

## MEMORANDUM

**Date:** July 9, 2021

**To:** Commissioners

**From:** Kevin O'Grady, Staff

**RE: Agenda: July 15, 2021**

**General Comments re Gas Service Quality Dockets**

**Dockets: 20-452, 453, 456, 459, & 460**

The utilities vary in size considerably:

Residential Accounts (approx.)

CPE:	800,000	(Schedule 3)
Xcel:	425,000	(Attachment F)
MERC:	210,000	(Attachment 3)
Great Plains:	19,000	(Schedule 3)
GMG:	7,800	(Attachment A)

The Reports comprise data for 2019 (a "normal," pre-COVID year).

In the normal course of events these Reports would have been scheduled for review in the fall of 2019 or the spring of 2020. COVID has delayed that review.

DOC is the only party to comment on the Reports.

For the most part, the companies provide data only for 2019.

DOC created tables compiling data for past years, typically 2009-2019.

Staff has not duplicated DOC's tables in the Briefing Papers. Staff has followed the same Briefing Paper format this year as it did last year.

Four companies were required to provide specific, uniform, detailed Excess Flow Valve data (GMG was not).

MERC is unique in that it has reporting requirements, stemming from a customer billing and processing system that became outdated several years ago. The Commission has required MERC to set aside revenues as an incentive to improve customer service.

CPE is unique in that the Commission required it to submit more detailed transmission and distribution integrity management (TIMP/DIMP) data.