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April 29, 2016

VIA ELECTRONIC FILING

Daniel P. Wolf
Executive Secretary
Minnesota Public Utilities Commission
121 Seventh Place East, Suite 350
St. Paul, MN 55101

Re: In the Matter of the Annual Service Quality Report for Minnesota Energy Resources Corporation for 2015
Docket No. G011/M-16-____

Dear Mr. Wolf:

Enclosed for filing is Minnesota Energy Resources Corporation's 2015 Annual Gas Service Quality Standards Report.

Please contact me at (651) 322-8965 if you have any questions.

Sincerely,

/s/ Amber S. Lee

Amber S. Lee
Regulatory and Legislative Affairs Manager
Minnesota Energy Resources Corporation

cc: Service List
Enclosure

STATE OF MINNESOTA
BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

Beverly Jones Heydinger	Chair
Nancy Lange	Commissioner
Dan Lipschultz	Commissioner
Matt Schuerger	Commissioner
John Tuma	Commissioner

In the Matter of the Annual Service Quality
Report for Minnesota Energy Resources
Corporation for 2015

Docket No. G011/M-16-__

2015 ANNUAL SERVICE QUALITY REPORT

Minnesota Energy Resources Corporation (“MERC” or the “Company”) submits this Annual Report for 2015 in compliance with the Minnesota Public Utilities Commission’s August 26, 2010, Order Setting Reporting Requirements in Docket No. G-999/CI-09-409; March 6, 2012, Order Accepting Reports and Setting Further Requirements in Docket No. G-007,011/M-10-374; and October 23, 2015, Order in Docket No. G-011/M-15-410.

A. Call Center Response Time

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

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

B. Meter Reading Performance Data

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

7826.1400 REPORTING METER-READING PERFORMANCE.

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

- A. the number and percentage of customer meters read by utility personnel;
- B. the number and percentage of customer meters self-read by customers;
- C. the number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and for periods of longer than 12 months, and an explanation as to why they have not been read; and

D. data on monthly meter-reading staffing levels, by work center or geographical area.

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

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

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

In its October 23, 2015, Order, the Commission required that MERC, in its 2015 gas service quality report, review the meter reading staffing data for the period 2010-2013 and indicate whether the historical data provided reflect the number of employees with the title "Meter Reader," were based on payroll time charged to meter reading, or reflect a mixture of both methods. Additionally, the Commission ordered that MERC propose a consistent reporting metric to be used going forward and restate, if necessary, meter reading staffing data for the years 2010-2014 to ensure comparability.

MERC Response: The historical data reported in MERC's 2010-2013 Gas Service Quality reports on meter reading staffing was based on a mixture of both number of employees with the title "Meter Reader" and payroll time charged to meter reading. Going forward, MERC proposes to report meter reading staffing data based on the payroll time charged to meter reading for MERC employees and also to report FTE-employee equivalent staffing for MERC contract meter readers.

See Attachment 2-A for meter reader staffing data for the period 2010-2015 based on payroll time charged to meter reading. Attachment 2-A lists MERC FTE for the period 2010-2015 based on payroll time charged and third-party contractor FTE for third-party contractors who conduct meter reading on behalf of MERC. MERC notes the slight increase in contract meter readers in 2015 is due to MERC's acquisition of Interstate Power and Light Company's customers effective May 1, 2015.

C. Involuntary Service Disconnections

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

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

1. The number of customers who received disconnection notices is reported in item 20 of MERC's monthly report.

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

D. Service Extension Requests

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

7826.1600 REPORTING SERVICE EXTENSION REQUEST RESPONSE TIMES.

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

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

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

MERC notes that the negative numbers reported for February and March indicate the service was actually installed before the date the customer requested.

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

MERC Response: For locations not previously served, new service requests are for service where no gas exists, usually for new construction or an existing customer who requests new

service to convert to natural gas. For locations previously served, new service requests consist of requests to turn on service after the service was disconnected at the previous customer's request. Disconnections for non-payment are not included in MERC's response.

E. Customer Deposits

Each utility shall report the customer deposit data contained in Minn. R. 7826.1900.

7826.1900 REPORTING CUSTOMER DEPOSITS.

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

MERC Response: Two (2) customers were required to make deposits in 2015, all due to diversion (theft).

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

MERC Response: MERC had two (2) new deposits in 2015 and all were required from customers because of theft of service. In total, MERC was holding 499 deposits at the end of 2015.

F. Customer Complaints

Each utility shall report the customer complaint data contained in Minn. R. 7826.2000.

7826.2000 REPORTING CUSTOMER COMPLAINTS.

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

- A. the number of complaints received;
- B. the number and percentage of complaints alleging billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service-extension intervals, service-restoration intervals, and any other identifiable subject matter involved in five percent or more of customer complaints;
- C. the number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days;
- D. the number and percentage of all complaints resolved by taking any of the following actions:
 - (1) taking the action the customer requested;

- (2) taking an action the customer and the utility agree is an acceptable compromise;
- (3) providing the customer with information that demonstrates that the situation complained of is not reasonably within the control of the utility; or
- (4) refusing to take the action the customer requested; and

E. the number of complaints forwarded to the utility by the commission's Consumer Affairs Office for further investigation and action.

MERC Response: See Attachment 5 to this filing. Attachment 5 also includes MERC's customer complaint report filed annually pursuant to Minn. R. 7820.0500.

MERC notes that the number of complaints appears to be lower relative to previous years' reporting due to a change in Vertex's coding procedures, as noted in MERC's 2014 Gas Service Quality Annual Report. Previously, Vertex coded nearly every call received as a complaint. The new, more accurate complaint reporting procedures now classify calls as requests, questions, or complaints, which has reduced the number of calls classified as complaints.

G. Telephone Answer Times

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

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

H. Mislocates

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

MERC Response: The required information is provided in Attachment 7. All of the mislocates noted in Attachment 7 resulted in a damaged line. The number of mislocates during 2015 were higher than in 2014 as a result of increases in the number of missed or overlooked locates by MERC's contractor. MERC is actively working to hire qualified contractors and improve contractor performance to reduce the number of mislocates.

I. Damaged Gas Lines

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

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

J. Service Interruptions

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

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

K. MOPS Reportable Events

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

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

MERC Response: The required information is provided in Attachment 10. MERC notes that we experienced one major outage event in Bemidji, Minnesota, on September 11, 2015. The incident occurred at approximately 1 p.m. on September 11, and MERC lost service to approximately 750 customers. MERC immediately dispatched technicians from other areas in the state to assist in the shut off, repairs, and relights, and the system was back up to pressure at about 8 p.m., or approximately 7 hours later. At that time, we had approximately 650 customers relit and back on service. We continued to relight customers at their convenience and the vast majority of customers were returned to service on September 12. We had one customer traveling in Europe at the time, and that customer was returned to service upon his return in November 2015.

L. Notification of Reportable Events

Each utility shall provide the Commission and the Minnesota Department of Commerce, Division of Energy Resources with notification of reportable events as they are defined by MOPS, contemporaneous with the utility's notification of the event to MOPS. The notice should

be sent to the Commission's Consumer Affairs Office at consumer.puc@state.mn.us and shall describe the location and cause of the event, the number of customers affected, the expected duration of the event, and the utility's best estimate of when service will be restored.

MERC Response: MERC is currently providing the Commission and the Minnesota Department of Commerce, Division of Energy Resources with notification of reportable events contemporaneous with the utility's notification of the event to MOPS through reporting to the Commission's Consumer Affairs Office.

M. Gas Emergency Response Times

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

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

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

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

N. Customer-Service Related Operations and Maintenance Expenses

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

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

CONCLUSION

MERC respectfully requests that the Commission accept MERC's 2015 Gas Service Quality Annual Report as in compliance with all applicable reporting requirements.

Minnesota Energy Resources Corporation
2015 Gas Service Quality Report
Attachment 1

Calls answered within 20 seconds

2015	January	February	March	April	May	June	July	August	September	October	November	December
Total calls	31,346	33,292	35,127	32,890	34,167	35,220	28,547	26,127	27,406	31,886	28,274	25,454
Average speed of answer	24	29	22	23	19	19	26	22	26	74	25	20
% answered in 20 seconds	79.50%	74.40%	79.95%	80.04%	81.97%	81.43%	80.24%	80.45%	77.98%	61.75%	79.72%	82.84%

Answer time for gas emergency phone lines

2015	January	February	March	April	May	June	July	August	September	October	November	December	AVERAGE	TOTAL
Total calls	1,730	1,550	1,337	1,270	1,251	1,313	1,161	1,129	1,336	1,725	1,527	1,475	16,804	16,804
Average speed of answer	10	11	9	9	9	8	11	10	8	10	8	8	9	
% answered in 15 seconds	91.68%	91.48%	93.12%	93.31%	92.81%	95.43%	91.73%	93.62%	95.13%	91.19%	95.61%	94.64%	93.3%	

**Meter Reading
2015**

	Total meters	# company read	% company read	# self-read	% of self- read	# not read in 6-12 months	% not read in 6- 12 months	# not read > 12 months	% not read > 12 months	Comments
w/o farm taps										
January	218,461	211,968	97.03%	582	0.27%	1	0.0005%	0	0.0000%	accessibility and dogs
February	219,661	215,775	98.23%	586	0.27%	1	0.0005%	0	0.0000%	accessibility and dogs
March	219,694	215,749	98.20%	586	0.27%	1	0.0005%	0	0.0000%	accessibility and dogs
April	219,777	216,831	98.66%	586	0.27%	0	0.0000%	0	0.0000%	accessibility and dogs
May	222,809	219,788	98.64%	581	0.26%	1	0.0004%	0	0.0000%	accessibility and dogs
June	230,452	225,617	97.90%	580	0.25%	1	0.0004%	0	0.0000%	accessibility and dogs
July	231,102	215,308	93.17%	581	0.25%	1	0.0004%	0	0.0000%	accessibility and dogs
August	231,091	224,526	97.16%	584	0.25%	1	0.0004%	0	0.0000%	accessibility and dogs
September	231,192	227,556	98.43%	582	0.25%	1	0.0004%	0	0.0000%	accessibility and dogs
October	231,446	228,736	98.83%	593	0.26%	0	0.0000%	0	0.0000%	accessibility and dogs
November	230,945	227,619	98.56%	540	0.23%	0	0.0000%	0	0.0000%	accessibility and dogs
December	231,286	227,852	98.52%	593	0.26%	14	0.0061%	0	0.0000%	accessibility and dogs

Total	2,717,916	2,657,325	97.77%	6974	0.26%	22	0.0008%	0	0.0000%	
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with farm taps										
January	220,263	213,770	97.05%	2242	1.02%	197	0.0894%	4	0.0018%	
February	221,463	217,577	98.25%	2235	1.01%	200	0.0903%	5	0.0023%	
March	221,496	217,551	98.22%	2254	1.02%	215	0.0971%	5	0.0023%	
April	221,579	218,633	98.67%	2144	0.97%	164	0.0740%	4	0.0018%	
May	224,611	221,590	98.66%	2200	0.98%	102	0.0454%	20	0.0089%	
June	232,254	227,419	97.92%	2342	1.01%	57	0.0245%	5	0.0022%	
July	232,904	217,110	93.22%	2266	0.97%	28	0.0120%	7	0.0030%	
August	232,893	226,328	97.18%	2243	0.96%	32	0.0137%	5	0.0021%	
September	232,994	229,358	98.44%	2235	0.96%	29	0.0124%	6	0.0026%	
October	233,248	230,538	98.84%	2231	0.96%	77	0.0330%	5	0.0021%	
November	232,747	229,421	98.57%	2220	0.95%	146	0.0627%	8	0.0034%	
December	233,088	229,654	98.53%	2259	0.97%	159	0.0682%	4	0.0017%	

Total	2,739,540	2,678,949	97.79%	26,871	0.98%	1,406	0.0513%	78	0.0028%	
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	January	February	March	April	May	June	July	August	September	October	November	December	Total
Meter reading staffing*	26.2	25.1	26.2	25.1	23.2	25.3	22.3	25	23.1	24.9	44.7	24.4	26.4

* approximate FTEs
based on labor reports

Meter Reading

Hours charged to Meter Reading-MERC													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total Yr
2010	5,106	5,807	5,048	6,118	4,245	4,026	3,962	3,954	3,884	6,114	3,736	4,732	56,731
2011	5,293	5,432	5,178	6,446	4,185	3,705	3,824	4,042	3,862	5,989	3,800	4,592	56,346
2012	4,139	4,469	4,271	6,122	3,973	3,844	3,834	4,133	3,882	5,744	3,616	4,552	52,579
2013	4,041	4,382	4,271	6,207	3,920	3,684	3,723	3,682	3,849	5,658	3,980	4,083	51,481
2014	5,312	5,173	5,067	4,840	4,123	4,029	4,119	3,811	3,895	4,136	3,784	4,711	52,999
2015	4,552	4,364	4,563	4,362	4,035	4,406	3,876	4,352	4,013	4,338	7,782	4,243	54,887

FTE Equivalent-MERC													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total Yr
2010	29.3	33.4	29.0	35.2	24.4	23.1	22.8	22.7	22.3	35.1	21.5	27.2	27.3
2011	30.4	31.2	29.8	37.0	24.1	21.3	22.0	23.2	22.2	34.4	21.8	26.4	27.1
2012	23.8	25.7	24.5	35.2	22.8	22.1	22.0	23.8	22.3	33.0	20.8	26.2	25.3
2013	23.2	25.2	24.5	35.7	22.5	21.2	21.4	21.2	22.1	32.5	22.9	23.5	24.8
2014	30.5	29.7	29.1	27.8	23.7	23.2	23.7	21.9	22.4	23.8	21.7	27.1	25.5
2015	26.2	25.1	26.2	25.1	23.2	25.3	22.3	25.0	23.1	24.9	44.7	24.4	26.4

External Meter Readers-FTE	
2010	4.6
2011	4.65
2012	4.25
2013	4.75
2014	4.8
2015	6.1 (increase due to acquisition of IPL customers)

Minnesota Energy Resources
Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire
Utility Monthly Reports (216B.091) Docket #15-02

Non CWR Months

Company: Minnesota Energy Resources for report period ending:

Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015
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1	Number of Residential Customer Accounts:	196,256	203,315	199,207	197,519	210,490	205,003	206,391	211,786	206,216	205,833	206,430	207,350
2	Number of Past Due Residential Customer Accounts:	31,176	34,005	34,189	38,526	38,907	36,158	31,488	28,052	23,447	21,700	22,076	19,431
3	Number of Cold Weather Protection Requests:	1,304	1,184	9	135						4,917	822	377

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0	0	0	0						0	0	0
5	<i>Intentionally Blank</i>												
6	Number of customer accounts granted reconnection <u>request</u> :	111	280	261	408						1,012	419	110

INABILITY TO PAY (ITP)

10% PLAN (TPP)

Minnesota Energy Resources
Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire
Utility Monthly Reports (216B.091) Docket #15-02

Non CWR Months

Company: Minnesota Energy Resources for report period ending:

Jan-2015 Feb-2015 Mar-2015 Apr-2015 May-2015 Jun-2015 Jul-2015 Aug-2015 Sep-2015 Oct-2015 Nov-2015 Dec-2015

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0	0	0	0						0	0	0
a)	Number of PS requests received	1,304	1,184	9	135						4,917	822	377
17	<i>Intentionally Blank</i>												
18	Number of PS negotiations mutually agreed upon:	1,304	1,184	9	135						4,917	822	377
19	<i>Intentionally Blank</i>												

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	9,447	10,459	12,126	12,521	8,253	5,258	3,441	2,558	2,411	1,734	1,653	1,200
21	Number of customer accounts disconnected who did not seek protection:												
	Duplicate columns for use in April and October												
	April 1-15 and October 1-15 in 1st column												
	<i>All other months, use 1st column only</i>												
a)	# Electric - heat affected												
b)	# Electric - heat not affected												
c)	# Gas - heat affected	129	322	529	904	1,541	861	405	305	267	59	27	24
d)	# Gas - heat not affected												
e)	Total # disconnected												
	April 16-30 and October 16-31 in 2nd column												
	<i>All other months, use 1st column only</i>												
a)	# Electric - heat affected												
b)	# Electric - heat not affected												
c)	# Gas - heat affected										20		
d)	# Gas - heat not affected												
e)	Total # disconnected												
22	Number of customer accounts disconnected seeking protection:												
a)	# Electric - heat affected												
b)	# Electric - heat not affected												
c)	# Gas - heat affected												
d)	# Gas - heat not affected												
e)	Total # disconnected (See Note)	0	0	0	0	0	0	0	0	0	0	0	0

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

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	129	322	529	904	1,541	861	405	305	267	79	27	24
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Minnesota Energy Resources
Service Quality Report

Minnesota Cold Weather Rule Compliance Questionnaire
Utility Monthly Reports (216B.091) Docket #15-02

Non CWR Months

Company: Minnesota Energy Resources for report period ending:

Jan-2015 Feb-2015 Mar-2015 Apr-2015 May-2015 Jun-2015 Jul-2015 Aug-2015 Sep-2015 Oct-2015 Nov-2015 Dec-2015

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$5,134,420	\$6,214,989	\$6,467,649	\$7,633,652	\$7,102,240	\$5,750,517	\$4,466,127	\$3,627,075	\$2,995,812	\$2,608,476	\$2,387,593	\$2,271,682
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$165	\$183	\$189	\$196	\$183	\$159	\$142	\$129	\$128	\$120	\$108	\$177
26	Total dollars received from energy assistance programs:	\$880,049	\$705,587	\$690,738	\$526,543	\$210,669	\$13,214	\$3,795	\$0	\$1,732	\$527	\$805,705	\$725,867
27	Total dollars received from other sources (private organizations):	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
28	Total Revenue from sales to residential accounts:	\$29,283,239	\$26,472,780	\$27,415,873	\$15,469,635	\$10,609,169	\$3,715,884	\$3,748,569	\$4,005,579	\$3,818,051	\$4,664,707	\$6,270,438	\$12,656,805
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$149	\$130	\$138	\$78	\$50	\$16	\$18	\$19	\$19	\$23	\$30	\$61
30	Intentionally Blank												
30	Average annual residential bill:												
31	Total residential account write-offs due to uncollectible:	\$100,811	\$80,481	\$192,833	\$112,594	\$218,990	\$286,242	\$37,615	\$42,408	\$428,933	\$97,909	\$88,194	\$90,432

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	99	230	431	542						74	24	22
d)	# Gas - heat not affected												
e)	Total # disconnected												
33	Intentionally Blank												
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	99	230	431	542						74	24	22
35	Intentionally Blank												
36	Intentionally Blank												

RECONNECTION DATA

37	# Accounts reconnected	111	280	261	408	689	381	195	200	258	1,012	419	110
38	# Accounts remaining disconnected	491	474	530	905	1,767	2,124	2,260	2,265	2,192	1,174	645	448
a)	1-30 days	47	100	273	469	957	547	260	197	166	32	20	7
b)	31-60 days	15	42	98	263	449	909	508	248	155	111	24	18
c)	61+ days	429	332	159	173	361	668	1,492	1,820	1,871	1,031	601	423

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas ▼	<i>Required</i>
Reporting Year:	2015 ▼	<i>Required</i>
Reporting Period:	January ▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Minnesota Energy Resources People's Natural Gas for report period ending: January, 2015

1	Number of Residential Customer Accounts:	196,256
2	Number of Past Due Residential Customer Accounts:	31,176
3	Number of Cold Weather Protection Requests:	1,304

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	111

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: January, 2015

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	1,304
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	1,304
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	9,447	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>		
a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	129	
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	129	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected		<i>CWR period only</i>
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	129	129

Company: Minnesota Energy Resources People's Natural Gas for report period ending: January, 2015

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$5,134,420
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$165
26	Total dollars received from energy assistance programs:	\$880,049
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$29,283,239
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$149
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$100,811

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		CWR period only
b)	# Electric - heat not affected		CWR period only
c)	# Gas - heat affected	99	
d)	# Gas - heat not affected		CWR period only
e)	Total # disconnected	99	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	99	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

37	# Accounts reconnected	111
38	# Accounts remaining disconnected	491
a)	1-30 days	47
b)	31-60 days	15
c)	61+ days	429

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply: Minnesota Energy Resources People's Natural Gas ▼ *Required*
 Reporting Year: 2015 ▼ *Required*
 Reporting Period: February ▼ *Required*

Utility Monthly Reports (216B.091)

Company: Minnesota Energy Resources People's Natural Gas for report period ending: February, 2015

1	Number of Residential Customer Accounts:	203,315
2	Number of Past Due Residential Customer Accounts:	34,005
3	Number of Cold Weather Protection Requests:	1,184

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	280

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: February, 2015

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	1,184
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	1,184
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	10,459	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>		
a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	322	
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	322	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected		<i>CWR period only</i>
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	322	322

Company: Minnesota Energy Resources People's Natural Gas for report period ending: February, 2015

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$6,214,989
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$183
26	Total dollars received from energy assistance programs:	\$705,587
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$26,472,780
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$130
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$80,481

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		CWR period only
b)	# Electric - heat not affected		CWR period only
c)	# Gas - heat affected	230	
d)	# Gas - heat not affected		CWR period only
e)	Total # disconnected	230	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	230	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

37	# Accounts reconnected	280
38	# Accounts remaining disconnected	474
a)	1-30 days	100
b)	31-60 days	42
c)	61+ days	332

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply: Minnesota Energy Resources People's Natural Gas Required
 Reporting Year: 2015 Required
 Reporting Period: March Required

Utility Monthly Reports (216B.091)

Company: Minnesota Energy Resources People's Natural Gas for report period ending: March, 2015

1	Number of Residential Customer Accounts:	199,207
2	Number of Past Due Residential Customer Accounts:	34,189
3	Number of Cold Weather Protection Requests:	9

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	261

INABILITY TO PAY (ITP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: March, 2015

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	9
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	9
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	12,126	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>		
a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	529	
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	529	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected		<i>CWR period only</i>
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	529	529

Company: Minnesota Energy Resources People's Natural Gas for report period ending: March, 2015

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$6,467,649
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$189
26	Total dollars received from energy assistance programs:	\$690,738
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$27,415,873
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$138
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$192,833

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		CWR period only
b)	# Electric - heat not affected		CWR period only
c)	# Gas - heat affected	431	
d)	# Gas - heat not affected		CWR period only
e)	Total # disconnected	431	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	431	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

37	# Accounts reconnected	261
38	# Accounts remaining disconnected	530
a)	1-30 days	273
b)	31-60 days	98
c)	61+ days	159

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas ▼	<i>Required</i>
Reporting Year:	2015 ▼	<i>Required</i>
Reporting Period:	April ▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Minnesota Energy Resources People's Natural Gas for report period ending: April, 2015

1	Number of Residential Customer Accounts:	197,519	
2	Number of Past Due Residential Customer Accounts:	38,526	
3	Number of Cold Weather Protection Requests:		<i>CWR period only</i>

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: April, 2015

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	12,521	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only		
a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	904	
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	904	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected		<i>CWR period only</i>
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	904	904

Company: Minnesota Energy Resources People's Natural Gas for report period ending: April, 2015

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$7,633,652
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$198
26	Total dollars received from energy assistance programs:	\$526,543
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$15,469,635
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$78
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$112,594

DISCONNECTION DURATION

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

RECONNECTION DATA

37	# Accounts reconnected	408
38	# Accounts remaining disconnected	905
	a) 1-30 days	469
	b) 31-60 days	263
	c) 61+ days	173

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply: Minnesota Energy Resources People's Natural Gas Required
 Reporting Year: 2015 Required
 Reporting Period: May Required

Utility Monthly Reports (216B.091)

Company: Minnesota Energy Resources People's Natural Gas for report period ending: May, 2015

1	Number of Residential Customer Accounts:	210,490	
2	Number of Past Due Residential Customer Accounts:	38,907	
3	Number of Cold Weather Protection Requests:		CWR period only

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: May, 2015

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	8,253	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only		
a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	1,541	
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	1,541	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected		<i>CWR period only</i>
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	1,541	1,541

Company: Minnesota Energy Resources People's Natural Gas for report period ending: May, 2015

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$7,102,240
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$183
26	Total dollars received from energy assistance programs:	\$210,669
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$10,609,169
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$50
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$218,990

DISCONNECTION DURATION

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

RECONNECTION DATA

37	# Accounts reconnected	689
38	# Accounts remaining disconnected	1,767
	a) 1-30 days	957
	b) 31-60 days	449
	c) 61+ days	361

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas ▼	<i>Required</i>
Reporting Year:	2016 ▼	<i>Required</i>
Reporting Period:	June ▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Minnesota Energy Resources People's Natural Gas for report period ending: June, 2016

1	Number of Residential Customer Accounts:	234,044	
2	Number of Past Due Residential Customer Accounts:	36,158	
3	Number of Cold Weather Protection Requests:		<i>CWR period only</i>

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: June, 2016

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	5,258	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only		
a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	861	
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	861	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected		<i>CWR period only</i>
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	861	861

Company: Minnesota Energy Resources People's Natural Gas for report period ending: June, 2016

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$5,750,517
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$159
26	Total dollars received from energy assistance programs:	\$13,214
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$3,715,884
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$16
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$286,242

DISCONNECTION DURATION

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

RECONNECTION DATA

37	# Accounts reconnected	381
38	# Accounts remaining disconnected	2,124
a)	1-30 days	547
b)	31-60 days	909
c)	61+ days	668

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas ▼	<i>Required</i>
Reporting Year:	2015 ▼	<i>Required</i>
Reporting Period:	July ▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Minnesota Energy Resources People's Natural Gas for report period ending: July, 2015

1	Number of Residential Customer Accounts:	206,391	
2	Number of Past Due Residential Customer Accounts:	31,488	
3	Number of Cold Weather Protection Requests:		<i>CWR period only</i>

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: July, 2015

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	3,441	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only		
a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	405	
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	405	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected		<i>CWR period only</i>
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	405	405

Company: Minnesota Energy Resources People's Natural Gas for report period ending: July, 2015

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$4,466,127
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$142
26	Total dollars received from energy assistance programs:	\$3,795
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$3,748,569
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$18
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$37,615

DISCONNECTION DURATION

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

RECONNECTION DATA

37	# Accounts reconnected	195
38	# Accounts remaining disconnected	2,260
a)	1-30 days	260
b)	31-60 days	508
c)	61+ days	1,492

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas ▼	<i>Required</i>
Reporting Year:	2015 ▼	<i>Required</i>
Reporting Period:	August ▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Minnesota Energy Resources People's Natural Gas for report period ending: August, 2015

1	Number of Residential Customer Accounts:	211,786	
2	Number of Past Due Residential Customer Accounts:	28,052	
3	Number of Cold Weather Protection Requests:		<i>CWR period only</i>

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: August, 2015

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	2,558	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only		
a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	305	
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	305	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected		<i>CWR period only</i>
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	305	305

Company: Minnesota Energy Resources People's Natural Gas for report period ending: August, 2015

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$3,627,075
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$129
26	Total dollars received from energy assistance programs:	\$0
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$4,005,579
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$19
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$42,408

DISCONNECTION DURATION

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

RECONNECTION DATA

37	# Accounts reconnected	200
38	# Accounts remaining disconnected	2,265
a)	1-30 days	197
b)	31-60 days	248
c)	61+ days	1,820

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas ▼	<i>Required</i>
Reporting Year:	2015 ▼	<i>Required</i>
Reporting Period:	September ▼	<i>Required</i>

Utility Monthly Reports (216B.091)

Company: Minnesota Energy Resources People's Natural Gas for report period ending: September, 2015

1	Number of Residential Customer Accounts:	206,216	
2	Number of Past Due Residential Customer Accounts:	23,447	
3	Number of Cold Weather Protection Requests:		<i>CWR period only</i>

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: September, 2015

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	2,411	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column All other months, use 1st column only		
a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	267	
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	267	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected		<i>CWR period only</i>
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	267	267

Company: Minnesota Energy Resources People's Natural Gas for report period ending: September, 2015

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$2,995,812
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$128
26	Total dollars received from energy assistance programs:	\$1,732
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$3,818,051
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$19
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$428,933

DISCONNECTION DURATION

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

RECONNECTION DATA

37	# Accounts reconnected	258
38	# Accounts remaining disconnected	2,192
a)	1-30 days	166
b)	31-60 days	155
c)	61+ days	1,871

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply: Minnesota Energy Resources People's Natural Gas Required
Reporting Year: 2015 Required
Reporting Period: October Required

Utility Monthly Reports (216B.091)

Company: Minnesota Energy Resources People's Natural Gas for report period ending: October, 2015

1	Number of Residential Customer Accounts:	205,833
2	Number of Past Due Residential Customer Accounts:	21,720
3	Number of Cold Weather Protection Requests:	4,917

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	1,012

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: October, 2015

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	4,917
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	4,917
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	1,734	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>		
a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	59	20
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	59	20
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected		<i>CWR period only</i>
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	59	79

Monthly CWR October 2015.xls

Company: Minnesota Energy Resources People's Natural Gas for report period ending: October, 2015

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$2,608,476
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$120
26	Total dollars received from energy assistance programs:	\$527
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$4,664,707
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$23
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$97,909

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		CWR period only
b)	# Electric - heat not affected		CWR period only
c)	# Gas - heat affected	74	
d)	# Gas - heat not affected		CWR period only
e)	Total # disconnected	74	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	74	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

37	# Accounts reconnected	1,012
38	# Accounts remaining disconnected	1,174
a)	1-30 days	32
b)	31-60 days	111
c)	61+ days	1,031

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply: Minnesota Energy Resources People's Natural Gas Required
 Reporting Year: 2015 Required
 Reporting Period: November Required

Utility Monthly Reports (216B.091)

Company: Minnesota Energy Resources People's Natural Gas for report period ending: November, 2015

1	Number of Residential Customer Accounts:	206,430
2	Number of Past Due Residential Customer Accounts:	22,076
3	Number of Cold Weather Protection Requests:	822

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	419

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: November, 2015

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	822
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	822
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	1,653	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>		
a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	27	
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	27	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected		<i>CWR period only</i>
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	27	27

Company: Minnesota Energy Resources People's Natural Gas for report period ending: November, 2015

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$2,387,593
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$108
26	Total dollars received from energy assistance programs:	\$805,705
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$6,270,438
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$30
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$88,194

DISCONNECTION DURATION

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

RECONNECTION DATA

37	# Accounts reconnected	419
38	# Accounts remaining disconnected	645
a)	1-30 days	20
b)	31-60 days	24
c)	61+ days	601

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 3

Company Submitting Reply: Minnesota Energy Resources People's Natural Gas Required
 Reporting Year: 2015 Required
 Reporting Period: December Required

Utility Monthly Reports (216B.091)

Company: Minnesota Energy Resources People's Natural Gas for report period ending: December, 2015

1	Number of Residential Customer Accounts:	207,350
2	Number of Past Due Residential Customer Accounts:	19,431
3	Number of Cold Weather Protection Requests:	377

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	<i>Intentionally Blank</i>	
6	Number of customer accounts granted reconnection <u>request</u> :	110

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Minnesota Energy Resources People's Natural Gas for report period ending: December, 2015

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	377
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	377
19	<i>Intentionally Blank</i>	

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	1,200	
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>		
a)	# Electric - heat affected		<i>Required</i>
b)	# Electric - heat not affected		<i>Required</i>
c)	# Gas - heat affected	24	
d)	# Gas - heat not affected		<i>Required</i>
e)	Total # disconnected	24	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected		<i>CWR period only</i>
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	24	24

Company: Minnesota Energy Resources People's Natural Gas for report period ending: December, 2015

DOLLAR VALUE

24	Total dollars past due on all residential accounts:	\$2,271,682
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$117
26	Total dollars received from energy assistance programs:	\$725,867
27	Total dollars received from other sources (private organizations):	\$0
28	Total Revenue from sales to residential accounts:	\$12,656,805
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$61
30	<i>Intentionally Blank</i>	
31	Total residential account write-offs due to uncollectible:	\$90,432

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		CWR period only
b)	# Electric - heat not affected		CWR period only
c)	# Gas - heat affected	22	
d)	# Gas - heat not affected		
e)	Total # disconnected	22	CWR period only
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	22	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

37	# Accounts reconnected	110
38	# Accounts remaining disconnected	448
a)	1-30 days	7
b)	31-60 days	18
c)	61+ days	423

[END]

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2015 Service Extension Requests

	<u>New</u>				<u>Existing</u>					
	Residential		Commercial		Residential			Commerical		
	new Installs	Avg time between requested date and install	New Installs	Avg time between requested date and install	# of existing residential requested	# residential completed as requested	Residential average days between request and completion	# of existing commercial requested	# commercial completed as requested	Commercial average days between request and completion
January	54	25	5	24	676	676	0	81	81	0
February	49	25	2	-30	556	556	0	79	79	1
March	51	14	1	-19	556	556	0	69	69	4
April	97	18	5	192	593	593	0	49	49	-1
May	116	47	8	52	595	595	0	45	45	1
June	188	57	13	45	808	808	1	54	54	-1
July	163	27	10	52	738	738	0	71	71	0
August	189	35	22	57	654	654	0	61	61	1
September	204	41	39	41	685	685	0	85	85	1
October	401	35	45	45	1327	1327	1	151	151	0
November	323	23	36	56	1094	1094	1	144	144	2
December	139	16	39	31	838	838	0	123	123	1

2015
OF COMPLAINTS

TYPE OF COMPLAINT

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

TIME TO RESOLVE COMPLAINT

Initially
Within 10 days
> 10 days

COMPLAINT RESOLUTION

Taking action as customer requested

Agreeable compromise

Not within the control of the utility

Refuse to customer requested action

BBB COMPLAINTS

OAG COMPLAINTS

PUC COMPLAINTS

JANUARY				FEBRUARY				MARCH				APRIL				MAY				JUNE			
33				30				24				23				23				58			
# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints Commercial Class	% of complaints Commercial Class
1	3%	0	0%	2	8%	0	0%	0	0%	0	0%	1	2%	0	0%	2	9%	0	0%	6	10%	0	0%
6	20%	0	0%	2	8%	0	0%	7	6%	0	0%	4	27%	0	0%	2	9%	0	0%	13	22%	0	0%
0	0%	0	0%	3	12%	0	0%	1	2%	0	0%	4	27%	0	0%	3	13%	0	0%	4	7%	0	0%
9	30%	0	0%	6	23%	0	0%	7	44%	0	0%	6	40%	0	0%	5	22%	1	7%	7	12%	0	0%
0	0%	0	0%	4	15%	0	0%	0	0%	0	0%	0	0%	0	0%	1	4%	0	0%	0	0%	0	0%
0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
12	40%	0	0%	9	35%	0	0%	5	31%	2	12.50%	6	40%	0	0%	4	14%	2	14%	6	10%	0	0%
0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
5	17%	0	0%	4	15%	0	0%	2	13%	0	0%	2	13%	0	0%	3	13%	0	0%	22	38%	0	0%
26				22				18				15				20				8			
6				8				3				4				3				50			
1				0				3				4				0				0			
# resolved by taking the listed actions			% resolved by taking the listed actions	# resolved by taking the listed actions			% resolved by taking the listed actions	# resolved by taking the listed actions			% resolved by taking the listed actions	# resolved by taking the listed actions			% resolved by taking the listed actions	# resolved by taking the listed actions			% resolved by taking the listed actions	# resolved by taking the listed actions			% resolved by taking the listed actions
16			53%	17			65%	15			94%	12			80%	15			107%	24			48%
2			7%	1			1%	6			38%	3			20%	4			29%	26			52%
0			0%	0			0%	0			0%	0			0%	0			0%	8			16%
15			50%	12			46%	3			19%	8			53%	4			29%	0			0%
4				2				8				7				7				4			
0				3				2				2				5				6			
4				5				5				3				12				5			

2015

OF COMPLAINTS

TYPE OF COMPLAINT

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

TIME TO RESOLVE COMPLAINT

Initially
Within 10 days
> 10 days

COMPLAINT RESOLUTION

Taking action as customer requested

Agreeable compromise

Not within the control of the utility

Refuse to customer requested action

BBB COMPLAINTS

OAG COMPLAINTS

PUC COMPLAINTS

JULY				AUGUST				SEPTEMBER				OCTOBER				NOVEMBER				DECEMBER			
103				42				18				35				37				28			
# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints which are 5% or > of total complaints	% of complaints which are 5% or > of total complaints	# of complaints Commercial Class	% of complaints Commercial Class
14	14%	0	0%	5	12%	0	0%	1	6%	0	0%	1	3%	0	0%	5	14%	0	0%	1	3%	0	0%
24	23%	0	0%	10	24%	0	0%	2	11%	1	6%	5	14%	0	0%	8	22%	0	0%	2	7%	0	0%
7	7%	0	0%	2	5%	0	0%	2	11%	0	0%	0	0%	0	0%	0	0%	0	0%	8	29%	0	0%
17	17%	0	0%	4	10%	0	0%	0	0%	0	0%	7	16%	0	0%	5	14%	0	0%	3	9%	0	0%
2	2%	0	0%	1	2%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
2	2%	1	1%	2	5%	0	0%	3	5%	0	0%	1	3%	0	0%	0	0%	0	0%	0	0%	0	0%
0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
35	34%	0	0%	18	43%	0	0%	9	50%	0	0%	21	60%	0	0%	19	51%	0	0%	12	43%	2	7%
3				4				4				3				0				6			
99				38				14				32				37				22			
1				0				0				0				0				0			
# resolved by taking the listed actions			% resolved by taking the listed actions	# resolved by taking the listed actions			% resolved by taking the listed actions	# resolved by taking the listed actions			% resolved by taking the listed actions	# resolved by taking the listed actions			% resolved by taking the listed actions	# resolved by taking the listed actions			% resolved by taking the listed actions	# resolved by taking the listed actions			% resolved by taking the listed actions
30			31%	14			37%	7			50%	10			31%	7			19%	21			95%
56			57%	21			55%	11			79%	20			63%	28			76%	5			23%
17			17%	7			18%	0			0%	5			16%	2			5%	0			0%
0			0%	0			0%	0			0%	0			0%	0			0%	2			9%
7				2				4				6				1				3			
0				3				6				2				0				6			
4				4				3				5				2				3			

Answer time for gas emergency phone lines

2015

Total Calls
Average Speed of Answer
% Answered in 15 seconds

January	February	March	April	May	June	July	August	September	October	November	December
2,272	1,757	1,942	1,611	1,503	1,311	1,257	1,144	1,462	1,725	1,600	1,621
10	11	9	9	9	8	11	10	8	10	8	8
91.68%	91.48%	93.12%	93.31%	92.81%	95.43%	91.73%	93.62%	95.13%	91.19%	95.61%	94.64%

Tech Response Time From Time of Call to Arrival

Calls responded to in Under 1 hour
Calls responded to in Over 1 hour
Total Calls

January	February	March	April	May	June	July	August	September	October	November	December
542	397	420	469	413	431	373	421	406	614	542	533
20	18	17	18	22	26	25	22	22	34	30	17
562	415	437	487	435	457	398	443	428	648	572	550

Calls responded to in Under 1 hour

	NW Region	NE Region	CN Region	SE Region	SW Region	Total
January	84	97	116	178	67	542
February	63	65	82	144	43	397
March	53	61	118	130	58	420
April	59	79	109	149	73	469
May	58	62	86	143	64	413
June	51	75	77	160	68	431
July	48	68	83	120	54	373
August	65	69	71	146	70	421
September	73	73	97	105	58	406
October	66	98	186	188	76	614
November	82	84	126	162	88	542
December	79	76	134	150	94	533
YTD Total 2015	781	907	1,285	1,775	813	5,561

MERC Emergency response time in minutes	Month
January	27
February	26
March	27
April	26
May	28
June	26
July	28
August	26
September	26
October	27
November	29
December	27
YTD Average 2015	26.92

Calls responded to in Over 1 hour

	NW Region	NE Region	CN Region	SE Region	SW Region	Total
January	9	7	3	-	1	20
February	5	-	8	3	2	18
March	6	1	6	-	4	17
April	4	1	7	3	3	18
May	4	2	6	3	7	22
June	5	4	9	2	6	26
July	7	2	7	-	9	25
August	8	2	3	2	7	22
September	7	2	5	2	6	22
October	11	3	6	6	8	34
November	5	4	11	3	7	30
December	7	1	5	1	3	17
YTD Total 2015	78	29	76	25	63	271

Emergency Response Times

2015

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Total Calls	562	415	437	487	435	457	398	443	428	648	572	550	5832
Calls responded to in under 1 hour	542	397	420	469	413	431	373	421	406	614	542	533	5561
% responded to in under 1 hour	96.44%	95.66%	96.11%	96.30%	94.94%	94.31%	93.72%	95.03%	94.86%	94.75%	94.76%	96.91%	95.35%
Calls responded to in over 1 hour	20	18	17	18	22	26	25	22	22	34	30	17	271
% responded to in over 1 hour	3.56%	4.34%	3.89%	3.70%	5.06%	5.69%	6.28%	4.97%	5.14%	5.25%	5.24%	3.09%	4.65%
Average Minutes to Respond	27	26	27	26	28	26	28	26	26	27	29	27	27

Minnesota Energy Resources
2015 Gas Service Quality Report
Attachment 7

Mislocates
2015

	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	YTD
Total locates	1,389	1,239	3,430	10,624	11,921	12,479	10,923	10,888	10,601	10,057	6,130	2,795	92,476
Mislocates	0	1	0	3	5	4	6	5	6	4	3	0	37
% Mislocated	0.000%	0.081%	0.000%	0.028%	0.042%	0.032%	0.055%	0.046%	0.057%	0.040%	0.049%	0.000%	0.040%

Minnesota Energy Resources Corporation
2015 Gas Service Quality Report
Attachment 8

Gas Lines Damaged
2015

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Total	4	3	4	19	30	38	27	37	30	24	12	3	231
Fault of Company Employee or Company Contractor	0	1	0	3	5	4	6	5	6	4	3	0	37
Damage by Others	4	2	4	16	25	34	21	32	24	20	9	3	194
System issue	0	0	0	0	0	0	0	0	0	0	0	0	0

Damage per 100 miles of pipeline 4828.78 miles of pipe

By Others	0.000828	0.000414	0.000828	0.003313	0.005177	0.007041	0.004349	0.006627	0.00497	0.004142	0.001864	0.000621	0.003348
Under MERC's Control	0	0.000207	0	0.000621	0.001035	0.000828	0.001243	0.001035	0.001243	0.000828	0.000621	0	0.000639

Service Interruptions
2015

Date	Address	City/Town	Number of customers affected	Outage Duration Minutes	Outage caused by MERC employee or MERC contractor?	Outage caused by other
1/19/2015	417 2ND ST NW	WADENA	1	0	N	Y
1/26/2015	521 2ND STREET SE	STAPLES	1	80	N	Y
1/26/2015	405 SE 2ND ST	ROCHESTER	6	300	N	Y
1/27/2015	2896 LEXINGTON AVE	EAGAN	1	450	N	Y
2/1/2015	3735 SIBLEY MEMORIAL HIGHWAY	EAGAN	1	180	N	Y
3/22/2015	331 3RD ST	FARMINGTON	1	180	N	Y
3/30/2015	501 2ND AVE N	LAKFIELD	1	110	N	Y
4/2/2015	205 SE 13TH AVE	ROCHESTER	1	10	N	Y
4/6/2015	391 OLD HWY 12	ORTONVILLE	1	63	N	Y
4/7/2015	1317 SE 2ND ST	ROCHESTER	2	107	N	Y
4/14/2015	3157 KENOSHA DR	ROCHESTER	1	180	Y	N
4/14/2015	19320 ELLINGTON TRL	FARMINGTON	1	34	N	Y
4/15/2015	3142 WELLNER DR	ROCHESTER	1	120	N	Y
4/20/2015	26548 CHIPPENDALE AVE	CASTLE ROCK	1	90	N	Y
4/20/2015	29650 FAITH CT	RANDOLPH	1	120	N	Y
4/20/2015	5412 NOTTINGHAM RD	NORTH BRANCH	1	30	N	Y
4/20/2015	1417 SHORELINE DR	EAGAN	4	30	N	Y
4/20/2015	97 7TH AVE	WORTHINGTON	4	240	N	Y
4/23/2015	304 PELICAN RIVER RD	DETROIT LAKES	1	240	N	Y
4/24/2015	106 1 AVE NW	KASSON	1	52	Y	N
4/28/2015	502 OSCAR AVE N	CANBY	1	300	N	Y
4/30/2015	200 E LINCOLN	IVANHOE	1	191	N	Y
5/1/2015	13225 182ND ST N	NEW SCANDIA	1	120	N	Y
5/5/2015	18180 OLINDA TRL N	NEW SCANDIA	1	150	Y	N
5/5/2015	401 LAC QUI PARLE	CANBY	11		N	Y
5/7/2015	20965 HOLYOKE AVE W	LAKEVILLE	2	360	N	Y
5/8/2015	2020 NE 16TH ST	ROCHESTER	1	120	N	Y
5/8/2015	406 LAC QUI PARLE	CANBY	1	190	N	Y
5/9/2015	2623 SW WILD ROSE LN	ROCHESTER	1	60	N	Y
5/11/2015	202 OSCAR AVE N	CANBY	1	134	Y	N
5/12/2015	2777 EAGANDALE BLVD	EAGAN	1	90	Y	N
5/15/2015	301 1ST AVENUE S	AURORA	5	102	N	Y
5/19/2015	508 PARK AVENUE S	PARK RAPIDS	1		N	Y
5/20/2015	433 7TH ST NE	STAPLES	1		N	Y
5/20/2015	324 W FOREST AVE	MORA	2	1020	N	Y
5/21/2015	18131 PILOT KNOB RD	FARMINGTON	1	115	Y	N
5/22/2015	126 2ND ST	PROCTOR	1	120	N	Y
5/22/2015	1475 17TH APT 12A	WINDOM	2	625	N	Y
5/22/2015	3457 CHESTNUT LN	EAGAN	5	59	N	Y
5/27/2015	222 W 1ST AVENUE N	AURORA	1	60	N	Y
5/27/2015	6TH ST SW & 20 AVE SW	ROCHESTER	19	172	Y	N
5/28/2015	17 NE WINONA ST	CHATFIELD	1	1230	N	Y
5/28/2015	44 S ERIE STREET	AURORA	1	42	N	Y
6/1/2015	20770 JUNCO TRL	LAKEVILLE	1	150	N	Y
6/4/2015	3131 VALLEY HIGH DR NW	ROCHESTER	1	300	Y	N
6/6/2015	19370 EUCLID PATH	FARMINGTON	1	90	N	Y
6/8/2015	6318 FAIRWAY DR NW	ROCHESTER	1	35	N	Y
6/8/2015	600 15 1/2 AVE NW	KASSON	2	150	N	Y
6/10/2015	804 RODEO DR SE	PINE ISLAND	1	71	N	Y
6/10/2015	1221 SE 6TH AVE	ROCHESTER	1	60	N	Y
6/10/2015	1000 HWY 10 W	DETROIT LAKES	1	15	N	Y
6/10/2015	305 7TH AVE W	ELLENDALE	1	90	N	Y
6/10/2015	212 W FOREST AVE	MORA	2		N	Y
6/10/2015	319 7 AVE NW	ROCHESTER	6	140	N	Y
6/12/2015	310 3RD ST E	PARK RAPIDS	1	60	N	Y
6/12/2015	1618 MARION RD #201	ROCHESTER	2	105	N	Y
6/15/2015	3817 DENMARK AVE	EAGAN	1	60	N	Y
6/15/2015	200 ANCHOR STREET	DULUTH	1	240	N	Y

Date	Address	City/Town	Number of customers affected	Outage Duration Minutes	Outage caused by MERC employee or MERC contractor?	Outage caused by other
6/15/2015	1322 W 2ND STREET	EVELETH	2	182	N	Y
6/16/2015	434 MAIN ST	LACRESCENT	1	30	N	Y
6/17/2015	19353 HILLCREST AVE	LAKEVILLE	1	40	N	Y
6/17/2015	21339 HEYWOOD AVE	LAKEVILLE	1	199	N	Y
6/18/2015	4502 CINNAMON RIDGE TRL	EAGAN	6	74	N	Y
6/22/2015	1470 RED CEDAR RD	EAGAN	1	221	N	Y
6/22/2015	220 ORIENT S	FAIRMONT	10		N	Y
6/24/2015	18 S 3RD ST W	AURORA	1	80	N	Y
6/25/2015	213 HAMPSHIRE	HOYT LAKES	1	15	N	Y
6/26/2015	706 SAHLMAN AVENUE	CLOQUET	1		N	Y
6/26/2015	914 9TH STREET	INTERNATIONAL FALLS	1		N	Y
6/26/2015	762 1 ST WEST	ZEMPLE	2	65	Y	N
6/29/2015	1501 CARTWAY DRIVE	THEIF RIVER FALLS	1	30	N	Y
6/30/2015	217 S PRAIRIE AVE	FAIRMONT	1	60	N	Y
6/30/2015	301 FAIRFAX	HOYT LAKES	1	863	N	Y
6/30/2015	217 S. PRAIRIE AVE	FAIRMONT	1	60	N	Y
7/1/2015	769 19TH ST	WINDOM	1	15	N	Y
7/3/2015	637 POMROY	ORTONVILLE	1	348	N	Y
7/7/2015	821 SW 8 AVE	ROCHESTER	1	2	N	Y
7/8/2015	2406 PROSPECT AVENUE	CLOQUET	7	150	Y	N
7/9/2015	5040 MILLER TRUNK HWY	HERMANTOWN	1	1	N	Y
7/10/2015	20750 FLAG TRL	PRIOR LAKE	1	270	N	Y
7/10/2015	109 E. VIEW RD	CANBY	3	120	N	Y
7/11/2015	S. BROADWAY & 3RD ST	ALBERT LEA	1	240	N	Y
7/14/2015	305 N MINNESOTA	ORTONVILLE	1	5	N	Y
7/15/2015	3226 191ST ST W	FARMINGTON	1	15	N	Y
7/16/2015	1079 BUTTERNUT LN	LACRESCENT	1	187	N	Y
7/16/2015	1177 LAPRAIRIE AVENUE	LAPRAIRIE	1	60	N	Y
7/17/2015	1930 COVINGTON LN	EAGAN	1	59	N	Y
7/20/2015	110 8TH AVE	ALBERT LEA	1	20	N	Y
7/20/2015	STEBNER RD & ARROWHEAD RD	HERMANTOWN	3		Y	N
7/20/2015	24174 DODD BLVD	LAKEVILLE	4	134	Y	N
7/21/2015	403 ASH ST SW	ROSE CREEK	6	336	Y	N
7/22/2015	30 SE CIVIC CENTER DR	ROCHESTER	1	120	N	Y
7/23/2015	135 N. ST. OLAF	CANBY	3	5	N	Y
7/24/2015	3740 156TH ST W	ROSEMOUNT	2	480	N	Y
7/27/2015	910-F HOMESTEAD VILLAGE	ROCHESTER	1	600	N	Y
7/27/2015	990 W HWY 10	DETROIT LAKES	1	240	N	Y
8/1/2015	1000 HWY 10 W	DETROIT LAKES	1		N	Y
8/3/2015	106 N. KING ST	HENDRICKS	1	70	N	Y
8/4/2015	402 1ST ST E.	CANBY	1	1	N	Y
8/5/2015	INTERSECTION 15TH ST & 50 AVE SE	ROCHESTER	3	270	Y	N
8/6/2015	21355 HEYWOOD AVE	LAKEVILLE	1	50	N	Y
8/6/2015	407 LAC QUI PARLE	CANBY	10		N	Y
8/7/2015	2613 IRVINE AVE NW	BEMIDJI	1	120	N	Y
8/7/2015	1122 BEMIDJI AVE N	BEMIDJI	1	120	N	Y
8/10/2015	207 CUSTER AVE N	CANBY	1	1	Y	N
8/13/2015	5653 COLONIAL LN SE	ROCHESTER	1	60	N	Y
8/14/2015	1202 BIRCHWOOD DRIVE	PROCTOR	1	135	N	Y
8/15/2015	711 S. BROADWAY	ALBERT LEA	1	566	N	Y
8/17/2015	3820 BIRCHMONT DR	BEMIDJI	1		N	Y
8/19/2015	3708 SW WILLOW HTS DR	ROCHESTER	1	60	N	Y
8/20/2015	10491 260TH ST E	ELKO	1	225	N	Y
8/20/2015	HWY 53 & 13TH STREET	MOUNTAIN IRON	1	120	N	Y
8/21/2015	509 3RD ST. E	CANBY	1	1	N	Y
8/22/2015	282 AMBER LAKE DRIVE	FAIRMONT	1	70	N	Y
8/24/2015	195TH ST W AND EUREKA AVE	FARMINGTON	1	60	N	Y
8/24/2015	815 S. BROADWAY	ALBERT LEA	1	340	N	Y
8/24/2015	508 MACKENZIE STREET	WARROAD	1	210	N	Y
8/26/2015	11 N 4TH ST W	AURORA	1	416	N	Y

Date	Address	City/Town	Number of customers affected	Outage Duration Minutes	Outage caused by MERC employee or MERC contractor?	Outage caused by other
8/26/2015	707 LAKEVIEW BLVD	ALBERT LEA	3	176	N	Y
8/26/2015	MAIN & NEWTON	ALBERT LEA	4	106	N	Y
8/27/2015	96 5TH ST NE	EYOTA	1	60	N	Y
8/27/2015	14928 COVINGTON AVE	ROSEMOUNT	1	60	N	Y
8/28/2015	14375 S ROBERT TRL	ROSEMOUNT	1	30	N	Y
8/29/2015	4737 ERIKS BLVD	EAGAN	1	80	N	Y
9/1/2015	410 LAKE ST NE	WARROAD	1	96	N	Y
9/3/2015	12640 182ND ST N	NEW SCANDIA	9	240	N	Y
9/9/2015	901 NW 3RD AVENUE	GRAND RAPIDS	1	90	Y	N
9/9/2015	6699 378TH ST	NORTH BRANCH	1	76	N	Y
9/9/2015	614 KRIKAVA ST	ALBERT LEA	1	50	N	Y
9/10/2015	384 ROWLAND	TRACY	1	30	N	Y
9/14/2015	1125 PHINNEY AVE	DETROIT LAKES	1	5	N	Y
9/14/2015	4836 NW 16 AVE	ROCHESTER	1	120	N	Y
9/16/2015	ARROWHEAD RD & HWY 53	HERMANTOWN	20	120	N	Y
9/17/2015	200 VIOLA AVENUE	IRONTON	1	1440	N	Y
9/19/2015	824 ROOSEVELT RD SE	BEMIDJI	1		N	Y
9/20/2015	21147 OAK GROVE DR	PINE CITY	1	90	Y	N
9/21/2015	1100 W. LAKE AVE	WORTHINGTON	1	5	N	Y
9/21/2015	512 PARK AVE	MADISON	1	15	N	Y
9/24/2015	10301 204TH ST W	EAGAN	1	230	N	Y
9/24/2015	313 1ST ST E	CANBY	1	10	N	Y
9/27/2015	350 BOULDER RD SE	ROCHESTER	1	30	N	Y
9/27/2015	350 BOULDER RD SE	ROCHESTER	1	30	N	Y
9/28/2015	1217 CARLSON LAKE LN	EAGAN	1	90	N	Y
9/28/2015	610 SE 17 1/2 ST	ROCHESTER	1	60	N	Y
9/29/2015	305 STATE ST	FREEBORN	1	202	Y	N
9/29/2015	408 MAIN ST	FREEBORN	1	100	Y	N
10/3/2015	220 W LAKE DR	DETROIT LAKES	1	180	Y	N
10/7/2015	2076 28TH ST SE	OWATONNA	11	39	N	Y
10/9/2015	1105 SW 40TH ST	ROCHESTER	1	60	N	Y
10/9/2015	14344 CAMEO AVE	ROSEMOUNT	2	98	N	Y
10/10/2015	239 NW 3RD STREET	MENAGHA	1	1440	N	Y
10/11/2015	575 N GREENLEAF DR	EAGAN	1	1460	N	Y
10/12/2015	10 5TH STREET	PROCTOR	1	30	N	Y
10/12/2015	1201 NE GLENDALE HILLS DR	ROCHESTER	2	120	N	Y
10/15/2015	13000 182ND ST N	NEW SCANDIA	1	10	N	Y
10/15/2015	575 2ND AVE	WINDOM	1	120	N	Y
10/19/2015	302 ORIENT ST N	FAIRMONT	1	67	N	Y
10/20/2015	30 2ND AVE SE	ROCHESTER	2	96	N	Y
10/26/2015	1342 S SHORE DR	DETROIT LAKES	1	15	N	Y
10/26/2015	118 W ELIZABETH AVENUE	KEEWATIN	1	0	N	Y
10/26/2015	1278 WILDERNESS CIRCLE	EAGAN	1	43	N	Y
10/27/2015	2407 5TH ST SW	ROCHESTER	1	180	N	Y
10/28/2015	313 1ST ST E	HENDRICKS	1	1680	N	Y
10/31/2015	311 NW 2ND ST	STEWARTVILLE	1		N	Y
11/2/2015	43375 FOREST BLVD	HARRIS	1	60	Y	N
11/3/2015	3893 CANTER GLEN DR	EAGAN	1	60	N	Y
11/5/2015	220 3RD ST NW	PINE ISLAND	1	144	Y	N
11/5/2015	6721 SCHELEE CT NW	ROCHESTER	1	60	N	Y
11/5/2015	6721 SCHELEE CT NW	ROCHESTER	1	60	N	Y
11/18/2015	2500 4TH ST NW	ROCHESTER	1	85	N	Y
11/24/2015	119 7TH AVENUE	BOVEY	1	300	N	Y
11/24/2015	5TH AVENUE NW AND 2ND ST NW	CHISHOLM	1	60	N	Y
11/24/2015	883 23RD AVE	ROCHESTER	2	360	N	Y
11/27/2015	234 FRONT ST WEST	CLAREMONT	3	200	N	Y
12/6/2015	4859 SLATER RD	ROSEMOUNT	1	60	N	Y
12/11/2015	202 GRANT ST W	DETROIT LAKES	1	10	N	Y
12/18/2015	20043 HEATH AVE	LAKEVILLE	1	140	N	Y

Service Interruptions

2015	January	February	March	April	May	June	July	August	September	October	November	December	Total
Total	4	1	2	15	21	31	22	28	22	18	10	3	177
System Integrity	0	0	0	0	0	0	0	0	0	0	0	0	0
Company employee or Company Contractor	0	0	0	2	5	2	4	2	4	1	2	0	22
Damage caused by other	4	1	2	13	16	29	18	26	18	17	8	3	155

Minnesota Energy Resources Corporation
2015 Gas Service Quality Report

Attachment 10

Date	Address	Outage Caused by	Number of Customers Affected	Number of People Evacuated	Outage Duration	Longest Time Any Customer was Without Gas	Root Cause of Incident	Actions Taken to Fix Problem	Actions Taken to Contact Customers	Did Customer or Company Relight
2/24/2015	Cloquet DRS #8 1785 Hwy 210, Carlton	No Outage	0	0	N/A	0	Token Relief failed due to a cracked O-ring and/or pipeline condensates.	Replace token relief	Spoke with Casino Manager in person	N/A
3/6/2015	511 Elm St, Farmington	No Outage	0	25	0	0	Uncapped Customer line.	Capped off customer's line.	Spoke with customer in person	Company
3/11/2015	20655 Flagstaff Ave, Farmington	No Outage	0	1900	0	0	Customer pipe leaking	Valve on cooktop burner was shut off.	Spoke with customer in person	N/A
4/14/2015	3157 NW Kenosha Drive, Rochester, MN	Third Party Contractor	1	0	3 hours, 20 min.	3 hours & 20 min.	hit 1" service not marked	NPL replaced damaged pipe	Tech visited with customer	Company
4/29/2015	37th Street NE & East River Road, Rochester, MN	No Outage	0	0	0	0	Vehicle hit above ground valve	NPL repaired	N/A	N/A
4/30/2015	200 E Lincoln St., Hendricks, MN	Third Party Contractor	1	160	3 hours, 11 min.	3 hours, 11 min.	Did not hand dig while excavating.	Squeezed off 2" PE service.	Contacted customers at site	Company
5/4/2015	HWY 169 North of Calumet	System Issue	0	0	N/A	0	2" steel leaking in swamp by road side HWY closure	Replace pipe	Phone Call	N/A
5/7/2015	20965 Holyoke Ave, Lakeville	Third Party Contractor	2	0	6 hrs	6 hrs	Locate not requested.	NPL repaired main	Spoke with customer in person	Company
5/7/2015	4th St and Timber Ln, Cannon Falls	No Outage	0	0	0	0	Misjudged depth	NPL repaired main	Spoke with customer in person	N/A
5/14/2015	301 1st Ave S Aurora	Third Party Contractor	1	35	23hrs	23hrs	Contractor did not hand dig.	Replace pipe	Spoke with customer in person	Company
5/22/2015	3457 Chestnut Ln, Eagan	Third Party Contractor	5	20	2 hrs, 1 min.	2 hrs, 1 min.	Did not hand dig while excavating.	NPL repaired main	Spoke with customer in person	Company
6/22/2015	1470 Red Cedar Rd, Eagan	External Force	1	0	3 hrs, 41 min.	3 hrs, 41 min.	Lightning strike	NPL repaired repaired service line	Spoke with customer in person	Company
7/11/2015	S.Broadway Ave. & 3rd Ave, Albert Lea, MN	Third Party Contractor	36	0	4 hrs, 10 min.	4 hrs, 10 min.	Did not hand dig while excavating.	Squeezed off 3" PE main.	Tech went door to door to tell customers	Company

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7/15/2015	1230 Eagan Industrial Rd #110, Eagan	No Outage	0	11	0	0	No leak	No Leak. Performed leak investigation	Spoke with customer in person	N/A
07/21/15	310 Ash Street, Rose Creek, MN	Third Party Contractor	6	50	3 hours, 20 min	3 hours, 20 min	Contract maintenance road crew performing man hole maintenance work hit 1-1/4" PE gas main.	MERC techs monitored for gas migration and called NPL to make repairs.	Customers were communicated with on going and with relights	Company
7/24/2015	3740 156th St W, Rosemount	External Force	2	40	8 hrs	Customer needs to repair home before service can be restored.	Lightning strike	Cut and capped service line.	Spoke with customer in person	N/A
8/5/2015	50th Avenue & 15th Street SE, Rochester, MN	Third Party Contractor	2	0	1 hour, 50 minutes	1 hour, 50 minutes	Hit 1" service line with boring rig.	NPL build 2" by-pass & installed 2-4" stoppers to make repair	Phone Call	Company
8/24/2015	711 S Broadway Ave., Albert Lea, MN	Third Party Contractor	1	0	9 hrs, 26 min.	9 hrs, 26 min.	Improper backfilling	Squeezed off 1 1/4" PE service.	Tech went door to door to tell customers	Company
8/24/2015	815 S Broadway Ave., Albert Lea, MN	Third Party Contractor	1	0	5 hrs, 40 min.	5 hrs, 40 min.	Improper backfilling	Squeezed off 1 1/4" PE service.	Tech went door to door to tell customers	Company
8/24/2015	195th St W and Eureka Ave, Farmington	No Outage	0	75	0	0	Did not hand dig while excavating.	NPL repaired main	Spoke with customer in person	N/A
8/26/2015	S Newton & E Main St., Albert Lea, MN	Third Party Contractor	4	0	1 hr, 46 min.	1 hr, 46 min.	Did not hand dig while excavating.	Closed 2 valves.	Tech went door to door to tell customers	Company
8/26/2015	707 Lakeview Blvd., Albert Lea, MN	Third Party Contractor	3	2	2 hrs, 56 min.	11 hrs	Did not hand dig while excavating.	Squeezed off 4" PE main.	Tech went door to door to tell customers	Company
9/2/2015	Cliff Rd and Chesmar Dr, Eagan	No Outage	0	0	0	0	Did not hand dig while excavating.	NPL repaired main	No Customer Contact	N/A

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9/11/2015	501 Paul Bunyan RD NW, Bemidji MN 56601	MERC Contractor	766	N/A	7 hrs	63 days	Lack of communication between field and construction crews.	implement sequenced work plans for complex projects	Tech went door to door to tell customers	Company
9/16/2015	USH 53 and Arrowhead Road, Hermantown	Third Party Contractor	20	3	7 hrs	7 hrs	Contractor did not hand dig.	Replace pipe	Spoke with customer in person	Company
10/9/2015	1510 14 Street NW Rochester, MN	No Outage	1	1200-1300	0	0	Regulator/relief venting.	Customer Boiler Valve Shut off.	Spoke with customer in person	N/A
10/16/2015	42266 Lavaquete Rd, Hermantown, MN	Fire	2 meters (Group home)	14	Currently still off	Currently still off	Cigarette Smoking	Squeezed off service line by order of fire department.	Owner was present	Still capped off in yard.
10/18/2015	53403 HWY 61, Sandstone, MN	NNG's relief	1	0	1 hr, 28 min.	1 hr, 28 min.	Farm Tap relief blowing	NNG repaired	Technician went to door	Company
10/27/2015	3330 Mike Collins Dr, Eagan MN 55121	No outage	1	33	0	0	Customer self-evacuated because of odor.	Employee found source of odor was sewer gas from dry floor drain trap.	Tech visited with customer/Spoke with customer in person	N/A
11/09/15	49 University Road, Cloquet, MN	No Outage	1	306	0	0	Gas detector malfunctioned.	School will replace detector	Technician talked to school staff	N/A
11/23/2015	State Hwy 13 & State Hwy 30, New Richland, MN	MERC Contractor	7	25	0 min	0 min.	Improper backfilling.	By-pass & Squeeze off 4" PE main.	Tech went door to door to tell customers	N/A
11/21/2015	20676 Knob Road, Grafton, MN	Blowing relief	1	3	30 minutes	30 minutes	Relief on farm tap blowing.	Called NNG to turn the farm tap off. They repaired and restored service.	MERC Tech was in direct contact with the customer throughout the duration of the outage.	Company
11/25/2015	303 Lawler Avenue North, Hinkley, MN	Fire Dept. turned gas off.	1	1	N/A	N/A	Deceased individual found in the home by authorities . Unknown cause at this time. Courtesy call made to MNOPS.	Customer piping failed shut in test. Left meter locked off.	N/A	N/A

Date	Address	Outage Caused by	Number of Customers Affected	Number of People Evacuated	Outage Duration	Longest Time Any Customer was Without Gas	Root Cause of Incident	Actions Taken to Fix Problem	Actions Taken to Contact Customers	Did Customer or Company Relight
11/27/2015	234 Front St West, Claremont, MN 55924	Third Party Contractor	3	33	3 hrs, 20 min.	3 hrs, 20 min.	2" PE Main hit by 3rd party contractor . A ticket was called in and located correctly by our 3rd party locator, USIC. The contractor did not maintain the marks.	The contractor that hit this line was called and it was explained to them that this was correctly located and that they need to maintain their marks. In addition we gave some suggestions to USIC on how they may mark these type of locates better on hard surfaces.	Customers were evacuated and were told when safe to reenter.	Company
12/22/15	113 NW 2 nd Avenue, Spring Grove, MN	Unknown	1	340	4 hrs, 17 min.	4 hrs, 17 min.	Tiny nick on the seat of the orifice; suspect debris went through screen.	MERC completed turn on procedures and waited until facilities person lit everything back up to ensure there were no other issues.	Was in contact and working with facilities personnel	Company

MERC

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

2015

	January	February	March	April	May	June	July	August	September	October	November	December	Total
\$	624,754	\$ 456,984	\$ 664,545	\$ 592,572	\$ 552,338	\$ 612,238	\$ 646,885	\$ 535,009	\$ 557,867	\$ 523,279	\$ 449,046	\$ 783,868	\$ 6,999,383

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Jan	\$ 34,352	\$ 590,402
Feb	\$ 42,739	\$ 414,245
Mar	\$ 47,256	\$ 617,289
Apr	\$ 50,607	\$ 541,965
May	\$ 37,960	\$ 514,378
Jun	\$ 52,722	\$ 559,515
Jul	\$ 119,706	\$ 527,179
Aug	\$ 52,556	\$ 482,453
Sep	\$ 59,870	\$ 497,996
Oct	\$ 41,188	\$ 482,091
Nov	\$ 42,925	\$ 406,121
Dec	\$ 39,524	\$ 744,344
	<u>\$ 621,406</u>	<u>\$ 6,377,977</u>
		\$ 6,999,383

In the Matter of the Annual Service Quality
Report for Minnesota Energy Resources
Corporation for 2015

Docket No. G011/M-16-__

CERTIFICATE OF SERVICE

I, Kristin M. Stastny, hereby certify that on the 29th day of April, 2016, on behalf of Minnesota Energy Resources Corporation (MERC), I electronically filed a true and correct copy of the enclosed Gas Service Quality Report on www.edockets.state.mn.us. Said documents were also served via U.S. mail and electronic service as designated on the attached service list.

Dated this 29th day of April, 2016.

/s/ Kristin M. Stastny
Kristin M. Stastny

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Michael	Ahern	ahern.michael@dorsey.com	Dorsey & Whitney, LLP	50 S 6th St Ste 1500 Minneapolis, MN 554021498	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List
Julia	Anderson	Julia.Anderson@ag.state.mn.us	Office of the Attorney General-DOC	1800 BRM Tower 445 Minnesota St St. Paul, MN 551012134	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List
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Kristin	Stastny	kstastny@briggs.com	Briggs and Morgan, P.A.	2200 IDS Center 80 South 8th Street Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
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