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May 1, 2020

Will Seuffert
Executive Secretary
Minnesota Public Utilities Commission
121 East Seventh Place, Suite 350
St. Paul, MN 55101-2147

**RE: Compliance Filing of Great Plains Natural Gas Co.
Gas Service Quality Annual Report
Docket No. G-004/M-20-_____**

Dear Mr. Seuffert:

Great Plains Natural Gas Co. (Great Plains), a Division of Montana-Dakota Utilities Co., herewith electronically submits its Annual Gas Service Quality Report for the calendar year 2019.

Great Plains respectfully requests this filing be accepted as being in full compliance with the filing requirements of this Commission.

Sincerely,

/s/ Travis R. Jacobson

Travis R. Jacobson
Director of Regulatory Affairs

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2019**

1. Call Center Response Time (Schedule 1)

The reporting metrics are the total number of utility calls answered by Great Plains' representatives, the percent of calls answered within 20 seconds, and the average speed of answer. The 2019 data is provided on Schedule 1.

Great Plains' call center response time was 82% of calls were answered in 20 seconds or less for 2019 with a total call count of 23,805 calls answered. The average speed of answer data includes all calls, including gas emergency telephone calls.

2. Meter Reading Performance (Schedule 2)

The reporting metrics include a detailed report on meter-reading performance for each customer class and for each calendar month:

- The number and percentage of customer meters read by utility personnel;
- The number and percentage of customer meters self-read by customers;
- The number and percentage of customer meters estimated;
- The number and percentage of customer meters that have not been read by utility personnel for periods of 6 to 12 months and for periods longer than 12 months, and an explanation as to why they have not been read; and
- Data on monthly meter-reading staffing levels, by work center or geographical area.

The 2019 data is provided on Schedule 2.

Great Plains deployed AMR in its service area starting in May 2015. As of December 2017, all meters are equipped with AMR. There was a total of 268,530 meter reads in 2019, of which 99.98% were read via the automated meter reading system or utility personnel. The remainder of the meter reads (.02%) were estimated by the system.

The 58 estimated reads in 2019 were primarily attributable to no meter data retrievable via the fixed network system or via the handheld device. Great Plains did not have any meters that went unread for more than 6 months and had no meters self-read by customers. The average meter-reading staffing level for 2019 was three people, unchanged from 2017 and 2018.

3. Involuntary Service Disconnection (Schedule 3)

The reporting metric is to reference data that is submitted under Minnesota Statutes §§216B.09 and 216B.096, subdivision 11.

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A summary of the Company's Cold Weather Rule Compliance Questionnaires submitted in 2019 pursuant to Minnesota Statutes §§216B.091 and 216B.096, subdivision 11 is included in Schedule 3.

In 2019 Great Plains sent 9,337 disconnection notices and there were 862 residential customers whose services were disconnected for non-payment.

4. Service Extension Request Response Time (Schedule 4)

The reporting metrics include a detailed report on service extension request response times for each customer class and each calendar month:

- 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
- 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 interval between the date service was installed and the date the premises were ready for service.

The 2019 data is provided on Schedule 4.

Great Plains received 171 new service extension requests and 965 reconnections or renewed service extension requests in 2019. The renewed service extension statistics do not include reconnection of service to customers disconnected by the Company for non-payment of service. For new service line installations, Great Plains tracks the service line application date but has not tracked the date the property is ready for the service line installation, therefore the report reflects the time from completion of the service line installation to the date the meter was installed. For renewed service extensions, Great Plains reviewed the average days to completion when comparing the date the customer requested a meter to the date the meter was installed. On average all meters were installed on the same day the customer requested the reinstallation of a meter.

5. Customer Deposits (Schedule 5)

The reporting metrics are the total number of customers who were required to make a deposit as a condition of receiving service. The 2019 data is provided on Schedule 5.

Great Plains did not require a deposit as a condition of receiving new service in 2019.

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6. Customer Complaints (Schedule 6)

The reporting metric includes a detailed report on complaints for each customer class and calendar month:

- The number of complaints received;
- The number and percentage of complaints by type of complaint;
- The number and percentage of complaints by resolution timeframe;
- The number and percentage of complaints by resolution type; and
- The number of complaints forwarded to Great Plains by the Minnesota Consumer Affairs Office and the Minnesota Attorney General's Office.

The 2019 data is provided on Schedule 6.

Great Plains is providing the following information on customer complaints to demonstrate the Company's awareness of the types of customer inquiries and/or complaints and its ability to resolve concerns in a timely manner.

- A) The information presented on Schedule 6 pages 1 through 4 reflect customer complaint data consistent with the reporting of customer complaints since 2011, i.e. those customer calls that were escalated to a supervisor for resolution or were forwarded to the Company by the Consumer Affairs Office or the Attorney General's Office for resolution.
 - There were 28 customer complaints in 2019, an increase of 6 from the 2018 report. Of the 28 customer complaints received, one complaint came through the Consumer Affairs Office.
- B) The information presented on Schedule 6 page 5 specifies the breakdown of all calls received based on the call option selected by the Customer Service Representative at the beginning of the call, or the option selected by the caller when using the Interactive Voice Response (IVR), i.e. Billing, High Bill, Metering, Emergency, Payment Arrangements, Inadequate Service, Service Extension (relating to credit issues), Service Requests, Stop Service, Wrongful Disconnection, Call Backs, and Other. The Other category includes, but is not limited to current balance inquiries, usage history, request for a copy of customer's bill, etc.
- C) The information presented on Schedule 6 page 6 identifies the breakdown of calls received by the call code entered by the Customer Service Representative upon completion of the call for calls other than those related to emergency, payment arrangements or stop service.
- D) A copy of the Company's Annual Summary of Customer Complaints submitted to the Commission on April 15, 2020 is included on Schedule 6 pages 7 through 9.

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7. Gas Emergency Response Time (Schedule 7)

The reporting metric is the time elapsed between the time Great Plains was first notified of the emergency and the time that a qualified emergency response person arrives at the incident location and begins to make the area safe. Great Plains reports all calls coded as emergency calls including fire, gas odor, and line hits. Emergency response times are reported as calls responded to in one hour or less and calls responded to in over one hour. This same information, in total, is reported in the Emergency Response Report to the Minnesota Office of Pipeline Safety (MNOPS). The 2019 data is provided on Schedule 7. Great Plains has also included copies of its 2019 Emergency Response Reporting Form in Schedule 7. MNOPS changed the reporting period to annual during 2019 and therefore only the annual report is included in Section 7.

In 2019, 98% of emergency calls were responded to in less than one hour. There were 11 calls (or 2%) where the call response time exceeded one hour. There were 538 total calls answered in 2019, which was an increase of 18% from 2018. The average response time in 2019 was 20 minutes. Of the 11 calls where the response time exceeded an hours' time, eight were due to travel distance, one was an after-hours call, one was where the Company was aware the line was not damaged but exposed for further investigation, and one was where Great Plains knew the issue was related to a tracer wire and not an emergency.

8. Mislocates (Schedule 8)

The reporting metric is to report data on mislocates by providing the monthly number of locate requests received through the Minnesota Gopher State One Call system and the number of mislocates that resulted in a damage to a gas line, including the number of times a line is damaged due to a mismarked line or failure to mark a line. The 2019 data is provided on Schedule 8.

9. Gas System Damage (Schedule 9)

The reporting metric is the number of gas lines damaged (or hit), categorized according to whether the damage was caused by Great Plains' employees and contractors or whether the damage was due to any other unplanned cause. The 2019 data is provided on Schedule 9. Also provided on Schedule 9 is the number of miles of distribution and transmission pipe Great Plains operates in Minnesota and a per 100 miles of pipe damage rate calculation. Great Plains has also included copies of its 2019 quarterly Utility Damage Report Forms filed with the Minnesota Office of Pipeline Safety in Schedule 9.

Gas system damages increased from 28 in 2018 to 31 in 2019. Of the 31 damages in 2019, seven were under the control of Great Plains' employees and contractors. The root causes of excavation related damages as reported on the

**Great Plains Natural Gas Co.
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MNOPS Quarterly Utility Damage Survey in 2019 included 3 notifications not made (no locate ticket), 7 caused by failure to determine precise location, 4 caused by incorrect records or maps, 5 caused by failure to maintain clearance, 1 caused by line not marked, 2 caused by mis-marks, 5 caused by damage by hand dig, and 4 caused by failure to protect and support during excavation.

Great Plains accounts for lost gas associated with at-fault contractor main strikes in accordance with the Commission's Order in Docket No. G999/AA-10-885

10. Gas Service Interruption (Schedule 10)

The reporting metric is to report data on all gas service interruptions, including the number of customers affected and the average duration of the outage, categorized according to whether the interruption was caused by Great Plains' employees and contractors or whether the interruption was due to any other unplanned cause. The 2019 data is provided on Schedule 10.

Great Plains had a total of 18 gas service interruptions in 2019 affecting a total of 355 customers. The Company had 3 service interruptions that were reported to MNOPS in 2019. The reported interruptions were underground excavation damages to PVC lines that occurred on March 8, 2019 in Granite Falls, Minnesota that affected 1 customer, June 24, 2019 in Pelican Rapids, Minnesota that affected 163 customers, and July 16, 2019 in Redwood Falls, Minnesota that affected 88 customers.

11. Gas Emergency Phone Response Time (Schedule 11)

The reporting metrics are the total number of utility emergency calls answered by Great Plains' representatives, the percent of calls answered within 20 seconds, and the average speed of answer. The 2019 data is provided on Schedule 11.

The average percent of calls answered within 20 seconds or less decreased from 88.51% in 2018 to 82.09% in 2019. The average speed of answer increased from 10 seconds in 2018 to 11 seconds in 2019. There was a total of 808 calls coming into the system as emergency calls in 2019.

Great Plains' internal performance goal is to answer at least 80 percent of all calls, including emergencies, within 20 seconds.

12. Customer Service Related Operations and Maintenance Expenses (Schedule 12)

The reporting metric is the amount of customer service related operation and maintenance expenses incurred on behalf of Minnesota customers based on the costs recorded in FERC accounts 901 and 903 plus payroll taxes and benefits. The 2019 data is provided on Schedule 12.

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Customer service related expenses increased from \$559,860 in 2018 to \$588,341 in 2019 a 5% increase.

13. Distribution System Performance Measures. (Schedule 13).

The reporting metrics included in Schedule 13 are leak counts by facility type and threat, leak count on main by material, and leak count on service by material in compliance with the Commission's January 7, 2020 Order Setting Reporting Requirements in Docket No. G004/M-19-280.

In addition, on November 14, 2019 in Docket No. G004/M-19-280, the Commission ordered uniform reporting metrics for the installation of excess flow valves (EFVs) and manual service shutoff valves for all gas utilities. On December 6, 2019, Great Plains submitted its Compliance Filing in Docket No. G004/M-19-280 outlining the reporting metrics, that had been agreed upon by all gas utilities in Minnesota, that would be included in future gas service quality reports. The reporting metrics included in Schedule 13 are the number of customers suitable for EFV installation, total number of EFVs installed, number of customers who requested installation of EFVs, percentage of suitable customers with EFVs, number of customers unsuitable for EFVs, number of customers suitable for manual shut-off valves, total number of installed manual shut-off valves, number of customers who requested installation of shut-off valves, and percentage of suitable customers with manual shut-off valves.

The 2019 information for the Distribution System Performance Measures is provided on Schedule 13.

Great Plains did not have any emergency response violations cited by MNOPS and did not receive any violation letters from MNOPS in 2019.

Schedule 1

Call Center Response Time

**Great Plains Natural Gas Co.
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Call Center Response Times

| | <u>Total</u> | <u>Jan</u> | <u>Feb</u> | <u>Mar</u> | <u>Apr</u> | <u>May</u> | <u>June</u> | <u>July</u> | <u>Aug</u> | <u>Sept</u> | <u>Oct</u> | <u>Nov</u> | <u>Dec</u> |
|--|--------------|------------|------------|------------|------------|------------|-------------|-------------|------------|-------------|------------|------------|------------|
| Service Level - % of Calls answered in 20 seconds or less. | 82% | 88% | 86% | 91% | 86% | 86% | 81% | 80% | 83% | 76% | 72% | 79% | 80% |
| Average Speed of Answer (in seconds) 1/ | 3 | 1 | 2 | 1 | 2 | 2 | 3 | 4 | 2 | 4 | 7 | 2 | 3 |
| Total Calls Answered | 23,805 | 1,911 | 1,713 | 1,856 | 2,258 | 2,209 | 2,122 | 1,913 | 1,827 | 1,851 | 2,781 | 1,699 | 1,665 |

1/ Reflects the average speed of answer for all calls, including gas emergency telephone calls.

Schedule 2

Meter Reading Performance

Great Plains Natural Gas Co.
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Meter Reading Performance

| | Total | Jan | Feb | Mar | Apr | May | June | July | Aug | Sept | Oct | Nov | Dec |
|----------------------------------|---------|---------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Total number of meters | 268,530 | 22,375 | 22,372 | 22,370 | 22,371 | 22,351 | 22,343 | 22,344 | 22,338 | 22,340 | 22,412 | 22,457 | 22,457 |
| Meters read by utility personnel | | | | | | | | | | | | | |
| Residential | 231,617 | 19,304 | 19,299 | 19,294 | 19,294 | 19,281 | 19,269 | 19,272 | 19,266 | 19,268 | 19,336 | 19,367 | 19,367 |
| Commercial | 36,855 | 3,070 | 3,072 | 3,070 | 3,066 | 3,068 | 3,068 | 3,068 | 3,068 | 3,068 | 3,074 | 3,082 | 3,081 |
| Total | 268,472 | 22,374 | 22,371 | 22,364 | 22,360 | 22,349 | 22,337 | 22,340 | 22,334 | 22,336 | 22,410 | 22,449 | 22,448 |
| % | 99.98% | 100.00% | 100.00% | 99.97% | 99.95% | 99.99% | 99.97% | 99.98% | 99.98% | 99.98% | 99.99% | 99.96% | 99.96% |
| Meters self-read by customer | | | | | | | | | | | | | |
| Residential | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Commercial | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| % | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| Meters - estimated | | | | | | | | | | | | | |
| Residential | 36 | 0 | 0 | 5 | 7 | 0 | 4 | 2 | 3 | 3 | 0 | 6 | 6 |
| Commercial | 22 | 1 | 1 | 1 | 4 | 2 | 2 | 2 | 1 | 1 | 2 | 2 | 3 |
| Total | 58 | 1 | 1 | 6 | 11 | 2 | 6 | 4 | 4 | 4 | 2 | 8 | 9 |
| % | 0.02% | 0.00% | 0.00% | 0.03% | 0.05% | 0.01% | 0.03% | 0.02% | 0.02% | 0.02% | 0.01% | 0.04% | 0.04% |
| Meters not read for 6-12 months | | | | | | | | | | | | | |
| Residential | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Commercial | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| % | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| Meters not read for 13+ months | | | | | | | | | | | | | |
| Residential | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Commercial | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| % | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| Meter reading staffing levels | | | | | | | | | | | | | |
| North | 2 1/ | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| South | 1 1/ | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Total | 3 1/ | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |

1/ Average

Schedule 3
Involuntary Service Disconnection

**Great Plains Natural Gas Co.
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Involuntary Service Disconnections

| | | Total | Jan | Feb | Mar | Apr | May | June | July | Aug | Sept | Oct | Nov | Dec |
|---|---|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 1 | Number of Residential Customer Accounts: | 225,592 | 18,998 | 19,011 | 19,020 | 18,962 | 18,768 | 18,413 | 18,461 | 18,400 | 18,475 | 18,900 | 19,062 | 19,122 |
| 2 | Number of Past Due Residential Customer Accounts: | 42,037 | 3,906 | 4,053 | 4,272 | 4,769 | 4,333 | 3,750 | 3,658 | 1,741 | 2,211 | 2,815 | 2,970 | 3,559 |
| 3 | Number of Cold Weather Protection Requests: | 43 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 33 | 10 | 0 |
| Reconnection as of Cold Weather Months | | | | | | | | | | | | | | |
| 4 | Number of "Right to Appeal" notices mailed to customers: | 43 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 33 | 10 | 0 |
| 5 | <i>Intentionally Blank</i> | | | | | | | | | | | | | |
| 6 | Number of customer accounts granted reconnection <u>request</u> : | 43 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 33 | 10 | 0 |
| Payment Schedule (PS) | | | | | | | | | | | | | | |
| 16 | Number of "Right to Appeal" notices mailed to customers | | | | | | | | | | | | | |
| a) | Number of PS requests received | 43 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 33 | 10 | 0 |
| 17 | <i>Intentionally Blank</i> | | | | | | | | | | | | | |
| 18 | Number of PS negotiations mutually agreed upon: | 43 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 33 | 10 | 0 |
| 19 | <i>Intentionally Blank</i> | | | | | | | | | | | | | |

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2019**

Involuntary Service Disconnections

| | | Total | Jan | Feb | Mar | Apr | May | June | July | Aug | Sept | Oct | Nov | Dec |
|-----------------------|---|------------|----------|----------|----------|------------|------------|------------|------------|-----------|-----------|----------|----------|----------|
| Disconnections | | | | | | | | | | | | | | |
| 20 | Number of disconnection notices mailed to customers | 9,337 | 986 | 1,363 | 1,194 | 998 | 1,380 | 895 | 627 | 371 | 257 | 227 | 269 | 770 |
| 21 | Number of customer accounts disconnected who did not seek protection | | | | | | | | | | | | | |
| a) | # Electric - heat affected | na | na | na | na | na | na | na | na | na | na | na | na | na |
| b) | # Electric - heat not affected | na | na | na | na | na | na | na | na | na | na | na | na | na |
| c) | # Gas - heat affected | 862 | 0 | 0 | 0 | 147 | 180 | 245 | 163 | 70 | 50 | 7 | 0 | 0 |
| d) | # Gas - heat not affected | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| e) | Total # disconnected | <u>862</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>147</u> | <u>180</u> | <u>245</u> | <u>163</u> | <u>70</u> | <u>50</u> | <u>7</u> | <u>0</u> | <u>0</u> |
| 22 | Number of customer accounts disconnected seeking protection: | | | | | | | | | | | | | |
| a) | # Electric - heat affected | na | na | na | na | na | na | na | na | na | na | na | na | na |
| b) | # Electric - heat not affected | na | na | na | na | na | na | na | na | na | na | na | na | na |
| c) | # Gas - heat affected | 0 | 0 | 0 | 0 | 0 | 0 | na | 0 | 0 | 0 | 0 | 0 | 0 |
| d) | # Gas - heat not affected | 0 | 0 | 0 | 0 | 0 | 0 | na | 0 | 0 | 0 | 0 | 0 | 0 |
| e) | Total # disconnected (See Note) | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> |
| 23 | Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e): | 862 | 0 | 0 | 0 | 147 | 180 | 245 | 163 | 70 | 50 | 7 | 0 | 0 |

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.2

| | | |
|---------------------------|--------------------------|---|
| Company Submitting Reply: | Great Plains Natural Gas | ▼ |
| Reporting Year: | 2019 | ▼ |
| Reporting Period: | January | ▼ |

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: January, 2019

| | | |
|---|---|--------|
| 1 | Number of Residential Customer Accounts: | 18,998 |
| 2 | Number of Past Due Residential Customer Accounts: | 3,906 |
| 3 | Number of Cold Weather Protection Requests: | 0 |

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

This entire section intentionally left blank

Company: Great Plains Natural Gas for report period ending: January, 2019

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

| | | | |
|-----------|--|-----|-------------------|
| 20 | Number of disconnection notices mailed to customers: | 986 | |
| 21 | Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column | | |
| a) | # Electric - heat affected | N/A | << Invalid Number |
| b) | # Electric - heat not affected | N/A | << Invalid Number |
| c) | # Gas - heat affected | 0 | |
| d) | # Gas - heat not affected | 0 | |
| e) | Total # disconnected | 0 | 0 |
| 22 | Number of customer accounts disconnected seeking protection: | | |
| a) | # Electric - heat affected | N/A | << Invalid Number |
| b) | # Electric - heat not affected | N/A | << Invalid Number |
| c) | # Gas - heat affected | 0 | |
| d) | # Gas - heat not affected | 0 | |
| e) | Total # disconnected (See Note) | 0 | |
| 23 | Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e): | 0 | 0 |

Company: Great Plains Natural Gas for report period ending: January, 2019

DOLLAR VALUE

| | | |
|----|--|-------------|
| 24 | Total dollars past due on all residential accounts: | \$90,862 |
| 25 | Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2): | \$23 |
| 26 | Total dollars received from energy assistance programs: | \$113,089 |
| 27 | Total dollars received from other sources (private organizations): | \$3,135 |
| 28 | Total Revenue from sales to residential accounts: | \$2,443,213 |
| 29 | Average monthly residential bill: (auto-calculation of #28 ÷ #1) | \$129 |
| 30 | <i>Intentionally Blank</i> | |
| 31 | Total residential account write-offs due to uncollectible: | \$4,169 |

DISCONNECTION DURATION

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

RECONNECTION DATA

| | | |
|----|-----------------------------------|-----|
| 37 | # Accounts reconnected | 59 |
| 38 | # Accounts remaining disconnected | 117 |
| a) | 1-30 days | 0 |
| b) | 31-60 days | 0 |
| c) | 61+ days | 117 |

[END]

cwrutilrpt.xls ver 4.2

Minnesota Public Utilities Commission**Minnesota Cold Weather Rule Compliance Questionnaire**

| | |
|----------------------------------|--------------------------|
| Company Submitting Reply: | Great Plains Natural Gas |
| Reporting Year: | 2019 |
| Reporting Period: | February |

Utility Monthly Reports (216B.091)**Company: Great Plains Natural Gas for report period ending: Februa**

| | | |
|----------|--|--------|
| 1 | Number of Residential Customer Accounts: | 19,011 |
| 2 | Number of Past Due Residential Customer Accounts: | 4,053 |
| 3 | Number of Cold Weather Protection Requests: | 0 |

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)**10% PLAN (TPP)**

Company: Great Plains Natural Gas for report period ending: Februa**PAYMENT SCHEDULE (PS)**

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

DISCONNECTIONS

| | | |
|-----------|--|-------|
| 20 | Number of disconnection notices mailed to customers: | 1,363 |
| 21 | Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column | |
| a) | # Electric - heat affected | N/A |
| b) | # Electric - heat not affected | N/A |
| c) | # Gas - heat affected | 0 |
| d) | # Gas - heat not affected | 0 |
| e) | Total # disconnected | 0 |
| 22 | Number of customer accounts disconnected seeking protection: | |
| a) | # Electric - heat affected | N/A |
| b) | # Electric - heat not affected | N/A |
| c) | # Gas - heat affected | 0 |
| d) | # Gas - heat not affected | 0 |
| e) | Total # disconnected (See Note) | 0 |
| 23 | Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e): | 0 |

Company: Great Plains Natural Gas for report period ending: Februa

DOLLAR VALUE

| | | |
|----|--|-------------|
| 24 | Total dollars past due on all residential accounts: | \$191,219 |
| 25 | Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2): | \$47 |
| 26 | Total dollars received from energy assistance programs: | \$85,875 |
| 27 | Total dollars received from other sources (private organizations): | \$3,282 |
| 28 | Total Revenue from sales to residential accounts: | \$2,751,930 |
| 29 | Average monthly residential bill: (auto-calculation of #28 ÷ #1) | \$145 |
| 30 | <i>Intentionally Blank</i> | |
| 31 | Total residential account write-offs due to uncollectible: | \$2,050 |

DISCONNECTION DURATION

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

RECONNECTION DATA

| | | |
|----|-----------------------------------|----|
| 37 | # Accounts reconnected | 31 |
| 38 | # Accounts remaining disconnected | 86 |
| a) | 1-30 days | |
| b) | 31-60 days | |
| c) | 61+ days | 86 |

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

| | |
|----------------------------------|--------------------------|
| Company Submitting Reply: | Great Plains Natural Gas |
| Reporting Year: | 2019 |
| Reporting Period: | March |

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: March

| | | |
|----------|--|--------|
| 1 | Number of Residential Customer Accounts: | 19,020 |
| 2 | Number of Past Due Residential Customer Accounts: | 4,272 |
| 3 | Number of Cold Weather Protection Requests: | 0 |

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

10% PLAN (TPP)

Company: Great Plains Natural Gas for report period ending: March**PAYMENT SCHEDULE (PS)**

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

DISCONNECTIONS

| | | |
|-----------|--|-------|
| 20 | Number of disconnection notices mailed to customers: | 1,194 |
| 21 | Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column | |
| a) | # Electric - heat affected | N/A |
| b) | # Electric - heat not affected | N/A |
| c) | # Gas - heat affected | 0 |
| d) | # Gas - heat not affected | 0 |
| e) | Total # disconnected | 0 |
| 22 | Number of customer accounts disconnected seeking protection: | |
| a) | # Electric - heat affected | N/A |
| b) | # Electric - heat not affected | N/A |
| c) | # Gas - heat affected | 0 |
| d) | # Gas - heat not affected | 0 |
| e) | Total # disconnected (See Note) | 0 |
| 23 | Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e): | 0 |

Company: Great Plains Natural Gas for report period ending: Marcl**DOLLAR VALUE**

| | | |
|-----------|--|-------------|
| 24 | Total dollars past due on all residential accounts: | \$256,764 |
| 25 | Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2): | \$60 |
| 26 | Total dollars received from energy assistance programs: | \$84,266 |
| 27 | Total dollars received from other sources (private organizations): | \$1,925 |
| 28 | Total Revenue from sales to residential accounts: | \$2,471,379 |
| 29 | Average monthly residential bill: (auto-calculation of #28 ÷ #1) | \$130 |
| 30 | <i>Intentionally Blank</i> | |
| 31 | Total residential account write-offs due to uncollectible: | \$3,790 |

DISCONNECTION DURATION

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

RECONNECTION DATA

| | | |
|-----------|-----------------------------------|----|
| 37 | # Accounts reconnected | 8 |
| 38 | # Accounts remaining disconnected | 78 |
| a) | 1-30 days | 0 |
| b) | 31-60 days | 0 |
| c) | 61+ days | 78 |

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.2

| | | |
|---------------------------|--------------------------|---|
| Company Submitting Reply: | Great Plains Natural Gas | ▼ |
| Reporting Year: | 2019 | ▼ |
| Reporting Period: | April | ▼ |

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: April, 2019

| | | |
|---|---|--------|
| 1 | Number of Residential Customer Accounts: | 18,962 |
| 2 | Number of Past Due Residential Customer Accounts: | 4,769 |
| 3 | Number of Cold Weather Protection Requests: | 0 |

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Great Plains Natural Gas for report period ending: April, 2019

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

| | | | | |
|----|--|-----|-----|-------------------|
| 20 | Number of disconnection notices mailed to customers: | 998 | | |
| 21 | Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column | | | |
| a) | # Electric - heat affected | N/A | N/A | << Invalid Number |
| b) | # Electric - heat not affected | N/A | N/A | << Invalid Number |
| c) | # Gas - heat affected | 0 | 147 | |
| d) | # Gas - heat not affected | 0 | 0 | |
| e) | Total # disconnected | 0 | 147 | |
| 22 | Number of customer accounts disconnected seeking protection: | | | |
| a) | # Electric - heat affected | N/A | | << Invalid Number |
| b) | # Electric - heat not affected | N/A | | << Invalid Number |
| c) | # Gas - heat affected | 0 | | |
| d) | # Gas - heat not affected | 0 | | |
| e) | Total # disconnected (See Note) | 0 | | |
| 23 | Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e): | 0 | 147 | |

Company: Great Plains Natural Gas for report period ending: April, 2019

DOLLAR VALUE

| | | |
|----|--|-------------|
| 24 | Total dollars past due on all residential accounts: | \$198,853 |
| 25 | Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2): | \$42 |
| 26 | Total dollars received from energy assistance programs: | \$75,602 |
| 27 | Total dollars received from other sources (private organizations): | \$2,041 |
| 28 | Total Revenue from sales to residential accounts: | \$1,457,431 |
| 29 | Average monthly residential bill: (auto-calculation of #28 ÷ #1) | \$77 |
| 30 | <i>Intentionally Blank</i> | |
| 31 | Total residential account write-offs due to uncollectible: | \$8,287 |

DISCONNECTION DURATION

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

RECONNECTION DATA

| | | |
|----|-----------------------------------|-----|
| 37 | # Accounts reconnected | 46 |
| 38 | # Accounts remaining disconnected | 179 |
| a) | 1-30 days | 38 |
| b) | 31-60 days | 0 |
| c) | 61+ days | 141 |

[END]

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Minnesota Public Utilities Commission**Minnesota Cold Weather Rule Compliance Questionnaire****Version 4.2**

| | | |
|----------------------------------|--------------------------|---|
| Company Submitting Reply: | Great Plains Natural Gas | ▼ |
| Reporting Year: | 2019 | ▼ |
| Reporting Period: | May | ▼ |

Utility Monthly Reports (216B.091)**Company: Great Plains Natural Gas for report period ending: May, 2019**

| | | |
|----------|---|--------|
| 1 | Number of Residential Customer Accounts: | 18,768 |
| 2 | Number of Past Due Residential Customer Accounts: | 4,333 |
| 3 | Number of Cold Weather Protection Requests: | 0 |

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)*This entire section intentionally left blank***10% PLAN (TPP)***This entire section intentionally left blank*

Company: Great Plains Natural Gas for report period ending: May, 2019**PAYMENT SCHEDULE (PS)**

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

DISCONNECTIONS

| | | | |
|-----------|--|-------|-------------------|
| 20 | Number of disconnection notices mailed to customers: | 1,380 | |
| 21 | Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column | | |
| a) | # Electric - heat affected | N/A | << Invalid Number |
| b) | # Electric - heat not affected | N/A | << Invalid Number |
| c) | # Gas - heat affected | 180 | |
| d) | # Gas - heat not affected | 0 | |
| e) | Total # disconnected | 180 | 0 |
| 22 | Number of customer accounts disconnected seeking protection: | | |
| a) | # Electric - heat affected | N/A | << Invalid Number |
| b) | # Electric - heat not affected | N/A | << Invalid Number |
| c) | # Gas - heat affected | 0 | |
| d) | # Gas - heat not affected | 0 | |
| e) | Total # disconnected (See Note) | 0 | |
| 23 | Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e): | 180 | 180 |

Company: Great Plains Natural Gas for report period ending: May, 2019

DOLLAR VALUE

| | | |
|----|--|-----------|
| 24 | Total dollars past due on all residential accounts: | \$234,521 |
| 25 | Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2): | \$54 |
| 26 | Total dollars received from energy assistance programs: | \$38,991 |
| 27 | Total dollars received from other sources (private organizations): | \$2,291 |
| 28 | Total Revenue from sales to residential accounts: | \$797,734 |
| 29 | Average monthly residential bill: (auto-calculation of #28 ÷ #1) | \$43 |
| 30 | <i>Intentionally Blank</i> | |
| 31 | Total residential account write-offs due to uncollectible: | \$11,114 |

DISCONNECTION DURATION

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

RECONNECTION DATA

| | | |
|----|-----------------------------------|-----|
| 37 | # Accounts reconnected | 45 |
| 38 | # Accounts remaining disconnected | 314 |
| a) | 1-30 days | 146 |
| b) | 31-60 days | 102 |
| c) | 61+ days | 66 |

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.2

| | | |
|---------------------------|--------------------------|---|
| Company Submitting Reply: | Great Plains Natural Gas | ▼ |
| Reporting Year: | 2019 | ▼ |
| Reporting Period: | June | ▼ |

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: June, 2019

| | | |
|---|---|--------|
| 1 | Number of Residential Customer Accounts: | 18,413 |
| 2 | Number of Past Due Residential Customer Accounts: | 3,750 |
| 3 | Number of Cold Weather Protection Requests: | 0 |

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Great Plains Natural Gas for report period ending: June, 2019

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

| | | | |
|-----------|--|-----|-------------------|
| 20 | Number of disconnection notices mailed to customers: | 895 | |
| 21 | Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column | | |
| a) | # Electric - heat affected | N/A | << Invalid Number |
| b) | # Electric - heat not affected | N/A | << Invalid Number |
| c) | # Gas - heat affected | 245 | |
| d) | # Gas - heat not affected | 0 | |
| e) | Total # disconnected | 245 | 0 |
| 22 | Number of customer accounts disconnected seeking protection: | | |
| a) | # Electric - heat affected | N/A | << Invalid Number |
| b) | # Electric - heat not affected | N/A | << Invalid Number |
| c) | # Gas - heat affected | N/A | << Invalid Number |
| d) | # Gas - heat not affected | N/A | << Invalid Number |
| e) | Total # disconnected (See Note) | 0 | |
| 23 | Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e): | 245 | 245 |

Company: Great Plains Natural Gas for report period ending: June, 2019

DOLLAR VALUE

| | | |
|----|--|-----------|
| 24 | Total dollars past due on all residential accounts: | \$138,877 |
| 25 | Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2): | \$37 |
| 26 | Total dollars received from energy assistance programs: | \$8,480 |
| 27 | Total dollars received from other sources (private organizations): | \$3,024 |
| 28 | Total Revenue from sales to residential accounts: | \$409,894 |
| 29 | Average monthly residential bill: (auto-calculation of #28 ÷ #1) | \$22 |
| 30 | <i>Intentionally Blank</i> | |
| 31 | Total residential account write-offs due to uncollectible: | \$10,404 |

DISCONNECTION DURATION

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

RECONNECTION DATA

| | | |
|----|-----------------------------------|-----|
| 37 | # Accounts reconnected | 66 |
| 38 | # Accounts remaining disconnected | 493 |
| a) | 1-30 days | 200 |
| b) | 31-60 days | 141 |
| c) | 61+ days | 152 |

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.2

| | | |
|---------------------------|--------------------------|---|
| Company Submitting Reply: | Great Plains Natural Gas | ▼ |
| Reporting Year: | 2019 | ▼ |
| Reporting Period: | July | ▼ |

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: July, 2019

| | | | |
|---|---|--------|-------------------|
| 1 | Number of Residential Customer Accounts: | 18,461 | |
| 2 | Number of Past Due Residential Customer Accounts: | 3,658 | |
| 3 | Number of Cold Weather Protection Requests: | N/A | << Invalid Number |

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

| | | | |
|---|---|-----|-------------------|
| 4 | Number of "Right to Appeal" notices mailed to customers: | N/A | << Invalid Number |
| 5 | <i>Intentionally Blank</i> | | |
| 6 | Number of customer accounts granted reconnection <u>request</u> : | N/A | << Invalid Number |

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Great Plains Natural Gas for report period ending: July, 2019

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

| | | | |
|-----------|--|-----|-------------------|
| 20 | Number of disconnection notices mailed to customers: | 627 | |
| 21 | Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column | | |
| a) | # Electric - heat affected | N/A | << Invalid Number |
| b) | # Electric - heat not affected | N/A | << Invalid Number |
| c) | # Gas - heat affected | 163 | |
| d) | # Gas - heat not affected | N/A | << Invalid Number |
| e) | Total # disconnected | 163 | 0 |
| 22 | Number of customer accounts disconnected seeking protection: | | |
| a) | # Electric - heat affected | N/A | << Invalid Number |
| b) | # Electric - heat not affected | N/A | << Invalid Number |
| c) | # Gas - heat affected | N/A | << Invalid Number |
| d) | # Gas - heat not affected | N/A | << Invalid Number |
| e) | Total # disconnected (See Note) | 0 | |
| 23 | Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e): | 163 | 163 |

Company: Great Plains Natural Gas for report period ending: July, 2019

DOLLAR VALUE

| | | |
|----|--|-------------|
| 24 | Total dollars past due on all residential accounts: | \$60,937 |
| 25 | Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2): | \$17 |
| 26 | Total dollars received from energy assistance programs: | \$646 |
| 27 | Total dollars received from other sources (private organizations): | \$2,243 |
| 28 | Total Revenue from sales to residential accounts: | \$2,427,740 |
| 29 | Average monthly residential bill: (auto-calculation of #28 ÷ #1) | \$132 |
| 30 | <i>Intentionally Blank</i> | |
| 31 | Total residential account write-offs due to uncollectible: | \$20,110 |

DISCONNECTION DURATION

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

RECONNECTION DATA

| | | |
|----|-----------------------------------|-----|
| 37 | # Accounts reconnected | 36 |
| 38 | # Accounts remaining disconnected | 620 |
| a) | 1-30 days | 137 |
| b) | 31-60 days | 191 |
| c) | 61+ days | 292 |

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.2

| | | |
|---------------------------|--------------------------|---|
| Company Submitting Reply: | Great Plains Natural Gas | ▼ |
| Reporting Year: | 2019 | ▼ |
| Reporting Period: | August | ▼ |

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: August, 2019

| | | |
|---|---|--------|
| 1 | Number of Residential Customer Accounts: | 18,400 |
| 2 | Number of Past Due Residential Customer Accounts: | 1,741 |
| 3 | Number of Cold Weather Protection Requests: | 0 |

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Great Plains Natural Gas for report period ending: August, 2019

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

| | | | |
|-----------|--|-----|-------------------|
| 20 | Number of disconnection notices mailed to customers: | 371 | |
| 21 | Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column | | |
| a) | # Electric - heat affected | N/A | << Invalid Number |
| b) | # Electric - heat not affected | N/A | << Invalid Number |
| c) | # Gas - heat affected | 70 | |
| d) | # Gas - heat not affected | 0 | |
| e) | Total # disconnected | 70 | 0 |
| 22 | Number of customer accounts disconnected seeking protection: | | |
| a) | # Electric - heat affected | N/A | << Invalid Number |
| b) | # Electric - heat not affected | N/A | << Invalid Number |
| c) | # Gas - heat affected | 0 | |
| d) | # Gas - heat not affected | 0 | |
| e) | Total # disconnected (See Note) | 0 | |
| 23 | Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e): | 70 | 70 |

Company: Great Plains Natural Gas for report period ending: August, 2019

DOLLAR VALUE

| | | |
|----|--|-----------|
| 24 | Total dollars past due on all residential accounts: | \$33,093 |
| 25 | Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2): | \$19 |
| 26 | Total dollars received from energy assistance programs: | \$0 |
| 27 | Total dollars received from other sources (private organizations): | \$4,414 |
| 28 | Total Revenue from sales to residential accounts: | \$225,744 |
| 29 | Average monthly residential bill: (auto-calculation of #28 ÷ #1) | \$12 |
| 30 | <i>Intentionally Blank</i> | |
| 31 | Total residential account write-offs due to uncollectible: | \$77,554 |

DISCONNECTION DURATION

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

RECONNECTION DATA

| | | |
|----|-----------------------------------|-----|
| 37 | # Accounts reconnected | 47 |
| 38 | # Accounts remaining disconnected | 643 |
| a) | 1-30 days | 46 |
| b) | 31-60 days | 135 |
| c) | 61+ days | 462 |

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.2

| | | |
|---------------------------|--------------------------|---|
| Company Submitting Reply: | Great Plains Natural Gas | ▼ |
| Reporting Year: | 2019 | ▼ |
| Reporting Period: | September | ▼ |

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: September, 2019

| | | |
|---|---|--------|
| 1 | Number of Residential Customer Accounts: | 18,475 |
| 2 | Number of Past Due Residential Customer Accounts: | 2,211 |
| 3 | Number of Cold Weather Protection Requests: | 0 |

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Great Plains Natural Gas for report period ending: September, 2019**PAYMENT SCHEDULE (PS)**

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

DISCONNECTIONS

| | | | |
|-----------|--|-----|-------------------|
| 20 | Number of disconnection notices mailed to customers: | 257 | |
| 21 | Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column | | |
| a) | # Electric - heat affected | N/A | << Invalid Number |
| b) | # Electric - heat not affected | N/A | << Invalid Number |
| c) | # Gas - heat affected | 50 | |
| d) | # Gas - heat not affected | 0 | |
| e) | Total # disconnected | 50 | 0 |
| 22 | Number of customer accounts disconnected seeking protection: | | |
| a) | # Electric - heat affected | N/A | << Invalid Number |
| b) | # Electric - heat not affected | N/A | << Invalid Number |
| c) | # Gas - heat affected | 0 | |
| d) | # Gas - heat not affected | 0 | |
| e) | Total # disconnected (See Note) | 0 | |
| 23 | Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e): | 50 | 50 |

Company: Great Plains Natural Gas for report period ending: September, 2019**DOLLAR VALUE**

| | | |
|-----------|--|-----------|
| 24 | Total dollars past due on all residential accounts: | \$18,424 |
| 25 | Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2): | \$8 |
| 26 | Total dollars received from energy assistance programs: | \$0 |
| 27 | Total dollars received from other sources (private organizations): | \$2,507 |
| 28 | Total Revenue from sales to residential accounts: | \$224,800 |
| 29 | Average monthly residential bill: (auto-calculation of #28 ÷ #1) | \$12 |
| 30 | <i>Intentionally Blank</i> | |
| 31 | Total residential account write-offs due to uncollectible: | \$81,503 |

DISCONNECTION DURATION

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

RECONNECTION DATA

| | | |
|-----------|-----------------------------------|-----|
| 37 | # Accounts reconnected | 79 |
| 38 | # Accounts remaining disconnected | 614 |
| a) | 1-30 days | 34 |
| b) | 31-60 days | 41 |
| c) | 61+ days | 539 |

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.2

| | | |
|---------------------------|--------------------------|---|
| Company Submitting Reply: | Great Plains Natural Gas | ▼ |
| Reporting Year: | 2019 | ▼ |
| Reporting Period: | October | ▼ |

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: October, 2019

| | | |
|---|--|--------|
| 1 | Number of Residential Customer Accounts: | 18,900 |
| 2 | Number of Past Due Residential Customer Accounts: | 2,815 |
| 3 | Number of Cold Weather Protection Requests: | 33 |

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

| | | |
|---|--|----|
| 4 | Number of "Right to Appeal" notices mailed to customers: | 33 |
| 5 | <i>Intentionally Blank</i> | |
| 6 | Number of customer accounts granted reconnection <u>request</u> : | 33 |

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Great Plains Natural Gas for report period ending: October, 2019

PAYMENT SCHEDULE (PS)

| | | |
|-----------|--|----|
| 16 | Number of "Right to Appeal" notices mailed to customers: | 33 |
| a) | Number of PS requests received | 33 |
| 17 | <i>Intentionally Blank</i> | |
| 18 | Number of PS negotiations mutually agreed upon: | 33 |
| 19 | <i>Intentionally Blank</i> | |

DISCONNECTIONS

| | | | |
|-----------|--|-----|---------------------|
| 20 | Number of disconnection notices mailed to customers: | 227 | |
| 21 | Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column | | |
| a) | # Electric - heat affected | N/A | 0 << Invalid Number |
| b) | # Electric - heat not affected | N/A | 0 << Invalid Number |
| c) | # Gas - heat affected | 7 | 0 |
| d) | # Gas - heat not affected | 0 | 0 |
| e) | Total # disconnected | 7 | 0 |
| 22 | Number of customer accounts disconnected seeking protection: | | |
| a) | # Electric - heat affected | N/A | << Invalid Number |
| b) | # Electric - heat not affected | N/A | << Invalid Number |
| c) | # Gas - heat affected | 0 | |
| d) | # Gas - heat not affected | 0 | |
| e) | Total # disconnected (See Note) | 0 | |
| 23 | Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e): | 7 | 7 |

Company: Great Plains Natural Gas for report period ending: October, 2019**DOLLAR VALUE**

| | | |
|-----------|--|-----------|
| 24 | Total dollars past due on all residential accounts: | \$12,917 |
| 25 | Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2): | \$5 |
| 26 | Total dollars received from energy assistance programs: | \$0 |
| 27 | Total dollars received from other sources (private organizations): | \$3,464 |
| 28 | Total Revenue from sales to residential accounts: | \$357,651 |
| 29 | Average monthly residential bill: (auto-calculation of #28 ÷ #1) | \$19 |
| 30 | <i>Intentionally Blank</i> | |
| 31 | Total residential account write-offs due to uncollectible: | \$46,212 |

DISCONNECTION DURATION

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

RECONNECTION DATA

| | | |
|-----------|-----------------------------------|-----|
| 37 | # Accounts reconnected | 192 |
| 38 | # Accounts remaining disconnected | 429 |
| a) | 1-30 days | 1 |
| b) | 31-60 days | 11 |
| c) | 61+ days | 417 |

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.2

| | | |
|---------------------------|--------------------------|---|
| Company Submitting Reply: | Great Plains Natural Gas | ▼ |
| Reporting Year: | 2019 | ▼ |
| Reporting Period: | November | ▼ |

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: November, 2019

| | | |
|---|---|--------|
| 1 | Number of Residential Customer Accounts: | 19,062 |
| 2 | Number of Past Due Residential Customer Accounts: | 2,970 |
| 3 | Number of Cold Weather Protection Requests: | 10 |

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

| | | |
|---|---|----|
| 4 | Number of "Right to Appeal" notices mailed to customers: | 10 |
| 5 | <i>Intentionally Blank</i> | |
| 6 | Number of customer accounts granted reconnection <u>request</u> : | 10 |

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Great Plains Natural Gas for report period ending: November, 2019

PAYMENT SCHEDULE (PS)

| | | |
|-----------|--|----|
| 16 | Number of "Right to Appeal" notices mailed to customers: | 10 |
| a) | Number of PS requests received | 10 |
| 17 | <i>Intentionally Blank</i> | |
| 18 | Number of PS negotiations mutually agreed upon: | 10 |
| 19 | <i>Intentionally Blank</i> | |

DISCONNECTIONS

| | | | |
|-----------|--|-----|-------------------|
| 20 | Number of disconnection notices mailed to customers: | 269 | |
| 21 | Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column | | |
| a) | # Electric - heat affected | N/A | << Invalid Number |
| b) | # Electric - heat not affected | N/A | << Invalid Number |
| c) | # Gas - heat affected | 0 | |
| d) | # Gas - heat not affected | 0 | |
| e) | Total # disconnected | 0 | 0 |
| 22 | Number of customer accounts disconnected seeking protection: | | |
| a) | # Electric - heat affected | N/A | << Invalid Number |
| b) | # Electric - heat not affected | N/A | << Invalid Number |
| c) | # Gas - heat affected | 0 | |
| d) | # Gas - heat not affected | 0 | |
| e) | Total # disconnected (See Note) | 0 | |
| 23 | Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e): | 0 | 0 |

Company: Great Plains Natural Gas for report period ending: November, 2019

DOLLAR VALUE

| | | |
|-----------|--|-----------|
| 24 | Total dollars past due on all residential accounts: | \$16,917 |
| 25 | Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2): | \$6 |
| 26 | Total dollars received from energy assistance programs: | \$68,570 |
| 27 | Total dollars received from other sources (private organizations): | \$10,824 |
| 28 | Total Revenue from sales to residential accounts: | \$803,280 |
| 29 | Average monthly residential bill: (auto-calculation of #28 ÷ #1) | \$42 |
| 30 | <i>Intentionally Blank</i> | |
| 31 | Total residential account write-offs due to uncollectible: | \$23,242 |

DISCONNECTION DURATION

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

RECONNECTION DATA

| | | |
|-----------|-----------------------------------|-----|
| 37 | # Accounts reconnected | 136 |
| 38 | # Accounts remaining disconnected | 293 |
| a) | 1-30 days | 0 |
| b) | 31-60 days | 0 |
| c) | 61+ days | 293 |

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire

Version 4.2

| | | |
|---------------------------|--------------------------|---|
| Company Submitting Reply: | Great Plains Natural Gas | ▼ |
| Reporting Year: | 2019 | ▼ |
| Reporting Period: | December | ▼ |

Utility Monthly Reports (216B.091)

Company: Great Plains Natural Gas for report period ending: December, 2019

| | | |
|---|---|--------|
| 1 | Number of Residential Customer Accounts: | 19,122 |
| 2 | Number of Past Due Residential Customer Accounts: | 3,559 |
| 3 | Number of Cold Weather Protection Requests: | 0 |

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Great Plains Natural Gas for report period ending: December, 2019**PAYMENT SCHEDULE (PS)**

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

DISCONNECTIONS

| | | | |
|----|--|-----|-------------------|
| 20 | Number of disconnection notices mailed to customers: | 770 | |
| 21 | Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October All other months, use 1st column only April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column | | |
| a) | # Electric - heat affected | N/A | << Invalid Number |
| b) | # Electric - heat not affected | N/A | << Invalid Number |
| c) | # Gas - heat affected | 0 | |
| d) | # Gas - heat not affected | 0 | |
| e) | Total # disconnected | 0 | 0 |
| 22 | Number of customer accounts disconnected seeking protection: | | |
| a) | # Electric - heat affected | N/A | << Invalid Number |
| b) | # Electric - heat not affected | N/A | << Invalid Number |
| c) | # Gas - heat affected | 0 | |
| d) | # Gas - heat not affected | 0 | |
| e) | Total # disconnected (See Note) | 0 | |
| 23 | Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e): | 0 | 0 |

Company: Great Plains Natural Gas for report period ending: December, 2019

DOLLAR VALUE

| | | |
|----|--|-------------|
| 24 | Total dollars past due on all residential accounts: | \$46,779 |
| 25 | Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2): | \$13 |
| 26 | Total dollars received from energy assistance programs: | \$77,404 |
| 27 | Total dollars received from other sources (private organizations): | \$2,035 |
| 28 | Total Revenue from sales to residential accounts: | \$1,273,223 |
| 29 | Average monthly residential bill: (auto-calculation of #28 ÷ #1) | \$67 |
| 30 | <i>Intentionally Blank</i> | |
| 31 | Total residential account write-offs due to uncollectible: | \$7,054 |

DISCONNECTION DURATION

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

RECONNECTION DATA

| | | |
|----|-----------------------------------|-----|
| 37 | # Accounts reconnected | 81 |
| 38 | # Accounts remaining disconnected | 212 |
| a) | 1-30 days | 0 |
| b) | 31-60 days | 0 |
| c) | 61+ days | 212 |

[END]

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Schedule 4
Service Extension Request
Response Time

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2019**

Service Extension Request Response Times

| | Total | Jan | Feb | Mar | Apr | May | June | July | Aug | Sept | Oct | Nov | Dec |
|--------------------------------------|-------|-----|-----|-----|-----|-----|------|------|-----|------|-----|-----|-----|
| New Service Extensions 1/ | | | | | | | | | | | | | |
| Residential | | | | | | | | | | | | | |
| Number of Extensions | 151 | 3 | 0 | 0 | 0 | 0 | 9 | 24 | 19 | 25 | 46 | 25 | 0 |
| Average Days to Complete 2/ | 46 | 0 | 0 | 0 | 0 | 0 | 67 | 56 | 45 | 39 | 34 | 36 | 0 |
| Commercial | | | | | | | | | | | | | |
| Number of Extensions | 20 | 0 | 0 | 0 | 0 | 3 | 0 | 1 | 0 | 5 | 4 | 7 | 0 |
| Average Days to Complete 2/ | 21 | 0 | 0 | 0 | 0 | 33 | 0 | 19 | 0 | 19 | 10 | 23 | 0 |
| Renewed Service Extensions 3/ | | | | | | | | | | | | | |
| Residential | | | | | | | | | | | | | |
| Number of Extensions | 845 | 26 | 18 | 20 | 27 | 37 | 47 | 50 | 84 | 98 | 282 | 106 | 50 |
| Average Days to Complete | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Commercial | | | | | | | | | | | | | |
| Number of Extensions | 120 | 11 | 4 | 5 | 3 | 9 | 5 | 4 | 8 | 9 | 37 | 23 | 2 |
| Average Days to Complete | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

1/ New service requests for locations not previously served.

2/ Service line installed date to date the meter was installed.

3/ Service requests for locations previously served.

Schedule 5

Customer Deposits

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2019

Customer Deposits

| | <u>Total</u> | <u>Jan</u> | <u>Feb</u> | <u>Mar</u> | <u>Apr</u> | <u>May</u> | <u>June</u> | <u>July</u> | <u>Aug</u> | <u>Sept</u> | <u>Oct</u> | <u>Nov</u> | <u>Dec</u> |
|----------------------------|--------------|------------|------------|------------|------------|------------|-------------|-------------|------------|-------------|------------|------------|------------|
| Total Customer Deposits 1/ | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

1/ Deposits required as a condition for receiving new service.

Schedule 6

Customer Complaints

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2019**

Number of Customer Complaints 1/

| | <u>Total</u> | <u>Jan</u> | <u>Feb</u> | <u>Mar</u> | <u>Apr</u> | <u>May</u> | <u>June</u> | <u>July</u> | <u>Aug</u> | <u>Sept</u> | <u>Oct</u> | <u>Nov</u> | <u>Dec</u> |
|-------------|--------------|------------|------------|------------|------------|------------|-------------|-------------|------------|-------------|------------|------------|------------|
| Residential | 23 | 0 | 0 | 2 | 1 | 4 | 2 | 3 | 3 | 3 | 1 | 3 | 1 |
| Commercial | <u>5</u> | <u>1</u> | <u>0</u> | <u>0</u> | <u>1</u> | <u>2</u> | <u>0</u> | <u>0</u> | <u>1</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> |
| Total | 28 | 1 | 0 | 2 | 2 | 6 | 2 | 3 | 4 | 3 | 1 | 3 | 1 |

1/ Includes customer complaints received from the Consumer Affairs Office and the Attorney General's office.

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2019

| | Total | | Jan | | Feb | | Mar | | Apr | | May | | June | | July | | Aug | | Sept | | Oct | | Nov | | Dec | |
|------------------------------|-------|------|-----|------|-----|----|-----|------|-----|------|-----|------|------|------|------|------|-----|------|------|------|-----|------|-----|------|-----|----|
| | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % |
| Residential | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Billing Errors | 8 | 36% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 50% | 1 | 33% | 2 | 67% | 1 | 33% | 0 | 0% | 2 | 67% | 1 | 0% |
| Inaccurate Metering | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Wrongful Disconnection | 7 | 30% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 3 | 75% | 1 | 50% | 0 | 0% | 0 | 0% | 1 | 33% | 1 | 100% | 0 | 0% | 0 | 0% |
| High Bills | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Inadequate Service | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Service-Extension Interval | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Service-Restoration Interval | 1 | 4% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 33% | 0 | 0% |
| Payment Arrangements | 3 | 13% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 25% | 0 | 0% | 2 | 67% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Other | 4 | 17% | 0 | 0% | 0 | 0% | 2 | 100% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 33% | 1 | 33% | 0 | 0% | 0 | 0% | 0 | 0% |
| Total Residential | 23 | 100% | 0 | 0% | 0 | 0% | 2 | 100% | 1 | 100% | 4 | 100% | 2 | 100% | 3 | 100% | 3 | 100% | 3 | 100% | 1 | 100% | 3 | 100% | 1 | 0% |
| Commercial | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Billing Errors | 1 | 20% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 50% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Inaccurate Metering | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Wrongful Disconnection | 3 | 60% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 1 | 50% | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| High Bills | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Inadequate Service | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Service-Extension Interval | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Service-Restoration Interval | 1 | 20% | 1 | 100% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Payment Arrangements | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Other | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Total Commercial | 5 | 100% | 1 | 100% | 0 | 0% | 0 | 0% | 1 | 100% | 2 | 100% | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |

1/ Includes customer complaints received from the Consumer Affairs Office and the Attorney General's office.

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2019

Number & Percentage of Customer Complaints by Resolution Timeframe 1/

| | Total | | Jan | | Feb | | Mar | | Apr | | May | | June | | July | | Aug | | Sept | | Oct | | Nov | | Dec | |
|----------------------|-------|------|-----|------|-----|----|-----|------|-----|------|-----|------|------|------|------|------|-----|------|------|------|-----|------|-----|------|-----|------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % |
| Residential | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Immediate | 20 | 87% | 0 | 0% | 0 | 0% | 2 | 100% | 0 | 0% | 4 | 100% | 2 | 100% | 3 | 100% | 2 | 67% | 2 | 67% | 1 | 100% | 3 | 100% | 1 | 100% |
| Within 10 Days | 3 | 13% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 33% | 1 | 33% | 0 | 0% | 0 | 0% | 0 | 0% |
| Greater Than 10 Days | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Unresolved | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Total Residential | 23 | 100% | 0 | 0% | 0 | 0% | 2 | 100% | 1 | 100% | 4 | 100% | 2 | 100% | 3 | 100% | 3 | 100% | 3 | 100% | 1 | 100% | 3 | 100% | 1 | 100% |
| Commercial | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Immediate | 5 | 100% | 1 | 100% | 0 | 0% | 0 | 0% | 1 | 100% | 2 | 100% | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Within 10 Days | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Greater Than 10 Days | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Unresolved | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Total Commercial | 5 | 100% | 1 | 100% | 0 | 0% | 0 | 0% | 1 | 100% | 2 | 100% | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |

1/ Includes customer complaints received from the Consumer Affairs Office and the Attorney General's office.

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2019

Number & Percentage of Customer Complaints by Resolution Type 1/

| | Total | | Jan | | Feb | | Mar | | Apr | | May | | June | | July | | Aug | | Sept | | Oct | | Nov | | Dec | |
|-------------------|-------|------|-----|------|-----|----|-----|------|-----|------|-----|------|------|------|------|------|-----|------|------|------|-----|------|-----|------|-----|------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % |
| Residential | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Agree | 1 | 4% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 33% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Compromise | 1 | 4% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 25% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Demonstrate | 13 | 57% | 0 | 0% | 0 | 0% | 2 | 100% | 1 | 100% | 3 | 75% | 0 | 0% | 3 | 100% | 0 | 0% | 2 | 67% | 1 | 100% | 0 | 0% | 1 | 100% |
| Refuse | 8 | 35% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 2 | 100% | 0 | 0% | 2 | 67% | 1 | 33% | 0 | 0% | 3 | 100% | 0 | 0% |
| Not Assigned | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Total Residential | 23 | 100% | 0 | 0% | 0 | 0% | 2 | 100% | 1 | 100% | 4 | 100% | 2 | 100% | 3 | 100% | 3 | 100% | 3 | 100% | 1 | 100% | 3 | 100% | 1 | 100% |
| Commercial | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Agree | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Compromise | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Demonstrate | 4 | 80% | 1 | 100% | 0 | 0% | 0 | 0% | 0 | 0% | 2 | 100% | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Refuse | 1 | 20% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Not Assigned | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Total Commercial | 5 | 100% | 1 | 100% | 0 | 0% | 0 | 0% | 1 | 100% | 2 | 100% | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |

1/ Includes customer complaints received from the Consumer Affairs Office and the Attorney General's office.

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2019

Number of Customer Calls by Type - General Inquiry

| | Total | | January | | February | | March | | April | | May | | June | | July | | August | | September | | October | | November | | December | |
|--|--------|------|---------|------|----------|------|-------|------|-------|------|-------|------|-------|------|-------|------|--------|------|-----------|------|---------|------|----------|------|----------|------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % |
| Billing Error | 8,058 | 35% | 653 | 35% | 591 | 34% | 671 | 36% | 785 | 34% | 705 | 31% | 687 | 32% | 577 | 30% | 619 | 35% | 659 | 36% | 805 | 28% | 583 | 35% | 723 | 43% |
| High Bill | 453 | 2% | 54 | 3% | 53 | 3% | 57 | 3% | 63 | 3% | 34 | 2% | 43 | 2% | 38 | 2% | 27 | 1% | 26 | 1% | 32 | 1% | 14 | 1% | 12 | 1% |
| Inaccurate Metering | 144 | 1% | 6 | 0% | 14 | 1% | 8 | 0% | 12 | 1% | 16 | 1% | 13 | 1% | 12 | 1% | 14 | 1% | 15 | 1% | 15 | 1% | 11 | 1% | 8 | 0% |
| Emergency | 482 | 2% | 47 | 2% | 53 | 3% | 47 | 3% | 30 | 1% | 47 | 2% | 47 | 2% | 33 | 2% | 35 | 2% | 20 | 1% | 44 | 2% | 52 | 3% | 27 | 2% |
| Payment Arrangements | 583 | 2% | 51 | 3% | 33 | 2% | 33 | 2% | 45 | 2% | 55 | 2% | 44 | 2% | 58 | 3% | 36 | 2% | 43 | 2% | 105 | 4% | 54 | 3% | 26 | 2% |
| Inadequate Service | 1,063 | 4% | 53 | 3% | 53 | 3% | 72 | 4% | 97 | 4% | 86 | 4% | 90 | 4% | 113 | 6% | 112 | 6% | 81 | 4% | 132 | 5% | 88 | 5% | 86 | 5% |
| Service Extension Relating to Credit Issues | 2,372 | 10% | 266 | 14% | 251 | 15% | 240 | 13% | 338 | 15% | 280 | 13% | 219 | 10% | 208 | 11% | 118 | 6% | 110 | 6% | 140 | 5% | 90 | 5% | 112 | 7% |
| Service Request | 970 | 4% | 38 | 2% | 28 | 2% | 36 | 2% | 79 | 3% | 70 | 3% | 109 | 5% | 86 | 4% | 92 | 5% | 105 | 6% | 246 | 9% | 58 | 3% | 23 | 1% |
| Start/Stop Service | 4,293 | 18% | 255 | 13% | 180 | 11% | 219 | 12% | 287 | 13% | 373 | 17% | 422 | 20% | 370 | 19% | 422 | 23% | 399 | 22% | 674 | 24% | 394 | 23% | 298 | 18% |
| Wrongful Disconnection | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Call Backs | 1 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 0% | 0 | 0% | 0 | 0% |
| Interactive Voice Response | 2,939 | 12% | 292 | 15% | 295 | 17% | 303 | 16% | 351 | 16% | 322 | 15% | 246 | 12% | 229 | 12% | 180 | 10% | 190 | 10% | 213 | 8% | 136 | 8% | 182 | 11% |
| Other | 2,447 | 10% | 196 | 10% | 162 | 9% | 170 | 9% | 171 | 8% | 221 | 10% | 202 | 10% | 189 | 10% | 172 | 9% | 203 | 11% | 374 | 13% | 219 | 13% | 168 | 10% |
| Total GP Calls | 23,805 | 100% | 1,911 | 100% | 1,713 | 100% | 1,856 | 100% | 2,258 | 100% | 2,209 | 100% | 2,122 | 100% | 1,913 | 100% | 1,827 | 100% | 1,851 | 100% | 2,781 | 100% | 1,699 | 100% | 1,665 | 100% |

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
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Number of Customer Calls by Call Code by Type and Resolution 1/

| | Total | | January | | February | | March | | April | | May | | June | | July | | August | | September | | October | | November | | December | |
|----------------------------|---------------|-------------|--------------|-------------|------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|------------|-------------|------------|-------------|--------------|-------------|------------|-------------|------------|-------------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % |
| Billing Error | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Agree | 1,828 | 15% | 175 | 16% | 69 | 7% | 84 | 8% | 129 | 9% | 213 | 19% | 171 | 15% | 95 | 9% | 104 | 11% | 166 | 17% | 214 | 16% | 200 | 24% | 208 | 22% |
| Compromise | 1,386 | 12% | 149 | 14% | 130 | 13% | 176 | 16% | 183 | 13% | 101 | 8% | 110 | 9% | 122 | 12% | 109 | 11% | 106 | 11% | 94 | 7% | 57 | 7% | 49 | 5% |
| Demonstrate | 4,462 | 34% | 307 | 29% | 368 | 38% | 379 | 35% | 444 | 32% | 353 | 30% | 372 | 32% | 328 | 33% | 374 | 39% | 362 | 34% | 461 | 33% | 299 | 35% | 415 | 43% |
| Refuse | 382 | 3% | 22 | 2% | 24 | 2% | 32 | 3% | 29 | 2% | 38 | 3% | 34 | 3% | 32 | 3% | 32 | 3% | 25 | 3% | 36 | 3% | 27 | 3% | 51 | 5% |
| | <u>8,058</u> | | <u>653</u> | | <u>591</u> | | <u>671</u> | | <u>785</u> | | <u>705</u> | | <u>687</u> | | <u>577</u> | | <u>619</u> | | <u>659</u> | | <u>805</u> | | <u>583</u> | | <u>723</u> | |
| High Bill | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Agree | 297 | 2% | 26 | 3% | 31 | 3% | 23 | 2% | 39 | 3% | 28 | 2% | 33 | 3% | 32 | 3% | 25 | 3% | 19 | 2% | 24 | 2% | 13 | 2% | 4 | 0% |
| Compromise | 37 | 0% | 14 | 1% | 6 | 1% | 5 | 0% | 5 | 1% | 0 | 0% | 1 | 0% | 2 | 0% | 0 | 0% | 2 | 0% | 1 | 0% | 0 | 0% | 1 | 0% |
| Demonstrate | 115 | 1% | 14 | 1% | 16 | 2% | 29 | 3% | 18 | 1% | 5 | 1% | 8 | 1% | 3 | 0% | 2 | 0% | 5 | 1% | 7 | 0% | 1 | 0% | 7 | 1% |
| Refuse | 4 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 0% | 1 | 0% | 1 | 0% | 1 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| | <u>453</u> | | <u>54</u> | | <u>53</u> | | <u>57</u> | | <u>63</u> | | <u>34</u> | | <u>43</u> | | <u>38</u> | | <u>27</u> | | <u>26</u> | | <u>32</u> | | <u>14</u> | | <u>12</u> | |
| Inaccurate Meter | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Agree | 32 | 0% | 3 | 0% | 4 | 0% | 1 | 0% | 2 | 0% | 4 | 0% | 3 | 0% | 1 | 0% | 4 | 0% | 6 | 1% | 1 | 0% | 1 | 0% | 2 | 0% |
| Compromise | 24 | 0% | 3 | 0% | 4 | 0% | 4 | 1% | 5 | 1% | 4 | 0% | 1 | 0% | 1 | 0% | 0 | 0% | 1 | 0% | 0 | 0% | 0 | 0% | 1 | 0% |
| Demonstrate | 84 | 1% | 0 | 0% | 6 | 1% | 3 | 0% | 4 | 0% | 8 | 1% | 9 | 1% | 10 | 1% | 9 | 1% | 8 | 1% | 12 | 1% | 10 | 1% | 5 | 1% |
| Refuse | 4 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 0% | 0 | 0% | 2 | 0% | 0 | 0% | 0 | 0% |
| | <u>144</u> | | <u>6</u> | | <u>14</u> | | <u>8</u> | | <u>12</u> | | <u>16</u> | | <u>13</u> | | <u>12</u> | | <u>14</u> | | <u>15</u> | | <u>15</u> | | <u>11</u> | | <u>8</u> | |
| Inadequate Service | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Agree | 63 | 0% | 0 | 0% | 5 | 1% | 3 | 0% | 4 | 0% | 5 | 1% | 4 | 0% | 4 | 0% | 9 | 1% | 7 | 1% | 10 | 1% | 10 | 1% | 2 | 0% |
| Compromise | 65 | 0% | 5 | 0% | 4 | 0% | 18 | 2% | 22 | 2% | 3 | 0% | 1 | 0% | 7 | 1% | 2 | 0% | 1 | 0% | 0 | 0% | 0 | 0% | 2 | 0% |
| Demonstrate | 928 | 7% | 48 | 5% | 43 | 4% | 51 | 5% | 69 | 5% | 77 | 6% | 85 | 7% | 102 | 10% | 101 | 10% | 71 | 7% | 122 | 9% | 78 | 9% | 81 | 8% |
| Refuse | 7 | 0% | 0 | 0% | 1 | 0% | 0 | 0% | 2 | 0% | 1 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 2 | 0% | 0 | 0% | 0 | 0% | 1 | 0% |
| | <u>1,063</u> | | <u>53</u> | | <u>53</u> | | <u>72</u> | | <u>97</u> | | <u>86</u> | | <u>90</u> | | <u>113</u> | | <u>112</u> | | <u>81</u> | | <u>132</u> | | <u>88</u> | | <u>86</u> | |
| Service Extension | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Relating to Credit | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Agree | 979 | 7% | 111 | 10% | 88 | 9% | 74 | 7% | 140 | 10% | 141 | 12% | 101 | 9% | 85 | 8% | 41 | 4% | 43 | 4% | 64 | 5% | 35 | 5% | 56 | 6% |
| Compromise | 469 | 4% | 55 | 5% | 67 | 7% | 58 | 5% | 76 | 6% | 39 | 3% | 27 | 2% | 41 | 4% | 20 | 2% | 28 | 3% | 31 | 2% | 19 | 2% | 8 | 1% |
| Demonstrate | 875 | 7% | 100 | 10% | 92 | 9% | 103 | 10% | 115 | 8% | 88 | 7% | 83 | 7% | 78 | 8% | 56 | 6% | 38 | 4% | 42 | 3% | 35 | 4% | 45 | 5% |
| Refuse | 49 | 0% | 0 | 0% | 4 | 1% | 5 | 0% | 7 | 1% | 12 | 1% | 8 | 1% | 4 | 0% | 1 | 0% | 1 | 0% | 3 | 0% | 1 | 0% | 3 | 0% |
| | <u>2,372</u> | | <u>266</u> | | <u>251</u> | | <u>240</u> | | <u>338</u> | | <u>280</u> | | <u>219</u> | | <u>208</u> | | <u>118</u> | | <u>110</u> | | <u>140</u> | | <u>90</u> | | <u>112</u> | |
| Service Restoration | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Agree | 409 | 3% | 16 | 2% | 14 | 1% | 12 | 1% | 30 | 2% | 18 | 2% | 44 | 4% | 31 | 3% | 30 | 3% | 50 | 5% | 135 | 10% | 22 | 3% | 7 | 1% |
| Compromise | 146 | 1% | 9 | 1% | 3 | 0% | 11 | 1% | 12 | 1% | 16 | 1% | 12 | 1% | 12 | 1% | 24 | 2% | 16 | 2% | 23 | 2% | 7 | 1% | 1 | 0% |
| Demonstrate | 369 | 3% | 11 | 1% | 11 | 1% | 12 | 1% | 32 | 2% | 33 | 3% | 41 | 4% | 36 | 3% | 35 | 4% | 36 | 4% | 81 | 6% | 26 | 3% | 15 | 2% |
| Refuse | 46 | 0% | 2 | 0% | 0 | 0% | 1 | 0% | 5 | 1% | 3 | 0% | 12 | 1% | 7 | 1% | 3 | 0% | 3 | 0% | 7 | 0% | 3 | 0% | 0 | 0% |
| | <u>970</u> | | <u>38</u> | | <u>28</u> | | <u>36</u> | | <u>79</u> | | <u>70</u> | | <u>109</u> | | <u>86</u> | | <u>92</u> | | <u>105</u> | | <u>246</u> | | <u>58</u> | | <u>23</u> | |
| Wrongful Disconnect | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Agree | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Compromise | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Demonstrate | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Refuse | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| | <u>0</u> | | <u>0</u> | | <u>0</u> | | <u>0</u> | | <u>0</u> | | <u>0</u> | | <u>0</u> | | <u>0</u> | | <u>0</u> | | <u>0</u> | | <u>0</u> | | <u>0</u> | | <u>0</u> | |
| Total | <u>13,060</u> | <u>100%</u> | <u>1,070</u> | <u>100%</u> | <u>990</u> | <u>100%</u> | <u>1,084</u> | <u>100%</u> | <u>1,374</u> | <u>100%</u> | <u>1,191</u> | <u>100%</u> | <u>1,161</u> | <u>100%</u> | <u>1,034</u> | <u>100%</u> | <u>982</u> | <u>100%</u> | <u>996</u> | <u>100%</u> | <u>1,370</u> | <u>100%</u> | <u>844</u> | <u>100%</u> | <u>964</u> | <u>100%</u> |

1/ Emergency, payment arrangements or stop service calls were not coded by type nor resolution.



705 West Fir Ave.

Mailing Address:

P.O. Box 176

Fergus Falls, MN 56538-0176

1-877-267-4764

April 15, 2020

Mr. Will Seuffert
Executive Secretary
Minnesota Public Utilities Commission
121 East Seventh Place, Suite 350
St. Paul, MN 55101

**RE: Compliance Filing of Great Plains Natural Gas Co.
Annual Summary of Customer Complaints
Docket No. G-004/M-20-_____**

Dear Mr. Seuffert:

Great Plains Natural Gas Co. (Great Plains), a Division of Montana-Dakota Utilities Co., herewith electronically submits its 2019 Annual Summary of Customer Complaints pursuant to Minnesota Rule 7820.0500.

Great Plains respectfully requests this filing be accepted as being in full compliance with the filing requirements of this Commission.

Sincerely,

/s/ Travis R. Jacobson

Travis R. Jacobson
Director of Regulatory Affairs

Minnesota Public Utilities Commission

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

ANNUAL SUMMARY OF CUSTOMER COMPLAINTS

for Year Ending 12/31/2019

in accordance with Minn. Rule 7820.0500

Name of Utility:

Great Plains Natural Gas Co.

Address:

P.O. Box 176, Fergus Falls, MN 56538-0176

Prepared by:

Travis Jacobson, Phone 701-222-7855

I. Complaint Type

A. Billing Errors
B. Inaccurate Metering
C. Wrongful Disconnection
D. High Bills
E. Inadequate Service
F. Service-Extension Interval
G. Service-Restoration Interval
H. Payment Arrangements
I. Other
Total Complaints

| Residential | | |
|-----------------|-----------------|-------------------|
| Number Received | Number Resolved | Number Unresolved |
| 8 | 8 | 0 |
| 0 | 0 | 0 |
| 7 | 7 | 0 |
| 0 | 0 | 0 |
| 0 | 0 | 0 |
| 0 | 0 | 0 |
| 1 | 1 | 0 |
| 3 | 3 | 0 |
| 4 | 4 | 0 |
| 23 | 23 | 0 |

| Commercial | | |
|-----------------|-----------------|-------------------|
| Number Received | Number Resolved | Number Unresolved |
| 1 | 1 | 0 |
| | | 0 |
| 3 | 3 | 0 |
| | | 0 |
| | | 0 |
| | | 0 |
| 1 | 1 | 0 |
| | | 0 |
| | | 0 |
| 5 | 5 | 0 |

| Industrial | | |
|-----------------|-----------------|-------------------|
| Number Received | Number Resolved | Number Unresolved |
| 0 | | |
| 0 | | |
| 0 | | |
| 0 | | |
| 0 | | |
| 0 | | |
| 0 | | |
| 0 | | |
| 0 | | |
| 0 | | |

| Government | | |
|-----------------|-----------------|-------------------|
| Number Received | Number Resolved | Number Unresolved |
| 0 | | |
| 0 | | |
| 0 | | |
| 0 | | |
| 0 | | |
| 0 | | |
| 0 | | |
| 0 | | |
| 0 | | |
| 0 | | |

II. Number of Customers

Residential
Commercial/Industrial
Interruptible

Total

| Average | | |
|---------|--------|--------|
| 2019 | 2018 | Change |
| 18,723 | 18,657 | 66 |
| 3,005 | 2,976 | 29 |
| 142 | 142 | 0 |
| 21,870 | 21,775 | 95 |

III. Contact Names of Great Plains Personnel:

Caitlin Straabe
800-431-5733
701-222-7603
400 N. 4th Street
Bismarck, ND 58501

Travis Jacobson
701-222-7855

400 N. 4th Street
Bismarck, ND 58501

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

for Year Ending 12/31/2019

A. Billing Errors
B. Inaccurate Metering
C. Wrongful Disconnection
D. High Bills
E. Inadequate Service
F. Service-Extension Interval
G. Service-Restoration Interval
H. Payment Arrangements
I. Other

[illegible]

- A. Billing Errors
- B. Inaccurate Metering
- C. Wrongful Disconnection
- D. High Bills
- E. Inadequate Service
- F. Service-Extension Interval
- G. Service-Restoration Interval
- H. Payment Arrangements
- I. Other

Total Complaints

[illegible]

- A. Billing Errors
- B. Inaccurate Metering
- C. Wrongful Disconnection
- D. High Bills
- E. Inadequate Service
- F. Service-Extension Interval
- G. Service-Restoration Interval
- H. Payment Arrangements
- I. Other

Total Complaints

| Residential | | | Commercial | | | Industrial | | | Government | | |
|-----------------|-----------------|-------------------|-----------------|-----------------|-------------------|-----------------|-----------------|-------------------|-----------------|-----------------|-------------------|
| Number Received | Number Resolved | Number Unresolved | Number Received | Number Resolved | Number Unresolved | Number Received | Number Resolved | Number Unresolved | Number Received | Number Resolved | Number Unresolved |
| 8 | 8 | 0 | 1 | 1 | 0 | | | | | | |
| | | 0 | | | 0 | | | | | | |
| 7 | 7 | 0 | 3 | 3 | 0 | | | | | | |
| | | 0 | | | 0 | | | | | | |
| | | 0 | | | 0 | | | | | | |
| | | 0 | | | 0 | | | | | | |
| 1 | 1 | 0 | | | 0 | | | | | | |
| 3 | 3 | 0 | 1 | 1 | 0 | | | | | | |
| 3 | 3 | 0 | | | 0 | | | | | | |
| 22 | 22 | 0 | 5 | 5 | 0 | | | | | | |

Schedule 7
Gas Emergency Response Time

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2019**

Gas Emergency Response Times

| | Total | Jan | Feb | Mar | Apr | May | June | July | Aug | Sept | Oct | Nov | Dec |
|--------------------------------------|-------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Calls Responded to in 1 hour or less | 527 | 38 | 57 | 65 | 39 | 46 | 55 | 41 | 37 | 22 | 39 | 55 | 33 |
| Percentage | 98% | 97% | 97% | 100% | 100% | 100% | 100% | 98% | 95% | 100% | 95% | 96% | 97% |
| Calls Responded to in over 1 hour | 11 | 1 | 2 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 2 | 2 | 1 |
| Percentage | 2% | 3% | 3% | 0% | 0% | 0% | 0% | 2% | 5% | 0% | 5% | 4% | 3% |
| Total Calls | 538 | 39 | 59 | 65 | 39 | 46 | 55 | 42 | 39 | 22 | 41 | 57 | 34 |
| Average Response Time (in minutes) | 20 | 18 | 20 | 18 | 15 | 21 | 22 | 25 | 22 | 18 | 21 | 19 | 24 |
| | | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

Emergency Response Reporting Form

Reporting Period

MNOPS has changed the reporting period to annually. Please aggregate your data and report for the full calendar year.

Year *

☐ 2018 ☒ 2019 ☐ 2020 ☐ 2021

Contact Information

Please provide the contact information for the person submitting the form.

Company Name *

Great Plains Natural Gas

Contact Name *

Teresa

Hendrickson

Contact Email *

teresa.hendrickson@mdu.com

Contact Phone *

(701) 222-7655

Response Intervals

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

| Interval | Dispatch | Response | Repair Crew | Gas Shut Off | Line Repair |
|------------------------|----------|----------|-------------|--------------|-------------|
| > 0 min. to 10 min. | 497 | 153 | | | |
| > 10 min. to 20 min. | 36 | 187 | | | |
| > 20 min. to 40 min. | 5 | 151 | | | |
| > 40 min. to 60 min. | | 36 | | | |
| > 60 min. to 80 min. | | 5 | | | |
| > 80 min. to 100 min. | | 3 | | | |
| > 100 min. to 120 min. | | 1 | | | |
| > 2 hrs to 3 hrs | | | | | |
| > 3 hrs to 4 hrs | | 2 | | | |
| > 4 hrs to 6 hrs | | | | | |
| > 6 hrs to 8 hrs | | | | | |

> 8 hrs

| | | | | |
|--|--|--|--|--|
| | | | | |
|--|--|--|--|--|

Dispatch - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins their commute to respond.

Response - Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

Repair Crew - Time interval - If the first response person is not able to shut off the gas and/or repair the facility, additional help by a "repair crew" may be required. The repair crew interval is the cumulative time from the initial notification through the commute to the arrival time at the incident location.

Gas shut off - Time interval - The gas shut off interval is the cumulative time from the initial notification to the time the gas is shut off. The gas shut off time for small leaks that get scheduled for repair are not included in this report.

Line repaired - Time interval - The line repaired interval is the cumulative time from the initial notification to the time the gas line is repaired, purged and re-pressurized, so relight(s) can begin. The line repaired time for small leaks that get scheduled for repair are not included in this report.

Comments / Suggestions

This is a corrected form for GPNG for 2019. I also will be sending in a correct May-June Report and a July_August report. I had included damages in ND that are in the GPNG Service territory. They should not have been included in the original documents.

Teresa Hendrickson

Please provide comments or suggestions on how to improve this form or the data submission process.

Submit Form

Save

**Schedule 8 and 9
Mislocates and Gas System
Damage**

**Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2019**

Mislocate Rates

| | <u>Total</u> | <u>Jan</u> | <u>Feb</u> | <u>Mar</u> | <u>Apr</u> | <u>May</u> | <u>June</u> | <u>July</u> | <u>Aug</u> | <u>Sept</u> | <u>Oct</u> | <u>Nov</u> | <u>Dec</u> |
|---|--------------|------------|------------|------------|------------|------------|-------------|-------------|------------|-------------|------------|------------|------------|
| Number of Mislocates | 7 | 0 | 0 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 0 |
| Not Marked Line | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mis-Marked Line 1/ | 6 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 1 | 0 |
| Number of Locate Tickets 2/ | 7,794 | 119 | 97 | 159 | 644 | 1,143 | 1,135 | 1,108 | 1,094 | 913 | 848 | 393 | 141 |
| Number of Mislocates per 1000 Locate Tickets | 0.90 | 0.00 | 0.00 | 6.29 | 1.55 | 0.00 | 0.88 | 0.90 | 0.91 | 1.10 | 0.00 | 2.54 | 0.00 |

1/ Includes Incorrect Records or Maps numbers as reported in the Quarterly Utility Damage Survey.

2/ Number of locate tickets for Great Plains Minnesota only.

Great Plains Natural Gas Co.
Gas Service Quality Annual Report
For the Calendar Year Ending December 31, 2019

Gas System Damage

| | <u>Total</u> | <u>Jan</u> | <u>Feb</u> | <u>Mar</u> | <u>Apr</u> | <u>May</u> | <u>June</u> | <u>July</u> | <u>Aug</u> | <u>Sept</u> | <u>Oct</u> | <u>Nov</u> | <u>Dec</u> |
|--|--------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Damage Under the Control of Great Plains' Employees and Contractors | 7 | 0 | 0 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 0 |
| Damage - All Other Causes | <u>24</u> | <u>0</u> | <u>1</u> | <u>0</u> | <u>0</u> | <u>3</u> | <u>6</u> | <u>5</u> | <u>3</u> | <u>2</u> | <u>2</u> | <u>1</u> | <u>1</u> |
| Total Number of Damages | 31 | 0 | 1 | 1 | 1 | 3 | 7 | 6 | 4 | 3 | 2 | 2 | 1 |
| Miles of Pipe 1/ | 535 | 535 | 535 | 535 | 535 | 535 | 535 | 535 | 535 | 535 | 535 | 535 | 535 |
| Damage per 100 Miles of Pipe | | | | | | | | | | | | | |
| Under the Control of Great Plains' | | | | | | | | | | | | | |
| Employees and Contractors | 1.31 | 0.00 | 0.00 | 0.19 | 0.19 | 0.00 | 0.19 | 0.19 | 0.19 | 0.19 | 0.00 | 0.19 | 0.00 |
| All Other Causes | <u>4.49</u> | <u>0.00</u> | <u>0.19</u> | <u>0.00</u> | <u>0.00</u> | <u>0.56</u> | <u>1.12</u> | <u>0.93</u> | <u>0.56</u> | <u>0.37</u> | <u>0.37</u> | <u>0.19</u> | <u>0.19</u> |
| Total | 5.80 | 0.00 | 0.19 | 0.19 | 0.19 | 0.56 | 1.31 | 1.12 | 0.75 | 0.56 | 0.37 | 0.38 | 0.19 |

1/ Total miles of distribution (469.04) and transmission (65.871) main operated in Minnesota.

Quarterly Utility Damage Survey

Purpose of this Survey: The Minnesota Office of Pipeline Safety (MNOPS) will use this survey to evaluate the effectiveness of the state damage prevention laws, Minnesota Statute 216D, and Minnesota Rule Chapter 7560. As always, MNOPS will continue to investigate individual complaints made from utility operators, excavators, and the public. Complaints can be made online using our [MNOPS One Call Complaint Form](#). A statewide summary of quarterly survey data will be made available on the MNOPS website on the Stakeholder Communication section under [Damage Reporting Statistics](#).

Directions: Fill in the information as specified below for data acquired during the quarterly period. Multiple utility types maybe submitted at one time by clicking the "+Add Utility Survey." When finished, click the submit button at the bottom of the survey. Once the submit button has been clicked, a specific report number will be issued for the survey and the data will automatically be sent to MNOPS. The operator will receive an email acknowledging MNOPS' receipt of the survey. A survey can be saved and resumed later by clicking the "Save" button at the bottom right of the page and following the prompts.

Intrastate Gas Utility Operators: This is a mandatory survey by MNOPS per Minnesota Statute 299F.63. Submit this survey to MNOPS quarterly. MNOPS inspectors will use the submitted information in coordination with annual inspections.

Other Utility Operators: This information is crucial for the evaluation of utility damages in Minnesota. MNOPS asks that other utility operators submit this survey quarterly to support damage prevention in Minnesota.

Contact Information

The contact below does not necessarily have to be the individual filling out this survey. Contact information will be used to provide updates regarding this survey. The contact should be someone who will continue to assure the submission of this survey.

Name of Utility Operator *

Great Plains Natural Gas

Contact Name *

Teresa

Hendrickson

Contact Email *

teresa.hendrickson@mdu.com

Contact Phone *

(701) 222-7655

General Data Information

Select the year for which this data is being submitted. *

☐ 2017

☐ 2018

☒ 2019

☐ 2020

☐ Other

Select the quarter for which this data is being submitted. *

☒ 1st

☐ 2nd

☐ 3rd

☐ 4th

☐ NA - Represents Entire Year

☐ Other

Damage Data Submissions

This section allows operators with multiple utilities to submit those utilities at the same time. Click the "+ Add Utility Survey" to add more than one utility survey.

* Utility Survey 1

Select Utility Type *

☒ Gas Distribution ☐ Electric ☐ Communication ☐ Water ☐ Sewer/Storm Sewer ☐ Gas Transmission

☐ Hazardous Liquid

Total Number of Gopher State One Call Notifications Received *

375

This is the total number of notifications received, regardless whether the utility was marked or not, from Gopher State One Call for this utility type. If an operator receives one notification for multiple utility types still place the total number of notifications received in each utility survey.

Has any excavation or mechanized equipment caused damage to this utility?

☒ Yes ☐ No

MS 216D.01 Subd 2 defines damage as: (1) the substantial weakening of structural or lateral support of an underground facility; (2) penetration, impairment, or destruction of any underground protective coating, housing, or other protective device; or (3) impact with or the partial or complete severance of an underground facility to the extent that the facility operator determines that repairs are required.

Root Causes of Excavation Related Damages

Fill in the number of damages for each type of root cause occurring this quarter for this utility.

Root Cause means the most basic cause that can reasonably be identified that when fixed would prevent future recurrence.

Multiple violations of MS216D/MN Rule 7560 could occur during a damage but the root cause would be the violation that is directly

related to the damage occurring. For example, an excavator may have failed to use white markings to show a proposed excavation location, however, if the utility was correctly located and the excavator failed to determine the precise location of the utility prior to excavating, the root cause would be the excavator failing to determine the precise location of the utility.

1. Notification Not Made (no locate ticket)

MS216D.04 Subd 1(a): Excavator did not make notification to Gopher State One Call (i.e. no locate ticket).

2. Excavation Outside Request

MS216D.04 Subd 1(b)(2): Excavator performed excavation outside of the limits described on the excavation notification.

3. Prior to Start Time

MS216D.04 Subd 1(a): Excavator did not make notification more than 48 hours prior to beginning excavation.

4. Expired Notification

MS216D.04 Subd 4(c): Excavator did not make a refresh notification after 14 calendar days (i.e. ongoing continuous excavation).

5. Failed to Determine Precise Location

MS216D.04 Subd 4(a): Excavator failed to determine the precise location of the marked facility, within 2-feet each side of locate marks, prior to starting excavation (i.e. damaged by excavation equipment, not potholing, no hand digging).

6. Failed to Maintain Marks

MS 216D.04 Subd 4(d): Excavator failed to maintain, preserve, or protect marks (i.e. marks destroyed after work started).

7. No White Markings

MS 216D.05(2): Excavator failed to provide white marks prior to utility locating which lead directly to error with marking the facilities causing the corresponding damage.

8. Failed to Maintain Clearance

MS 216D.05(3): Excavator failed to maintain clearance between the underground utility and cutting edge of equipment (i.e. damaged by bucket, damaged by directional drill, damaged by trencher).

9. Failed to Protect and Support During Excavation

MS 216D.05(4): Excavator failed to support or protect exposed facilities (i.e. no supports under utility causing damage, soil damaged utility during excavation).

10. Damage by Hand Dig

MS 216D.05(5): Excavator had a valid locate request and was exposing facility with non-mechanized equipment which caused damage (i.e. damage with shovel, spade, pickaxe).

11. Incorrect Records or Maps

MN Rule 7560.0150 Subpart 1: Facility record or map was not correct leading to facilities not being marked or mis-marked.

12. Not Marked

MS 216D.04 Subd 3(a): The facility was not marked as shown on records or maps (i.e. locator did not see utility on map, above ground facilities not noticed in the field, could not find or mark) .

13. Mis-Marked

MS216D.04 Subd 3(c): Facility was marked as shown on records or maps but marks were outside 2-foot tolerance zone (i.e. signal bled off onto another utility).

Has any non-excavation or non-mechanized equipment caused damage to this utility?

☐ Yes ☒ No

MS 216D.01 Subd 2 defines damage as: (1) the substantial weakening of structural or lateral support of an underground facility; (2) penetration, impairment, or destruction of any underground protective coating, housing, or other protective device; or (3) impact with or the partial or complete severance of an underground facility to the extent that the facility operator determines that repairs are required.

[+ Add Utility Survey](#)

Comments/Suggestions

Please provide comments or suggestions on how to improve this survey or data submission process.

[Submit Survey](#)

[Save](#)

Report Number: 408 7/16/2019 8:49 AM

Thank you TERESA for submitting the Minnesota Office of Pipeline Safety Quarterly Utility Damage Survey. If you have any questions please contact Thomas Coffman at 651-201-7236 or Thomas.Coffman@state.mn.us. A summary of the damage data will be posted to MNOPS' webpage at [Damage Reporting Statistics](#).

A confirmation email with submitted results should be sent to teresa.hendrickson@mdu.com confirming this submission. If you are not receiving this email it may have been placed into a junk folder.

Thank you,

Thomas Coffman, Senior Engineer

Quarterly Utility Damage Survey

Purpose of this Survey: The Minnesota Office of Pipeline Safety (MNOPS) will use this survey to evaluate the effectiveness of the state damage prevention laws, Minnesota Statute 216D, and Minnesota Rule Chapter 7560. As always, MNOPS will continue to investigate individual complaints made from utility operators, excavators, and the public. Complaints can be made online using our [MNOPS One Call Complaint Form](#). A statewide summary of quarterly survey data will be made available on the MNOPS website on the Stakeholder Communication section under [Damage Reporting Statistics](#).

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Other Utility Operators: This information is crucial for the evaluation of utility damages in Minnesota. MNOPS asks that other utility operators submit this survey quarterly to support damage prevention in Minnesota.

Contact Information

Name of Utility Operator

Great Plains Natural Gas

Contact Name

TERESA HENDRICKSON

Contact Email

teresa.hendrickson@mdu.com

Contact Phone

(701) 222-7655

General Data Information

Select the year for which this data is being submitted.

2019

Select the quarter for which this data is being submitted.

2nd

Damage Data Submissions

Utility Survey 1

Select Utility Type

Gas Distribution

Total Number of Gopher State One Call Notifications Received

2,922

Has any excavation or mechanized equipment caused damage to this utility?

Yes

Root Causes of Excavation Related Damages

Fill in the number of damages for each type of root cause occurring this quarter for this utility.

Root Cause means the most basic cause that can reasonably be identified that when fixed would prevent future recurrence. Multiple violations of MS216D/MN Rule 7560 could occur during a damage but the root cause would be the violation that is directly related to the damage occurring. For example, an excavator may have failed to use white markings to show a proposed excavation location, however, if the utility was correctly located and the excavator failed to determine the precise location of the utility prior to excavating, the root cause would be the excavator failing to determine the precise location of the utility.

1. Notification Not Made (no locate ticket)

1

2. Excavation Outside Request

3. Prior to Start Time

4. Expired Notification

5. Failed to Determine Precise Location

4

6. Failed to Maintain Marks

7. No White Markings

8. Failed to Maintain Clearance

2

9. Failed to Protect and Support During Excavation

2

10. Damage by Hand Dig

11. Incorrect Records or Maps

12. Not Marked

1

13. Mis-Marked

1

Has any non-excavation or non-mechanized equipment caused damage to this utility?

No

Comments/Suggestions

Quarterly Utility Damage Survey

Purpose of this Survey: The Minnesota Office of Pipeline Safety (MNOPS) will use this survey to evaluate the effectiveness of the state damage prevention laws, Minnesota Statute 216D, and Minnesota Rule Chapter 7560. As always, MNOPS will continue to investigate individual complaints made from utility operators, excavators, and the public. Complaints can be made online using our [MNOPS One Call Complaint Form](#). A statewide summary of quarterly survey data will be made available on the MNOPS website on the Stakeholder Communication section under [Damage Reporting Statistics](#).

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Name of Utility Operator *

Great Plains Natural Gas

Contact Name *

Teresa

Hendrickson

Contact Email *

teresa.hendrickson@mdu.com

Contact Phone *

(701) 222-7655

General Data Information

Select the year for which this data is being submitted. *

☐ 2017

☐ 2018

☒ 2019

☐ 2020

☐ Other

Select the quarter for which this data is being submitted. *

☐ 1st

☐ 2nd

☒ 3rd

☐ 4th

☐ NA - Represents Entire Year

☐ Other

Damage Data Submissions

This section allows operators with multiple utilities to submit those utilities at the same time. Click the "+ Add Utility Survey" to add more than one utility survey.

Utility Survey 1

Select Utility Type *

- ☒ Gas Distribution ☐ Electric ☐ Communication ☐ Water ☐ Sewer/Storm Sewer
☐ Gas Transmission ☐ Hazardous Liquid

Total Number of Gopher State One Call Notifications Received *

3,115

This is the total number of notifications received, regardless whether the utility was marked or not, from Gopher State One Call for this utility type. If an operator receives one notification for multiple utility types still place the total number of notifications received in each utility survey.

Has any excavation or mechanized equipment caused damage to this utility?

- ☒ Yes ☐ No

MS 216D.01 Subd 2 defines damage as: (1) the substantial weakening of structural or lateral support of an underground facility; (2) penetration, impairment, or destruction of any underground protective coating, housing, or other protective device; or (3) impact with or the partial or complete severance of an underground facility to the extent that the facility operator determines that repairs are required.

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1. Notification Not Made (no locate ticket)

1

MS216D.04 Subd 1(a): Excavator did not make notification to Gopher State One Call (i.e. no locate ticket).

2. Excavation Outside Request

MS216D.04 Subd 1(b)(2): Excavator performed excavation outside of the limits described on the excavation notification.

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13. Mis-Marked

MS216D.04 Subd 3(c): Facility was marked as shown on records or maps but marks were outside 2-foot tolerance zone (i.e. signal bled off onto another utility).

Has any non-excavation or non-mechanized equipment caused damage to this utility?

☐ Yes ☒ No

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[+ Add Utility Survey](#)

Comments/Suggestions

Please provide comments or suggestions on how to improve this survey or data submission process.

Submit Survey

Save

Report Number: 496 1/10/2020 9:44 AM

Thank you Teresa for submitting the Minnesota Office of Pipeline Safety Quarterly Utility Damage Survey. If you have any questions please contact Thomas Coffman at 651-201-7236 or Thomas.Coffman@state.mn.us. A summary of the damage data will be posted to MNOPS' webpage at [Damage Reporting Statistics](#).

A confirmation email with submitted results should be sent to teresa.hendrickson@mdu.com confirming this submission. If you are not receiving this email it may have been placed into a junk folder.

Thank you,

Thomas Coffman, Senior Engineer

Quarterly Utility Damage Survey

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Other Utility Operators: This information is crucial for the evaluation of utility damages in Minnesota. MNOPS asks that other utility operators submit this survey quarterly to support damage prevention in Minnesota.

Contact Information

Name of Utility Operator

Great Plains Natural Gas

Contact Name

Teresa Hendrickson

Contact Email

teresa.hendrickson@mdu.com

Contact Phone

(701) 222-7655

General Data Information

Select the year for which this data is being submitted.

2019

Select the quarter for which this data is being submitted.

4th

Damage Data Submissions

Utility Survey 1

Select Utility Type

Gas Distribution

Total Number of Gopher State One Call Notifications Received

1,382

Has any excavation or mechanized equipment caused damage to this utility?

Yes

Root Causes of Excavation Related Damages

Fill in the number of damages for each type of root cause occurring this quarter for this utility.

Root Cause means the most basic cause that can reasonably be identified that when fixed would prevent future recurrence. Multiple violations of MS216D/MN Rule 7560 could occur during a damage but the root cause would be the violation that is directly related to the damage occurring. For example, an excavator may have failed to use white markings to show a proposed excavation location, however, if the utility was correctly located and the excavator failed to determine the precise location of the utility prior to excavating, the root cause would be the excavator failing to determine the precise location of the utility.

1. Notification Not Made (no locate ticket)

1

2. Excavation Outside Request

3. Prior to Start Time

4. Expired Notification

5. Failed to Determine Precise Location

2

6. Failed to Maintain Marks

7. No White Markings

8. Failed to Maintain Clearance

9. Failed to Protect and Support During Excavation

10. Damage by Hand Dig

1

11. Incorrect Records or Maps

1

12. Not Marked

13. Mis-Marked

Has any non-excavation or non-mechanized equipment caused damage to this utility?

No

Comments/Suggestions

Schedule 10
Gas Service Interruption

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Gas Service Interruptions

| | <u>Total</u> | <u>Jan</u> | <u>Feb</u> | <u>Mar</u> | <u>Apr</u> | <u>May</u> | <u>June</u> | <u>July</u> | <u>Aug</u> | <u>Sept</u> | <u>Oct</u> | <u>Nov</u> | <u>Dec</u> |
|---|--------------|------------|------------|------------|------------|------------|-------------|-------------|------------|-------------|------------|------------|------------|
| Due to Employees/Contractors | | | | | | | | | | | | | |
| Number of Customers | 110 | 0 | 0 | 1 | 4 | 0 | 1 | 88 | 1 | 0 | 0 | 15 | 0 |
| Number of Outages | 6 | 0 | 0 | 1 | 1 | 0 | 1 | 1 | 1 | 0 | 0 | 1 | 0 |
| Average Duration of Outage (in minutes) | 210 | 0 | 0 | 180 | 180 | 0 | 120 | 180 | 180 | 0 | 0 | 420 | 0 |
| Due to Other Unplanned Causes | | | | | | | | | | | | | |
| Number of Customers | 245 | 0 | 56 | 0 | 0 | 2 | 180 | 2 | 2 | 0 | 2 | 0 | 1 |
| Number of Outages | 12 | 0 | 1 | 0 | 0 | 1 | 3 | 2 | 2 | 0 | 2 | 0 | 1 |
| Average Duration of Outage (in minutes) | 175 | 0 | 360 | 0 | 0 | 180 | 120 | 150 | 90 | 0 | 240 | 0 | 240 |
| Total Interruptions | | | | | | | | | | | | | |
| Number of Customers | 355 | 0 | 56 | 1 | 4 | 2 | 181 | 90 | 3 | 0 | 2 | 15 | 1 |
| Number of Outages | 18 | 0 | 1 | 1 | 1 | 1 | 4 | 3 | 3 | 0 | 2 | 1 | 1 |
| Average Duration of Outage (in minutes) | 187 | 0 | 360 | 180 | 180 | 180 | 120 | 160 | 120 | 0 | 240 | 420 | 240 |
| Duration in Minutes | | | | | | | | | | | | | |
| Due to Employees/Contracts | 1,260 | 0 | 0 | 180 | 180 | 0 | 120 | 180 | 180 | 0 | 0 | 420 | 0 |
| Due to Others | 2,100 | 0 | 360 | 0 | 0 | 180 | 360 | 300 | 180 | 0 | 480 | 0 | 240 |
| | 3,360 | 0 | 360 | 180 | 180 | 180 | 480 | 480 | 360 | 0 | 480 | 420 | 240 |

Schedule 11

**Gas Emergency Phone Response
Time**

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Emergency Line Response Times

| | <u>Total</u> | <u>Jan</u> | <u>Feb</u> | <u>Mar</u> | <u>Apr</u> | <u>May</u> | <u>June</u> | <u>July</u> | <u>Aug</u> | <u>Sept</u> | <u>Oct</u> | <u>Nov</u> | <u>Dec</u> |
|--|--------------|------------|------------|------------|------------|------------|-------------|-------------|------------|-------------|------------|------------|------------|
| Service Level - % of Calls answered in 20 seconds or less. | 82.09% | 82.54% | 70.51% | 81.43% | 91.23% | 88.71% | 76.19% | 88.10% | 75.56% | 82.14% | 84.00% | 83.10% | 81.58% |
| Average Speed of Answer (in seconds) | 11 | 6 | 11 | 7 | 8 | 13 | 11 | 6 | 9 | 11 | 18 | 17 | 14 |
| Total Calls Answered | 808 | 70 | 89 | 80 | 70 | 76 | 81 | 54 | 55 | 33 | 70 | 84 | 46 |

Schedule 12
Customer Service Related O&M
Expense

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Customer Service Related Expenses

| | <u>Total</u> | <u>Jan</u> | <u>Feb</u> | <u>Mar</u> | <u>Apr</u> | <u>May</u> | <u>June</u> | <u>July</u> | <u>Aug</u> | <u>Sept</u> | <u>Oct</u> | <u>Nov</u> | <u>Dec</u> |
|---|--------------|------------|------------|------------|------------|------------|-------------|-------------|------------|-------------|------------|------------|------------|
| Customer Service Related Expenses 1/ | \$588,341 | \$48,879 | \$38,706 | \$40,707 | \$50,851 | \$58,171 | \$48,217 | \$48,852 | \$53,665 | \$46,858 | \$48,544 | \$46,575 | \$58,316 |

1/ FERC accounts 901 and 903 plus payroll taxes and benefits.

Schedule 13
Distribution System
Performance Measures

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Leak Count by Facility Type and Threat

| | Leak Cause | | | | | | | | |
|--------------|-------------------|-----------------------|-------------------|-----------------------------|-------------------------|--------------------------|-----------------------------|--------------------------------|-------------------|
| | <u>Corrosion</u> | <u>Natural Forces</u> | <u>Excavation</u> | <u>Other Outside Forces</u> | <u>Material Failure</u> | <u>Equipment Failure</u> | <u>Incorrect Operations</u> | <u>Other Unknown / Missing</u> | <u>2019 Total</u> |
| Above Ground | 1 | 5 | 0 | 9 | 33 | 30 | 0 | | 78 |
| Mains | 0 | 1 | 6 | 0 | 10 | 3 | 0 | | 20 |
| Services | 0 | 1 | 15 | 4 | 13 | 2 | 0 | | 35 |

| | Leak Count By Material | | | | |
|----------|-------------------------------|-------------------|----------------|------------|-------------------|
| | <u>Coated Steel</u> | <u>Bare Steel</u> | <u>Plastic</u> | <u>PVC</u> | <u>2019 Total</u> |
| Mains | 5 | 0 | 3 | 12 | 20 |
| Services | 5 | 1 | 12 | 17 | 35 |

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Excess Flow Valves (EFV) and Manual Service Line Shut off Valves

| EFV Installation | | | | | |
|--|---|---------------------------------------|---|---|--|
| Customer Class | Number of Customers Suitable of EFV Installation (a) | Total Number of Installed EFVs (b) | Number of Customers Who Requested Installation (c) | Percentage of Suitable Customers with EFVs (d) | Number of Customers Unsuitable for EFVs (e) |
| | | | (subset of (b)) | (b)/(a) | |
| Residential (N60 & S60) | 18,177 | 5,407 | 0 | 29.7% | 3 |
| Firm General (N70 & S70) | 2,622 | 396 | 0 | 15.1% | 34 |
| Small Interruptible (N71 & S71) | 49 | 4 | 0 | 8.2% | 27 |
| Large Interruptible (N85 & S85) | 1 | - | 0 | 0.0% | 4 |
| Small Interruptible Transportation (N81 & S81) | 3 | - | 0 | 0.0% | 2 |
| Large Interruptible Transportation (N82 & S82)(TF 1-5) | - | - | 0 | 0.0% | 8 |
| Unassigned | 1,409 | 187 | 0 | 13.3% | 11 |
| Total | 22,261 | 5,994 | 0 | 26.9% | 89 |

| Manual Shut-Off Installation | | | | |
|--|--|---|---|---|
| Customer Class | Number of Customers Suitable for Manual Shot-Off Valves (a) | Total Number of Installed Manual Shut-Off Valves (b) | Number of Customers who Requested Installation (c) | Percentage of Suitable Customers with Manual Shut-Off Valves (d) |
| | | | (subset of (b)) | (b)/(a) |
| Residential (N60 & S60) | 3 | 3 | 0 | 100% |
| Firm General (N70 & S70) | 34 | 27 | 0 | 79% |
| Small Interruptible (N71 & S71) | 27 | 14 | 0 | 52% |
| Large Interruptible (N85 & S85) | 4 | 1 | 0 | 25% |
| Small Interruptible Transportation (N81 & S81) | 2 | 1 | 0 | 50% |
| Large Interruptible Transportation (N82 & S82)(TF 1-5) | 8 | 1 | 0 | 13% |
| Unassigned | 11 | 11 | 0 | 100% |
| Total | 89 | 58 | 0 | 65% |