


## Staff Briefing Papers

Meeting Date	<b>February 1, 2018</b>	Agenda Item *2
Company	Minnesota Energy Resources Corporation (MERC)	
Docket No.	<b>G011/M-16-371 and G011/M-17-343</b>	
	In the Matter of Minnesota Energy Resources Corporation's 2015/2016 Annual Gas Service Quality Report	
Issue	1. Should the Commission Accept MERC's 2015/2016 Annual Gas Service Quality Report?	
Staff	Marc Fournier	<a href="mailto:Marc.Fournier@state.mn.us">Marc.Fournier@state.mn.us</a> 651-214-8729

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 <b>Relevant Documents</b>	<b>Date</b>
Commission Order Accepting MERC's 2014 Gas Service Quality Report, Docket No. G011/M-15-410	October 23, 2015
MERC's Initial Filing 2015 Natural Gas Service Quality Performance Report. G011/M-16-371	<b>April 29, 2016</b>
MERC's Initial Filing 2016 Natural Gas Service Quality Performance Report. G011/M-17-343	<b>May 1, 2017</b>
Comments of the Minnesota Department of Commerce Division of Energy Resources	October 20, 2017

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**Relevant Documents****Date**

Reply Comments of MERC

November 9, 2017

Response Comments of the Minnesota Department of Commerce

December 8, 2017

## **I. Statement of the Issues**

Should the Commission Accept MERC's 2015/2016 Annual Gas Service Quality Report?

## **II. Background**

On April 29, 2016, MERC filed its 2015 annual Gas Service Quality reports. On May 17, 2016, the DOC informed the Commission that it lacked adequate resources to ensure careful review and analysis of the utilities' reports and requested an extension to file comments on the reports. When the utilities filed their 2016 reports in May of 2017, the DOC's workload was anticipated to return to a more manageable level. As such, the DOC determined it would be able to analyze both the 2015 and 2016 reports in 2017. The Commission granted the DOC's request that the comment deadlines be extended to coincide with the comment deadlines that was set for the utilities' 2016 reports that were to be filed by May 1, 2017.

On May 1, 2017, MERC filed its 2016 Annual Service Quality Report for 2016. On October 20, 2017, the DOC filed comments on the MERC's 2015 and 2016 reports. On November 9, 2017, MERC filed reply comments, and on December 8, 2017, the DOC filed a response in which it recommended that the Commission accept the Company's Reports.

## **III. Parties' Comments**

**DOC:** Based on its review of MERC's 2015 and 2016 Annual Service Quality Reports and the Company's Reply Comments, the Department appreciates the clarification and corrections provided by the Company regarding call center response time, meter reading, disconnection, deposits, interruptions, and operation and maintenance expenses and recommends that the Commission accept the Company's Reports.

**MERC:** MERC respectfully requests that the Commission accept MERC's 2016 Gas Service Quality Annual Report as in compliance with all applicable reporting requirements.

## **IV. Staff Analysis**

Staff agrees with the recommendation of the DOC at page 8 of its December 8, 2017 comments and accept MERC's 2015 and 2016 Annual Natural Gas Service Quality Reports.

## **V. Decision Options**

1. Accept MERC's 2015/2016 Annual Gas Service Quality Reports.
2. Do not accept MERC's 2015/2016 Annual Gas Service Quality Reports.