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May 1, 2020

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

**RE: 2019 Annual Service Quality Report**  
**Docket No. G-008/M-20-\_\_\_\_\_**

Dear Mr. Seuffert:

CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Minnesota Gas ("Company") respectfully submits its 2019 Service Quality Report in compliance with Commission Rules and Orders. In addition to the Report, the Company provides the following attachments:

- Attachment A: Service Quality Report Schedules;
- Attachment B: Complaint Categories; and
- Attachment C: List of Reporting Requirements.

Please contact me at (612) 321-4625 or [amber.lee@centerpointenergy.com](mailto:amber.lee@centerpointenergy.com) with any questions.

Sincerely,

/s/ Amber Lee

Amber Lee  
Director, Regulatory Affairs

C: Service List

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## **1 Customer Service**

### **1.1 Call Center Response Time**

The Company provides the percentage of calls answered within 20 seconds, the average speed of answer, and IVR zero out information. Call Center Response Time is reported on Schedule 1.

CenterPoint Energy's goal is to achieve an 80/20 service level for a 12-month calendar basis. CenterPoint Energy relies on historical trends for call volumes, attrition, absences, as well as any changes in off-the-phone work or other known factors in attempting to achieve an overall 80/20 service level. There will be month-to-month variations based on actual events and call volume.

In 2019, 81% of calls—excluding IVR-only calls—were answered in 20 seconds or less, compared to 80% of calls in 2018. The weighted average speed of answer was 21 seconds in 2019, representing no change from the average of 21 seconds in 2018. The number of calls answered (excluding IVR) decreased from 849,828 in 2018 to 834,873 in 2019.

In 2019, 91% of calls — including IVR-only calls — were answered in 20 seconds or less, compared to 90% in 2018. The weighted average speed of answer was 10 seconds in 2019, representing no change from the average of 9 seconds in 2018. The total number of calls answered (including IVR) increased from 1,747,231 in 2018 to 1,777,600 in 2019.

The Company also provides IVR system 'zero out' data. The number of customers who zero out of a menu while interacting with the IVR is included in Schedule 1a. This data shows an overall zero out rate of 0% (0.1%) for 2019, as compared to an average zero out rate of 0% (0.1%) for 2018.

### **1.2 Meter Reading Performance**

The Company provides information on CenterPoint Energy's meter reading performance, including, for each customer class and for each calendar month:

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

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The difference between the total percentage of meters and the percentage of meters read by the utility or its customers is the number of billings with estimates. This includes, but is not limited to, estimated meter readings, billing adjustments, and rebilling.

Meter Reading Performance is reported on Schedule 2.

In 2019, 98.98% of meters were read by CenterPoint Energy personnel, 0.00% of meters were not read in six to 12 months and 0.00% of meters were not read in over 12 months; which was consistent with 2018 (98.58%, 0.00%, and 0.00%, respectively).

Average staffing levels remained consistent at six in years 2018 and 2019 for the Minneapolis Metro Area; average staffing levels decreased from nine in year 2018 to average of 8.4 in year 2019 for Greater Minnesota.

### **1.3 Involuntary Disconnection**

CenterPoint Energy has included a summary of the monthly reports that are submitted pursuant to Minnesota Statutes §§ 216B.091 and 216B.096, subdivision 11, in Docket No. E, G 999/PR-19-02.

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

There were 24,567 customers disconnected for nonpayment in 2019, compared to 30,455 in 2018.

### **1.4 Service Extension Request Response Times**

The Company provides service extension request response times, including, for each customer class and each calendar month:

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

CenterPoint Energy includes the following types of extension request in our data on service extension response times:

- A. New Service Extensions
  - 1. Location never had service, new construction

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2. Location never had service, existing home

**B. Renewed Service Extensions**

1. Location previously had service, same customer where the customer requested the disconnection
2. Location previously had service, new customer

Service Extension Request Response Time is reported on Schedule 4.

New residential extensions took an average of eight days to complete in 2019 compared to an average of eight days in 2018. Renewed residential extensions took an average of eight days to complete in 2019 and an average of nine days in 2018.

New commercial extensions took an average of eight days to complete in 2019 compared to an average of nine days in 2018. Renewed commercial extensions took an average of nine days to complete in 2019 and an average of eight days in 2018.

**1.5 Customer Deposits**

CenterPoint Energy reports the number of new deposits required as a condition of service from customers that are subject to disconnection or have been disconnected for non-payment in Schedule 5. As of December 31, 2019, CenterPoint Energy held a total of 2,042 deposits that were required as a condition of service.

The current policy for deposits is limited to commercial accounts. In 2019, CenterPoint Energy required 563 new deposits as a condition of service, compared to 569 in 2018.

**1.6 Customer Complaints**

The Company provides a detailed report on complaints by customer class and calendar month, including:

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

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1. Taking the action the customer requested.
2. Taking an action the customer and CenterPoint Energy agree is an acceptable compromise.
3. Providing the customer with information that demonstrates that the situation complained of is not reasonably within the control of CenterPoint Energy.
4. Refusing to take the action the customer requested.

E. The number of complaints forwarded to CenterPoint Energy by the Commission's Consumer Affairs Office for further investigation and action.

CenterPoint Energy has a number of "complaint categories" which are used to categorize complaints. Many of these categories have been in use for many years. Some of the categories used by CenterPoint Energy do not directly correspond to the categories listed in Minn. R. 7826.2000 that specifies information to which Minnesota Electric Utilities are subject. However, the categories used by CenterPoint Energy allow for comparison over time (i.e., a category is intended to be used for similar types of issues each year). In general, the categories CenterPoint Energy uses are similar to the categories listed in Minn. R. 7826.2000.

Disconnection Issue: This category is used if the customer calls about disconnection for non-payment including, for example, the customer did not receive a disconnection notice, the meter was locked before the disconnection notice expiration, there were arrangements on the account prior to the account being disconnected, there is a new party living/owning the property, or the collector locked the wrong meter. This category is a subset of Alleged Billing Error as used in Minn. R. 7826.2000(B).

Service Order Scheduling: This category is used if the customer calls about some aspect of scheduling a service order including, for example, wait time when scheduling to move the meter from inside the home to outside for a reconnection, wait time on a reconnect when the meter was dug at the street or the main, dissatisfaction with appointment windows and/or scheduling policies, and missed/late appointments. This category is a subset of Inadequate Service as used in Minn. R. 7826.2000(B).

Inadequate Service: This category is used if the customer calls about the Company failing to meet customer expectations including, for example, excessive hold time on the phone. This category is a subset of Inadequate Service as used in Minn. R. 7826.2000(B).

Average Monthly Billing Issue: This category is used if the customer calls about the Average Monthly Billing Program ("AMB"). If a customer does not understand how the AMB works, the customer may believe their charges are too high or too low. In addition, the customer may have questions as to how their bill is calculated, or the customer may need clarification as to why a

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payment is required with a credit balance. This category is a subset of Alleged Billing Error as used in Minn. R. 7826.2000(B).

See also Attachment A where the Company has mapped the categories CenterPoint Energy uses to the categories listed in Minn. R. 7826.2000. Additionally, for each category the Company has provided a general list of the types of situations or questions that may be included in each of the categories the Company has been using for many years.

The number of complaints taken by CenterPoint Energy is reported on Schedule 6a. There were 5,620 complaints received in 2019, compared to 7,298 in 2018. The number and percentage of complaints by type of complaint is reported on Schedule 6b.

In 2019, the three most frequent residential complaint types were service issues, disputed charges, and billing errors; in 2018, the top three were service issues, payment issues, and service order scheduling.

The top three commercial complaint types in 2019 were service issues, disputed charges, and payment issues; in 2018, the top three were service issues, disputed charges, and billing errors.

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

In 2019, 81% of residential complaints were resolved immediately and 12% within ten days, compared to 84% and 9% in 2018, respectively. For commercial complaints, 42% were resolved immediately and 40% within ten days, compared to 58% and 27% in 2018, respectively.

The number and percentage of complaints by resolution type are reported on Schedule 6d.

Complaint resolutions were classified as follows: *agreement* between CenterPoint Energy and the customer on the resolution, *compromise* by both the customer and CenterPoint Energy deciding on an acceptable resolution, *demonstration* that the situation complained of is not reasonably within the control of the utility by providing the customer with information, or *refusal* to take the action the customer requested. As shown in the table below, most residential and commercial complaints were resolved by demonstration or agreement in both 2019 and 2018.

<b>Resolution Type</b>	<b>Residential</b>		<b>Commercial</b>	
	<b>2019</b>	<b>2018</b>	<b>2019</b>	<b>2018</b>
Agreement	13%	21%	33%	35%
Compromise	17%	9%	10%	11%
Demonstration	63%	65%	51%	49%
Refusal	6%	4%	4%	4%

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

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There were 255 complaints forwarded to CenterPoint Energy in 2019, compared to 183 in 2018. The number of complaints received from the Better Business Bureau was higher than in 2018 (56 in 2019 vs. 16 in 2018), complaints received from the Commission were lower in 2019 than in 2018 (122 in 2019 vs. 135 in 2018), and complaints received from the OAG increased (77 in 2019 vs. 31 in 2018). The number of complaints received from Other was lower than 2018 (0 in 2019 vs. 1 in 2018).

### **1.7 Emergency Line Response Time**

The Company provides the percentage of calls on the emergency line answered within 20 seconds. Emergency line response times are reported on Schedule 7.

There were 79,076 calls received in 2019 and 75,193 received in 2018. Eighty-eight percent (88%) of calls were answered in 20 seconds or less in 2019, compared to 86% in 2018. Using a weighted average, the average speed of answer was 16 seconds in 2019, compared to 17 seconds in 2018.

### **2 Mislocate Rate**

The Company provides the total number of mislocates, including the number of times a line is damaged due to a mismarked line or failure to mark a line. Mislocate metrics are reported on Schedule 8.

The total number of mislocates and the number of mislocates per 1,000 tickets both decreased slightly between 2018 and 2019. The total number of mislocates dropped from 167 in 2018 to 165 in 2019 and mislocates per 1,000 tickets fell from 0.48 to 0.47.

### **3 Gas System Reliability**

#### **3.1 Gas System Damages**

The Company provides the number of damages as reported in the Annual Utility Damage Report to the Minnesota Office of Pipeline Safety. Damages are reported as those under the control of CenterPoint Energy's employees and contractors or other unplanned causes. Gas System Damages are reported on Schedule 9.

To be consistent with past reporting practices and for ease of comparison with our historical data, we also provide the miles of pipe as of December 31 of the previous year and the annual ratio of damages per 100 miles of pipe.

The number of gas system damages and the ratio of damages per 100 miles of pipe both increased slightly between 2018 and 2019. The number of damages increased from 932 to 949 and the ratio of damages per mile of pipe increased by 1.4%. However, damages under the control of CenterPoint Energy employees fell by 1.7% in absolute terms and by 2.2% per mile of pipe.

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### **3.2 Gas Service Interruptions**

CenterPoint Energy reports the number of firm customers that experience an unplanned service interruption and the average duration of the unplanned service interruptions. Gas Interruptions are reported on Schedule 10.

In this year's report the Company has made two changes to how it calculates and reports gas service interruption information in Schedule 10.

First, the Company has added to Schedule 10 information on outages not caused by damage to Company equipment. The Company has historically only reported service interruptions resulting from damage to Company equipment, such as, for example, when a construction crew hits a gas line and causes a leak. The Company has not historically reported service interruptions caused by equipment failure. Most of the outages resulting from equipment failure which the Company is including in this year's report are the result of a problem with a meter or regulator or an excess flow valve. The Company felt it was important to include these outages in this year's service quality report because of a large outage that occurred in Shakopee in November of last year, which was a result of the incomplete installation of a regulator station. . Because the Shakopee outage was not the result of damage to Company equipment, the Company would not have historically reported it in Schedule 10.

Second, the Company discovered an error in how it was calculating average outage duration in previous years. Correcting this error has caused average outage duration to appear higher this year than the Company reported in previous years.

The Company notes that it had multiple outage events this year that affected a large number of customers. The Shakopee incident, noted above, affected 562 customers in November. Also in November, a third-party construction crew damaged CenterPoint Energy facilities in Paynesville causing a 1400 customer outage. In September damage to CenterPoint Energy facilities caused an outage in Brooklyn Park affecting 560 customers.<sup>1</sup>

### **3.3 MNOPS summaries**

The Company provides a summary of major events that are immediately reportable to the Minnesota Office of Pipeline Safety ("MNOPS") according to the criteria used by MNOPS to identify reportable events. The reporting also includes summaries of all service interruptions caused by system integrity pressure issues. The summaries of each event include the following ten items:

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<sup>1</sup> Note that the Company's information on outages comes from incident reports made shortly after the Company learns of the problem. In the case of larger outages, the number of customers affected may not be known at the time the incident report is made. Accordingly, the numbers included in this paragraph and in Schedule 10 reflect early estimates of customer counts for these larger outages that may not be accurate.



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1. The location;
2. When the incident occurred;
3. How many customers were affected;
4. How the company was made aware of the incident;
5. The root cause of the incident;
6. The actions taken to fix the problem;
7. What actions were taken to contact customers;
8. Any public relations or media issues;
9. Whether the customer or the company relighted; and
10. The longest any customer was without gas service during the incident.

MNOPS summaries are reported on Schedule 11.

In 2019 there were 71 MNOPS reportable outages and no integrity outages. In 2018 there were 93 MNOPS reportable outages and no integrity outages.

In some cases, the Company may send a courtesy notification to MNOPS of outage events that do not meet the MNOPS criteria for mandatory reporting. The 71 reportable outage total may include such events.

CenterPoint Energy also reports MNOPS violations and requests for information from MNOPS in Schedule 11a. Letter types are defined as Notice of Probable Violation (NPV), Warning Letter (WL), and Request for Specific Information (RSI). The Company received 32 MNOPS violations or requests for information in 2019, which is the same number it received in 2018.

### **3.4 Emergency Gas Response Times**

The Company provides the time from the initial order creation to the time that a qualified emergency response person arrives at the incident location for purposes of making the area safe. Emergency response times are reported, by metro and outstate, as calls responded to in one hour or less and calls responded to in over one hour. CenterPoint Energy provides the number and percentage of emergencies responded to within one hour and more than one hour. CenterPoint Energy also provides the average number of minutes it takes to respond to an emergency. This same information, in total, is reported in the Emergency Response Report MNOPS.

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CenterPoint Energy reports all calls received from customers, contractors, passers-by, 911 dispatchers, or company personnel relating to: gas odors, gas leaks, indications of high pressure, fires, explosions, and hit gas lines (either inside or outside). The jobs reported here are the same as are reported to MNOPS in monthly reports.

Emergency Gas Response Times and related MNOPS reports are reported on Schedule 12.

In 2019, the Company received 45,683 emergency gas calls, compared to 41,795 in 2018. In 2019 it took an average of 34.6 minutes to respond to an emergency as compared to 33.1 minutes in 2018. Average response times were slower than is typical in January 2019 because of the high volume of emergency calls during the extreme cold weather event at the end of the month.

### **4 Customer Service-Related Expenses**

The Company provides the total of customer service related operations and maintenance expenses. The report includes only Minnesota-regulated, customer-services expenses based on the costs recorded in CenterPoint Energy's FERC Accounts 901 and 903, plus payroll taxes and benefits.

Customer service related expenses are reported on Schedule 13.

Customer service related expenses decreased to \$30.5 million for year 2019, as compared to \$32.7 million in year 2018.

### **5 Relocation Expenses**

#### **5.1 Steel Service Line**

The reporting metrics include the itemized costs associated with each steel service line relocation. Steel service line relocation expenses are reported on Schedule 14. Below is a comparison of the 2019 and 2018 steel service line relocations:

<b>Year</b>	<b># Jobs</b>	<b>High cost</b>	<b>Low cost</b>	<b>Average Cost</b>
2019	28	\$ 30,312	\$ 1,069	\$ 4,714
2018	29	\$ 35,221	\$ 1,134	\$ 5,959

The variability of costs is largely due to the unique circumstances of each job.

#### **5.2 Meters at 630 CFH or Greater**

The Company reports the itemized costs associated with each relocation of meters rated at 630 cubic feet per hour (CFH) or greater. These 630 CFH or greater meter relocation expenses are reported on Schedule 15. Below is a comparison of the 2018 and 2017 630 CFH+ meter relocations:

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<b>Year</b>	<b># Jobs</b>	<b>High cost</b>	<b>Low cost</b>	<b>Average Cost</b>
2019	22	\$ 40,090	\$ 596	\$ 6,983
2018	33	\$ 18,213	\$ 116	\$ 4,600

The variability of costs is largely due to the unique circumstances of each job.

## **6 Additional Customer Service Reporting**

### **6.1 Call Center Detail**

The Company reports the total number of utility calls received and the number of utility calls received through CenterPoint Energy's dedicated call center lines. The dedicated call center lines include emergencies, billing inquiries, credit/payment arrangements, service connection/disconnection requests, and the business customer hotline. Call center details are reported on Schedule 16.

The overall call volume increased from 1.75 million in 2018 to 1.78 million in 2019.

### **6.2 Annual Summary of MPUC, OAG, BBB & Other Customer Complaints**

The Company reports the total number of resolved and unresolved complaints by class of service and type of complaint, the total number of customers in each class of service, and the total number of customers who initiated service during the past year. CenterPoint Energy currently includes the above information for all complaints (regulated and non-regulated) received from state agencies and the Better Business Bureau, collectively, in its annual report to the Commission, which is required under Minn. R. 7820.0500. Customer complaints are reported on Schedule 17.

## **7 Integrity Management Reporting**

In its November 14, 2019 Order on the Company's 2018 Service Quality Report (Docket No. G-008/M-19-300), the Commission required that CenterPoint Energy file an update on "integrity management plan performance measures; monitoring results; and an evaluation of effectiveness."<sup>2</sup> The Company provides the following information, which parallels the information provided in the Company's 2018 Report:

- Schedules 18a – 18c report leaks by cause for above ground facilities (ABGF), mains, and services. Causes may include corrosion failure, equipment failure, excavation damage, incorrect operations, natural force damages, other miscellaneous causes, other outside force damage, or pipe/weld/joint failure.

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<sup>2</sup> The Commission reiterated this requirement in its January 7, 2020 Order in the same docket and additionally required the Company to update the three-year averages each year.

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- Schedules 18d and 18e report leaks by material type. Material types include bare steel, coated steel, copper (services only), plastic polyethylene, plastic polyethylene Aldyl A, PVC (services only), and other miscellaneous type.
- Schedules 18f – 18h report risk by cause for above ground facilities (ABGF), mains, and services. Risk types include corrosion, equipment, excavation, incorrect operation, natural forces, other miscellaneous, other outside force damage, or pipe/weld/joint failure.
- Schedules 18i and 18j report risk by material type. Material types include bare steel, coated steel, copper (services only), plastic polyethylene, plastic polyethylene Aldyl A, PVC (services only), and other miscellaneous type.
- Schedules 18k, 18l, and 18m report the unit cost installed by project, a comparison of budgeted costs to actual installed costs, and the average annual cost to repair leaks by facility.<sup>3</sup>

As mentioned by Mr. Kuchar on pages 20 through 23 of his direct testimony in the Company's pending rate case (Docket No. G-008/GR-19-524), the Company is in the process of updating its risk models. The numbers reported in schedules 18f-18j were produced using a revised model and as such are different than the risk numbers reported in last year's service quality report. The revised risk model is now multiplicative across every unique threat/facility calculation in keeping with current industry best practice and includes additional risk factors not present in the previous model.

The Company notes that its spending on replacing bare steel main, reported on schedules 18k and 18l greatly increased in 2019 as compared to previous years. Major drivers for this increase included the following:

- Additional sections have been identified for replacement in Minneapolis because those sections cannot be cathodically protected due to interference with the City's water pipes.
- The 2019 Tenth Avenue Bridge public improvement project in Minneapolis necessitated the replacement of nearby bare steel pipes.
- In 2019, the Company replaced low pressure bare steel systems in St. Peter, North Mankato, and Montgomery.

### **8 Excess Flow Valves (EFV)**

In its November 14, 2019 Order in Docket No. G-008/M-19-300, the Commission required CenterPoint Energy and certain other gas utilities to consult with each other and provide

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<sup>3</sup> The Company has revised some of its figures in the three-year-average calculations in Schedule 18l from what was reported in past Service Quality reports to correct errors discovered in the course of the Company's currently pending rate case and corrected in the Response to Department Information Request No. 153. The following figures are corrected: 2017 Pipeline Integrity Capital actual spend, 2018 Pipeline Integrity Capital actual spend, and 2017 Bare Steel Main actual spend.

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recommendations for the uniform reporting of annual and overall EFV and manual shutoff valve installation on their distribution systems. On December 6, 2019, the gas utilities filed their recommendation, which was to annually complete the tables below:

**EFV Installation**

<b>Number of Customers Suitable for EFV Installation<sup>4</sup></b> <b>(a)</b>	<b>Total Number of Installed EFVs</b> <b>(b)</b>	<b>Number of Customers Who Requested Installation<sup>5</sup></b> <b>(c)</b>	<b>Percentage of Suitable Customers with EFVs</b> <b>(d)</b>	<b>Number of Customers Unsuitable for EFVs<sup>6</sup></b> <b>(e)</b>
468,670	193,204	0	41%	262,962

**Manual Shut-Off Installation**

<b>Number of Customers Suitable for Manual Shut-Off Valves<sup>7</sup></b> <b>(a)</b>	<b>Total Number of Installed Manual Shut-Off Valves</b> <b>(b)</b>	<b>Number of Customers Who Requested Installation<sup>8</sup></b> <b>(c)</b>	<b>Percentage of Suitable Customers with Manual Shut-Off Valves</b> <b>(d)</b>
262,962	1,511	0	0.06%

For the purposes of the statistics reported above, the Company is defining a customer as a single service line.

## **9 Interim Rate Refund & Service Quality**

On December 12, 2018, the Company submitted a letter in Docket No. G-008/GR-17-285 (2017 Rate Case) updating the Commission on the status of CenterPoint Energy's interim rate refund plan, pursuant to the Commission's October 16, 2018 Order.

<sup>4</sup> A customer is suitable for an EFV if they fall under the specific installation requirements of 49 CFR § 192.383 which is having a service operated at least 10 pounds per square inch gauge and serve a customer load not greater than 1,000 standard cubic feet per hour. However, the actual number of services with technical feasibility for an EFV installation may vary since an engineering analysis is required, on a case-by-case basis, to determine technical feasibility.

<sup>5</sup> Since August 20, 2018, which is the date of the Commission's Order Finding that Excess Flow Valves Comply with Federal Regulations and Taking Other Actions in Docket No. G-999/CI-18-41.

<sup>6</sup> A customer unsuitable for an EFV may be suitable for a manual shut-off valve.

<sup>7</sup> For purposes of this filing, the Company reports a customer as suitable for a manual shut-off valve if they do not meet the requirements of 49 CFR § 192.383, and accordingly are not classified as suitable for an EFV. However, there are many customers that are not suitable for either an EFV or a manual shut-off valve, such as, for example, customers on low pressure lines. The Company estimates the number of customers that are actually suitable for a manual shut-off valve to be less than 25,265.

<sup>8</sup> Since August 20, 2018, which is the date of the Commission's Order Finding that Excess Flow Valves Comply with Federal Regulations and Taking Other Actions in Docket No. G-999/CI-18-41.

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On March 22, 2019, the Department of Commerce filed Comments in Docket No. G-008/GR-17-285 recommending the Commission accept the Company's interim rate refund filings, subject to the following:

*The Department requests that, for the Company's 2018 and 2019 Safety, Reliability, and Service Quality Reports, [CenterPoint Energy] provide a discussion regarding the impact of the interim rate refund issues on its service quality (as may be reflected in its customer complaint, call center response time, call center volume, and any other impacted metric).*

As requested, the Company reviewed the interim rate refund issue's impact on its service quality. Based upon the Company's review of its 2019 Service Quality reports, the Company did experience an increase in call volume in January 2019, and the Company believes this increased call volume resulted in somewhat longer wait times for customers calling in. However, the Company is unable to determine to what extent the interim rate refund issue drove the increase in call volumes and suspects that at least some of the increase in call volume was driven by the extreme cold weather event that also occurred in that month.

The Company bases its conclusion about the increase in January call volumes on the following facts and statistics:

- The impact of the interim rate refund issue would have appeared on customers' bills during December 2018 and January 2019.
- Minnesota experienced an extreme cold weather event from January 28 through February 1, 2019.
- The Company saw 175,928 calls in January 2019 as compared to 144,624 in January 2018 and 143,123 in January 2017, excluding IVR-only calls.
- In January 2019, 75% of calls were answered in under 20 seconds, as compared to 77% in January 2018 and 84% in January 2017.
- In January 2019, the average answer speed was 36 seconds as compared to 29 seconds in January 2018 and 22 seconds in January 2019.

The Company did not find evidence of an effect on emergency line response times as a result of the interim rate refund issue, which is not surprising because emergency calls are prioritized over other calls in the Company's routing system. The Company also did not find evidence of any degradation in service quality in June and July 2019, when the Company made additional interest refunds to customers.

The higher call volume and longer wait time in January 2019 were not large enough to have a noticeable effect on 2019 totals, which were comparable to previous years.

The Company also saw an increase in the overall calls into the IVR. Calls coming into the IVR are based on the customers' intent, and the reasons for a call can vary from customer to

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customer. In addition, on a significant number of calls received, the customer makes no IVR selection at all and as a result, we cannot identify the customers' intent.

# **Exhibit A: 2019 Service Quality Report Schedules**

**Docket No. G-008/M-20-\_\_\_\_\_**

**May 1, 2020**



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**2019 Call Center Response Time <sup>/1/</sup>**

**Call Center Response Time Excluding IVR**

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Service Level - % of Calls answered in 20 seconds or less.	75%	82%	79%	71%	80%	83%	86%	80%	84%	75%	88%	88%	81%
Average Speed of Answer (in seconds)	36	24	30	27	20	17	15	21	15	24	12	12	21
Total Calls Answered	83,528	59,986	63,567	70,577	73,228	69,316	74,066	68,261	65,111	80,658	64,023	62,552	834,873

**Call Center Response Time Including IVR**

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Service Level - % of Calls answered in 20 seconds or less.	88%	92%	91%	87%	91%	92%	93%	90%	92%	87%	94%	94%	91%
Average Speed of Answer (in seconds)	17	10	13	13	9	8	7	10	7	12	6	5	10
Total Calls Answered	175,928	138,311	148,262	152,266	155,890	147,936	155,836	139,003	131,074	158,122	134,490	140,482	1,777,600

<sup>/1/</sup> Includes utility call center, emergency calls, and business customer hotline.

**3 Year Average Calculations (2016 - 2018)**

% of Calls Answered in 20 Seconds or Less  
(Excluding IVR)

Year 2016	82%
Year 2017	80%
Year 2018	80%
3 Year Avg	81%

Total Calls Answered  
(Excluding IVR)

Year 2016	845,956
Year 2017	805,360
Year 2018	849,828
Avg	833,715

Average Speed of Answer in seconds (Including IVR)

Year 2016	13
Year 2017	11
Year 2018	9
Avg	11

Average Speed of Answer in seconds (Excluding IVR)

Year 2016	25
Year 2017	23
Year 2018	21
3 Year Avg	23

% of Calls Answered in 20 Seconds or Less  
(Including IVR)

Year 2016	90%
Year 2017	90%
Year 2018	90%
Avg	90%

Total Calls Answered  
(Including IVR)

Year 2016	1,631,160
Year 2017	1,601,296
Year 2018	1,747,231
Avg	1,659,896

**CenterPoint Energy**  
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**2019 Percent of Zero Out by Month**

**IVR Data**

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Customers who went into the IVR	175,928	138,311	148,262	152,266	155,890	147,936	155,836	139,003	131,074	158,122	134,490	140,482	1,777,600
Customers who "0" (Zero) out of the IVR	291	215	204	210	206	225	221	172	170	272	217	193	2,596
Customers who came out of the IVR and went on to an agent	83,528	59,986	63,567	70,577	73,228	69,316	74,066	68,261	65,111	80,658	64,023	62,552	834,873
Customers handled IN the IVR	92,400	78,325	84,695	81,689	82,662	78,620	81,770	70,742	65,963	77,464	70,467	77,930	942,727
Percentage of Zero Out	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

**3 Year Average Calculations (2016 - 2018)**

Customers Who Went Into IVR

Year 2016	1,631,160
Year 2017	1,601,296
Year 2018	1,747,231
3 Year Avg	1,659,896

Customers Who Went to an Agent

Year 2016	845,956
Year 2017	805,360
Year 2018	849,828
3 Year Avg	833,715

Customers Who Zero Out of the IVR

Year 2016	3,460
Year 2017	1,784
Year 2018	2,210
3 Year Avg	2,485

Customers Handled in the IVR

Year 2016	785,204
Year 2017	795,936
Year 2018	897,403
3 Year Avg	826,181

CenterPoint Energy  
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Meter Reading Performance

	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	YTD 2019
Total number of customer meters													
Residential	846,368	764,336	805,409	808,193	849,064	740,519	811,765	837,698	783,484	1,121,578	1,031,653	1,163,813	10,563,880
Commercial	74,061	68,698	71,195	71,416	73,635	66,413	70,700	72,883	68,480	75,417	66,944	73,350	853,192
<b>Monthly Total</b>	<b>920,429</b>	<b>833,034</b>	<b>876,604</b>	<b>879,609</b>	<b>922,699</b>	<b>806,932</b>	<b>882,465</b>	<b>910,581</b>	<b>851,964</b>	<b>1,196,995</b>	<b>1,098,597</b>	<b>1,237,163</b>	<b>11,417,072</b>
Number and percentage of customer meters read by utility personnel													
Residential	837,978	757,294	798,761	798,910	841,301	730,150	797,828	825,499	774,192	1,113,971	1,023,856	1,159,473	10,459,213
Commercial	72,749	67,508	69,856	70,375	72,288	65,489	69,743	71,976	67,835	74,743	66,139	72,734	841,435
<b>Monthly Total</b>	<b>910,727</b>	<b>824,802</b>	<b>868,617</b>	<b>869,285</b>	<b>913,589</b>	<b>795,639</b>	<b>867,571</b>	<b>897,475</b>	<b>842,027</b>	<b>1,188,714</b>	<b>1,089,995</b>	<b>1,232,207</b>	<b>11,300,648</b>
<b>Percentage</b>	98.9459%	99.0118%	99.0889%	98.8263%	99.0127%	98.6005%	98.3122%	98.5607%	98.8336%	99.3082%	99.2170%	99.5994%	98.9803%
Number and percentage of customer meters self-read by cutomers													
Residential	0	0	1	0	0	0	1	0	0	0	0	0	2
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Monthly Total</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Percentage</b>	0.0000%	0.0000%	0.0001%	0.0000%	0.0000%	0.0000%	0.0001%	0.0000%	0.0000%	0.0000%	0.0000%	0.0000%	0.0000%

**Meter Reading Staffing Levels by Area:**

Minneapolis Metro Area	6	6	6	6	6	6	6	6	6	6	6	6	6
Greater Minnesota	9	9	9	9	9	8	8	8	8	8	8	8	8.4

**3 Year Average Calculations (2016 - 2018)**

% of Meters Read by Utility Personnel

Year 2016	98.42%
Year 2017	98.45%
Year 2018	98.58%
3 Year Avg	98.48%

CenterPoint Energy  
2019 Service Quality Report

Meter Reading Performance

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

	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	YTD 2019
Residential													
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	0	0	0	0	0	0	0	0	0	0	0	0	0
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	0	0	0	0	0	0	0	0	0	0	0	0	0
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	0	0	0	0	0	0	0	0	0	0	0	0	0
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
ERT Not Responding	22	16	18	19	17	16	11	17	13	15	37	33	234
Gate Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Changed	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	0	0	0	0	0	0	0	0	0	0	0	0	0
No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	1	1	2	4	1	1	0	0	1	0	0	3	14
Not Home	0	0	0	0	0	0	0	0	0	0	0	0	0
Billing Correction	0	0	0	0	0	0	0	0	0	0	0	0	0
Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential Total	23	17	20	23	18	17	11	17	14	15	37	36	248

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Meter Reading Performance

Commercial	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	YTD 2019
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	0	0	0	0	0	0	0	0	0	0	0	0	0
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	0	0	0	0	0	0	0	0	0	0	0	0	0
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	0	0	0	0	0	0	0	0	0	0	0	0	0
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	0	0	0	0	0	0	0	1	0	0	0	0	1
ERT Not Responding	36	37	42	30	26	26	8	11	10	14	15	6	261
Gate Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Changed	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	0	0	0	0	0	0	0	0	0	0	0	0	0
No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Home	0	0	0	0	0	0	0	0	0	0	0	0	0
Billing Correction	0	0	0	0	0	0	0	0	1	0	0	0	1
Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Commercial Total</b>	<b>36</b>	<b>37</b>	<b>42</b>	<b>30</b>	<b>26</b>	<b>26</b>	<b>8</b>	<b>12</b>	<b>11</b>	<b>14</b>	<b>15</b>	<b>6</b>	<b>263</b>
<b>Monthly Total</b>	<b>59</b>	<b>54</b>	<b>62</b>	<b>53</b>	<b>44</b>	<b>43</b>	<b>19</b>	<b>29</b>	<b>25</b>	<b>29</b>	<b>52</b>	<b>42</b>	<b>511</b>
<b>Percentage</b>	0.0064%	0.0065%	0.0071%	0.0060%	0.0048%	0.0053%	0.0022%	0.0032%	0.0029%	0.0024%	0.0047%	0.0034%	0.0045%

**3 Year Average Calculations (2016 - 2018)**

% of Meters Not Read in 6-12 Months

Year 2016	0.0156%
Year 2017	0.0099%
Year 2018	0.0047%
3 Year Avg	0.0101%

CenterPoint Energy  
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Meter Reading Performance

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

	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	YTD 2019
Residential													
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	0	0	0	0	0	0	0	0	0	0	0	0	0
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	0	0	0	0	0	0	0	0	0	0	0	0	0
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	0	0	0	0	0	0	0	0	0	0	0	0	0
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
ERT Not Responding	13	10	11	10	10	9	7	7	8	5	7	4	101
Gate Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Changed	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	0	0	0	0	0	0	0	0	0	0	0	0	0
No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Home	0	0	0	0	0	0	0	0	0	0	0	0	0
Billing Correction	0	0	0	0	0	0	0	0	0	0	0	0	0
Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential Total	13	10	11	10	10	9	7	7	8	5	7	4	101

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Meter Reading Performance

Commercial	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	YTD 2019
Bad Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Bad Road	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocked	0	0	0	0	0	0	0	0	0	0	0	0	0
Can't Locate	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	0	0	0	0	0	0	0	0	0	0	2	0	2
Damaged	0	0	0	0	0	0	0	0	0	0	0	0	0
Denied Entry	0	0	0	0	0	0	0	0	0	0	0	0	0
Dirty Index	0	0	0	0	0	0	0	0	0	0	0	0	0
Dog	0	0	0	0	0	0	0	0	0	0	0	0	0
Door Locked	0	0	0	0	0	0	0	0	0	0	1	0	1
ERT Not Responding	1	2	0	1	3	1	2	1	1	0	0	1	13
Gate Locked	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Changed	0	0	0	0	0	0	0	0	0	0	0	0	0
Meter Removed	0	0	0	0	0	0	0	0	0	0	0	0	0
No Access	0	0	0	0	0	0	0	0	0	0	0	0	0
No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0
No Key	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Attempted	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Home	0	0	0	0	0	0	0	0	0	0	0	0	0
Billing Correction	0	0	0	0	0	0	0	0	0	0	0	0	0
Snow/Ice	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0
Water	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Commercial Total</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>16</b>
<b>Monthly Total</b>	<b>14</b>	<b>12</b>	<b>11</b>	<b>11</b>	<b>13</b>	<b>10</b>	<b>9</b>	<b>8</b>	<b>9</b>	<b>5</b>	<b>10</b>	<b>5</b>	<b>117</b>
<b>Percentage</b>	0.0015%	0.0014%	0.0013%	0.0013%	0.0014%	0.0012%	0.0010%	0.0009%	0.0011%	0.0004%	0.0009%	0.0004%	0.0010%

**3 Year Average Calculations (2016 - 2018)**

% of Meters Not Read in 13+ Months	
Year 2016	0.0080%
Year 2017	0.0046%
Year 2018	0.0032%
3 Year Avg	0.0053%

% of Meters Estimated (not accounted for above)	
Year 2016	1.65%
Year 2017	1.54%
Year 2018	1.41%
3 Year Avg	1.53%

**CenterPoint Energy**  
**2019 Service Quality Report**

**Minnesota Cold Weather Rule Compliance Questionnaire**  
Utility Monthly Reports (216B.091) Docket# 19-2

Company: CenterPoint Energy Minnesota Gas for report period ending:

		January	February	March	April	May	June	July	August	September	October	November	December	Average
1	Number of Residential Customer Accounts:	798,914	799,346	799,459	799,861	799,413	798,799	797,893	798,371	801,352	804,485	806,451	807,713	801,005
2	Number of Past Due Residential Customer Accounts:*	68,905	77,069	80,061	78,060	78,446	287,690	76,942	79,612	74,317	77,354	81,230	68,086	93,981
3	Number of Cold Weather Protection Requests:	10,786	5,086	4,661	2,632	0	0	0	0	0	2,628	3,800	2,807	2,700
<b>RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS</b>														
4	Number of "Right to Appeal" notices mailed to customers:	7	4	8	0	0	0	0	0	0	13	7	2	3
5	<i>Intentionally Blank</i>							0						
6	Number of customer accounts granted reconnection request:	851	324	716	465	0	0	0	0	0	769	815	487	369

**INABILITY TO PAY (ITP)**

\*In June 2019 interim rate refund interest credits were given to customers. When these credits were posted to customer accounts, they were done with a due date equal to the posting date. This resulted in the credits being recorded as past due. The customers may have been current, but the credit balance in the 1-30 day bucket caused the account to be considered delinquent.



**CenterPoint Energy**  
**2019 Service Quality Report**

**Minnesota Cold Weather Rule Compliance Questionnaire**  
Utility Monthly Reports (216B.091) Docket# 19-2

Company: CenterPoint Energy Minnesota Gas for report period ending:

**PAYMENT SCHEDULE (PS)**

	January	February	March	April	May	June	July	August	September	October	November	December	Average
16	Number of "Right to Appeal" notices mailed to customers:												
	10	13	17	3	0	0	0	0	0	1	2	3	4
17	9,928	4,758	3,937	2,167	0	0	0	0	0	1,846	2,978	2,318	2,328
18	Number of PS negotiations mutually agreed upon:												
19	9,918	4,745	3,920	2,164	0	0	0	0	0	1,845	2,976	2,315	2,324

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	34,331	27,391	32,303	30,898	34,969	23,092	15,456	13,390	8,988	12,418	13,248	26,932	22,785
21	Number of customer accounts disconnected who did not seek protection:													
	Duplicate columns for use in April and October													
	April 1-15 and October 1-15 in 1st column													
	All other months, use 1st column only													
a)	# Electric - heat affected													
b)	# Electric - heat not affected													
c)	# Gas - heat affected	664	348	773	443	4,410	4,155	3,819	2,821	1,377	1,039	376	333	1,713
d)	# Gas - heat not affected	7	1	3	6	19	14	23	10	7	3	3	3	8
e)	Total # disconnected	671	349	776	449	4,429	4,169	3,842	2,831	1,384	1,042	379	336	1,721
	April 16-30 and October 16-31 in 2nd column													
	All other months, use 1st column only													
a)	# Electric - heat affected													
b)	# Electric - heat not affected													
c)	# Gas - heat affected													
d)	# Gas - heat not affected													
e)	Total # disconnected	0	0	0	2,506	0	0	0	0	0	230	0	0	228
22	Number of customer accounts disconnected seeking protection:													
a)	# Electric - heat affected													
b)	# Electric - heat not affected													
c)	# Gas - heat affected	280	174	246	188	0	0	0	0	0	31	111	135	97
d)	# Gas - heat not affected	1	4	1	1	0	0	0	0	0	0	0	2	1
e)	Total # disconnected (See Note)	281	178	247	189	0	0	0	0	0	31	111	137	98
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	952	527	1,023	3,144	4,429	4,169	3,842	2,831	1,384	1,303	490	473	2,047

**3 Year Average Calculations (2016 - 2018)**

Customers Disconnected for Non-Payment	
Year 2016	33,327
Year 2017	30,877
Year 2018	30,456
3 Year Avg	31,553

**% of Residential Customer Accounts Disconnected for Non-Payment**

Year 2016	4.30%
Year 2017	3.90%
Year 2018	3.80%
3 Year Avg	4.00%

**CenterPoint Energy**  
**2019 Service Quality Report**

**Minnesota Cold Weather Rule Compliance Questionnaire**  
Utility Monthly Reports (216B.091) Docket# 19-2

Company: CenterPoint Energy Minnesota Gas for report period ending:

		January	February	March	April	May	June	July	August	September	October	November	December	Average
<b>DOLLAR VALUE</b>														
24	Total dollars past due on all residential accounts:	\$9,455,457	\$12,020,322	\$14,197,976	\$13,736,691	\$13,200,530	\$13,418,231	\$12,365,547	\$11,342,453	\$10,278,946	\$8,714,590	\$8,172,836	\$8,095,045	\$11,249,885
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$137	\$156	\$177	\$176	\$168	\$47	\$161	\$142	\$138	\$113	\$101	\$119	\$136
26	Total dollars received from energy assistance programs:	\$1,645,226	\$1,167,399	\$1,210,046	\$1,267,576	\$757,630	\$373,507	\$62,311	\$0	\$0	\$371	\$800,601	\$999,348	\$690,335
27	Total dollars received from other sources (private organizations):	\$27,827	\$24,779	\$15,578	\$29,774	\$37,527	\$37,527	\$52,672	\$58,067	\$70,546	\$0	\$30,763	\$37,188	\$35,187
28	Total Revenue from sales to residential accounts:	\$118,620,872	\$95,504,471	\$70,101,218	\$37,453,481	\$31,348,737	\$16,785,083	\$14,715,512	\$16,437,506	\$15,919,134	\$35,934,793	\$65,693,198	\$83,176,673	\$50,140,890
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$148	\$119	\$88	\$47	\$39	\$21	\$18	\$21	\$20	\$45	\$81	\$103	\$63
30	Intentionally Blank													
31	Total residential account write-offs due to uncollectible:	\$350,029	\$266,896	\$331,927	\$250,064	\$300,829	\$466,472	\$549,166	\$994,769	\$656,485	\$927,251	\$656,840	\$464,392	\$517,927
<b>DISCONNECTION DURATION</b>														
32	Number of customer accounts disconnected 24 hours or more:													
	a) # Electric - heat affected													
	b) # Electric - heat not affected													
	c) # Gas - heat affected	761	458	892	517	0	0	0	0	0	195	417	395	303
	d) # Gas - heat not affected	7	3	3	7	0	0	0	0	0	1	3	5	2
	e) Total # disconnected	768	461	895	524	0	0	0	0	0	196	420	400	305
33	Intentionally Blank													
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	756	451	874	509	0	0	0	0	0	193	412	391	299
35	Intentionally Blank													
36	Intentionally Blank													
<b>RECONNECTION DATA</b>														
37	# Accounts reconnected	886	460	737	2,079	3,325	2,940	2,710	2,345	1,613	2,386	922	550	1,746
38	# Accounts remaining disconnected	2,392	2,357	2,526	3,417	4,241	5,147	5,907	5,965	5,314	3,476	2,693	2,443	3,823
	a) 1-30 days	60	57	265	1,056	1,331	1,552	1,478	856	293	193	48	40	602
	b) 31-60 days	15	37	24	150	596	872	992	850	576	93	61	24	358
	c) 61+ days	2,317	2,263	2,237	2,211	2,314	2,723	3,437	4,259	4,445	3,190	2,584	2,379	2,863

CenterPoint Energy  
2019 Service Quality Report

Service Extension Request Response Times

New Service Extensions

	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	2019
<b>Residential</b>													
# Service Installations	253	280	253	362	399	488	681	457	664	612	553	457	5,459
Avg days to complete	9	9	9	9	8	8	8	8	8	8	9	9	8
<b>Commercial</b>													
# Service Installations	26	26	20	14	17	30	48	45	77	83	68	70	524
Avg days to complete	8	9	8	8	9	9	7	7	8	8	9	9	8

Renewed Service Extensions\*

	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	2019
<b>Residential</b>													
# Service Installations	25	28	20	24	35	27	32	32	53	61	68	71	476
Avg days to complete	9	9	9	9	8	8	7	7	8	9	9	9	8
<b>Commercial</b>													
# Service Installations	4	-	2	2	2	1	2	10	3	5	9	9	49
Avg days to complete	9	-	9	9	8	8	8	8	8	9	9	9	9

\*excludes locations with locked meters due to credit-related issues

3 Year Average Calculations (2016 - 2018)

Residential New Service  
Extension Installations

Year 2016	5,276
Year 2017	5,803
Year 2018	5,643
3 Year Avg	5,574

Commercial New Service  
Extension Installations

Year 2016	462
Year 2017	467
Year 2018	483
3 Year Avg	471

Residential Renewed Service  
Extension Installations

Year 2016	559
Year 2017	564
Year 2018	525
3 Year Avg	549

Commercial Renewed Service  
Extension Installations

Year 2016	63
Year 2017	51
Year 2018	32
3 Year Avg	49

Residential New Service  
Avg. days to complete

Year 2016	8
Year 2017	8
Year 2018	8
3 Year Avg	8

Commercial New Service  
Avg. days to complete

Year 2016	8
Year 2017	8
Year 2018	9
3 Year Avg	8

Residential Renewed Service  
Avg. days to complete

Year 2016	9
Year 2017	9
Year 2018	9
3 Year Avg	9

Commercial Renewed Service  
Avg. days to complete

Year 2016	8
Year 2017	8
Year 2018	8
3 Year Avg	8

CenterPoint Energy  
2019 Service Quality Report

Customer Deposits

New Service Extensions

	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	2019
# of Service Connections	9,507	7,896	10,287	12,675	16,953	18,909	18,039	20,604	17,113	17,669	13,251	10,216	173,119
# Deposits required as a condition of service	35	18	34	53	28	28	13	21	46	176	83	28	563
% of Service Connections	0.37%	0.23%	0.33%	0.42%	0.17%	0.15%	0.07%	0.10%	0.27%	1.00%	0.63%	0.27%	0.33%

3 Year Average Calculations (2016 - 2018)

% of Commercial Svc Connections Requiring a Deposit

Year 2016	0.29%
Year 2017	0.24%
Year 2018	0.32%
3 Year Avg	0.28%

Deposits Held at Year-End

Year 2016	2,106
Year 2017	2,018
Year 2018	2,070
3 Year Avg	2,065

CenterPoint Energy  
2019 Service Quality Report

Number of Call Center Complaints

	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	2019
Residential	560	449	461	467	510	528	520	410	359	381	311	295	5,251
Commercial	44	33	44	31	38	28	21	22	22	26	35	25	369
Total	604	482	505	498	548	556	541	432	381	407	346	320	5,620

3 Year Average Calculations (2016 - 2018)

# of Residential Complaints

Year 2016	6,381
Year 2017	7,250
Year 2018	6,927
3 Year Avg	6,853

# of Commercial Complaints

Year 2016	358
Year 2017	379
Year 2018	371
3 Year Avg	369

CenterPoint Energy  
2019 Service Quality Report

## Number &amp; Percentage of Call Center Complaints by Type of Complaint

		January		February		March		April		May		June		July		August		September		October		November		December		Total	
Residential																											
Billing Errors																											
Average Monthly Billing (AMB) Issue	4	0.71%	5	1.11%	8	1.74%	6	1.28%	2	0.39%	3	0.57%	5	0.96%	3	0.73%	4	1.11%	1	0.26%	0	0.00%	0	0.00%	41	0.78%	
Billing Errors	113	20.18%	73	16.26%	64	13.88%	65	13.92%	45	8.82%	49	9.28%	50	9.62%	29	7.07%	25	6.96%	28	7.35%	40	12.86%	41	13.90%	622	11.85%	
Disputed Charges	67	11.96%	58	12.92%	64	13.88%	67	14.35%	59	11.57%	76	14.39%	59	11.35%	67	16.34%	56	15.60%	64	16.80%	39	12.54%	48	16.27%	724	13.79%	
Payment Issue	59	10.54%	55	12.25%	65	14.10%	52	11.13%	55	10.78%	62	11.74%	52	10.00%	33	8.05%	47	13.09%	34	8.92%	52	16.72%	35	11.86%	601	11.45%	
Rates/Tariffs	1	0.18%		0.00%	1	0.22%		0.00%		0.00%		0.00%		0.00%	1	0.24%		0.00%		0.00%		0.00%		0.00%	3	0.06%	
Decoupling/Inverted Block Rates		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	0.00%	
Inactive/Write-Off	1	0.18%		0.00%	2	0.43%	3	0.64%	1	0.20%	1	0.19%		0.00%	2	0.49%	2	0.56%		0.00%	3	0.96%	2	0.68%	17	0.32%	
Inaccurate Metering																											
Inaccurate Metering	2	0.36%	1	0.22%	2	0.43%		0.00%	2	0.39%	1	0.19%	3	0.58%	1	0.24%	3	0.84%	2	0.52%	1	0.32%		0.00%	18	0.34%	
Wrongful Disconnect																											
Disconnect Issue	35	6.25%	26	5.79%	46	9.98%	58	12.42%	74	14.51%	77	14.58%	57	10.96%	55	13.41%	43	11.98%	38	9.97%	25	8.04%	24	8.14%	558	10.63%	
High Bills																											
High Bill	11	1.96%	7	1.56%	9	1.95%	3	0.64%	5	0.98%	4	0.76%	6	1.15%	4	0.98%	1	0.28%	4	1.05%	2	0.64%	4	1.36%	60	1.14%	
Credit Arrangement	15	2.68%	19	4.23%	13	2.82%	5	1.07%	17	3.33%	22	4.17%	15	2.88%	19	4.63%	13	3.62%	8	2.10%	5	1.61%	5	1.69%	156	2.97%	
Inadequate Service																											
Service Issue	173	30.89%	163	36.30%	141	30.59%	150	32.12%	189	37.06%	160	30.30%	193	37.12%	140	34.15%	116	32.31%	146	38.32%	109	35.05%	100	33.90%	1780	33.90%	
Service-Extension/Restoration Intervals																											
Construction	11	1.96%	6	1.34%	7	1.52%	12	2.57%	17	3.33%	9	1.70%	18	3.46%	12	2.93%	10	2.79%	11	2.89%	6	1.93%	5	1.69%	124	2.36%	
Service Order Scheduling	31	5.54%	7	1.56%	21	4.56%	22	4.71%	20	3.92%	30	5.68%	29	5.58%	19	4.63%	11	3.06%	31	8.14%	16	5.14%	11	3.73%	248	4.72%	
Other																											
Employee Conduct	12	2.14%	11	2.45%	7	1.52%	11	2.36%	7	1.37%	11	2.08%	19	3.65%	9	2.20%	13	3.62%	7	1.84%	4	1.29%	7	2.37%	118	2.25%	
Online Customer Service	17	3.04%	7	1.56%	5	1.08%	6	1.28%	11	2.16%	15	2.84%	11	2.12%	11	2.68%	9	2.51%	5	1.31%	8	2.57%	3	1.02%	108	2.06%	
Other	8	1.43%	11	2.45%	6	1.30%	7	1.50%	6	1.18%	8	1.52%	3	0.58%	5	1.22%	6	1.67%	2	0.52%	1	0.32%	10	3.39%	73	1.39%	
Residential Total		560	100.00%	449	100.00%	461	100.00%	467	100.00%	510	100.00%	528	100.00%	520	100.00%	410	100.00%	359	100.00%	381	100.00%	311	100.00%	295	100.00%	5251	100.00%
Commercial																											
Billing Errors																											
Average Monthly Billing (AMB) Issue		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	0.00%	
Billing Errors	5	11.36%	3	9.09%	8	18.18%	5	16.13%	4	10.53%		0.00%	2	9.52%	6	27.27%	2	9.09%	5	19.23%	1	2.86%	2	8.00%	43	11.65%	
Disputed Charges	13	29.55%	7	21.21%	8	18.18%	5	16.13%	11	28.95%	9	32.14%	3	14.29%	5	22.73%	2	9.09%	4	15.38%	8	22.86%	8	32.00%	83	22.49%	
Payment Issue	4	9.09%	5	15.15%	8	18.18%	4	12.90%	7	18.42%	3	10.71%	4	19.05%	5	22.73%	3	13.64%	1	3.85%	1	2.86%	2	8.00%	47	12.74%	
Rates/Tariffs		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	0.00%	
Decoupling/Inverted Block Rates		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	0.00%	
Inactive/Write-Off		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	0.00%	
Inaccurate Metering																											
Inaccurate Metering		0.00%	2	6.06%	2	4.55%		0.00%		0.00%	1	3.57%	1	4.76%	1	4.55%		0.00%	1	3.85%	1	2.86%		0.00%	9	2.44%	
Wrongful Disconnect																											
Disconnect Issue	2	4.55%	1	3.03%	1	2.27%	4	12.90%		0.00%	2	7.14%	3	14.29%	2	9.09%	4	18.18%	4	15.38%	3	8.57%	3	12.00%	29	7.86%	
High Bills																											
High Bill	1	2.27%	1	3.03%		0.00%		0.00%		0.00%	1	3.57%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%	3	0.81%	
Credit Arrangement	1	2.27%	1	3.03%	1	2.27%		0.00%	2	5.26%	1	3.57%	1	4.76%		0.00%		0.00%	2	7.69%		0.00%	1	4.00%	11	2.98%	
Inadequate Service																											
Service Issue	10	22.73%	8	24.24%	9	20.45%	8	25.81%	4	10.53%	7	25.00%	3	14.29%	1	4.55%	7	31.82%	5	19.23%	12	34.29%	5	20.00%	79	21.41%	
Service-Extension/Restoration Intervals																											
Construction		0.00%		0.00%	2	4.55%		0.00%	1	2.63%	2	7.14%		0.00%		0.00%		0.00%		0.00%	1	2.86%		0.00%	6	1.63%	
Service Order Scheduling	1	2.27%	1	3.03%		0.00%	3	9.68%		0.00%		0.00%		0.00%		0.00%		0.00%	2	7.69%	4	11.43%	2	8.00%	13	3.52%	
Other																											
Employee Conduct	1	2.27%	1	3.03%		0.00%		0.00%		0.00%		0.00%	2	9.52%		0.00%	1	4.55%		0.00%	1	2.86%		0.00%	6	1.63%	
Online Customer Service	3	6.82%		0.00%	3	6.82%		0.00%	6	15.79%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%	12	3.25%	
Other	3	6.82%	3	9.09%	2	4.55%	2	6.45%	3	7.89%	2	7.14%	2	9.52%	2	9.09%	3	13.64%	2	7.69%	2	5.71%	2	8.00%	28	7.59%	
Commercial Total		44	100.00%	33	100.00%	44	100.00%	31	100.00%	38	100.00%	28	100.00%	21	100.00%	22	100.00%	22	100.00%	26	100.00%	35	100.00%	25	100.00%	369	100.00%

**CenterPoint Energy  
2019 Service Quality Report**

**Number & Percentage of Call Center Complaints by Resolution Timeframe**

	January		February		March		April		May		June		July		August		September		October		November		December		Total	
Residential																										
Immediate	476	85.00%	361	80.40%	382	82.86%	393	84.15%	417	81.76%	420	79.55%	411	79.04%	316	77.07%	280	77.99%	296	77.69%	241	77.49%	257	87.12%	4250	80.94%
Within 10 Days	52	9.29%	56	12.47%	50	10.85%	45	9.64%	51	10.00%	66	12.50%	73	14.04%	69	16.83%	48	13.37%	59	15.49%	45	14.47%	32	10.85%	646	12.30%
Greater Than 10 Days	32	5.71%	32	7.13%	29	6.29%	29	6.21%	42	8.24%	42	7.95%	36	6.92%	25	6.10%	31	8.64%	26	6.82%	25	8.04%	6	2.03%	355	6.76%
Residential Total	560	100.00%	449	100.00%	461	100.00%	467	100.00%	510	100.00%	528	100.00%	520	100.00%	410	100.00%	359	100.00%	381	100.00%	311	100.00%	295	100.00%	5251	100.00%
Commercial																										
Immediate	20	45.45%	18	54.55%	15	34.09%	8	25.81%	7	18.42%	17	60.71%	12	57.14%	9	40.91%	13	59.09%	13	50.00%	12	34.29%	10	40.00%	154	41.73%
Within 10 Days	11	25.00%	5	15.15%	21	47.73%	19	61.29%	24	63.16%	11	39.29%	8	38.10%	8	36.36%	8	36.36%	11	42.31%	15	42.86%	8	32.00%	149	40.38%
Greater Than 10 Days	13	29.55%	10	30.30%	8	18.18%	4	12.90%	7	18.42%		0.00%	1	4.76%	5	22.73%	1	4.55%	2	7.69%	8	22.86%	7	28.00%	66	17.89%
Commercial Total	44	100.00%	33	100.00%	44	100.00%	31	100.00%	38	100.00%	28	100.00%	21	100.00%	22	100.00%	22	100.00%	26	100.00%	35	100.00%	25	100.00%	369	100.00%
	January		February		March		April		May		June		July		August		September		October		November		December		Year to Date	
Total																										
Immediate	496	82.12%	379	78.63%	397	78.61%	401	80.52%	424	77.37%	437	78.60%	423	78.19%	325	75.23%	293	76.90%	309	75.92%	253	73.12%	267	83.44%	4404	78.36%
Within 10 Days	63	10.43%	61	12.66%	71	14.06%	64	12.85%	75	13.69%	77	13.85%	81	14.97%	77	17.82%	56	14.70%	70	17.20%	60	17.34%	40	12.50%	795	14.15%
Greater Than 10 Days	45	7.45%	42	8.71%	37	7.33%	33	6.63%	49	8.94%	42	7.55%	37	6.84%	30	6.94%	32	8.40%	28	6.88%	33	9.54%	13	4.06%	421	7.49%
Total	604	100.00%	482	100.00%	505	100.00%	498	100.00%	548	100.00%	556	100.00%	541	100.00%	432	100.00%	381	100.00%	407	100.00%	346	100.00%	320	100.00%	5620	100.00%

**3 Year Average Calculations (2016 - 2018)**

% of Residential Complaints Resolved Immediately

Year 2016	79.50%
Year 2017	83.93%
Year 2018	83.57%
3 Year Avg	82.33%

% of Residential Complaints Resolved Within 10 Days

Year 2016	11.11%
Year 2017	10.80%
Year 2018	8.78%
3 Year Avg	10.23%

% of Residential Complaints Resolved > 10 Days

Year 2016	9.39%
Year 2017	5.27%
Year 2018	7.65%
3 Year Avg	7.44%

% of Commercial Complaints Resolved Immediately

Year 2016	73.46%
Year 2017	72.82%
Year 2018	58.22%
3 Year Avg	68.17%

% of Commercial Complaints Resolved Within 10 Days

Year 2016	13.41%
Year 2017	16.89%
Year 2018	26.95%
3 Year Avg	19.08%

% of Commercial Complaints Resolved > 10 Days

Year 2016	13.13%
Year 2017	10.29%
Year 2018	14.82%
3 Year Avg	12.75%

**CenterPoint Energy  
2019 Service Quality Report**

**Number & Percentage of Call Center Complaints by Resolution Type**

	January		February		March		April		May		June		July		August		September		October		November		December		Total	
Residential																										
Agree	69	12.32%	54	12.03%	45	9.76%	60	12.85%	65	12.75%	65	12.31%	64	12.31%	71	17.32%	54	15.04%	61	16.01%	51	16.40%	41	13.90%	700	13.33%
Compromise	40	7.14%	34	7.57%	33	7.16%	59	12.63%	83	16.27%	81	15.34%	104	20.00%	88	21.46%	91	25.35%	97	25.46%	81	26.05%	85	28.81%	876	16.68%
Demonstrate	425	75.89%	350	77.95%	361	78.31%	317	67.88%	341	66.86%	336	63.64%	308	59.23%	231	56.34%	188	52.37%	182	47.77%	151	48.55%	140	47.46%	3330	63.42%
Refuse	25	4.46%	11	2.45%	19	4.12%	29	6.21%	21	4.12%	45	8.52%	44	8.46%	20	4.88%	24	6.69%	31	8.14%	17	5.47%	16	5.42%	302	5.75%
Not Assigned	1	0.18%		0.00%	3	0.65%	2	0.43%		0.00%	1	0.19%		0.00%	0	0.00%	2	0.56%	10	2.62%	11	3.54%	13	4.41%	43	0.82%
Residential Total	560	100.00%	449	100.00%	461	100.00%	467	100.00%	510	100.00%	528	100.00%	520	100.00%	410	100.00%	359	100.00%	381	100.00%	311	100.00%	295	100.00%	5251	100.00%
Commercial																										
Agree	26	59.09%	17	51.52%	16	36.36%	6	19.35%	5	13.16%	4	14.29%	7	33.33%	9	40.91%	7	31.82%	7	26.92%	8	22.86%	11	44.00%	123	33.33%
Compromise	2	4.55%	2	6.06%	1	2.27%	4	12.90%	6	15.79%	5	17.86%	1	4.76%	4	18.18%	4	18.18%	1	3.85%	3	8.57%	3	12.00%	36	9.76%
Demonstrate	16	36.36%	13	39.39%	27	61.36%	18	58.06%	26	68.42%	18	64.29%	11	52.38%	8	36.36%	11	50.00%	14	53.85%	19	54.29%	9	36.00%	190	51.49%
Refuse		0.00%	1	3.03%		0.00%	2	6.45%	1	2.63%	1	3.57%	2	9.52%	1	4.55%		0.00%	1	3.85%	4	11.43%		0.00%	13	3.52%
Not Assigned		0.00%		0.00%		0.00%	1	3.23%		0.00%		0.00%		0.00%		0.00%		0.00%	3	11.54%	1	2.86%	2	8.00%	7	1.90%
Commercial Total	44	100.00%	33	100.00%	44	100.00%	31	100.00%	38	100.00%	28	100.00%	21	100.00%	22	100.00%	22	100.00%	26	100.00%	35	100.00%	25	100.00%	369	100.00%
	January		February		March		April		May		June		July		August		September		October		November		December		Total	
Agree	95	15.73%	71	14.73%	61	12.08%	66	13.25%	70	12.77%	69	12.41%	71	13.12%	80	18.52%	61	16.01%	68	16.71%	59	17.05%	52	16.25%	823	14.64%
Compromise	42	6.95%	36	7.47%	34	6.73%	63	12.65%	89	16.24%	86	15.47%	105	19.41%	92	21.30%	95	24.93%	98	24.08%	84	24.28%	88	27.50%	912	16.23%
Demonstrate	441	73.01%	363	75.31%	388	76.83%	335	67.27%	367	66.97%	354	63.67%	319	58.96%	239	55.32%	199	52.23%	196	48.16%	170	49.13%	149	46.56%	3520	62.63%
Refuse	25	4.14%	12	2.49%	19	3.76%	31	6.22%	22	4.01%	46	8.27%	46	8.50%	21	4.86%	24	6.30%	32	7.86%	21	6.07%	16	5.00%	315	5.60%
Not Assigned	1	0.17%	0	0.00%	3	0.59%	3	0.60%	0	0.00%	1	0.18%	0	0.00%	0	0.00%	2	0.52%	13	3.19%	12	3.47%	15	4.69%	50	0.89%
Total	604	100.00%	482	100.00%	505	100.00%	498	100.00%	548	100.00%	556	100.00%	541	100.00%	432	100.00%	381	100.00%	407	100.00%	346	100.00%	320	100.00%	5620	100.00%

**3 Year Average Calculations (2016 - 2018)**

% of Residential Complaints Resolved as "Agree"	
Year 2016	25.47%
Year 2017	25.72%
Year 2018	20.83%
3 Year Avg	24.01%

% of Residential Complaints Resolved as "Compromise"	
Year 2016	13.21%
Year 2017	9.75%
Year 2018	8.75%
3 Year Avg	10.57%

% of Residential Complaints Resolved as "Demonstrate"	
Year 2016	55.84%
Year 2017	58.39%
Year 2018	65.34%
3 Year Avg	59.86%

% of Residential Complaints Resolved as "Refuse"	
Year 2016	5.38%
Year 2017	5.09%
Year 2018	4.48%
3 Year Avg	4.98%

% of Commercial Complaints Resolved as "Agree"	
Year 2016	20.39%
Year 2017	22.43%
Year 2018	35.31%
3 Year Avg	26.04%

% of Commercial Complaints Resolved as "Compromise"	
Year 2016	13.41%
Year 2017	12.14%
Year 2018	10.51%
3 Year Avg	12.02%

% of Commercial Complaints Resolved as "Demonstrate"	
Year 2016	61.17%
Year 2017	56.46%
Year 2018	49.33%
3 Year Avg	55.65%

% of Commercial Complaints Resolved as "Refuse"	
Year 2016	4.75%
Year 2017	6.07%
Year 2018	4.47%
3 Year Avg	5.10%



**CenterPoint Energy  
2019 Service Quality Report**

**Source of Formal Customer Complaints**

		January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Residential</b>														
BBB		7	5	4	4	5	6	4	3	2	7	3	6	56
OAG		6	6	7	4	2	4	7	9	4	8	9	10	76
PUC		14	12	9	10	7	12	14	8	4	8	10	6	114
Other														0
<b>Commercial/Industrial</b>														
BBB														0
OAG													1	1
PUC			1	2	2	1	2							8
Other														0
<b>Interruptible</b>														
BBB														0
OAG														0
PUC														0
Other														0
<b>Total</b>		27	24	22	20	15	24	25	20	10	23	22	23	255

**3 Year Average Calculations (2016 - 2018)**

# Formal Complaints

Year 2016	152
Year 2017	179
Year 2018	183
3 Year Avg	171

**CenterPoint Energy**  
**2019 Service Quality Report**

**Emergency Line Response Time**

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Service Level - % of Calls answered in 20 seconds or less.	82%	92%	92%	90%	86%	87%	87%	86%	84%	86%	90%	94%	88%
Average Speed of Answer (in seconds)	35	9	7	16	18	12	17	15	19	17	11	6	16
Total Calls Answered	8,607	6,578	5,886	5,214	6,036	6,295	6,152	6,080	6,053	8,546	6,977	6,652	79,076

**3 Year Average Calculations (2016 - 2018)**

% of Calls Answered in 20 Secs or Less	
Year 2016	89%
Year 2017	90%
Year 2018	86%
3 Year Avg	88%

Total Emergency Calls Answered	
Year 2016	77,111
Year 2017	70,305
Year 2018	75,193
3 Year Avg	74,203

Average Speed of Answer (in seconds)	
Year 2016	12
Year 2017	11
Year 2018	17
3 Year Avg	13

CenterPoint Energy  
2019 Service Quality Report

Mislocate Rate

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Number of Mislocates													
Mismarked line	2	3	4	4	10	6	6	11	4	3	4	1	58
Failure to mark a line	2	2	1	6	12	15	12	19	17	16	4	1	107
Total	4	5	5	10	22	21	18	30	21	19	8	2	165
Number of Locate Tickets	8,929	6,557	10,074	36,197	52,056	44,166	45,883	42,121	38,376	37,776	18,702	10,249	351,086
Number of Mislocates per 1000 Locate Tickets	0.45	0.76	0.50	0.28	0.42	0.48	0.39	0.71	0.55	0.50	0.43	0.20	0.47

**3 Year Average Calculations (2016 - 2018)**

# of Mislocates

Year 2016	98
Year 2017	127
Year 2018	167
3 Year Avg	131

# of Locate Tickets

Year 2016	342,140
Year 2017	349,592
Year 2018	344,541
3 Year Avg	345,424

# of Mislocates per 1,000 Tickets

Year 2016	0.29
Year 2017	0.36
Year 2018	0.48
3 Year Avg	0.38

**CenterPoint Energy  
2019 Service Quality Report**

**Gas System Damages**

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Damage under the control of CenterPoint Energy's Employees/Contractors	4	6	6	13	28	26	33	43	33	29	10	3	234
Damage - all other causes	20	26	27	43	84	99	111	112	80	55	34	24	715
Total Damages	24	32	33	56	112	125	144	155	113	84	44	27	949
Miles of Pipe (as of December 31, 2019)													26,160
<u>Damage per 100 miles of pipe:</u>													
Under the control of CenterPoint Energy's Employees													0.89
Caused by all others													2.73
Total													3.62

**3 Year Average Calculations (2016 - 2018)**

Damage Under the Control of CNP or Contractors	
Year 2016	148
Year 2017	190
Year 2018	238
3 Year Avg	192

Damage Count - All Other Causes	
Year 2016	770
Year 2017	740
Year 2018	694
3 Year Avg	735

Damage per 100 Miles of Pipe (CNP Control)	
Year 2016	0.57
Year 2017	0.73
Year 2018	0.91
3 Year Avg	0.74

Damage per 100 Miles of Pipe (All Other)	
Year 2016	2.99
Year 2017	2.86
Year 2018	2.66
3 Year Avg	2.84

CenterPoint Energy  
2019 Service Quality Report

Gas Service Interruptions

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Damage Caused Outages Due to Employees/Contractors													
Number of Customers	15	3	20	25	53	67	115	105	716	18	11	9	1,157
Number Outages	4	3	4	10	16	22	23	27	26	15	6	1	157
Average duration of outage (in minutes)	108	170	263	288	123	149	155	188	176	323	623	420	206
Damage Caused Outages Due to All Other Causes													
Number of Customers	6	62	34	27	174	281	399	160	448	124	1,471	13	3,199
Number Outages	5	7	14	23	58	73	82	78	58	30	21	12	461
Average duration of outage (in minutes)	84	178	148	182	191	131	143	122	202	109	125	135	150
<b>Total Damage Caused Outages</b>													
Number of Customers	21	65	54	52	227	348	514	265	1,164	142	1,482	22	4,356
Number Outages	9	10	18	33	74	95	105	105	84	45	27	13	618
Average duration of outage (in minutes)	95	176	174	214	176	135	146	139	194	180	236	157	164
Other Outages													
Number of Customers	83	20	0	0	0	0	37	2	9	30	579	9	769
Number Outages	83	20	0	0	0	0	1	2	9	30	28	1	174
Average duration of outage (in minutes)	354	211					1,108	233	402	317	553	337	369
<b>Total Outages</b>													
Number of Customers	104	85	54	52	227	348	551	267	1,173	172	2,061	31	5,125
Number Outages	92	30	18	33	74	95	106	107	93	75	55	14	792
Average duration of outage (in minutes)	329	199	174	214	176	135	155	141	214	235	397	170	209
Total Minutes	30,234	5,976	3,124	7,066	13,046	12,841	16,399	15,058	19,910	17,625	21,847	2,377	165,503

**3 Year Average Calculations (2016 - 2018) (Damage Caused Outages Only)**

Customers Interrupted - Due to Employees/Contractors	
Year 2016	184
Year 2017	430
Year 2018	508
3 Year Avg	374

Avg Duration of Outage (Minutes) - Due to Employees/Contractors	
Year 2016	84
Year 2017	32
Year 2018	43
3 Year Avg	53

Outages Due to All Other Causes	
Year 2016	646
Year 2017	486
Year 2018	468
3 Year Avg	533

Outages Due to Employees/Contractors	
Year 2016	115
Year 2017	124
Year 2018	144
3 Year Avg	128

Customers Interrupted - Due to All Other Causes	
Year 2016	1,246
Year 2017	976
Year 2018	1,037
3 Year Avg	1,086

Avg Duration of Outage (Minutes) - Due to All Other Causes	
Year 2016	66
Year 2017	57
Year 2018	56
3 Year Avg	60

## MNOPS Summaries

Location	When did the incident occur?	How many customers were affected?	How was CenterPoint made aware of the incident?	What was the root cause of the incident?	What actions were taken to fix the problem?	What actions were taken to contact the customers?	Were there any public relations issues?	Did the customers or company relight?	What was the longest time a customer was without gas during this incident?
4105 Yosemite Avenue South, Saint Louis Park	1/15/2019	4	Excavator	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	1.50 Hrs
800 Faxon Road, Norwood Young America	1/16/2019	8	Excavator	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	2.50 Hrs
20550 Monroe Street North East, East Bethel	1/20/2019	1	911	Fire	Meter Locked & Plated	Door hanger/Spoke with customer(s)	No	N/A	Service will be restored when repairs completed
1623 Sherwood Court, Mankato	1/28/2019	1	Sheriff	Leak on Riser	Meter Locked & Plated	Door hanger/Spoke with customer(s)	No	CNP	No Outage
9227 Preston Place, Eden Prairie	1/29/2019	1	911	Fire	Meter Locked & Plated	Door hanger/Spoke with customer(s)	No	N/A	Service will be restored when repairs completed
7515 West Highway 14, Waseca	1/29/2019	0	Excavator	Frozen Valve at TBS	Repaired Valve	Door hanger/Spoke with customer(s)	No	N/A	No Outage
7565 Excelsior Road, Baxter	1/30/2019	0	Customer	Customer Piping Leak	N/A	N/A	No	N/A	No Outage
28085 Woodside Road, Excelsior	2/12/2019	1	911	Fire	Service Cut/Capped in Yard	Door hanger/Spoke with customer(s)	Yes	N/A	Service will be restored when repairs completed
1423 19th Avenue North East, Minneapolis	2/19/2019	1	911	Fire	Service Cut/Capped at Main	Door hanger/Spoke with customer(s)	Yes	N/A	Service will be restored when repairs completed
212 North Meridian Street, Belle Plaine	2/21/2019	1	911	Damaged Riser	Repaired Riser	Door hanger/Spoke with customer(s)	No	CNP	10.00 Hrs
1405 132nd Street, Burnsville	2/25/2019	1	911	Fire	Meter Locked & Plated	Door hanger/Spoke with customer(s)	No	N/A	Service will be restored when repairs completed
15497 Legacy Oaks Trail, Wayzata	2/28/2019	56	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	2.50 Hrs
4039 Unity Avenue North, Robbinsdale	3/1/2019	1	911	Fire	Meter Locked & Plated	Door hanger/Spoke with customer(s)	No	N/A	Service will be restored when repairs completed
4403 Pioneer Road South East, Alexandria	3/12/2019	0	Customer	Customer Piping Damage	Valve shut	N/A	No	N/A	No Outage
2930 Bryant Avenue North, Minneapolis	3/13/2019	1	911	Fire	Meter Locked & Plated	Door hanger/Spoke with customer(s)	No	N/A	Service will be restored when repairs completed
305 5th Street North East, Mayer	3/14/2019	0	Customer	Customer Piping Damage	N/A	Door hanger/Spoke with customer(s)	No	N/A	No Outage
Valley View Road & Executive Drive, Eden Prairie	3/20/2019	0	911	Damaged Gas Main	Repaired Line	N/A	No	N/A	No Outage
Main Street & West Street North, Belle Plaine	3/26/2019	0	Fire Chief	Damaged Gas Main	Repaired Line	N/A	No	N/A	No Outage
8332 Upper 138th Street, Apple Valley	3/29/2019	4	911	Fire	Meters Locked & Plated	Door hanger/Spoke with customer(s)	No	N/A	Service will be restored when repairs completed
4950 Malibu Drive, Edina	3/31/2019	1	911	Fire	Meters Locked & Plated	Door hanger/Spoke with customer(s)	No	N/A	Service will be restored when repairs completed
6015 White Drive, Prior Lake	4/17/2019	1	911	Fire from Lightning Strike	Service Cut and Capped	Door hanger/Spoke with customer(s)	No	N/A	Service will be restored when repairs completed
Thomas Avenue North & 23rd Avenue North, Minneapc	4/30/2019	5	CNP Inspector	Damaged Gas main	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	4.17 Hrs
14218 Park Avenue, Burnsville	5/6/2019	2	911	Fire from Damaged Gas Service	Repaired Line	Door hanger/Spoke with customer(s)	No	N/A	8.00 Hrs
109th Avenue Northeast & Davenport, Blaine	6/4/2019	1	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	3.00 Hrs
Madison Avenue & Haefner Drive, Mankato	6/4/2019	34	Excavator	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	12.00 Hrs
85th Street & Edinbrook Crossing, Brooklyn Park	6/6/2019	23	Excavator	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	4.00 Hrs
4000 Foss Road, Saint Anthony	6/7/2019	40	Excavator	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	Yes	CNP	5.00 Hrs
3348 (3395) Plymouth Road, Minnetonka	6/11/2019	1	Sheriff	Damaged Gas Service	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	5.00 Hrs
141 7th Street South, Albany	6/13/2019	42	Excavator	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	6.00 Hrs
12740 210th Circle Northwest, Elk River	6/14/2019	54	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	3.50 Hrs
Crostown Blvd & Bunker Lake Blvd	7/1/2019	0	911	Damaged Regulator Post	Repaired Line	N/A	No	N/A	No Outage
1557 Ashland Sreet, Hastings	7/1/2019	1	911	Lightning Strike	Service Cut/Capped at Main	N/A	No	N/A	Service will be restored when repairs completed
1755 Heidelberg Way, Lakeville	7/1/2019	1	911	Fire from Lightning Strike	Service Cut/Capped at Main	N/A	No	N/A	Service will be restored when repairs completed
429 East Main Street, Waconia	7/4/2019	0	911	Fire	Service Cut/Capped in Yard	Door hanger/Spoke with customer(s)	No	N/A	Service will be restored when repairs completed
760 Military Highway, Minneapolis	7/9/2019	1	Excavator	Damaged Gas Service	Repaired Line	Door hanger/Spoke with customer(s)	Yes	N/A	1.58 Hrs
756 Widsten Circle, Wayzata	7/9/2019	23	911	Damaged Gas main	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	2.00 Hrs
Judd Avenue North & 16th Sreet East, Glencoe	7/11/2019	2	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	N/A	No Outage
11142 305th Avenue, Princeton	7/11/2019	208	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	7.33 Hrs
511 Lake Shore Drive, Sauk Center	7/15/2019	38	Excavator	Damaged Gas Service	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	2.00 Hrs
3104 Pacific Street, Minneapolis	7/16/2019	0	Leak Detection	Leaky Fitting on Belltline Main	Repaired Fitting	N/A	No	N/A	No Outage
14151 Green View Court, Eden Prairie	7/20/2019	1	Fire Dept	Fire from Lightning Strike	Service Cut/Capped in Yard	N/A	No	N/A	Service will be restored when repairs completed
21210 Polk Street Northeast, Cedar	7/22/2019	1	911	Damaged Gas Service	Service Repaired	Door hanger/Spoke with customer(s)	No	N/A	3.00 Hrs
2300 15th Avenue South, Minneapolis	7/25/2019	26	CNP Inspector	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	7.00 Hrs
700 22nd Avenue Northeast, Minneapolis	7/29/2019	0	911	Damaged Gas Service	Service Cut./Capped in Building	N/A	No	N/A	No Outage
North Street & 9th Lane, Anoka	8/1/2019	3	Excavator	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	6.00 Hrs
1701 16th Street Northeast, Buffalo	8/6/2019	1	911	Damaged Gas Service	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	1.75 Hrs
7527 Garfield Avenue South, Richfield	8/6/2019	7	Excavator	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	4.00 Hrs
3200 West lake Street, Minneapolis	8/7/2019	7	911	Damaged Gas Service	Stub Cut/Capped at Main	Door hanger/Spoke with customer(s)	No	CNP	1.50 Hrs
5605 Orchard Avenue North, Crystal	8/7/2019	3	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	1.00 Hrs
18305 Minnetonka Blvd, Deephaven	8/7/2019	4	911	Damaged Gas Service	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	2.50 Hrs
208 Division Street East, Buffalo	8/9/2019	2	Customer	Damaged Gas Service	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	4.33 Hrs
Pioneer Trail & Riley Lake Road, Eden Prairie	8/16/2019	0	911	Damaged Gas Main	Repaired Line	N/A	No	N/A	No Outage
113th Avenue Northeast & Jefferson Street Northeast, I	8/19/2019	8	Excavator	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	10.00 Hrs
28th Street East & 36th Avenue South, Minneapolis	8/20/2019	66	Excavator	Damaged Gas Mian	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	3.05 Hrs
19530 Ullyses Street Northwest, Elk River	8/20/2019	1	911	Fire	Meter Locked & Plated	N/A	No	N/A	Service will be restored when repairs completed
2870 Holmes Ave South, Minneapolis	8/23/2019	5	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	2.67 Hrs
West River Road & Pennsylvania Avenue North, Cham	9/4/2019	92	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	5.00 Hrs
5805 73rd Avenue North, Brooklyn Park	9/9/2019	560	Excavator	Damaged Gas Service	Repaired Line	Door hanger/Spoke with customer(s)	No	N/A	3.75 Hrs
Hunt Street West & Shepard Street West, Lake Crystal	9/14/2019	91	Excavator	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	5.00 Hrs
10101 Bren Road East, Minnetonka	9/17/2019	1	Excavator	Damaged Gas Service	Repaired Line	N/A	No	N/A	No Outage
402 2nd Street South, Buffalo	9/19/2019	6	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	5.00 Hrs
5400 Park Place, Edina	9/23/2019	103	Excavator	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	4.00 Hrs
Bayside Road & Oxford Road, Orono	9/24/2019	8	911	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	3.08 Hrs
Lookout Drive & Lee Blvd, North Mankato	10/10/2019	0	CNP Inspector	Damaged Gas main	Repaired Line	N/A	Yes	N/A	No Outage
2709 Walters Port Ln Unit A-1, Excelsior	10/11/2019	0	Fire Dept	Fire	Service Cut/Capped	N/A	Yes	N/A	Service will be restored when repairs completed
Fuller St S & 3rd Ave, Shakopee	11/11/2019	599	Customer	Low Pressure Event	Pressure restored	Door hanger/Spoke with customer(s)	Yes	CNP	18.00 Hrs
527 82nd Ave NE Spring Lake Park, MN	11/17/2019	1	911	Fire	Meter Locked & Plated	N/A	Yes	N/A	Service will be restored when repairs completed
Minnie Street & Washburn Ave, Paynesville	11/19/2019	1407	Excavator	Damaged Gas Main	Repaired Line	Door hanger/Spoke with customer(s)	Yes	CNP	9.00 Hrs, 24.00 Hrs
6931 and 6925 Perry Ave N, Brooklyn Center	11/21/2019	1	911	Fire	Meter Locked & Plated	Door hanger/Spoke with customer(s)	Yes	N/A	Service will be restored when repairs completed
16400 Uranimite St NW, Ramsey	11/26/2019	1	911	Fire	Service Cut/capped in Yard	N/A	Yes	N/A	Service will be restored when repairs completed
1919 YMCA Lane, Minnetonka	12/6/2019	60	Customer	Installation Failure	Repaired Line	Door hanger/Spoke with customer(s)	No	CNP	24.00 Hrs

MNOPS Summaries

3 Year Average Calculations (2016 - 2018)

MNOPS Reportable Outages

Year 2016	56
Year 2017	89
Year 2018	93
3 Year Avg	79

Integrity Outages

Year 2016	0
Year 2017	0
Year 2018	0
3 Year Avg	0

**MNOPS Violations and Requests for Information**

Case No	Type of Letter	Subject	Address	Status
154646693	NPV	Locating Underground Facilities	1259 Como Ave, Minneapolis	Maps Corrected
20180077	NPV	Locating Underground Facilities	Chanhassen - Watch Dog, OQ, No Locate	Damage Prevention Alert issued
20180059	NPV	Locating Underground Facilities	5608 Valley Lane, Edina	Maps Corrected
20180088	WL	Locating Underground Facilities	13875 Glendale Rd, Savage	Maps Corrected
20180101	NPV	Field & Records Inspection	Waterville Underground Storage	No fine - Updated/created manual
20190121	NPV	Locating Underground Facilities	800 Faxon Rd, Norwood Young America	Damage Prevention Alert issued
20190366	NPV	Locating Underground Facilities	Valley View Rd & Executive Dr. Eden Prairie	Perform managed locator
20190160	NPV	Locating Underground Facilities	3000 Minnehaha Ave, Minneapolis	Performance managed locator
20190191	NPV	Locating Underground Facilities	Pioneer Trail & Waters Edge, Chaska	ULS requalified OQ's
20190369	NPV	Locating Underground Facilities	Main St W & W St N, Belle Plain	Performance managed locator
20190176	NPV	CRM Audit	Control Room Management Inspection	No fine - Updated CRM manual
20190588	NPV	Locating Underground Facilities	3395 Plymouth Rd, Minnetonka	Performance managed locator
20190567	NPV	Locating underground Facilities	3501 85th Ave N Brooklyn Park	Damage Prevention Alert issued
20190765	NPV	Locating Underground Facilities	Central Ave NW (between 37th & 28th Ave NE)	Implimented a new report
20190623	NPV	Locating Underground Facilities	Chan, Burn, Tonka Bay, Savage, Edina, Lake	Implemented corrective actions to prevent future recurrence
20190453	NPV/RSI	Incident Report	6015 White Drive, Credit River Township	Implemented procedure to detmine cost
20190787	Email Request/NPV	Watch Dog	Jefferson elementary	Performance managed locator
20190782	NPV	Locating Underground Facilities	Burnsville, GV, MPLS, Richfield	Audit Locates
20190826	NPV	Locating Underground Facilities	West River Road & Pennsylvania Ave	Maps Corrected
20190740	NPV	Locating Underground Facilities	7527 Garfield Ave S, Richfield	Audit Locates
20190745	NPV	Locating Underground Facilities	18258 Minnetonka Blvd, Wayzata	Audit Locates
20190828	NPV	Locating Underground Facilities	Savage	Audit Locates
20190939	Email Request/NPV	Locating Underground Facilities	1575 Lookout Drive, Mankato	Maps Corrected (Unlocatable main)
20190898	NPV	Locating Underground Facilities	9750 County Rd 9, Plymouth	Performance managed locator
20190937	NPV	Field & Records Inspection	160th St SE & Jordan Ave SE, Prior Lake	Audit Locates
20190885	NPV	Locating Underground Facilities	402 2nd Ave S, Buffalo	Excavator failed to call for remarks
20190905	NPV	Locating Underground Facilities	405 Oxfor Rd, Long Lake	Mislocated due to bleed off
20190894	NPV	Locating Underground Facilities	1610 Zarthan Ave S, St Louis Park	Performance managed locator
20190798	NPV	Locating Underground Facilities	Brooklyn Blvd & bottineau Blvd, BP	Performance managed locator
20190862	NPV	Locating Underground Facilities	8140 159th St Court, Apple Valley	Review 2019 status/Process improvements for 2020
20190789	NPV	Locating Underground Facilities	36th Ave S & 28th St S, Minneapolis	Reviewed main packet documents
20191055	NPV	Locating Underground Facilities	Various locate tickets	Utilize the Ticket management dashboard to complete tickets on time



CenterPoint Energy  
2019 Service Quality Report

Emergency Gas Response Time

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Calls Responded to in one hour or less</b>													
Metro	4,253	3,531	3,179	2,753	2,937	2,513	2,556	2,565	2,618	3,636	3,404	3,095	37,040
Outstate	434	451	417	275	270	270	279	299	237	456	368	331	4,087
Combined	4,687	3,982	3,596	3,028	3,207	2,783	2,835	2,864	2,855	4,092	3,772	3,426	41,127
<b>Calls Responded to in over one hour</b>													
Metro	1,267	781	373	178	126	99	116	116	121	215	170	196	3,758
Outstate	190	132	105	34	51	39	27	31	31	53	46	59	798
Combined	1,457	913	478	212	177	138	143	147	152	268	216	255	# 4,556
<b>Total Calls</b>													
Metro	5,520	4,312	3,552	2,931	3,063	2,612	2,672	2,681	2,739	3,851	3,574	3,291	40,798
Outstate	624	583	522	309	321	309	306	330	268	509	414	390	4,885
Combined	6,144	4,895	4,074	3,240	3,384	2,921	2,978	3,011	3,007	4,360	3,988	3,681	45,683
<b>Percent Responded to in one hour or less</b>													
Metro	77.05%	81.89%	89.50%	93.93%	95.89%	96.21%	95.66%	95.67%	95.58%	94.42%	95.24%	94.04%	90.79%
Outstate	69.55%	77.36%	79.89%	89.00%	84.11%	87.38%	91.18%	90.61%	88.43%	89.59%	88.89%	84.87%	83.66%
Combined	76.29%	81.35%	88.27%	93.46%	94.77%	95.28%	95.20%	95.12%	94.95%	93.85%	94.58%	93.07%	90.03%
<b>Percent Responded to in over one hour</b>													
Metro	22.95%	18.11%	10.50%	6.07%	4.11%	3.79%	4.34%	4.33%	4.42%	5.58%	4.76%	5.96%	9.21%
Outstate	30.45%	22.64%	20.11%	11.00%	15.89%	12.62%	8.82%	9.39%	11.57%	10.41%	11.11%	15.13%	16.34%
Combined	23.71%	18.65%	11.73%	6.54%	5.23%	4.72%	4.80%	4.88%	5.05%	6.15%	5.42%	6.93%	9.97%
<b>Average number of minutes to respond to an emergency</b>													
Metro	48.5	41.6	35.5	31.3	28.4	29.2	29.6	28.6	28.9	30.5	30.1	31.8	34.1
Outstate	51.8	47.3	39.3	32.4	34.6	34.0	32.5	30.8	34.7	34.0	34.9	36.5	38.4
Combined	48.8	42.3	36.0	31.4	29.0	29.7	29.9	28.9	29.4	30.9	30.6	32.3	34.6

**3 Year Average Calculations (2016 - 2018)**

% of Calls Responded to in ≤ 1 Hour (Metro)

Year 2016	90.99%
Year 2017	93.93%
Year 2018	92.48%
3 Year Avg	92.47%

Avg Time to Respond (Metro, in minutes)

Year 2016	34.8
Year 2017	31.8
Year 2018	32.7
3 Year Avg	33.1

% of Calls Responded to in >1 Hour (Outstate)

Year 2016	17.99%
Year 2017	14.66%
Year 2018	14.41%
3 Year Avg	15.69%

% of Calls Responded to in >1 Hour (Metro)

Year 2016	9.01%
Year 2017	6.07%
Year 2018	8.21%
3 Year Avg	7.76%

% of Calls Responded to in ≤ 1 Hour (Outstate)

Year 2016	82.01%
Year 2017	85.34%
Year 2018	85.59%
3 Year Avg	84.31%

Avg Time to Respond (Outstate, in minutes)

Year 2016	39.3
Year 2017	36.0
Year 2018	36.2
3 Year Avg	37.2

# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2019

Reporting Company: CenterPoint EnergyContact Person: Bryan BruleyPhone: 612-321-4922Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)**Circle Reporting Period:**

<b>January</b>	February
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	2,297	393	2	1	-
> 10 min. to 20 min.	1,389	772	6	-	-
> 20 min. to 40 min.	1,213	2,276	6	2	1
> 40 min. to 60 min.	454	1,246	10	13	9
> 60 min. to 80 min.	219	582	18	3	3
> 80 min. to 100 min.	176	289	30	15	12
> 100 min. to 120 min	116	183	34	17	18
> 2 hrs to 3 hrs	210	276	147	64	60
> 3 hrs to 4 hrs	55	102	26	81	81
> 4 hrs to 6 hrs	9	19	10	61	69
> 6 hrs to 8 hrs	4	4	3	27	28
> 8 hrs	2	2	-	8	11
Total	6,144	6,144	292	292	292

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

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Mail to:  
Minnesota Office of Pipeline Safety  
444 Cedar St, Suite 147  
St. Paul MN 55101- 5147

Email: [andy.voyer@state.mn.us](mailto:andy.voyer@state.mn.us)  
or Fax: 651-296-9641

For more information call 651-296-9636

# Minnesota Office of Pipeline Safety

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January	<b>February</b>
March	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,917	359	1	-	-
> 10 min. to 20 min.	1,164	512	2	-	-
> 20 min. to 40 min.	1,147	1,930	11	9	5
> 40 min. to 60 min.	392	1,181	10	3	4
> 60 min. to 80 min.	123	532	19	8	7
> 80 min. to 100 min.	70	204	24	11	10
> 100 min. to 120 min	40	86	37	14	14
> 2 hrs to 3 hrs	29	69	129	63	56
> 3 hrs to 4 hrs	4	12	12	64	66
> 4 hrs to 6 hrs	7	8	5	59	65
> 6 hrs to 8 hrs	-	-	-	14	16
> 8 hrs	2	2	1	6	8
Total	4,895	4,895	251	251	251

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# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2019

Reporting Company: CenterPoint EnergyContact Person: Dean HeadleePhone: 612-321-4922Email Address: [bryan.bruley@centerpointenergy.com](mailto:bryan.bruley@centerpointenergy.com)**Circle Reporting Period:**

January	February
<b>March</b>	April
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,893	289	-	-	-
> 10 min. to 20 min.	1,057	625	4	-	-
> 20 min. to 40 min.	815	1,775	13	2	-
> 40 min. to 60 min.	194	907	9	5	4
> 60 min. to 80 min.	71	317	14	8	6
> 80 min. to 100 min.	26	101	20	6	2
> 100 min. to 120 min	14	42	38	15	11
> 2 hrs to 3 hrs	3	15	98	55	56
> 3 hrs to 4 hrs	1	3	19	46	46
> 4 hrs to 6 hrs	-	-	3	43	48
> 6 hrs to 8 hrs	-	-	2	24	22
> 8 hrs	-	-	1	17	26
Total	4,074	4,074	221	221	221

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

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January	February
March	<b>April</b>
May	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,813	239	-	1	-
> 10 min. to 20 min.	830	622	2	1	-
> 20 min. to 40 min.	476	1,604	9	7	2
> 40 min. to 60 min.	62	563	11	5	2
> 60 min. to 80 min.	28	141	21	7	2
> 80 min. to 100 min.	20	51	20	12	7
> 100 min. to 120 min	10	18	17	6	8
> 2 hrs to 3 hrs	1	2	92	52	47
> 3 hrs to 4 hrs	-	-	6	39	48
> 4 hrs to 6 hrs	-	-	2	33	45
> 6 hrs to 8 hrs	-	-	1	12	13
> 8 hrs	-	-	-	6	7
Total	3,240	3,240	181	181	181

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

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# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2019

Reporting Company: CenterPoint EnergyContact Person: Dean HeadleePhone: 612-321-5366Email Address: [dean.headlee@centerpointenergy.com](mailto:dean.headlee@centerpointenergy.com)**Circle Reporting Period:**

January	February
March	April
<b>May</b>	June
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	2,175	285	1	1	-
> 10 min. to 20 min.	772	786	5	2	-
> 20 min. to 40 min.	344	1,671	15	11	1
> 40 min. to 60 min.	50	465	22	13	1
> 60 min. to 80 min.	28	129	25	12	7
> 80 min. to 100 min.	11	37	27	12	12
> 100 min. to 120 min	4	10	29	18	16
> 2 hrs to 3 hrs	-	1	92	61	65
> 3 hrs to 4 hrs	-	-	7	35	49
> 4 hrs to 6 hrs	-	-	-	44	57
> 6 hrs to 8 hrs	-	-	1	10	11
> 8 hrs	-	-	-	5	5
Total	3,384	3,384	224	224	224

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

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For more information call 651-296-9636

# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2019

Reporting Company: CenterPoint Energy

Contact Person: Dean Headlee

Phone: 612-321-5366

Email Address: [dean.headlee@centerpointenergy.com](mailto:dean.headlee@centerpointenergy.com)

**Circle Reporting Period:**

January	February
March	April
May	<b>June</b>
July	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,786	219	-	6	-
> 10 min. to 20 min.	698	657	2	3	-
> 20 min. to 40 min.	347	1,442	15	6	1
> 40 min. to 60 min.	59	465	8	9	1
> 60 min. to 80 min.	15	98	20	12	3
> 80 min. to 100 min.	12	28	27	9	5
> 100 min. to 120 min	3	11	30	10	9
> 2 hrs to 3 hrs	1	1	77	57	64
> 3 hrs to 4 hrs	-	-	3	27	35
> 4 hrs to 6 hrs	-	-	1	30	41
> 6 hrs to 8 hrs	-	-	-	12	21
> 8 hrs	-	-	-	2	3
Total	2,921	2,921	183	183	183

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

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# Minnesota Office of Pipeline Safety

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Reporting Company: CenterPoint EnergyContact Person: Dean HeadleePhone: 612-321-5366Email Address: [dean.headlee@centerpointenergy.com](mailto:dean.headlee@centerpointenergy.com)**Circle Reporting Period:**

January	February
March	April
May	June
<b>July</b>	August
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,742	182	-	2	-
> 10 min. to 20 min.	801	686	3	2	-
> 20 min. to 40 min.	347	1,499	18	10	1
> 40 min. to 60 min.	53	468	16	14	1
> 60 min. to 80 min.	19	108	16	15	7
> 80 min. to 100 min.	11	27	22	12	10
> 100 min. to 120 min	4	5	24	9	8
> 2 hrs to 3 hrs	1	3	65	37	39
> 3 hrs to 4 hrs	-	-	4	31	39
> 4 hrs to 6 hrs	-	-	-	22	39
> 6 hrs to 8 hrs	-	-	-	9	16
> 8 hrs	-	-	-	5	8
Total	2,978	2,978	168	168	168

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

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Email: [andy.voyer@state.mn.us](mailto:andy.voyer@state.mn.us)  
or Fax: 651-296-9641

For more information call 651-296-9636



# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form 2019

Reporting Company: CenterPoint EnergyContact Person: Dean HeadleePhone: 612-321-5366Email Address: [dean.headlee@centerpointenergy.com](mailto:dean.headlee@centerpointenergy.com)**Circle Reporting Period:**

January	February
March	April
May	June
July	<b>August</b>
September	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,954	222	-	3	-
> 10 min. to 20 min.	703	704	5	-	-
> 20 min. to 40 min.	276	1,555	18	13	2
> 40 min. to 60 min.	36	383	10	10	2
> 60 min. to 80 min.	18	98	15	10	2
> 80 min. to 100 min.	21	42	29	13	7
> 100 min. to 120 min	3	6	35	19	18
> 2 hrs to 3 hrs	-	1	92	58	68
> 3 hrs to 4 hrs	-	-	1	42	49
> 4 hrs to 6 hrs	-	-	1	26	40
> 6 hrs to 8 hrs	-	-	-	12	16
> 8 hrs	-	-	-	-	2
Total	3,011	3,011	206	206	206

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

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

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

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

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

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

Send report within 30 days of the end of the reporting period to:

Mail to:  
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January	February
March	April
May	June
July	August
<b>September</b>	October
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	1,991	240	1	4	-
> 10 min. to 20 min.	636	659	2	2	-
> 20 min. to 40 min.	271	1,558	15	4	1
> 40 min. to 60 min.	62	398	20	19	3
> 60 min. to 80 min.	25	101	19	11	5
> 80 min. to 100 min.	12	33	31	13	7
> 100 min. to 120 min	9	15	36	21	18
> 2 hrs to 3 hrs	1	3	81	47	51
> 3 hrs to 4 hrs	-	-	1	40	58
> 4 hrs to 6 hrs	-	-	-	37	45
> 6 hrs to 8 hrs	-	-	-	6	11
> 8 hrs	-	-	-	2	7
Total	3,007	3,007	206	206	206

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January	February
March	April
May	June
July	August
September	<b>October</b>
November	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	2,427	327	-	1	-
> 10 min. to 20 min.	1,142	898	3	1	1
> 20 min. to 40 min.	618	2,134	15	7	3
> 40 min. to 60 min.	106	733	18	10	4
> 60 min. to 80 min.	34	183	20	6	2
> 80 min. to 100 min.	22	61	27	12	9
> 100 min. to 120 min	10	23	40	11	8
> 2 hrs to 3 hrs	-	-	87	54	49
> 3 hrs to 4 hrs	-	-	7	53	64
> 4 hrs to 6 hrs	1	1	4	45	53
> 6 hrs to 8 hrs	-	-	-	17	21
> 8 hrs	-	-	-	4	7
Total	4,360	4,360	221	221	221

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

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January	February
March	April
May	June
July	August
September	October
<b>November</b>	December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	2,299	270	-	-	-
> 10 min. to 20 min.	995	834	1	-	-
> 20 min. to 40 min.	562	2,011	18	10	5
> 40 min. to 60 min.	81	657	13	9	4
> 60 min. to 80 min.	25	150	19	4	2
> 80 min. to 100 min.	19	47	22	11	6
> 100 min. to 120 min	7	17	25	11	11
> 2 hrs to 3 hrs	-	2	89	54	48
> 3 hrs to 4 hrs	-	-	3	51	53
> 4 hrs to 6 hrs	-	-	1	29	41
> 6 hrs to 8 hrs	-	-	-	7	15
> 8 hrs	-	-	-	5	6
Total	3,988	3,988	191	191	191

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

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January	February
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July	August
September	October
November	<b>December</b>

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	2,097	236	-	1	-
> 10 min. to 20 min.	893	671	2	-	-
> 20 min. to 40 min.	547	1,841	7	2	1
> 40 min. to 60 min.	87	678	7	1	1
> 60 min. to 80 min.	33	175	10	1	1
> 80 min. to 100 min.	12	48	16	9	6
> 100 min. to 120 min	12	29	26	15	16
> 2 hrs to 3 hrs	-	3	65	32	30
> 3 hrs to 4 hrs	-	-	6	37	38
> 4 hrs to 6 hrs	-	-	3	32	33
> 6 hrs to 8 hrs	-	-	-	10	10
> 8 hrs	-	-	-	2	6
Total	3,681	3,681	142	142	142

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

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CenterPoint Energy  
2019 Service Quality Report

Customer Service Related Expenses

	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	2019
Customer Service Related Expenses	1,713,448	2,720,852	3,710,904	2,122,824	2,641,878	2,554,600	2,465,599	2,465,956	2,579,271	2,500,978	2,618,696	2,435,318	30,530,325

3 Year Average Calculations (2016 - 2018)

Customer Service Expenses	
Year 2016	\$ 30,520,581
Year 2017	\$ 30,178,171
Year 2018	\$ 32,655,881
3 Year Avg	\$ 31,118,211

\*FERC accounts 901 and 903 plus payroll taxes and benefits

**CenterPoint Energy**  
**2019 Service Quality Report**

**Schedule 14**  
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**2019 Customer Requested Steel Service Relocation - Cost Elements**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
2949803	91226934	REPLACE SERVICE LINE - PLASTIC	16158 Lakeside Ave SE	9/4/2019	Construction OH	MGC2	\$369.34
2949803	91226934	REPLACE SERVICE LINE - PLASTIC	16158 Lakeside Ave SE	9/4/2019	Restoration OH	MGC2	\$763.92
2949803	91226934	REPLACE SERVICE LINE - PLASTIC	16158 Lakeside Ave SE	9/4/2019	Stores Overhead	MGC2	\$9.90
2949803	91226934	REPLACE SERVICE LINE - PLASTIC	16158 Lakeside Ave SE	9/4/2019	Stores Overhead -Qty	MGC2	\$69.72
2949803	91226934	REPLACE SERVICE LINE - PLASTIC	16158 Lakeside Ave SE	9/4/2019	Un labor-ST-IntAlloc	MGC2	\$1,948.64
2949803	91226934	REPLACE SERVICE LINE - PLASTIC	16158 Lakeside Ave SE	9/4/2019	M&S-Inventory Issued	MGC2	\$133.72
2949803	91226934	REPLACE SERVICE LINE - PLASTIC	16158 Lakeside Ave SE	9/4/2019	Billable Cntrctd Lbr	MGC2	\$945.00
2949803	91226934	REPLACE SERVICE LINE - PLASTIC	16158 Lakeside Ave SE	9/4/2019	Cont in Aid of Const	MGC2	-\$1,605.00
2949803	91226934	REPLACE SERVICE LINE - PLASTIC	16158 Lakeside Ave SE	9/4/2019	Construction OH	MGC2	-\$175.77
2949803	91314499	REPLACE METER & SET - OTHER	16158 Lakeside Ave SE	9/4/2019	Construction OH	MG2	\$12.31
2949803	91314499	REPLACE METER & SET - OTHER	16158 Lakeside Ave SE	9/4/2019	Stores Overhead	MG2	\$4.00
2949803	91314499	REPLACE METER & SET - OTHER	16158 Lakeside Ave SE	9/4/2019	Stores Overhead -Qty	MG2	\$1.40
2949803	91314499	REPLACE METER & SET - OTHER	16158 Lakeside Ave SE	9/4/2019	Un labor-ST-IntAlloc	MG2	\$46.83
2949803	91314499	REPLACE METER & SET - OTHER	16158 Lakeside Ave SE	9/4/2019	M&S-Inventory Issued	MG2	\$54.04
<b>2949803 Total</b>							<b>\$2,578.05</b>
2956723	91586052	REPLACE SERVICE LINE - PLASTIC	3300 Malcolm Ave	10/18/2019	Construction OH	MGC2	\$316.81
2956723	91586052	REPLACE SERVICE LINE - PLASTIC	3300 Malcolm Ave	10/18/2019	Restoration OH	MGC2	\$659.21
2956723	91586052	REPLACE SERVICE LINE - PLASTIC	3300 Malcolm Ave	10/18/2019	Stores Overhead	MGC2	\$7.39
2956723	91586052	REPLACE SERVICE LINE - PLASTIC	3300 Malcolm Ave	10/18/2019	Stores Overhead -Qty	MGC2	\$8.96
2956723	91586052	REPLACE SERVICE LINE - PLASTIC	3300 Malcolm Ave	10/18/2019	Un labor-ST-IntAlloc	MGC2	\$2,330.38
2956723	91586052	REPLACE SERVICE LINE - PLASTIC	3300 Malcolm Ave	10/18/2019	Un labor-ST-IntAlloc	MGC2	\$166.61
2956723	91586052	REPLACE SERVICE LINE - PLASTIC	3300 Malcolm Ave	10/18/2019	M&S-Inventory Issued	MGC2	\$99.82
2956723	91586052	REPLACE SERVICE LINE - PLASTIC	3300 Malcolm Ave	10/18/2019	Cont in Aid of Const	MGC2	-\$325.00
2956723	91586052	REPLACE SERVICE LINE - PLASTIC	3300 Malcolm Ave	10/18/2019	Construction OH	MGC2	-\$471.63
2956723	91772778	REPLACE SM VOL GAS METER & SET	3300 Malcolm Ave	10/18/2019	Construction OH	MG2	\$9.24
2956723	91772778	REPLACE SM VOL GAS METER & SET	3300 Malcolm Ave	10/18/2019	Stores Overhead	MG2	\$4.04
2956723	91772778	REPLACE SM VOL GAS METER & SET	3300 Malcolm Ave	10/18/2019	Stores Overhead -Qty	MG2	\$0.84
2956723	91772778	REPLACE SM VOL GAS METER & SET	3300 Malcolm Ave	10/18/2019	Un labor-ST-IntAlloc	MG2	\$21.08
2956723	91772778	REPLACE SM VOL GAS METER & SET	3300 Malcolm Ave	10/18/2019	M&S-Inventory Issued	MG2	\$54.64
<b>2956723 Total</b>							<b>\$2,882.39</b>
2956976	89771199	REPLACE SERVICE LINE - PLASTIC, APPT: 4/	4309 Chicago Ave	4/19/2019	Construction OH	MGC2	\$192.26
2956976	89771199	REPLACE SERVICE LINE - PLASTIC, APPT: 4/	4309 Chicago Ave	4/19/2019	Restoration OH	MGC2	\$389.83
2956976	89771199	REPLACE SERVICE LINE - PLASTIC, APPT: 4/	4309 Chicago Ave	4/19/2019	Stores Overhead	MGC2	\$7.34
2956976	89771199	REPLACE SERVICE LINE - PLASTIC, APPT: 4/	4309 Chicago Ave	4/19/2019	Stores Overhead -Qty	MGC2	\$42.56
2956976	89771199	REPLACE SERVICE LINE - PLASTIC, APPT: 4/	4309 Chicago Ave	4/19/2019	Un labor-ST-IntAlloc	MGC2	\$1,345.38
2956976	89771199	REPLACE SERVICE LINE - PLASTIC, APPT: 4/	4309 Chicago Ave	4/19/2019	Un Labor 1 1/2-IntAl	MGC2	\$46.14
2956976	89771199	REPLACE SERVICE LINE - PLASTIC, APPT: 4/	4309 Chicago Ave	4/19/2019	Un labor-ST-IntAlloc	MGC2	\$85.12
2956976	89771199	REPLACE SERVICE LINE - PLASTIC, APPT: 4/	4309 Chicago Ave	4/19/2019	M&S-Inventory Issued	MGC2	\$99.23
2956976	89771199	REPLACE SERVICE LINE - PLASTIC, APPT: 4/	4309 Chicago Ave	4/19/2019	Cont in Aid of Const	MGC2	-\$933.00
2956976	90607724	INSTALL SMVOL GAS METER	4309 Chicago Ave	7/1/2019	Construction OH	MG2	\$30.57
2956976	90607724	INSTALL SMVOL GAS METER	4309 Chicago Ave	7/1/2019	Stores Overhead	MG2	\$4.48
2956976	90607724	INSTALL SMVOL GAS METER	4309 Chicago Ave	7/1/2019	Stores Overhead -Qty	MG2	\$2.52
2956976	90607724	INSTALL SMVOL GAS METER	4309 Chicago Ave	7/1/2019	Fleet Pool Vehicles	MG2	\$25.00
2956976	90607724	INSTALL SMVOL GAS METER	4309 Chicago Ave	7/1/2019	Un labor-ST-IntAlloc	MG2	\$165.04
2956976	90607724	INSTALL SMVOL GAS METER	4309 Chicago Ave	7/1/2019	M&S-Inventory Issued	MG2	\$60.53

**CenterPoint Energy**  
**2019 Service Quality Report**

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**2019 Customer Requested Steel Service Relocation - Cost Elements**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
<b>2956976 Total</b>							<b>\$1,563.00</b>
3012613	89972861	REPLACE SERVICE LINE - PLASTIC	1108 3rd Ave E	5/16/2019	Construction OH	MGC2	\$244.94
3012613	89972861	REPLACE SERVICE LINE - PLASTIC	1108 3rd Ave E	5/16/2019	Restoration OH	MGC2	\$497.54
3012613	89972861	REPLACE SERVICE LINE - PLASTIC	1108 3rd Ave E	5/16/2019	Stores Overhead	MGC2	\$9.11
3012613	89972861	REPLACE SERVICE LINE - PLASTIC	1108 3rd Ave E	5/16/2019	Stores Overhead -Qty	MGC2	\$73.64
3012613	89972861	REPLACE SERVICE LINE - PLASTIC	1108 3rd Ave E	5/16/2019	Un labor-ST-IntAlloc	MGC2	\$1,884.61
3012613	89972861	REPLACE SERVICE LINE - PLASTIC	1108 3rd Ave E	5/16/2019	M&S-Inventory Issued	MGC2	\$123.08
3012613	89972861	REPLACE SERVICE LINE - PLASTIC	1108 3rd Ave E	5/16/2019	Cont in Aid of Const	MGC2	-\$421.00
3012613	90185578	REPLACE SM VOL GAS METER & SET	1108 3rd Ave E	5/16/2019	Construction OH	MGS2	\$38.02
3012613	90185578	REPLACE SM VOL GAS METER & SET	1108 3rd Ave E	5/16/2019	Stores Overhead	MGS2	\$6.01
3012613	90185578	REPLACE SM VOL GAS METER & SET	1108 3rd Ave E	5/16/2019	Stores Overhead -Qty	MGS2	\$1.40
3012613	90185578	REPLACE SM VOL GAS METER & SET	1108 3rd Ave E	5/16/2019	Un labor-ST-IntAlloc	MGS2	\$188.13
3012613	90185578	REPLACE SM VOL GAS METER & SET	1108 3rd Ave E	5/16/2019	Un Labor 1 1/2-IntAl	MGS2	\$42.33
3012613	90185578	REPLACE SM VOL GAS METER & SET	1108 3rd Ave E	5/16/2019	M&S-Inventory Issued	MGS2	\$81.18
<b>3012613 Total</b>							<b>\$2,768.99</b>
3022671	88872075	CMNEM REPLACE SERVICE LINE-PLASTIC - WS	230 13th Ave NE	2/14/2019	Construction OH	MGC2	\$1,617.12
3022671	88872075	CMNEM REPLACE SERVICE LINE-PLASTIC - WS	230 13th Ave NE	2/14/2019	Restoration OH	MGC2	\$3,279.11
3022671	88872075	CMNEM REPLACE SERVICE LINE-PLASTIC - WS	230 13th Ave NE	2/14/2019	Stores Overhead	MGC2	\$11.24
3022671	88872075	CMNEM REPLACE SERVICE LINE-PLASTIC - WS	230 13th Ave NE	2/14/2019	Stores Overhead -Qty	MGC2	\$39.76
3022671	88872075	CMNEM REPLACE SERVICE LINE-PLASTIC - WS	230 13th Ave NE	2/14/2019	Fleet Pool Vehicles	MGC2	\$140.12
3022671	88872075	CMNEM REPLACE SERVICE LINE-PLASTIC - WS	230 13th Ave NE	2/14/2019	Fleet Pool Vehicles	MGC2	\$542.20
3022671	88872075	CMNEM REPLACE SERVICE LINE-PLASTIC - WS	230 13th Ave NE	2/14/2019	Un labor-ST-IntAlloc	MGC2	\$783.27
3022671	88872075	CMNEM REPLACE SERVICE LINE-PLASTIC - WS	230 13th Ave NE	2/14/2019	Un labor-ST-IntAlloc	MGC2	\$7,443.23
3022671	88872075	CMNEM REPLACE SERVICE LINE-PLASTIC - WS	230 13th Ave NE	2/14/2019	Un Labor 1 1/2-IntAl	MGC2	\$873.24
3022671	88872075	CMNEM REPLACE SERVICE LINE-PLASTIC - WS	230 13th Ave NE	2/14/2019	Un labor-ST-IntAlloc	MGC2	\$1,645.31
3022671	88872075	CMNEM REPLACE SERVICE LINE-PLASTIC - WS	230 13th Ave NE	2/14/2019	M&S-Inventory Issued	MGC2	\$151.88
3022671	88872075	CMNEM REPLACE SERVICE LINE-PLASTIC - WS	230 13th Ave NE	2/14/2019	Billable Cntrctd Lbr	MGC2	\$1,675.83
3022671	88872022	MI MOVE METER IN-TO-OUT - WS	230 13th Ave NE	2/14/2019	Construction OH	MGS2	\$115.92
3022671	88872022	MI MOVE METER IN-TO-OUT - WS	230 13th Ave NE	2/14/2019	Stores Overhead	MGS2	\$14.02
3022671	88872022	MI MOVE METER IN-TO-OUT - WS	230 13th Ave NE	2/14/2019	Stores Overhead -Qty	MGS2	\$3.36
3022671	88872022	MI MOVE METER IN-TO-OUT - WS	230 13th Ave NE	2/14/2019	Fleet Pool Vehicles	MGS2	\$11.90
3022671	88872022	MI MOVE METER IN-TO-OUT - WS	230 13th Ave NE	2/14/2019	Fleet Pool Vehicles	MGS2	\$48.46
3022671	88872022	MI MOVE METER IN-TO-OUT - WS	230 13th Ave NE	2/14/2019	Fleet Pool Vehicles	MGS2	\$74.25
3022671	88872022	MI MOVE METER IN-TO-OUT - WS	230 13th Ave NE	2/14/2019	Un labor-ST-IntAlloc	MGS2	\$83.61
3022671	88872022	MI MOVE METER IN-TO-OUT - WS	230 13th Ave NE	2/14/2019	Un labor-ST-IntAlloc	MGS2	\$542.45
3022671	88872022	MI MOVE METER IN-TO-OUT - WS	230 13th Ave NE	2/14/2019	M&S-Inventory Issued	MGS2	\$189.50
3022671	88872026	MI REPLACE METER - OTHER - WS	230 13th Ave NE	2/14/2019	Fleet Pool Vehicles	MGS1	\$16.15
3022671	88872026	MI REPLACE METER - OTHER - WS	230 13th Ave NE	2/14/2019	Fleet Pool Vehicles	MGS1	\$10.04
3022671	88872026	MI REPLACE METER - OTHER - WS	230 13th Ave NE	2/14/2019	Un labor-ST-IntAlloc	MGS1	\$125.54
<b>3022671 Total</b>							<b>\$19,437.51</b>
3035232	91265564	REPLACE SERVICE LINE - PLASTIC	303 Quentin Ave N	9/9/2019	Construction OH	MGC2	\$216.89
3035232	91265564	REPLACE SERVICE LINE - PLASTIC	303 Quentin Ave N	9/9/2019	Restoration OH	MGC2	\$437.15
3035232	91265564	REPLACE SERVICE LINE - PLASTIC	303 Quentin Ave N	9/9/2019	Stores Overhead	MGC2	\$9.02
3035232	91265564	REPLACE SERVICE LINE - PLASTIC	303 Quentin Ave N	9/9/2019	Stores Overhead -Qty	MGC2	\$18.76
3035232	91265564	REPLACE SERVICE LINE - PLASTIC	303 Quentin Ave N	9/9/2019	Un labor-ST-IntAlloc	MGC2	\$1,655.88



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**2019 Customer Requested Steel Service Relocation - Cost Elements**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3035232	91265564	REPLACE SERVICE LINE - PLASTIC	303 Quentin Ave N	9/9/2019	M&S-Inventory Issued	MGC2	\$121.89
3035232	91265564	REPLACE SERVICE LINE - PLASTIC	303 Quentin Ave N	9/9/2019	Cont in Aid of Const	MGC2	-\$325.00
<b>3035232 Total</b>							<b>\$2,134.59</b>
3049371	87495035	REPLACE SERVICE LINE - PLASTIC	404 Wood St N	9/12/2018	Construction OH	MGC2	\$519.06
3049371	87495035	REPLACE SERVICE LINE - PLASTIC	404 Wood St N	9/12/2018	Restoration OH	MGC2	\$940.92
3049371	87495035	REPLACE SERVICE LINE - PLASTIC	404 Wood St N	9/12/2018	Stores Overhead	MGC2	\$6.21
3049371	87495035	REPLACE SERVICE LINE - PLASTIC	404 Wood St N	9/12/2018	Stores Overhead -Qty	MGC2	\$44.52
3049371	87495035	REPLACE SERVICE LINE - PLASTIC	404 Wood St N	9/12/2018	Un labor-ST-IntAlloc	MGC2	\$3,591.38
3049371	87495035	REPLACE SERVICE LINE - PLASTIC	404 Wood St N	9/12/2018	Un Labor 1 1/2-IntAl	MGC2	\$142.41
3049371	87495035	REPLACE SERVICE LINE - PLASTIC	404 Wood St N	9/12/2018	M&S-Inventory Issued	MGC2	\$82.83
3049371	87495035	REPLACE SERVICE LINE - PLASTIC	404 Wood St N	9/12/2018	Cont in Aid of Const	MGC2	-\$550.00
<b>3049371 Total</b>							<b>\$4,777.33</b>
3149285	89863280	REPLACE SERVICE LINE - PLASTIC-SEE WO90	704 E 130th St	7/10/2019	Construction OH	MGC3	\$461.27
3149285	89863280	REPLACE SERVICE LINE - PLASTIC-SEE WO90	704 E 130th St	7/10/2019	Stores Overhead	MGC3	\$7.45
3149285	89863280	REPLACE SERVICE LINE - PLASTIC-SEE WO90	704 E 130th St	7/10/2019	Stores Overhead -Qty	MGC3	\$43.96
3149285	89863280	REPLACE SERVICE LINE - PLASTIC-SEE WO90	704 E 130th St	7/10/2019	M&S-Inventory Issued	MGC3	\$100.62
3149285	89863280	REPLACE SERVICE LINE - PLASTIC-SEE WO90	704 E 130th St	7/10/2019	Billable Cntrctd Lbr	MGC3	\$3,680.32
3149285	90090433	REPAIR SMVOL METER	704 E 130th St	5/8/2019	Cont in Aid of Const	MGS1	-\$325.00
3149285	90090433	REPAIR SMVOL METER	704 E 130th St	5/8/2019	Stores Overhead	MGS1	\$2.55
3149285	90090433	REPAIR SMVOL METER	704 E 130th St	5/8/2019	Stores Overhead -Qty	MGS1	\$4.76
3149285	90090433	REPAIR SMVOL METER	704 E 130th St	5/8/2019	Un labor-ST-IntAlloc	MGS1	\$195.18
3149285	90090433	REPAIR SMVOL METER	704 E 130th St	5/8/2019	M&S-Inventory Issued	MGS1	\$34.42
<b>3149285 Total</b>							<b>\$4,205.53</b>
3181481	90548519	REPLACE SERVICE LINE - PLASTIC, APPT: 6/	4533 Terracewood Dr	6/28/2019	Construction OH	MGC2	\$336.19
3181481	90548519	REPLACE SERVICE LINE - PLASTIC, APPT: 6/	4533 Terracewood Dr	6/28/2019	Restoration OH	MGC2	\$663.71
3181481	90548519	REPLACE SERVICE LINE - PLASTIC, APPT: 6/	4533 Terracewood Dr	6/28/2019	Stores Overhead	MGC2	\$17.88
3181481	90548519	REPLACE SERVICE LINE - PLASTIC, APPT: 6/	4533 Terracewood Dr	6/28/2019	Stores Overhead -Qty	MGC2	\$57.68
3181481	90548519	REPLACE SERVICE LINE - PLASTIC, APPT: 6/	4533 Terracewood Dr	6/28/2019	Un labor-ST-IntAlloc	MGC2	\$373.92
3181481	90548519	REPLACE SERVICE LINE - PLASTIC, APPT: 6/	4533 Terracewood Dr	6/28/2019	Un Labor 1 1/2-IntAl	MGC2	\$46.23
3181481	90548519	REPLACE SERVICE LINE - PLASTIC, APPT: 6/	4533 Terracewood Dr	6/28/2019	Un labor-ST-IntAlloc	MGC2	\$936.20
3181481	90548519	REPLACE SERVICE LINE - PLASTIC, APPT: 6/	4533 Terracewood Dr	6/28/2019	Un Labor 1 1/2-IntAl	MGC2	\$132.88
3181481	90548519	REPLACE SERVICE LINE - PLASTIC, APPT: 6/	4533 Terracewood Dr	6/28/2019	Un labor-ST-IntAlloc	MGC2	\$135.83
3181481	90548519	REPLACE SERVICE LINE - PLASTIC, APPT: 6/	4533 Terracewood Dr	6/28/2019	M&S-Inventory Issued	MGC2	\$241.59
3181481	90548519	REPLACE SERVICE LINE - PLASTIC, APPT: 6/	4533 Terracewood Dr	6/28/2019	Billable Cntrctd Lbr	MGC2	\$889.00
3181481	90548519	REPLACE SERVICE LINE - PLASTIC, APPT: 6/	4533 Terracewood Dr	6/28/2019	Cont in Aid of Const	MGC2	-\$757.00
3181481	90642771	REPLACE REG & SET-SAMPLING AGE	4533 Terracewood Dr	6/28/2019	Construction OH	MGS2	\$51.21
3181481	90642771	REPLACE REG & SET-SAMPLING AGE	4533 Terracewood Dr	6/28/2019	Stores Overhead	MGS2	\$7.35
3181481	90642771	REPLACE REG & SET-SAMPLING AGE	4533 Terracewood Dr	6/28/2019	Stores Overhead -Qty	MGS2	\$3.36
3181481	90642771	REPLACE REG & SET-SAMPLING AGE	4533 Terracewood Dr	6/28/2019	Un labor-ST-IntAlloc	MGS2	\$320.43
3181481	90642771	REPLACE REG & SET-SAMPLING AGE	4533 Terracewood Dr	6/28/2019	M&S-Inventory Issued	MGS2	\$99.36
3181481	90650734	REGULATOR UPGRADE	4533 Terracewood Dr	6/28/2019	Un labor-ST-IntAlloc	MGS1	\$14.92
<b>3181481 Total</b>							<b>\$3,570.74</b>
3224874	91372779	REPLACE SERVICE LINE - PLASTIC	1308 Holly La	10/4/2019	Construction OH	MGC2	\$184.39
3224874	91372779	REPLACE SERVICE LINE - PLASTIC	1308 Holly La	10/4/2019	Restoration OH	MGC2	\$361.57
3224874	91372779	REPLACE SERVICE LINE - PLASTIC	1308 Holly La	10/4/2019	Stores Overhead	MGC2	\$8.45

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**2019 Customer Requested Steel Service Relocation - Cost Elements**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3224874	91372779	REPLACE SERVICE LINE - PLASTIC	1308 Holly La	10/4/2019	Stores Overhead -Qty	MGC2	\$19.60
3224874	91372779	REPLACE SERVICE LINE - PLASTIC	1308 Holly La	10/4/2019	Fleet Pool Vehicles	MGC2	\$27.62
3224874	91372779	REPLACE SERVICE LINE - PLASTIC	1308 Holly La	10/4/2019	Un labor-ST-IntAlloc	MGC2	\$1,214.76
3224874	91372779	REPLACE SERVICE LINE - PLASTIC	1308 Holly La	10/4/2019	Un labor-ST-IntAlloc	MGC2	\$154.84
3224874	91372779	REPLACE SERVICE LINE - PLASTIC	1308 Holly La	10/4/2019	M&S-Inventory Issued	MGC2	\$114.19
3224874	91372779	REPLACE SERVICE LINE - PLASTIC	1308 Holly La	10/4/2019	Cont in Aid of Const	MGC2	-\$325.00
3224874	91372779	REPLACE SERVICE LINE - PLASTIC	1308 Holly La	10/4/2019	Construction OH	MGC2	-\$264.95
3224874	91604602	REPLACE HOUSE REGULATOR	1308 Holly La	10/4/2019	Stores Overhead	MGS1	\$5.64
3224874	91604602	REPLACE HOUSE REGULATOR	1308 Holly La	10/4/2019	Stores Overhead -Qty	MGS1	\$2.80
3224874	91604602	REPLACE HOUSE REGULATOR	1308 Holly La	10/4/2019	Un labor-ST-IntAlloc	MGS1	\$78.07
3224874	91604602	REPLACE HOUSE REGULATOR	1308 Holly La	10/4/2019	M&S-Inventory Issued	MGS1	\$76.27
<b>3224874 Total</b>							<b>\$1,658.25</b>
3361611	91889063	REPLACE SERVICE LINE-PLASTIC	6244 Lyndale Ave S	12/17/2019	Construction OH	MGC2	\$5.28
3361611	91889063	REPLACE SERVICE LINE-PLASTIC	6244 Lyndale Ave S	12/17/2019	Restoration OH	MGC2	\$0.01
3361611	91889063	REPLACE SERVICE LINE-PLASTIC	6244 Lyndale Ave S	12/17/2019	Stores Overhead	MGC2	\$3.19
3361611	91889063	REPLACE SERVICE LINE-PLASTIC	6244 Lyndale Ave S	12/17/2019	Stores Overhead -Qty	MGC2	\$10.64
3361611	91889063	REPLACE SERVICE LINE-PLASTIC	6244 Lyndale Ave S	12/17/2019	M&S-Inventory Issued	MGC2	\$43.17
3361611	91889063	REPLACE SERVICE LINE-PLASTIC	6244 Lyndale Ave S	12/17/2019	Billable Cntrctd Lbr	MGC2	\$1,215.24
<b>3361611 Total</b>							<b>\$1,277.53</b>
3406561	90419324	CMNWM REPLACE SERVICE LINE - PLASTIC	357 Margaret Cir	6/18/2019	Construction OH	MGC2	\$488.57
3406561	90419324	CMNWM REPLACE SERVICE LINE - PLASTIC	357 Margaret Cir	6/18/2019	Restoration OH	MGC2	\$1,020.03
3406561	90419324	CMNWM REPLACE SERVICE LINE - PLASTIC	357 Margaret Cir	6/18/2019	Stores Overhead	MGC2	\$10.43
3406561	90419324	CMNWM REPLACE SERVICE LINE - PLASTIC	357 Margaret Cir	6/18/2019	Stores Overhead -Qty	MGC2	\$94.08
3406561	90419324	CMNWM REPLACE SERVICE LINE - PLASTIC	357 Margaret Cir	6/18/2019	Un labor-ST-IntAlloc	MGC2	\$1,869.42
3406561	90419324	CMNWM REPLACE SERVICE LINE - PLASTIC	357 Margaret Cir	6/18/2019	Un labor-ST-IntAlloc	MGC2	\$496.98
3406561	90419324	CMNWM REPLACE SERVICE LINE - PLASTIC	357 Margaret Cir	6/18/2019	Un labor-ST-IntAlloc	MGC2	\$190.16
3406561	90419324	CMNWM REPLACE SERVICE LINE - PLASTIC	357 Margaret Cir	6/18/2019	Un Labor 1 1/2-IntAl	MGC2	\$47.19
3406561	90419324	CMNWM REPLACE SERVICE LINE - PLASTIC	357 Margaret Cir	6/18/2019	M&S-Inventory Issued	MGC2	\$140.93
3406561	90419324	CMNWM REPLACE SERVICE LINE - PLASTIC	357 Margaret Cir	6/18/2019	Billable Cntrctd Lbr	MGC2	\$1,260.00
<b>3406561 Total</b>							<b>\$5,617.79</b>
3418400	88690761	REPLACE SERVICE LINE-PLASTIC	7309 27th St W	10/16/2019	Construction OH	MGC2	\$274.86
3418400	88690761	REPLACE SERVICE LINE-PLASTIC	7309 27th St W	10/16/2019	Restoration OH	MGC2	\$531.09
3418400	88690761	REPLACE SERVICE LINE-PLASTIC	7309 27th St W	10/16/2019	Stores Overhead	MGC2	\$17.85
3418400	88690761	REPLACE SERVICE LINE-PLASTIC	7309 27th St W	10/16/2019	Stores Overhead -Qty	MGC2	\$85.96
3418400	88690761	REPLACE SERVICE LINE-PLASTIC	7309 27th St W	10/16/2019	M&S-Inventory Issued	MGC2	\$241.21
3418400	88690761	REPLACE SERVICE LINE-PLASTIC	7309 27th St W	10/16/2019	Billable Cntrctd Lbr	MGC2	\$2,011.72
3418400	88690761	REPLACE SERVICE LINE-PLASTIC	7309 27th St W	10/16/2019	Construction OH	MGC2	-\$374.17
3418400	88691625	REHAB-REPLACE METER & SET - OTHER	7309 27th St W	10/16/2019	Construction OH	MGS2	\$248.65
3418400	88691625	REHAB-REPLACE METER & SET - OTHER	7309 27th St W	10/16/2019	Stores Overhead	MGS2	\$100.74
3418400	88691625	REHAB-REPLACE METER & SET - OTHER	7309 27th St W	10/16/2019	Stores Overhead -Qty	MGS2	\$13.44
3418400	88691625	REHAB-REPLACE METER & SET - OTHER	7309 27th St W	10/16/2019	Fleet Pool Vehicles	MGS2	\$17.85
3418400	88691625	REHAB-REPLACE METER & SET - OTHER	7309 27th St W	10/16/2019	Un labor-ST-IntAlloc	MGS2	\$125.42
3418400	88691625	REHAB-REPLACE METER & SET - OTHER	7309 27th St W	10/16/2019	M&S-Inventory Issued	MGS2	\$1,361.41
3418400	88691625	REHAB-REPLACE METER & SET - OTHER	7309 27th St W	10/16/2019	Billable Cntrctd Lbr	MGS2	\$533.45
3418400	88691625	REHAB-REPLACE METER & SET - OTHER	7309 27th St W	10/16/2019	Construction OH	MGS2	-\$38.41

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Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
<b>3418400 Total</b>							<b>\$5,151.07</b>
3423498	88690395	REPLACE SERVICE LINE-PLASTIC	7217 27th St W	10/31/2019	Construction OH	MGC2	\$273.28
3423498	88690395	REPLACE SERVICE LINE-PLASTIC	7217 27th St W	10/31/2019	Restoration OH	MGC2	\$526.34
3423498	88690395	REPLACE SERVICE LINE-PLASTIC	7217 27th St W	10/31/2019	Stores Overhead	MGC2	\$18.23
3423498	88690395	REPLACE SERVICE LINE-PLASTIC	7217 27th St W	10/31/2019	Stores Overhead -Qty	MGC2	\$89.88
3423498	88690395	REPLACE SERVICE LINE-PLASTIC	7217 27th St W	10/31/2019	M&S-Inventory Issued	MGC2	\$246.31
3423498	88690395	REPLACE SERVICE LINE-PLASTIC	7217 27th St W	10/31/2019	Billable Cntrctd Lbr	MGC2	\$1,993.72
3423498	88690395	REPLACE SERVICE LINE-PLASTIC	7217 27th St W	10/31/2019	Construction OH	MGC2	-\$370.83
3423498	88690055	REHAB-REPLACE METER & SET - OTHER	7217 27th St W	10/31/2019	Construction OH	MG2	\$89.53
3423498	88690055	REHAB-REPLACE METER & SET - OTHER	7217 27th St W	10/31/2019	Stores Overhead	MG2	\$5.20
3423498	88690055	REHAB-REPLACE METER & SET - OTHER	7217 27th St W	10/31/2019	Stores Overhead -Qty	MG2	\$1.68
3423498	88690055	REHAB-REPLACE METER & SET - OTHER	7217 27th St W	10/31/2019	Fleet Pool Vehicles	MG2	\$11.90
3423498	88690055	REHAB-REPLACE METER & SET - OTHER	7217 27th St W	10/31/2019	Un labor-ST-IntAlloc	MG2	\$83.61
3423498	88690055	REHAB-REPLACE METER & SET - OTHER	7217 27th St W	10/31/2019	M&S-Inventory Issued	MG2	\$70.24
3423498	88690055	REHAB-REPLACE METER & SET - OTHER	7217 27th St W	10/31/2019	Billable Cntrctd Lbr	MG2	\$568.08
3423498	88690055	REHAB-REPLACE METER & SET - OTHER	7217 27th St W	10/31/2019	Construction OH	MG2	-\$40.90
<b>3423498 Total</b>							<b>\$3,566.27</b>
3436727	91305166	REPLACE I/C SERVICE LINE-PLASTIC - CSV	4757 North Rd	12/17/2019	Construction OH	MGC2	\$48.01
3436727	91305166	REPLACE I/C SERVICE LINE-PLASTIC - CSV	4757 North Rd	12/17/2019	Restoration OH	MGC2	\$0.05
3436727	91305166	REPLACE I/C SERVICE LINE-PLASTIC - CSV	4757 North Rd	12/17/2019	Stores Overhead	MGC2	\$29.09
3436727	91305166	REPLACE I/C SERVICE LINE-PLASTIC - CSV	4757 North Rd	12/17/2019	Stores Overhead -Qty	MGC2	\$129.08
3436727	91305166	REPLACE I/C SERVICE LINE-PLASTIC - CSV	4757 North Rd	12/17/2019	M&S-Inventory Issued	MGC2	\$393.08
3436727	91305166	REPLACE I/C SERVICE LINE-PLASTIC - CSV	4757 North Rd	12/17/2019	Billable Cntrctd Lbr	MGC2	\$4,592.23
<b>3436727 Total</b>							<b>\$5,191.54</b>
3546717	89637758	REPLACE SERVICE LINE - PLASTIC	206 Lyndale Ave N	5/6/2019	Construction OH	MGC2	\$238.93
3546717	89637758	REPLACE SERVICE LINE - PLASTIC	206 Lyndale Ave N	5/6/2019	Restoration OH	MGC2	\$478.40
3546717	89637758	REPLACE SERVICE LINE - PLASTIC	206 Lyndale Ave N	5/6/2019	Stores Overhead	MGC2	\$10.83
3546717	89637758	REPLACE SERVICE LINE - PLASTIC	206 Lyndale Ave N	5/6/2019	Stores Overhead -Qty	MGC2	\$56.28
3546717	89637758	REPLACE SERVICE LINE - PLASTIC	206 Lyndale Ave N	5/6/2019	Un labor-ST-IntAlloc	MGC2	\$1,812.14
3546717	89637758	REPLACE SERVICE LINE - PLASTIC	206 Lyndale Ave N	5/6/2019	M&S-Inventory Issued	MGC2	\$146.30
3546717	89637758	REPLACE SERVICE LINE - PLASTIC	206 Lyndale Ave N	5/6/2019	Cont in Aid of Const	MGC2	-\$325.00
<b>3546717 Total</b>							<b>\$2,417.88</b>
3554990	90789848	REPLACE SERVICE LINE - PLASTIC	300 Maple St SE	8/31/2019	Construction OH	MGC2	\$304.96
3554990	90789848	REPLACE SERVICE LINE - PLASTIC	300 Maple St SE	8/31/2019	Restoration OH	MGC2	\$613.06
3554990	90789848	REPLACE SERVICE LINE - PLASTIC	300 Maple St SE	8/31/2019	Stores Overhead	MGC2	\$11.55
3554990	90789848	REPLACE SERVICE LINE - PLASTIC	300 Maple St SE	8/31/2019	Stores Overhead -Qty	MGC2	\$56.56
3554990	90789848	REPLACE SERVICE LINE - PLASTIC	300 Maple St SE	8/31/2019	Fleet Pool Vehicles	MGC2	\$8.91
3554990	90789848	REPLACE SERVICE LINE - PLASTIC	300 Maple St SE	8/31/2019	Fleet Pool Vehicles	MGC2	\$12.60
3554990	90789848	REPLACE SERVICE LINE - PLASTIC	300 Maple St SE	8/31/2019	Un labor-ST-IntAlloc	MGC2	\$1,624.15
3554990	90789848	REPLACE SERVICE LINE - PLASTIC	300 Maple St SE	8/31/2019	Un Labor 1 1/2-IntAl	MGC2	\$698.03
3554990	90789848	REPLACE SERVICE LINE - PLASTIC	300 Maple St SE	8/31/2019	M&S-Inventory Issued	MGC2	\$155.97
3554990	90789848	REPLACE SERVICE LINE - PLASTIC	300 Maple St SE	8/31/2019	Cont in Aid of Const	MGC2	-\$725.00
3554990	91283124	REPLACE SM VOL GAS METER & SET	300 Maple St SE	9/8/2019	Construction OH	MG2	\$19.08
3554990	91283124	REPLACE SM VOL GAS METER & SET	300 Maple St SE	9/8/2019	Stores Overhead	MG2	\$4.74
3554990	91283124	REPLACE SM VOL GAS METER & SET	300 Maple St SE	9/8/2019	Stores Overhead -Qty	MG2	\$0.84

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Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3554990	91283124	REPLACE SM VOL GAS METER & SET	300 Maple St SE	9/8/2019	Un Labor 1 1/2-IntAl	MGS2	\$92.43
3554990	91283124	REPLACE SM VOL GAS METER & SET	300 Maple St SE	9/8/2019	M&S-Inventory Issued	MGS2	\$63.99
<b>3554990 Total</b>							<b>\$2,941.87</b>
3562174	91172628	REPLACE SERVICE LINE - PLASTIC	420 Burnside St SE	9/19/2019	Construction OH	MGC2	\$273.15
3562174	91172628	REPLACE SERVICE LINE - PLASTIC	420 Burnside St SE	9/19/2019	Restoration OH	MGC2	\$534.35
3562174	91172628	REPLACE SERVICE LINE - PLASTIC	420 Burnside St SE	9/19/2019	Stores Overhead	MGC2	\$7.60
3562174	91172628	REPLACE SERVICE LINE - PLASTIC	420 Burnside St SE	9/19/2019	Stores Overhead -Qty	MGC2	\$22.96
3562174	91172628	REPLACE SERVICE LINE - PLASTIC	420 Burnside St SE	9/19/2019	Un labor-ST-IntAlloc	MGC2	\$1,793.82
3562174	91172628	REPLACE SERVICE LINE - PLASTIC	420 Burnside St SE	9/19/2019	Un Labor 1 1/2-IntAl	MGC2	\$230.24
3562174	91172628	REPLACE SERVICE LINE - PLASTIC	420 Burnside St SE	9/19/2019	M&S - Non Inv	MGC2	\$112.17
3562174	91172628	REPLACE SERVICE LINE - PLASTIC	420 Burnside St SE	9/19/2019	M&S-Inventory Issued	MGC2	\$102.71
3562174	91172628	REPLACE SERVICE LINE - PLASTIC	420 Burnside St SE	9/19/2019	Cont in Aid of Const	MGC2	-\$485.00
3562174	91394359	REMOVE METER - OTHER	420 Burnside St SE	9/12/2019	Un labor-ST-IntAlloc	MGS1	\$57.33
3562174	91467704	REPLACE SM VOL GAS METER & SET	420 Burnside St SE	9/22/2019	Construction OH	MGS2	\$38.19
3562174	91467704	REPLACE SM VOL GAS METER & SET	420 Burnside St SE	9/22/2019	Stores Overhead	MGS2	\$5.00
3562174	91467704	REPLACE SM VOL GAS METER & SET	420 Burnside St SE	9/22/2019	Stores Overhead -Qty	MGS2	\$0.84
3562174	91467704	REPLACE SM VOL GAS METER & SET	420 Burnside St SE	9/22/2019	Un labor-ST-IntAlloc	MGS2	\$95.54
3562174	91467704	REPLACE SM VOL GAS METER & SET	420 Burnside St SE	9/22/2019	Un Labor 1 1/2-IntAl	MGS2	\$149.99
3562174	91467704	REPLACE SM VOL GAS METER & SET	420 Burnside St SE	9/22/2019	M&S-Inventory Issued	MGS2	\$67.51
<b>3562174 Total</b>							<b>\$3,006.40</b>
3617794	90792940	REPLACE SERVICE LINE - PLASTIC	511 Jackson Ave N	9/15/2019	Construction OH	MGC2	\$226.79
3617794	90792940	REPLACE SERVICE LINE - PLASTIC	511 Jackson Ave N	9/15/2019	Restoration OH	MGC2	\$453.13
3617794	90792940	REPLACE SERVICE LINE - PLASTIC	511 Jackson Ave N	9/15/2019	Stores Overhead	MGC2	\$10.17
3617794	90792940	REPLACE SERVICE LINE - PLASTIC	511 Jackson Ave N	9/15/2019	Stores Overhead -Qty	MGC2	\$57.68
3617794	90792940	REPLACE SERVICE LINE - PLASTIC	511 Jackson Ave N	9/15/2019	Fleet Pool Vehicles	MGC2	\$5.05
3617794	90792940	REPLACE SERVICE LINE - PLASTIC	511 Jackson Ave N	9/15/2019	Un labor-ST-IntAlloc	MGC2	\$1,585.89
3617794	90792940	REPLACE SERVICE LINE - PLASTIC	511 Jackson Ave N	9/15/2019	Un Labor 1 1/2-IntAl	MGC2	\$130.52
3617794	90792940	REPLACE SERVICE LINE - PLASTIC	511 Jackson Ave N	9/15/2019	M&S-Inventory Issued	MGC2	\$137.46
3617794	90792940	REPLACE SERVICE LINE - PLASTIC	511 Jackson Ave N	9/15/2019	Cont in Aid of Const	MGC2	-\$1,701.00
3617794	91395003	REPLACE METER SET	511 Jackson Ave N	9/12/2019	Construction OH	MGS2	\$17.41
3617794	91395003	REPLACE METER SET	511 Jackson Ave N	9/12/2019	Stores Overhead	MGS2	\$2.52
3617794	91395003	REPLACE METER SET	511 Jackson Ave N	9/12/2019	Stores Overhead -Qty	MGS2	\$0.28
3617794	91395003	REPLACE METER SET	511 Jackson Ave N	9/12/2019	Un Labor 1 1/2-IntAl	MGS2	\$108.64
3617794	91395003	REPLACE METER SET	511 Jackson Ave N	9/12/2019	M&S-Inventory Issued	MGS2	\$34.08
<b>3617794 Total</b>							<b>\$1,068.62</b>
3618196	91377922	REPLACE SERVICE LINE - PLASTIC	216 2nd St W	11/17/2019	Construction OH	MGC2	\$319.71
3618196	91377922	REPLACE SERVICE LINE - PLASTIC	216 2nd St W	11/17/2019	Restoration OH	MGC2	\$649.15
3618196	91377922	REPLACE SERVICE LINE - PLASTIC	216 2nd St W	11/17/2019	Stores Overhead	MGC2	\$11.52
3618196	91377922	REPLACE SERVICE LINE - PLASTIC	216 2nd St W	11/17/2019	Stores Overhead -Qty	MGC2	\$31.92
3618196	91377922	REPLACE SERVICE LINE - PLASTIC	216 2nd St W	11/17/2019	Fleet Pool Vehicles	MGC2	\$5.99
3618196	91377922	REPLACE SERVICE LINE - PLASTIC	216 2nd St W	11/17/2019	Un labor-ST-IntAlloc	MGC2	\$2,202.70
3618196	91377922	REPLACE SERVICE LINE - PLASTIC	216 2nd St W	11/17/2019	Un Labor 1 1/2-IntAl	MGC2	\$256.18
3618196	91377922	REPLACE SERVICE LINE - PLASTIC	216 2nd St W	11/17/2019	M&S-Inventory Issued	MGC2	\$155.67
3618196	91377922	REPLACE SERVICE LINE - PLASTIC	216 2nd St W	11/17/2019	Cont in Aid of Const	MGC2	-\$437.00
3618196	91377922	REPLACE SERVICE LINE - PLASTIC	216 2nd St W	11/17/2019	Construction OH	MGC2	-\$462.59

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**2019 Customer Requested Steel Service Relocation - Cost Elements**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
<b>3618196 Total</b>							<b>\$2,733.25</b>
3625399	91590541	REPLACE SERVICE LINE - PLASTIC	321 4th St E	11/17/2019	Construction OH	MGC2	\$271.92
3625399	91590541	REPLACE SERVICE LINE - PLASTIC	321 4th St E	11/17/2019	Restoration OH	MGC2	\$539.73
3625399	91590541	REPLACE SERVICE LINE - PLASTIC	321 4th St E	11/17/2019	Stores Overhead	MGC2	\$13.20
3625399	91590541	REPLACE SERVICE LINE - PLASTIC	321 4th St E	11/17/2019	Stores Overhead -Qty	MGC2	\$63.00
3625399	91590541	REPLACE SERVICE LINE - PLASTIC	321 4th St E	11/17/2019	Fleet Pool Vehicles	MGC2	\$5.98
3625399	91590541	REPLACE SERVICE LINE - PLASTIC	321 4th St E	11/17/2019	Un labor-ST-IntAlloc	MGC2	\$1,404.78
3625399	91590541	REPLACE SERVICE LINE - PLASTIC	321 4th St E	11/17/2019	Un Labor 1 1/2-IntAl	MGC2	\$639.64
3625399	91590541	REPLACE SERVICE LINE - PLASTIC	321 4th St E	11/17/2019	M&S-Inventory Issued	MGC2	\$178.42
3625399	91590541	REPLACE SERVICE LINE - PLASTIC	321 4th St E	11/17/2019	Cont in Aid of Const	MGC2	-\$693.00
3625399	91590541	REPLACE SERVICE LINE - PLASTIC	321 4th St E	11/17/2019	Construction OH	MGC2	-\$393.55
<b>3625399 Total</b>							<b>\$2,030.12</b>
3629986	91436915	Replace Service Line - Plastic	3004 Darling Dr NW	9/17/2019	Construction OH	MGC2	\$21.29
3629986	91436915	Replace Service Line - Plastic	3004 Darling Dr NW	9/17/2019	Restoration OH	MGC2	\$13.20
3629986	91436915	Replace Service Line - Plastic	3004 Darling Dr NW	9/17/2019	Stores Overhead	MGC2	\$9.21
3629986	91436915	Replace Service Line - Plastic	3004 Darling Dr NW	9/17/2019	Stores Overhead -Qty	MGC2	\$35.56
3629986	91436915	Replace Service Line - Plastic	3004 Darling Dr NW	9/17/2019	Un labor-ST-IntAlloc	MGC2	\$50.00
3629986	91436915	Replace Service Line - Plastic	3004 Darling Dr NW	9/17/2019	M&S-Inventory Issued	MGC2	\$124.48
3629986	91332307	RELOCATE SM VOL GAS METER & REPLACE SET	3004 Darling Dr NW	9/17/2019	Construction OH	MG2	\$260.91
3629986	91332307	RELOCATE SM VOL GAS METER & REPLACE SET	3004 Darling Dr NW	9/17/2019	Stores Overhead	MG2	\$2.88
3629986	91332307	RELOCATE SM VOL GAS METER & REPLACE SET	3004 Darling Dr NW	9/17/2019	Stores Overhead -Qty	MG2	\$0.56
3629986	91332307	RELOCATE SM VOL GAS METER & REPLACE SET	3004 Darling Dr NW	9/17/2019	Fleet Pool Vehicles	MG2	\$2.87
3629986	91332307	RELOCATE SM VOL GAS METER & REPLACE SET	3004 Darling Dr NW	9/17/2019	Un labor-ST-IntAlloc	MG2	\$2,083.45
3629986	91332307	RELOCATE SM VOL GAS METER & REPLACE SET	3004 Darling Dr NW	9/17/2019	Un Labor 1 1/2-IntAl	MG2	\$13.43
3629986	91332307	RELOCATE SM VOL GAS METER & REPLACE SET	3004 Darling Dr NW	9/17/2019	M&S-Inventory Issued	MG2	\$38.86
3629986	91332307	RELOCATE SM VOL GAS METER & REPLACE SET	3004 Darling Dr NW	9/17/2019	Cont in Aid of Const	MG2	-\$1,205.00
3629986	91436704	REPLACE SMVOL GAS METER	3004 Darling Dr NW	9/17/2019	Un labor-ST-IntAlloc	MG1	\$7.75
<b>3629986 Total</b>							<b>\$1,459.45</b>
3658863	91819622	REPLACE SERVICE LINE-PLASTIC-FSV	7107 Crane Creek Rd	11/18/2019	Construction OH	MGC2	\$153.31
3658863	91819622	REPLACE SERVICE LINE-PLASTIC-FSV	7107 Crane Creek Rd	11/18/2019	Restoration OH	MGC2	\$291.76
3658863	91819622	REPLACE SERVICE LINE-PLASTIC-FSV	7107 Crane Creek Rd	11/18/2019	Stores Overhead	MGC2	\$6.96
3658863	91819622	REPLACE SERVICE LINE-PLASTIC-FSV	7107 Crane Creek Rd	11/18/2019	Stores Overhead -Qty	MGC2	\$34.72
3658863	91819622	REPLACE SERVICE LINE-PLASTIC-FSV	7107 Crane Creek Rd	11/18/2019	Fleet Pool Vehicles	MGC2	\$57.36
3658863	91819622	REPLACE SERVICE LINE-PLASTIC-FSV	7107 Crane Creek Rd	11/18/2019	Un labor-ST-IntAlloc	MGC2	\$1,105.17
3658863	91819622	REPLACE SERVICE LINE-PLASTIC-FSV	7107 Crane Creek Rd	11/18/2019	M&S-Inventory Issued	MGC2	\$94.11
3658863	91819622	REPLACE SERVICE LINE-PLASTIC-FSV	7107 Crane Creek Rd	11/18/2019	Construction OH	MGC2	-\$216.47
3658863	91819550	REPLACE METER & SET - OTHER-FSV	7107 Crane Creek Rd	11/19/2019	Construction OH	MG2	\$80.36
3658863	91819550	REPLACE METER & SET - OTHER-FSV	7107 Crane Creek Rd	11/19/2019	Stores Overhead	MG2	\$8.05
3658863	91819550	REPLACE METER & SET - OTHER-FSV	7107 Crane Creek Rd	11/19/2019	Stores Overhead -Qty	MG2	\$4.76
3658863	91819550	REPLACE METER & SET - OTHER-FSV	7107 Crane Creek Rd	11/19/2019	Fleet Pool Vehicles	MG2	\$36.30
3658863	91819550	REPLACE METER & SET - OTHER-FSV	7107 Crane Creek Rd	11/19/2019	Un labor-ST-IntAlloc	MG2	\$513.61
3658863	91819550	REPLACE METER & SET - OTHER-FSV	7107 Crane Creek Rd	11/19/2019	M&S-Inventory Issued	MG2	\$108.79
3658863	91819550	REPLACE METER & SET - OTHER-FSV	7107 Crane Creek Rd	11/19/2019	Construction OH	MG2	-\$47.43
<b>3658863 Total</b>							<b>\$2,231.36</b>
3663291	89976782	REPLACE SERVICE LINE-PLASTIC-FSV	501 Railroad Ave	6/24/2019	Construction OH	MGC2	\$407.02

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**2019 Customer Requested Steel Service Relocation - Cost Elements**

Customer	Service Order	Service Order Description	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3663291	89976782	REPLACE SERVICE LINE-PLASTIC-FSV	501 Railroad Ave	6/24/2019	Restoration OH	MGC2	\$721.49
3663291	89976782	REPLACE SERVICE LINE-PLASTIC-FSV	501 Railroad Ave	6/24/2019	Stores Overhead	MGC2	\$32.91
3663291	89976782	REPLACE SERVICE LINE-PLASTIC-FSV	501 Railroad Ave	6/24/2019	Stores Overhead -Qty	MGC2	\$36.68
3663291	89976782	REPLACE SERVICE LINE-PLASTIC-FSV	501 Railroad Ave	6/24/2019	Fleet Pool Vehicles	MGC2	\$158.57
3663291	89976782	REPLACE SERVICE LINE-PLASTIC-FSV	501 Railroad Ave	6/24/2019	Un labor-ST-IntAlloc	MGC2	\$2,068.80
3663291	89976782	REPLACE SERVICE LINE-PLASTIC-FSV	501 Railroad Ave	6/24/2019	Un Labor 1 1/2-IntAl	MGC2	\$664.10
3663291	89976782	REPLACE SERVICE LINE-PLASTIC-FSV	501 Railroad Ave	6/24/2019	M&S-Inventory Issued	MGC2	\$444.72
3663291	89977072	REPLACE METER & SET - OTHER-FSV	501 Railroad Ave	6/17/2019	Construction OH	MGS2	\$347.83
3663291	89977072	REPLACE METER & SET - OTHER-FSV	501 Railroad Ave	6/17/2019	Stores Overhead	MGS2	\$116.62
3663291	89977072	REPLACE METER & SET - OTHER-FSV	501 Railroad Ave	6/17/2019	Stores Overhead -Qty	MGS2	\$7.56
3663291	89977072	REPLACE METER & SET - OTHER-FSV	501 Railroad Ave	6/17/2019	Fleet Pool Vehicles	MGS2	\$5.95
3663291	89977072	REPLACE METER & SET - OTHER-FSV	501 Railroad Ave	6/17/2019	Fleet Pool Vehicles	MGS2	\$256.62
3663291	89977072	REPLACE METER & SET - OTHER-FSV	501 Railroad Ave	6/17/2019	Un labor-ST-IntAlloc	MGS2	\$41.81
3663291	89977072	REPLACE METER & SET - OTHER-FSV	501 Railroad Ave	6/17/2019	Un labor-ST-IntAlloc	MGS2	\$947.33
3663291	89977072	REPLACE METER & SET - OTHER-FSV	501 Railroad Ave	6/17/2019	M&S - Non Inv	MGS2	\$23.48
3663291	89977072	REPLACE METER & SET - OTHER-FSV	501 Railroad Ave	6/17/2019	M&S-Inventory Issued	MGS2	\$1,575.89
<b>3663291 Total</b>							<b>\$7,857.38</b>
3686228	91030885	REPLACE SERVICE LINE-PLASTIC-FSV	218 Main St	8/23/2019	Construction OH	MGC2	\$68.24
3686228	91030885	REPLACE SERVICE LINE-PLASTIC-FSV	218 Main St	8/23/2019	Restoration OH	MGC2	\$91.73
3686228	91030885	REPLACE SERVICE LINE-PLASTIC-FSV	218 Main St	8/23/2019	Stores Overhead	MGC2	\$11.31
3686228	91030885	REPLACE SERVICE LINE-PLASTIC-FSV	218 Main St	8/23/2019	Stores Overhead -Qty	MGC2	\$15.40
3686228	91030885	REPLACE SERVICE LINE-PLASTIC-FSV	218 Main St	8/23/2019	Fleet Pool Vehicles	MGC2	\$43.36
3686228	91030885	REPLACE SERVICE LINE-PLASTIC-FSV	218 Main St	8/23/2019	Fleet Pool Vehicles	MGC2	\$15.67
3686228	91030885	REPLACE SERVICE LINE-PLASTIC-FSV	218 Main St	8/23/2019	Un labor-ST-IntAlloc	MGC2	\$347.46
3686228	91030885	REPLACE SERVICE LINE-PLASTIC-FSV	218 Main St	8/23/2019	M&S-Inventory Issued	MGC2	\$152.82
3686228	91031453	RELOCATE METER-FSV	218 Main St	9/10/2019	Fleet Pool Vehicles	MGS1	\$125.01
3686228	91031453	RELOCATE METER-FSV	218 Main St	9/10/2019	Un labor-ST-IntAlloc	MGS1	\$1,098.22
3686228	91031453	RELOCATE METER-FSV	218 Main St	9/10/2019	Un Labor 1 1/2-IntAl	MGS1	\$30.90
3686228	91210006	REPLACE SM VOL GAS METER & SET	218 Main St	8/23/2019	Construction OH	MGS2	\$10.35
3686228	91210006	REPLACE SM VOL GAS METER & SET	218 Main St	8/23/2019	Stores Overhead	MGS2	\$5.04
3686228	91210006	REPLACE SM VOL GAS METER & SET	218 Main St	8/23/2019	Stores Overhead -Qty	MGS2	\$0.84
3686228	91210006	REPLACE SM VOL GAS METER & SET	218 Main St	8/23/2019	Fleet Pool Vehicles	MGS2	\$2.75
3686228	91210006	REPLACE SM VOL GAS METER & SET	218 Main St	8/23/2019	Un labor-ST-IntAlloc	MGS2	\$13.96
3686228	91210006	REPLACE SM VOL GAS METER & SET	218 Main St	8/23/2019	M&S-Inventory Issued	MGS2	\$68.14
<b>3686228 Total</b>							<b>\$2,101.20</b>
3688773	90432350	REPLACE SERVICE LINE-STEEL - CSV	400 Redbird Rd	8/9/2019	Construction OH	MGC2	\$2,684.08
3688773	90432350	REPLACE SERVICE LINE-STEEL - CSV	400 Redbird Rd	8/9/2019	Restoration OH	MGC2	\$5,209.33
3688773	90432350	REPLACE SERVICE LINE-STEEL - CSV	400 Redbird Rd	8/9/2019	Stores Overhead	MGC2	\$160.62
3688773	90432350	REPLACE SERVICE LINE-STEEL - CSV	400 Redbird Rd	8/9/2019	Stores Overhead -Qty	MGC2	\$38.92
3688773	90432350	REPLACE SERVICE LINE-STEEL - CSV	400 Redbird Rd	8/9/2019	Un labor-ST-IntAlloc	MGC2	\$798.65
3688773	90432350	REPLACE SERVICE LINE-STEEL - CSV	400 Redbird Rd	8/9/2019	Un Labor 1 1/2-IntAl	MGC2	\$495.50
3688773	90432350	REPLACE SERVICE LINE-STEEL - CSV	400 Redbird Rd	8/9/2019	Employee Travel	MGC2	\$97.79
3688773	90432350	REPLACE SERVICE LINE-STEEL - CSV	400 Redbird Rd	8/9/2019	M&S-Inventory Issued	MGC2	\$2,170.56
3688773	90432350	REPLACE SERVICE LINE-STEEL - CSV	400 Redbird Rd	8/9/2019	Billable Cntrctd Lbr	MGC2	\$18,438.16
3688773	90432355	REPLACE METER & SET - OTHER-CSV	400 Redbird Rd	8/9/2019	Construction OH	MGS2	\$22.21



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**2019 Customer Requested Med/Large Meter Relocations - Cost Elements**

Customer	Service Order	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
2926338	89949541	140 ENGLER BLVD	7/19/2019	Construction OH	MGS2	\$1,045.08
2926338	89949541	140 ENGLER BLVD	7/19/2019	Stores Overhead	MGS2	\$366.21
2926338	89949541	140 ENGLER BLVD	7/19/2019	Stores Overhead -Qty	MGS2	\$31.64
2926338	89949541	140 ENGLER BLVD	7/19/2019	Un labor-ST-IntAlloc	MGS2	\$234.21
2926338	89949541	140 ENGLER BLVD	7/19/2019	Fleet Pool Vehicles	MGS2	\$29.75
2926338	89949541	140 ENGLER BLVD	7/19/2019	Fleet Pool Vehicles	MGS2	\$100.31
2926338	89949541	140 ENGLER BLVD	7/19/2019	Un labor-ST-IntAlloc	MGS2	\$585.28
2926338	89949541	140 ENGLER BLVD	7/19/2019	Un labor-ST-IntAlloc	MGS2	\$1,611.37
2926338	89949541	140 ENGLER BLVD	7/19/2019	Un Labor 1 1/2-IntAl	MGS2	\$105.81
2926338	89949541	140 ENGLER BLVD	7/19/2019	Un labor-ST-IntAlloc	MGS2	\$950.78
2926338	89949541	140 ENGLER BLVD	7/19/2019	M&S-Inventory Issued	MGS2	\$4,948.67
2926338	89949542	140 ENGLER BLVD	7/19/2019	Un labor-ST-IntAlloc	MGS1	\$12.50
2926338	89949543	140 ENGLER BLVD	7/29/2019	Construction OH	MGC2	\$2,028.24
2926338	89949543	140 ENGLER BLVD	7/29/2019	Restoration OH	MGC2	\$4,164.98
2926338	89949543	140 ENGLER BLVD	7/29/2019	Stores Overhead	MGC2	\$62.79
2926338	89949543	140 ENGLER BLVD	7/29/2019	Stores Overhead -Qty	MGC2	\$263.48
2926338	89949543	140 ENGLER BLVD	7/29/2019	M&S-Inventory Issued	MGC2	\$848.47
2926338	89949543	140 ENGLER BLVD	7/29/2019	Billable Cntrctd Lbr	MGC2	\$15,776.42
<b>2926338 Total</b>						<b>\$33,165.99</b>
3004506	86466774	7200 ROLLING ACRES RD	6/13/2019	Stores Overhead	MGS1	\$7.93
3004506	86466774	7200 ROLLING ACRES RD	6/13/2019	Stores Overhead -Qty	MGS1	\$3.08
3004506	86466774	7200 ROLLING ACRES RD	6/13/2019	Un labor-ST-IntAlloc	MGS1	\$319.30
3004506	86466774	7200 ROLLING ACRES RD	6/13/2019	M&S-Inventory Issued	MGS1	\$107.10
3004506	86466547	7200 ROLLING ACRES RD	6/13/2019	Construction OH	MGC2	\$471.76
3004506	86466547	7200 ROLLING ACRES RD	6/13/2019	Restoration OH	MGC2	\$967.28
3004506	86466547	7200 ROLLING ACRES RD	6/13/2019	Stores Overhead	MGC2	\$12.49
3004506	86466547	7200 ROLLING ACRES RD	6/13/2019	Stores Overhead -Qty	MGC2	\$77.28
3004506	86466547	7200 ROLLING ACRES RD	6/13/2019	Fleet Pool Vehicles	MGC2	\$34.10
3004506	86466547	7200 ROLLING ACRES RD	6/13/2019	Un labor-ST-IntAlloc	MGC2	\$2,791.04
3004506	86466547	7200 ROLLING ACRES RD	6/13/2019	Un Labor 1 1/2-IntAl	MGC2	\$740.70
3004506	86466547	7200 ROLLING ACRES RD	6/13/2019	Un labor-ST-IntAlloc	MGC2	\$132.20
3004506	86466547	7200 ROLLING ACRES RD	6/13/2019	M&S-Inventory Issued	MGC2	\$168.81
<b>3004506 Total</b>						<b>\$5,833.07</b>
3068251	90228069	2303 KENNEDY ST NE	6/12/2019	Construction OH	MGS2	\$356.11
3068251	90228069	2303 KENNEDY ST NE	6/12/2019	Stores Overhead	MGS2	\$125.94
3068251	90228069	2303 KENNEDY ST NE	6/12/2019	Stores Overhead -Qty	MGS2	\$10.92
3068251	90228069	2303 KENNEDY ST NE	6/12/2019	Fleet Pool Vehicles	MGS2	\$17.85
3068251	90228069	2303 KENNEDY ST NE	6/12/2019	Fleet Pool Vehicles	MGS2	\$24.23
3068251	90228069	2303 KENNEDY ST NE	6/12/2019	Fleet Pool Vehicles	MGS2	\$173.96
3068251	90228069	2303 KENNEDY ST NE	6/12/2019	Un labor-ST-IntAlloc	MGS2	\$125.42
3068251	90228069	2303 KENNEDY ST NE	6/12/2019	Un labor-ST-IntAlloc	MGS2	\$834.01
3068251	90228069	2303 KENNEDY ST NE	6/12/2019	Un Labor 1 1/2-IntAl	MGS2	\$41.54
3068251	90228069	2303 KENNEDY ST NE	6/12/2019	M&S-Inventory Issued	MGS2	\$1,701.94
3068251	90475264	2303 KENNEDY ST NE	6/12/2019	Fleet Pool Vehicles	MGS1	\$1.17



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**2019 Customer Requested Med/Large Meter Relocations - Cost Elements**

Customer	Service Order	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3068251	90475264	2303 KENNEDY ST NE	6/12/2019	Un Labor 1 1/2-IntAl	MGS1	\$4.62
<b>3068251 Total</b>						<b>\$3,417.71</b>
3074137	79926975	1610 4TH ST NE	4/18/2019	Construction OH	MGS2	\$1,230.40
3074137	79926975	1610 4TH ST NE	4/18/2019	Stores Overhead	MGS2	\$12.42
3074137	79926975	1610 4TH ST NE	4/18/2019	Stores Overhead -Qty	MGS2	\$0.46
3074137	79926975	1610 4TH ST NE	4/18/2019	Fleet Pool Vehicles	MGS2	\$10.73
3074137	79926975	1610 4TH ST NE	4/18/2019	Fleet Pool Vehicles	MGS2	\$16.35
3074137	79926975	1610 4TH ST NE	4/18/2019	Un labor-ST-IntAlloc	MGS2	\$107.90
3074137	79926975	1610 4TH ST NE	4/18/2019	Un labor-ST-IntAlloc	MGS2	\$277.52
3074137	79926975	1610 4TH ST NE	4/18/2019	M&S-Inventory Issued	MGS2	\$203.62
3074137	79926975	1610 4TH ST NE	4/18/2019	Billable Cntrctd Lbr	MGS2	\$7,189.00
<b>3074137 Total</b>						<b>\$9,048.40</b>
3122809	89783071	4435 68TH AVE N	5/17/2019	Stores Overhead	MGS1	\$11.47
3122809	89783071	4435 68TH AVE N	5/17/2019	Stores Overhead -Qty	MGS1	\$3.36
3122809	89783071	4435 68TH AVE N	5/17/2019	M&S-Inventory Issued	MGS1	\$155.04
3122809	89783071	4435 68TH AVE N	5/17/2019	Billable Cntrctd Lbr	MGS1	\$640.14
<b>3122809 Total</b>						<b>\$810.01</b>
3227137	89277792	6385 BEACH RD	6/13/2019	Stores Overhead	MGS1	\$3.62
3227137	89277792	6385 BEACH RD	6/13/2019	Stores Overhead -Qty	MGS1	\$0.56
3227137	89277792	6385 BEACH RD	6/13/2019	Fleet Pool Vehicles	MGS1	\$6.20
3227137	89277792	6385 BEACH RD	6/13/2019	Un labor-ST-IntAlloc	MGS1	\$633.85
3227137	89277792	6385 BEACH RD	6/13/2019	M&S-Inventory Issued	MGS1	\$48.87
3227137	89276845	6385 BEACH RD	8/22/2019	Construction OH	MGS2	\$181.77
3227137	89276845	6385 BEACH RD	8/22/2019	Stores Overhead	MGS2	\$39.22
3227137	89276845	6385 BEACH RD	8/22/2019	Stores Overhead -Qty	MGS2	\$8.12
3227137	89276845	6385 BEACH RD	8/22/2019	Fleet Pool Vehicles	MGS2	\$11.90
3227137	89276845	6385 BEACH RD	8/22/2019	Fleet Pool Vehicles	MGS2	\$124.35
3227137	89276845	6385 BEACH RD	8/22/2019	Un labor-ST-IntAlloc	MGS2	\$83.61
3227137	89276845	6385 BEACH RD	8/22/2019	Un labor-ST-IntAlloc	MGS2	\$740.07
3227137	89276845	6385 BEACH RD	8/22/2019	M&S-Inventory Issued	MGS2	\$529.97
3227137	89276915	6385 BEACH RD	6/13/2019	Construction OH	MGC2	\$522.65
3227137	89276915	6385 BEACH RD	6/13/2019	Restoration OH	MGC2	\$1,065.21
3227137	89276915	6385 BEACH RD	6/13/2019	Stores Overhead	MGC2	\$16.34
3227137	89276915	6385 BEACH RD	6/13/2019	Stores Overhead -Qty	MGC2	\$100.80
3227137	89276915	6385 BEACH RD	6/13/2019	Fleet Pool Vehicles	MGC2	\$28.26
3227137	89276915	6385 BEACH RD	6/13/2019	Un labor-ST-IntAlloc	MGC2	\$1,835.69
3227137	89276915	6385 BEACH RD	6/13/2019	Un Labor 1 1/2-IntAl	MGC2	\$739.62
3227137	89276915	6385 BEACH RD	6/13/2019	Un labor-ST-IntAlloc	MGC2	\$109.56
3227137	89276915	6385 BEACH RD	6/13/2019	M&S-Inventory Issued	MGC2	\$220.86
3227137	89276915	6385 BEACH RD	6/13/2019	Billable Cntrctd Lbr	MGC2	\$1,350.00
3227137	89276915	6385 BEACH RD	6/13/2019	Cont in Aid of Const	MGC2	-\$2,900.00
3227137	90250414	6385 BEACH RD	8/21/2019	Construction OH	MGC2	\$158.69
3227137	90250414	6385 BEACH RD	8/21/2019	Restoration OH	MGC2	\$311.30
3227137	90250414	6385 BEACH RD	8/21/2019	Stores Overhead	MGC2	\$8.99

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**2019 Customer Requested Med/Large Meter Relocations - Cost Elements**

Customer	Service Order	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3227137	90250414	6385 BEACH RD	8/21/2019	Stores Overhead -Qty	MGC2	\$35.84
3227137	90250414	6385 BEACH RD	8/21/2019	Un labor-ST-IntAlloc	MGC2	\$763.14
3227137	90250414	6385 BEACH RD	8/21/2019	Un Labor 1 1/2-IntAl	MGC2	\$416.04
3227137	90250414	6385 BEACH RD	8/21/2019	M&S-Inventory Issued	MGC2	\$121.53
<b>3227137 Total</b>						<b>\$7,316.63</b>
3257832	91615332	2400 SANDBURG LN	10/17/2019	Construction OH	MGS2	\$262.44
3257832	91615332	2400 SANDBURG LN	10/17/2019	Stores Overhead	MGS2	\$129.14
3257832	91615332	2400 SANDBURG LN	10/17/2019	Stores Overhead -Qty	MGS2	\$10.08
3257832	91615332	2400 SANDBURG LN	10/17/2019	Fleet Pool Vehicles	MGS2	\$17.85
3257832	91615332	2400 SANDBURG LN	10/17/2019	Fleet Pool Vehicles	MGS2	\$24.23
3257832	91615332	2400 SANDBURG LN	10/17/2019	Fleet Pool Vehicles	MGS2	\$17.05
3257832	91615332	2400 SANDBURG LN	10/17/2019	Un labor-ST-IntAlloc	MGS2	\$125.42
3257832	91615332	2400 SANDBURG LN	10/17/2019	Un labor-ST-IntAlloc	MGS2	\$66.10
3257832	91615332	2400 SANDBURG LN	10/17/2019	Un labor-ST-IntAlloc	MGS2	\$155.39
3257832	91615332	2400 SANDBURG LN	10/17/2019	M&S-Inventory Issued	MGS2	\$1,745.09
3257832	91615332	2400 SANDBURG LN	10/17/2019	Construction OH	MGS2	-\$154.88
3257832	91615334	2400 SANDBURG LN	10/17/2019	Un labor-ST-IntAlloc	MGS1	\$298.49
<b>3257832 Total</b>						<b>\$2,696.40</b>
3308042	91521711	7001 ELLIOT AVE S	10/3/2019	Construction OH	MGS2	\$339.17
3308042	91521711	7001 ELLIOT AVE S	10/3/2019	Stores Overhead	MGS2	\$107.86
3308042	91521711	7001 ELLIOT AVE S	10/3/2019	Stores Overhead -Qty	MGS2	\$10.92
3308042	91521711	7001 ELLIOT AVE S	10/3/2019	Fleet Pool Vehicles	MGS2	\$17.85
3308042	91521711	7001 ELLIOT AVE S	10/3/2019	Fleet Pool Vehicles	MGS2	\$40.57
3308042	91521711	7001 ELLIOT AVE S	10/3/2019	Un labor-ST-IntAlloc	MGS2	\$125.42
3308042	91521711	7001 ELLIOT AVE S	10/3/2019	Un labor-ST-IntAlloc	MGS2	\$760.27
3308042	91521711	7001 ELLIOT AVE S	10/3/2019	Un Labor 1 1/2-IntAl	MGS2	\$378.47
3308042	91521711	7001 ELLIOT AVE S	10/3/2019	M&S-Inventory Issued	MGS2	\$1,457.51
3308042	91521711	7001 ELLIOT AVE S	10/3/2019	Construction OH	MGS2	-\$189.63
<b>3308042 Total</b>						<b>\$3,048.41</b>
3323641	91699254	2955 EMPIRE LN N	10/31/2019	Stores Overhead	MGS1	\$15.09
3323641	91699254	2955 EMPIRE LN N	10/31/2019	Stores Overhead -Qty	MGS1	\$1.96
3323641	91699254	2955 EMPIRE LN N	10/31/2019	Fleet Pool Vehicles	MGS1	\$24.23
3323641	91699254	2955 EMPIRE LN N	10/31/2019	Un labor-ST-IntAlloc	MGS1	\$800.66
3323641	91699254	2955 EMPIRE LN N	10/31/2019	M&S-Inventory Issued	MGS1	\$203.93
3323641	91699255	2955 EMPIRE LN N	10/31/2019	Construction OH	MGC2	\$269.08
3323641	91699255	2955 EMPIRE LN N	10/31/2019	Restoration OH	MGC2	\$535.26
3323641	91699255	2955 EMPIRE LN N	10/31/2019	Stores Overhead	MGC2	\$13.18
3323641	91699255	2955 EMPIRE LN N	10/31/2019	Stores Overhead -Qty	MGC2	\$65.52
3323641	91699255	2955 EMPIRE LN N	10/31/2019	Un labor-ST-IntAlloc	MGC2	\$1,439.49
3323641	91699255	2955 EMPIRE LN N	10/31/2019	Un labor-ST-IntAlloc	MGC2	\$540.80
3323641	91699255	2955 EMPIRE LN N	10/31/2019	Un Labor 1 1/2-IntAl	MGC2	\$47.19
3323641	91699255	2955 EMPIRE LN N	10/31/2019	M&S-Inventory Issued	MGC2	\$178.09
3323641	91699255	2955 EMPIRE LN N	10/31/2019	Cont in Aid of Const	MGC2	-\$2,875.00
3323641	91699255	2955 EMPIRE LN N	10/31/2019	Construction OH	MGC2	-\$389.94

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**2019 Customer Requested Med/Large Meter Relocations - Cost Elements**

Customer	Service Order	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
<b>3323641 Total</b>						<b>\$869.54</b>
3437720	89721201	701 LAKE ST E	4/24/2019	Stores Overhead	MGS1	\$15.54
3437720	89721201	701 LAKE ST E	4/24/2019	Stores Overhead -Qty	MGS1	\$2.24
3437720	89721201	701 LAKE ST E	4/24/2019	Fleet Pool Vehicles	MGS1	\$24.23
3437720	89721201	701 LAKE ST E	4/24/2019	Un labor-ST-IntAlloc	MGS1	\$718.13
3437720	89721201	701 LAKE ST E	4/24/2019	M&S-Inventory Issued	MGS1	\$210.02
<b>3437720 Total</b>						<b>\$970.16</b>
3437724	89721200	701 LAKE ST E	4/24/2019	Stores Overhead	MGS1	\$18.69
3437724	89721200	701 LAKE ST E	4/24/2019	Stores Overhead -Qty	MGS1	\$5.88
3437724	89721200	701 LAKE ST E	4/24/2019	Fleet Pool Vehicles	MGS1	\$24.23
3437724	89721200	701 LAKE ST E	4/24/2019	Un labor-ST-IntAlloc	MGS1	\$504.80
3437724	89721200	701 LAKE ST E	4/24/2019	M&S-Inventory Issued	MGS1	\$252.58
3437724	89721062	701 LAKE ST E	4/24/2019	Construction OH	MGC2	\$579.04
3437724	89721062	701 LAKE ST E	4/24/2019	Restoration OH	MGC2	\$1,150.04
3437724	89721062	701 LAKE ST E	4/24/2019	Stores Overhead	MGC2	\$21.55
3437724	89721062	701 LAKE ST E	4/24/2019	Stores Overhead -Qty	MGC2	\$17.64
3437724	89721062	701 LAKE ST E	4/24/2019	Fleet Pool Vehicles	MGC2	\$50.93
3437724	89721062	701 LAKE ST E	4/24/2019	Fleet Pool Vehicles	MGC2	\$47.87
3437724	89721062	701 LAKE ST E	4/24/2019	Un labor-ST-IntAlloc	MGC2	\$2,839.79
3437724	89721062	701 LAKE ST E	4/24/2019	Un Labor 1 1/2-IntAl	MGC2	\$326.58
3437724	89721062	701 LAKE ST E	4/24/2019	Un labor-ST-IntAlloc	MGC2	\$723.12
3437724	89721062	701 LAKE ST E	4/24/2019	Un Labor 1 1/2-IntAl	MGC2	\$160.86
3437724	89721062	701 LAKE ST E	4/24/2019	Un labor-ST-IntAlloc	MGC2	\$176.58
3437724	89721062	701 LAKE ST E	4/24/2019	Un Labor 1 1/2-IntAl	MGC2	\$129.30
3437724	89721062	701 LAKE ST E	4/24/2019	M&S-Inventory Issued	MGC2	\$291.23
<b>3437724 Total</b>						<b>\$7,320.71</b>
3544287	90885095	900 SCHOOL ST	8/5/2019	Stores Overhead	MGS1	\$16.40
3544287	90885095	900 SCHOOL ST	8/5/2019	Stores Overhead -Qty	MGS1	\$0.84
3544287	90885095	900 SCHOOL ST	8/5/2019	Fleet Pool Vehicles	MGS1	\$136.74
3544287	90885095	900 SCHOOL ST	8/5/2019	Fleet Pool Vehicles	MGS1	\$84.30
3544287	90885095	900 SCHOOL ST	8/5/2019	Un labor-ST-IntAlloc	MGS1	\$1,575.12
3544287	90885095	900 SCHOOL ST	8/5/2019	M&S-Inventory Issued	MGS1	\$221.57
3544287	90884831	900 SCHOOL ST	8/9/2019	Construction OH	MGC2	\$2,535.14
3544287	90884831	900 SCHOOL ST	8/9/2019	Restoration OH	MGC2	\$5,248.44
3544287	90884831	900 SCHOOL ST	8/9/2019	Stores Overhead	MGC2	\$66.56
3544287	90884831	900 SCHOOL ST	8/9/2019	Stores Overhead -Qty	MGC2	\$374.64
3544287	90884831	900 SCHOOL ST	8/9/2019	M&S-Inventory Issued	MGC2	\$899.50
3544287	90884831	900 SCHOOL ST	8/9/2019	Billable Cntrctd Lbr	MGC2	\$22,295.44
3544287	90884831	900 SCHOOL ST	8/9/2019	Construction OH	MGC2	-\$718.70
3544287	90885097	900 SCHOOL ST	11/26/2019	Construction OH	MGS2	\$785.27
3544287	90885097	900 SCHOOL ST	11/26/2019	Stores Overhead	MGS2	\$171.46
3544287	90885097	900 SCHOOL ST	11/26/2019	Stores Overhead -Qty	MGS2	\$31.08
3544287	90885097	900 SCHOOL ST	11/26/2019	Fleet Pool Vehicles	MGS2	\$17.85
3544287	90885097	900 SCHOOL ST	11/26/2019	Fleet Pool Vehicles	MGS2	\$168.74

**2019 Customer Requested Med/Large Meter Relocations - Cost Elements**

Customer	Service Order	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
3544287	90885097	900 SCHOOL ST	11/26/2019	Fleet Pool Vehicles	MGS2	\$120.16
3544287	90885097	900 SCHOOL ST	11/26/2019	Un labor-ST-IntAlloc	MGS2	\$459.86
3544287	90885097	900 SCHOOL ST	11/26/2019	Un labor-ST-IntAlloc	MGS2	\$1,801.96
3544287	90885097	900 SCHOOL ST	11/26/2019	Un labor-ST-IntAlloc	MGS2	\$1,603.39
3544287	90885097	900 SCHOOL ST	11/26/2019	Un Labor 1 1/2-IntAl	MGS2	\$45.20
3544287	90885097	900 SCHOOL ST	11/26/2019	M&S-Inventory Issued	MGS2	\$2,317.11
3544287	90885097	900 SCHOOL ST	11/26/2019	Construction OH	MGS2	-\$167.99
<b>3544287 Total</b>						<b>\$40,090.08</b>
3643078	89279620	500 S MAPLE ST	7/29/2019	Construction OH	MGS2	\$302.18
3643078	89279620	500 S MAPLE ST	7/29/2019	Stores Overhead	MGS2	\$150.41
3643078	89279620	500 S MAPLE ST	7/29/2019	Stores Overhead -Qty	MGS2	\$7.84
3643078	89279620	500 S MAPLE ST	7/29/2019	Un labor-ST-IntAlloc	MGS2	\$444.22
3643078	89279620	500 S MAPLE ST	7/29/2019	M&S-Inventory Issued	MGS2	\$2,032.61
3643078	89949754	500 S MAPLE ST	7/29/2019	Un labor-ST-IntAlloc	MGS1	\$13.27
<b>3643078 Total</b>						<b>\$2,950.53</b>
7958488	88241704	3200 SOUTHDAL CIR	6/24/2019	Construction OH	MGS2	\$285.29
7958488	88241704	3200 SOUTHDAL CIR	6/24/2019	Stores Overhead	MGS2	\$51.64
7958488	88241704	3200 SOUTHDAL CIR	6/24/2019	Stores Overhead -Qty	MGS2	\$0.84
7958488	88241704	3200 SOUTHDAL CIR	6/24/2019	Fleet Pool Vehicles	MGS2	\$35.70
7958488	88241704	3200 SOUTHDAL CIR	6/24/2019	Fleet Pool Vehicles	MGS2	\$86.00
7958488	88241704	3200 SOUTHDAL CIR	6/24/2019	Un labor-ST-IntAlloc	MGS2	\$246.83
7958488	88241704	3200 SOUTHDAL CIR	6/24/2019	Un labor-ST-IntAlloc	MGS2	\$1,272.08
7958488	88241704	3200 SOUTHDAL CIR	6/24/2019	M&S-Inventory Issued	MGS2	\$697.79
7958488	90594473	3200 SOUTHDAL CIR	6/24/2019	Un labor-ST-IntAlloc	MGS1	\$43.89
<b>7958488 Total</b>						<b>\$2,720.06</b>
7991525	89233541	1710 CROSSINGS BLVD	4/26/2019	Stores Overhead	MGS1	\$18.37
7991525	89233541	1710 CROSSINGS BLVD	4/26/2019	Stores Overhead -Qty	MGS1	\$4.48
7991525	89233541	1710 CROSSINGS BLVD	4/26/2019	M&S-Inventory Issued	MGS1	\$248.23
7991525	84035848	1710 CROSSINGS BLVD	1/11/2019	Construction OH	MGS2	\$208.63
7991525	84035848	1710 CROSSINGS BLVD	1/11/2019	Stores Overhead	MGS2	\$73.63
7991525	84035848	1710 CROSSINGS BLVD	1/11/2019	Stores Overhead -Qty	MGS2	\$7.00
7991525	84035848	1710 CROSSINGS BLVD	1/11/2019	Fleet Pool Vehicles	MGS2	\$10.25
7991525	84035848	1710 CROSSINGS BLVD	1/11/2019	Un labor-ST-IntAlloc	MGS2	\$73.85
7991525	84035848	1710 CROSSINGS BLVD	1/11/2019	Un labor-ST-IntAlloc	MGS2	\$618.35
7991525	84035848	1710 CROSSINGS BLVD	1/11/2019	M&S-Inventory Issued	MGS2	\$994.62
7991525	84035848	1710 CROSSINGS BLVD	1/11/2019	AFUDC Debt	MGS2	\$0.67
<b>7991525 Total</b>						<b>\$2,258.08</b>
8205290	88760294	600 5TH AVE S	1/25/2019	Stores Overhead	MGS1	\$2.98
8205290	88760294	600 5TH AVE S	1/25/2019	Stores Overhead -Qty	MGS1	\$2.80
8205290	88760294	600 5TH AVE S	1/25/2019	Fleet Pool Vehicles	MGS1	\$34.52
8205290	88760294	600 5TH AVE S	1/25/2019	Un labor-ST-IntAlloc	MGS1	\$972.91
8205290	88760294	600 5TH AVE S	1/25/2019	M&S-Inventory Issued	MGS1	\$40.30
8205290	89406090	600 5TH AVE S	3/12/2019	Construction OH	MGC2	\$513.65
8205290	89406090	600 5TH AVE S	3/12/2019	Restoration OH	MGC2	\$1,011.06

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**2019 Customer Requested Med/Large Meter Relocations - Cost Elements**

Customer	Service Order	Address	First TECO Date	Cost Element Description	Order Type	Total Additions
8205290	89406090	600 5TH AVE S	3/12/2019	Other Compensation	MGC2	\$213.90
8205290	89406090	600 5TH AVE S	3/12/2019	M&S-Misc	MGC2	\$120.27
8205290	89406090	600 5TH AVE S	3/12/2019	Stores Overhead	MGC2	\$3.43
8205290	89406090	600 5TH AVE S	3/12/2019	Stores Overhead -Qty	MGC2	\$16.24
8205290	89406090	600 5TH AVE S	3/12/2019	Un labor-ST-IntAlloc	MGC2	\$261.09
8205290	89406090	600 5TH AVE S	3/12/2019	Un labor-ST-IntAlloc	MGC2	\$805.51
8205290	89406090	600 5TH AVE S	3/12/2019	Un Labor 1 1/2-IntAl	MGC2	\$138.68
8205290	89406090	600 5TH AVE S	3/12/2019	Un labor-ST-IntAlloc	MGC2	\$2,220.92
8205290	89406090	600 5TH AVE S	3/12/2019	Un Labor 1 1/2-IntAl	MGC2	\$276.81
8205290	89406090	600 5TH AVE S	3/12/2019	Un labor-ST-IntAlloc	MGC2	\$126.77
8205290	89406090	600 5TH AVE S	3/12/2019	M&S-Inventory Issued	MGC2	\$46.33
8205290	91633553	600 5TH AVE S	10/24/2019	Stores Overhead	MGS1	\$37.11
8205290	91633553	600 5TH AVE S	10/24/2019	Stores Overhead -Qty	MGS1	\$3.64
8205290	91633553	600 5TH AVE S	10/24/2019	Fleet Pool Vehicles	MGS1	\$17.85
8205290	91633553	600 5TH AVE S	10/24/2019	Fleet Pool Vehicles	MGS1	\$7.38
8205290	91633553	600 5TH AVE S	10/24/2019	Un labor-ST-IntAlloc	MGS1	\$125.42
8205290	91633553	600 5TH AVE S	10/24/2019	Un labor-ST-IntAlloc	MGS1	\$417.01
8205290	91633553	600 5TH AVE S	10/24/2019	M&S-Inventory Issued	MGS1	\$501.48
<b>8205290 Total</b>						<b>\$7,918.06</b>
8214015	88947832	2814 JORDAN AVE S	6/12/2019	Stores Overhead	MGS1	\$18.66
8214015	88947832	2814 JORDAN AVE S	6/12/2019	Stores Overhead -Qty	MGS1	\$0.84
8214015	88947832	2814 JORDAN AVE S	6/12/2019	Fleet Pool Vehicles	MGS1	\$17.85
8214015	88947832	2814 JORDAN AVE S	6/12/2019	Un labor-ST-IntAlloc	MGS1	\$125.42
8214015	88947832	2814 JORDAN AVE S	6/12/2019	M&S-Inventory Issued	MGS1	\$252.17
8214015	88947832	2814 JORDAN AVE S	6/12/2019	Billable Cntrctd Lbr	MGS1	\$1,280.28
8214015	88947539	2814 JORDAN AVE S	7/30/2019	Construction OH	MGC2	\$807.41
8214015	88947539	2814 JORDAN AVE S	7/30/2019	Restoration OH	MGC2	\$1,656.39
8214015	88947539	2814 JORDAN AVE S	7/30/2019	Stores Overhead	MGC2	\$25.45
8214015	88947539	2814 JORDAN AVE S	7/30/2019	Stores Overhead -Qty	MGC2	\$87.36
8214015	88947539	2814 JORDAN AVE S	7/30/2019	M&S-Inventory Issued	MGC2	\$343.97
8214015	88947539	2814 JORDAN AVE S	7/30/2019	Billable Cntrctd Lbr	MGC2	\$6,274.20
<b>8214015 Total</b>						<b>\$10,890.00</b>
8226063	89016157	541 W 78TH ST	4/22/2019	Construction OH	MGS2	\$380.68
8226063	89016157	541 W 78TH ST	4/22/2019	Stores Overhead	MGS2	\$141.35
8226063	89016157	541 W 78TH ST	4/22/2019	Stores Overhead -Qty	MGS2	\$12.32
8226063	89016157	541 W 78TH ST	4/22/2019	Fleet Pool Vehicles	MGS2	\$17.85
8226063	89016157	541 W 78TH ST	4/22/2019	Un labor-ST-IntAlloc	MGS2	\$125.42
8226063	89016157	541 W 78TH ST	4/22/2019	M&S-Inventory Issued	MGS2	\$1,910.14
8226063	89016157	541 W 78TH ST	4/22/2019	Billable Cntrctd Lbr	MGS2	\$1,066.90
<b>8226063 Total</b>						<b>\$3,654.66</b>
8239067	89893792	6901 153RD ST W	5/30/2019	Billable Cntrctd Lbr	MGS1	\$640.14
<b>8239067 Total</b>						<b>\$640.14</b>
8240141	88760306	600 5TH AVE S	3/7/2019	Stores Overhead	MGS1	\$4.66
8240141	88760306	600 5TH AVE S	3/7/2019	Stores Overhead -Qty	MGS1	\$4.20

**Schedule 15**  
**Page 7 of 7**

Service			First TECO	Order		
Customer	Order	Address	Date	Cost Element Description	Type	Total Additions
8240141	88760306	600 5TH AVE S	3/7/2019	Fleet Pool Vehicles	MGS1	\$131.57
8240141	88760306	600 5TH AVE S	3/7/2019	Un labor-ST-IntAlloc	MGS1	\$1,728.59
8240141	88760306	600 5TH AVE S	3/7/2019	M&S-Inventory Issued	MGS1	\$63.00
<b>8240141 Total</b>						<b>\$1,932.02</b>
8259596	89211543	8620 CENTRAL AVE NE	4/3/2019	Stores Overhead	MGS1	\$1.90
8259596	89211543	8620 CENTRAL AVE NE	4/3/2019	Stores Overhead -Qty	MGS1	\$2.80
8259596	89211543	8620 CENTRAL AVE NE	4/3/2019	Fleet Pool Vehicles	MGS1	\$40.12
8259596	89211543	8620 CENTRAL AVE NE	4/3/2019	Fleet Pool Vehicles	MGS1	\$43.93
8259596	89211543	8620 CENTRAL AVE NE	4/3/2019	Un labor-ST-IntAlloc	MGS1	\$481.12
8259596	89211543	8620 CENTRAL AVE NE	4/3/2019	M&S-Inventory Issued	MGS1	\$25.65
<b>8259596 Total</b>						<b>\$595.52</b>
8259727	89952026	2323 JACKSON ST NE	6/27/2019	Stores Overhead	MGS1	\$35.50
8259727	89952026	2323 JACKSON ST NE	6/27/2019	Stores Overhead -Qty	MGS1	\$5.32
8259727	89952026	2323 JACKSON ST NE	6/27/2019	M&S-Inventory Issued	MGS1	\$479.67
8259727	89952026	2323 JACKSON ST NE	6/27/2019	Billable Cntrctd Lbr	MGS1	\$640.14
8259727	87907457	2323 JACKSON ST NE	2/25/2019	Construction OH	MGS2	\$184.57
8259727	87907457	2323 JACKSON ST NE	2/25/2019	Stores Overhead	MGS2	\$75.12
8259727	87907457	2323 JACKSON ST NE	2/25/2019	Stores Overhead -Qty	MGS2	\$5.32
8259727	87907457	2323 JACKSON ST NE	2/25/2019	Fleet Pool Vehicles	MGS2	\$15.38
8259727	87907457	2323 JACKSON ST NE	2/25/2019	Un labor-ST-IntAlloc	MGS2	\$110.78
8259727	87907457	2323 JACKSON ST NE	2/25/2019	M&S-Inventory Issued	MGS2	\$1,011.89
8259727	87907457	2323 JACKSON ST NE	2/25/2019	Billable Cntrctd Lbr	MGS2	\$710.31
8259727	89952111	2323 JACKSON ST NE	5/29/2019	Construction OH	MGC2	\$193.20
8259727	89952111	2323 JACKSON ST NE	5/29/2019	Restoration OH	MGC2	\$392.95
8259727	89952111	2323 JACKSON ST NE	5/29/2019	Stores Overhead	MGC2	\$7.04
8259727	89952111	2323 JACKSON ST NE	5/29/2019	Stores Overhead -Qty	MGC2	\$18.48
8259727	89952111	2323 JACKSON ST NE	5/29/2019	M&S-Inventory Issued	MGC2	\$95.12
8259727	89952111	2323 JACKSON ST NE	5/29/2019	Billable Cntrctd Lbr	MGC2	\$1,488.45
<b>8259727 Total</b>						<b>\$5,469.24</b>
<b>Grand Total</b>						<b>\$153,615.42</b>

**CenterPoint Energy  
2019 Service Quality Report**

**2019 Call Center Detail - Calls Received from Dedicated Lines**

(Utility only)	January	February	March	April	May	June	July	August	September	October	November	December	Total
Total Calls Received <sup>1</sup>	175,928	138,311	148,262	152,266	155,890	147,936	155,836	139,003	131,074	158,122	134,490	140,482	1,777,600
Dedicated Calls Received:													
Billing Inquiries	148,390	115,240	123,929	126,268	127,410	120,849	126,657	111,506	106,058	126,274	109,610	116,392	1,458,583
Credit/Payment Arrangements	6,572	5,717	5,923	6,797	6,639	5,942	6,326	5,097	4,965	6,311	5,285	5,704	71,278
Service Connection/Disconnection Requests	7,360	6,740	7,959	9,603	11,954	11,707	13,433	13,212	11,150	12,688	9,241	8,182	123,229
Emergency	8,607	6,578	5,886	5,214	6,036	6,295	6,152	6,080	6,053	8,546	6,977	6,652	79,076
Business Customer Hotline	4,999	4,036	4,565	4,384	3,851	3,143	3,268	3,108	2,848	4,303	3,377	3,552	45,434

<sup>1</sup> Includes IVR

**3 Year Average Calculations (2016 - 2018)**

Billing Inquires

Year 2016	1,301,568
Year 2017	1,309,671
Year 2018	1,431,884
3 Year Avg	1,347,708

Service Connection/Disconnection Requests

Year 2016	145,782
Year 2017	116,934
Year 2018	117,686
3 Year Avg	126,801

Business Customer Hotline

Year 2016	40,294
Year 2017	39,454
Year 2018	48,006
3 Year Avg	42,585

Credit/Payment Arrangements

Year 2016	66,405
Year 2017	64,932
Year 2018	74,462
3 Year Avg	68,600

Service Connection/Disconnection Requests

Year 2016	77,111
Year 2017	70,305
Year 2018	75,193
3 Year Avg	74,203

**CENTERPOINT ENERGY**  
Summary of Formal Customers' Complaints  
Location: Minneapolis  
Dates: From 1/1/2019 to 12/31/2019

Check One:  
Reporting Unit     X      
Division             
Region           

Type of Complaint	Residential				Commercial/Industrial				Interruptible				Total			
	No. Rec	No. Resl.	No. Unrsl.	Avg Time*	No. Rec	No. Resl.	No. Unrsl.	Avg Time*	No. Rec	No. Resl.	No. Unrsl.	Avg Time*	No. Rec	No. Resl.	No. Unrsl.	Avg Time*
<b>Bill</b>																
Too High/Low	1	1	0	17.0		0	0		0	0	0	0.0	1	1	0	17.0
Do Not Understand	14	14	0	8.5		0	0		0	0	0	0.0	14	14	0	8.5
Budget	1	1	0	11.0		0	0		0	0	0	0.0	1	1	0	11.0
Due Date - Late Payment Charge			0			0	0		0	0	0	0.0	0	0	0	
Rates	2	2	0	7.5		0	0		0	0	0	0.0	2	2	0	7.5
Payment Application Refund Check	13	13	0	11.0	1	1	0	0.0	0	0	0	0.0	14	14	0	10.2
Non-Register Meter/Remote Indexes	11	11	0	17.0	3	3	0	15.6	0	0	0	0.0	14	14	0	16.7
Other	8	8	0	9.0		0	0		0	0	0	0.0	8	8	0	9.0
<b>Credit</b>																
Arrangements	24	24		2.3			0			0	0		24	24	0	2.3
Notice Letters						0	0			0	0		0	0	0	
Transfers						0	0			0	0		0	0	0	
Disputed Charges	14	14		13.0	1	1	0	10.0		0	0		15	15	0	12.8
Disconnected	57	57		2.4	2	2	0	6.5		0	0		59	59	0	2.5
Other							0			0	0		0	0	0	
<b>Meter</b>																
Not Read		0	0			0	0			0	0	0.0	0	0	0	
Mis-Read		0	0			0	0			0	0	0.0	0	0	0	
Estimated Readings		0	0			0	0			0	0	0.0	0	0	0	
Customer Readings		0	0			0	0			0	0	0.0	0	0	0	
Final Readings Not Taken		0	0			0	0			0	0	0.0	0	0	0	
<b>Service</b>																
Gas Service and/or Mains	31	31		7.9	2	2	0	10.0		0	0	0.0	33	33	0	8.0
Appliance Service and/or Repair	70	70	0	7.1		0	0			0	0	0.0	70	70	0	7.1
<b>Total</b>	<b>246</b>	<b>246</b>	<b>0</b>	<b>6.8</b>	<b>9</b>	<b>9</b>	<b>0</b>	<b>10.0</b>	<b>0</b>	<b>0</b>	<b>0</b>		<b>255</b>	<b>255</b>	<b>0</b>	<b>6.9</b>
<b>Average Number of Customers for Reporting Period</b>	801,005				69,194				1,554				871,753			
<b>Customers Added</b>	8,799				589				(239)				9,149			
<b>Number of Involuntary Disconnects</b>	24,567				1,176				0				25,743			

\*Average in Calendar Days

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

**2018**

<b>Number of Involuntary Disconnects</b>	30,455	1,331	1	31,787
<b>Change from prior year</b>	(5,888)	(155)	(1)	(6,044)
<b>Percent Change</b>	-19.3%	-11.6%	-100.0%	-19.0%



CenterPoint Energy  
2019 Service Quality Report

2019 Above Ground Facility (ABGF) Leaks by Cause

	<u>Year 2019</u>
Total ABGF Leaks (by Cause & Year Repaired)	5,618
Corrosion Failure	140
Equipment Failure	5,062
Excavation Damage	38
Incorrect Operations	55
Natural Force Damage	135
Other Cause	2
Other Outside Force Damage	79
Pipe, Weld or Joint Failure	107

**3 Year Average Calculations (2016 - 2018)**

Corrosion Failure

Year 2016	194
Year 2017	130
Year 2018	138
3 Year Avg	154

Incorrect Operations

Year 2016	59
Year 2017	78
Year 2018	50
3 Year Avg	62

Other Outside Force Damage

Year 2016	60
Year 2017	88
Year 2018	82
3 Year Avg	77

Equipment Failure

Year 2016	4,426
Year 2017	4,611
Year 2018	4,294
3 Year Avg	4,444

Natural Force Damage

Year 2016	60
Year 2017	60
Year 2018	44
3 Year Avg	55

Pipe, Weld or Joint Failure

Year 2016	113
Year 2017	117
Year 2018	107
3 Year Avg	112

Excavation Damage

Year 2016	33
Year 2017	37
Year 2018	31
3 Year Avg	34

Other Cause

Year 2016	14
Year 2017	1
Year 2018	1
3 Year Avg	5

CenterPoint Energy  
2019 Service Quality Report

2019 Mains Leaks by Cause

	<u>Year 2019</u>
Total Mains Leaks (by Cause & Year Repaired)	459
Corrosion Failure	71
Equipment Failure	143
Excavation Damage	133
Incorrect Operations	54
Natural Force Damage	6
Other Cause	9
Other Outside Force Damage	17
Pipe, Weld or Joint Failure	26

**3 Year Average Calculations (2016 - 2018)**

Corrosion Failure

Year 2016	71
Year 2017	57
Year 2018	88
3 Year Avg	72

Incorrect Operations

Year 2016	16
Year 2017	25
Year 2018	38
3 Year Avg	26

Other Outside Force Damage

Year 2016	19
Year 2017	16
Year 2018	15
3 Year Avg	17

Equipment Failure

Year 2016	82
Year 2017	75
Year 2018	128
3 Year Avg	95

Natural Force Damage

Year 2016	25
Year 2017	21
Year 2018	8
3 Year Avg	18

Pipe, Weld or Joint Failure

Year 2016	36
Year 2017	20
Year 2018	16
3 Year Avg	24

Excavation Damage

Year 2016	101
Year 2017	114
Year 2018	116
3 Year Avg	110

Other Cause

Year 2016	3
Year 2017	3
Year 2018	9
3 Year Avg	5

CenterPoint Energy  
2019 Service Quality Report

2019 Services Leaks by Cause

	<u>Year 2019</u>
Total Services Leaks (by Cause & Year Repaired)	1,425
Corrosion Failure	165
Equipment Failure	324
Excavation Damage	595
Incorrect Operations	126
Natural Force Damage	46
Other Cause	16
Other Outside Force Damage	107
Pipe, Weld or Joint Failure	46

**3 Year Average Calculations (2016 - 2018)**

Corrosion Failure

Year 2016	209
Year 2017	131
Year 2018	140
3 Year Avg	160

Incorrect Operations

Year 2016	63
Year 2017	75
Year 2018	72
3 Year Avg	70

Other Outside Force Damage

Year 2016	51
Year 2017	58
Year 2018	55
3 Year Avg	55

Equipment Failure

Year 2016	193
Year 2017	346
Year 2018	285
3 Year Avg	275

Natural Force Damage

Year 2016	98
Year 2017	92
Year 2018	130
3 Year Avg	107

Pipe, Weld or Joint Failure

Year 2016	94
Year 2017	63
Year 2018	99
3 Year Avg	85

Excavation Damage

Year 2016	625
Year 2017	576
Year 2018	612
3 Year Avg	604

Other Cause

Year 2016	3
Year 2017	13
Year 2018	14
3 Year Avg	10

CenterPoint Energy  
2019 Service Quality Report

2019 Mains Leaks by Material

	<u>Year 2019</u>
Total Mains Leaks (by Material & Year Repaired)	459
Bare Steel	79
Coated Steel	187
Not Assigned/Unknown	14
Plastic-PE	136
Plastic-PE Aldyl A	43

**3 Year Average Calculations (2016 - 2018)**

Bare Steel

Year 2016	62
Year 2017	56
Year 2018	79
3 Year Avg	66

Coated Steel

Year 2016	85
Year 2017	82
Year 2018	140
3 Year Avg	102

Not Assigned/Unknown

Year 2016	84
Year 2017	78
Year 2018	47
3 Year Avg	70

Plastic-PE

Year 2016	74
Year 2017	72
Year 2018	93
3 Year Avg	80

Plastic-PE Aldyl A

Year 2016	48
Year 2017	43
Year 2018	59
3 Year Avg	50

**CenterPoint Energy  
2019 Service Quality Report**

**2019 Services Leaks by Material**

	<u>Year 2019</u>
Total Services Leaks (by Material & Year Repaired)	1,425
Bare Steel	52
Coated Steel	118
Copper	180
Not Assigned/Unknown	18
Plastic-PE	763
Plastic-PE Aldyl A	294
PVC	0

**3 Year Average Calculations (2016 - 2018)**

Bare Steel

Year 2016	52
Year 2017	37
Year 2018	55
3 Year Avg	48

Not Assigned/Unknown

Year 2016	50
Year 2017	43
Year 2018	25
3 Year Avg	39

PVC

Year 2016	2
Year 2017	1
Year 2018	2
3 Year Avg	2

Coated Steel

Year 2016	57
Year 2017	56
Year 2018	100
3 Year Avg	71

Plastic-PE

Year 2016	677
Year 2017	800
Year 2018	680
3 Year Avg	719

Copper

Year 2016	198
Year 2017	139
Year 2018	163
3 Year Avg	167

Plastic-PE Aldyl A

Year 2016	300
Year 2017	278
Year 2018	382
3 Year Avg	320

CenterPoint Energy  
2019 Service Quality Report

2019 Above Ground Facilities Risk by Cause

	<u>Year 2019</u>
Total ABGF Risk (by Cause & Year Repaired)	428,473
Corrosion	10,924
Equipment	298,935
Excavation	27,648
Incorrect Operation	20,927
Natural Forces	30,819
Other	144
Other Outside Force Damage	28,849
Pipe, Weld or Joint Failure	10,227

**3 Year Average Calculations (2016 - 2018)**

Corrosion

Year 2016	9,369
Year 2017	9,306
Year 2018	10,137
3 Year Avg	9,604

Incorrect Operation

Year 2016	2,052
Year 2017	6,831
Year 2018	5,094
3 Year Avg	4,659

Other Outside Force Damage

Year 2016	17,046
Year 2017	36,189
Year 2018	27,414
3 Year Avg	26,883

Equipment

Year 2016	63,519
Year 2017	152,427
Year 2018	494,652
3 Year Avg	236,866

Natural Forces

Year 2016	21,516
Year 2017	24,568
Year 2018	12,855
3 Year Avg	19,646

Pipe, Weld or Joint Failure

Year 2016	2,649
Year 2017	4,959
Year 2018	3,225
3 Year Avg	3,611

Excavation

Year 2016	102,757
Year 2017	167,601
Year 2018	22,969
3 Year Avg	97,776

Other

Year 2016	72
Year 2017	432
Year 2018	144
3 Year Avg	216

CenterPoint Energy  
2019 Service Quality Report

2019 Mains Risk by Cause

	<u>Year 2019</u>
Total Mains Risk (by Cause & Year Repaired)	531,745
Corrosion	60,750
Equipment	122,310
Excavation	223,924
Incorrect Operation	64,800
Natural Forces	7,311
Other	7,290
Other Outside Force Damage	18,630
Pipe, Weld or Joint Failure	26,730

**3 Year Average Calculations (2016 - 2018)**

Corrosion

Year 2016	74,520
Year 2017	55,890
Year 2018	88,290
3 Year Avg	72,900

Incorrect Operation

Year 2016	18,630
Year 2017	29,970
Year 2018	46,980
3 Year Avg	31,860

Other Outside Force Damage

Year 2016	21,060
Year 2017	17,820
Year 2018	16,200
3 Year Avg	18,360

Equipment

Year 2016	59,130
Year 2017	37,260
Year 2018	106,920
3 Year Avg	67,770

Natural Forces

Year 2016	24,378
Year 2017	21,124
Year 2018	10,561
3 Year Avg	18,688

Pipe, Weld or Joint Failure

Year 2016	27,540
Year 2017	17,010
Year 2018	15,390
3 Year Avg	19,980

Excavation

Year 2016	140,319
Year 2017	150,038
Year 2018	186,518
3 Year Avg	158,958

Other

Year 2016	2,430
Year 2017	2,430
Year 2018	9,720
3 Year Avg	4,860

CenterPoint Energy  
2019 Service Quality Report

2019 Services Risk by Cause

	<u>Year 2019</u>
Total Services Risk (by Cause & Year Repaired)	1,966,658
Corrosion	219,826
Equipment	366,930
Excavation	969,840
Incorrect Operation	136,890
Natural Forces	66,713
Other	18,709
Other Outside Force Damage	136,720
Pipe, Weld or Joint Failure	51,030

**3 Year Average Calculations (2016 - 2018)**

Corrosion

Year 2016	287,550
Year 2017	182,250
Year 2018	186,300
3 Year Avg	218,700

Incorrect Operation

Year 2016	51,840
Year 2017	89,910
Year 2018	88,290
3 Year Avg	76,680

Other Outside Force Damage

Year 2016	53,460
Year 2017	67,230
Year 2018	65,880
3 Year Avg	62,190

Equipment

Year 2016	328,050
Year 2017	222,750
Year 2018	333,990
3 Year Avg	294,930

Natural Forces

Year 2016	106,110
Year 2017	115,830
Year 2018	157,950
3 Year Avg	126,630

Pipe, Weld or Joint Failure

Year 2016	59,940
Year 2017	41,310
Year 2018	109,350
3 Year Avg	70,200

Excavation

Year 2016	828,630
Year 2017	656,910
Year 2018	963,900
3 Year Avg	816,480

Other

Year 2016	6,480
Year 2017	16,200
Year 2018	14,580
3 Year Avg	12,420



CenterPoint Energy  
2019 Service Quality Report

2019 Mains Risk by Material

	<u>Year 2019</u>
Total Mains Risk (by Material & Year Repaired)	531,745
Bare Steel	66,431
Coated Steel	185,542
Not Assigned/Unknown	8,103
Plastic-PE	215,728
Plastic-PE Aldyl A	55,941

**3 Year Average Calculations (2016 - 2018)**

Bare Steel

Year 2016	77,784
Year 2017	58,328
Year 2018	82,624
3 Year Avg	72,912

Coated Steel

Year 2016	98,880
Year 2017	95,654
Year 2018	166,089
3 Year Avg	120,208

Not Assigned/Unknown

Year 2016	8,912
Year 2017	8,102
Year 2018	7,294
3 Year Avg	8,103

Plastic-PE

Year 2016	114,335
Year 2017	111,087
Year 2018	141,890
3 Year Avg	122,437

Plastic-PE Aldyl A

Year 2016	68,096
Year 2017	58,371
Year 2018	82,682
3 Year Avg	69,716

CenterPoint Energy  
2020 Service Quality Report

2020 Services Risk by Material

	Year 2019
Total Services Risk (by Material & Year Repaired)	1,966,658
Bare Steel	60,011
Coated Steel	160,963
Copper	250,610
Not Assigned/Unknown	22,712
Plastic PE	1,122,442
Plastic-PE Aldyl A	349,920
PVC	0

**3 Year Average Calculations (2016 - 2018)**

Bare Steel

Year 2017	73,710
Year 2018	48,600
Year 2019	78,570
3 Year Avg	66,960

Not Assigned/Unknown

Year 2017	72,090
Year 2018	57,510
Year 2019	32,400
3 Year Avg	54,000

Plastic-PE Aldyl A

Year 2017	351,540
Year 2018	299,700
Year 2019	462,780
3 Year Avg	371,340

Coated Steel

Year 2017	72,900
Year 2018	69,660
Year 2019	128,790
3 Year Avg	90,450

Plastic PE

Year 2017	863,460
Year 2018	717,660
Year 2019	993,330
3 Year Avg	858,150

PVC

Year 2017	3,240
Year 2018	1,620
Year 2019	3,240
3 Year Avg	2,700

Copper

Year 2017	285,120
Year 2018	197,640
Year 2019	221,130
3 Year Avg	234,630

CenterPoint Energy  
2019 Service Quality Report

2019 Unit Cost Installed by Project

Project	Metric	Total Cost	Quantity	Unit Cost
Transmission Pipeline Integrity*	Cost per foot replaced	\$13,545,333	7,523	\$1,801
Transmission Pipeline Replacement	Cost per foot replaced	\$36,815,986	25,824	\$1,426
Remote Control Valves	Cost per 8" valve installed	0	0	N/A
Bare Steel Mains	Cost per foot replaced	\$18,531,169	115,260	\$161
Cast Iron Mains	Cost per foot replaced	0	0	N/A
Copper Service Lines	Cost per service line replaced	\$1,225,054	405	\$3,025
Inside Meters	Cost per meter moved	\$8,610,296	1,455	\$5,918
Vintage Plastic Pipe	Cost per service line replaced	\$1,882,122	650	\$2,896

\* Total includes Transmission Pipeline Integrity costs for pipe replacement only

3 Year Average Calculations (2016 - 2018)

Transmission Pipe Integrity	Total Cost	Quantity (per foot replaced)	Unit Cost
Year 2016	\$3,795,406	3,870	\$981
Year 2017	\$9,877,376	12,691	\$778
Year 2018	\$9,846,035	15,852	\$621
3 Year Avg	\$7,839,606	10,804	\$793

Transmission Pipeline Replacement	Total Cost	Quantity (per foot replaced)	Unit Cost
Year 2016	\$38,107,293	35,821	\$1,064
Year 2017	\$35,944,008	35,904	\$1,001
Year 2018	\$48,216,174	44,986	\$1,072
3 Year Avg	\$40,755,825	38,904	\$1,046

Remote Control Valves	Total Cost	Quantity (per 8" valve installed)	Unit Cost
Year 2016	\$96,964	2	\$48,482
Year 2017	-	-	N/A
Year 2018	-	-	N/A
3 Year Avg	\$48,482	1	\$48,482

Bare Steel Mains	Total Cost	Quantity (per foot replaced)	Unit Cost
Year 2016	\$6,735,953	73,558	\$92
Year 2017	\$6,404,881	63,667	\$101
Year 2018	\$6,155,601	51,123	\$120
3 Year Avg	\$6,432,145	62,783	\$104

Cast Iron Mains	Total Cost	Quantity (per foot replaced)	Unit Cost
Year 2016	\$8,361,581	15,632	\$535
Year 2017	\$6,703,161	28,438	\$236
Year 2018	\$0	-	N/A
3 Year Avg	\$5,021,581	14,690	\$385

Copper Service Lines	Total Cost	Quantity (per svc line replaced)	Unit Cost
Year 2016	\$724,418	191	\$3,793
Year 2017	\$331,739	113	\$2,936
Year 2018	\$866,285	380	\$2,280
3 Year Avg	\$640,814	228	\$3,003

Inside Meters	Total Cost	Quantity (per meter moved)	Unit Cost
Year 2016	\$8,590,898	2,577	\$3,334
Year 2017	\$7,001,228	2,432	\$2,879
Year 2018	\$7,540,681	1,948	\$3,871
3 Year Avg	\$7,710,936	2,319	\$3,361

Vintage Plastic Pipe	Total Cost	Quantity (per svc line replaced)	Unit Cost
Year 2016	\$2,666,366	1,163	\$2,293
Year 2017	\$1,800,941	756	\$2,382
Year 2018	\$2,015,960	814	\$2,477
3 Year Avg (2016-2017)	\$1,908,451	785	\$2,429

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2019 Comparison of Budgeted Costs to Actual Installed Costs

Project	Estimate	Actual	Actual Over/(Under)
Transmission Pipeline Integrity (TIMP Capital)	\$16,635,000	\$15,511,783	(\$1,123,217)
Transmission Pipeline Integrity (TIMP Expense)	\$5,891,377	\$4,405,824	(\$1,485,553)
Transmission Pipeline Replacement (TIMP Capital)	\$39,710,000	\$36,815,986	(\$2,894,014)
Remote Control Valves (TIMP Capital)	\$400,000	\$63,422	(\$336,578)
Bare Steel Mains (DIMP Capital)	\$15,100,000	\$18,531,169	\$3,431,169
Cast Iron Mains (DIMP Capital)	\$0	\$0	\$0
Copper Service Lines (DIMP Capital)	\$1,027,890	\$1,225,054	\$197,164
Inside Meters (DIMP Capital)	\$7,995,420	\$8,610,296	\$614,876
Vintage Plastic Pipe (DIMP Capital)	\$2,354,670	\$1,882,122	(\$472,548)

3 Year Average Calculations (2016 - 2018)

Transmission Pipe Integrity (Capital)	Estimate	Actual	Actual O/(U)
Year 2016	\$9,865,300	\$7,425,365	(\$2,439,935)
Year 2017	\$15,330,000	\$15,323,272	(\$6,728)
Year 2018	\$14,630,000	\$12,229,893	(\$2,400,107)
3 Year Avg	\$13,275,100	\$11,659,510	(\$1,615,590)

Transmission Pipe Integrity (Expense)	Estimate	Actual	Actual O/(U)
Year 2016	\$7,865,130	\$4,991,230	(\$2,873,900)
Year 2017	\$5,479,513	\$2,655,408	(\$2,824,105)
Year 2018	\$6,168,593	\$4,887,376	(\$1,281,217)
3 Year Avg	\$6,504,412	\$4,178,005	(\$2,326,407)

Transmission Pipeline Replacement	Estimate	Actual	Actual O/(U)
Year 2016	\$37,713,600	\$38,107,293	\$393,693
Year 2017	\$36,713,600	\$35,944,008	(\$769,592)
Year 2018	\$37,073,000	\$48,216,174	\$11,143,174
3 Year Avg	\$37,166,733	\$40,755,825	\$3,589,092

Remote Control Valves	Estimate	Actual	Actual O/(U)
Year 2016	\$600,000	\$181,825	(\$418,175)
Year 2017	\$300,000	\$193,474	(\$106,526)
Year 2018	\$600,000	\$319,671	(\$280,329)
3 Year Avg	\$500,000	\$231,657	(\$268,343)

Bare Steel Mains	Estimate	Actual	Actual O/(U)
Year 2016	\$4,935,681	\$7,316,119	\$2,380,438
Year 2017	\$7,320,000	\$6,788,379	(\$531,621)
Year 2018	\$7,338,000	\$6,191,467	(\$1,146,533)
3 Year Avg	\$6,531,227	\$6,765,322	\$234,095

Cast Iron Mains	Estimate	Actual	Actual O/(U)
Year 2016	\$2,885,714	\$8,361,581	\$5,475,867
Year 2017	\$4,441,000	\$6,703,161	\$2,262,161
Year 2018	\$4,441,000	\$6,703,161	\$2,262,161
3 Year Avg	\$3,922,571	\$7,255,968	\$3,333,396

Copper Service Lines	Estimate	Actual	Actual O/(U)
Year 2016	\$324,700	\$605,226	\$280,526
Year 2017	\$324,700	\$331,739	\$7,039
Year 2018	\$925,000	\$866,285	(\$58,715)
3 Year Avg	\$524,800	\$601,083	\$76,283

Inside Meters	Estimate	Actual	Actual O/(U)
Year 2016	\$7,999,400	\$8,590,898	\$591,498
Year 2017	\$7,999,000	\$7,001,228	(\$997,772)
Year 2018	\$7,999,000	\$7,540,681	(\$458,319)
3 Year Avg	\$7,999,133	\$7,710,936	(\$288,198)

Vintage Plastic Pipe	Estimate	Actual	Actual O/(U)
Year 2016	\$1,997,500	\$2,666,336	\$668,836
Year 2017	\$1,999,000	\$1,800,941	(\$198,059)
Year 2018	\$1,999,000	\$2,015,960	\$16,960
3 Year Avg	\$1,998,500	\$2,161,079	\$162,579

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2019 Average Annual Cost to Repair Leaks by Facility

	Number	Repair Cost	Average Cost
<b>All Leak Repairs</b>	<b>15,858</b>	<b>\$6,713,714</b>	<b>\$423</b>
All Mains	644	\$1,658,238	\$2,575
All Meters	12,844	\$2,945,015	\$229
All Service Lines	2,370	\$2,110,461	\$890
<b>Capitalized Leak Repairs</b>	<b>997</b>	<b>\$1,341,498</b>	<b>\$1,346</b>
Mains (capitalized)	112	\$487,982	\$4,357
Meters (capitalized)	455	\$274,385	\$603
Service Lines (capitalized)	430	\$579,131	\$1,347
<b>Expensed Leak Repairs</b>	<b>14,861</b>	<b>\$5,372,216</b>	<b>\$361</b>
Mains (expensed)	532	\$1,170,256	\$2,200
Meters (expensed)	12,389	\$2,670,630	\$216
Service Lines (expensed)	1,940	\$1,531,330	\$789

3 Year Average Calculations (2016 - 2018)

All Leak Repairs - Mains	Number	Repair Cost	Avg Cost
Year 2016	336	\$754,222	\$2,245
Year 2017	446	\$1,216,844	\$2,728
Year 2018	608	\$1,890,446	\$3,109
3 Year Avg	463	\$1,287,171	\$2,778

All Leak Repairs - Meters	Number	Repair Cost	Avg Cost
Year 2016	9,159	\$1,271,005	\$139
Year 2017	10,594	\$1,700,643	\$161
Year 2018	10,333	\$1,920,610	\$186
3 Year Avg	10,029	\$1,630,753	\$163

All Leak Repairs - Service Lines	Number	Repair Cost	Avg Cost
Year 2016	1,502	\$902,384	\$601
Year 2017	2,013	\$1,308,617	\$650
Year 2018	2,181	\$1,865,196	\$855
3 Year Avg	1,899	\$1,358,732	\$716

Capital Leak Repairs - Mains	Number	Repair Cost	Avg Cost
Year 2016	39	\$111,005	\$2,846
Year 2017	51	\$302,585	\$5,933
Year 2018	58	\$582,904	\$10,050
3 Year Avg	49	\$332,165	\$6,733

Capital Leak Repairs - Meters	Number	Repair Cost	Avg Cost
Year 2016	285	\$127,741	\$448
Year 2017	411	\$185,622	\$452
Year 2018	399	\$214,996	\$539
3 Year Avg	365	\$176,120	\$483

Capital Leak Repairs - Svc Lines	Number	Repair Cost	Avg Cost
Year 2016	114	\$234,921	\$2,061
Year 2017	121	\$267,535	\$2,211
Year 2018	140	\$322,459	\$2,303
3 Year Avg	125	\$274,972	\$2,200

Expensed Leak Repairs - Mains	Number	Repair Cost	Avg Cost
Year 2016	297	\$643,217	\$2,166
Year 2017	395	\$914,259	\$2,315
Year 2018	550	\$1,307,542	\$2,377
3 Year Avg	414	\$955,006	\$2,307

Expensed Leak Repairs - Meters	Number	Repair Cost	Avg Cost
Year 2016	8,874	\$1,143,264	\$129
Year 2017	10,183	\$1,515,020	\$149
Year 2018	9,934	\$1,705,614	\$172
3 Year Avg	9,664	\$1,454,633	\$151

Expensed Leak Repairs - Svc Lines	Number	Repair Cost	Avg Cost
Year 2016	1,388	\$667,464	\$481
Year 2017	1,892	\$1,041,082	\$550
Year 2018	2,041	\$1,542,737	\$756
3 Year Avg	1,774	\$1,083,761	\$611

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**Attachment B, Complaint Categories**

**Alleged Billing Errors**

- **Average Monthly Billing (AMB) Issue**—This category contains complaints from customers who do not understand how the AMB works (thinking their bill is too high or too low), questions as to how it is calculated, or complaints as to why a payment is required with a credit balance.
- **Billing Error**—This category contains complaints regarding bill print issues, questions/issues when we keep the same account number from a current or previous address to use for their new address, when an account is not activated into the landlord's name in a timely manner when the tenant moves out, and when the meter is not locked even though the owner has authorized a disconnection. This category also includes interim rate refund issues, incorrect billing calculations, delays in invoicing, and multiple months of rebill issues.
- **Disputed Charges**—This category includes any customer contact in which the customer disputes a balance owed. This can include disputes when their responsibility should have ended if the property went through foreclosure; divorce or roommate situations regarding who is responsible for a debt incurred at the property when both parties resided there; disputed debt transfers (when a debt from a previous address is transferred onto their current account); and landlord/tenant disputes when either side claims they are not responsible for gas usage during specified time periods. This category also includes customers who do not want to pay a basic fee on a meter that is not in use (but is not locked), and customers who dispute the dates of service (move-in/move-out dates) or security deposits.
- **Payment Issue**—Billmatrix (the third-party vendor who processes our payments) complaints, encoding errors, missing payments, incorrect applications, processing delays, refund checks, late fee/due dates, reconnection payment methods, energy assistance payments, NSF checks, fees, refused check payments, and automatic bank draft issues.
- **Rates/Tariffs**—This category contains general complaints about interim rates, franchise fees, the Conservation Improvement Program, the Gas Affordability Program, sales tax, and basic charges.
- **Decoupling/Inverted Block Rates**—This category contains any complaint pertaining to the inverted block rate (tiered pricing) and/or decoupling.
- **Inactive/Write Off**—This category contains collection agency complaints, credit bureau reporting, customers who claim they did not receive a bill, and length of time before a balance is written off.

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**Attachment B, Complaint Categories**

### **Inaccurate Metering**

- **Inaccurate Metering**—This category contains complaints involving switched piping, pressure factors, misreads, non-registering meters, electronic/programming errors, meter changes, and estimated reads.

### **Wrongful Disconnect**

- **Disconnection Issue** —Complaints in this category include customers claiming they did not receive a disconnection notice, a meter was locked before the disconnection notice expiration, and customers claiming there were arrangements on account prior to the account being disconnected. Complaints also include issues involving a new party living/owning the property, or a collector locking a wrong meter.

### **High Bills**

- **High Bill**—Customers who initiate a complaint regarding a “high bill” (i.e., high consumption) for any reason.
- **Credit Arrangement**—This complaint category includes customers who cannot agree/afford to acceptable payment arrangements, or who are ineligible for arrangements due to previous defaulted arrangements.

### **Inadequate Service**

- **Service Issue**—This category includes failures to accommodate customer expectations and hold times (phones).

### **Service-extension intervals-- Service-restoration intervals**

- **Construction** —This category contains complaints which involve the piping leading up to the meter, and the meter itself. It also includes complaints regarding the timeline on when a meter can be installed or relocated, excess footage fees, out of season charges-frost burners, cost to add, change or relocate meter, cost to change pressure, meter location, ice shields, barriers, Atmospheric Corrosion Inspection, and claims or restoration issues.

**Service Order Scheduling**—This category contains complaints regarding meter move reconnection scheduling wait time (when relocating meters from the inside of a home to the outside), wait time on a reconnection when the meter was dug at the street or the main, customers who are not satisfied with appointment windows and/or scheduling policies, and missed/late appointments.

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**Attachment B, Complaint Categories**

**Other Categories that CNP Uses (do not fit into one of the above categories):**

- **Employee Conduct**—These complaints involve behavioral or driving complaints against an employee.
- **Online Customer Service**—This complaint category involves customers who do not understand or agree with options available for My Account Online and Online Billing, inconvenience when the website is down for maintenance, and online accounts that are locked/blocked due to too many failed password attempts.
- **Other**—This category contains other miscellaneous complaints.



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**Attachment C, List of Reporting Requirements**

<b>Reporting Requirement</b>	<b>Source(s) of Requirement</b>	<b>Section(s) and/or Schedule(s) Where Information Provided</b>
For each customer class and calendar month, the number and percentage of customer meters read by utility personnel.	Minn. R. 7826.1400; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(B)	Section 1.2; Schedule 2
For each customer class and calendar month, the number and percentage of customer meters self-read by customers.	Minn. R. 7826.1400; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(B)	Section 1.2; Schedule 2
For each customer class and calendar month, the number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and for periods of longer than 12 months, and an explanation as to why they have not been read.	Minn. R. 7826.1400; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(B)	Section 1.2; Schedule 2
Data on monthly meter-reading staffing levels, by work center or geographical area.	Minn. R. 7826.1400; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(B)	Section 1.2; Schedule 2
For each customer class and 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; the types of extension requests (such as requests for reconnection after disconnection for non-payment) included in the data.	Minn. R. 7826.1600; March 6, 2012 Order in Docket No. G-008/M-10-374	Section 1.4; Schedule 4
For each customer class and calendar month, the number of customers requesting service to a location previously served by the utility, but not served at the time of the request, and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service; the types of extension requests	Minn. R. 7826.1600; March 6, 2012 Order in Docket No. G-008/M-10-374	Section 1.4; Schedule 4

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**Attachment C, List of Reporting Requirements**

(such as requests for reconnection after disconnection for non-payment) included in the data.		
A detailed report on call center response times, including calls to the business office and calls regarding service interruptions. The report must include a month-by-month breakdown of this information. Each utility shall report call center response times in terms of the percentage of calls answered with 20 seconds.	Minn. R. 7826.1700; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(A)	Section 1.1; Schedule 1
The number of customers who were required to make a deposit as a condition of receiving service.	Minn. R. 7826.1900; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(F)	Section 1.5, Schedule 5
By customer class and calendar month, the number of customer complaints received.	Minn. R. 7826.2000; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(G)	Section 1.6; Schedule 6a
By customer class and calendar month, the number and percentage of complaints of alleged billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service-extension intervals, service-restoration intervals, and any other identifiable subject matter involved in five percent or more of customer complaints.	Minn. R. 7826.2000; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(G)	Section 1.6; Schedule 6b
By customer class and calendar month, the number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days.	Minn. R. 7826.2000; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(G)	Section 1.6; Schedule 6c
By customer class and calendar month, the number and percentage of all complaints resolved by taking any of the following actions: (1) taking the action the customer requested; (2) taking the action the customer and utility agree is an acceptable compromise; (3) providing the customer with information that demonstrates that the situation complained of is not reasonably in the control of the utility; or (4) refusing to take the action the customer requested.	Minn. R. 7826.2000; August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(G)	Section 1.6; Schedule 6d
By customer class and calendar month, the number of complaints	Minn. R. 7826.2000; August	Section 1.6; Schedule 6e

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forwarded to the utility by the Consumer Affairs Office for further investigation.	26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(G)	
The information contained in its Minn. R. 7820.0500 annual report on PUC “formal” complaints, complaints from other state agencies, and the Better Business Bureau	July 7, 2006 Order in Docket No. G-008/GR-04-901	Section 6.2; Schedule 17
The total number of calls its call center receives and the number of these calls that come into the dedicated line for emergencies, billing inquiries, credit/payment arrangements, and service connection/disconnection requests	July 7, 2006 Order in Docket No. G-008/GR-04-901	Section 6.1, Schedule 16
In lieu of reporting data on involuntary service disconnections as contained in Minn. R. 7826.1500, each utility shall reference the data that it submits under Minn. Stat. §§ 216B.091 and 216B.096.	August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(D)	Section 1.3; Schedule 3
Data on telephone answer times to its gas emergency phone line calls.	August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(H)	Section 1.7; Schedule 7
Data on mislocates, including the number of times a line is damaged due a mismarked line or failure to mark a line.	August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(I)	Section 2; Schedule 8
Data on the number of gas lines damaged. The damage shall be categorized according to whether it was caused by the utility’s employees or contractors, or whether it was due to any other unplanned cause.	August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(J)	Section 3.1; Schedule 9
Data on service interruptions. Each interruption shall be categorized according to whether it was caused by the utility’s employees or contractors, or whether it was due to any other unplanned cause.	August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(K)	Section 3.2; Schedule 10
Summaries of major events that are immediately reportable to MNOPS according to the criteria used by MNOPS to identify reportable events. Each utility shall also provide summaries of all service interruptions caused by system integrity pressure issues. Each summary shall include the location; when the incident occurred; how many customers were affected; how the company was made aware of the incident; the root cause of the incident;	August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(L)	Section 3.3; Schedule 11

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the actions taken to fix the problem; what actions were taken to contact customers; any public relations or media issues; whether the customer or the company was relighted; and the longest any customer was without gas service during the incident.		
Data on gas emergency response times including the percentage of emergencies responded to within one hour and within more than one hour. The average number of minutes it takes to respond to an emergency.	August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(N)	Section 3.4; Schedule 12
Customer-service related operations and maintenance expenses. The reports shall include only Minnesota-regulated, customer-service expenses and shall be based on the costs each utility records in its FERC accounts 901 and 903, plus payroll taxes and benefits.	August 26, 2010 Order in Docket No. G-999/CI-09-409, Ordering Point 2(O)	Section 4; Schedule 13
For each steel service line relocation and each relocation of meters rated at 630 cubic feet per hour, the itemized costs associated with each relocation.	March 15, 2010 Order in Docket No. G-008/M-09-1190	Section 5; Schedules 14 and 15
IVR 'zero out' data	November 25, 2015 Order in Docket No. G-008/M-15-414	Section 1; Schedule 1a
Three-year averages on metrics of most significance as agreed to with DOC and OAG	October 26, 2018 Stipulation in Docket No. G-008/AI-18-517, Stipulation Condition No. 8	Throughout
A summary of any 2019 emergency response violations cited by MNOPS during the year and the number of violation letters received by the utility from MNOPS during the year	Order in Docket No. G-008/M-19-300 (appears in minutes of October 24, 2019 meeting, but not in subsequent Order)	Section 3.3; Schedule 11a
Based on the utility's filing under 49 CFR 192.1007 (e) and the baseline information provided in the 2019 service quality report and update of integrity management plan performance measures, monitoring results, and evaluation of effectiveness	November 14, 2019 Order in Docket No. G-008/M-19-300	Section 7; Schedules 18a-18m
Uniform reporting metrics for installation of excess flow valves and manual service line shutoff valves developed in consultation with other utilities	November 14, 2019 Order in Docket No. G-008/M-19-300	Section 8

## **CERTIFICATE OF SERVICE**

Erica Larson served the above Service Quality Report and Attachments of CenterPoint Energy to all persons at the addresses indicated on the attached list by having the document delivered by electronic filing.

/s/

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Erica Larson  
Regulatory Analyst  
CenterPoint Energy

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
David	Aafedt	daafedt@winthrop.com	Winthrop & Weinstine, P.A.	Suite 3500, 225 South Sixth Street  Minneapolis, MN 554024629	Electronic Service	No	GEN_SL_CenterPoint Energy Minnesota Gas_GEN_SL_CenterPoint Energy Minnesota Gas_General Service List 2019
James J.	Bertrand	james.bertrand@stinson.com	STINSON LLP	50 S 6th St Ste 2600  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_CenterPoint Energy Minnesota Gas_GEN_SL_CenterPoint Energy Minnesota Gas_General Service List 2019
Brenda A.	Bjorklund	brenda.bjorklund@centerpointenergy.com	CenterPoint Energy	505 Nicollet Mall  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_CenterPoint Energy Minnesota Gas_GEN_SL_CenterPoint Energy Minnesota Gas_General Service List 2019
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1400  St. Paul, MN 55101	Electronic Service	No	GEN_SL_CenterPoint Energy Minnesota Gas_GEN_SL_CenterPoint Energy Minnesota Gas_General Service List 2019
Marie	Doyle	marie.doyle@centerpointenergy.com	CenterPoint Energy	505 Nicollet Mall P O Box 59038 Minneapolis, MN 554590038	Electronic Service	No	GEN_SL_CenterPoint Energy Minnesota Gas_GEN_SL_CenterPoint Energy Minnesota Gas_General Service List 2019
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280  Saint Paul, MN 551012198	Electronic Service	No	GEN_SL_CenterPoint Energy Minnesota Gas_GEN_SL_CenterPoint Energy Minnesota Gas_General Service List 2019
Edward	Garvey	garveyed@aol.com	Residence	32 Lawton St  Saint Paul, MN 55102	Electronic Service	No	GEN_SL_CenterPoint Energy Minnesota Gas_GEN_SL_CenterPoint Energy Minnesota Gas_General Service List 2019
Robert	Harding	robert.harding@state.mn.us	Public Utilities Commission	Suite 350 121 7th Place East  St. Paul, MN 55101	Electronic Service	No	GEN_SL_CenterPoint Energy Minnesota Gas_GEN_SL_CenterPoint Energy Minnesota Gas_General Service List 2019
Amber	Lee	Amber.Lee@centerpointenergy.com	CenterPoint Energy	505 Nicollet Mall  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_CenterPoint Energy Minnesota Gas_GEN_SL_CenterPoint Energy Minnesota Gas_General Service List 2019

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Pam	Marshall	pam@energycents.org	Energy CENTS Coalition	823 7th St E  St. Paul, MN 55106	Electronic Service	No	GEN_SL_CenterPoint Energy Minnesota Gas_GEN_SL_CenterPoint Energy Minnesota Gas_General Service List 2019
David	Moeller	dmoeller@allte.com	Minnesota Power	30 W Superior St  Duluth, MN 558022093	Electronic Service	No	GEN_SL_CenterPoint Energy Minnesota Gas_GEN_SL_CenterPoint Energy Minnesota Gas_General Service List 2019
Andrew	Moratzka	andrew.moratzka@stoel.com	Stoel Rives LLP	33 South Sixth St Ste 4200  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_CenterPoint Energy Minnesota Gas_GEN_SL_CenterPoint Energy Minnesota Gas_General Service List 2019
Samantha	Norris	samanthanorris@alliantenergy.com	Interstate Power and Light Company	200 1st Street SE PO Box 351  Cedar Rapids, IA 524060351	Electronic Service	No	GEN_SL_CenterPoint Energy Minnesota Gas_GEN_SL_CenterPoint Energy Minnesota Gas_General Service List 2019
Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	No	GEN_SL_CenterPoint Energy Minnesota Gas_GEN_SL_CenterPoint Energy Minnesota Gas_General Service List 2019
Elizabeth	Schmiesing	eschmiesing@winthrop.com	Winthrop & Weinstine, P.A.	225 South Sixth Street Suite 3500 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_CenterPoint Energy Minnesota Gas_GEN_SL_CenterPoint Energy Minnesota Gas_General Service List 2019
Will	Seuffert	Will.Seuffert@state.mn.us	Public Utilities Commission	121 7th PI E Ste 350  Saint Paul, MN 55101	Electronic Service	No	GEN_SL_CenterPoint Energy Minnesota Gas_GEN_SL_CenterPoint Energy Minnesota Gas_General Service List 2019
Janet	Shaddix Elling	jshaddix@janetshaddix.com	Shaddix And Associates	7400 Lyndale Ave S Ste 190  Richfield, MN 55423	Electronic Service	No	GEN_SL_CenterPoint Energy Minnesota Gas_GEN_SL_CenterPoint Energy Minnesota Gas_General Service List 2019

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Peggy	Sorum	peggy.sorum@centerpointenergy.com	CenterPoint Energy	505 Nicollet Mall Minneapolis, MN 55402	Electronic Service	No	GEN_SL_CenterPoint Energy Minnesota Gas_GEN_SL_CenterPoint Energy Minnesota Gas_General Service List 2019
James M	Strommen	jstrommen@kennedy-graven.com	Kennedy & Graven, Chartered	200 S 6th St Ste 470 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_CenterPoint Energy Minnesota Gas_GEN_SL_CenterPoint Energy Minnesota Gas_General Service List 2019
Eric	Swanson	eswanson@winthrop.com	Winthrop & Weinstine	225 S 6th St Ste 3500 Capella Tower Minneapolis, MN 554024629	Electronic Service	No	GEN_SL_CenterPoint Energy Minnesota Gas_GEN_SL_CenterPoint Energy Minnesota Gas_General Service List 2019