

Missouri Public Service Commission

FILED

DEC 22 2011

Respond Data RequestMissouri Public
Service Commission

Data Request No. 0032
Company Name Missouri Gas Energy-Investor(Gas)
Case/Tracking No. GU-2011-0392
Date Requested 11/18/2011
Issue General Information and Miscellaneous - AAO
Requested From Michael R. Noack
Requested By Mark Oligschlaeger
Brief Description Customers Back On-Line

Description As of October 31, 2011, or the most recent date such information is available, how many customers who were without service in the aftermath of the May 2011 tornado due to damage to or destruction of their residence or business have returned to MGE's system and are being currently provided gas service? If available, please break out this information by the following categories: a) Old Customers at Old Premise; b) Old Customers at New Premise; and c) New Customers at Old Premise.

Response

The estimates being provided in this response are preliminary, unverified, and not reliable for ratemaking purposes. MGE is continuing the work necessary to reconcile the number of removed/lost meters due to the tornado, the services abandoned/removed due to the tornado and all other customers calling MGE's contact center to report damage from the tornado that affected their receipt of gas service. The customers estimated to have either reconnected at their original premise or moved to another location within the MGE service territory are a subset of a group of approximately 6,000 accounts coded "10" after the tornado to reflect that they were affected by the tornado or in the affected area and should not have a bill sent to their address. After the damaged area was refined, the number of coded accounts decreased to the now current level of approximately 3,700. This code also designates that this account, if it is reconnected should not be charged a reconnection fee. The accounts that were affected by the tornado and moved to another location within the MGE service territory have been coded "98". This code designates that this account should not be charged with any connect or reconnect fees when service is established. Based on this process, which in the absence of further validation work produces estimates that are preliminary, unverified, and not reliable for ratemaking purposes, MGE estimates the following: A) The Company estimates that 975 old customers affected by the tornado have reconnected at their old premise. B) The Company estimates that 927 customers affected by the tornado have moved to another location within the MGE service territory. C) The Company does not have an estimate of new customers moving to old premises.

Objections

NA

The attached information provided to **Missouri Public Service Commission** Staff in response to the above data information request is accurate and complete, and contains

Staff
Date 11/30/11
File No GU-2011-0392
Exhibit No 6
Reported by SWS

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|--------------------|--------|
| Security : | Public |
| Rationale : | NA |

Exhibit