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Faribault, MN 55021
Toll Free: (888) 931-3411
Fax (507) 665-2588
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May 15, 2020

VIA ELECTRONIC FILING

Mr. Will Seuffert
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, Minnesota 55101-2147

Re: 2019 Annual Service Quality Report
Docket No. G022/M-20-459

Dear Mr. Seuffert:

Having previously requested an extension of time to file, Greater Minnesota Gas, Inc. (GMG) submits its Annual Gas Service Quality Report for the Calendar Year of 2019 herewith. GMG used the docket number that was assigned to its letter requesting the extension.

All individuals identified on the attached service list have been electronically served with the same.

Thank you for your assistance. Please do not hesitate to contact me should you have any questions or concerns or if you require additional information. My direct dial number is (507) 665-8657 and my email address is kanderson@greatermngas.com.

Sincerely,

GREATER MINNESOTA GAS, INC.

/s/
Kristine A. Anderson
Corporate Attorney

Enclosure

cc: Service List

CERTIFICATE OF SERVICE

I, Kristine Anderson, hereby certify that I have this day served a true and correct copy of the following document to all persons at the addresses indicated on the attached list by electronic filing, electronic mail, or by depositing the same enveloped with postage paid in the United States Mail at Faribault, Minnesota:

Greater Minnesota Gas, Inc.'s Annual Gas Service Quality Report for the Calendar Year of 2019
Docket No. G022/M-20-459

filed this 15th day of May, 2020.

/s/ Kristine A. Anderson
Kristine A. Anderson, Esq.
Corporate Attorney
Greater Minnesota Gas, Inc.

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Kristine	Anderson	kanderson@greatermngas.com	Greater Minnesota Gas, Inc.& Greater MN Transmission, LLC	1900 Cardinal Lane PO Box 798 Faribault, MN 55021	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2020
Cody	Chilson	cchilson@greatermngas.com	Greater Minnesota Gas, Inc. & Greater MN Transmission, LLC	1900 Cardinal Ln PO Box 798 Faribault, MN 55021	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2020
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_Greater Minnesota Gas, Inc._Official Service List 2020
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_Greater Minnesota Gas, Inc._Official Service List 2020
Brian	Gardow	bgardow@greatermngas.com	Greater Minnesota Gas, Inc. & Greater MN Transmission, LLC	1900 Cardinal Ln PO Box 798 Faribault, MN 55021	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2020
Nicolle	Kupser	nkupser@greatermngas.com	Greater Minnesota Gas, Inc. & Greater MN Transmission, LLC	1900 Cardinal Ln PO Box 798 Faribault, MN 55021	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2020
Greg	Palmer	gpalmer@greatermngas.com	Greater Minnesota Gas, Inc. & Greater MN Transmission, LLC	1900 Cardinal Ln PO Box 798 Faribault, MN 55021	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2020
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_Greater Minnesota Gas, Inc._Official Service List 2020
Will	Seuffert	Will.Seuffert@state.mn.us	Public Utilities Commission	121 7th Pl E Ste 350 Saint Paul, MN 55101	Electronic Service	No	GEN_SL_Greater Minnesota Gas, Inc._Official Service List 2020

STATE OF MINNESOTA

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Katie Sieben	Chair
Valerie Means	Commissioner
Matt Schuerger	Commissioner
Joseph Sullivan	Commissioner
John Tuma	Commissioner

MPUC Docket No. G022/M-20-459

In the Matter of Greater Minnesota Gas, Inc.'s Annual Gas Service Quality Report for the Calendar Year of 2019

ANNUAL GAS SERVICE QUALITY REPORT FOR 2019

Greater Minnesota Gas, Inc. ("GMG") submits this Annual Service Quality Report for the calendar year ending December 31, 2019. This report encompasses data related to the reporting requirements for gas utilities as specifically modified for GMG where appropriate. GMG notes that this report represents the third time that its revised reporting metrics for Service Extension Request Times have been employed.

REPORTING REQUIREMENTS

Pursuant to the Commission's prior orders regarding Gas Service Quality Reports, all natural gas utilities are required to report the following information; however, GMG's reporting differs slightly in some respects due to the technology that GMG uses and information available to it:

- Call Center Response Time
- Meter Reading Performance
- Involuntary Disconnections
- Service Extension Request Times
- Customer Deposits
- Customer Complaints
- Gas Emergency Response Times
- Mislocates
- Damaged Gas Lines
- Gas Service Interruptions
- Major Reportable Events
- Customer Service Expenses
- Miles of Pipe
- Distribution System Performance

ANNUAL REPORTING INFORMATION

The requisite statistical information regarding GMG's Service Quality Report components for 2019 is found below:

- *Call Center Response Time*

    - Pursuant to the Commission's Order dated January 18, 2011, GMG is required to track and report the total number of phone calls received during the calendar year and to report on the number of times the phone rings before calls are answered, as GMG does not have a call center.

GMG received a total of 10,927 incoming calls to its primary business line (888-931-3411) during 2019, which is an incoming call rate that is relatively comparable to the number of calls received over the last several years.

Incoming calls included both customer-related and non-customer-related matters. As GMG explained in previous annual service quality dockets, GMG's customer service representatives take calls regarding all types of matters. Existing customers call GMG regarding a variety of things, including payment questions, contact changes, general questions, service questions, in response to notices or bills, or for any other reason that they need information from GMG. Prospective customers call GMG's office in response to marketing materials when GMG is entering a new area. Interested customers call to arrange a meeting to obtain a quote for service; and, they call again to arrange for the service installation to be scheduled. Sometimes, new customers call with questions related to conversion. New customers may call with a question about reading a bill that they are seeing for the first time. People call GMG from unserved areas wondering if it is possible to have GMG bring service to the area. Developers call GMG to inquire about service to a new home or development. GMG's vendors call its main line. Companies and individuals who are marketing to GMG call its main line. People with questions related to GMG's affiliated companies call the main line. Individuals that need to contact GMG in the regular course of business or return calls to GMG employees, whether related to permitting, easements, supply, banking, or any other matter, all call GMG's telephone number. All of those calls are reported in GMG's total number of calls received. GMG remains committed to continuing to provide personal service to each caller and its calls are answered live.

All incoming calls are answered live by GMG's customer service team within three rings, or approximately fifteen seconds. If GMG's personnel is unable to answer within the initial three rings, the call is automatically forwarded to TimeComm, a professional live telephone answering service. TimeComm typically answers within one additional ring after the call is transferred, ensuring live contact with the customer within the twenty second goal.

- *Meter Reading Performance Metrics*

  - Pursuant to its January 18, 2011 Order, the Commission required GMG to report the meter reading performance data contained in Minn. R. 7826.1400.

GMG's meter reading performance and staffing levels for 2019 are summarized below:

	Quantity	Percentage
Total Meters Billed	106,350	100.000%
Number & % Read by GMG Personnel	106,350	100.000%
Number & % Self-Read by Customer	0	0.000%
Number & % of Customer Meters Estimated	0	0.000%
Number & % of Meters not read for 6-12 mo	0	0.000%
Number & % of Meters not read for > 12 mo	0	0.000%

GMG's number of estimated meter reads dramatically decreased during 2019 when compared to previous years; and, it was statistically insignificant for 2019. Where meters were estimate, it was due to an unforeseen and uncontrollable circumstance where automated meter reading equipment did not pick up the meter read in one month. Customers subject to estimated billing were notified of the same on the monthly invoice; and customers are generally not subject to estimated billing for consecutive months. GMG did not receive any complaints during estimated billing periods. Estimated meters are subsequently read to insure accurate billing.

- *Involuntary Service Disconnections*

  - GMG is required to reference the data submitted in its Cold Weather Rule reports.

GMG electronically filed its weekly and monthly Cold Weather Rule ("CWR") data for January through April of 2019 and October through December of 2019, as well as monthly reports for January through December of 2019. GMG made 16 involuntary service disconnections during 2019.

Copies of GMG's Cold Weather Rule reports are appended hereto as Attachment A for ease of reference.

- *Service Extension Requests*

  - Pursuant to Rule 7826.1600, GMG is required to provide information regarding the number of customers requesting service to a previously un-served location and the interval between the date of service installation and premises readiness, as well as the number of customers requesting service at a previously served location but unserved at the time of the request along with interval between the date of service installation and premises readiness.

The reporting metrics provided below represent the fourth time that GMG's current service extension reporting metrics are being used. Due to GMG's unique service model, the reporting metrics typically used by larger utilities are not suited for obtaining meaningful information from GMG. Hence, GMG and Staff engaged in a cooperative effort to create service extension reporting metrics that provide meaningful information to the Department and Commission based on GMG's service model.

As discussed in GMG's prior Service Quality dockets, when GMG extends service to a new area, it is generally extending service to an entire new rural area rather than to a new development on the edge of an existing service area. Therefore, GMG installs an entire new main to an area and then runs individual service off of it. When a new project is designed, which may be during the preceding fall or winter, GMG begins working with a community to engage its business and residential customers, essentially beginning to "sell" service and receive commitments many months in advance of the main installation. Customers are aware that the main will be installed several months later and that, after the main installation is complete, their individual services will be run. Because services are installed following main construction, a customer's installation is immediately ready for service upon completion of the service construction. As reflected in the table below, GMG did not extend main to new service areas in 2019. Rather, it focused on in-fill in its existing territories and did not undertake major new area projects. Samples of GMG's marketing materials sent to customers last year are appended hereto as Attachment B. No areas were promised service during the year did not receive it.

New Main Extension Projects										
Area Served*	**Estimated # of Residential Customers to Be Served**	**Actual # of Residential Customers Served**	**Estimated # of Firm Commercial Customers to Be Served**	**Actual # of Firm Commercial Customers Served**	**Estimated # of Interruptible Commercial Customers to Be Served**	**Actual # of Interruptible Commercial Customers Served**	**Date Main Installation Complete**	**Date Service Installation Complete**	**Date First Customer Service Activation Fee for the Project is Received**	**First Date that Service Activation Fees for the Project are Deposited**
None										
	None. Greater Minnesota Gas focused on in-fill within our existing territory in 2019 and did not undertake any major projects.									

* Areas that were promised service during the calendar year but did not receive service and explanatory information for each needs to be provided.

GMG target markets throughout the year to on-main customers who do not currently use gas. Customers often request service during a non-construction season, being slated for installation during the approaching construction season. There isn't a request interval *per se* because the service requests were made as part of the entire project development throughout the year. Information regarding GMG's extension of service to on-main customers is reflected in the table below.

Service Extensions Along Existing Main							
	# of Residential Service Requests	Average # of Days to Install	# of Firm Commercial Service Requests	Average # of Days to Install	# of Interruptible Commercial Service Requests	Average # of Days to Install	# of Customers With Denied Service Requests*
January	3	30	0	0	0	0	0
February	12	23	1	5	0	0	0
March	17	28	1	29	0	0	0
April	37	31	3	22	1	38	0
May	64	35	3	43	1	48	0
June	88	26	4	22	0	0	0
July	50	32	0	0	2	39	0
August	37	32	9	43	0	0	0
September	52	28	5	22	0	0	0
October	69	19	1	22	1	7	0
November	19	20	2	15	0	0	0
December	0	0	0	0	0	0	0
Totals	448	25	29	12	5	4	0
* Explanatory information for service request denials needs to be provided.							

With regard to customers requesting service to a location previously served by GMG, GMG does not believe that there were any delays in the premises being ready for service. GMG does not lock or stop service between transfers of property owners or occupants. Responsibility for the customer account is transferred on the date agreed to by both parties to the transfer. As a result, there is no delay in providing service to the location. Similarly, in the event that gas service to a previously served location was shut-off due to a foreclosure, GMG may require the subsequent owner to provide assurance that the premises has been inspected by a qualified plumbing/heating contractor and is in a safe condition for the gas service to be turned on. In addition, GMG requires the subsequent owner, or a qualified contractor hired on the owner's behalf, meet a GMG technician at the location for the meter unlock and service turn up. GMG accommodates the customer's schedule but does request a courtesy twenty-four notice whenever possible.

- *Customer Deposits*

  - Pursuant to its January 18, 2011 Order, the Commission required GMG to report information regarding customer deposits pursuant to Minn. R. 7826.1900.

During 2019, two customers were required to make a deposit as a condition of receiving service based on the terms identified in GMG's tariff due to their history with GMG demonstrating consistently poor payment records and poor credit. GMG does not require deposits from new customers. Rather, GMG may require a deposit from existing customers who previously had service disconnected due to non-payment. Pursuant to the terms of its tariff, GMG returns customer deposits after twelve months of timely payments GMG is currently holding deposits for 21 customers (including the two acquired during 2019) because there have not been twelve consecutive months of timely payments made.

- *Customer Complaints*

    - Pursuant to its January 18, 2011 Order, the Commission required GMG to report customer complaints pursuant to in Minn. R. 7826.2000. Specifically, GMG is obligated to report the total number of customer complaints received by category, including both complaints received from the Commission's Consumer Affairs Office and those received internally.

As GMG has explained in its previous Service Quality dockets, all calls to GMG are promptly answered by GMG's customer service team. If a call comes in after-hours, it is routed to a live-answer professional answering service. As such, none of GMG's customers navigate an automated system with a variety of prompt options. When a customer calls, it is not necessarily due to a complaint. GMG's customer service representatives attempt to identify and meet each customer's needs every time they speak with customers. In most instances, GMG's representative can provide a response that answers the customer's question or otherwise meets the customer's needs. For example, if a customer has a question about his or her gas usage or bill, the customer service representative explains the relevant billing entry and, generally, the customer is satisfied with the explanation and the customer's needs have been met. Likewise, if a customer calls questioning charges for unexpected installation costs, for example, and a GMG representative satisfactorily explains the basis for the charges without the customer requesting further action, GMG does not log that as a customer complaint. GMG does not consider such inquiries to be complaints; and, such calls are logged and closed out.

GMG considers something a customer complaint if, after speaking with a customer service representative, the customer requests that GMG take some type of action to resolve a particular situation. In that situation, the matter is automatically escalated to a supervisor with the authority to respond to the customer's issue. Therefore, all of the customer complaints that GMG receives are, by virtue of GMG's customer service policy, escalated to a supervisor for proper handling.

In 2019, GMG had only one customer request for further action, and that customer requested resolution through the Office of the Attorney General. The complaint was satisfactorily resolved; as, the customer's concern stemmed from what he perceived to be a significant billing difference between his GMG bill (which he thought used too high of a therm factor) and the bills of acquaintances that were served by other providers. In fact, the differences were predicated on the billing styles, in that MERC separately identifies its pressure factor and BTU factor on bills, whereas GMG and Centerpoint show a therm factor, which is a blend of both the pressure factor and the BTU factor. GMG provided both a verbal and a written explanation to the customer, explaining how the various gas companies calculate their bills but that each is a function of meter usage x pressure factor x BTU factor multiplied by respective customer rates. The customer was satisfied with the response and appreciated the detailed explanation.

GMG is happy to report that no other customer complaints required supervisory escalation. Similarly, GMG received zero complaints from the Commission's Consumer Affairs Office. The customer request for further action made during 2019 relates to the following area:

(0) Billing Errors
(0) Inaccurate Metering
(0) Wrongful Disconnection
(1) High Bills
(0) Inadequate Service
(0) Service Extension Intervals
(0) Service Restoration Intervals
(0) Post-Construction Property Restoration

GMG does not have any unresolved complaints from 2019.

- *Gas Emergency Calls and Response Time*

  - Since GMG does not have a telephone line specifically dedicated to gas emergency calls, the Commission's January 18 Order required GMG to report the total number of gas emergency calls received and the response time to them during each annual reporting period.

In 2019, GMG received a total of 269 calls reporting gas emergencies, of which 250 were non-line hit calls and 19 were line-hit related. GMG supplied two metrics below: (1) the elapsed time between the call being answered and a technician being dispatched; and, (2) the elapsed time between the dispatch time and the time of arrival by a technician. GMG has also supplied the average elapsed time for each category.

From Call to Time Dispatched	From Time Dispatched to Arrive on Site
0 – 10 minutes – 269	0 – 60 minutes – 253
> 10 minutes – 0	> 60 minutes – 16
Average = 2.21 minutes	Average = 32.05 minutes

With regard to the sixteen site arrivals that exceeded 60 minutes, GMG provides the following information:

  - In nine instances, GMG's technicians were delayed due to traffic, road conditions, and night visibility, including such conditions that were weather-related and/or road construction related. Delays ranged from 2 to 36 minutes; and, the average overall delay was 10.89 minutes. GMG reviewed each delay situation after it occurred and determined that the delay was not caused by an employee's failure to follow procedure; but, rather, was due to something beyond GMG's control and could not be helped.

- In one instance, which occurred during early morning winter driving conditions, the on-call technician was dispatched and was on his way to respond to the call about a carbon monoxide alarm that triggered when a second call with more urgent symptoms, including the smell of gas indoors, was received. Due to location and driving conditions, the initially responding technician was redeployed to respond to the more emergent call and a second technician was dispatched to the respond to the call. He arrived one hour and 34 minutes after the call was received.

- In six instances, GMG's after-hours on-call technicians were delayed as result of the geographic distance between their locations and the emergency calls. Delays ranged from 8 to 27 minutes; and, the average overall delay was 17.67 minutes. During the period in question, GMG underwent some staffing and location changes. Additionally, since the delays occurred, the technician that lived most remotely from GMG's service territory has relocated.

GMG's historic response record is excellent; and, while no company can realistically always be perfect in its response situations, GMG always strives for that goal. In recent years, GMG has undertaken numerous steps to improve its response time including adjusting staffing and requiring technicians to live within certain areas of GMG's service territory to facilitate quicker response times, implementing text notification of emergency calls to technicians to assist with earlier dispatching, utilizing GPS and truck tracking technology to assist with emergency dispatch, additional training for customer service representatives and answering service employees, and regular safety meetings and tabletop drills related to emergency response. GMG makes safety a priority and constantly strives to improve its performance in that regard. To that end, GMG believes that it is never acceptable to have an emergency response time that exceeds 60 minutes; but, GMG recognizes that there will always be human error and unanticipated delays that are beyond its control. GMG consistently continues its efforts to improve its safety response time on an ongoing basis.

- *Mislocates*

  - Pursuant to the Commission's March 6, 2012 Order, GMG is required to report the number of times that a line is damaged due to a mislocate or failure to mark a gas line and to include a summary of information based on reports submitted to MnOPS.

GMG had four damage incidents resulting from mislocates (mismark or failure to mark) in 2019, two having stemmed from mismarked lines and 2 from failure to mark a line. GMG handled all locating in-house and did not use contractors, so all were the result of GMG employees. During the year, GMG personnel and/or GMG's locating contractor performed locates in response to 10,310 locate requests.

- *Damaged Gas Lines*

    - GMG is required to report data regarding damaged gas lines and to provide detailed information regarding any gas line damage events.

  During 2019, GMG sustained nineteen gas line damage incidents.
  Number of damages caused by the utility's employees or contractors: 4
  Number resulting from any other unplanned cause not related to utility operations: 15

  The four line damage situations that resulted from GMG employees were the result of mislocated lines, three of which were service lines (two lines were mislocated and two service lines were not located); and, GMG's operations team has engaged in remedial training for its locators. All four situations resulted in line hits during excavation of one form or another. Of the fifteen damaged lines resulting from other unplanned causes, ten resulted from contractors or owners digging without submitting locate requests; one resulted from a contractor failing to properly work around a correctly marked line; two resulted from contractors working from a ticket that was not yet due or that was expired; and; two resulted from homeowners damaging lines while doing work that did not require a ticket. All excavation events that caused leaks were appropriately reported to MnOPS.

- *Gas Service Interruptions*

    - Pursuant to the Commission's January 18, 2011 Order, GMG is required to report data for gas service interruptions and their cause.

  In 2019, GMG has a total of nineteen (19) gas service interruptions. All were the result of line hits, as detailed above.

- *Major Reportable Events*

    - GMG is required to provide a summary of all major events that are immediately reportable to the Minnesota Office of Pipeline Safety (MnNOPS) according to the criteria used by MnOPS to identify reportable events.

  GMG had two major reportable events in 2019. Both were contemporaneously reported to the Commission and the Department of Commerce. In one event, lightning struck the ground away from the customer's residence; but, the lightening apparently hit or caused energy to hit the tracer wire associated with the natural gas service line on the property, which then apparently traveled through the tracer wire to the house resulting in a fire. GMG was contacted by emergency dispatch. Despite the presence of a clear line marker bearing GMG's emergency contact information, emergency dispatch personnel first contacted two other utilities. GMG immediately responded with multiple GMG personnel after receiving the call. Gas was shut off and the area was made safe. Only one customer was affected and there were no injuries resulting from the situation.

In the second situation, GMG's contractor (NPL) was installing a new service line at a customer's location. While back filling near the main line, the tap tee apparently snapped or blew off; and, it was ultimately determined to result from a material failure rather than being hit during the back-filling process. NPL immediately began taking steps to make the area safe. In addition, NPL contacted the local fire department. There was a resulting road closure. MNOPS was promptly notified of the situation. No meter was installed at the location, as a new service line was being installed. Additionally, while the line was pinched off on both sides the event area, no customers were affected and no service was disrupted.

- *Customer Service-Related Expenses*

    - GMG is required to report customer-service related operations and maintenance expenses that include only Minnesota-regulated, customer service expenses based on the costs recorded in FERC accounts 901 and 903 plus payroll taxes and benefits.

In 2019, customer service-related expenses totaled approximately $116,730. GMG's customer service expenses have been relatively consistent over the last several years, taking into account growth and staffing changes.

- *Miles of Pipe*

    - Utilities are required to report the number of miles of pipe operated in Minnesota.

GMG operated approximately 918 miles of main in 2019.

- *Distribution System Performance*

    - Pursuant to the Commission's Orders in Docket No. G022/M-19-304, GMG is required to provide an update based on its filing under 49 CFR 192.1007(e) and specifically identify it leak count by facility type and threat, leak count on main by material, and leak count on service by material metrics. Additionally, pursuant to the Commission's Order in Docket G022/M-18-314, GMG is required to provide a summary of any emergency response violations and the number of violation letters received from MNOPS during the year.

GMG's annual report filed pursuant to 49 CFR 192.1007(e) for the 2019 calendar year is appended hereto as Attachment C. All service and main leaks identified therein occurred on plastic pipe. All of the "known system leaks at end of year scheduled for repair" in Part C of the report were on meter sets.

In 2019, GMG notes that it did not have any 2019 emergency response violations cited by MNOPS. It did receive two letters. One letter was related a presumed violation regarding the lightning strike/immediately reportable event discussed above. MNOPS ultimately

rescinded the violation because it determined that the incident in question did not actually constitute a violation by GMG. The other was a warning letter that was erroneously sent to GMG but which was actually related to a line hit on a Greater Minnesota Transmission, LLC line. The underlying incident was ultimately determined to be related to a damaged locating wire and MNOPS closed the case.

CONCLUSION

GMG submits this Annual Service Quality Report for the year ending December 31, 2019 in accordance with the requirements of the Minnesota Rules and the Commission and respectfully requests that it be approved.

Dated: May 15, 2020

Respectfully submitted,
/s/
Kristine A. Anderson
Corporate Attorney
Greater Minnesota Gas, Inc.
P.O. Box 68
202 S. Main Street
Le Sueur, MN 56068

ATTACHMENT A

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 1.0***

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Report for Week Ending:	Saturday, January 5, 2019	*Required*
Week of Calendar Year:	1	

Company: Greater Minnesota Gas, Inc. for week: 1

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	2
2	Number of electric customers currently disconnected:	0

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	0
4	Number of electric customers reconnected this week:	0

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 1.0***

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Report for Week Ending:	Saturday, January 12, 2019	*Required*
Week of Calendar Year:	2	

Company: Greater Minnesota Gas, Inc. for week: 2

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	2
2	Number of electric customers currently disconnected:	0

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	0
4	Number of electric customers reconnected this week:	0

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 1.0***

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Report for Week Ending:	Saturday, January 19, 2019	*Required*
Week of Calendar Year:	3	

Company: Greater Minnesota Gas, Inc. for week: 3

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	2
2	Number of electric customers currently disconnected:	0

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	0
4	Number of electric customers reconnected this week:	0

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 1.0***

Company Submitting Reply: Greater Minnesota Gas, Inc. *Required*

Report for Week Ending: Saturday, January 26, 2019 *Required*

Week of Calendar Year: 4

Company: Greater Minnesota Gas, Inc. for week: 4

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	2
2	Number of electric customers currently disconnected:	0

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	0
4	Number of electric customers reconnected this week:	0

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 1.0***

Company Submitting Reply: Greater Minnesota Gas, Inc. *Required*

Report for Week Ending: Saturday, February 2, 2019 *Required*

Week of Calendar Year: 5

Company: Greater Minnesota Gas, Inc. for week: 5

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	2
2	Number of electric customers currently disconnected:	0

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	0
4	Number of electric customers reconnected this week:	0

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 1.0***

Company Submitting Reply: Greater Minnesota Gas, Inc. *Required*

Report for Week Ending: Saturday, February 9, 2019 *Required*

Week of Calendar Year: 6

Company: Greater Minnesota Gas, Inc. for week: 6

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	1
2	Number of electric customers currently disconnected:	0

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	1
4	Number of electric customers reconnected this week:	0

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 1.0***

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Report for Week Ending:	Saturday, February 16, 2019	*Required*
Week of Calendar Year:	7	

Company: Greater Minnesota Gas, Inc. for week: 7

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	1
2	Number of electric customers currently disconnected:	0

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	1
4	Number of electric customers reconnected this week:	0

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 1.0***

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Report for Week Ending:	Saturday, February 23, 2019	*Required*
Week of Calendar Year:	8	

Company: Greater Minnesota Gas, Inc. for week: 8

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	1
2	Number of electric customers currently disconnected:	0

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	1
4	Number of electric customers reconnected this week:	0

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 1.0***

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Report for Week Ending:	Saturday, March 2, 2019	*Required*
Week of Calendar Year:	9	

Company: Greater Minnesota Gas, Inc. for week: 9

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	2
2	Number of electric customers currently disconnected:	0

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	0
4	Number of electric customers reconnected this week:	0

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 1.0***

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Report for Week Ending:	Saturday, March 9, 2019	*Required*
Week of Calendar Year:	10	

Company: Greater Minnesota Gas, Inc. for week: 10

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	1
2	Number of electric customers currently disconnected:	0

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	1
4	Number of electric customers reconnected this week:	0

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 1.0***

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Report for Week Ending:	Saturday, March 16, 2019	*Required*
Week of Calendar Year:	11	

Company: Greater Minnesota Gas, Inc. for week: 11

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	1
2	Number of electric customers currently disconnected:	0

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	
4	Number of electric customers reconnected this week:	0

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 1.0***

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Report for Week Ending:	Saturday, March 23, 2019	*Required*
Week of Calendar Year:	12	

Company: Greater Minnesota Gas, Inc. for week: 12

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	1
2	Number of electric customers currently disconnected:	0

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	
4	Number of electric customers reconnected this week:	0

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 1.0***

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Report for Week Ending:	Saturday, March 30, 2019	*Required*
Week of Calendar Year:	13	

Company: Greater Minnesota Gas, Inc. for week: 13

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	1
2	Number of electric customers currently disconnected:	0

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	
4	Number of electric customers reconnected this week:	0

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 1.0***

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Report for Week Ending:	Saturday, April 6, 2019	*Required*
Week of Calendar Year:	14	

Company: Greater Minnesota Gas, Inc. for week: 14

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	1
2	Number of electric customers currently disconnected:	0

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	
4	Number of electric customers reconnected this week:	0

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 1.0***

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Report for Week Ending:	Saturday, April 13, 2019	*Required*
Week of Calendar Year:	15	

Company: Greater Minnesota Gas, Inc. for week: 15

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	1
2	Number of electric customers currently disconnected:	0

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	
4	Number of electric customers reconnected this week:	0

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 1.0***

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Report for Week Ending:	Saturday, April 20, 2019	*Required*
Week of Calendar Year:	16	

Company: Greater Minnesota Gas, Inc. for week: 16

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	11
2	Number of electric customers currently disconnected:	0

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	1
4	Number of electric customers reconnected this week:	0

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 2.1***

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*	ALL Reports
Report for Week Ending:	Saturday, October 19, 2019	*Required*	ALL Reports
Week of Calendar Year:	42		*auto-calc*

Company: Greater Minnesota Gas, Inc. for week: 42

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	6	ALL weeks
2	Number of electric customers currently disconnected:	N/A	ALL weeks

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	2	Weekly After Nov.1
4	Number of electric customers reconnected this week:	N/A	Weekly After Nov.1

[END]

Logon to eFiling System...

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 2.1***

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*	ALL Reports
Report for Week Ending:	Saturday, October 26, 2019	*Required*	ALL Reports
Week of Calendar Year:	43		*auto-calc*

Company: Greater Minnesota Gas, Inc. for week: 43

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	4	ALL weeks
2	Number of electric customers currently disconnected:	N/A	ALL weeks

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	1	Weekly After Nov.1
4	Number of electric customers reconnected this week:	N/A	Weekly After Nov.1

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 2.1***

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Report for Week Ending:	Saturday, November 2, 2019	*Required*
Week of Calendar Year:	44	

Company: Greater Minnesota Gas, Inc. for week: 44

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	3
2	Number of electric customers currently disconnected:	N/A

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	0
4	Number of electric customers reconnected this week:	N/A

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 2.1***

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Report for Week Ending:	Saturday, November 9, 2019	*Required*
Week of Calendar Year:	45	

Company: Greater Minnesota Gas, Inc. for week: 45

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	3
2	Number of electric customers currently disconnected:	N/A

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	1
4	Number of electric customers reconnected this week:	N/A

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 2.1***

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Report for Week Ending:	Saturday, November 16, 2019	*Required*
Week of Calendar Year:	46	

Company: Greater Minnesota Gas, Inc. for week: 46

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	3
2	Number of electric customers currently disconnected:	N/A

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	0
4	Number of electric customers reconnected this week:	N/A

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 2.1***

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Report for Week Ending:	Saturday, November 23, 2019	*Required*
Week of Calendar Year:	47	

Company: Greater Minnesota Gas, Inc. for week: 47

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	2
2	Number of electric customers currently disconnected:	N/A

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	1
4	Number of electric customers reconnected this week:	N/A

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 2.1***

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Report for Week Ending:	Saturday, November 30, 2019	*Required*
Week of Calendar Year:	48	

Company: Greater Minnesota Gas, Inc. for week: 48

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	1
2	Number of electric customers currently disconnected:	N/A

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	0
4	Number of electric customers reconnected this week:	N/A

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 2.1***

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Report for Week Ending:	Saturday, December 7, 2019	*Required*
Week of Calendar Year:	49	

Company: Greater Minnesota Gas, Inc. for week: 49

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	1
2	Number of electric customers currently disconnected:	N/A

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	0
4	Number of electric customers reconnected this week:	N/A

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 2.1***

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Report for Week Ending:	Saturday, December 14, 2019	*Required*
Week of Calendar Year:	50	

Company: Greater Minnesota Gas, Inc. for week: 50

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	1
2	Number of electric customers currently disconnected:	N/A

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	0
4	Number of electric customers reconnected this week:	N/A

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 2.1***

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Report for Week Ending:	Saturday, December 21, 2019	*Required*
Week of Calendar Year:	51	

Company: Greater Minnesota Gas, Inc. for week: 51

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	1
2	Number of electric customers currently disconnected:	N/A

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	0
4	Number of electric customers reconnected this week:	N/A

[END]

Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Weekly Disconnect Summary Form ***Version 2.1***

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Report for Week Ending:	Saturday, December 28, 2019	*Required*
Week of Calendar Year:	52	

Company: Greater Minnesota Gas, Inc. for week: 52

DISCONNECTIONS

1	Number of natural gas customers currently disconnected:	1
2	Number of electric customers currently disconnected:	N/A

RECONNECTIONS

3	Number of natural gas customers reconnected this week:	0
4	Number of electric customers reconnected this week:	N/A

[END]

Minnesota Public Utilities Commission

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

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Reporting Year:	2019	*Required*
Reporting Period:	January	*Required*

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: January, 2019

1	Number of Residential Customer Accounts:	7,776
2	Number of Past Due Residential Customer Accounts:	454
3	Number of Cold Weather Protection Requests:	1

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: January, 2019

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	182	
21	Number of customer accounts disconnected who did not seek protection:		
	Duplicate columns for use in April and October		
	April 1-15 and October 1-15 in 1st column		
	April 16-30 and October 16-31 in 2nd column		
	All other months, use 1st column only		
a)	# Electric - heat affected	0	0
b)	# Electric - heat not affected	0	0
c)	# Gas - heat affected	2	0
d)	# Gas - heat not affected	0	0
e)	**Total** # disconnected	2	0
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected	0	
b)	# Electric - heat not affected	0	
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	2	2

Company: Greater Minnesota Gas, Inc. for report period ending: January, 2019

DOLLAR VALUE

24	**Total** dollars past due on all residential accounts:	$76,774
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$169
26	**Total** dollars received from energy assistance programs:	$8,921
27	**Total** dollars received from other sources (private organizations):	$0
28	**Total** Revenue from sales to residential accounts:	$1,133,753
29	**Average** monthly residential bill: (auto-calculation of #28 ÷ #1)	$146
30	*Intentionally Blank*	
31	**Total** residential account write-offs due to uncollectible:	$12

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	2
d)	# Gas - heat not affected	0
e)	**Total** # disconnected	2
33	*Intentionally Blank*	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	2
35	*Intentionally Blank*	
36	*Intentionally Blank*	

RECONNECTION DATA

37	# Accounts reconnected	0
38	# Accounts remaining disconnected	2
a)	1-30 days	0
b)	31-60 days	0
c)	61+ days	2

[END]

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Minnesota Public Utilities Commission

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

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Reporting Year:	2019	*Required*
Reporting Period:	February	*Required*

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: February, 2019

1	Number of Residential Customer Accounts:	7,797
2	Number of Past Due Residential Customer Accounts:	561
3	Number of Cold Weather Protection Requests:	3

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: February, 2019

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0	
a)	Number of PS requests received	3	
17	*Intentionally Blank*		
18	Number of PS negotiations mutually agreed upon:	3	
19	*Intentionally Blank*		

DISCONNECTIONS

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

Company: Greater Minnesota Gas, Inc. for report period ending: February, 2019

DOLLAR VALUE

24	**Total** dollars past due on all residential accounts:	$109,433
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$195
26	**Total** dollars received from energy assistance programs:	$6,139
27	**Total** dollars received from other sources (private organizations):	$0
28	**Total** Revenue from sales to residential accounts:	$1,357,147
29	**Average** monthly residential bill: (auto-calculation of #28 ÷ #1)	$174
30	*Intentionally Blank*	
31	**Total** residential account write-offs due to uncollectible:	$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	3
d)	# Gas - heat not affected	0
e)	**Total** # disconnected	3
33	*Intentionally Blank*	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	3
35	*Intentionally Blank*	
36	*Intentionally Blank*	

RECONNECTION DATA

37	# Accounts reconnected	1
38	# Accounts remaining disconnected	2
a)	1-30 days	0
b)	31-60 days	0
c)	61+ days	2

[END]

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Minnesota Public Utilities Commission

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

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Reporting Year:	2019	*Required*
Reporting Period:	March	*Required*

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: March, 2019

1	Number of Residential Customer Accounts:	7,859
2	Number of Past Due Residential Customer Accounts:	472
3	Number of Cold Weather Protection Requests:	1

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: March, 2019

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

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

Company: Greater Minnesota Gas, Inc. for report period ending: March, 2019

DOLLAR VALUE

24	**Total** dollars past due on all residential accounts:	$121,856
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$258
26	**Total** dollars received from energy assistance programs:	$7,114
27	**Total** dollars received from other sources (private organizations):	$0
28	**Total** Revenue from sales to residential accounts:	$1,025,632
29	**Average** monthly residential bill: (auto-calculation of #28 ÷ #1)	$131
30	*Intentionally Blank*	
31	**Total** residential account write-offs due to uncollectible:	$31

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	1
d)	# Gas - heat not affected	0
e)	**Total** # disconnected	1
33	*Intentionally Blank*	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	1
35	*Intentionally Blank*	
36	*Intentionally Blank*	

RECONNECTION DATA

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

[END]

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Minnesota Public Utilities Commission

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

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Reporting Year:	2019	*Required*
Reporting Period:	April	*Required*

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: April, 2019

1	Number of Residential Customer Accounts:	7,881
2	Number of Past Due Residential Customer Accounts:	474
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: April, 2019

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

20	Number of disconnection notices mailed to customers:	186	
21	Number of customer accounts disconnected who did not seek protection:		
	Duplicate columns for use in April and October		
	April 1-15 and October 1-15 in 1st column		
	April 16-30 and October 16-31 in 2nd column		
	All other months, use 1st column only		
a)	# Electric - heat affected	0	0
b)	# Electric - heat not affected	0	0
c)	# Gas - heat affected	0	15
d)	# Gas - heat not affected	0	0
e)	**Total** # disconnected	0	15
22	Number of customer accounts disconnected seeking protection:		
a)	# Electric - heat affected	0	
b)	# Electric - heat not affected	0	
c)	# Gas - heat affected	0	
d)	# Gas - heat not affected	0	
e)	Total # disconnected (See Note)	0	
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	15

Company: Greater Minnesota Gas, Inc. for report period ending: April, 2019

DOLLAR VALUE

24	**Total** dollars past due on all residential accounts:	$94,748
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$200
26	**Total** dollars received from energy assistance programs:	$5,473
27	**Total** dollars received from other sources (private organizations):	$0
28	**Total** Revenue from sales to residential accounts:	$603,987
29	**Average** monthly residential bill: (auto-calculation of #28 ÷ #1)	$77
30	*Intentionally Blank*	
31	**Total** residential account write-offs due to uncollectible:	$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	15
d)	# Gas - heat not affected	0
e)	**Total** # disconnected	15
33	*Intentionally Blank*	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	16
35	*Intentionally Blank*	
36	*Intentionally Blank*	

RECONNECTION DATA

37	# Accounts reconnected	2
38	# Accounts remaining disconnected	14
a)	1-30 days	13
b)	31-60 days	0
c)	61+ days	1

[END]

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Minnesota Public Utilities Commission

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

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Reporting Year:	2019	*Required*
Reporting Period:	May	*Required*

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: May, 2019

1	Number of Residential Customer Accounts:	7,976
2	Number of Past Due Residential Customer Accounts:	512
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	*Intentionally Blank*	
6	Number of customer accounts granted reconnection request:	1

INABILITY TO PAY (ITP)

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10% PLAN (TPP)

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Company: Greater Minnesota Gas, Inc. for report period ending: May, 2019

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

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

Company: Greater Minnesota Gas, Inc. for report period ending: May, 2019

DOLLAR VALUE

24	**Total** dollars past due on all residential accounts:	$93,186
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$182
26	**Total** dollars received from energy assistance programs:	$1,907
27	**Total** dollars received from other sources (private organizations):	$0
28	**Total** Revenue from sales to residential accounts:	$339,513
29	**Average** monthly residential bill: (auto-calculation of #28 ÷ #1)	$43
30	*Intentionally Blank*	
31	**Total** residential account write-offs due to uncollectible:	$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	13
d)	# Gas - heat not affected	0
e)	**Total** # disconnected	13
33	*Intentionally Blank*	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	13
35	*Intentionally Blank*	
36	*Intentionally Blank*	

RECONNECTION DATA

37	# Accounts reconnected	1
38	# Accounts remaining disconnected	13
a)	1-30 days	0
b)	31-60 days	12
c)	61+ days	1

[END]

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Minnesota Public Utilities Commission

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

Company Submitting Reply:	Greater Minnesota Gas, Inc.	*Required*
Reporting Year:	2019	*Required*
Reporting Period:	June	*Required*

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: June, 2019

1	Number of Residential Customer Accounts:	7,027
2	Number of Past Due Residential Customer Accounts:	463
3	Number of Cold Weather Protection Requests:	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	*Intentionally Blank*	
6	Number of customer accounts granted reconnection request:	1

INABILITY TO PAY (ITP)

This entire section intentionally left blank

10% PLAN (TPP)

This entire section intentionally left blank

Company: Greater Minnesota Gas, Inc. for report period ending: June, 2019

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

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

Company: Greater Minnesota Gas, Inc. for report period ending: June, 2019

DOLLAR VALUE

24	**Total** dollars past due on all residential accounts:	$71,144
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$154
26	**Total** dollars received from energy assistance programs:	$678
27	**Total** dollars received from other sources (private organizations):	$0
28	**Total** Revenue from sales to residential accounts:	$191,595
29	**Average** monthly residential bill: (auto-calculation of #28 ÷ #1)	$27
30	*Intentionally Blank*	
31	**Total** residential account write-offs due to uncollectible:	$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	13
d)	# Gas - heat not affected	0
e)	**Total** # disconnected	13
33	*Intentionally Blank*	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	13
35	*Intentionally Blank*	
36	*Intentionally Blank*	

RECONNECTION DATA

37	# Accounts reconnected	1	
38	# Accounts remaining disconnected	13	
a)	1-30 days	1	
b)	31-60 days		*Required*
c)	61+ days	12	

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire **Version 4.2**

Company Submitting Reply: Greater Minnesota Gas, Inc.

Reporting Year: 2019

Reporting Period: July

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: July, 201

1	Number of Residential Customer Accounts:	7,812
2	Number of Past Due Residential Customer Accounts:	456
3	Number of Cold Weather Protection Requests	

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

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

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

Company: Greater Minnesota Gas, Inc. for report period ending: July, 2019

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

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

Company: Greater Minnesota Gas, Inc. for report period ending: July, 2019

DOLLAR VALUE

24	**Total** dollars past due on all residential accounts:	$48,569
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$107
26	**Total** dollars received from energy assistance programs:	$0
27	**Total** dollars received from other sources (private organizations):	$0
28	**Total** Revenue from sales to residential accounts:	$142,104
29	**Average** monthly residential bill: (auto-calculatior of #28 ÷ #1)	$18
30	*Intentionally Blank*	
31	**Total** residential account write-offs due to uncollectible:	$0

DISCONNECTION DURATION

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

RECONNECTION DATA

37	# Accounts reconnected	0
38	# Accounts remaining disconnected	12
a)	1-30 days	0
b)	31-60 days	0
c)	61+ days	12

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire **Version 4.2**

Company Submitting Reply: Greater Minnesota Gas, Inc.
Reporting Year: 2019
Reporting Period: August

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: August, 201

1	Number of Residential Customer Accounts:	7,858
2	Number of Past Due Residential Customer Accounts:	522
3	Number of Cold Weather Protection Requests	

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

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

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

Company: Greater Minnesota Gas, Inc. for report period ending: August, 2019

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

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

Company: Greater Minnesota Gas, Inc. for report period ending: August, 2019

DOLLAR VALUE

24	**Total** dollars past due on all residential accounts:	$47,111
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$90
26	**Total** dollars received from energy assistance programs:	$0
27	**Total** dollars received from other sources (private organizations):	$0
28	**Total** Revenue from sales to residential accounts:	$134,906
29	**Average** monthly residential bill: (auto-calculatior of #28 ÷ #1)	$17
30	*Intentionally Blank*	
31	**Total** residential account write-offs due to uncollectible:	$0

DISCONNECTION DURATION

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

RECONNECTION DATA

37	# Accounts reconnected	0
38	# Accounts remaining disconnected	12
a)	1-30 days	
b)	31-60 days	
c)	61+ days	12

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire **Version 4.2**

Company Submitting Reply: Greater Minnesota Gas, Inc.
Reporting Year: 2019
Reporting Period: September

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: September, 201

1	Number of Residential Customer Accounts:	7,960
2	Number of Past Due Residential Customer Accounts:	592
3	Number of Cold Weather Protection Requests	

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

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

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

Company: Greater Minnesota Gas, Inc. for report period ending: September, 2019

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

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

Company: Greater Minnesota Gas, Inc. for report period ending: September, 2019

DOLLAR VALUE

24	**Total** dollars past due on all residential accounts:	$46,936
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$79
26	**Total** dollars received from energy assistance programs:	$0
27	**Total** dollars received from other sources (private organizations):	$0
28	**Total** Revenue from sales to residential accounts:	$149,706
29	**Average** monthly residential bill: (auto-calculatior of #28 ÷ #1)	$19
30	*Intentionally Blank*	
31	**Total** residential account write-offs due to uncollectible:	$0

DISCONNECTION DURATION

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

RECONNECTION DATA

37	# Accounts reconnected	5
38	# Accounts remaining disconnectec	7
a)	1-30 days	
b)	31-60 days	
c)	61+ days	7

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire **Version 4.2**

Company Submitting Reply: Greater Minnesota Gas, Inc.
Reporting Year: 2019
Reporting Period: October

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: October, 201

1	Number of Residential Customer Accounts:	8,031
2	Number of Past Due Residential Customer Accounts:	616
3	Number of Cold Weather Protection Requests	3

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	*Intentionally Blank*	
6	Number of customer accounts granted reconnection request:	3

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

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

Company: Greater Minnesota Gas, Inc. for report period ending: October, 2019

PAYMENT SCHEDULE (PS)

16	Number of "Right to Appeal" notices mailed to customers:	0	
a)	Number of PS requests received	3	
17	*Intentionally Blank*		
18	Number of PS negotiations mutually agreed upon:	3	
19	*Intentionally Blank*		

DISCONNECTIONS

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

Company: Greater Minnesota Gas, Inc. for report period ending: October, 2019

DOLLAR VALUE

24	**Total** dollars past due on all residential accounts:	$45,269
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$73
26	**Total** dollars received from energy assistance programs:	$0
27	**Total** dollars received from other sources (private organizations):	$0
28	**Total** Revenue from sales to residential accounts:	$263,991
29	**Average** monthly residential bill: (auto-calculatior of #28 ÷ #1)	$33
30	*Intentionally Blank*	
31	**Total** residential account write-offs due to uncollectible:	$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	
b)	# Electric - heat not affected	
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	**Total** # disconnected	0
33	*Intentionally Blank*	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	4
35	*Intentionally Blank*	
36	*Intentionally Blank*	

RECONNECTION DATA

37	# Accounts reconnected	3
38	# Accounts remaining disconnected	4
a)	1-30 days	
b)	31-60 days	
c)	61+ days	4

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire **Version 4.2**

Company Submitting Reply: Greater Minnesota Gas, Inc.
Reporting Year: 2019
Reporting Period: November

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: November, 201

1	Number of Residential Customer Accounts:	8,113
2	Number of Past Due Residential Customer Accounts:	424
3	Number of Cold Weather Protection Requests	1

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

4	Number of "Right to Appeal" notices mailed to customers:	0
5	*Intentionally Blank*	
6	Number of customer accounts granted reconnection request:	1

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

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

Company: Greater Minnesota Gas, Inc. for report period ending: November, 2019

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

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

Company: Greater Minnesota Gas, Inc. for report period ending: November, 2019

DOLLAR VALUE

24	**Total** dollars past due on all residential accounts:	$25,589
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$60
26	**Total** dollars received from energy assistance programs:	$4,621
27	**Total** dollars received from other sources (private organizations):	$0
28	**Total** Revenue from sales to residential accounts:	$664,136
29	**Average** monthly residential bill: (auto-calculatior of #28 ÷ #1)	$82
30	*Intentionally Blank*	
31	**Total** residential account write-offs due to uncollectible:	$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	**Total** # disconnected	0
33	*Intentionally Blank*	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	1
35	*Intentionally Blank*	
36	*Intentionally Blank*	

RECONNECTION DATA

37	# Accounts reconnected	3
38	# Accounts remaining disconnectec	1
a)	1-30 days	
b)	31-60 days	
c)	61+ days	1

[END]

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Minnesota Public Utilities Commission

Minnesota Cold Weather Rule Compliance Questionnaire **Version 4.2**

Company Submitting Reply: Greater Minnesota Gas, Inc.

Reporting Year: 2019

Reporting Period: December

Utility Monthly Reports (216B.091)

Company: Greater Minnesota Gas, Inc. for report period ending: December, 201

1	Number of Residential Customer Accounts:	8,175
2	Number of Past Due Residential Customer Accounts:	497
3	Number of Cold Weather Protection Requests	0

RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

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

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

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

Company: Greater Minnesota Gas, Inc. for report period ending: December, 2019

PAYMENT SCHEDULE (PS)

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

DISCONNECTIONS

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

Company: Greater Minnesota Gas, Inc. for report period ending: December, 2019

DOLLAR VALUE

24	**Total** dollars past due on all residential accounts:	$57,307
25	**Average** past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	$115
26	**Total** dollars received from energy assistance programs:	$5,879
27	**Total** dollars received from other sources (private organizations):	$0
28	**Total** Revenue from sales to residential accounts:	$835,238
29	**Average** monthly residential bill: (auto-calculatior of #28 ÷ #1)	$102
30	*Intentionally Blank*	
31	**Total** residential account write-offs due to uncollectible:	$0

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	**Total** # disconnected	0
33	*Intentionally Blank*	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	1
35	*Intentionally Blank*	
36	*Intentionally Blank*	

RECONNECTION DATA

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

[END]

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ATTACHMENT B

THE CREWS ARE COMING...

Greater Minnesota Gas, Inc. is installing natural gas in your area. Don't Wait! Call today to schedule a no-obligation appointment to learn more about heating with natural gas.

CALL US TOLL FREE! 888-931-3411

NATURAL GAS
MAKE THE SWITCH TODAY

CALL TOLL FREE 888-931-3411

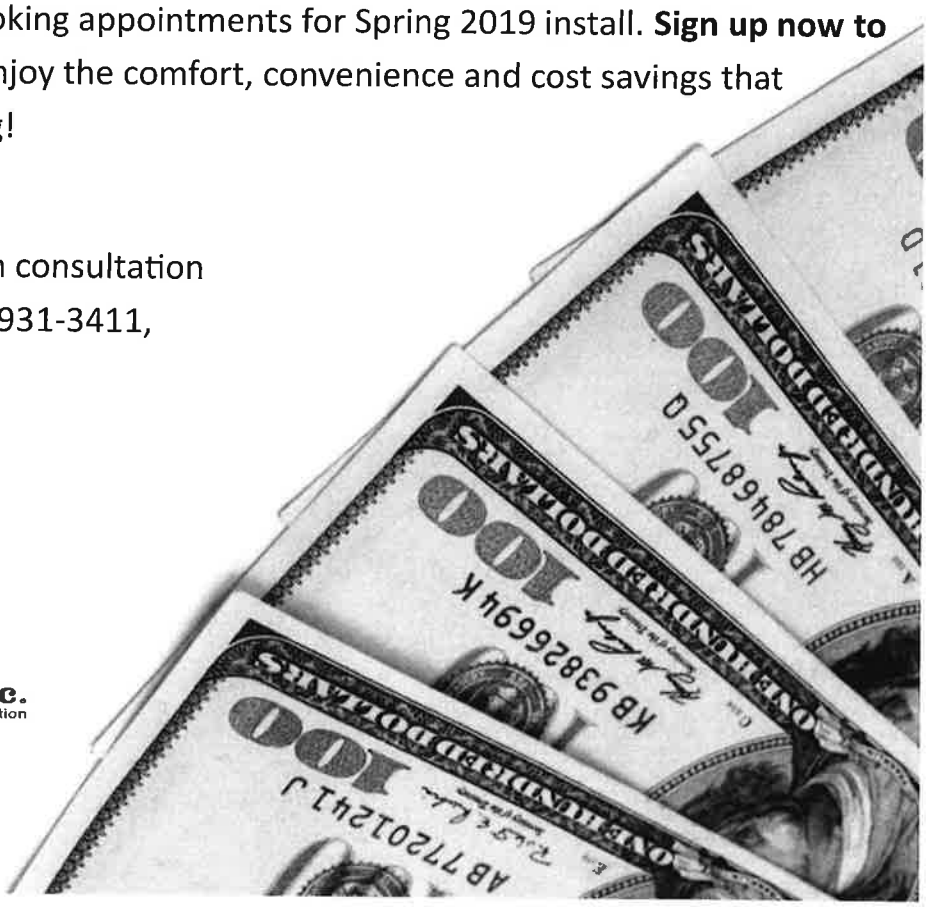
OR EMAIL US: GMG@GREATERMNGAS.COM

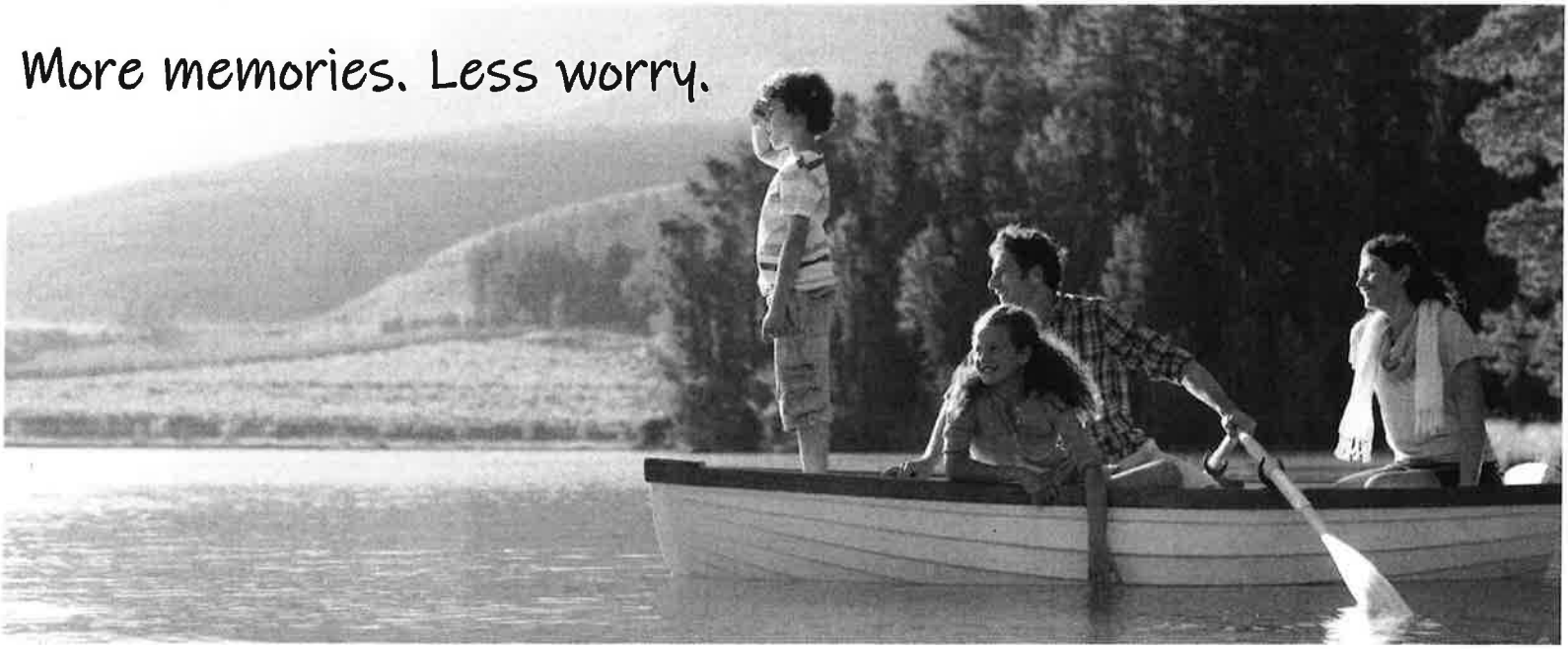
Make the Switch to Natural Gas!

Now is the time to commit! We are booking appointments for Spring 2019 install. **Sign up now to save $100 on the cost of installation.** Enjoy the comfort, convenience and cost savings that your neighbors are already experiencing!

Call us today to schedule a no-obligation consultation with a friendly, local technician at (888) 931-3411, Monday-Friday 8:00-4:30

Greater Minnesota Gas, Inc.
A Minnesota Corporation





Convenience is key for your busy life! Enjoy the freedom of never having to worry about your energy needs-heating, cooking, fire places, and hot water. Always there, on demand! Nothing to fill, nothing to monitor.

Changing lives with energy. It's what we do!

Call us today to schedule a no-obligation appointment with your local gas technician. Our customer service team is available Monday-Friday, 8-4:30 at (888) 931-3411.

Switch to natural gas

Are you still using propane, fuel oil or electricity to heat your home?

There's never been a better time to convert to natural gas.

Switching is convenient and could save you hundreds of dollars on your energy costs.

NATURAL GAS IS NOW AVAILABLE!

Greater Minnesota Gas, Inc.

Is installing natural gas in your area.

Don't Wait! Call today to schedule a 20 minute, no-obligation appointment to learn more about heating with natural gas.

CALL US TOLL FREE 888-931-3411

OR EMAIL US: GMG@GREATERMNGAS.COM

ATTACHMENT C

NOTICE: This report is required by 49 CFR Part 191. Failure to report can result in a civil penalty not to exceed 100,000 for each violation for each day that such violation persists except that the maximum civil penalty shall not exceed $1,000,000 as provided in 49 USC 60122.		OMB NO: 2137-0629 EXPIRATION DATE: 10/31/2021
U.S Department of Transportation Pipeline and Hazardous Materials Safety Administration	**Initial Date Submitted:**	03/13/2020
	Form Type:	INITIAL
	Date Submitted:	

ANNUAL REPORT FOR CALENDAR YEAR 2019 GAS DISTRIBUTION SYSTEM

A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2137-0629. Public reporting for this collection of information is estimated to be approximately 16 hours per response, including the time for reviewing instructions, gathering the data needed, and completing and reviewing the collection of information. All responses to this collection of information are mandatory. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Information Collection Clearance Officer, PHMSA, Office of Pipeline Safety (PHP-30) 1200 New Jersey Avenue, SE, Washington, D.C. 20590.

Important: *Please read the separate instructions for completing this form before you begin. They clarify the information requested and provide specific examples. If you do not have a copy of the instructions, you can obtain one from the PHMSA Pipeline Safety Community Web Page at http://www.phmsa.dot.gov/pipeline/library/forms.*

PART A - OPERATOR INFORMATION	**(DOT use only)**	**20201146-40441**

1. Name of Operator	GREATER MINNESOTA GAS INC.
2. LOCATION OF OFFICE (WHERE ADDITIONAL INFORMATION MAY BE OBTAINED)	
2a. Street Address	1900 Cardinal Ln
2b. City and County	Faribault
2c. State	MN
2d. Zip Code	55021-7384
3. OPERATOR'S 5 DIGIT IDENTIFICATION NUMBER	30967
4. HEADQUARTERS NAME & ADDRESS	
4a. Street Address	1900 CARDINAL LANE
4b. City and County	FARIBAULT
4c. State	MN
4d. Zip Code	55021
5. STATE IN WHICH SYSTEM OPERATES	MN
6. **THIS REPORT PERTAINS TO THE FOLLOWING COMMODITY GROUP** *(Select Commodity Group based on the predominant gas carried and complete the report for that Commodity Group. File a separate report for each Commodity Group included in this OPID.)*	
Natural Gas	
7. **THIS REPORT PERTAINS TO THE FOLLOWING TYPE OF OPERATOR** *(Select Type of Operator based on the structure of the company included in this OPID for which this report is being submitted.)***:**	
Investor Owned	

PART B - SYSTEM DESCRIPTION

1.GENERAL

	STEEL				PLASTIC	CAST/ WROUGHT IRON	DUCTILE IRON	COPPER	OTHER	RECONDITIONED CAST IRON	SYSTEM TOTAL
	UNPROTECTED		CATHODICALLY PROTECTED								
	BARE	COATED	BARE	COATED							
MILES OF MAIN	0	0	0	12.973	905.108	0	0	0	0	0	918.081
NO. OF SERVICES	0	0	0	2	9133	0	0	0	0	0	9135

2.MILES OF MAINS IN SYSTEM AT END OF YEAR

MATERIAL	UNKNOWN	2" OR LESS	OVER 2" THRU 4"	OVER 4" THRU 8"	OVER 8" THRU 12"	OVER 12"	SYSTEM TOTALS
STEEL	0	0.097	9.126	3.75	0	0	12.973
DUCTILE IRON	0	0	0	0	0	0	0
COPPER	0	0	0	0	0	0	0
CAST/WROUGHT IRON	0	0	0	0	0	0	0
PLASTIC PVC	0	0	0	0	0	0	0
PLASTIC PE	0	500.55	333.729	70.829	0	0	905.108
PLASTIC ABS	0	0	0	0	0	0	0
PLASTIC OTHER	0	0	0	0	0	0	0
OTHER	0	0	0	0	0	0	0
RECONDITIONED CAST IRON	0	0	0	0	0	0	0
TOTAL	0	500.647	342.855	74.579	0	0	918.081

Describe Other Material:

3.NUMBER OF SERVICES IN SYSTEM AT END OF YEAR — **AVERAGE SERVICE LENGTH: 234**

MATERIAL	UNKNOWN	1" OR LESS	OVER 1" THRU 2"	OVER 2" THRU 4"	OVER 4" THRU 8"	OVER 8"	SYSTEM TOTALS
STEEL	0	2	0	0	0	0	2
DUCTILE IRON	0	0	0	0	0	0	0
COPPER	0	0	0	0	0	0	0
CAST/WROUGHT IRON	0	0	0	0	0	0	0
PLASTIC PVC	0	0	0	0	0	0	0
PLASTIC PE	0	7848	1281	3	1	0	9133
PLASTIC ABS	0	0	0	0	0	0	0
PLASTIC OTHER	0	0	0	0	0	0	0
OTHER	0	0	0	0	0	0	0
RECONDITIONED CAST IRON	0	0	0	0	0	0	0
TOTAL	0	7850	1281	3	1	0	9135

Describe Other Material:

4.MILES OF MAIN AND NUMBER OF SERVICES BY DECADE OF INSTALLATION

	UNKNOWN	PRE-1940	1940-1949	1950-1959	1960-1969	1970-1979	1980-1989	1990-1999	2000-2009	2010-2019	TOTAL

MILES OF MAIN	0	0	0	.99	0	0	0	151.9	333.607	431.584	918.081
NUMBER OF SERVICES	0	0	0	2	0	0	0	1268	2623	5242	9135

PART C - TOTAL LEAKS AND HAZARDOUS LEAKS ELIMINATED/REPAIRED DURING THE YEAR

CAUSE OF LEAK	MAINS		SERVICES	
	TOTAL	HAZARDOUS	TOTAL	HAZARDOUS
CORROSION FAILURE				
NATURAL FORCE DAMAGE				
EXCAVATION DAMAGE	2	2	15	15
OTHER OUTSIDE FORCE DAMAGE			1	1
PIPE, WELD OR JOINT FAILURE				
EQUIPMENT FAILURE				
INCORRECT OPERATIONS				
OTHER CAUSE			1	1

NUMBER OF KNOWN SYSTEM LEAKS AT END OF YEAR SCHEDULED FOR REPAIR : **48**

PART D - EXCAVATION DAMAGE

1. TOTAL NUMBER OF EXCAVATION DAMAGES BY APPARENT ROOT CAUSE: 19

a. One-Call Notification Practices Not Sufficient: 11

b. Locating Practices Not Sufficient: 4

c. Excavation Practices Not Sufficient: 3

d. Other: 1

2. NUMBER OF EXCAVATION TICKETS : 10310

PART E - EXCESS FLOW VALUE (EFV) AND SERVICE VALVE DATA

Total Number Of Services with EFV Installed During Year: 573

Estimated Number Of Services with EFV In the System At End Of Year: 5011

* Total Number of Manual Service Line Shut-off Valves Installed During Year: 4

* Estimated Number of Services with Manual Service Line Shut-off Valves Installed in the System at End of Year: 30

**These questions only pertain to reporting years 2017 & beyond.*

PART F - LEAKS ON FEDERAL LAND

TOTAL NUMBER OF LEAKS ON FEDERAL LAND REPAIRED OR SCHEDULED TO REPAIR: 0

PART G-PERCENT OF UNACCOUNTED FOR GAS

UNACCOUNTED FOR GAS AS A PERCENT OF TOTAL CONSUMPTION FOR THE 12 MONTHS ENDING JUNE 30 OF THE REPORTING YEAR.

[(PURCHASED GAS + PRODUCED GAS) MINUS (CUSTOMER USE + COMPANY USE + APPROPRIATE ADJUSTMENTS)] DIVIDED BY (CUSTOMER USE + COMPANY USE + APPROPRIATE ADJUSTMENTS) TIMES 100 EQUALS PERCENT UNACCOUNTED FOR.

FOR YEAR ENDING 6/30: 0.7%

PART H - ADDITIONAL INFORMATION

PART I - PREPARER	
Taylor Larson,Operations Engineer (Preparer's Name and Title)	(507) 209-2113 (Area Code and Telephone Number)
tlarson@greatermngas.com (Preparer's email address)	(Area Code and Facsimile Number)