates/Tariffs	13 2.83%	9 2.11%	15 3.07%	9 1.45%	10 1.66%	6 1.14%	11 1.79%	14 2.18%	9 1.67%	8 1.68%	4 0.92%	2 0.38%	110 1.73%
Decoupling/Inverted Block Rates				2 0.32%									2 0.03%
Inactive/Write-Off	6 1.31%	4 0.94%	7 1.43%	8 1.29%	10 1.66%	8 1.52%	4 0.65%	4 0.62%	3 0.56%		1 0.23%	2 0.38%	57 0.90%
Inaccurate Metering													
Inaccurate Metering		4 0.94%	1 0.20%	7 1.13%	5 0.83%	5 0.95%	4 0.65%	5 0.78%	6 1.11%	2 0.42%	2 0.46%	6 1.13%	47 0.74%
Wrongful Disconnect													
Disconnection Issue	42 9.15%	29 6.79%	32 6.56%	57 9.18%	62 10.30%	45 8.57%	72 11.73%	62 9.66%	57 10.56%	51 10.74%	35 8.03%	56 10.51%	600 9.43%
High Bills													
High Bill	4 0.87%	3 0.70%	15 3.07%	18 2.90%	7 1.16%	5 0.95%	14 2.28%	9 1.40%	4 0.74%	5 1.05%	3 0.69%	10 1.88%	97 1.52%
Credit Arrangement	35 7.63%	36 8.43%	35 7.17%	41 6.60%	19 3.16%	45 8.57%	50 8.14%	46 7.17%	39 7.22%	25 5.26%	17 3.90%	21 3.94%	409 6.43%
Inadequate Service													
Service Issue	73 15.90%	67 15.69%	84 17.21%	80 12.88%	102 16.94%	78 14.86%	83 13.52%	78 12.15%	61 11.30%	55 11.58%	59 13.53%	76 14.26%	896 14.08%
Service-Extension/Restoration Intervals													
Construction	7 1.53%	5 1.17%	1 0.20%	14 2.25%	23 3.82%	20 3.81%	14 2.28%	19 2.96%	18 3.33%	17 3.58%	14 3.21%	10 1.88%	162 2.55%
Service Order Scheduling	8 1.74%	2 0.47%	4 0.82%	10 1.61%	21 3.49%	21 4.00%	18 2.93%	28 4.36%	14 2.59%	25 5.26%	13 2.98%	13 2.44%	177 2.78%
Other													
Employee Conduct	21 4.58%	19 4.45%	22 4.51%	36 5.80%	19 3.16%	25 4.76%	21 3.42%	25 3.89%	18 3.33%	20 4.21%	21 4.82%	27 5.07%	274 4.31%
Online Customer Service	32 6.97%	29 6.79%	37 7.58%	32 5.15%	38 6.31%	27 5.14%	21 3.42%	30 4.67%	23 4.26%	13 2.74%	31 7.11%	49 9.19%	362 5.69%
Other	43 9.37%	43 10.07%	49 10.04%	50 8.05%	53 8.80%	54 10.29%	65 10.59%	82 12.77%	94 17.41%	80 16.84%	68 15.60%	62 11.63%	743 11.68%
Residential Total	459 100.00%	427 100.00%	488 100.00%	621 100.00%	602 100.00%	525 100.00%	614 100.00%	642 100.00%	540 100.00%	475 100.00%	436 100.00%	533 100.00%	6362 100.00%
Commercial													
Billing Errors													
Budget Billing Program (BBP) Issue								1 3.03%					1 0.25%
Billing Errors	1 2.94%	1 2.86%	2 5.00%	3 6.98%	2 4.88%	4 12.12%	2 6.45%	5 15.15%	1 7.14%	1 3.03%	5 12.82%	4 12.50%	31 7.60%
Disputed Charges	9 26.47%	9 25.71%	9 22.50%	10 23.26%	8 19.51%	3 9.09%	8 25.81%	10 30.30%	2 14.29%	9 27.27%	4 10.26%	5 15.63%	86 21.08%
Payment Issue	4 11.76%	2 5.71%	4 10.00%	2 4.65%	7 17.07%	7 21.21%	2 6.45%	2 6.06%	1 7.14%	2 6.06%	3 7.69%	3 9.38%	39 9.56%
Rates/Tariffs				1 2.33%							2 5.13%		3 0.74%
Decoupling/Inverted Block Rates													
Inactive/Write-Off													
Inaccurate Metering													
Inaccurate Metering			1 2.50%	1 2.33%		1 3.03%			3 21.43%	2 6.06%		1 3.13%	9 2.21%
Wrongful Disconnect													
Disconnection Issue	10 29.41%	2 5.71%	7 17.50%	5 11.63%	7 17.07%	4 12.12%	7 22.58%	5 15.15%	2 14.29%	8 24.24%	9 23.08%	1 3.13%	67 16.42%
High Bills													
High Bill		1 2.86%		1 2.33%				1 3.03%				1 3.13%	4 0.98%
Credit Arrangement	4 11.76%	7 20.00%	7 17.50%	7 16.28%	3 7.32%	6 18.18%	7 22.58%	2 6.06%	3 21.43%	1 3.03%	1 2.56%	3 9.38%	51 12.50%
Inadequate Service													
Service Issue	1 2.94%	3 8.57%	4 10.00%		2 4.88%	3 9.09%			1 7.14%	3 9.09%	6 15.38%	7 21.88%	30 7.35%
Service-Extension/Restoration Intervals													
Construction	2 5.88%	2 5.71%	1 2.50%	2 4.65%				2 6.06%		1 3.03%	1 2.56%		11 2.70%
Service Order Scheduling			1 2.50%			1 3.03%	1 3.23%			3 9.09%		1 3.13%	7 1.72%
Other													
Employee Conduct	1 2.94%	1 2.86%	1 2.50%	2 4.65%	1 2.44%		2 6.45%			1 3.03%	1 2.56%		10 2.45%
Online Customer Service		3 8.57%		5 11.63%	5 12.20%	2 6.06%					1 2.56%	1 3.13%	17 4.17%
Other	2 5.88%	4 11.43%	3 7.50%	4 9.30%	6 14.63%	2 6.06%	2 6.45%	5 15.15%	1 7.14%	2 6.06%	6 15.38%	5 15.63%	42 10.29%
Commercial Total	34 94.12%	35 88.57%	40 92.50%	43 90.70%	41 85.37%	33 93.94%	31 93.55%	33 84.85%	14 92.86%	33 93.94%	39 84.62%	32 84.38%	408 100.00%

CenterPoint Energy
2014 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	363	79.08%	325	76.11%	408	83.61%	492	79.23%	417	69.27%	392	74.67%	465	75.73%	498	77.57%	392	72.59%	308	64.84%	301	69.04%	402	75.42%	4763	74.87%
Within 10 Days	82	17.86%	85	19.91%	66	13.52%	103	16.59%	125	20.76%	99	18.86%	93	15.15%	86	13.40%	113	20.93%	124	26.11%	84	19.27%	77	14.45%	1137	17.87%
Greater Than 10 Days	14	3.05%	17	3.98%	14	2.87%	26	4.19%	60	9.97%	34	6.48%	56	9.12%	58	9.03%	35	6.48%	43	9.05%	51	11.70%	54	10.13%	462	7.26%
Residential Total	459	100.00%	427	100.00%	488	100.00%	621	100.00%	602	100.00%	525	100.00%	614	100.00%	642	100.00%	540	100.00%	475	100.00%	436	100.00%	533	100.00%	6362	100.00%
Commercial																										
Immediate	25	73.53%	25	71.43%	30	75.00%	30	69.77%	30	73.17%	30	90.91%	26	83.87%	22	66.67%	7	50.00%	27	81.82%	29	74.36%	23	71.88%	304	74.51%
Within 10 Days	8	23.53%	8	22.86%	9	22.50%	9	20.93%	9	21.95%	3	9.09%	2	6.45%	8	24.24%	4	28.57%	3	9.09%	7	17.95%	4	12.50%	74	18.14%
Greater Than 10 Days	1	2.94%	2	5.71%	1	2.50%	4	9.30%	2	4.88%		0.00%	3	9.68%	3	9.09%	3	21.43%	3	9.09%	3	7.69%	5	15.63%	30	7.35%
Commercial Total	34	100.00%	35	100.00%	40	100.00%	43	100.00%	41	100.00%	33	100.00%	31	100.00%	33	100.00%	14	100.00%	33	100.00%	39	100.00%	32	100.00%	408	100.00%
	January		February		March		April		May		June		July		August		September		October		November		December		Total	
Total																										
Immediate	388	78.70%	350	75.76%	438	82.95%	522	78.61%	447	69.52%	422	75.63%	491	76.12%	520	77.04%	399	72.02%	335	65.94%	330	69.47%	425	75.22%	5067	74.84%
Within 10 Days	90	18.26%	93	20.13%	75	14.20%	112	16.87%	134	20.84%	102	18.28%	95	14.73%	94	13.93%	117	21.12%	127	25.00%	91	19.16%	81	14.34%	1211	17.89%
Greater Than 10 Days	15	3.04%	19	4.11%	15	2.84%	30	4.52%	62	9.64%	34	6.09%	59	9.15%	61	9.04%	38	6.86%	46	9.06%	54	11.37%	59	10.44%	492	7.27%
Total	493	100.00%	462	100.00%	528	100.00%	664	100.00%	643	100.00%	558	100.00%	645	100.00%	675	100.00%	554	100.00%	508	100.00%	475	100.00%	565	100.00%	6770	100.00%

CenterPoint Energy
2014 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	93	20.26%	113	26.46%	146	29.92%	189	30.43%	198	32.89%	158	30.10%	207	33.71%	213	33.18%	223	41.30%	188	39.58%	156	35.78%	183	34.33%	2067	32.49%
Compromise	78	16.99%	48	11.24%	74	15.16%	74	11.92%	72	11.96%	70	13.33%	97	15.80%	99	15.42%	67	12.41%	55	11.58%	76	17.43%	80	15.01%	890	13.99%
Demonstrate	256	55.77%	234	54.80%	232	47.54%	304	48.95%	287	47.67%	253	48.19%	248	40.39%	284	44.24%	212	39.26%	199	41.89%	174	39.91%	226	42.40%	2909	45.72%
Refuse	32	6.97%	32	7.49%	36	7.38%	54	8.70%	44	7.31%	33	6.29%	58	9.45%	44	6.85%	37	6.85%	31	6.53%	30	6.88%	39	7.32%	470	7.39%
Not Assigned									1		11	2.10%	4	0.65%	2		1		2				5	0.94%	26	0.41%
Residential Total	459	100.00%	427	100.00%	488	100.00%	621	100.00%	602	99.83%	525	100.00%	614	100.00%	642	99.69%	540	99.81%	475	99.58%	436	100.00%	533	100.00%	6362	100.00%
Commercial																										
Agree	6	17.65%	10	28.57%	10	25.00%	13	30.23%	15	36.59%	9	27.27%	8	25.81%	9	27.27%	3	21.43%	7	21.21%	11	28.21%	14	43.75%	115	28.19%
Compromise	10	29.41%	13	37.14%	8	20.00%	11	25.58%	8	19.51%	5	15.15%	7	22.58%	7	21.21%	1	7.14%	10	30.30%	12	30.77%	4	12.50%	96	23.53%
Demonstrate	17	50.00%	7	20.00%	16	40.00%	15	34.88%	13	31.71%	17	51.52%	13	41.94%	9	27.27%	9	64.29%	13	39.39%	15	38.46%	12	37.50%	156	38.24%
Refuse	1	2.94%	5	14.29%	6	15.00%	4	9.30%	5	12.20%	1	3.03%	2	6.45%	7	21.21%		0.00%	3	9.09%	1	2.56%	2	6.25%	37	9.07%
Not Assigned											1		1		1		1			0.00%					4	0.98%
Commercial Total	34	100.00%	35	100.00%	40	100.00%	43	100.00%	41	100.00%	33	96.97%	31	96.77%	33	96.97%	14	92.86%	33	100.00%	39	100.00%	32	100.00%	408	100.00%
	January		February		March		April		May		June		July		August		September		October		November		December		Total	
Agree	99	20.08%	123	26.62%	156	29.55%	202	30.42%	213	33.13%	167	29.93%	215	33.33%	222	32.89%	226	40.79%	195	38.39%	167	35.16%	197	34.87%	2182	32.23%
Compromise	88	17.85%	61	13.20%	82	15.53%	85	12.80%	80	12.44%	75	13.44%	104	16.12%	106	15.70%	68	12.27%	65	12.80%	88	18.53%	84	14.87%	986	14.56%
Demonstrate	273	55.38%	241	52.16%	248	46.97%	319	48.04%	300	46.66%	270	48.39%	261	40.47%	293	43.41%	221	39.89%	212	41.73%	189	39.79%	238	42.12%	3065	45.27%
Refuse	33	6.69%	37	8.01%	42	7.95%	58	8.73%	49	7.62%	34	6.09%	60	9.30%	51	7.56%	37	6.68%	34	6.69%	31	6.53%	41	7.26%	507	7.49%
Not Assigned	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	0.16%	12	2.15%	5	0.78%	3	0.44%	2	0.36%	2	0.39%	0	0.00%	5	0.88%	30	0.44%
Total	493	100.00%	462	100.00%	528	100.00%	664	100.00%	643	100.00%	558	100.00%	645	100.00%	675	100.00%	554	100.00%	508	100.00%	475	100.00%	565	100.00%	6770	100.00%

CenterPoint Energy
2014 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	7	5	2	6	3	4	4	7	4	2	46
OAG	8	10	8	8	7	2	4	9	6	12	4	13	91
PUC	6	7	4	6	8	5	9	3	13	10	11	6	88
Other													0
Commercial/Industrial													
BBB													0
OAG				1			1						2
PUC				1		1			2	1		1	6
Other													0
Interruptible													
BBB													0
OAG													0
PUC													0
Other													0
Total	15	18	19	21	17	14	17	16	25	30	19	22	233

**CenterPoint Energy
Service Quality Report**

Emergency Line Response Time

(Utility only)	Jan-2014	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	2014
Service Level - % of Calls answered in 20 seconds or less.	80%	88%	87%	82%	64%	62%	70%	77%	81%	74%	76%	87%	77%
Average Speed of Answer (in seconds)	20	13	14	16	31	29	26	23	18	28	20	10	21
Total Calls Answered	8,079	6,446	6,360	6,211	8,120	7,508	7,827	7,649	7,566	9,028	7,339	7,443	89,576

CenterPoint Energy
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Schedule 8

Mislocate Rate

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Number of Mislocates													
Mismarked line	1	1	0	1	2	3	7	2	6		7	10	40
Failure to mark a line		1	0	1		3	5	4	6	7	7	7	41
Total	1	2	-	2	2	6	12	6	12	7	14	17	81
Number of Locate Tickets	5,864	5,783	7,849	26,471	43,095	41,972	41,128	35,554	36,794	32,999	13,885	7,960	299,354
Number of Mislocates per 1000 Locate Tickets	0.17	0.35	0.00	0.08	0.05	0.14	0.29	0.17	0.33	0.21	1.01	2.14	0.27

Schedule 9

January	February	March	April	May	June	July	August	September	October	November	December	Total
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Total	3.10
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CenterPoint Energy
2014 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	1	4	0	1	6	6	94	15	17	14	113	27	298
Number Outages	1	2	0	1	2	5	15	10	15	9	22	18	100
Average duration of outage (in minutes)	60	71	0	120	15	128	23	139	123	88	33	78	50
Outages Due to All Other Causes													
Number of Customers	2	6	21	10	49	39	89	210	131	57	140	129	883
Number Outages	2	6	8	9	41	39	65	77	79	57	86	69	538
Average duration of outage (in minutes)	116	174	70	105	100	137	84	51	71	97	76	76	76
<u>Total</u>													
Number of Customers	3	10	21	11	55	45	183	225	148	71	253	156	1,181
Number Outages	3	8	8	10	43	44	80	87	94	66	108	87	638
Average duration of outage (in minutes)	97	133	70	106	91	136	53	57	77	95	57	76	70
Total Minutes	291	1,330	1,476	1,165	4,995	6,114	9,647	12,770	11,420	6,751	14,364	11,863	82,186

Schedule 11: MNOPS Reportables

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?
Cedar Ave, Minneapolis	1/1/2014	3	911	Explosion/Fire	Service line capped in the yard	NA	Yes	NA	Gas off until property rebuilt
8616 78 Ave No, Brooklyn Park	1/5/2014	1	911	Fire/Explosion	Shut off gas at meter	NA	No	NA	Gas off until repairs are made to the home
Old Highway 14, Waseca	1/6/2014	None	911	Relief valve at a regulator station	Replaced relief valve	NA	No	NA	NA
17141 Jefferson Ct, Lakeville	1/6/2014	1	911	Fire	Gas turned off, service line locked and blindplated	NA	No	NA	Gas off until repairs are made to the home
Central Ave We & 40 St, St Michael	1/8/2014	None	911	Leak	Found leak and made the repair	Made the repair	Yes	NA	NA
8075 20Ave, Lino Lakes	1/12/2014	1	911	Fire	Gas turned off, service line locked and blindplated	NA	No	NA	Gas off until repairs are made to the home
15340 196 Ci NW, Elk River	1/13/2014	1	911	Fire	Gas turned off, service line locked and blindplated	NA	Yes	NA	Gas off until repairs are made to the home
1728 3 Ave So, Minneapolis	1/18/2014	None	911	Leak	Found leak on service line	Made the repair	Yes	NA	NA
675 Winnetka Ave, Golden Valley	1/21/2014	1	911	Fire	Service line capped in the yard	NA	Yes	NA	Gas off until repairs are made
22320 Tulip St, Oak Grove	1/21/2014	1	911	Fire	Gas turned off, service line locked and blindplated	NA	No	NA	Gas off until repairs are made to the home
7309 112 Ave Np, Plymouth	1/31/2014	1	911	Fire	Gas turned off, service line locked and blindplated	NA	No	NA	Gas off until repairs are made to the home
161 Jaycee Ct, Mankato	2/1/2014	1	911	Fire	Gas turned off, service line locked and blindplated	NA	No	NA	Gas off until repairs are made to the home
Baltimore St & 93 Lane, Blaine	2/5/2014	3	911	3rd party hit gas service line	Repaired service line	Made repair	Yes	Company	4 hrs
2 Ave NW & 2 St NW, Waseca	2/7/2014	None	Customer Call	Leak	Found leak	Made repair	No	NA	NA
3300 5 St NE, Minneapolis	2/11/2014	1	911	Leak at meter	Repaired leak	Made repair	Yes	Company	
2818 Collax Ave No, Minneapolis	2/14/2014	1	911	Fire	Gas turned off, service line locked and blindplated	NA	Yes	NA	Gas off until home is rebuilt
3706 Grand Ave So, Minneapolis	2/18/2014	16	Customer	Frozen Regulator Vent	Installed bypass and replaced regulator	Door to door/ locksmith, CPE performed the relights	No	Company	6 hrs
121 1 St Ea, Jordan	2/28/2014	1	911	Building Collapse	Gas turned off at the service tee	NA	No	NA	Gas off until building is rebuilt
6304 Limerick Lane, Edina	3/3/2014	None	Customer Call	Leak on main	Found leak and made the repair	NA	No	NA	NA
Aquila Ave So & aquila Ci So, St Louis Park	3/11/2014	None	911	Leak on main	Found leak and made the repair	NA	No	NA	NA
3501 Hiawatha Ave, Minneapolis	3/12/2014	None	911	Leak on main	Found leak and made the repair	NA	No	NA	NA
310 Main St No, Pierz	3/13/2014	1	911	Riser	Repaired riser	NA	No	Company	10 hrs
Olinger Blvd & Villa Lan, Edina	3/13/2014	None	Leak	Leak on main	Found leak and made the repair	NA	No	NA	NA
17685 Eureka Ave No, Farmington	3/16/2014	1	911	Fire	Gas turned off at the meter, CPE facilities unaffected	NA	No	NA	Gas off until repairs are made to the home
2560 Old Beach Rd, Wayzata	3/20/2014	1	911	Fire	Service line capped in the yard	NA	Yes	NA	Gas off until the home is rebuilt
2520 Minnehaha Ave SO, MPLS	3/27/2014	1	911	Leak on customer piping	Shut off gas at meter	NA	Yes	NA	Gas off until customer piping repaired
4301 Bryant Ave SO, MPLS	4/9/2014	None	CPE Employee-Leak detection	Leak on main	Repaired leak	NA	No	NA	NA
451 Taft Ave NE, MPLS	4/11/2014	None	911	3rd party hit gas main	Repaired main	NA	No	NA	NA
9 St SW 4 Ave SW, Pipestone	4/22/2014	1	911	3rd party hit service line	Repaired service line	NA	No	Company	4 hrs
98 St & Lyndale Ave So, Bloomington	4/24/2014	None	City---water main break	CPE facilities unaffected	NA	NA	No	NA	
86 St Ea & Cedar Ave, Bloomington	4/28/2014	None	Leak	Customer piping	NA	NA	No	NA	NA

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?
Anderson Lakes Pkwy & Darel Rd, Eden Prairie	5/2/2014	None	911	3rd party hit gas main	Repaired main	NA	No	NA	NA
12700 Zenith Ave So, Burnsville	5/20/2014	1	911	3rd party hit gas service line	Repaired service line	NA	No	Company	3 hrs
6124 France Ave No,Brooklyn Center	5/22/2014	152	CPE Contractor	Lost pressure to existing main while pressurizing new main	brought pressure back	CPE performed relights	No	Company	6 hrs
509 Bluejay Ave No, Mayer	5/23/2014	1	Leak	Leak on customer piping	Gas turned off at meter until repairs are complete	NA	Yes	Customer	Unknown
7348 Memory Lane, Fridley	5/24/2014	None	911	Leak on curb service	Cut service at the main	NA	No	NA	NA
13718 Country Lane, Burnsville	6/1/2014	1	911	Fire	Service line capped in the yard	NA	No	NA	Gas off until home rebuilt
11211 Burr Ridge Lane, Eden Prairie	6/1/2014	2	911	Unstable ground, cave in, damaged 2 service lines	Service lines capped in the yard	NA	Yes	NA	Gas off until ground stabilized
69 Ave No & Unity Ave No, Brooklyn Center	6/2/2014	25	911	3rd party hit gas main	Gas turned off at meter until repairs are complete	CPE performed relights	Yes	Company	3 hrs
334 Golfview Dr, Albany	6/4/2014	None	911	Leak on customer range	Gas turned off at meter until repairs are complete	NA	No	NA	NA
22861 Zion Parkway, East Bethel	6/5/2014	1	911	Fire	Gas off at service/per fire dept not gas related	NA	No	NA	Gas off until home rebuilt
4605 Grand Ave So, Minneapolis	6/6/2014	1	911	3rd party hit gas service line	Gas off, repairs were made to the service	CPE performed relight	No	Company	3 hrs
3210 Humboldt Ave No, MPLS	6/7/2014	1	911	Fire	Service line capped in the yard	NA	No	NA	Gas off until home rebuilt
14063 Aldrich Ave So,Burnsville	6/10/2014	1	911	3rd party hit gas service line	Service line capped in the yard	CPE advised customer line capped	No	NA	The service line will be rerouted. The building is under construction.
10980 Southshore Dr, Plymouth	6/11/2014	56	911	3rd party hit gas main	Repaired main	CPE performed relights	No	Company	5 hrs
Division St Ea & Linden Ave No, Maple Lake	6/11/2014	1	911	3rd party hit gas main	Repaired main	CPE performed relights	No	Company	1 hr
230 1st Ave No, Long Prairie	6/13/2014	1	911	3rd party hit gas riser	Gas off, replaced riser	CPE performed relights	No	Company	1 1/2 hrs
9165 Comstock Lane, Maple Grove	6/14/2014	1	911	Lightning struck meter	Gas turned off at meter until repairs are complete	NA	No	NA	Gas off until home is repaired
HWY 95 & Davis St So, Cambridge	6/18/2014	2	911	3rd party hit gas main	Repaired main	CPE performed relights	No	Company	4 hrs
N Shore Dr & Old Crystal Bay Rd, Orono	6/18/2014	None	911	3rd party hit gas main	Repaired main	NA	Yes Media	NA	NA
Foliage Ave West, Lakeville	6/19/2014	6	911	Lightning Strike/Fire	Replaced 3 services/gas turned off to other 3 until homes are repaired or rebuilt	CPE performed relights	Yes Media	Company	8 hrs for 3/3 others off until homes repaired and rebuilt
500 N Industrial Rd, Mankato	6/20/2014	1	911	Fire	Shut off gas	NA	No	NA	Gas off until repairs are made to the building
3854 172 Ave NW, Andover	6/21/2014	1	911	Fire	Shut off gas	NA	No	NA	Gas off until repairs are made to the home
5801 Long Break Trl, Edina	6/24/2014	20	911	3rd party hit gas main	Repaired main	CPE performed relights	No	Company	2 hrs
Powers Blvd & Cty Rd 18, Chanhassen	6/25/2014	9	911	Hit gas main	Repaired main	CPE performed relights	No	Company	2 hrs
2600 Hoffman Rd, Mankato	6/30/2014	None	911	Hit gas main	Repaired main	NA	Yes	NA	NA
12424 Ironwood Cir, Rogers	7/1/2014	1	911	3rd party hit gas service line	Repaired service	CPE performed relight	No	Company	3 hrs
1010 S 4 St, St Peter	7/3/2014	None	911	Leak on customer piping	Shut off gas on customer piping	NA	No	NA	NA
300 Garfield St So, Cambridge	7/9/2014	1	911	3rd party hit gas service line	Repaired service	CPE performed relight	No	Company	2 hrs
County Rd 9 & 37 Ave NE, Willmar	7/10/2014	31	911	3rd party hit gas main	Repaired main	CPE performed relights	No	Company	4 hrs
County Rd 69 & Highway 169, Shakopee	7/10/2014	57	911	3rd party hit gas main	Repaired main	CPE performed relights	No	Company	4 hrs
16120 Foliage Ave, Lakeville	7/11/2014	5	911	Lightning Strike/Fire	Shut off gas to the homes	NA	No	NA	Gas off until repairs are made to the homes
711 Newton Ave, MPLS	7/19/2014	1	911	Explosion due to copper theft	Service line cut off in the street	NA	Yes	NA	The home is being demolished
10757 Yellow Pine St, Coon Rapids	7/21/2014	1	911	Fire	Locked & blindplated the gas meter	NA	NO	Na	Gas off until repairs are made to the home
4546 Jefferson St NE, Columbia Heights	8/5/2014	1	911	Car drove into meter	Replaced the meter and riser	CPE performed relight	No	Company	1 hr

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?
98 St We & Little Rd, Bloomington	8/7/2014	1	911	3rd party hit gas service line	Repaired service	CPE performed relight	No	Company	2 hrs
6655 & 6657 Kara Drive, Eden Prairie	8/12/2014	2	911	Fire	Shut off gas to the homes	NA	No	Company	gas will remain off until repairs are made to the home
3822 West Broadway Apt 6, Robbinsdale	8/18/2014	0	911	Fire at range	Shut off gas to the range	NA	No	NA	NA
2000 West Broadway Ave No, MPLS	8/18/2014	0	911	3rd party hit curb service	Service line cut off at the main	NA	No	Na	NA
5844 Vincent Ave No, MPLS	8/21/2014	1	911	Lightning Strike/Fire	Service line capped in the yard	NA	No	NA	Gas off until home rebuilt
307 N State St, Waseca	8/26/2014	1	911	3rd party hit gas service line	Repaired service	CPE performed relight	No	Company	2 hrs
3640 4 Ave So, MPLS	8/27/2014	7	911	CPE contractor tore tee off main	Repaired main	CPE	No	Company	6.5 hrs
86 St We & Lyndale Ave So, Bloomington	8/27/2014	None	911	3rd party hit gas mian	Repaired main	NA	No	NA	NA
Hazel Ave W & Highway 55, Kimball	9/2/2014	3	911	3rd party hit gas main	Repaired main	CPE performed relights	No	Company	4 hrs
150 1 St, Albany	9/6/2014	1	911	3rd party hit gas service line	Repaired service	CPE performed relight	No	Company	3 hrs
5919 Abbott Ct, Minnetonka	9/21/2014	1	911	Hit gas main	Made temporary repair to the main	CPE performed relight	No	Company	2.5 hrs
1706 East Old Shakopee Rd, Bloomington	9/24/2014	None	911	3rd party hit gas service line	Service line cut off at the main	NA	No	NA	NA
Groveland Ave & Lyndale Ave, Minneapolis	9/27/2014	None	CPE Leak Detection	Leak on main	Repaired main	NA	No	NA	NA
E 22 & Bloomington Ave So, MPLS	10/7/2014	None	911	Leak on Main	Repaired main	CPE performed relight	No	Company	NA
1211 Lagoon Ave So, MPLS	10/13/2014	None	911	Range burner was left partially on	Shut off range	NA	No	NA	NA
1219 Lowry Ave No,MPLS	10/18/2014	4	911	Fire	Service line capped in the yard	NA	Yes Media	NA	Gas off to all properties-buildings a total loss
Spirit River Rd & Highway 95, Cambridge	10/20/2014	None	911	3rd party hit gas main	Repaired main	NA	No	NA	NA
10649 7 St NE, Blaine	10/20/2014	1	911	Vandalism-customer piping inside	Turned gas off at the meter	NA	No	NA	Gas off until bank requests it be restored
Washington Ave No & 5th Ave No, MPLS	10/26/2014	None	911	Leak on Main	Repaired main	NA	No	NA	NA
9 St SE & 11 Ave SE, Willmar	10/27/2014	20	911	3rd party tore tee off main	Repaired main	CPE performed relights	No	Company	3.5
605 S County Highway 20, Lake Crystal	10/30/2014	None	NA	Residual gas went into fresh air intake	NA	CPE performed relights	No	NA	NA
Girard Ave So & 66 St We, Richfield	10/30/2014	None	911	CPE contractor hit gas main	Made temporary repair to the main	NA	No	Na	1 hr
604 69 Ave No, Brooklyn Center	11/2/2014	None	911	Fire at range	Turned off gas to range until repairs are made	NA	No	NA	NA
9481 Olympia Dr, Eden Prairie	11/7/2014	1	911	Fire	Service line capped in the yard	NA	No	NA	Gas off until home rebuilt
1119 Logan ave No,MPLS	11/9/2014	None	911	Leak on customer piping	Shut off appliance	NA	No	NA	NA
85 Ave No & Zane Ave No, Brooklyn Park	11/18/2014	1	911	3rd party hit service	Repaired service line	NA	No	Company	2 hrs
2620 Russell Ave No, MPLS	12/1/2014	NA	911	Leak on customer piping	Shut off appliance	NA	No	NA	NA
230 3 Ave NW, Lonsdale	12/12/2014	11	911	Hit main	Repaired main	CPE performed relights	No	Company	7 hrs
17 Park View Terrace, Golden Valley	12/14/2014	1	911	Fire	Turned gas off at the meter	NA	No	NA	Gas off until repairs are made to the home
6860 Excelsior Blvd, St Louis Park	12/17/2014	227	Customer Call	Bypassing regulator	Repaired regulator	No	No	Company	8 hrs
Cosco Circle, Orono	12/30/2014	1	911	Fire	Service line capped in the yard	CPE performed relight	Yes	NA	Gas off until repairs are made to the home

CenterPoint Energy Minnesota Gas
2014 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?
36 Ave So & Grand Ave So, Minneapolis	2/18/2014	16	Caller	Frozen Regulator Vent	Installed a bypass and replace the regulator	Do to door, Locksmiths to gain access when needed	No	Company	6 hrs
6860 Excelsior Blvd, St Louis Park	12/18/2014	227	Passer by	Bypassing regulator	Repaired Regulator	Do to door, Locksmiths to gain access when needed	No	Company	8 hrs

CenterPoint Energy
2014 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	3,572	2,678	2,904	2,548	2,862	2,332	2,434	2,575	2,963	3,967	3,590	3,189	35,614
Outstate	372	266	315	264	341	337	308	270	334	522	394	321	4,044
Combined	3,944	2,944	3,219	2,812	3,203	2,669	2,742	2,845	3,297	4,489	3,984	3,510	39,658
Calls Responded to in over one hour													
Metro	74	60	37	41	35	39	38	39	42	51	23	18	497
Outstate	9	2	3	0	3	2	3	3	1	5	2	2	35
Combined	83	62	40	41	38	41	41	42	43	56	25	20	532
Total Calls													
Metro	3,646	2,738	2,941	2,589	2,897	2,371	2,472	2,614	3,005	4,018	3,613	3,207	36,111
Outstate	381	268	318	264	344	339	311	273	335	527	396	323	4,079
Combined	4,027	3,006	3,259	2,853	3,241	2,710	2,783	2,887	3,340	4,545	4,009	3,530	40,190
Percent Responded to in one hour or less													
Metro	97.97%	97.81%	98.74%	98.42%	98.79%	98.36%	98.46%	98.51%	98.60%	98.73%	99.36%	99.44%	98.62%
Outstate	97.64%	99.25%	99.06%	100.00%	99.13%	99.41%	99.04%	98.90%	99.70%	99.05%	99.49%	99.38%	99.14%
Combined	97.94%	97.94%	98.77%	98.56%	98.83%	98.49%	98.53%	98.55%	98.71%	98.77%	99.38%	99.43%	98.68%
Percent responded to in over one hour													
Metro	2.03%	2.19%	1.26%	1.58%	1.21%	1.64%	1.54%	1.49%	1.40%	1.27%	0.64%	0.56%	1.38%
Outstate	2.36%	0.75%	0.94%	0.00%	0.87%	0.59%	0.96%	1.10%	0.30%	0.95%	0.51%	0.62%	0.86%
Combined	2.06%	2.06%	1.23%	1.44%	1.17%	1.51%	1.47%	1.45%	1.29%	1.23%	0.62%	0.57%	1.32%
Average number of minutes to respond to an emergency													
Metro	33.4	36.8	37.2	35.3	33.2	34.3	33.2	32.6	31.1	33.3	33.9	32.4	33.8
Outstate	80.7	35.9	32.2	36.5	44.3	46.9	38.7	37.1	34.2	38.1	46.3	38.3	43.1
Combined	37.9	36.7	36.7	35.4	34.4	35.9	33.8	33.0	31.4	33.9	35.1	33.0	34.8

Minnesota Office of Pipeline Safety

Emergency Response Reporting Form 2014

Reporting Company: CenterPoint EnergyContact Person: Bryan BruleyPhone: 612-321-4922Email 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.	2,164	201	8		1
> 10 min. to 20 min.	904	732	15	1	
> 20 min. to 40 min.	675	1,924	30	7	3
> 40 min. to 60 min.	205	797	25	19	16
> 60 min. to 80 min.	60	246	35	13	5
> 80 min. to 100 min.	12	91	30	27	16
> 100 min. to 120 min	5	22	26	29	26
> 2 hrs to 3 hrs	5	17	46	55	67
> 3 hrs to 4 hrs			3	32	33
> 4 hrs to 6 hrs				19	27
> 6 hrs to 8 hrs				7	9
> 8 hrs				9	15
Total	4,030	4,030	218	218	218

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:
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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

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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.	1,412	134	7	1	-
> 10 min. to 20 min.	659	475	15	2	1
> 20 min. to 40 min.	611	1,315	17	5	1
> 40 min. to 60 min.	205	698	28	8	6
> 60 min. to 80 min.	59	240	25	13	11
> 80 min. to 100 min.	19	80	30	12	9
> 100 min. to 120 min	10	24	19	27	16
> 2 hrs to 3 hrs	10	19	32	57	62
> 3 hrs to 4 hrs	-	-	3	23	22
> 4 hrs to 6 hrs	-	-	2	13	26
> 6 hrs to 8 hrs	-	-	-	3	6
> 8 hrs	-	-	-	14	18
Total	2,985	2,985	178	178	178

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January

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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.	670	60	2	-	-
> 10 min. to 20 min.	308	235	5	-	-
> 20 min. to 40 min.	285	601	14	1	-
> 40 min. to 60 min.	90	318	14	5	1
> 60 min. to 80 min.	32	128	21	13	9
> 80 min. to 100 min.	12	43	24	22	7
> 100 min. to 120 min	7	9	15	13	11
> 2 hrs to 3 hrs	6	16	45	46	41
> 3 hrs to 4 hrs	-	-	17	37	47
> 4 hrs to 6 hrs	-	-	5	11	20
> 6 hrs to 8 hrs	-	-	2	8	14
> 8 hrs	-	-	-	8	14
Total	1,410	1,410	164	164	164

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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.	1,370	176	5	2	-
> 10 min. to 20 min.	651	556	8	2	1
> 20 min. to 40 min.	555	1,212	22	11	1
> 40 min. to 60 min.	177	571	18	16	4
> 60 min. to 80 min.	62	220	26	28	7
> 80 min. to 100 min.	20	79	21	23	12
> 100 min. to 120 min	12	22	17	21	9
> 2 hrs to 3 hrs	3	13	39	45	58
> 3 hrs to 4 hrs	1	2	11	13	40
> 4 hrs to 6 hrs	2	2	8	9	29
> 6 hrs to 8 hrs	-	-	3	3	11
> 8 hrs	-	-	2	6	7
Total	2,853	2,853	180	179	179

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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.	1,711	196	9	2	-
> 10 min. to 20 min.	730	649	10	6	-
> 20 min. to 40 min.	567	1,465	28	21	2
> 40 min. to 60 min.	150	620	29	27	3
> 60 min. to 80 min.	40	188	30	33	8
> 80 min. to 100 min.	24	77	24	31	14
> 100 min. to 120 min	9	22	25	26	18
> 2 hrs to 3 hrs	4	17	47	48	76
> 3 hrs to 4 hrs	4	5	20	24	39
> 4 hrs to 6 hrs	2	2	11	14	49
> 6 hrs to 8 hrs	-	-	2	2	16
> 8 hrs	-	-	1	2	11
Total	3,241	3,241	236	236	236

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
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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.	1,407	158	15	11	-
> 10 min. to 20 min.	624	558	18	11	-
> 20 min. to 40 min.	444	1,232	42	32	2
> 40 min. to 60 min.	130	470	31	26	3
> 60 min. to 80 min.	38	167	36	37	7
> 80 min. to 100 min.	14	53	28	34	20
> 100 min. to 120 min	15	22	17	21	18
> 2 hrs to 3 hrs	21	29	44	51	70
> 3 hrs to 4 hrs	8	11	13	17	53
> 4 hrs to 6 hrs	9	10	2	4	51
> 6 hrs to 8 hrs	-	-	1	2	15
> 8 hrs	-	-	-	1	8
Total	2,710	2,710	247	247	247

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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 2014

Reporting Company: CenterPoint EnergyContact Person: Bryan BruleyPhone: 612-321-4922Email 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.	928	120	7	1	-
> 10 min. to 20 min.	405	354	9	3	-
> 20 min. to 40 min.	321	840	24	15	3
> 40 min. to 60 min.	103	310	21	20	4
> 60 min. to 80 min.	25	123	26	30	6
> 80 min. to 100 min.	9	35	28	32	13
> 100 min. to 120 min	3	7	19	20	22
> 2 hrs to 3 hrs	5	10	70	75	76
> 3 hrs to 4 hrs	-	-	10	12	35
> 4 hrs to 6 hrs	-	-	2	6	30
> 6 hrs to 8 hrs	-	-	-	2	14
> 8 hrs	-	-	-	-	13
Total	1,799	1,799	216	216	216

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.

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Minnesota Office of Pipeline Safety

Emergency Response Reporting Form 2014

Reporting Company: CenterPoint EnergyContact Person: Bryan BruleyPhone: 612-321-4922Email 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.	1,503	186	8	2	-
> 10 min. to 20 min.	722	556	10	5	-
> 20 min. to 40 min.	477	1,356	30	21	-
> 40 min. to 60 min.	135	551	26	26	5
> 60 min. to 80 min.	26	154	29	33	11
> 80 min. to 100 min.	13	59	28	30	12
> 100 min. to 120 min	6	18	24	30	11
> 2 hrs to 3 hrs	4	6	39	43	83
> 3 hrs to 4 hrs	1	1	7	9	48
> 4 hrs to 6 hrs	-	-	5	7	21
> 6 hrs to 8 hrs	-	-	1	1	8
> 8 hrs	-	-	-	-	8
Total	2,887	2,887	207	207	207

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 2014

Reporting Company: CenterPoint EnergyContact Person: Bryan BruleyPhone: 612-321-4922Email 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.	1,846	242	8	3	-
> 10 min. to 20 min.	760	740	8	5	2
> 20 min. to 40 min.	564	1,540	36	20	2
> 40 min. to 60 min.	118	599	22	27	9
> 60 min. to 80 min.	28	160	21	21	12
> 80 min. to 100 min.	18	40	37	41	17
> 100 min. to 120 min	2	10	38	42	19
> 2 hrs to 3 hrs	1	6	77	80	89
> 3 hrs to 4 hrs	3	3	3	6	50
> 4 hrs to 6 hrs	-	-	1	4	39
> 6 hrs to 8 hrs	-	-	1	1	6
> 8 hrs	-	-	-	2	7
Total	3,340	3,340	252	252	252

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.

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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.	2,314	302	9	3	-
> 10 min. to 20 min.	1,070	984	20	11	-
> 20 min. to 40 min.	804	2,008	35	20	4
> 40 min. to 60 min.	213	804	34	31	7
> 60 min. to 80 min.	73	285	41	43	20
> 80 min. to 100 min.	23	89	33	45	28
> 100 min. to 120 min	7	25	21	21	23
> 2 hrs to 3 hrs	29	35	52	60	83
> 3 hrs to 4 hrs	11	12	7	11	43
> 4 hrs to 6 hrs	1	1	-	3	31
> 6 hrs to 8 hrs	-	-	-	3	9
> 8 hrs	-	-	-	1	4
Total	4,545	4,545	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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Emergency Response Reporting Form 2014

Reporting Company: CenterPoint EnergyContact Person: Bryan BruleyPhone: 612-321-4922Email 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.	1,961	259	6	1	-
> 10 min. to 20 min.	985	747	1	2	1
> 20 min. to 40 min.	758	1,779	14	8	1
> 40 min. to 60 min.	193	816	16	16	6
> 60 min. to 80 min.	58	253	21	22	7
> 80 min. to 100 min.	24	92	29	32	12
> 100 min. to 120 min	13	32	30	31	16
> 2 hrs to 3 hrs	7	19	59	61	68
> 3 hrs to 4 hrs	4	5	9	9	42
> 4 hrs to 6 hrs	4	5	-	2	26
> 6 hrs to 8 hrs	2	2	-	-	4
> 8 hrs	-	-	-	1	2
Total	4,009	4,009	185	185	185

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.

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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.	1,896	229	4	2	-
> 10 min. to 20 min.	806	742	2	-	1
> 20 min. to 40 min.	609	1,593	12	10	2
> 40 min. to 60 min.	151	665	12	9	7
> 60 min. to 80 min.	45	219	15	18	4
> 80 min. to 100 min.	9	45	18	22	10
> 100 min. to 120 min	6	24	15	16	9
> 2 hrs to 3 hrs	8	12	35	35	46
> 3 hrs to 4 hrs	-	1	5	5	19
> 4 hrs to 6 hrs	-	-	-	1	13
> 6 hrs to 8 hrs	-	-	-	-	6
> 8 hrs	-	-	-	-	1
Total	3,530	3,530	118	118	118

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.

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CenterPoint Energy
2014 Service Quality Report

Schedule 13

Customer Service Related Expenses ⁽¹⁾

	Jan-2014	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	2014
Customer Service Related Expenses	\$2,197,052	\$2,188,218	\$2,021,251	\$2,167,211	\$2,221,351	\$2,081,467	\$2,040,937	\$2,372,528	\$2,186,177	\$2,233,234	\$2,173,455	\$3,792,641	\$27,675,521

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

2014 Customer Requested Steel Service Relocations

Schedule 14

Page 1 of 11

Customer	Service Order	Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
2997155	69892650	XCMSWM4 Relocate Service Line-Plastic cp	4261 SHERIDAN AVE S	6/24/2014	Construction OH	MGC3	\$332.68
2997155	69892650	XCMSWM4 Relocate Service Line-Plastic cp		6/24/2014	Restoration OH	MGC3	\$294.18
2997155	69892650	XCMSWM4 Relocate Service Line-Plastic cp		6/24/2014	Stores Overhead	MGC3	\$12.72
2997155	69892650	XCMSWM4 Relocate Service Line-Plastic cp		6/24/2014	Stores Overhead -Qty	MGC3	\$83.16
2997155	69892650	XCMSWM4 Relocate Service Line-Plastic cp		6/24/2014	Un labor-ST-IntAlloc	MGC3	\$1,435.20
2997155	69892650	XCMSWM4 Relocate Service Line-Plastic cp		6/24/2014	M&S-Inventory Issued	MGC3	\$195.69
2997155	69892650	XCMSWM4 Relocate Service Line-Plastic cp		6/24/2014	Billable Cntrctd Lbr	MGC3	\$1,393.48
2997155	69892650	XCMSWM4 Relocate Service Line-Plastic cp		6/24/2014	Cont in Aid of Const	MGC3	-\$3,000.00
	69892650 Total						\$747.11
2997155	69892660	MI Move Meter In-to-Out- CENTERPOINT TO		6/24/2014	Construction OH	MG2	\$97.09
2997155	69892660	MI Move Meter In-to-Out- CENTERPOINT TO		6/24/2014	Stores Overhead	MG2	\$12.19
2997155	69892660	MI Move Meter In-to-Out- CENTERPOINT TO		6/24/2014	Stores Overhead -Qty	MG2	\$5.13
2997155	69892660	MI Move Meter In-to-Out- CENTERPOINT TO		6/24/2014	Fleet Pool Vehicles	MG2	\$50.70
2997155	69892660	MI Move Meter In-to-Out- CENTERPOINT TO		6/24/2014	Un labor-ST-IntAlloc	MG2	
2997155	69892660	MI Move Meter In-to-Out- CENTERPOINT TO		6/24/2014	Un labor-ST-IntAlloc	MG2	\$644.44
2997155	69892660	MI Move Meter In-to-Out- CENTERPOINT TO		6/24/2014	M&S-Inventory Issued	MG2	\$187.53
	69892660 Total						\$997.08
2997155	70086767	Replace Med Vol Meter & Set-Sampling/Age		6/24/2014	Construction OH	MG2	\$25.47
2997155	70086767	Replace Med Vol Meter & Set-Sampling/Age		6/24/2014	Stores Overhead	MG2	\$2.14
2997155	70086767	Replace Med Vol Meter & Set-Sampling/Age		6/24/2014	Stores Overhead -Qty	MG2	\$2.16
2997155	70086767	Replace Med Vol Meter & Set-Sampling/Age		6/24/2014	Un labor-ST-IntAlloc	MG2	\$198.67
2997155	70086767	Replace Med Vol Meter & Set-Sampling/Age		6/24/2014	M&S-Inventory Issued	MG2	\$32.87
	70086767 Total						\$261.31
2997155 Total							\$2,005.50
3033591	71199024	XRelocate I/C Service Line-Steel - RJM	4200 NOREX DR	10/17/2014	Construction OH	MGC3	\$1,422.73
3033591	71199024	XRelocate I/C Service Line-Steel - RJM		10/17/2014	Restoration OH	MGC3	\$3,272.06
3033591	71199024	XRelocate I/C Service Line-Steel - RJM		10/17/2014	Stores Overhead	MGC3	\$83.98
3033591	71199024	XRelocate I/C Service Line-Steel - RJM		10/17/2014	Stores Overhead -Qty	MGC3	\$38.34
3033591	71199024	XRelocate I/C Service Line-Steel - RJM		10/17/2014	Fleet Pool Vehicles	MGC3	\$28.69
3033591	71199024	XRelocate I/C Service Line-Steel - RJM		10/17/2014	Un labor-ST-IntAlloc	MGC3	\$227.28
3033591	71199024	XRelocate I/C Service Line-Steel - RJM		10/17/2014	Un labor-ST-IntAlloc	MGC3	\$3,508.45
3033591	71199024	XRelocate I/C Service Line-Steel - RJM		10/17/2014	Un Labor 1 1/2-IntAl	MGC3	\$1,615.66
3033591	71199024	XRelocate I/C Service Line-Steel - RJM		10/17/2014	Un labor-ST-IntAlloc	MGC3	\$244.96
3033591	71199024	XRelocate I/C Service Line-Steel - RJM		10/17/2014	Un Labor 1 1/2-IntAl	MGC3	\$343.04
3033591	71199024	XRelocate I/C Service Line-Steel - RJM		10/17/2014	M&S-Inventory Issued	MGC3	\$1,292.07
3033591	71199024	XRelocate I/C Service Line-Steel - RJM		10/17/2014	Billable Cntrctd Lbr	MGC3	\$963.70
	71199024 Total						\$13,040.96
3033591	71199176	Replace I/C Meter & Set - Other - RJM		10/15/2014	Construction OH	MG2	\$307.69
3033591	71199176	Replace I/C Meter & Set - Other - RJM		10/15/2014	Stores Overhead	MG2	\$98.55
3033591	71199176	Replace I/C Meter & Set - Other - RJM		10/15/2014	Stores Overhead -Qty	MG2	\$8.91
3033591	71199176	Replace I/C Meter & Set - Other - RJM		10/15/2014	Fleet Pool Vehicles	MG2	\$39.73
3033591	71199176	Replace I/C Meter & Set - Other - RJM		10/15/2014	Un labor-ST-IntAlloc	MG2	\$126.73
3033591	71199176	Replace I/C Meter & Set - Other - RJM		10/15/2014	Un labor-ST-IntAlloc	MG2	\$96.02
3033591	71199176	Replace I/C Meter & Set - Other - RJM		10/15/2014	M&S-Inventory Issued	MG2	\$1,516.09
	71199176 Total						\$2,193.72
3033591 Total							\$15,234.68
3074365	68987462	CMNEM Relocate Service Line-Plastic	1620 BUCHANAN ST NE	6/13/2014	Construction OH	MGC3	\$410.36

2014 Customer Requested Steel Service Relocations

Schedule 14

Page 2 of 11

Customer	Service Order	Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3074365	68987462	CMNEM Relocate Service Line-Plastic		6/13/2014	Restoration OH	MGC3	\$345.10
3074365	68987462	CMNEM Relocate Service Line-Plastic		6/13/2014	Stores Overhead	MGC3	\$25.65
3074365	68987462	CMNEM Relocate Service Line-Plastic		6/13/2014	Stores Overhead -Qty	MGC3	\$86.94
3074365	68987462	CMNEM Relocate Service Line-Plastic		6/13/2014	Fleet Pool Vehicles	MGC3	\$17.60
3074365	68987462	CMNEM Relocate Service Line-Plastic		6/13/2014	Un labor-ST-IntAlloc	MGC3	\$2,299.33
3074365	68987462	CMNEM Relocate Service Line-Plastic		6/13/2014	Un Labor 1 1/2-IntAl	MGC3	\$1,018.97
3074365	68987462	CMNEM Relocate Service Line-Plastic		6/13/2014	M&S-Inventory Issued	MGC3	\$394.66
	68987462 Total						\$4,598.61
3074365 Total							\$4,598.61
3155920	69633093	CMSEM Relocate Service Line-Plastic RELO	3601 OLD SHAKOPEE RD W	6/11/2014	Construction OH	MGC3	\$202.78
3155920	69633093	CMSEM Relocate Service Line-Plastic RELO		6/11/2014	Restoration OH	MGC3	\$168.85
3155920	69633093	CMSEM Relocate Service Line-Plastic RELO		6/11/2014	Stores Overhead	MGC3	\$14.29
3155920	69633093	CMSEM Relocate Service Line-Plastic RELO		6/11/2014	Stores Overhead -Qty	MGC3	\$37.53
3155920	69633093	CMSEM Relocate Service Line-Plastic RELO		6/11/2014	Un labor-ST-IntAlloc	MGC3	\$34.45
3155920	69633093	CMSEM Relocate Service Line-Plastic RELO		6/11/2014	Un labor-ST-IntAlloc	MGC3	\$1,297.58
3155920	69633093	CMSEM Relocate Service Line-Plastic RELO		6/11/2014	M&S-Inventory Issued	MGC3	\$219.86
3155920	69633093	CMSEM Relocate Service Line-Plastic RELO		6/11/2014	Billable Cntrctd Lbr	MGC3	\$291.50
	69633093 Total						\$2,266.84
3155920	69654955	MI-Replace Meter & Set - Other 5M		6/11/2014	Construction OH	MGS2	\$153.73
3155920	69654955	MI-Replace Meter & Set - Other 5M		6/11/2014	Stores Overhead	MGS2	\$70.01
3155920	69654955	MI-Replace Meter & Set - Other 5M		6/11/2014	Stores Overhead -Qty	MGS2	\$8.37
3155920	69654955	MI-Replace Meter & Set - Other 5M		6/11/2014	Fleet Pool Vehicles	MGS2	\$11.35
3155920	69654955	MI-Replace Meter & Set - Other 5M		6/11/2014	Un labor-ST-IntAlloc	MGS2	\$63.37
3155920	69654955	MI-Replace Meter & Set - Other 5M		6/11/2014	Un labor-ST-IntAlloc	MGS2	
3155920	69654955	MI-Replace Meter & Set - Other 5M		6/11/2014	Un labor-ST-IntAlloc	MGS2	\$245.70
3155920	69654955	MI-Replace Meter & Set - Other 5M		6/11/2014	M&S-Inventory Issued	MGS2	\$1,077.12
	69654955 Total						\$1,629.65
3155920 Total							\$3,896.49
3225281	67747236	XCMSWM PARTIAL REPLACEMENT Relocate Serv	4380 BROOKSIDE CT	9/10/2014	Construction OH	MGC3	\$366.33
3225281	67747236	XCMSWM PARTIAL REPLACEMENT Relocate Serv		9/10/2014	Restoration OH	MGC3	\$450.79
3225281	67747236	XCMSWM PARTIAL REPLACEMENT Relocate Serv		9/10/2014	Stores Overhead	MGC3	\$24.98
3225281	67747236	XCMSWM PARTIAL REPLACEMENT Relocate Serv		9/10/2014	Stores Overhead -Qty	MGC3	\$46.44
3225281	67747236	XCMSWM PARTIAL REPLACEMENT Relocate Serv		9/10/2014	Fleet Pool Vehicles	MGC3	\$5.56
3225281	67747236	XCMSWM PARTIAL REPLACEMENT Relocate Serv		9/10/2014	Fleet Pool Vehicles	MGC3	\$6.69
3225281	67747236	XCMSWM PARTIAL REPLACEMENT Relocate Serv		9/10/2014	Un labor-ST-IntAlloc	MGC3	\$1,007.50
3225281	67747236	XCMSWM PARTIAL REPLACEMENT Relocate Serv		9/10/2014	Un Labor 1 1/2-IntAl	MGC3	\$193.06
3225281	67747236	XCMSWM PARTIAL REPLACEMENT Relocate Serv		9/10/2014	Un labor-ST-IntAlloc	MGC3	\$478.65
3225281	67747236	XCMSWM PARTIAL REPLACEMENT Relocate Serv		9/10/2014	Un Labor 1 1/2-IntAl	MGC3	\$92.25
3225281	67747236	XCMSWM PARTIAL REPLACEMENT Relocate Serv		9/10/2014	Un labor-ST-IntAlloc	MGC3	\$66.42
3225281	67747236	XCMSWM PARTIAL REPLACEMENT Relocate Serv		9/10/2014	M&S-Inventory Issued	MGC3	\$384.26
3225281	67747236	XCMSWM PARTIAL REPLACEMENT Relocate Serv		9/10/2014	Billable Cntrctd Lbr	MGC3	\$827.03
	67747236 Total						\$3,949.96
3225281 Total							\$3,949.96
3231707	69050140	MI-Move Large Volume Meter In-to-Out	3840 W 65TH ST	5/12/2014	Construction OH	MGS2	\$550.65
3231707	69050140	MI-Move Large Volume Meter In-to-Out		5/12/2014	Stores Overhead	MGS2	\$251.29
3231707	69050140	MI-Move Large Volume Meter In-to-Out		5/12/2014	Stores Overhead -Qty	MGS2	\$48.06
3231707	69050140	MI-Move Large Volume Meter In-to-Out		5/12/2014	Un labor-ST-IntAlloc	MGS2	\$151.02

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3231707	69050140	MI-Move Large Volume Meter In-to-Out		5/12/2014	Fleet Pool Vehicles	MG2	\$81.40
3231707	69050140	MI-Move Large Volume Meter In-to-Out		5/12/2014	Fleet Pool Vehicles	MG2	\$22.70
3231707	69050140	MI-Move Large Volume Meter In-to-Out		5/12/2014	Un labor-ST-IntAlloc	MG2	\$316.83
3231707	69050140	MI-Move Large Volume Meter In-to-Out		5/12/2014	Un labor-ST-IntAlloc	MG2	
3231707	69050140	MI-Move Large Volume Meter In-to-Out		5/12/2014	Un labor-ST-IntAlloc	MG2	\$42.00
3231707	69050140	MI-Move Large Volume Meter In-to-Out		5/12/2014	Un labor-ST-IntAlloc	MG2	\$425.42
3231707	69050140	MI-Move Large Volume Meter In-to-Out		5/12/2014	M&S-Inventory Issued	MG2	\$3,866.01
3231707	69050140	MI-Move Large Volume Meter In-to-Out		5/12/2014	Prof Serv-Ded	MG2	\$100.57
	69050140 Total						\$5,855.95
3231707	69102410	XRelocate Service Line-Plastic REPLACE E		5/29/2014	Construction OH	MGC3	\$1,664.10
3231707	69102410	XRelocate Service Line-Plastic REPLACE E		5/29/2014	Restoration OH	MGC3	\$1,349.75
3231707	69102410	XRelocate Service Line-Plastic REPLACE E		5/29/2014	Stores Overhead	MGC3	\$139.74
3231707	69102410	XRelocate Service Line-Plastic REPLACE E		5/29/2014	Stores Overhead -Qty	MGC3	\$111.78
3231707	69102410	XRelocate Service Line-Plastic REPLACE E		5/29/2014	Un labor-ST-IntAlloc	MGC3	
3231707	69102410	XRelocate Service Line-Plastic REPLACE E		5/29/2014	M&S-Inventory Issued	MGC3	\$2,149.85
3231707	69102410	XRelocate Service Line-Plastic REPLACE E		5/29/2014	Billable Cntrctd Lbr	MGC3	\$12,978.37
	69102410 Total						\$18,393.59
3231707	69106715	MI-Replace Meter 38M - Other REPLACE EXI		12/8/2014	Un labor-ST-IntAlloc	MG1	
3231707	69106715	MI-Replace Meter 38M - Other REPLACE EXI		12/8/2014	Un labor-ST-IntAlloc	MG1	\$386.10
	69106715 Total						\$386.10
3231707	71301681	MI Change Pressure - Gas Meters		11/12/2014	Stores Overhead	MG1	\$13.38
3231707	71301681	MI Change Pressure - Gas Meters		11/12/2014	Stores Overhead -Qty	MG1	\$0.27
3231707	71301681	MI Change Pressure - Gas Meters		11/12/2014	Fleet Pool Vehicles	MG1	\$11.35
3231707	71301681	MI Change Pressure - Gas Meters		11/12/2014	Un labor-ST-IntAlloc	MG1	\$63.37
3231707	71301681	MI Change Pressure - Gas Meters		11/12/2014	Un labor-ST-IntAlloc	MG1	
3231707	71301681	MI Change Pressure - Gas Meters		11/12/2014	Un labor-ST-IntAlloc	MG1	\$210.60
3231707	71301681	MI Change Pressure - Gas Meters		11/12/2014	M&S-Inventory Issued	MG1	\$205.83
	71301681 Total						\$504.80
3231707 Total							\$25,140.44
3393007	70996472	MI Move Meter In-to-Out	2550 DAKOTA AVE S	10/24/2014	Construction OH	MG2	\$593.39
3393007	70996472	MI Move Meter In-to-Out		10/24/2014	Stores Overhead	MG2	\$131.39
3393007	70996472	MI Move Meter In-to-Out		10/24/2014	Stores Overhead -Qty	MG2	\$28.35
3393007	70996472	MI Move Meter In-to-Out		10/24/2014	Fleet Pool Vehicles	MG2	\$84.34
3393007	70996472	MI Move Meter In-to-Out		10/24/2014	Un labor-ST-IntAlloc	MG2	\$221.78
3393007	70996472	MI Move Meter In-to-Out		10/24/2014	Un labor-ST-IntAlloc	MG2	
3393007	70996472	MI Move Meter In-to-Out		10/24/2014	Un labor-ST-IntAlloc	MG2	\$721.32
3393007	70996472	MI Move Meter In-to-Out		10/24/2014	Un labor-ST-IntAlloc	MG2	\$381.19
3393007	70996472	MI Move Meter In-to-Out		10/24/2014	M&S-Inventory Issued	MG2	\$2,021.35
	70996472 Total						\$4,183.11
3393007	70996479	MI Replace Meter - Other		10/27/2014	Stores Overhead	MG1	\$2.32
3393007	70996479	MI Replace Meter - Other		10/27/2014	Stores Overhead -Qty	MG1	\$1.62
3393007	70996479	MI Replace Meter - Other		10/27/2014	Un labor-ST-IntAlloc	MG1	
3393007	70996479	MI Replace Meter - Other		10/27/2014	Un labor-ST-IntAlloc	MG1	\$163.57
3393007	70996479	MI Replace Meter - Other		10/27/2014	M&S-Inventory Issued	MG1	\$35.74
	70996479 Total						\$203.25
3393007	71000130	XCMSWM3 Relocate Service Line-Plastic CO		10/30/2014	Construction OH	MGC3	\$1,432.11
3393007	71000130	XCMSWM3 Relocate Service Line-Plastic CO		10/30/2014	Restoration OH	MGC3	\$3,376.77

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3393007	71000130	XCMSWM3 Relocate Service Line-Plastic CO		10/30/2014	Stores Overhead	MGC3	\$72.10
3393007	71000130	XCMSWM3 Relocate Service Line-Plastic CO		10/30/2014	Stores Overhead -Qty	MGC3	\$198.45
3393007	71000130	XCMSWM3 Relocate Service Line-Plastic CO		10/30/2014	Fleet Pool Vehicles	MGC3	\$17.10
3393007	71000130	XCMSWM3 Relocate Service Line-Plastic CO		10/30/2014	Fleet Pool Vehicles	MGC3	\$27.81
3393007	71000130	XCMSWM3 Relocate Service Line-Plastic CO		10/30/2014	Un labor-ST-IntAlloc	MGC3	\$3,312.40
3393007	71000130	XCMSWM3 Relocate Service Line-Plastic CO		10/30/2014	Un Labor 1 1/2-IntAl	MGC3	\$295.38
3393007	71000130	XCMSWM3 Relocate Service Line-Plastic CO		10/30/2014	Un labor-ST-IntAlloc	MGC3	\$464.21
3393007	71000130	XCMSWM3 Relocate Service Line-Plastic CO		10/30/2014	Un Labor 1 1/2-IntAl	MGC3	\$165.60
3393007	71000130	XCMSWM3 Relocate Service Line-Plastic CO		10/30/2014	M&S-Inventory Issued	MGC3	\$1,109.20
3393007	71000130	XCMSWM3 Relocate Service Line-Plastic CO		10/30/2014	Billable Cntrctd Lbr	MGC3	\$2,886.40
3393007	71000130	XCMSWM3 Relocate Service Line-Plastic CO		10/30/2014	Cont in Aid of Const	MGC3	-\$7,400.00
	71000130 Total						\$5,957.53
3393007 Total							\$10,343.89
3395326	70787646	Relocate Service Line-Plastic	4050 HUBBARD AVE N	9/17/2014	Construction OH	MGC3	\$253.63
3395326	70787646	Relocate Service Line-Plastic		9/17/2014	Restoration OH	MGC3	\$213.41
3395326	70787646	Relocate Service Line-Plastic		9/17/2014	Stores Overhead	MGC3	\$16.49
3395326	70787646	Relocate Service Line-Plastic		9/17/2014	Stores Overhead -Qty	MGC3	\$54.00
3395326	70787646	Relocate Service Line-Plastic		9/17/2014	Un labor-ST-IntAlloc	MGC3	\$1,962.16
3395326	70787646	Relocate Service Line-Plastic		9/17/2014	Un Labor 1 1/2-IntAl	MGC3	\$89.82
3395326	70787646	Relocate Service Line-Plastic		9/17/2014	M&S-Inventory Issued	MGC3	\$253.72
3395326	70787646	Relocate Service Line-Plastic		9/17/2014	Cont in Aid of Const	MGC3	-\$960.00
	70787646 Total						\$1,883.23
3395326	70787647	MI e Meter In-to-Out		9/17/2014	Construction OH	MGS2	\$75.81
3395326	70787647	MI e Meter In-to-Out		9/17/2014	Stores Overhead	MGS2	\$5.18
3395326	70787647	MI e Meter In-to-Out		9/17/2014	Stores Overhead -Qty	MGS2	\$0.81
3395326	70787647	MI e Meter In-to-Out		9/17/2014	Fleet Pool Vehicles	MGS2	\$44.27
3395326	70787647	MI e Meter In-to-Out		9/17/2014	Un labor-ST-IntAlloc	MGS2	
3395326	70787647	MI e Meter In-to-Out		9/17/2014	Un labor-ST-IntAlloc	MGS2	\$63.37
3395326	70787647	MI e Meter In-to-Out		9/17/2014	Un labor-ST-IntAlloc	MGS2	\$501.93
3395326	70787647	MI e Meter In-to-Out		9/17/2014	M&S-Inventory Issued	MGS2	\$79.63
	70787647 Total						\$771.00
3395326	70787648	MI Replace Meter - Other		9/17/2014	Stores Overhead	MGS1	\$6.22
3395326	70787648	MI Replace Meter - Other		9/17/2014	Stores Overhead -Qty	MGS1	\$2.70
3395326	70787648	MI Replace Meter - Other		9/17/2014	Fleet Pool Vehicles	MGS1	\$23.53
3395326	70787648	MI Replace Meter - Other		9/17/2014	Un labor-ST-IntAlloc	MGS1	
3395326	70787648	MI Replace Meter - Other		9/17/2014	Un labor-ST-IntAlloc	MGS1	\$163.57
3395326	70787648	MI Replace Meter - Other		9/17/2014	M&S-Inventory Issued	MGS1	\$95.71
	70787648 Total						\$291.73
3395326 Total							\$2,945.96
3449795	69572081	CMSWM4 Relocate Service Line-Steel-CPAY	5100 W 35TH ST	6/17/2014	Construction OH	MGC3	\$251.68
3449795	69572081	CMSWM4 Relocate Service Line-Steel-CPAY		6/17/2014	Restoration OH	MGC3	\$190.70
3449795	69572081	CMSWM4 Relocate Service Line-Steel-CPAY		6/17/2014	Stores Overhead	MGC3	\$28.85
3449795	69572081	CMSWM4 Relocate Service Line-Steel-CPAY		6/17/2014	Stores Overhead -Qty	MGC3	\$31.05
3449795	69572081	CMSWM4 Relocate Service Line-Steel-CPAY		6/17/2014	Fleet Pool Vehicles	MGC3	\$10.56
3449795	69572081	CMSWM4 Relocate Service Line-Steel-CPAY		6/17/2014	Un labor-ST-IntAlloc	MGC3	\$780.00
3449795	69572081	CMSWM4 Relocate Service Line-Steel-CPAY		6/17/2014	Un Labor 1 1/2-IntAl	MGC3	\$675.69
3449795	69572081	CMSWM4 Relocate Service Line-Steel-CPAY		6/17/2014	Un labor-ST-IntAlloc	MGC3	\$221.40

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3449795	69572081	CMSWM4 Relocate Service Line-Steel-CPAY		6/17/2014	Un Labor 1 1/2-IntAl	MGC3	\$156.56
3449795	69572081	CMSWM4 Relocate Service Line-Steel-CPAY		6/17/2014	M&S-Inventory Issued	MGC3	\$443.80
	69572081 Total						\$2,790.29
3449795	69572374	MI-Replace Meter & Set - Other MASTER ME		6/25/2014	Construction OH	MGS2	\$221.85
3449795	69572374	MI-Replace Meter & Set - Other MASTER ME		6/25/2014	Stores Overhead	MGS2	\$104.18
3449795	69572374	MI-Replace Meter & Set - Other MASTER ME		6/25/2014	Stores Overhead -Qty	MGS2	\$11.34
3449795	69572374	MI-Replace Meter & Set - Other MASTER ME		6/25/2014	Fleet Pool Vehicles	MGS2	\$22.70
3449795	69572374	MI-Replace Meter & Set - Other MASTER ME		6/25/2014	Un labor-ST-IntAlloc	MGS2	\$126.73
3449795	69572374	MI-Replace Meter & Set - Other MASTER ME		6/25/2014	Un labor-ST-IntAlloc	MGS2	
3449795	69572374	MI-Replace Meter & Set - Other MASTER ME		6/25/2014	Un labor-ST-IntAlloc	MGS2	\$264.65
3449795	69572374	MI-Replace Meter & Set - Other MASTER ME		6/25/2014	M&S-Inventory Issued	MGS2	\$1,602.74
3449795	69572374	MI-Replace Meter & Set - Other MASTER ME		6/25/2014	Cont in Aid of Const	MGS2	-\$4,157.00
	69572374 Total						-\$1,802.81
3449795 Total							\$987.48
3469450	70434757	Relocate I/C Service Line-Plastic -RJM	12156 OLIVE ST NW	9/27/2014	Construction OH	MGC3	\$420.38
3469450	70434757	Relocate I/C Service Line-Plastic -RJM		9/27/2014	Restoration OH	MGC3	\$320.73
3469450	70434757	Relocate I/C Service Line-Plastic -RJM		9/27/2014	Stores Overhead	MGC3	\$47.95
3469450	70434757	Relocate I/C Service Line-Plastic -RJM		9/27/2014	Stores Overhead -Qty	MGC3	\$137.70
3469450	70434757	Relocate I/C Service Line-Plastic -RJM		9/27/2014	Un labor-ST-IntAlloc	MGC3	
3469450	70434757	Relocate I/C Service Line-Plastic -RJM		9/27/2014	M&S-Inventory Issued	MGC3	\$737.74
3469450	70434757	Relocate I/C Service Line-Plastic -RJM		9/27/2014	Billable Cntrctd Lbr	MGC3	\$3,083.90
	70434757 Total						\$4,748.40
3469450	70434849	I/C Install New Measurement Station -RJM		8/14/2014	Construction OH	MGS2	\$307.36
3469450	70434849	I/C Install New Measurement Station -RJM		8/14/2014	Stores Overhead	MGS2	\$115.15
3469450	70434849	I/C Install New Measurement Station -RJM		8/14/2014	Stores Overhead -Qty	MGS2	\$7.56
3469450	70434849	I/C Install New Measurement Station -RJM		8/14/2014	Fleet Pool Vehicles	MGS2	\$64.74
3469450	70434849	I/C Install New Measurement Station -RJM		8/14/2014	Fleet Pool Vehicles	MGS2	\$17.03
3469450	70434849	I/C Install New Measurement Station -RJM		8/14/2014	Un labor-ST-IntAlloc	MGS2	\$95.05
3469450	70434849	I/C Install New Measurement Station -RJM		8/14/2014	Un labor-ST-IntAlloc	MGS2	\$845.90
3469450	70434849	I/C Install New Measurement Station -RJM		8/14/2014	M&S-Inventory Issued	MGS2	\$1,771.49
	70434849 Total						\$3,224.28
3469450	70434850	I/C Install Meter - Move-In - RJM		8/14/2014	Fleet Pool Vehicles	MGS1	\$0.50
3469450	70434850	I/C Install Meter - Move-In - RJM		8/14/2014	Un labor-ST-IntAlloc	MGS1	\$6.60
	70434850 Total						\$7.10
3469450	71553064	[sub 1] Replace I/C Regulator - LEAK - R		11/12/2014	Fleet Pool Vehicles	MGS1	\$15.96
3469450	71553064	[sub 1] Replace I/C Regulator - LEAK - R		11/12/2014	Fleet Pool Vehicles	MGS1	\$34.96
3469450	71553064	[sub 1] Replace I/C Regulator - LEAK - R		11/12/2014	Un labor-ST-IntAlloc	MGS1	\$95.05
3469450	71553064	[sub 1] Replace I/C Regulator - LEAK - R		11/12/2014	Un labor-ST-IntAlloc	MGS1	\$208.18
	71553064 Total						\$354.15
3469450 Total							\$8,333.93
3502859	70390692	Relocate I/C Service Line-Plastic - 89R	5000 160TH ST W	10/23/2014	Construction OH	MGC3	\$608.83
3502859	70390692	Relocate I/C Service Line-Plastic - 89R		10/23/2014	Restoration OH	MGC3	\$1,256.92
3502859	70390692	Relocate I/C Service Line-Plastic - 89R		10/23/2014	Stores Overhead	MGC3	\$43.61
3502859	70390692	Relocate I/C Service Line-Plastic - 89R		10/23/2014	Stores Overhead -Qty	MGC3	\$99.63
3502859	70390692	Relocate I/C Service Line-Plastic - 89R		10/23/2014	Fleet Pool Vehicles	MGC3	\$196.59
3502859	70390692	Relocate I/C Service Line-Plastic - 89R		10/23/2014	Un labor-ST-IntAlloc	MGC3	\$1,846.68
3502859	70390692	Relocate I/C Service Line-Plastic - 89R		10/23/2014	Un Labor 1 1/2-IntAl	MGC3	\$805.05

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3502859	70390692	Relocate I/C Service Line-Plastic - 89R		10/23/2014	M&S-Inventory Issued	MGC3	\$670.91
3502859	70390692	Relocate I/C Service Line-Plastic - 89R		10/23/2014	Cont in Aid of Const	MGC3	-\$6,483.00
	70390692 Total						-\$954.78
3502859 Total							-\$954.78
3524891	71053107	[sub 3] Relocate I/C Service Line-Plasti	105 NORTH TOWN DR NE	9/29/2014	Construction OH	MGC3	\$333.52
3524891	71053107	[sub 3] Relocate I/C Service Line-Plasti		9/29/2014	Restoration OH	MGC3	\$761.76
3524891	71053107	[sub 3] Relocate I/C Service Line-Plasti		9/29/2014	Stores Overhead	MGC3	\$19.31
3524891	71053107	[sub 3] Relocate I/C Service Line-Plasti		9/29/2014	Stores Overhead -Qty	MGC3	\$13.23
3524891	71053107	[sub 3] Relocate I/C Service Line-Plasti		9/29/2014	Fleet Pool Vehicles	MGC3	\$93.44
3524891	71053107	[sub 3] Relocate I/C Service Line-Plasti		9/29/2014	Un labor-ST-IntAlloc	MGC3	\$389.19
3524891	71053107	[sub 3] Relocate I/C Service Line-Plasti		9/29/2014	Un Labor 1 1/2-IntAl	MGC3	\$79.08
3524891	71053107	[sub 3] Relocate I/C Service Line-Plasti		9/29/2014	Un labor-ST-IntAlloc	MGC3	\$1,152.88
3524891	71053107	[sub 3] Relocate I/C Service Line-Plasti		9/29/2014	Un Labor 1 1/2-IntAl	MGC3	\$63.08
3524891	71053107	[sub 3] Relocate I/C Service Line-Plasti		9/29/2014	M&S-Inventory Issued	MGC3	\$297.12
3524891	71053107	[sub 3] Relocate I/C Service Line-Plasti		9/29/2014	Cont in Aid of Const	MGC3	-\$1,011.00
	71053107 Total						\$2,191.61
3524891	71053253	[SUB 9] Install I/C New Measurement Stat		9/29/2014	Construction OH	MGS2	\$315.43
3524891	71053253	[SUB 9] Install I/C New Measurement Stat		9/29/2014	Stores Overhead	MGS2	\$18.69
3524891	71053253	[SUB 9] Install I/C New Measurement Stat		9/29/2014	Stores Overhead -Qty	MGS2	\$1.08
3524891	71053253	[SUB 9] Install I/C New Measurement Stat		9/29/2014	Fleet Pool Vehicles	MGS2	\$105.26
3524891	71053253	[SUB 9] Install I/C New Measurement Stat		9/29/2014	Fleet Pool Vehicles	MGS2	\$118.49
3524891	71053253	[SUB 9] Install I/C New Measurement Stat		9/29/2014	Un labor-ST-IntAlloc	MGS2	\$1,494.78
3524891	71053253	[SUB 9] Install I/C New Measurement Stat		9/29/2014	M&S-Inventory Issued	MGS2	\$287.56
	71053253 Total						\$2,341.29
3524891	71053254	[SUB 9] Replace I/C Meter - Other - RJM		9/29/2014	Stores Overhead	MGS1	\$0.06
3524891	71053254	[SUB 9] Replace I/C Meter - Other - RJM		9/29/2014	Stores Overhead -Qty	MGS1	\$0.81
3524891	71053254	[SUB 9] Replace I/C Meter - Other - RJM		9/29/2014	Fleet Pool Vehicles	MGS1	\$2.53
3524891	71053254	[SUB 9] Replace I/C Meter - Other - RJM		9/29/2014	Fleet Pool Vehicles	MGS1	\$2.84
3524891	71053254	[SUB 9] Replace I/C Meter - Other - RJM		9/29/2014	Un labor-ST-IntAlloc	MGS1	\$32.94
3524891	71053254	[SUB 9] Replace I/C Meter - Other - RJM		9/29/2014	M&S-Inventory Issued	MGS1	\$0.90
	71053254 Total						\$40.08
3524891 Total							\$4,572.98
3552720	70636470	Relocate I/C Service Line-Plastic - RJM	405 N MAIN ST	8/25/2014	Construction OH	MGC3	\$248.69
3552720	70636470	Relocate I/C Service Line-Plastic - RJM		8/25/2014	Restoration OH	MGC3	\$169.11
3552720	70636470	Relocate I/C Service Line-Plastic - RJM		8/25/2014	Stores Overhead	MGC3	\$23.43
3552720	70636470	Relocate I/C Service Line-Plastic - RJM		8/25/2014	Stores Overhead -Qty	MGC3	\$22.14
3552720	70636470	Relocate I/C Service Line-Plastic - RJM		8/25/2014	Fleet Pool Vehicles	MGC3	\$100.28
3552720	70636470	Relocate I/C Service Line-Plastic - RJM		8/25/2014	Fleet Pool Vehicles	MGC3	\$17.03
3552720	70636470	Relocate I/C Service Line-Plastic - RJM		8/25/2014	Fleet Pool Vehicles	MGC3	\$156.93
3552720	70636470	Relocate I/C Service Line-Plastic - RJM		8/25/2014	Un labor-ST-IntAlloc	MGC3	\$1,235.06
3552720	70636470	Relocate I/C Service Line-Plastic - RJM		8/25/2014	Un Labor 1 1/2-IntAl	MGC3	\$391.02
3552720	70636470	Relocate I/C Service Line-Plastic - RJM		8/25/2014	M&S-Inventory Issued	MGC3	\$360.47
3552720	70636470	Relocate I/C Service Line-Plastic - RJM		8/25/2014	Cont in Aid of Const	MGC3	-\$1,400.00
	70636470 Total						\$1,324.16
3552720	70637396	Relocate I/C Meter & Set - 3MTC - RJM		8/22/2014	Stores Overhead	MGS1	\$5.08
3552720	70637396	Relocate I/C Meter & Set - 3MTC - RJM		8/22/2014	Stores Overhead -Qty	MGS1	\$2.16
3552720	70637396	Relocate I/C Meter & Set - 3MTC - RJM		8/22/2014	Fleet Pool Vehicles	MGS1	\$18.28

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3552720	70637396	Relocate I/C Meter & Set - 3MTC - RJM		8/22/2014	Un labor-ST-IntAlloc	MGs1	\$109.49
3552720	70637396	Relocate I/C Meter & Set - 3MTC - RJM		8/22/2014	M&S-Inventory Issued	MGs1	\$78.21
	70637396 Total						\$213.22
3552720	70657821	Replace I/C Meter & Set - Other -89R- RJ		10/17/2014	Construction OH	MGs2	\$411.44
3552720	70657821	Replace I/C Meter & Set - Other -89R- RJ		10/17/2014	Stores Overhead	MGs2	\$76.89
3552720	70657821	Replace I/C Meter & Set - Other -89R- RJ		10/17/2014	Stores Overhead -Qty	MGs2	\$17.28
3552720	70657821	Replace I/C Meter & Set - Other -89R- RJ		10/17/2014	Fleet Pool Vehicles	MGs2	\$48.64
3552720	70657821	Replace I/C Meter & Set - Other -89R- RJ		10/17/2014	Fleet Pool Vehicles	MGs2	\$41.87
3552720	70657821	Replace I/C Meter & Set - Other -89R- RJ		10/17/2014	Fleet Pool Vehicles	MGs2	\$10.10
3552720	70657821	Replace I/C Meter & Set - Other -89R- RJ		10/17/2014	Fleet Pool Vehicles	MGs2	\$22.70
3552720	70657821	Replace I/C Meter & Set - Other -89R- RJ		10/17/2014	Fleet Pool Vehicles	MGs2	\$65.52
3552720	70657821	Replace I/C Meter & Set - Other -89R- RJ		10/17/2014	Un labor-ST-IntAlloc	MGs2	\$221.78
3552720	70657821	Replace I/C Meter & Set - Other -89R- RJ		10/17/2014	Un labor-ST-IntAlloc	MGs2	\$1,042.70
3552720	70657821	Replace I/C Meter & Set - Other -89R- RJ		10/17/2014	Un labor-ST-IntAlloc	MGs2	\$643.38
3552720	70657821	Replace I/C Meter & Set - Other -89R- RJ		10/17/2014	M&S-Inventory Issued	MGs2	\$1,182.95
3552720	70657821	Replace I/C Meter & Set - Other -89R- RJ		10/17/2014	Cont in Aid of Const	MGs2	-\$4,181.00
	70657821 Total						-\$395.75
3552720 Total							\$1,141.63
3552978	71543953	[SUB 1] Relocate I/C Service Line-Plasti	9123 SOUTH HIGHWAY DR	11/24/2014	Construction OH	MGC3	\$465.10
3552978	71543953	[SUB 1] Relocate I/C Service Line-Plasti		11/24/2014	Restoration OH	MGC3	\$1,113.74
3552978	71543953	[SUB 1] Relocate I/C Service Line-Plasti		11/24/2014	Stores Overhead	MGC3	\$10.97
3552978	71543953	[SUB 1] Relocate I/C Service Line-Plasti		11/24/2014	Stores Overhead -Qty	MGC3	\$29.16
3552978	71543953	[SUB 1] Relocate I/C Service Line-Plasti		11/24/2014	Fleet Pool Vehicles	MGC3	\$145.35
3552978	71543953	[SUB 1] Relocate I/C Service Line-Plasti		11/24/2014	Fleet Pool Vehicles	MGC3	\$24.75
3552978	71543953	[SUB 1] Relocate I/C Service Line-Plasti		11/24/2014	Un labor-ST-IntAlloc	MGC3	\$320.06
3552978	71543953	[SUB 1] Relocate I/C Service Line-Plasti		11/24/2014	Un labor-ST-IntAlloc	MGC3	\$155.69
3552978	71543953	[SUB 1] Relocate I/C Service Line-Plasti		11/24/2014	Un labor-ST-IntAlloc	MGC3	\$1,747.77
3552978	71543953	[SUB 1] Relocate I/C Service Line-Plasti		11/24/2014	Un Labor 1 1/2-IntAl	MGC3	\$126.14
3552978	71543953	[SUB 1] Relocate I/C Service Line-Plasti		11/24/2014	M&S-Inventory Issued	MGC3	\$168.66
3552978	71543953	[SUB 1] Relocate I/C Service Line-Plasti		11/24/2014	Cont in Aid of Const	MGC3	-\$1,704.00
	71543953 Total						\$2,603.39
3552978	71544176	[SUB 1] Replace I/C Meter & Set - Other		12/11/2014	Construction OH	MGs2	\$133.05
3552978	71544176	[SUB 1] Replace I/C Meter & Set - Other		12/11/2014	Stores Overhead	MGs2	\$25.43
3552978	71544176	[SUB 1] Replace I/C Meter & Set - Other		12/11/2014	Stores Overhead -Qty	MGs2	\$4.32
3552978	71544176	[SUB 1] Replace I/C Meter & Set - Other		12/11/2014	Fleet Pool Vehicles	MGs2	\$16.16
3552978	71544176	[SUB 1] Replace I/C Meter & Set - Other		12/11/2014	Fleet Pool Vehicles	MGs2	\$17.03
3552978	71544176	[SUB 1] Replace I/C Meter & Set - Other		12/11/2014	Un labor-ST-IntAlloc	MGs2	\$309.63
3552978	71544176	[SUB 1] Replace I/C Meter & Set - Other		12/11/2014	Un labor-ST-IntAlloc	MGs2	\$35.10
3552978	71544176	[SUB 1] Replace I/C Meter & Set - Other		12/11/2014	M&S-Inventory Issued	MGs2	\$391.17
	71544176 Total						\$931.89
3552978 Total							\$3,535.28
3554136	68320421	XRelocate Service Line-Plastic CPAY- OSC	215 W MAIN ST	3/24/2014	Construction OH	MGC3	\$1,420.45
3554136	68320421	XRelocate Service Line-Plastic CPAY- OSC		3/24/2014	Restoration OH	MGC3	\$1,282.18
3554136	68320421	XRelocate Service Line-Plastic CPAY- OSC		3/24/2014	Stores Overhead	MGC3	\$37.99
3554136	68320421	XRelocate Service Line-Plastic CPAY- OSC		3/24/2014	Stores Overhead -Qty	MGC3	\$203.85
3554136	68320421	XRelocate Service Line-Plastic CPAY- OSC		3/24/2014	Un labor-ST-IntAlloc	MGC3	
3554136	68320421	XRelocate Service Line-Plastic CPAY- OSC		3/24/2014	M&S-Inventory Issued	MGC3	\$584.50

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3554136	68320421	XRelocate Service Line-Plastic CPAY- OSC		3/24/2014	Billable Cntrctd Lbr	MGC3	\$12,328.66
3554136	68320421	XRelocate Service Line-Plastic CPAY- OSC		3/24/2014	Cont in Aid of Const	MGC3	-\$11,125.00
	68320421 Total						\$4,732.63
3554136 Total							\$4,732.63
3558599	69412717	Relocate I/C Service Line-Plastic - RJM	6640 141ST AVE NW	7/31/2014	Construction OH	MGC3	\$1,076.97
3558599	69412717	Relocate I/C Service Line-Plastic - RJM		7/31/2014	Restoration OH	MGC3	\$749.20
3558599	69412717	Relocate I/C Service Line-Plastic - RJM		7/31/2014	Stores Overhead	MGC3	\$168.14
3558599	69412717	Relocate I/C Service Line-Plastic - RJM		7/31/2014	Stores Overhead -Qty	MGC3	\$141.75
3558599	69412717	Relocate I/C Service Line-Plastic - RJM		7/31/2014	Un labor-ST-IntAlloc	MGC3	
3558599	69412717	Relocate I/C Service Line-Plastic - RJM		7/31/2014	M&S-Inventory Issued	MGC3	\$2,586.80
3558599	69412717	Relocate I/C Service Line-Plastic - RJM		7/31/2014	Billable Cntrctd Lbr	MGC3	\$7,203.85
	69412717 Total						\$11,926.71
3558599	69739552	I/C Install New Measurement Station		11/17/2014	Construction OH	MGS2	\$1,414.64
3558599	69739552	I/C Install New Measurement Station		11/17/2014	Stores Overhead	MGS2	\$193.34
3558599	69739552	I/C Install New Measurement Station		11/17/2014	Stores Overhead -Qty	MGS2	\$40.23
3558599	69739552	I/C Install New Measurement Station		11/17/2014	Fleet Pool Vehicles	MGS2	\$219.51
3558599	69739552	I/C Install New Measurement Station		11/17/2014	Fleet Pool Vehicles	MGS2	\$172.99
3558599	69739552	I/C Install New Measurement Station		11/17/2014	Un labor-ST-IntAlloc	MGS2	\$221.79
3558599	69739552	I/C Install New Measurement Station		11/17/2014	Un labor-ST-IntAlloc	MGS2	\$2,503.88
3558599	69739552	I/C Install New Measurement Station		11/17/2014	Un Labor 1 1/2-IntAl	MGS2	\$685.37
3558599	69739552	I/C Install New Measurement Station		11/17/2014	Un labor-ST-IntAlloc	MGS2	\$1,678.60
3558599	69739552	I/C Install New Measurement Station		11/17/2014	Un labor-ST-IntAlloc	MGS2	\$105.30
3558599	69739552	I/C Install New Measurement Station		11/17/2014	M&S-Inventory Issued	MGS2	\$2,974.39
	69739552 Total						\$10,210.04
3558599 Total							\$22,136.75
3580406	68535216	Relocate I/C Service Line-Plastic - RJM	214 9TH ST S	3/3/2014	Construction OH	MGC3	\$29.22
3580406	68535216	Relocate I/C Service Line-Plastic - RJM		3/3/2014	Restoration OH	MGC3	\$19.70
3580406	68535216	Relocate I/C Service Line-Plastic - RJM		3/3/2014	Stores Overhead	MGC3	\$3.09
3580406	68535216	Relocate I/C Service Line-Plastic - RJM		3/3/2014	Stores Overhead -Qty	MGC3	\$1.35
3580406	68535216	Relocate I/C Service Line-Plastic - RJM		3/3/2014	Fleet Pool Vehicles	MGC3	\$28.58
3580406	68535216	Relocate I/C Service Line-Plastic - RJM		3/3/2014	Un labor-ST-IntAlloc	MGC3	\$189.47
3580406	68535216	Relocate I/C Service Line-Plastic - RJM		3/3/2014	M&S-Inventory Issued	MGC3	\$47.57
	68535216 Total						\$318.98
3580406	68539122	I/C Install New Measurement Station -RJM		3/14/2014	Construction OH	MGS2	\$43.55
3580406	68539122	I/C Install New Measurement Station -RJM		3/14/2014	Stores Overhead	MGS2	\$1.87
3580406	68539122	I/C Install New Measurement Station -RJM		3/14/2014	Stores Overhead -Qty	MGS2	\$0.27
3580406	68539122	I/C Install New Measurement Station -RJM		3/14/2014	Fleet Pool Vehicles	MGS2	\$1.21
3580406	68539122	I/C Install New Measurement Station -RJM		3/14/2014	Fleet Pool Vehicles	MGS2	\$27.01
3580406	68539122	I/C Install New Measurement Station -RJM		3/14/2014	Fleet Pool Vehicles	MGS2	\$41.71
3580406	68539122	I/C Install New Measurement Station -RJM		3/14/2014	Un labor-ST-IntAlloc	MGS2	\$297.25
3580406	68539122	I/C Install New Measurement Station -RJM		3/14/2014	M&S-Inventory Issued	MGS2	\$28.71
	68539122 Total						\$441.58
3580406	68539490	Install Meter - Move-In - RJM		3/3/2014	Stores Overhead	MGS1	\$2.53
3580406	68539490	Install Meter - Move-In - RJM		3/3/2014	Stores Overhead -Qty	MGS1	\$1.89
3580406	68539490	Install Meter - Move-In - RJM		3/3/2014	Fleet Pool Vehicles	MGS1	\$1.52
3580406	68539490	Install Meter - Move-In - RJM		3/3/2014	Fleet Pool Vehicles	MGS1	\$2.35
3580406	68539490	Install Meter - Move-In - RJM		3/3/2014	Un labor-ST-IntAlloc	MGS1	\$21.42

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3580406	68539490	Install Meter - Move-In - RJM		3/3/2014	M&S-Inventory Issued	MGS1	\$38.85
	68539490 Total						\$68.56
3580406 Total							\$829.12
3589171	68914852	Replace I/C Meter & Set - Other - RJM	310 MAIN ST N	3/14/2014	Construction OH	MGS2	\$139.18
3589171	68914852	Replace I/C Meter & Set - Other - RJM		3/14/2014	Stores Overhead	MGS2	\$7.06
3589171	68914852	Replace I/C Meter & Set - Other - RJM		3/14/2014	Stores Overhead -Qty	MGS2	\$1.08
3589171	68914852	Replace I/C Meter & Set - Other - RJM		3/14/2014	Fleet Pool Vehicles	MGS2	\$200.83
3589171	68914852	Replace I/C Meter & Set - Other - RJM		3/14/2014	Un labor-ST-IntAlloc	MGS2	\$535.60
3589171	68914852	Replace I/C Meter & Set - Other - RJM		3/14/2014	Un Labor 1 1/2-IntAl	MGS2	\$420.29
3589171	68914852	Replace I/C Meter & Set - Other - RJM		3/14/2014	M&S-Inventory Issued	MGS2	\$108.55
	68914852 Total						\$1,412.59
3589171	68944440	I/C Install New Measurement Station -RJM		3/21/2014	Construction OH	MGS2	\$46.82
3589171	68944440	I/C Install New Measurement Station -RJM		3/21/2014	Stores Overhead	MGS2	\$1.40
3589171	68944440	I/C Install New Measurement Station -RJM		3/21/2014	Stores Overhead -Qty	MGS2	\$0.81
3589171	68944440	I/C Install New Measurement Station -RJM		3/21/2014	Fleet Pool Vehicles	MGS2	\$69.25
3589171	68944440	I/C Install New Measurement Station -RJM		3/21/2014	Un labor-ST-IntAlloc	MGS2	\$334.75
3589171	68944440	I/C Install New Measurement Station -RJM		3/21/2014	M&S-Inventory Issued	MGS2	\$21.60
3589171	68944440	I/C Install New Measurement Station -RJM		3/21/2014	Cont in Aid of Const	MGS2	-\$1,973.80
	68944440 Total						-\$1,499.17
3589171	68944444	Replace I/C Meter - Other - RJM		4/3/2014	Fleet Pool Vehicles	MGS1	\$1.82
3589171	68944444	Replace I/C Meter - Other - RJM		4/3/2014	Un labor-ST-IntAlloc	MGS1	\$36.15
	68944444 Total						\$37.97
3589171	68944590	Relocate I/C Service Line-Plastic-CPAY-R		4/3/2014	Construction OH	MGC3	\$511.55
3589171	68944590	Relocate I/C Service Line-Plastic-CPAY-R		4/3/2014	Restoration OH	MGC3	\$109.04
3589171	68944590	Relocate I/C Service Line-Plastic-CPAY-R		4/3/2014	Stores Overhead	MGC3	\$13.11
3589171	68944590	Relocate I/C Service Line-Plastic-CPAY-R		4/3/2014	Stores Overhead -Qty	MGC3	\$35.37
3589171	68944590	Relocate I/C Service Line-Plastic-CPAY-R		4/3/2014	Fleet Pool Vehicles	MGC3	\$52.72
3589171	68944590	Relocate I/C Service Line-Plastic-CPAY-R		4/3/2014	Un labor-ST-IntAlloc	MGC3	\$1,048.44
3589171	68944590	Relocate I/C Service Line-Plastic-CPAY-R		4/3/2014	M&S - Non Inv	MGC3	\$134.66
3589171	68944590	Relocate I/C Service Line-Plastic-CPAY-R		4/3/2014	M&S-Inventory Issued	MGC3	\$201.66
3589171	68944590	Relocate I/C Service Line-Plastic-CPAY-R		4/3/2014	Cont in Aid of Const	MGC3	-\$1,239.20
	68944590 Total						\$867.35
3589171	71121889	INSTALL (1) 4" STEEL GUARD POST - RJM		10/31/2014	Stores Overhead	MGS1	\$9.32
3589171	71121889	INSTALL (1) 4" STEEL GUARD POST - RJM		10/31/2014	Stores Overhead -Qty	MGS1	\$0.81
3589171	71121889	INSTALL (1) 4" STEEL GUARD POST - RJM		10/31/2014	M&S-Inventory Issued	MGS1	\$143.42
3589171	71121889	INSTALL (1) 4" STEEL GUARD POST - RJM		10/31/2014	Billable Cntrctd Lbr	MGS1	\$342.68
	71121889 Total						\$496.23
3589171 Total							\$1,314.97
3600986	68499403	Relocate I/C Service Line-Plastic -CPAY-	38 HIGHWAY 12 E	2/14/2014	Construction OH	MGC3	\$393.30
3600986	68499403	Relocate I/C Service Line-Plastic -CPAY-		2/14/2014	Restoration OH	MGC3	\$317.90
3600986	68499403	Relocate I/C Service Line-Plastic -CPAY-		2/14/2014	Stores Overhead	MGC3	\$14.31
3600986	68499403	Relocate I/C Service Line-Plastic -CPAY-		2/14/2014	Stores Overhead -Qty	MGC3	\$7.29
3600986	68499403	Relocate I/C Service Line-Plastic -CPAY-		2/14/2014	Fleet Pool Vehicles	MGC3	\$157.06
3600986	68499403	Relocate I/C Service Line-Plastic -CPAY-		2/14/2014	Fleet Pool Vehicles	MGC3	\$131.09
3600986	68499403	Relocate I/C Service Line-Plastic -CPAY-		2/14/2014	Fleet Pool Vehicles	MGC3	\$10.39
3600986	68499403	Relocate I/C Service Line-Plastic -CPAY-		2/14/2014	Un labor-ST-IntAlloc	MGC3	\$1,490.10
3600986	68499403	Relocate I/C Service Line-Plastic -CPAY-		2/14/2014	Un labor-ST-IntAlloc	MGC3	\$1,566.65

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3600986	68499403	Relocate I/C Service Line-Plastic -CPAY-		2/14/2014	M&S-Inventory Issued	MGC3	\$220.18
3600986	68499403	Relocate I/C Service Line-Plastic -CPAY-		2/14/2014	Cont in Aid of Const	MGC3	-\$2,600.00
	68499403 Total						\$1,708.27
3600986 Total							\$1,708.27
3614641	68991345	Relocate I/C Service Line-Steel - CPAY -	227 COUNTY ROAD 22	4/18/2014	Construction OH	MGC3	\$1,194.02
3614641	68991345	Relocate I/C Service Line-Steel - CPAY -		4/18/2014	Restoration OH	MGC3	\$830.98
3614641	68991345	Relocate I/C Service Line-Steel - CPAY -		4/18/2014	Stores Overhead	MGC3	\$146.28
3614641	68991345	Relocate I/C Service Line-Steel - CPAY -		4/18/2014	Stores Overhead -Qty	MGC3	\$38.61
3614641	68991345	Relocate I/C Service Line-Steel - CPAY -		4/18/2014	Fleet Pool Vehicles	MGC3	\$393.40
3614641	68991345	Relocate I/C Service Line-Steel - CPAY -		4/18/2014	Un labor-ST-IntAlloc	MGC3	\$7,262.06
3614641	68991345	Relocate I/C Service Line-Steel - CPAY -		4/18/2014	Un Labor 1 1/2-IntAl	MGC3	\$728.09
3614641	68991345	Relocate I/C Service Line-Steel - CPAY -		4/18/2014	Employee Travel	MGC3	\$13.35
3614641	68991345	Relocate I/C Service Line-Steel - CPAY -		4/18/2014	M&S-Inventory Issued	MGC3	\$2,250.44
3614641	68991345	Relocate I/C Service Line-Steel - CPAY -		4/18/2014	Cont in Aid of Const	MGC3	-\$8,011.00
3614641	68991345	Relocate I/C Service Line-Steel - CPAY -		4/18/2014	Rent/Lease-Off Equip	MGC3	\$207.34
	68991345 Total						\$5,053.57
3614641 Total							\$5,053.57
3618369	71612347	Relocate I/C Service Line-Plastic - RJM	320 FAIRGROUNDS RD	11/18/2014	Construction OH	MGC3	\$156.38
3618369	71612347	Relocate I/C Service Line-Plastic - RJM		11/18/2014	Restoration OH	MGC3	\$356.05
3618369	71612347	Relocate I/C Service Line-Plastic - RJM		11/18/2014	Stores Overhead	MGC3	\$7.74
3618369	71612347	Relocate I/C Service Line-Plastic - RJM		11/18/2014	Stores Overhead -Qty	MGC3	\$27.54
3618369	71612347	Relocate I/C Service Line-Plastic - RJM		11/18/2014	Fleet Pool Vehicles	MGC3	\$33.73
3618369	71612347	Relocate I/C Service Line-Plastic - RJM		11/18/2014	Un labor-ST-IntAlloc	MGC3	\$751.17
3618369	71612347	Relocate I/C Service Line-Plastic - RJM		11/18/2014	M&S-Inventory Issued	MGC3	\$119.02
	71612347 Total						\$1,451.63
3618369	71612559	Replace I/C Meter & Set - Other - RJM		11/18/2014	Construction OH	MGS2	\$35.57
3618369	71612559	Replace I/C Meter & Set - Other - RJM		11/18/2014	Stores Overhead	MGS2	\$6.10
3618369	71612559	Replace I/C Meter & Set - Other - RJM		11/18/2014	Stores Overhead -Qty	MGS2	\$0.81
3618369	71612559	Replace I/C Meter & Set - Other - RJM		11/18/2014	Fleet Pool Vehicles	MGS2	\$5.35
3618369	71612559	Replace I/C Meter & Set - Other - RJM		11/18/2014	Un labor-ST-IntAlloc	MGS2	\$106.44
3618369	71612559	Replace I/C Meter & Set - Other - RJM		11/18/2014	M&S-Inventory Issued	MGS2	\$93.82
	71612559 Total						\$248.09
3618369 Total							\$1,699.72
3669535	69783857	Relocate Service Line-Plastic	224 LAMM ST	7/16/2014	Construction OH	MGC3	\$379.81
3669535	69783857	Relocate Service Line-Plastic		7/16/2014	Restoration OH	MGC3	\$297.68
3669535	69783857	Relocate Service Line-Plastic		7/16/2014	Stores Overhead	MGC3	\$26.54
3669535	69783857	Relocate Service Line-Plastic		7/16/2014	Stores Overhead -Qty	MGC3	\$52.65
3669535	69783857	Relocate Service Line-Plastic		7/16/2014	Fleet Pool Vehicles	MGC3	\$115.54
3669535	69783857	Relocate Service Line-Plastic		7/16/2014	Un labor-ST-IntAlloc	MGC3	\$2,842.78
3669535	69783857	Relocate Service Line-Plastic		7/16/2014	Un Labor 1 1/2-IntAl	MGC3	\$19.55
3669535	69783857	Relocate Service Line-Plastic		7/16/2014	M&S - Non Inv	MGC3	\$66.64
3669535	69783857	Relocate Service Line-Plastic		7/16/2014	M&S-Inventory Issued	MGC3	\$408.28
	69783857 Total						\$4,209.47
3669535	69783980	Replace Meter & Set - Other		7/2/2014	Construction OH	MGS2	\$193.17
3669535	69783980	Replace Meter & Set - Other		7/2/2014	Stores Overhead	MGS2	\$68.44
3669535	69783980	Replace Meter & Set - Other		7/2/2014	Stores Overhead -Qty	MGS2	\$7.83
3669535	69783980	Replace Meter & Set - Other		7/2/2014	Fleet Pool Vehicles	MGS2	\$11.35

2014 Customer Requested Steel Service Relocations

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Customer	Service Order	Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3669535	69783980	Replace Meter & Set - Other		7/2/2014	Un labor-ST-IntAlloc	MGS2	\$63.37
3669535	69783980	Replace Meter & Set - Other		7/2/2014	Un labor-ST-IntAlloc	MGS2	\$628.41
3669535	69783980	Replace Meter & Set - Other		7/2/2014	M&S-Inventory Issued	MGS2	\$1,053.03
	69783980 Total						\$2,025.60
3669535 Total							\$6,235.07
3671726	71763990	Relocate I/C Service Line-Plastic-OSCW-	113 W JAMES ST	12/16/2014	Construction OH	MGC3	\$314.43
3671726	71763990	Relocate I/C Service Line-Plastic-OSCW-		12/16/2014	Restoration OH	MGC3	\$727.99
3671726	71763990	Relocate I/C Service Line-Plastic-OSCW-		12/16/2014	Stores Overhead	MGC3	\$7.41
3671726	71763990	Relocate I/C Service Line-Plastic-OSCW-		12/16/2014	Stores Overhead -Qty	MGC3	\$65.07
3671726	71763990	Relocate I/C Service Line-Plastic-OSCW-		12/16/2014	Fleet Pool Vehicles	MGC3	\$58.09
3671726	71763990	Relocate I/C Service Line-Plastic-OSCW-		12/16/2014	Fleet Pool Vehicles	MGC3	\$109.53
3671726	71763990	Relocate I/C Service Line-Plastic-OSCW-		12/16/2014	Un labor-ST-IntAlloc	MGC3	\$1,535.85
3671726	71763990	Relocate I/C Service Line-Plastic-OSCW-		12/16/2014	Un labor-ST-IntAlloc	MGC3	
3671726	71763990	Relocate I/C Service Line-Plastic-OSCW-		12/16/2014	M&S-Inventory Issued	MGC3	\$114.07
	71763990 Total						\$2,932.44
3671726	71764006	Replace & RELOCATE I/C Meter & Set - Oth		12/16/2014	Construction OH	MGS2	\$36.83
3671726	71764006	Replace & RELOCATE I/C Meter & Set - Oth		12/16/2014	Stores Overhead	MGS2	\$2.67
3671726	71764006	Replace & RELOCATE I/C Meter & Set - Oth		12/16/2014	Stores Overhead -Qty	MGS2	\$0.81
3671726	71764006	Replace & RELOCATE I/C Meter & Set - Oth		12/16/2014	Fleet Pool Vehicles	MGS2	\$5.05
3671726	71764006	Replace & RELOCATE I/C Meter & Set - Oth		12/16/2014	Fleet Pool Vehicles	MGS2	\$16.68
3671726	71764006	Replace & RELOCATE I/C Meter & Set - Oth		12/16/2014	Un labor-ST-IntAlloc	MGS2	\$150.15
3671726	71764006	Replace & RELOCATE I/C Meter & Set - Oth		12/16/2014	Un labor-ST-IntAlloc	MGS2	
3671726	71764006	Replace & RELOCATE I/C Meter & Set - Oth		12/16/2014	M&S-Inventory Issued	MGS2	\$41.03
	71764006 Total						\$253.22
3671726 Total							\$3,185.66
	Overall Result						\$129,986.32
	Overall Result Total						\$129,986.32

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Customer	Service Order	Address	First TECO	Cost Element Description	Order Type	Total Additions
2954604	71027601	2601 E FRANKLIN AVE	11/20/2014	Construction OH	MGC3	\$659.93
2954604	71027601		11/20/2014	Restoration OH	MGC3	\$1,541.30
2954604	71027601		11/20/2014	Stores Overhead	MGC3	\$21.87
2954604	71027601		11/20/2014	Stores Overhead -Qty	MGC3	\$25.92
2954604	71027601		11/20/2014	Fleet Pool Vehicles	MGC3	\$29.26
2954604	71027601		11/20/2014	Fleet Pool Vehicles	MGC3	\$197.12
2954604	71027601		11/20/2014	Un labor-ST-IntAlloc	MGC3	\$154.05
2954604	71027601		11/20/2014	Un labor-ST-IntAlloc	MGC3	\$2,141.26
2954604	71027601		11/20/2014	Un Labor 1 1/2-IntAl	MGC3	\$322.89
2954604	71027601		11/20/2014	Un labor-ST-IntAlloc	MGC3	\$382.09
2954604	71027601		11/20/2014	M&S-Inventory Issued	MGC3	\$336.52
2954604	71027601		11/20/2014	Billable Cntrctd Lbr	MGC3	\$251.40
	71027601 Total					\$6,063.61
2954604	71027861		11/20/2014	Construction OH	MGS2	\$267.06
2954604	71027861		11/20/2014	Stores Overhead	MGS2	\$35.37
2954604	71027861		11/20/2014	Stores Overhead -Qty	MGS2	\$7.83
2954604	71027861		11/20/2014	Fleet Pool Vehicles	MGS2	\$17.33
2954604	71027861		11/20/2014	Fleet Pool Vehicles	MGS2	\$60.80
2954604	71027861		11/20/2014	Fleet Pool Vehicles	MGS2	\$11.35
2954604	71027861		11/20/2014	Fleet Pool Vehicles	MGS2	\$35.20
2954604	71027861		11/20/2014	Un labor-ST-IntAlloc	MGS2	\$63.37
2954604	71027861		11/20/2014	Un labor-ST-IntAlloc	MGS2	\$123.52
2954604	71027861		11/20/2014	Un labor-ST-IntAlloc	MGS2	\$687.96
2954604	71027861		11/20/2014	M&S-Inventory Issued	MGS2	\$544.20
	71027861 Total					\$1,853.99
2954604	71028052		11/20/2014	Fleet Pool Vehicles	MGS1	\$2.73
2954604	71028052		11/20/2014	Un labor-ST-IntAlloc	MGS1	
2954604	71028052		11/20/2014	Un labor-ST-IntAlloc	MGS1	\$18.95
	71028052 Total					\$21.68
2954604 Total						\$7,939.28
3025500	70854335	2910 LAKE ST E	10/23/2014	Construction OH	MGC3	\$895.85
3025500	70854335		10/23/2014	Restoration OH	MGC3	\$2,316.53
3025500	70854335		10/23/2014	Stores Overhead	MGC3	\$15.75
3025500	70854335		10/23/2014	Stores Overhead -Qty	MGC3	\$84.24
3025500	70854335		10/23/2014	Fleet Pool Vehicles	MGC3	\$48.75
3025500	70854335		10/23/2014	Un labor-ST-IntAlloc	MGC3	\$422.50
3025500	70854335		10/23/2014	Un Labor 1 1/2-IntAl	MGC3	\$32.18
3025500	70854335		10/23/2014	Un labor-ST-IntAlloc	MGC3	\$2,442.07
3025500	70854335		10/23/2014	Un Labor 1 1/2-IntAl	MGC3	\$399.76
3025500	70854335		10/23/2014	Un labor-ST-IntAlloc	MGC3	\$417.79
3025500	70854335		10/23/2014	M&S-Inventory Issued	MGC3	\$242.38
3025500	70854335		10/23/2014	Billable Cntrctd Lbr	MGC3	\$1,172.90
	70854335 Total					\$8,490.70
3025500	70854861		10/10/2014	Construction OH	MGS2	\$253.11
3025500	70854861		10/10/2014	Stores Overhead	MGS2	\$64.16
3025500	70854861		10/10/2014	Stores Overhead -Qty	MGS2	\$8.10
3025500	70854861		10/10/2014	Fleet Pool Vehicles	MGS2	\$11.35
3025500	70854861		10/10/2014	Un labor-ST-IntAlloc	MGS2	\$63.37
3025500	70854861		10/10/2014	Un labor-ST-IntAlloc	MGS2	
3025500	70854861		10/10/2014	Un labor-ST-IntAlloc	MGS2	\$426.82
3025500	70854861		10/10/2014	M&S-Inventory Issued	MGS2	\$987.09
	70854861 Total					\$1,814.00
3025500	70855245		10/10/2014	Stores Overhead	MGS1	\$0.50
3025500	70855245		10/10/2014	Stores Overhead -Qty	MGS1	\$0.81
3025500	70855245		10/10/2014	Fleet Pool Vehicles	MGS1	\$33.23
3025500	70855245		10/10/2014	Un labor-ST-IntAlloc	MGS1	
3025500	70855245		10/10/2014	Un labor-ST-IntAlloc	MGS1	\$230.95
3025500	70855245		10/10/2014	M&S-Inventory Issued	MGS1	\$7.76
	70855245 Total					\$273.25
3025500 Total						\$10,577.95
3028555	70347930	1611 46TH ST E	8/21/2014	Construction OH	MGS2	\$183.89
3028555	70347930		8/21/2014	Stores Overhead	MGS2	\$75.14
3028555	70347930		8/21/2014	Stores Overhead -Qty	MGS2	\$9.45

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Customer	Service Order	Address	First TECO	Cost Element Description	Order Type	Total Additions
3028555	70347930		8/21/2014	Fleet Pool Vehicles	MG2	\$17.03
3028555	70347930		8/21/2014	Un labor-ST-IntAlloc	MG2	\$95.05
3028555	70347930		8/21/2014	Un labor-ST-IntAlloc	MG2	
3028555	70347930		8/21/2014	Un labor-ST-IntAlloc	MG2	\$403.65
3028555	70347930		8/21/2014	M&S-Inventory Issued	MG2	\$1,156.05
	70347930 Total					\$1,940.26
3028555	70347941		8/21/2014	Un labor-ST-IntAlloc	MG1	
3028555	70347941		8/21/2014	Un labor-ST-IntAlloc	MG1	\$105.30
	70347941 Total					\$105.30
3028555 Total						\$2,045.56
3051936	69189231	2412 NICOLLET AVE S	6/24/2014	Construction OH	MG2	\$174.21
3051936	69189231		6/24/2014	Stores Overhead	MG2	\$67.20
3051936	69189231		6/24/2014	Stores Overhead -Qty	MG2	\$8.10
3051936	69189231		6/24/2014	Fleet Pool Vehicles	MG2	\$10.00
3051936	69189231		6/24/2014	Fleet Pool Vehicles	MG2	\$42.00
3051936	69189231		6/24/2014	Un labor-ST-IntAlloc	MG2	\$190.20
3051936	69189231		6/24/2014	Un labor-ST-IntAlloc	MG2	\$63.37
3051936	69189231		6/24/2014	Un labor-ST-IntAlloc	MG2	
3051936	69189231		6/24/2014	Un labor-ST-IntAlloc	MG2	\$244.30
3051936	69189231		6/24/2014	M&S-Inventory Issued	MG2	\$1,033.88
	69189231 Total					\$1,833.26
3051936	69197477		6/24/2014	Un labor-ST-IntAlloc	MG1	
3051936	69197477		6/24/2014	Un labor-ST-IntAlloc	MG1	\$129.87
	69197477 Total					\$129.87
3051936 Total						\$1,963.13
3055203	70667430	500 SUNSET DR	9/9/2014	Construction OH	MGC3	\$2,518.35
3055203	70667430		9/9/2014	Restoration OH	MGC3	\$5,202.43
3055203	70667430		9/9/2014	Stores Overhead	MGC3	\$92.14
3055203	70667430		9/9/2014	Stores Overhead -Qty	MGC3	\$823.77
3055203	70667430		9/9/2014	Fleet Pool Vehicles	MGC3	\$7.78
3055203	70667430		9/9/2014	Fleet Pool Vehicles	MGC3	\$56.85
3055203	70667430		9/9/2014	Un labor-ST-IntAlloc	MGC3	\$227.28
3055203	70667430		9/9/2014	Un labor-ST-IntAlloc	MGC3	\$3,096.23
3055203	70667430		9/9/2014	Un Labor 1 1/2-IntAl	MGC3	\$2,603.79
3055203	70667430		9/9/2014	Un labor-ST-IntAlloc	MGC3	\$374.95
3055203	70667430		9/9/2014	Un Labor 1 1/2-IntAl	MGC3	\$34.79
3055203	70667430		9/9/2014	M&S-Inventory Issued	MGC3	\$1,417.50
3055203	70667430		9/9/2014	Billable Cntrctd Lbr	MGC3	\$9,585.20
	70667430 Total					\$26,041.06
3055203	70667445		9/8/2014	Construction OH	MG2	\$240.63
3055203	70667445		9/8/2014	Stores Overhead	MG2	\$85.63
3055203	70667445		9/8/2014	Stores Overhead -Qty	MG2	\$30.51
3055203	70667445		9/8/2014	Fleet Pool Vehicles	MG2	\$10.10
3055203	70667445		9/8/2014	Fleet Pool Vehicles	MG2	\$38.82
3055203	70667445		9/8/2014	Un labor-ST-IntAlloc	MG2	\$221.78
3055203	70667445		9/8/2014	Un labor-ST-IntAlloc	MG2	\$90.90
3055203	70667445		9/8/2014	Un labor-ST-IntAlloc	MG2	\$508.51
3055203	70667445		9/8/2014	M&S-Inventory Issued	MG2	\$1,317.39
	70667445 Total					\$2,544.27
3055203	70667649		9/8/2014	Fleet Pool Vehicles	MG1	\$51.08
3055203	70667649		9/8/2014	Un labor-ST-IntAlloc	MG1	\$592.10
3055203	70667649		9/8/2014	Un labor-ST-IntAlloc	MG1	
	70667649 Total					\$643.18
3055203 Total						\$29,228.51
3147525	69697393	9380 WINNETKA AVE N	5/30/2014	Construction OH	MGC3	\$133.41
3147525	69697393		5/30/2014	Restoration OH	MGC3	\$106.38
3147525	69697393		5/30/2014	Stores Overhead	MGC3	\$6.33
3147525	69697393		5/30/2014	Stores Overhead -Qty	MGC3	\$8.37
3147525	69697393		5/30/2014	Fleet Pool Vehicles	MGC3	\$85.18
3147525	69697393		5/30/2014	Un labor-ST-IntAlloc	MGC3	\$1,022.85
3147525	69697393		5/30/2014	M&S-Inventory Issued	MGC3	\$97.25
3147525	69697393		5/30/2014	Cont in Aid of Const	MGC3	-\$1,181.00
	69697393 Total					\$278.77
3147525	69697562		5/30/2014	Stores Overhead	MG1	\$6.05
3147525	69697562		5/30/2014	Stores Overhead -Qty	MG1	\$4.59
3147525	69697562		5/30/2014	Fleet Pool Vehicles	MG1	\$28.03
3147525	69697562		5/30/2014	Un labor-ST-IntAlloc	MG1	\$174.00
3147525	69697562		5/30/2014	M&S-Inventory Issued	MG1	\$93.10
	69697562 Total					\$305.77

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Customer	Service Order	Address	First TECO	Cost Element Description	Order Type	Total Additions
3147525 Total						\$584.54
3185584	69521977	16700 VALLEY VIEW RD	6/18/2014	Construction OH	MGC3	\$430.24
3185584	69521977		6/18/2014	Restoration OH	MGC3	\$321.99
3185584	69521977		6/18/2014	Stores Overhead	MGC3	\$45.29
3185584	69521977		6/18/2014	Stores Overhead -Qty	MGC3	\$188.19
3185584	69521977		6/18/2014	Fleet Pool Vehicles	MGC3	\$17.70
3185584	69521977		6/18/2014	Fleet Pool Vehicles	MGC3	\$93.43
3185584	69521977		6/18/2014	Fleet Pool Vehicles	MGC3	\$7.39
3185584	69521977		6/18/2014	Un labor-ST-IntAlloc	MGC3	\$2,551.25
3185584	69521977		6/18/2014	Un Labor 1 1/2-IntAl	MGC3	\$514.81
3185584	69521977		6/18/2014	Un labor-ST-IntAlloc	MGC3	\$30.00
3185584	69521977		6/18/2014	M&S-Inventory Issued	MGC3	\$696.71
	69521977 Total					\$4,897.00
3185584	69522093		6/20/2014	Stores Overhead	MG51	\$4.80
3185584	69522093		6/20/2014	Stores Overhead -Qty	MG51	\$3.24
3185584	69522093		6/20/2014	Fleet Pool Vehicles	MG51	\$71.91
3185584	69522093		6/20/2014	Un labor-ST-IntAlloc	MG51	
3185584	69522093		6/20/2014	Un labor-ST-IntAlloc	MG51	\$1,008.77
3185584	69522093		6/20/2014	M&S-Inventory Issued	MG51	\$73.92
	69522093 Total					\$1,162.64
3185584 Total						\$6,059.64
3225651	69106892	3840 65TH ST W	5/12/2014	Construction OH	MG52	\$130.86
3225651	69106892		5/12/2014	Stores Overhead	MG52	\$30.08
3225651	69106892		5/12/2014	Stores Overhead -Qty	MG52	\$17.82
3225651	69106892		5/12/2014	Fleet Pool Vehicles	MG52	\$69.49
3225651	69106892		5/12/2014	Fleet Pool Vehicles	MG52	\$11.35
3225651	69106892		5/12/2014	Un labor-ST-IntAlloc	MG52	\$63.37
3225651	69106892		5/12/2014	Un labor-ST-IntAlloc	MG52	
3225651	69106892		5/12/2014	Un labor-ST-IntAlloc	MG52	\$582.66
3225651	69106892		5/12/2014	M&S-Inventory Issued	MG52	\$462.77
	69106892 Total					\$1,368.40
3225651	69106904		12/5/2014	Un labor-ST-IntAlloc	MG51	
3225651	69106904		12/5/2014	Un labor-ST-IntAlloc	MG51	\$79.33
	69106904 Total					\$79.33
3225651	69583767		6/4/2014	Construction OH	MG52	\$77.52
3225651	69583767		6/4/2014	Stores Overhead	MG52	\$26.93
3225651	69583767		6/4/2014	Stores Overhead -Qty	MG52	\$7.02
3225651	69583767		6/4/2014	Un labor-ST-IntAlloc	MG52	\$245.01
3225651	69583767		6/4/2014	Un Labor 1 1/2-IntAl	MG52	\$45.42
3225651	69583767		6/4/2014	M&S-Inventory Issued	MG52	\$414.24
	69583767 Total					\$816.14
3225651 Total						\$2,263.87
3231707	69050140	3840 W 65TH ST	5/12/2014	Construction OH	MG52	\$550.65
3231707	69050140		5/12/2014	Stores Overhead	MG52	\$251.29
3231707	69050140		5/12/2014	Stores Overhead -Qty	MG52	\$48.06
3231707	69050140		5/12/2014	Un labor-ST-IntAlloc	MG52	\$151.02
3231707	69050140		5/12/2014	Fleet Pool Vehicles	MG52	\$81.40
3231707	69050140		5/12/2014	Fleet Pool Vehicles	MG52	\$22.70
3231707	69050140		5/12/2014	Un labor-ST-IntAlloc	MG52	\$316.83
3231707	69050140		5/12/2014	Un labor-ST-IntAlloc	MG52	
3231707	69050140		5/12/2014	Un labor-ST-IntAlloc	MG52	\$42.00
3231707	69050140		5/12/2014	Un labor-ST-IntAlloc	MG52	\$425.42
3231707	69050140		5/12/2014	M&S-Inventory Issued	MG52	\$3,866.01
3231707	69050140		5/12/2014	Prof Serv-Ded	MG52	\$100.57
	69050140 Total					\$5,855.95
3231707	69102410		5/29/2014	Construction OH	MGC3	\$1,664.10
3231707	69102410		5/29/2014	Restoration OH	MGC3	\$1,349.75
3231707	69102410		5/29/2014	Stores Overhead	MGC3	\$139.74
3231707	69102410		5/29/2014	Stores Overhead -Qty	MGC3	\$111.78
3231707	69102410		5/29/2014	Un labor-ST-IntAlloc	MGC3	
3231707	69102410		5/29/2014	M&S-Inventory Issued	MGC3	\$2,149.85
3231707	69102410		5/29/2014	Billable Cntrctd Lbr	MGC3	\$12,978.37
	69102410 Total					\$18,393.59
3231707	69106715		12/8/2014	Un labor-ST-IntAlloc	MG51	
3231707	69106715		12/8/2014	Un labor-ST-IntAlloc	MG51	\$386.10
	69106715 Total					\$386.10
3231707	71301681		11/12/2014	Stores Overhead	MG51	\$13.38
3231707	71301681		11/12/2014	Stores Overhead -Qty	MG51	\$0.27
3231707	71301681		11/12/2014	Fleet Pool Vehicles	MG51	\$11.35

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Customer	Service Order	Address	First TECO	Cost Element Description	Order Type	Total Additions
3231707	71301681		11/12/2014	Un labor-ST-IntAlloc	MGs1	\$63.37
3231707	71301681		11/12/2014	Un labor-ST-IntAlloc	MGs1	
3231707	71301681		11/12/2014	Un labor-ST-IntAlloc	MGs1	\$210.60
3231707	71301681		11/12/2014	M&S-Inventory Issued	MGs1	\$205.83
	71301681 Total					\$504.80
3231707 Total						\$25,140.44
3249627	69305366	12680 ARBOR LAKES PKWY	5/12/2014	Construction OH	MGs2	\$189.42
3249627	69305366		5/12/2014	Stores Overhead	MGs2	\$64.03
3249627	69305366		5/12/2014	Stores Overhead -Qty	MGs2	\$14.31
3249627	69305366		5/12/2014	Fleet Pool Vehicles	MGs2	\$44.95
3249627	69305366		5/12/2014	Fleet Pool Vehicles	MGs2	\$11.35
3249627	69305366		5/12/2014	Un labor-ST-IntAlloc	MGs2	\$369.84
3249627	69305366		5/12/2014	Un Labor 1 1/2-IntAl	MGs2	\$247.47
3249627	69305366		5/12/2014	Un labor-ST-IntAlloc	MGs2	\$63.37
3249627	69305366		5/12/2014	M&S-Inventory Issued	MGs2	\$984.97
3249627	69305366		5/12/2014	Cont in Aid of Const	MGs2	-\$2,233.00
	69305366 Total					-\$243.29
3249627	69305469		5/12/2014	Un labor-ST-IntAlloc	MGs1	\$19.72
3249627	69305469		5/12/2014	Un Labor 1 1/2-IntAl	MGs1	\$17.47
	69305469 Total					\$37.19
3249627 Total						-\$206.10
3302805	69854015	7145 HARRIET AVE	9/11/2014	Construction OH	MGC3	\$186.68
3302805	69854015		9/11/2014	Restoration OH	MGC3	\$161.27
3302805	69854015		9/11/2014	Stores Overhead	MGC3	\$7.74
3302805	69854015		9/11/2014	Stores Overhead -Qty	MGC3	\$18.90
3302805	69854015		9/11/2014	Fleet Pool Vehicles	MGC3	\$27.28
3302805	69854015		9/11/2014	Un labor-ST-IntAlloc	MGC3	\$1,547.11
3302805	69854015		9/11/2014	Un labor-ST-IntAlloc	MGC3	\$3.57
3302805	69854015		9/11/2014	M&S-Inventory Issued	MGC3	\$119.12
	69854015 Total					\$2,071.67
3302805	70753292		9/11/2014	Construction OH	MGs2	\$1,056.14
3302805	70753292		9/11/2014	Stores Overhead	MGs2	\$56.86
3302805	70753292		9/11/2014	Stores Overhead -Qty	MGs2	\$17.01
3302805	70753292		9/11/2014	Fleet Pool Vehicles	MGs2	\$32.22
3302805	70753292		9/11/2014	Fleet Pool Vehicles	MGs2	\$55.95
3302805	70753292		9/11/2014	Un labor-ST-IntAlloc	MGs2	
3302805	70753292		9/11/2014	Un labor-ST-IntAlloc	MGs2	\$751.85
3302805	70753292		9/11/2014	Un Labor 1 1/2-IntAl	MGs2	\$38.64
3302805	70753292		9/11/2014	M&S-Inventory Issued	MGs2	\$874.75
3302805	70753292		9/11/2014	Billable Cntrctd Lbr	MGs2	\$4,990.00
	70753292 Total					\$7,873.42
3302805 Total						\$9,945.09
3352605	70095846	305 VICKSBURG LN N	9/10/2014	Construction OH	MGs2	\$1,853.85
3352605	70095846		9/10/2014	Stores Overhead	MGs2	\$285.99
3352605	70095846		9/10/2014	Stores Overhead -Qty	MGs2	\$42.66
3352605	70095846		9/10/2014	Fleet Pool Vehicles	MGs2	\$173.32
3352605	70095846		9/10/2014	Fleet Pool Vehicles	MGs2	\$167.42
3352605	70095846		9/10/2014	Un labor-ST-IntAlloc	MGs2	
3352605	70095846		9/10/2014	Un labor-ST-IntAlloc	MGs2	\$190.10
3352605	70095846		9/10/2014	Un labor-ST-IntAlloc	MGs2	\$601.34
3352605	70095846		9/10/2014	Un labor-ST-IntAlloc	MGs2	\$3,345.74
3352605	70095846		9/10/2014	M&S-Inventory Issued	MGs2	\$4,399.94
3352605	70095846		9/10/2014	Billable Cntrctd Lbr	MGs2	\$5,071.00
	70095846 Total					\$16,131.36
3352605	70096032		9/10/2014	Un labor-ST-IntAlloc	MGs1	
3352605	70096032		9/10/2014	Un labor-ST-IntAlloc	MGs1	\$8.42
	70096032 Total					\$8.42
3352605 Total						\$16,139.78
3392957	70996678	2550 DAKOTA AVE S	10/24/2014	Construction OH	MGs2	\$81.52
3392957	70996678		10/24/2014	Stores Overhead	MGs2	\$7.81

CenterPoint Energy
2014 Service Quality Report
Relocation of Meters rated 630 CHF or greater

Customer	Service Order	Address	First TECO	Cost Element Description	Order Type	Total Additions
3392957	70996678		10/24/2014	Stores Overhead -Qty	MG2	\$3.51
3392957	70996678		10/24/2014	Un labor-ST-IntAlloc	MG2	
3392957	70996678		10/24/2014	Un labor-ST-IntAlloc	MG2	\$351.00
3392957	70996678		10/24/2014	M&S-Inventory Issued	MG2	\$120.23
	70996678 Total					\$564.07
3392957	70996686		10/27/2014	Un labor-ST-IntAlloc	MG1	
3392957	70996686		10/27/2014	Un labor-ST-IntAlloc	MG1	\$140.40
	70996686 Total					\$140.40
3392957 Total						\$704.47
3393007	70996472	2550 DAKOTA AVE S	10/24/2014	Construction OH	MG2	\$593.39
3393007	70996472		10/24/2014	Stores Overhead	MG2	\$131.39
3393007	70996472		10/24/2014	Stores Overhead -Qty	MG2	\$28.35
3393007	70996472		10/24/2014	Fleet Pool Vehicles	MG2	\$84.34
3393007	70996472		10/24/2014	Un labor-ST-IntAlloc	MG2	\$221.78
3393007	70996472		10/24/2014	Un labor-ST-IntAlloc	MG2	
3393007	70996472		10/24/2014	Un labor-ST-IntAlloc	MG2	\$721.32
3393007	70996472		10/24/2014	Un labor-ST-IntAlloc	MG2	\$381.19
3393007	70996472		10/24/2014	M&S-Inventory Issued	MG2	\$2,021.35
	70996472 Total					\$4,183.11
3393007	70996479		10/27/2014	Stores Overhead	MG1	\$2.32
3393007	70996479		10/27/2014	Stores Overhead -Qty	MG1	\$1.62
3393007	70996479		10/27/2014	Un labor-ST-IntAlloc	MG1	
3393007	70996479		10/27/2014	Un labor-ST-IntAlloc	MG1	\$163.57
3393007	70996479		10/27/2014	M&S-Inventory Issued	MG1	\$35.74
	70996479 Total					\$203.25
3393007	71000130		10/30/2014	Construction OH	MGC3	\$1,432.11
3393007	71000130		10/30/2014	Restoration OH	MGC3	\$3,376.77
3393007	71000130		10/30/2014	Stores Overhead	MGC3	\$72.10
3393007	71000130		10/30/2014	Stores Overhead -Qty	MGC3	\$198.45
3393007	71000130		10/30/2014	Fleet Pool Vehicles	MGC3	\$17.10
3393007	71000130		10/30/2014	Fleet Pool Vehicles	MGC3	\$27.81
3393007	71000130		10/30/2014	Un labor-ST-IntAlloc	MGC3	\$3,312.40
3393007	71000130		10/30/2014	Un Labor 1 1/2-IntAl	MGC3	\$295.38
3393007	71000130		10/30/2014	Un labor-ST-IntAlloc	MGC3	\$464.21
3393007	71000130		10/30/2014	Un Labor 1 1/2-IntAl	MGC3	\$165.60
3393007	71000130		10/30/2014	M&S-Inventory Issued	MGC3	\$1,109.20
3393007	71000130		10/30/2014	Billable Cntrctd Lbr	MGC3	\$2,886.40
3393007	71000130		10/30/2014	Cont in Aid of Const	MGC3	-\$7,400.00
	71000130 Total					\$5,957.53
3393007 Total						\$10,343.89
3393089	70500888	4801 W 41ST ST	9/18/2014	Construction OH	MG2	\$52.58
3393089	70500888		9/18/2014	Stores Overhead	MG2	\$10.47
3393089	70500888		9/18/2014	Stores Overhead -Qty	MG2	\$5.40
3393089	70500888		9/18/2014	Fleet Pool Vehicles	MG2	\$35.49
3393089	70500888		9/18/2014	Un labor-ST-IntAlloc	MG2	
3393089	70500888		9/18/2014	Un labor-ST-IntAlloc	MG2	\$281.49
3393089	70500888		9/18/2014	M&S-Inventory Issued	MG2	\$161.04
	70500888 Total					\$546.47
3393089	70501083		10/10/2014	Stores Overhead	MG1	\$1.00
3393089	70501083		10/10/2014	Stores Overhead -Qty	MG1	\$1.35
3393089	70501083		10/10/2014	Fleet Pool Vehicles	MG1	\$32.94
3393089	70501083		10/10/2014	Un labor-ST-IntAlloc	MG1	
3393089	70501083		10/10/2014	Un labor-ST-IntAlloc	MG1	\$203.58
3393089	70501083		10/10/2014	Un Labor 1 1/2-IntAl	MG1	\$55.59
3393089	70501083		10/10/2014	M&S-Inventory Issued	MG1	\$15.35

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Customer	Service Order	Address	First TECO	Cost Element Description	Order Type	Total Additions
	70501083 Total					\$309.81
3393089 Total						\$856.28
3393133	70501427	4801 W 41ST ST	9/18/2014	Construction OH	MGS2	\$377.91
3393133	70501427		9/18/2014	Stores Overhead	MGS2	\$107.75
3393133	70501427		9/18/2014	Stores Overhead -Qty	MGS2	\$20.25
3393133	70501427		9/18/2014	Fleet Pool Vehicles	MGS2	\$11.40
3393133	70501427		9/18/2014	Fleet Pool Vehicles	MGS2	\$22.70
3393133	70501427		9/18/2014	Un labor-ST-IntAlloc	MGS2	\$221.78
3393133	70501427		9/18/2014	Un labor-ST-IntAlloc	MGS2	
3393133	70501427		9/18/2014	Un labor-ST-IntAlloc	MGS2	\$1,189.10
3393133	70501427		9/18/2014	Un Labor 1 1/2-IntAl	MGS2	\$69.58
3393133	70501427		9/18/2014	Un labor-ST-IntAlloc	MGS2	\$263.25
3393133	70501427		9/18/2014	M&S-Inventory Issued	MGS2	\$1,657.75
	70501427 Total					\$3,941.47
3393133	70501651		9/18/2014	Un labor-ST-IntAlloc	MGS1	
3393133	70501651		9/18/2014	Un labor-ST-IntAlloc	MGS1	\$29.48
	70501651 Total					\$29.48
3393133	70632620		10/10/2014	Construction OH	MGC3	\$618.52
3393133	70632620		10/10/2014	Restoration OH	MGC3	\$1,456.60
3393133	70632620		10/10/2014	Stores Overhead	MGC3	\$25.29
3393133	70632620		10/10/2014	Stores Overhead -Qty	MGC3	\$41.58
3393133	70632620		10/10/2014	Un labor-ST-IntAlloc	MGC3	\$1,624.35
3393133	70632620		10/10/2014	Un Labor 1 1/2-IntAl	MGC3	\$128.70
3393133	70632620		10/10/2014	Un labor-ST-IntAlloc	MGC3	\$950.51
3393133	70632620		10/10/2014	Un Labor 1 1/2-IntAl	MGC3	\$61.50
3393133	70632620		10/10/2014	Un labor-ST-IntAlloc	MGC3	\$92.84
3393133	70632620		10/10/2014	M&S-Inventory Issued	MGC3	\$389.05
3393133	70632620		10/10/2014	Billable Cntrctd Lbr	MGC3	\$427.38
3393133	70632620		10/10/2014	Cont in Aid of Const	MGC3	-\$6,318.00
	70632620 Total					-\$501.68
3393133	71562646		11/6/2014	Construction OH	MGC3	\$362.07
3393133	71562646		11/6/2014	Restoration OH	MGC3	\$903.73
3393133	71562646		11/6/2014	Stores Overhead	MGC3	\$10.36
3393133	71562646		11/6/2014	Stores Overhead -Qty	MGC3	\$80.19
3393133	71562646		11/6/2014	Fleet Pool Vehicles	MGC3	\$26.93
3393133	71562646		11/6/2014	Un labor-ST-IntAlloc	MGC3	\$1,365.00
3393133	71562646		11/6/2014	Un labor-ST-IntAlloc	MGC3	\$432.33
3393133	71562646		11/6/2014	Un labor-ST-IntAlloc	MGC3	\$109.27
3393133	71562646		11/6/2014	Un labor-ST-IntAlloc	MGC3	
3393133	71562646		11/6/2014	M&S-Inventory Issued	MGC3	\$159.37
	71562646 Total					\$3,449.25
3393133 Total						\$6,918.52
3462693	69661850	8322 HIGHWAY 7	6/10/2014	Construction OH	MGC3	\$363.98
3462693	69661850		6/10/2014	Restoration OH	MGC3	\$303.87
3462693	69661850		6/10/2014	Stores Overhead	MGC3	\$17.24
3462693	69661850		6/10/2014	Stores Overhead -Qty	MGC3	\$108.00

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Customer	Service Order	Address	First TECO	Cost Element Description	Order Type	Total Additions
3462693	69661850		6/10/2014	Fleet Pool Vehicles	MGC3	\$17.70
3462693	69661850		6/10/2014	Fleet Pool Vehicles	MGC3	\$104.19
3462693	69661850		6/10/2014	Un labor-ST-IntAlloc	MGC3	\$1,030.90
3462693	69661850		6/10/2014	Un Labor 1 1/2-IntAl	MGC3	\$128.70
3462693	69661850		6/10/2014	M&S-Inventory Issued	MGC3	\$265.28
3462693	69661850		6/10/2014	Billable Cntrctd Lbr	MGC3	\$1,762.20
3462693	69661850		6/10/2014	Cont in Aid of Const	MGC3	-\$3,100.00
	69661850 Total					\$1,002.06
3462693	69661864		6/4/2014	Stores Overhead	MG1	\$1.14
3462693	69661864		6/4/2014	Stores Overhead -Qty	MG1	\$2.16
3462693	69661864		6/4/2014	Fleet Pool Vehicles	MG1	\$0.62
3462693	69661864		6/4/2014	Un labor-ST-IntAlloc	MG1	
3462693	69661864		6/4/2014	Un labor-ST-IntAlloc	MG1	\$4.91
3462693	69661864		6/4/2014	M&S-Inventory Issued	MG1	\$17.49
3462693	69661864		6/4/2014	Cont in Aid of Const	MG1	-\$381.00
	69661864 Total					-\$354.68
3462693	69675986		11/19/2014	Stores Overhead	MG1	\$4.00
3462693	69675986		11/19/2014	Stores Overhead -Qty	MG1	\$1.08
3462693	69675986		11/19/2014	M&S-Inventory Issued	MG1	\$61.48
3462693	69675986		11/19/2014	Billable Cntrctd Lbr	MG1	\$795.36
3462693	69675986		11/19/2014	Cont in Aid of Const	MG1	-\$1,121.00
	69675986 Total					-\$259.08
3462693 Total						\$388.30
3552720	70636470	405 N MAIN ST	8/25/2014	Construction OH	MGC3	\$248.69
3552720	70636470		8/25/2014	Restoration OH	MGC3	\$169.11
3552720	70636470		8/25/2014	Stores Overhead	MGC3	\$23.43
3552720	70636470		8/25/2014	Stores Overhead -Qty	MGC3	\$22.14
3552720	70636470		8/25/2014	Fleet Pool Vehicles	MGC3	\$100.28
3552720	70636470		8/25/2014	Fleet Pool Vehicles	MGC3	\$17.03
3552720	70636470		8/25/2014	Fleet Pool Vehicles	MGC3	\$156.93
3552720	70636470		8/25/2014	Un labor-ST-IntAlloc	MGC3	\$1,235.06
3552720	70636470		8/25/2014	Un Labor 1 1/2-IntAl	MGC3	\$391.02
3552720	70636470		8/25/2014	M&S-Inventory Issued	MGC3	\$360.47
3552720	70636470		8/25/2014	Cont in Aid of Const	MGC3	-\$1,400.00
	70636470 Total					\$1,324.16
3552720	70637396		8/22/2014	Stores Overhead	MG1	\$5.08
3552720	70637396		8/22/2014	Stores Overhead -Qty	MG1	\$2.16
3552720	70637396		8/22/2014	Fleet Pool Vehicles	MG1	\$18.28
3552720	70637396		8/22/2014	Un labor-ST-IntAlloc	MG1	\$109.49
3552720	70637396		8/22/2014	M&S-Inventory Issued	MG1	\$78.21
	70637396 Total					\$213.22
3552720	70657821		10/17/2014	Construction OH	MG2	\$411.44
3552720	70657821		10/17/2014	Stores Overhead	MG2	\$76.89
3552720	70657821		10/17/2014	Stores Overhead -Qty	MG2	\$17.28
3552720	70657821		10/17/2014	Fleet Pool Vehicles	MG2	\$48.64
3552720	70657821		10/17/2014	Fleet Pool Vehicles	MG2	\$41.87

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Customer	Service Order	Address	First TECO	Cost Element Description	Order Type	Total Additions
3552720	70657821		10/17/2014	Fleet Pool Vehicles	MGS2	\$10.10
3552720	70657821		10/17/2014	Fleet Pool Vehicles	MGS2	\$22.70
3552720	70657821		10/17/2014	Fleet Pool Vehicles	MGS2	\$65.52
3552720	70657821		10/17/2014	Un labor-ST-IntAlloc	MGS2	\$221.78
3552720	70657821		10/17/2014	Un labor-ST-IntAlloc	MGS2	\$1,042.70
3552720	70657821		10/17/2014	Un labor-ST-IntAlloc	MGS2	\$643.38
3552720	70657821		10/17/2014	M&S-Inventory Issued	MGS2	\$1,182.95
3552720	70657821		10/17/2014	Cont in Aid of Const	MGS2	-\$4,181.00
	70657821 Total					-\$395.75
3552720 Total						\$1,141.63
3564282	71683529	1900 BROADWAY ST	12/10/2014	Stores Overhead	MGS1	\$2.82
3564282	71683529		12/10/2014	Stores Overhead -Qty	MGS1	\$1.62
3564282	71683529		12/10/2014	Fleet Pool Vehicles	MGS1	\$5.05
3564282	71683529		12/10/2014	Un labor-ST-IntAlloc	MGS1	\$100.44
3564282	71683529		12/10/2014	M&S-Inventory Issued	MGS1	\$43.46
	71683529 Total					\$153.39
3564282 Total						\$153.39
4732553	69063418	185 SWENDRA BLVD NE	5/6/2014	Stores Overhead	MGS1	\$5.49
4732553	69063418		5/6/2014	Stores Overhead -Qty	MGS1	\$2.70
4732553	69063418		5/6/2014	Fleet Pool Vehicles	MGS1	\$119.86
4732553	69063418		5/6/2014	Fleet Pool Vehicles	MGS1	\$44.60
4732553	69063418		5/6/2014	Un labor-ST-IntAlloc	MGS1	
4732553	69063418		5/6/2014	Un labor-ST-IntAlloc	MGS1	\$804.88
4732553	69063418		5/6/2014	Un labor-ST-IntAlloc	MGS1	\$215.57
4732553	69063418		5/6/2014	M&S-Inventory Issued	MGS1	\$84.52
	69063418 Total					\$1,277.62
4732553 Total						\$1,277.62
4741745	67601563	7632 COUNTY ROAD 101 E	2/24/2014	Construction OH	MGC1	\$674.44
4741745	67601563		2/24/2014	Restoration OH	MGC1	\$617.24
4741745	67601563		2/24/2014	Stores Overhead	MGC1	\$12.75
4741745	67601563		2/24/2014	Stores Overhead -Qty	MGC1	\$89.10
4741745	67601563		2/24/2014	Un labor-ST-IntAlloc	MGC1	
4741745	67601563		2/24/2014	Un labor-ST-IntAlloc	MGC1	
4741745	67601563		2/24/2014	M&S-Inventory Issued	MGC1	\$196.23
4741745	67601563		2/24/2014	Billable Cntrctd Lbr	MGC1	\$5,934.96
	67601563 Total					\$7,524.72
4741745	68202627		1/24/2014	Fleet Pool Vehicles	MGS1	\$11.58
4741745	68202627		1/24/2014	Un labor-ST-IntAlloc	MGS1	\$132.42
4741745	68202627		1/24/2014	Cont in Aid of Const	MGS1	-\$475.00
	68202627 Total					-\$331.00
4741745 Total						\$7,193.72
7230167	70253089	6401 SYCAMORE CT N	7/29/2014	Construction OH	MGS2	\$136.00
7230167	70253089		7/29/2014	Stores Overhead	MGS2	\$51.92
7230167	70253089		7/29/2014	Stores Overhead -Qty	MGS2	\$7.56
7230167	70253089		7/29/2014	Fleet Pool Vehicles	MGS2	\$11.35
7230167	70253089		7/29/2014	Un labor-ST-IntAlloc	MGS2	\$63.37
7230167	70253089		7/29/2014	Un labor-ST-IntAlloc	MGS2	\$362.93
7230167	70253089		7/29/2014	M&S-Inventory Issued	MGS2	\$798.75
	70253089 Total					\$1,431.88
7230167	70284959		7/29/2014	Construction OH	MGS2	\$8.49
7230167	70284959		7/29/2014	Un labor-ST-IntAlloc	MGS2	
7230167	70284959		7/29/2014	Un labor-ST-IntAlloc	MGS2	\$77.22
	70284959 Total					\$85.71
7230167	71138006		10/8/2014	Stores Overhead	MGS1	\$2.45
7230167	71138006		10/8/2014	Stores Overhead -Qty	MGS1	\$2.70
7230167	71138006		10/8/2014	Un labor-ST-IntAlloc	MGS1	
7230167	71138006		10/8/2014	Un labor-ST-IntAlloc	MGS1	\$193.05
7230167	71138006		10/8/2014	M&S-Inventory Issued	MGS1	\$37.75
7230167	71138006		10/8/2014	Cont in Aid of Const	MGS1	-\$427.00
	71138006 Total					-\$191.05
7230167 Total						\$1,326.54
	Overall Result					\$141,986.05
Overall Result Total						\$141,986.05

**CenterPoint Energy
Service Quality Report**

Schedule 16

Call Center Detail - Calls Received from Dedicated Lines

(Utility only)	Jan-2014	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	2014
Total Calls Received ¹	123,475	125,855	138,786	144,190	145,715	137,318	93,630	83,760	94,897	102,328	128,865	155,375	1,474,194
Dedicated Calls Received:													
Billing Inquiries	99,168	103,719	117,556	121,067	118,348	110,953	70,003	64,007	74,308	78,713	106,973	127,107	1,191,922
Credit/Payment Arrangements	6409	6574	4736	6514	8451	7172	4372	7	24	3	2739	9699	56,700
Service Connection/Disconnection Requests	4225	3945	4547	4870	5376	6453	6777	7785	8651	9108	7069	6649	75,455
Emergencies	9006	7202	7258	7187	9779	9058	9287	8848	8637	10388	8362	7476	102,488
Business Customer Hotline	4667	4415	4689	4552	3761	3682	3191	3113	3277	4116	3722	4444	47,629

¹ Includes IVR

CENTERPOINT ENERGY
Summary of Formal Customers' complaints
Location: Minneapolis
Dates: From 1/1/2014 to 12/31/2014

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	4	4		3.7									4	4	0	3.7
Do Not Understand													0	0	0	
Budget	6	6		5.6									6	6	0	5.6
Due Date - Late Payment Charge													0	0	0	
Rates	2	2		13.5									2	2	0	13.5
Payment Application Refund Check	12	12		4.8									12	12	0	4.8
Non-Register Meter/Remote Indexes	10	10		9.2	6	6		11.5					16	16	0	10.1
Other	34	34		5.4									34	34	0	5.4
Credit																
Arrangements	55	55		0.3	1	1		0					56	56	0	0.3
Notice Letters													0	0	0	
Transfers													0	0	0	
Disputed Charges	11	11		6.6									11	11	0	6.6
Disconnected	44	44		0.8									44	44	0	0.8
Other	4	4		1.3									4	4	0	1.3
Meter																
Not Read													0	0	0	
Mis-Read													0	0	0	
Estimated Readings	2	2		4.5									2	2	0	4.5
Customer Readings													0	0	0	
Final Readings Not Taken													0	0	0	
Service																
Gas Service and/or Mains	23	23		7.6	1	1		13					24	24	0	7.8
Appliance Service and/or Repair	18	18		4.3									18	18	0	4.3
Total	225	225		5.3	8	8		8.1667					233	233	0	5.4
Average Number of Customers for Reporting Period	756,225				65,751				2,612				824,588			
Customers Added	7,485				451				(137)				7,799			
Number of Involuntary Disconnects	23,379				1,123				0				24,502			

*Average in Calendar Days

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