Minnesota Energy Resources Corporation
Suite 200
1995 Rahncliff Court
Eagan, MN 55122
www.minnesotaenergyresources.com

May 1, 2017

VIA ELECTRONIC FILING

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

PUBLIC DOCUMENT—
PRIVATE DATA ON INDIVIDUALS
HAS BEEN EXCISED

Re: In the Matter of the Annual Service Quality Report for Minnesota Energy Resources Corporation for 2016

Docket No. G011/M-17-___

Dear Mr. Wolf:

Enclosed for filing is Minnesota Energy Resources Corporation's 2016 Annual Gas Service Quality Standards Report. The nonpublic version of this filing contains private data on individuals. In particular, Attachment 10 includes customer addresses. This information is maintained by MERC as private customer data and has been excised from the public version of the filing in accordance with Minn. Stat. § 13.679.

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

Enclosure
cc: Service List

STATE OF MINNESOTA
BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

Nancy Lange	Chair
Dan Lipschultz	Commissioner
Matt Schuerger	Commissioner
Katie Sieben	Commissioner
John Tuma	Commissioner

In the Matter of the Annual Service Quality Report for Minnesota Energy Resources Corporation for 2016

Docket No. G011/M-17-__

2016 ANNUAL SERVICE QUALITY REPORT

Minnesota Energy Resources Corporation ("MERC" or the "Company") submits this Annual Report for 2016 in compliance with the Minnesota Public Utilities Commission's ("Commission") August 26, 2010, Order Setting Reporting Requirements in Docket No. G999/CI-09-409; March 6, 2012, Order Accepting Reports and Setting Further Requirements in Docket No. G007,011/M-10-374; and October 23, 2015, Order in Docket No. G011/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. Rules, part 7826.1400.

7826.1400 REPORTING METER-READING PERFORMANCE.

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

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

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

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

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

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.

In MERC's 2015 Gas Service Quality Annual Report filed in Docket No. G011/M-16-371, MERC provided the following response in compliance with the Commission's October 23, 2015, Order:

> 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.

Consistent with MERC's response in Docket No. G011/M-16-371, Attachment 2 to this 2016 Gas Service Quality Annual Report reports meter reading staffing data based on

payroll time charged to meter reading for MERC employees and FTE-equivalent staffing for MERC contract meter readers.

C. Involuntary Service Disconnections

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

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

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

2. The number of customers who sought Cold Weather Rule protection under chapter 7820 is reported in item 3, and the number of customers who sought Cold Weather Rule protection and whose service was disconnected is provided in item 22 of MERC's monthly report.

3. The total number of customers whose service was disconnected involuntarily is provided in item 23 of MERC's monthly report, and the number of customers whose service was disconnected for 24 hours or more is reported in item 34.

4. The number of customer accounts granted a reconnection request are reported in item 6 of MERC's monthly report.

D. Service Extension Requests

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

> **7826.1600 REPORTING SERVICE EXTENSION REQUEST RESPONSE TIMES.**
>
> The annual service quality report must include a report on service extension request response times, including, for each customer class and each calendar month:
>
> A. the number of customers requesting service to a location not previously served by the utility and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service; and

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

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: MERC has recently experienced problems with its service extension report and we are working to remedy the reporting errors. MERC will file this information as soon as it is available

E. Customer Deposits

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

7826.1900 REPORTING CUSTOMER DEPOSITS.

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

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 zero (0) new deposits in 2016. In total, MERC was holding three deposits at the end of 2016.

F. Customer Complaints

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

7826.2000 REPORTING CUSTOMER COMPLAINTS.

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

A. the number of complaints received;

B. the number and percentage of complaints alleging billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service-extension intervals, service-restoration intervals, and any other identifiable subject matter involved in five percent or more of customer complaints;

C. the number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days;

D. the number and percentage of all complaints resolved by taking any of the following actions:

(1) taking the action the customer requested;

(2) taking an action the customer and the utility agree is an acceptable compromise;

(3) providing the customer with information that demonstrates that the situation complained of is not reasonably within the control of the utility; or

(4) refusing to take the action the customer requested; and

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

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

G. Telephone Answer Times

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

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

H. Mislocates

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

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

I. Damaged Gas Lines

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

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

J. Service Interruptions

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

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

K. MOPS Reportable Events

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

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

MERC Response: The required information is provided in Attachment 10. The Nonpublic version of this Attachment includes "private data on individuals," such as customer addresses. This information is maintained by MERC as private customer data, and has been excised from the Public version of this filing pursuant to Minn. Stat. § 13.679.

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 2016 Gas Service Quality Annual Report as in compliance with all applicable reporting requirements.

Dated: May 1, 2017

Call Center Response Time

Calls answered within 20 seconds

	January	February	March	April	May	June	July	August	September	October	November	December	Average	Total
Total calls	28,515	26,976	22,940	18,124	19,722	19,962	17,646	19,252	20,400	22,171	19,261	18,003	21,081	252,972
Average speed of answer (seconds)	64	128	26	25	37	24	16	15	24	17	12	10	33.17	
% answered in 20 seconds	74%	66%	83%	83%	81%	82%	82%	81%	77%	81%	87%	89%	80%	

Answer time for gas emergency phone lines

	January	February	March	April	May	June	July	August	September	October	November	December	Average	Total
Total calls	4,155	3,848	1,724	1,432	1,422	1,509	1,420	1,431	1,586	1,733	1,676	1,837	1,981	23,773
Average speed of answer (seconds)	5	8	4	3	3	3	3	3	3	4	3	5	3.92	
% answered in 15 seconds	88%	86%	95%	97%	98%	98%	98%	98%	97%	96%	98%	97%	96%	

Meter Reading Performance

	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
without farm taps										
January	233,158	194,904	83.59%	68	0.03%	163	0.0699%	66	0.0283%	accessibility and dogs
February	233,261	226,495	97.10%	48	0.02%	107	0.0459%	56	0.0240%	accessibility and dogs
March	233,354	228,246	97.81%	43	0.02%	108	0.0463%	57	0.0244%	accessibility and dogs
April	233,419	213,406	91.43%	47	0.02%	96	0.0411%	66	0.0283%	accessibility and dogs
May	233,523	230,690	98.79%	139	0.06%	94	0.0403%	58	0.0248%	accessibility and dogs
June	233,725	231,427	99.02%	110	0.05%	746	0.3192%	62	0.0265%	accessibility and dogs
July	233,791	217,380	92.98%	48	0.02%	1,893	0.8097%	16	0.0068%	accessibility and dogs
August	233,957	231,768	99.06%	67	0.03%	1,880	0.8036%	16	0.0068%	accessibility and dogs
September	234,325	230,132	98.21%	105	0.04%	1,843	0.7865%	14	0.0060%	accessibility and dogs
October	234,608	231,002	98.46%	150	0.06%	1,795	0.7651%	13	0.0055%	accessibility and dogs
November	235,020	227,801	96.93%	137	0.06%	1,762	0.7497%	8	0.0034%	accessibility and dogs
December	235,231	231,526	98.42%	145	0.06%	1,736	0.7380%	9	0.0038%	accessibility and dogs
Total	2,807,372	2,694,777	95.99%	1,107	0.04%	12,223	0.4354%	441	0.0157%	
with farm taps										
January	235,132	196,442	83.55%	565	0.24%	204	0.0868%	81	0.0344%	
February	235,231	228,069	96.96%	155	0.07%	120	0.0510%	64	0.0272%	
March	235,325	229,904	97.70%	337	0.14%	118	0.0501%	65	0.0276%	
April	235,390	215,098	91.38%	331	0.14%	107	0.0455%	72	0.0306%	
May	235,493	232,386	98.68%	702	0.30%	104	0.0442%	63	0.0268%	
June	235,660	233,034	98.89%	398	0.17%	760	0.3225%	67	0.0284%	
July	235,728	218,958	92.89%	285	0.12%	1,903	0.8073%	21	0.0089%	
August	235,892	233,357	98.93%	346	0.15%	1,888	0.8004%	22	0.0093%	
September	236,260	231,665	98.06%	448	0.19%	1,850	0.7830%	21	0.0089%	
October	236,537	232,492	98.29%	917	0.39%	1,813	0.7665%	20	0.0085%	
November	236,944	228,714	96.53%	954	0.40%	1,786	0.7538%	16	0.0068%	
December	237,155	232,622	98.09%	931	0.39%	1,766	0.7447%	18	0.0076%	
Total	2,830,747	2,712,741	95.83%	6,369	0.22%	12,419	0.4387%	530	0.0187%	

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Meter reading staffing*	23.6	29.6	28.1	24.2	24.4	24.8	23	26.2	23.6	23.4	24	27	301.9

* approximate FTEs based on labor reports

Minnesota Energy Resources
Service Quality Report

Non CWR Months

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

Company: Minnesota Energy Resources for report period ending:

		Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016
1	Number of Residential Customer Accounts:	206,420	206,525	206,613	206,727	206,737	206,764	206,817	206,914	207,026	206,420	208,271	209,010
2	Number of Past Due Residential Customer Accounts:	22,903	18,520	28,540	28,276	27,667	29,767	29,386	30,756	29,094	27,983	30,474	33,291
3	Number of Cold Weather Protection Requests:	133	552	569	744						1,077	742	832
RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS													
4	Number of "Right to Appeal" notices mailed to customers:	0	0	0	0						0	0	1
5	*Intentionally Blank*												
6	Number of customer accounts granted reconnection request:	51	2	0	0						151	64	28

INABILITY TO PAY (ITP)

10% PLAN (TPP)

Minnesota Energy Resources
Service Quality Report

Non CWR Months

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

Company: Minnesota Energy Resources for report period ending:

		Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016
PAYMENT SCHEDULE (PS)													
16	Number of "Right to Appeal" notices mailed to customers:	0	0	0	0						0	0	1
a)	Number of PS requests received	133	552	569	744						1,077	742	832
17	*Intentionally Blank*												
18	Number of PS negotiations mutually agreed upon:	133	552	569	744						1,077	742	832
19	*Intentionally Blank*												
DISCONNECTIONS													
20	Number of disconnection notices mailed to customers:	0	0	0	17	420	33	3	2	49	1,259	317	590
21	Number of customer accounts disconnected who did not seek protection:												
	Duplicate columns for use in April and October												
	April 1-15 and October 1-15 in 1st column												
	All other months, use 1st column only												
a)	# Electric - heat affected												
b)	# Electric - heat not affected												
c)	# Gas - heat affected	12	0	0	0	0	65	3	153	347	156	14	13
d)	# Gas - heat not affected												
e)	**Total** # disconnected												
	April 16-30 and October 16-31 in 2nd column												
	All other months, use 1st column only												
a)	# Electric - heat affected												
b)	# Electric - heat not affected												
c)	# Gas - heat affected				0						19		
d)	# Gas - heat not affected												
e)	**Total** # disconnected				0								
22	Number of customer accounts disconnected seeking protection:												
a)	# Electric - heat affected												
b)	# Electric - heat not affected												
c)	# Gas - heat affected												
d)	# Gas - heat not affected												
e)	Total # disconnected (See Note)	0	0	0	0	0	0	0	0	0	0	0	0
	NOTE: Please report immediately the names and addresses of customers whose service has been disconnected more than 24 hours.												
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	12	0	0	0	0	65	3	153	347	175	14	13

Minnesota Energy Resources
Service Quality Report

Non CWR Months

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

Company: Minnesota Energy Resources for report period ending:

		Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016
DOLLAR VALUE													
24	**Total** dollars past due on all residential accounts:	$5,854,300	$3,216,656	$6,120,283	$6,066,100	$6,087,992	$5,540,859	$4,155,782	$3,312,810	$2,663,128	$2,156,154	$2,416,390	$3,724,666
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$256	$174	$214	$215	$220	$186	$141	$108	$92	$77	$79	$112
26	**Total** dollars received from energy assistance programs:	$559,306	$517,120	$460,161	$453,695	$282,806	$118,032	$517,121	$0	$0	$0	$811,272	$1,001,495
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:	$20,463,764	$24,652,924	$17,570,515	$13,978,217	$8,085,231	$5,645,223	$3,673,953	$3,966,641	$4,114,436	$5,095,166	$8,591,545	$16,050,200
29	**Average** monthly residential bill: (auto-calculation of #28 ÷ #1)	$99	$119	$85	$68	$39	$27	$18	$19	$20	$25	$41	$77
30	*Intentionally Blank*												
30	**Average** annual residential bill:												
31	**Total** residential account write-offs due to uncollectible:	$0	$141,463	$45,905	$64,889	$75,789	$9,065,574	$24,036	$47,009	$299,168	$96,857	$231,182	$125,948
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	6	0	0	0	0	0	0	0	0	6	3	474
	d) # Gas - heat not affected												
	e) **Total** # disconnected	6	0	0	0	0	0	0	0	0	6	3	474
33	*Intentionally Blank*												
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	6	0	0	0	0	0	0	0	0	0	0	0
35	*Intentionally Blank*												
36	*Intentionally Blank*												
RECONNECTION DATA													
37	# Accounts reconnected	51	2	0	0	0	1	0	0	75	151	64	28
38	# Accounts remaining disconnected	332	332	332	19	19	15	14	32	298	146	134	82
	a) 1-30 days	2	70	70	0	0	0	0	29	233	39	0	1
	b) 31-60 days	7	29	29	0	0	0	0	0	65	71	117	25
	c) 61+ days	323	233	233	19	19	15	14	3	0	36	17	56

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:	2016	*Required*
Reporting Period:	January	*Required*

Utility Monthly Reports (216B.091)

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

1	Number of Residential Customer Accounts:	206,420
2	Number of Past Due Residential Customer Accounts:	22,903
3	Number of Cold Weather Protection Requests:	133

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	*Intentionally Blank*	
6	Number of customer accounts granted reconnection request:	51

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

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

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0		
a)	Number of PS requests received	133		
17	*Intentionally Blank*			
18	Number of PS negotiations mutually agreed upon:	133		
19	*Intentionally Blank*			

DISCONNECTIONS

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

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

DOLLAR VALUE

24	**Total** dollars past due on all residential accounts:	$5,854,300	
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$256	
26	**Total** dollars received from energy assistance programs:	$559,306	
27	**Total** dollars received from other sources (private organizations):	$0	
28	**Total** Revenue from sales to residential accounts:	$20,463,764	
29	**Average** monthly residential bill: (auto-calculation of #28 ÷ #1)	$99	
30	*Intentionally Blank*		
31	**Total** residential account write-offs due to uncollectible:	$0	

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	6	
d)	# Gas - heat not affected		*CWR period only*
e)	**Total** # disconnected	6	
33	*Intentionally Blank*		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	6	
35	*Intentionally Blank*		
36	*Intentionally Blank*		

RECONNECTION DATA

37	# Accounts reconnected	51
38	# Accounts remaining disconnected	332
a)	1-30 days	2
b)	31-60 days	7
c)	61+ days	323

[END]

cwrutilrpt.xls ver 3.0

CWR Monthly Report February 2016.xls

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:	2016	*Required*
Reporting Period:	February	*Required*

Utility Monthly Reports (216B.091)

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

1	Number of Residential Customer Accounts:	206,525
2	Number of Past Due Residential Customer Accounts:	18,520
3	Number of Cold Weather Protection Requests:	552

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	*Intentionally Blank*	
6	Number of customer accounts granted reconnection request:	2

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

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

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0		
a)	Number of PS requests received	552		
17	*Intentionally Blank*			
18	Number of PS negotiations mutually agreed upon:	552		
19	*Intentionally Blank*			

DISCONNECTIONS

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

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

DOLLAR VALUE

24	**Total** dollars past due on all residential accounts:	$3,216,656	
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$174	
26	**Total** dollars received from energy assistance programs:	$517,120	
27	**Total** dollars received from other sources (private organizations):	$0	
28	**Total** Revenue from sales to residential accounts:	$24,652,924	
29	**Average** monthly residential bill: (auto-calculation of #28 ÷ #1)	$119	
30	*Intentionally Blank*		
31	**Total** residential account write-offs due to uncollectible:	$141,463	

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	0	
d)	# Gas - heat not affected		*CWR period only*
e)	**Total** # disconnected	0	
33	*Intentionally Blank*		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0	
35	*Intentionally Blank*		
36	*Intentionally Blank*		

RECONNECTION DATA

37	# Accounts reconnected	2
38	# Accounts remaining disconnected	332
a)	1-30 days	70
b)	31-60 days	29
c)	61+ days	233

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire ***Version 3***

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	*Required*
Reporting Year:	2016	*Required*
Reporting Period:	March	*Required*

Utility Monthly Reports (216B.091)

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

1	Number of Residential Customer Accounts:	206,613
2	Number of Past Due Residential Customer Accounts:	28,540
3	Number of Cold Weather Protection Requests:	569

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	*Intentionally Blank*	
6	Number of customer accounts granted reconnection request:	0

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

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

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0		
a)	Number of PS requests received	569		
17	*Intentionally Blank*			
18	Number of PS negotiations mutually agreed upon:	569		
19	*Intentionally Blank*			

DISCONNECTIONS

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

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

DOLLAR VALUE

24	**Total** dollars past due on all residential accounts:	$6,120,283	
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$214	
26	**Total** dollars received from energy assistance programs:	$460,161	
27	**Total** dollars received from other sources (private organizations):	$0	
28	**Total** Revenue from sales to residential accounts:	$17,570,515	
29	**Average** monthly residential bill: (auto-calculation of #28 ÷ #1)	$85	
30	*Intentionally Blank*		
31	**Total** residential account write-offs due to uncollectible:	$45,905	

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	0	
d)	# Gas - heat not affected		*CWR period only*
e)	**Total** # disconnected	0	
33	*Intentionally Blank*		
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	*Intentionally Blank*		
36	*Intentionally Blank*		

RECONNECTION DATA

37	# Accounts reconnected	0
38	# Accounts remaining disconnected	332
a)	1-30 days	70
b)	31-60 days	29
c)	61+ days	233

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire ***Version 3***

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	*Required*
Reporting Year:	2016	*Required*
Reporting Period:	April	*Required*

Utility Monthly Reports (216B.091)

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

1	Number of Residential Customer Accounts:	206,727
2	Number of Past Due Residential Customer Accounts:	28,276
3	Number of Cold Weather Protection Requests:	744

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	*Intentionally Blank*	
6	Number of customer accounts granted reconnection request:	0

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

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

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0		
a)	Number of PS requests received	744		
17	*Intentionally Blank*			
18	Number of PS negotiations mutually agreed upon:	744		
19	*Intentionally Blank*			

DISCONNECTIONS

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

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

DOLLAR VALUE

24	**Total** dollars past due on all residential accounts:	$6,066,100	
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$215	
26	**Total** dollars received from energy assistance programs:	$453,695	
27	**Total** dollars received from other sources (private organizations):	$0	
28	**Total** Revenue from sales to residential accounts:	$13,978,217	
29	**Average** monthly residential bill: (auto-calculation of #28 ÷ #1)	$68	
30	*Intentionally Blank*		
31	**Total** residential account write-offs due to uncollectible:	$64,889	

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	0	
d)	# Gas - heat not affected		*CWR period only*
e)	**Total** # disconnected	0	
33	*Intentionally Blank*		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0	*CWR period only*
35	*Intentionally Blank*		
36	*Intentionally Blank*		

RECONNECTION DATA

37	# Accounts reconnected	0
38	# Accounts remaining disconnected	19
a)	1-30 days	0
b)	31-60 days	0
c)	61+ days	19

[END]

cwrutilrpt.xls ver 3.0

Amended CWR Monthly Report May 2016.xls

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:	2016	*Required*
Reporting Period:	May	*Required*

Utility Monthly Reports (216B.091)

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

1	Number of Residential Customer Accounts:	206,737	
2	Number of Past Due Residential Customer Accounts:	27,667	
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) *This entire section intentionally left blank*

10% PLAN (TPP) *This entire section intentionally left blank*

Amended CWR Monthly Report May 2016.xls

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

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	420		
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			*Required*
b)	# Electric - heat not affected			*Required*
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected			*Required*
e)	**Total** # disconnected	0	0	
22	Number of customer accounts disconnected seeking protection:			
a)	# Electric - heat affected			*CWR period only*
b)	# Electric - heat not affected			*CWR period only*
c)	# Gas - heat affected			*CWR period only*
d)	# Gas - heat not affected			*CWR period only*
e)	Total # disconnected (See Note)	0		
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0	

Amended CWR Monthly Report May 2016.xls

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

DOLLAR VALUE

24	**Total** dollars past due on all residential accounts:	$6,087,992	
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$220	
26	**Total** dollars received from energy assistance programs:	$282,806	
27	**Total** dollars received from other sources (private organizations):	$0	
28	**Total** Revenue from sales to residential accounts:	$8,085,231	
29	**Average** monthly residential bill: (auto-calculation of #28 ÷ #1)	$39	
30	*Intentionally Blank*		
31	**Total** residential account write-offs due to uncollectible:	$75,789	

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	*Intentionally Blank*		
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	*Intentionally Blank*		
36	*Intentionally Blank*		

RECONNECTION DATA

37	# Accounts reconnected	0
38	# Accounts remaining disconnected	19
a)	1-30 days	0
b)	31-60 days	0
c)	61+ days	19

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire ***Version 3***

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	*Required*
Reporting Year:	2016	*Required*
Reporting Period:	June	*Required*

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:	206,764	
2	Number of Past Due Residential Customer Accounts:	29,767	
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) *This entire section intentionally left blank*

10% PLAN (TPP) *This entire section intentionally left blank*

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

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	33		
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			*Required*
b)	# Electric - heat not affected			*Required*
c)	# Gas - heat affected	65		
d)	# Gas - heat not affected			*Required*
e)	**Total** # disconnected	65	0	
22	Number of customer accounts disconnected seeking protection:			
a)	# Electric - heat affected			*CWR period only*
b)	# Electric - heat not affected			*CWR period only*
c)	# Gas - heat affected			*CWR period only*
d)	# Gas - heat not affected			*CWR period only*
e)	Total # disconnected (See Note)	0		
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	65	65	

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:	$5,540,859	
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$186	
26	**Total** dollars received from energy assistance programs:	$118,032	
27	**Total** dollars received from other sources (private organizations):	$0	
28	**Total** Revenue from sales to residential accounts:	$5,645,223	
29	**Average** monthly residential bill: (auto-calculation of #28 ÷ #1)	$27	
30	*Intentionally Blank*		
31	**Total** residential account write-offs due to uncollectible:	$9,065,574	

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	*Intentionally Blank*		
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	*Intentionally Blank*		
36	*Intentionally Blank*		

RECONNECTION DATA

37	# Accounts reconnected	1
38	# Accounts remaining disconnected	15
a)	1-30 days	0
b)	31-60 days	0
c)	61+ days	15

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire ***Version 3***

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	*Required*
Reporting Year:	2016	*Required*
Reporting Period:	July	*Required*

Utility Monthly Reports (216B.091)

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

1	Number of Residential Customer Accounts:	206,817	
2	Number of Past Due Residential Customer Accounts:	29,386	
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) *This entire section intentionally left blank*

10% PLAN (TPP) *This entire section intentionally left blank*

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

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

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

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

DOLLAR VALUE

24	**Total** dollars past due on all residential accounts:	$4,155,782	
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$141	
26	**Total** dollars received from energy assistance programs:	$517,121	
27	**Total** dollars received from other sources (private organizations):	$0	
28	**Total** Revenue from sales to residential accounts:	$3,673,953	
29	**Average** monthly residential bill: (auto-calculation of #28 ÷ #1)	$18	
30	*Intentionally Blank*		
31	**Total** residential account write-offs due to uncollectible:	$24,036	

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	*Intentionally Blank*		
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	*Intentionally Blank*		
36	*Intentionally Blank*		

RECONNECTION DATA

37	# Accounts reconnected	0
38	# Accounts remaining disconnected	14
a)	1-30 days	0
b)	31-60 days	0
c)	61+ days	14

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire ***Version 3***

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	*Required*
Reporting Year:	2016	*Required*
Reporting Period:	August	*Required*

Utility Monthly Reports (216B.091)

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

1	Number of Residential Customer Accounts:	206,914	
2	Number of Past Due Residential Customer Accounts:	30,756	
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) *This entire section intentionally left blank*

10% PLAN (TPP) *This entire section intentionally left blank*

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

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	2		
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			*Required*
b)	# Electric - heat not affected			*Required*
c)	# Gas - heat affected	153		
d)	# Gas - heat not affected			*Required*
e)	**Total** # disconnected	153	0	
22	Number of customer accounts disconnected seeking protection:			
a)	# Electric - heat affected			*CWR period only*
b)	# Electric - heat not affected			*CWR period only*
c)	# Gas - heat affected			*CWR period only*
d)	# Gas - heat not affected			*CWR period only*
e)	Total # disconnected (See Note)	0		
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	153	153	

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

DOLLAR VALUE

24	**Total** dollars past due on all residential accounts:	$3,312,810	
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$108	
26	**Total** dollars received from energy assistance programs:	$0	
27	**Total** dollars received from other sources (private organizations):	$0	
28	**Total** Revenue from sales to residential accounts:	$3,966,641	
29	**Average** monthly residential bill: (auto-calculation of #28 ÷ #1)	$19	
30	*Intentionally Blank*		
31	**Total** residential account write-offs due to uncollectible:	$47,009	

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	*Intentionally Blank*		
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	*Intentionally Blank*		
36	*Intentionally Blank*		

RECONNECTION DATA

37	# Accounts reconnected	0
38	# Accounts remaining disconnected	32
a)	1-30 days	29
b)	31-60 days	0
c)	61+ days	3

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire ***Version 3***

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	*Required*
Reporting Year:	2016	*Required*
Reporting Period:	September	*Required*

Utility Monthly Reports (216B.091)

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

1	Number of Residential Customer Accounts:	207,026	
2	Number of Past Due Residential Customer Accounts:	29,094	
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) *This entire section intentionally left blank*

10% PLAN (TPP) *This entire section intentionally left blank*

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

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	49		
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			*Required*
b)	# Electric - heat not affected			*Required*
c)	# Gas - heat affected	347		
d)	# Gas - heat not affected			*Required*
e)	**Total** # disconnected	347	0	
22	Number of customer accounts disconnected seeking protection:			
a)	# Electric - heat affected			*CWR period only*
b)	# Electric - heat not affected			*CWR period only*
c)	# Gas - heat affected			*CWR period only*
d)	# Gas - heat not affected			*CWR period only*
e)	Total # disconnected (See Note)	0		
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	347	347	

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

DOLLAR VALUE

24	**Total** dollars past due on all residential accounts:	$2,663,128	
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$92	
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:	$4,114,436	
29	**Average** monthly residential bill: (auto-calculation of #28 ÷ #1)	$20	
30	*Intentionally Blank*		
31	**Total** residential account write-offs due to uncollectible:	$299,168	

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	*Intentionally Blank*		
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	*Intentionally Blank*		
36	*Intentionally Blank*		

RECONNECTION DATA

37	# Accounts reconnected	75
38	# Accounts remaining disconnected	298
a)	1-30 days	233
b)	31-60 days	65
c)	61+ days	0

[END]

cwrutilrpt.xls ver 3.0

CWR Monthly October 2016.xls

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:	2016	*Required*
Reporting Period:	October	*Required*

Utility Monthly Reports (216B.091)

****Enter Company Information, Above****

1	Number of Residential Customer Accounts:	206,420	*Required*
2	Number of Past Due Residential Customer Accounts:	27,983	*Required*
3	Number of Cold Weather Protection Requests:	1,077	*CWR period only*

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0	*CWR period only*
5	*Intentionally Blank*		
6	Number of customer accounts granted reconnection request:	151	*CWR period only*

INABILITY TO PAY (ITP) *This entire section intentionally left blank*

10% PLAN (TPP) *This entire section intentionally left blank*

****Enter Company Information, Above****

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0		*CWR period only*
a)	Number of PS requests received	1,077		*CWR period only*
17	*Intentionally Blank*			
18	Number of PS negotiations mutually agreed upon:	1,077		*CWR period only*
19	*Intentionally Blank*			

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	1,259		*Required*
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			*Required*
b)	# Electric - heat not affected			*Required*
c)	# Gas - heat affected	156	19	*Required*
d)	# Gas - heat not affected			*Required*
e)	**Total** # disconnected	0	0	
22	Number of customer accounts disconnected seeking protection:			
a)	# Electric - heat affected			*CWR period only*
b)	# Electric - heat not affected			*CWR period only*
c)	# Gas - heat affected			*CWR period only*
d)	# Gas - heat not affected			*CWR period only*
e)	Total # disconnected (See Note)	0		
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0	

CWR Monthly October 2016.xls

****Enter Company Information, Above****

DOLLAR VALUE

24	**Total** dollars past due on all residential accounts:	$2,156,154	*Required*
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$0	
26	**Total** dollars received from energy assistance programs:	$0	*Required*
27	**Total** dollars received from other sources (private organizations):	$0	*Required*
28	**Total** Revenue from sales to residential accounts:	$5,095,166	*Required*
29	**Average** monthly residential bill: (auto-calculation of #28 ÷ #1)	$0	
30	*Intentionally Blank*		
31	**Total** residential account write-offs due to uncollectible:	$96,857	*Required*

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	6	*CWR period only*
d)	# Gas - heat not affected		*CWR period only*
e)	**Total** # disconnected	0	
33	*Intentionally Blank*		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	6	*CWR period only*
35	*Intentionally Blank*		
36	*Intentionally Blank*		

RECONNECTION DATA

37	# Accounts reconnected	151	*Required*
38	# Accounts remaining disconnected	0	
a)	1-30 days	39	*Required*
b)	31-60 days	71	*Required*
c)	61+ days	36	*Required*

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire ***Version 3***

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	*Required*
Reporting Year:	2016	*Required*
Reporting Period:	November	*Required*

Utility Monthly Reports (216B.091)

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

1	Number of Residential Customer Accounts:	208,271
2	Number of Past Due Residential Customer Accounts:	30,474
3	Number of Cold Weather Protection Requests:	742

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	*Intentionally Blank*	
6	Number of customer accounts granted reconnection request:	64

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

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

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0		
a)	Number of PS requests received	742		
17	*Intentionally Blank*			
18	Number of PS negotiations mutually agreed upon:	742		
19	*Intentionally Blank*			

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	317		
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			*Required*
b)	# Electric - heat not affected			*Required*
c)	# Gas - heat affected	14		
d)	# Gas - heat not affected			*Required*
e)	**Total** # disconnected	14	0	
22	Number of customer accounts disconnected seeking protection:			
a)	# Electric - heat affected			*CWR period only*
b)	# Electric - heat not affected			*CWR period only*
c)	# Gas - heat affected			*CWR period only*
d)	# Gas - heat not affected			*CWR period only*
e)	Total # disconnected (See Note)	0		
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	14	14	

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

DOLLAR VALUE

24	**Total** dollars past due on all residential accounts:	$2,416,390	
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$79	
26	**Total** dollars received from energy assistance programs:	$811,272	
27	**Total** dollars received from other sources (private organizations):	$0	
28	**Total** Revenue from sales to residential accounts:	$8,591,545	
29	**Average** monthly residential bill: (auto-calculation of #28 ÷ #1)	$41	
30	*Intentionally Blank*		
31	**Total** residential account write-offs due to uncollectible:	$231,182	

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	3	
d)	# Gas - heat not affected		*CWR period only*
e)	**Total** # disconnected	3	
33	*Intentionally Blank*		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0	
35	*Intentionally Blank*		
36	*Intentionally Blank*		

RECONNECTION DATA

37	# Accounts reconnected	64
38	# Accounts remaining disconnected	134
a)	1-30 days	0
b)	31-60 days	117
c)	61+ days	17

[END]

cwrutilrpt.xls ver 3.0

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire ***Version 3***

Company Submitting Reply:	Minnesota Energy Resources People's Natural Gas	*Required*
Reporting Year:	2016	*Required*
Reporting Period:	December	*Required*

Utility Monthly Reports (216B.091)

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

1	Number of Residential Customer Accounts:	209,010
2	Number of Past Due Residential Customer Accounts:	33,291
3	Number of Cold Weather Protection Requests:	832

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	1
5	*Intentionally Blank*	
6	Number of customer accounts granted reconnection request:	28

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

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

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	1		
a)	Number of PS requests received	832		
17	*Intentionally Blank*			
18	Number of PS negotiations mutually agreed upon:	832		
19	*Intentionally Blank*			

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	590		
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			*Required*
b)	# Electric - heat not affected			*Required*
c)	# Gas - heat affected	13		
d)	# Gas - heat not affected			*Required*
e)	**Total** # disconnected	13	0	
22	Number of customer accounts disconnected seeking protection:			
a)	# Electric - heat affected			*CWR period only*
b)	# Electric - heat not affected			*CWR period only*
c)	# Gas - heat affected			*CWR period only*
d)	# Gas - heat not affected			*CWR period only*
e)	Total # disconnected (See Note)	0		
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	13	13	

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

DOLLAR VALUE

24	**Total** dollars past due on all residential accounts:	$3,724,666	
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$112	
26	**Total** dollars received from energy assistance programs:	$1,001,495	
27	**Total** dollars received from other sources (private organizations):	$0	
28	**Total** Revenue from sales to residential accounts:	$16,050,200	
29	**Average** monthly residential bill: (auto-calculation of #28 ÷ #1)	$77	
30	*Intentionally Blank*		
31	**Total** residential account write-offs due to uncollectible:	$125,948	

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	474	
d)	# Gas - heat not affected		*CWR period only*
e)	**Total** # disconnected	474	
33	*Intentionally Blank*		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0	
35	*Intentionally Blank*		
36	*Intentionally Blank*		

RECONNECTION DATA

37	# Accounts reconnected	28
38	# Accounts remaining disconnected	82
a)	1-30 days	1
b)	31-60 days	25
c)	61+ days	56

[END]

cwrutilrpt.xls ver 3.0

	January				February				March				April				May				June			
Number of Complaints	20				27				39				23				71				67			
Type of Compliant	# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class
Billing/Meter Reading Issue	3	16%	0	0%	4	18%	0	0%	5	15%	0	0%	13	62%	1	50%	12	18%	1	20%	15	24%	2	40%
Meter Adjustment	0	0%	0	0%	0	0%	0	0%	2	6%	1	17%	0	0%	0	0%	2	3%	0	0%	1	2%	0	0%
Employee Action / Behavior Issue	4	21%	0	0%	2	9%	1	20%	0	0%	1	17%	1	5%	0	0%	5	8%	0	0%	0	0%	0	0%
"My bill is too high"	0	0%	0	0%	5	23%	1	20%	7	21%	0	0%	4	19%	1	50%	8	12%	2	40%	14	23%	1	20%
Service Extension Intervals	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Service Quality	4	21%	0	0%	3	14%	0	0%	3	9%	0	0%	1	5%	0	0%	11	17%	1	20%	13	21%	1	20%
Service Restoration Intervals	1	5%	0	0%	1	5%	1	20%	0	0%	0	0%	0	0%	0	0%	1	2%	0	0%	1	2%	0	0%
Other	7	37%	1	100%	7	32%	2	40%	16	48%	4	67%	2	10%	0	0%	27	41%	1	20%	18	29%	1	20%
Time To Resolve Complaint																								
Initially	8				7				4				5				15				10			
Within 10 days	6				0				27				12				53				57			
> than 10 days	6				20				8				6				3				0			
Complaint Resolution	# Resolved by taking the listed action		% Resolved by taking the listed action		# Resolved by taking the listed action		% Resolved by taking the listed action		# Resolved by taking the listed action		% Resolved by taking the listed action		# Resolved by taking the listed action		% Resolved by taking the listed action		# Resolved by taking the listed action		% Resolved by taking the listed action		# Resolved by taking the listed action		% Resolved by taking the listed action	
Taking action as customer requested	9		45%		7		26%		21		54%		10		43%		11		15%		23		34%	
Agreeable compromise	6		30%		11		41%		10		26%		8		35%		23		32%		32		48%	
Not within the control of the utility	5		25%		5		19%		7		18%		2		9%		3		4%		3		4%	
Refuse to customer requested action	0		0%		4		15%		1		3%		3		13%		34		48%		9		13%	
BBB Complaints	0				3				0				1				0				2			
OAG Complaints	0				0				1				1				1				2			
PUC Complaints	0				3				0				3				0				3			

Customer Complaints

	July				August				September				October				November				December			
Number of Complaints	41				35				43				83				76				52			
Type of Compliant	# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class	# of complaints Residential Class	% of complaints Residential Class	# of complaints Commercial Class	% of complaints Commercial Class
Billing/Meter Reading Issue	8	21%	0	0%	8	24%	0	0%	14	36%	0	0%	18	23%	2	33%	12	17%	0	0%	18	38%	0	0%
Meter Adjustment	1	3%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	2	3%	0	0%	0	0%	0	0%
Employee Action / Behavior Issue	1	3%	0	0%	0	0%	0	0%	1	3%	0	0%	2	3%	0	0%	0	0%	1	25%	2	4%	0	0%
"My bill is too high"	9	23%	1	50%	5	15%	0	0%	2	5%	0	0%	5	6%	2	33%	5	7%	2	50%	0	0%	0	0%
Service Extension Intervals	1	3%	0	0%	1	3%	0	0%	0	0%	0	0%	3	4%	0	0%	3	4%	0	0%	2	4%	0	0%
Service Quality	8	21%	0	0%	6	18%	0	0%	3	8%	0	0%	13	17%	1	17%	14	19%	0	0%	2	4%	0	0%
Service Restoration Intervals	0	0%	0	0%	0	0%	0	0%	3	8%	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%
Other	11	28%	1	50%	13	39%	2	100%	16	41%	4	100%	35	45%	1	17%	36	50%	1	25%	24	50%	4	100%
Time To Resolve Complaint																								
Initially	13				8				6				9				13				8			
Within 10 days	28				21				25				61				45				38			
> than 10 days	0				6				12				13				18				6			
Complaint Resolution	# Resolved by taking the listed action		% Resolved by taking the listed action		# Resolved by taking the listed action		% Resolved by taking the listed action		# Resolved by taking the listed action		% Resolved by taking the listed action		# Resolved by taking the listed action		% Resolved by taking the listed action		# Resolved by taking the listed action		% Resolved by taking the listed action		# Resolved by taking the listed action		% Resolved by taking the listed action	
Taking action as customer requested	22		54%		13		37%		33		77%		66		80%		65		86%		36		69%	
Agreeable compromise	11		27%		17		49%		8		19%		12		14%		7		9%		12		23%	
Not within the control of the utility	1		2%		2		6%		0		0%		2		2%		1		1%		2		4%	
Refuse to customer requested action	7		17%		3		9%		2		5%		3		4%		3		4%		2		4%	
BBB Complaints	0				1				0				3				1				0			
OAG Complaints	3				2				3				2				3				0			
PUC Complaints	1				3				2				2				4				6			

Minnesota Public Utilities Commission

Consumer Affairs Office
121 7th Place East #350
St. Paul, MN 55101-2147

ANNUAL SUMMARY OF CUSTOMER COMPLAINTS
For Year End: 2016 Due May 1st Docket 377
In accordance with MINN. Reg. PSC 284

Name of Utility: Minnesota Energy Resources
Address: 1995 Rahncliff Court, Eagan, MN 55122
Prepared By: Nancy Lilienthal Phone: 651-322-8902

	Residential			Commercial/Industrial			Interruptible		
	Number Received	*Number Resolved*	*Number Unresolved*	*Number Received*	*Number Resolved*	*Number Unresolved*	*Number Received*	*Number Resolved*	*Number Unresolved*
I. Complaint Type									
A. Service	117	117	0	7	7	0			
B. Billing	138	138	0	7	7	0			
C. Rates	64	64	0	10	10	0			
D. Rules	212	212	0	22	22	0			
TOTAL COMPLAINTS	531	531	0	46	46	0	0	0	0

2016

	Residential	Commercial/ Industrial	Interruptible
II. A. Number of Disconnections for Nonpayment	632	149	1
B. Number of Escrow Forms Filed (per PSC Rule 302G)	0	0	0
III. A. Total Number of Customers (year end)	209,010	22,799	478
B. Number of Customer's Added During Year	1,660	11	271

NUMBER OF DISCONNECTS
FOR NON-PAYMENT
(By Month)

	1	2	3
JAN	11	1	0
FEB	0	0	0
MAR	0	0	0
APR	0	0	0
MAY	0	0	0
JUNE	65	0	0
JULY	0	3	0
AUG	111	41	1
SEPT	296	51	0
OCT	148	27	0
NOV	0	14	0
DEC	1	12	0
TOTAL	632	149	1

1. Residential
2 Commercial/Industrial
3. Interruptible

Telephone Answer Times

Answer time for gas emergency phone lines

	January	February	March	April	May	June	July	August	September	October	November	December
Total Calls	4,155	3,848	1,724	1,432	1,422	1,509	1,420	1,431	1,586	1,733	1,676	1,837
Average Speed of Answer	5	8	4	3	3	3	3	3	3	4	3	5
% Answered in 15 seconds	88.38%	86.33%	95.01%	97.27%	98.24%	97.55%	97.91%	98.36%	96.75%	96.19%	98.03%	97.11%

Tech Response Time From Time of Call to Arrival

	January	February	March	April	May	June	July	August	September	October	November	December
Calls responded to in Under 1 hour	484	337	333	336	372	335	403	390	441	565	509	575
Calls responded to in Over 1 hour	29	19	18	18	22	23	25	18	32	38	31	28
Total Calls	513	356	351	354	394	358	428	408	473	603	540	604

Calls responded to in Under 1 hour

	NW Region	NE Region	CN Region	SE Region	SW Region	Total
January	58	85	117	156	68	484
February	39	25	100	127	46	337
March	31	47	97	95	63	333
April	30	47	97	113	50	337
May	32	52	112	119	57	372
June	37	45	93	106	54	335
July	45	62	115	120	61	403
August	37	56	127	120	50	390
September	50	58	133	139	61	441
October	64	77	199	169	56	565
November	78	78	165	121	67	509
December	46	73	185	187	84	575
YTD Total	547	705	1,540	1,572	717	5,081

MERC Emergency response time in minutes	Month
January	29
February	28
March	28
April	27
May	27
June	27
July	30
August	26
September	28
October	28
November	29
December	29
YTD Average	28

Calls responded to in Over 1 hour

	NW Region	NE Region	CN Region	SE Region	SW Region	Total
January	6	7	8	3	5	29
February	3	1	7	1	7	19
March	7	1	4	1	5	18
April	5	1	6	3	3	18
May	4	6	9	2	1	22
June	4	2	5	6	6	23
July	7	3	8	2	5	25
August	5	3	6	-	4	18
September	7	3	16	-	6	32
October	4	3	14	5	12	38
November	6	3	15	3	4	31
December	3	7	7	2	9	28
YTD Total	61	40	105	28	67	301

	January	February	March	April	May	June	July	August	September	October	November	December	YTD
Total locates	1,574	1,654	4,948	10,557	13,077	12,939	10,814	12,350	10,980	10,625	7,391	2,400	99,309
Mislocates	0	1	1	7	3	6	7	4	5	5	1	4	44
% Mislocated	0.000%	0.060%	0.020%	0.066%	0.023%	0.046%	0.065%	0.032%	0.046%	0.047%	0.014%	0.167%	0.044%

Gas Lines Damaged

Minnesota Energy Resources Corporation
2016 Gas Service Quality Report - Attachment 8

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Total	1	2	1	7	5	8	8	4	7	3	2	1	49
Fault of Company Employee or Company Contractor				3	2	1	1	1	2		1	1	12
Damage by Others	1	2	1	4	3	7	7	3	5	3	1	0	37
System issue	0	0	0	0	0	0	0	0	0	0	0	0	0

Damage per 100 miles of pipeline 4892.83 miles of pipe

	January	February	March	April	May	June	July	August	September	October	November	December	Total
By Others	0.02	0.04	0.02	0.08	0.06	0.14	0.14	0.06	0.10	0.06	0.02	-	0.76
Under MERC's Control	-	-	-	0.06	0.04	0.02	0.02	0.02	0.04	-	0.02	0.02	0.25

Outages Due to Employees/Contractors	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total 2016
Number of Customers:	-	-	-	5	5	7	8	4	7	2	-	3	41
Number of Outages:	-	-	-	4	4	6	8	4	6	2	-	1	35
Average Duration of Outage(In Minutes):	-	-	-	150	121	156	1,092	115	115	77	-	42	1,869

Outages Due to All Other Causes	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total 2016
Number of Customers:	3	4	4	9	23	26	24	30	18	17	17	9	184
Number of Outages:	2	2	4	8	20	25	21	26	16	14	15	9	162
Average Duration of Outage(In Minutes):	132	252	91	125	143	128	148	147	150	114	211	231	156

[PRIVATE DATA BEGINS....

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
1/10/2016		No Outage	0	0	No Outage	0 min	DRS station relieving. Root cause not determined.	Responding Technician Curt Leno assessed the situation and contacted Instrument Tech Mike Jarvis to help repair relief	Not needed. No customers affected.	No relights needed. No customers affected.
1/11/2016		fitting failure on above ground valve	1	0	30 minutes	30 minutes	Employee broke inlet nipple flush with the valve body during test.	NPL called to install a 2" bypass and replace the broken fitting and install an appropriate valve.	Contacted customer by phone	Company
1/19/2016		No Outage	1	30 to 35	No Outage	Gas service was no interrupted	Possible roof top unit misfire.	Completed leak investigation made sure situation was safe, advised customer to have maintenance service roof top.	Tech visited with customer/Store Manager	N/A
1/19/2016		Third Party Contractor	0	11	N/A	N/A	Contractor's demolition with a skidsteer severed a service riser.	NPL was contacted and was able to safely pinch off and abandon the service.	N/A	N/A

...PRIVATE DATA ENDS]

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
2/13/2016		Customer	6	10-12	Approx. 2 hours	Approx. 120 minutes	Customer mistakenly left range burner turned on slightly without ignition.	Fire department shut gas off at stop valve and aired out the building. Merc technician followed company procedures, found the source of the odor, barholed, completed shut in and reestablished gas service.	Customers were on site.	Company
3/8/2016		Directional Boring Machine	5	0	137 Minutes	2880 Minutes (48 hrs). Business was not open the time of the hit. Access for Relight on 3/10/16.	Service line not located / marked.	Gas main squeezed off, service repaired. Service restored to 5/6 affected customers immediately. Last customer gave us access 3/10/16 for relight.	Called number on account and left a message to call for relight. Door tag left on door. Customer gas us access on 3/10/16 for relight.	Company
4/19/2016		No outage	0	0	No outage by-pass installed	No outage	Contractor hooked 4" main with plow.	Tech checked for leaks & pressure changes. NPL replaced pipe.	N/A	N/A
4/22/2016		Dig in boring reamer	2	0	417 Minutes	417 Minutes	Facility Mapping Error.	Employee barholed area, checked for migration until main was squeezed off.	Called customer and made in person contact.	Customer completed relight

...PRIVATE DATA ENDS]

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
4/25/2016		Mislocate	4	0	80 Minutes	110 Minutes	Mislocate by Third Party. City crews removed old storm sewer structure & severed a ½ " long side service line.	Techs pinched off main. Repaired with mechanical fittings & pressure tests.	Employees made door to door contact.	Company
4/26/2016		Excavation with track hoe	1	0	200 Minutes	200 Minutes	Contractor dug with track hoe in 2 foot hand dig tolerance zone	Tech checked for leaks & migration. NPL to install new service line since wire is broken.	Face to face contact	Company
4/30/2016		Fire	1	0	N/A	N/A	Fire. Cause of fire yet to be determined.	Tech dug up and pinched line off.	Customer was at the scene.	N/A
5/8/2016		Gasoline	1	4	360 Minutes, N/A on single structure	360- Gas service to single structure remained off.	Possible arson. Fire was on meter side of the house and caused gasket of a fitting to melt away resulting in release of gas.	Locked off meter. Replacement of meter to happen after FD investigation.	N/A	N/A
5/22/2016		Fire	1	6	14,400 minutes	10 Days	Fire started in garden mulch from discarded cigarette.	Tech dug up line, cut & capped service. Conducted barhole test with no findings of underground gas.	No customers on site. FD evacuated residence before tech present.	Customer Maintenance did relight
6/2/2016		Contractor bumped service tee with backhoe causing a leak	1	Unknown. FD had evacuated 6 homes in the area.	181 Minutes	181 Minutes	Contractor bumped 1 inch steel service tee with backhoe	Contractor stopped off gas flow to main and replaced service.	MERC Employee made contact directly	Company

...PRIVATE DATA ENDS]

[PRIVATE DATA BEGINS...

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
7/14/2016		Excavation	1	30	220 Minutes	220 Minutes	Contractor failed to hand expose gas facility within the two foot tolerance zone.	MERC & NPL hand excavated service & squeezed off. FD used pressure fans to vent building.	Customer management was on site. Verbal communication face to face.	Commercial account customer relight
07/14/16		Burner knob on gas range left partially on	1	21	123 Minutes	123 Minutes	Burner knob on gas range left partially on.	Fire Department turned gas meter off prior to arrival to stop leak	Customers relocated to adjacent facility & made aware of permission to re-enter.	Company
7/20/2016		Forklift hit customer piping.	1	50	Unsure do to customer facility only.	N/A	Store employee hit pipe with forklift & broke it off.	Meter shut off until plumber replaced broken piping.	Management on site	Customer
8/14/2016		N/A	N/A	30	N/A	0 Minutes	Gas Odor	Tech isolated leaks & completed a shut in test.	Customer representatives on site.	N/A
8/24/2016		Leak on 2" steel main	16	15	576 Minutes	2876 Minutes	Corrosion leak found on the bottom side of 2” steel main under hard surface.	Gas squeezed off away from leak.	Visit each site for contact, tag doors of those who were not available.	Company
8/25/2016		N/A	1	15	N/A	N/A	Waterheater produced 3900 PPM of CO in the exhaust which was spilling into the house.	Service was able to fix and get reading down to 14 PPM.	On site	N/A

...PRIVATE DATA ENDS]

[PRIVATE DATA BEGINS...

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
8/28/2016		Contractor installing a tent in a parking lot	1	65	257 Minutes	257 minutes	No locate requested. Contractor installing tent in parking lot drove spike through 1" PE service. Removed spike and created blowing gas & evacuation of building.	Performed a squeeze off operation and stopped the flow of gas. NPL personnel completed permanent repairs.	ALFD made original notification when building was evacuated. Company personnel notified Building Management when repairs were completed.	Company personnel performed relight after service line was repaired.
9/27/2016		N/A	1	334	N/A	0 Minutes	School reported odor. No leaks found. Not starting boiler was assumed cause of odor.	No problem found.	On site	N/A
9/27/2016		Excavation	1	11	58 Minutes	58 Minutes	Contractor excavating for building hooked abandoned steel line and severed 1/2" AA service.	MERC secured site, checked for migration and squeezed off line and assisted NPL with repair.	In person face to face and by phone	Company
11/4/2016		Cleaning Chemicals	1	40-50	No Outage	No Outage	Gas Odor from Cleaning Chemicals.	Completed investigationt to find no gas or CO. Identified smell of cleaning liquids to have been the source.	On site	N/A
12/20/2016		Hanco Bore Rig	21	0	210 Minutes	210 Minutes	Contractor directional boring did not expose gas main and drilled into it.	Contractor Repaired	Door tags and Door to door contact.	Company

...PRIVATE DATA ENDS]

Customer Service Related Operations and Maintenance Expenses

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

January	February	March	April	May	June	July	August	September	October	November	December	Total
$ 695,460	$ 361,560	$ 527,522	$ 368,092	$ 426,518	$ 475,312	$ 250,666	$ 440,906	$ 397,469	$ 383,654	$ 224,873	$ 370,943	$ 4,922,977

FERC Account	901000	903000	
January	$ 61,339	$ 634,121	
February	$ 69,349	$ 292,211	
March	$ 157,448	$ 370,074	
April	$ 130,792	$ 237,300	
May	$ 134,444	$ 292,074	
June	$ 173,451	$ 301,861	
July	$ 68,115	$ 182,551	
August	$ 156,869	$ 284,037	
September	$ 80,006	$ 317,463	
October	$ 53,776	$ 329,878	
November	$ 41,006	$ 183,867	
December	$ 33,449	$ 337,493	
	$ 1,160,046	$ 3,762,931	$ 4,922,977

In the Matter of the Annual Service Quality Report for Minnesota Energy Resources Corporation for 2016

Docket No. G011/M-17-__

CERTIFICATE OF SERVICE

I, Kristin M. Stastny, hereby certify that on the 1st day of May, 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 1st day of May, 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
Seth	DeMerritt	ssdemerritt@integrysgroup.com	MERC (Holding)	700 North Adams P.O. Box 19001 Green Bay, WI 543079001	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List
Ian	Dobson	Residential.Utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012130	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280 Saint Paul, MN 551012198	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List
Daryll	Fuentes	dfuentes@usg.com	USG Corporation	550 W Adams St Chicago, IL 60661	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List
Amber	Lee	ASLee@minnesotaenergyresources.com	Minnesota Energy Resources Corporation	2665 145th St W Rosemount, MN 55068	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List
Brian	Meloy	brian.meloy@stinson.com	Stinson,Leonard, Street LLP	150 S 5th St Ste 2300 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List
Andrew	Moratzka	andrew.moratzka@stoel.com	Stoel Rives LLP	33 South Sixth St Ste 4200 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List
Colleen	Sipiorski	ctsipiorski@integrysgroup.com	Minnesota Energy Resources Corporation	700 North Adams Street Green Bay, WI 54307	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
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
Eric	Swanson	eswanson@winthrop.com	Winthrop Weinstine	225 S 6th St Ste 3500 Capella Tower Minneapolis, MN 554024629	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List
Daniel P	Wolf	dan.wolf@state.mn.us	Public Utilities Commission	121 7th Place East Suite 350 St. Paul, MN 551012147	Electronic Service	No	GEN_SL_Minnesota Energy Resources Corporation_General Service List