

**Missouri Public Service Commission****Respond Data Request**

<b>Data Request No.</b>	0146
<b>Company Name</b>	Missouri Gas Energy-Investor(Gas)
<b>Case/Tracking No.</b>	GR-2004-0209
<b>Date Requested</b>	01/27/2004
<b>Issue</b>	Quality of Service - Customer Service
<b>Requested From</b>	Kimm Henzi
<b>Requested By</b>	Deborah Bernsen
<b>Brief Description</b>	Call Center objectives
<b>Description</b>	Company developed objectives for the performance of the call center for years 2002, 2003 and 2004. Please include a description of how these were developed and how frequently they are reviewed and revised.
<b>Response</b>	Please refer to the attached PDF file.
<b>Objections</b>	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 no material misrepresentations or omissions, based upon present facts of which the undersigned has knowledge, information or belief. The undersigned agrees to immediately inform the **Missouri Public Service Commission** if, during the pendency of Case No. **GR-2004-0209** before the Commission, any matters are discovered which would materially affect the accuracy or completeness of the attached information. If these data are voluminous, please (1) identify the relevant documents and their location (2) make arrangements with requestor to have documents available for inspection in the **Missouri Gas Energy-Investor(Gas)** office, or other location mutually agreeable. Where identification of a document is requested, briefly describe the document (e.g. book, letter, memorandum, report) and state the following information as applicable for the particular document: name, title number, author, date of publication and publisher, addresses, date written, and the name and address of the person(s) having possession of the document. As used in this data request the term "document(s)" includes publication of any format, workpapers, letters, memoranda, notes, reports, analyses, computer analyses, test results, studies or data, recordings, transcriptions and printed, typed or written materials of every kind in your possession, custody or control or within your knowledge. The pronoun "you" or "your" refers to **Missouri Gas Energy-Investor(Gas)** and its employees, contractors, agents or others employed by or acting in its behalf.

<b>Security :</b>	Public
<b>Rationale :</b>	NA

**With Proprietary and Highly Confidential Data Requests a Protective Order must be on file.**



MISSOURI GAS ENERGY  

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FISCAL YEAR 2003

DEPARTMENTAL  
GOALS – CALL CENTER ANALYST

**All goals support the company's values: quality, financial strength, efficient.**

***OBJECTIVE – Optimize the use of our staff forecasting and scheduling system (TCS) – 30%***

**GOAL** – Schedule TCS consultants to come to MGE and assist with programming -- by October 2002

**MEASURE** – Consultants on site

**GOAL** – Make proposal using TCS for four/ten hour day shifts by September 2002

**MEASURE** – Proposal completion

**GOAL** – Establish seasonal staffing proposals to include part-time and full-time needs

**MEASURE** – Proposal completion

***OBJECTIVE – Achieve 100% of proposed utilization of the Witness System – 30%***

**GOAL** – Propose complete utilization of Witness in FY03 stages

**MEASURE** –Completion of all FY03 stages

**GOAL** – Assist with administrative training within 90 days after attending training sessions

**MEASURE** – Training completion

***OBJECTIVE – IVR upgrade project coordinator/Operator – 25%***

**GOAL** – Establish a project time line to include all work activities and provide weekly status reports.

**MEASURE** –Completion of documentation

**GOAL** – Facilitate installation with all internal and external stakeholders

**MEASURE** – Successful installation and operation

***OBJECTIVE – Meet Abandoned Rate – ACR=8.50% and ASA=75 seconds – 15%***

**GOAL** – Daily, Weekly and Monthly reports from ACD Max, TCS and RTA within 48 hours – monthly projection roll up to yearly, monthly

**MEASURE** –Completion of documentation



MISSOURI GAS ENERGY  

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FISCAL YEAR 2003-2004

DEPARTMENTAL  
GOALS – CUSTOMER SERVICE SUPERVISORS

***OBJECTIVE – Improve the quality of Customer Service –***

**GOAL – Monitoring two calls per consultant per month**

**MEASURE – Monthly evaluation reports**

**GOAL – Provide and document coaching and counseling of consultants – monthly basis**

**MEASURE – Documentation of coaching sessions**

**GOAL – Submit consultants training needs to the Training Department – within 48 – 72 hours for program development**

**MEASURE – Trainers addressing issues—Schedule sessions with Trainers—supervisor will keep a log of whom they send.**

**GOAL—Provide feedback on Performance Standards**

**MEASURE—Through weekly, monthly stats**

**GOAL—Expand supervisors' knowledge of the Community's activities and concerns.**

**MEASURE—Attend at least one meeting with Customer Advisor**

***OBJECTIVE – Improve Performance through Efficiency –***

**GOAL – Achieve ACR of 8.5% and ASA of 75 Secs. By monitoring ACR and ASA and respond as necessary**

**MEASURE – Daily, Weekly and Monthly review of TCS and RTA**

**GOAL – Maximize the use of the M.E.N.T.O.R. Program –Use of daily, monthly by December 2003**

**MEASURE –daily and monthly reports**

***OBJECTIVE – Improve Performance through Efficiency – CONT'D-***

**GOAL – Team is to achieve the average performance of the entire**

department for three consecutive months.

**MEASURE – Review of monthly reports**

**GOAL – Create and analyze statistical information regarding specific call types looking for areas to improve productivity and performance on monthly basis.**

**MEASURE – Knowledge of statistics and need for changes  
Document-Improvements on process Log-track improvement.**

**GOAL-- Assist Account and Billing Services with workload  
During non-peak call times**

**MEASURE—Prepare and maintain a schedule and do  
weekly report to Supervisor and Manager  
of the Department**

***OBJECTIVE – Team Building –***

**GOAL – Provide quarterly activities for department  
BASED ON PERFORMANCE STANDARDS**

**MEASURE – Carrying out of activities**

***OBJECTIVE – Process Improvement –***

**GOAL – Work with other supervisors/consultants to identify and improve  
three processes that either enhance the quality of our customer  
service or improves our financial strength.**

- 1. Process identification**
- 2. Proposal created/ presented**
- 3. Process improvement implemented**

**MEASURE – Completion of process**

***OBJECTIVE – Process Improvement – Cont'd***

**GOAL—Optimize the use of all Technical Equipment**

**MEASURE—Attend training and refresher classes on**

**Team manager**

**Website**

**M.E.N.T.O.R. Program**

**TCS/RTA**

**IVR**





MISSOURI GAS ENERGY  
**FISCAL YEAR 2003-2004**

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**DEPARTMENTAL GOALS**

TRAINERS & QUALITY ASSURANCE ANALYST

**All goals support the company's values: quality, financial strength, fun, efficient and innovative.**

***OBJECTIVE – Continuous development of all Customer Service Staff –***

**GOAL** – Successfully train all new hires in class

**MEASURE** – Completed monitoring forms after training

**GOAL** – Identify and develop employee's training needs – within one week of notification

**MEASURE** – Completed monitoring forms after training occurs

**GOAL** – Document employee's training and results – within one week of Completion

**MEASURE** – Completed documentation

***OBJECTIVE – Improve two processes that will enhance the level of service we provide our customer –***

**GOAL** – Identify two key processes within training class that could be improved on – by end of second quarter of FY04

**MEASURE** – Completed documentation

**GOAL** – Learn and develop training materials for specific desk jobs  
In Account And Billing Services

**MEASURE** – Completed documentation

**GOAL** – Training of consultants on new process – within one month  
Website  
All new Technical Equipment

**MEASURE** – Completed documentation

**GOAL** – Track benefit – evaluation within 30 days after sessions

**MEASURE** – Completed documentation

***OBJECTIVE – Trainers assist with QA responsibilities –***

**GOAL – Utilize E Quality Systems to track monitoring, by individuals and teams on monthly basis**

**MEASURE – Completed documentation**

**Goal—Increase productivity through monitoring two calls per Consultant**

**Measure— Monthly reports**

***OBJECTIVE – Maintain Review and update support systems –***

**GOAL – Update Info Genie – all updates in within 96 hours.  
Update the Training Region  
Learn and understand HTML**

**MEASURE – Completed updated information**

**GOAL – Conduct on-going training – within 60 days after development.**

**MEASURE – Completed documentation**

***OBJECTIVE—Will assist with training in other Departments as needed***

**GOAL—Develop and train within 3 months of Request  
Field Operations/Train the Trainer  
Customer Service Soft Skills  
CSS-When needed  
Human Resources**

**MEASURE—Completed documentation**

**Micheel, Doug**

**FILE COPY**

**From:** Harrison, Kathy  
**Sent:** Monday, April 19, 2004 10:31 AM  
**To:** Micheel, Doug  
**Subject:** FW: MGE billing practices

-----Original Message-----

**From:** Enkeli@aol.com [mailto:Enkeli@aol.com]  
**Sent:** Monday, April 19, 2004 10:20 AM  
**To:** mopco@ded.mo.gov  
**Subject:** MGE billing practices

Office of Public Counsel:

I'm having a problem with MGE.

I moved from an apartment into a small house I'd purchased in October of 2002 and called MGE to have gas service turned on. I've paid my bills monthly since then. At some point early on and unbeknownst to me, the meter apparently stopped working.

I'm disabled, so I have no means of checking the meter, even if it had occurred to me to do so. I've always been accustomed to paying low gas bills, having lived in apartments, and I've always been exceedingly careful about regulating my thermostat to minimize costs. I've been getting low bills for my entire adult life, so I didn't realize it if I was being underbilled by MGE for gas service.

Then one morning about a month ago, an MGE employee pounded on my door and told me he was going to replace my gas meter. Last Friday I received a bill from MGE for \$965.48.

It's not right that I should be charged for gas usage they failed to measure because they failed to monitor their equipment. I don't believe I used that much gas, and if I did, I certainly would have stopped, had I known how much I was being billed. I live on disability checks, and I can't afford this. Do I have any recourse?

Thanks in advance for any assistance you can offer.

Best regards,  
Robin K. Reed  
(816) 361-0696

**FILE COPY**

March 18, 2004  
203 Kimberly Drive  
Belton, MO 64012-1861

Mr. John Coffman, Public Counsel  
Governor Office Bldg., Suite 650  
200 Madison Street  
P.O. Box 7800  
Jefferson City, MO 65102-7800

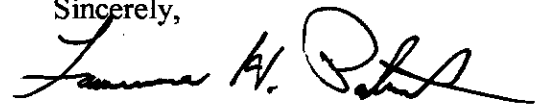
Mr. Coffman:

I reviewed the customer charge data in the consumer guides section of the Missouri Office of the Public Counsel's web site. There I found that Missouri Gas Energy's customer charge of \$10.05 per month is second only to the Laclede Gas Company's customer charge.

As Public Counsel to represent consumers of public utilities before the Missouri Public Service Commission and the courts I am asking you to deny Missouri Gas Energy's request to increase their non-gas rate of \$6.52 coming up for public hearings.

Thank you!

Sincerely,



Lawrence H. Patrick

**Micheel, Doug**

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**From:** Harrison, Kathy  
**Sent:** Wednesday, April 28, 2004 4:51 PM  
**To:** Micheel, Doug  
**Subject:** FW: ISRS-PUBLIC HEARINGS

 **FILE COPY**

-----Original Message-----

**From:** Lane, Charlotte [mailto:Charlotte.Lane@ssa.gov]  
**Sent:** Wednesday, April 28, 2004 12:46 PM  
**To:** 'mopco@ded.mo.gov'  
**Subject:** ISRS-PUBLIC HEARINGS

I WILL BE UNABLE TO ATTEND THE HEARINGS, BUT I WANT THIS FORWARDED TO THE APPROPRIATE PARTIES AS THE FOLLOWING IS WHAT I WOULD SAY IF I WERE TO ATTEND.

I REALLY THINK IT WAS "SNEAKY" THE WAY THE GAS COMPANY INFORMED THE PUBLIC BY PUTTING THE INSERT IN WITH THE CUSTOMERS BILL. MOST PEOPLE ARE ONLY CONCERNED WITH HOW MUCH THEIR BILL IS AND TRASH THE REST. NONE OF MY CO-WORKERS KNEW WHAT I WAS TALKING ABOUT WHEN I ASKED THEIR OPINION.

SECONDLY, WHY SHOULD THE CUSTOMER PAY FOR SOMETHING THAT "YOU" ARE REQUIRED TO DO BY LAW TO CONTINUE TO PROVIDE SERVICE? EVERYTIME YOU LOOK AROUND THE GAS COMPANY IS RAISING THE RATE. THEN THEY HAVE THE NERVE TO SAY THEY HAVE THE RIGHT TO REQUEST AN INCREASE UP TO 3 TIMES A YEAR.

EVERYTIME WE HAVE A MILD WINTER, THE GAS COMPANY CLAIMS THEY'RE SHORT OF FUNDS AND NEED TO INCREASE THE RATE. IT SEEMS LIKE IT'S A LOSING BATTLE. WE HAVE A NICE WINTER, THEY LOSE MONEY, THEN THEY RAISE THE RATE. COULD IT BE THAT GOD IS TRYING TO TELL YOU SOMETHING. EVERYTIME HE GIVES US A BREAK, YOU GUYS TACK ON A RATE INCREASE.

HOW CAN YOU JUSTIFY SUCH A HORRIFIC INCREASE WHEN THE WORKING MIDDLE CLASS CAN'T GET A DECENT RAISE ON THEIR JOBS.

IT IS SO UNFAIR THAT WE HAVE TO PAY FOR SOMETHING YOU HAVE TO DO ACCORDING TO LAW. AFTER YOU RECOUP THE MONEY FOR IT, WILL THE RATE GO BACK DOWN, NO. IT WILL CONTINUE TO RISE. THEN YOU HAVE THE NERVE TO SAY TO THROW IN SOME STATEMENT THAT IT WILL ACCOMMODATE PUBLIC IMPROVEMENT PROJECTS SUCH AS ROAD-WIDENINGS. WE'RE THE ONES PAYING FOR THE ROAD-WIDENINGS BY WAY OF SOME OTHER "OBSCURE" TAX SOMEBODY SOMEWHERE HAS TACKED ON.

IT IS SO UNFAIR, DON'T YOU PEOPLE HAVE TO PAY THE SAME RATE, OR DO YOU GET A CUT TOO?

THANK YOU

CHARLOTTE LANE

FILE COPY**Micheel, Doug**

**From:** Harrison, Kathy  
**Sent:** Wednesday, April 28, 2004 9:58 AM  
**To:** Micheel, Doug  
**Subject:** FW: rate increase

-----Original Message-----

**From:** Carol Anderson [mailto:canders1869@earthlink.net]  
**Sent:** Wednesday, April 28, 2004 9:56 AM  
**To:** mopco@ded.mo.gov  
**Subject:** rate increase

Dear MGE and Office of the Public Counsel,

I know that it will make no difference whether I send this email or not send it. I oppose the rate increase that is before the Public Service Commission. Prices just keep going up and up for the natural gas within MGE. I have a home and a business and this will just about kill any profit that would like to get this year. I am having a hard time understanding why these increases are needed and the service doesn't seem to get any better. The poor low income people just don't have a chance in today's economy the way things keep increasing, except the pay checks. What was the percentage for raises within your company???? I work for the government and ours was 2.3. I bet yours was more than that. And with my other job I haven't gotten a raise since they hired me two years ago. To bad we can't go before the Missouri Public Service Commission and ask for our raises!!!!!!!!

I figured that you couldn't get a rate increase because you have already had your two for the year so now you can get this increase to cover the other increase you can't get. I am unsure whether my business is a large volume or just a small or large general account. But if it is a large volume this will probably put me out of business. This increase is just a little much to try and pass onto my customer.

I would just like to know when is it going to stop, I think each company needs to take a look at what is being spent within the company that needs to be eliminated. I would love to complete a process analysis within your organization and help you stream line your organization.

Thank you for listening.

Carol Anderson  
9101 Holmes  
Kansas City, Mo.  
Account number 9815311784

**Micheel, Doug**

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**From:** Harrison, Kathy  
**Sent:** Friday, April 23, 2004 7:50 AM  
**To:** Micheel, Doug  
**Subject:** FW: April 28, 2004 Hearings in Blue Springs/KCMO

FILE COPY

-----Original Message-----

**From:** Preston Conner [mailto:napte@yahoo.com]  
**Sent:** Thursday, April 22, 2004 7:35 PM  
**To:** mopco@ded.mo.gov  
**Cc:** napte@yahoo.com  
**Subject:** April 28, 2004 Hearings in Blue Springs/KCMO

Dear Staff:

I would ideally like to comment before the commission at the Blue Springs hearing on Wednesday afternoon, April 28th, but since we are short staffed at work I may only be barely able to speak before the group Wednesday evening downtown. I'm driving from Olathe, Kansas from work. Can a space be reserved at both? My comments are short. If I didn't have such a tight schedule then Blue Springs would be fine. Please advise or comment. I appreciate the opportunity to address the commission. Thanks.

-Preston Conner  
Kansas City, MO  
(816) 241-0013  
napte@yahoo.com

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**Micheel, Doug**

**From:** Harrison, Kathy  
**Sent:** Thursday, April 22, 2004 11:21 AM  
**To:** Micheel, Doug  
**Subject:** FW: MGE's request for 45 million rate increase.

 **FILE COPY**

-----Original Message-----

**From:** betty ryan [mailto:bryan@tiadon.com]  
**Sent:** Thursday, April 22, 2004 8:52 AM  
**To:** mopco@ded.mo.gov  
**Subject:** re: MGE's request for 45 million rate increase.

I strongly protest MGE's proposed rate increase. I am a retired person on a fixed income and have reached the point at which I am not sure how I will be able to heat my home. We shut off most of our house and closed vents in the closed portion and still had by far the highest gas bill we have ever had in the 30 years we have lived in this dwelling. This in spite of the fact that we had a warmer than average winter this past heating season. I don't happen to believe that it costs MGE any more so sell natural gas during cold weather than it does during warm weather. It appears that they use cold weather as an opportunity to rip their customers off. That might be acceptable if they weren't a monopoly. The only way I could get around their immoral business practices would be to install a completely different heating system, which I do not have the resources to do.

I sincerely hope that Missouri Public Service Commission will take a dim view of this proposed rate increase.

Richard Ryan  
194 S. KK Hwy.  
Lamar, Missouri 64759  
1-417-681-0346

**Micheel, Doug**

**From:** Harrison, Kathy  
**Sent:** Wednesday, April 21, 2004 7:30 AM  
**To:** Micheel, Doug  
**Subject:** FW: Missouri Gas Energy Rate Increase

 **FILE COPY**

-----Original Message-----

**From:** Cambee [mailto:cambee56@comcast.net]  
**Sent:** Tuesday, April 20, 2004 7:43 PM  
**To:** mgerates@mgemail.com; mopco@ded.mo.gov  
**Subject:** Missouri Gas Energy Rate Increase

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I would like to get more information on where this money is going. I tried looking on the website but did not see anything that indicated a pending rate increase.

IR17;d also like to know why everyone is getting an increase with the exception of the Large General Service. Who is this Large General Service and why am I paying for their price reduction?

In addition why do I get two notices that MGE is getting an increase? One indicates that the increase will be 6.52 (average) more per month and they are getting additional monies (ISRS) that appear to be for the same types of maintenance/operating costs.

You can email me the information at [cambee56@comcast.net](mailto:cambee56@comcast.net) or you can send me a link to the information on the web.

04/21/2004

Schedule KKB-13  
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**Micheel, Doug**

**From:** Harrison, Kathy  
**Sent:** Monday, April 19, 2004 7:41 AM  
**To:** Micheel, Doug  
**Subject:** FW: gas bill

 **FILE COPY**

-----Original Message-----

**From:** viki kiger [mailto:vikikiger@yahoo.com]  
**Sent:** Saturday, April 17, 2004 12:25 PM  
**To:** mopco@ded.mo.gov  
**Subject:** gas bill

to whom it may concern: I am a dis abled person i have a house in holden i have fought the gas company on my bill all year . it went from 200 last year to 1,100.88 now i know that gas is high but this too much . I FEEL SOME THING SHOULD BE DONE TO KEEP THEM FROM RAISING OUR PRICES SO HIGH AS IT I AMAY NOT HAVE HEAT NEXTED YEAR AT ALL AND

MY HOME NEEDS GAS TO HAET . VICKY HENRY  
801 SOUTH MARKET

816 850 2027

HOLDEN, MO . 64040

ACT:6202579311

mge

Do you Yahoo!?

Yahoo! Tax Center - File online by April 15th .

**Micheel, Doug**

**From:** Harrison, Kathy  
**Sent:** Friday, April 16, 2004 9:34 AM  
**To:** Micheel, Doug  
**Subject:** FW: Notice of Local Public Hearings for a supplier rate increase

FILE COPY

-----Original Message-----

**From:** Sharon J (Latham) Easley [mailto:SHERRYJE@peoplepc.com]  
**Sent:** Friday, April 16, 2004 2:42 AM  
**To:** mopco@ded.mo.gov  
**Subject:** Notice of Local Public Hearings for a supplier rate increase

I'm not able to attend this particular hearing but I wanted to submit this email in protest to the MGE being granted non-gas cost revenues.

My husband and I did not get a cost of living nor any increase on our paychecks due to the signs of the times. Yet, our companies recorded record earnings. Figure that out.... Why is it with gas prices sky rocketing (nearly unaffordable for many people to heat their homes) is it that MGE can be granted an increase for operating and maintenance costs. We all our making sacrifices at this time. In my opinion ... until gas prices start coming down (try buying fuel more reasonable like Kansas does) I think it is very unfair to the consumer to bear more of the load...especially with people out of work and those that are working not getting in pay increases.

Sharon Easley

Micheel, Doug

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From: Harrison, Kathy  
Sent: Thursday, April 15, 2004 7:34 AM  
To: Micheel, Doug  
Subject: FW: OPPOSED TO RATE VINCREASE

FILE COPY

-----Original Message-----

From: cherylbestvater [mailto:cherylbestvater@mail.planetkc.com]  
Sent: Thursday, April 15, 2004 6:12 AM  
To: mopco@ded.mo.gov  
Subject: OPPOSED TO RATE VINCREASE

I AM OPPOSED TO ANY INCREASE IN MY MONTHLEY BILL.  
MGE NEEDS TO BE ACCOUNTABLE FOR RUNNING ITS COMPANY IN THE OPERATING & MAINTENANCE COSTS  
ASSOCIATED WITH IT!

Cheryl Bestvater  
8411 Springvalley Rd  
Belton, MO. 64012  
cherylbestvater@planetkc.com

From: Cheryl Bestvater

**Micheel, Doug**

**From:** Harrison, Kathy  
**Sent:** Tuesday, April 13, 2004 9:16 AM  
**To:** Micheel, Doug  
**Subject:** FW: Gas Price Increase

**FILE COPY**

-----Original Message-----

**From:** arlene richmond [mailto:richmonda@earthlink.net]  
**Sent:** Monday, April 12, 2004 11:00 PM  
**To:** mopco@ded.mo.gov  
**Subject:** Gas Price Increase

To Whom it Concerns:

I received an insert in my gas bill that stated that there might be another rate increase on our gas bill. There are hearings here in the K.C. area on April 28th.

I don't know if this will do a bit of good, but I am writing as a very concerned consumer that just cannot keep paying the gas bill. My gas bill started out at about \$34.00 each month & then it increased to \$66.00. Now, when I opened this months bill for April, it was \$71.00. That may not seem like a lot compared to some people's gas bills, but for a single woman trying to support myself, it's just too much to bear. I have other utility bills to pay, not to mention my house payment, insurance, etc. My house is very tiny. There is no way that I should have been charged this much. I called to complain at MGE, but they said they reviewed the bill every so often & said that my gas usage went up. I don't believe that, when my house is such a small two bedroom house with a tiny bathroom, no basement, a tiny living room & a kitchen. This needs to be looked into. I knew it would not do any good to call the local gas company here (MGE), but I tried. Because my gas bi! ll has just gone up, I pray that you will not raise it again with this hearing. I, as others like me, just cannot afford this. No matter whether gas prices have gone up or not, something needs to be done instead of increasing our gas prices thru our homes.

Please do not raise our gas prices again. Thank you.

arlene richmond  
richmonda@earthlink.net  
Why Wait? Move to EarthLink.

**Micheel, Doug**

**From:** Harrison, Kathy  
**Sent:** Tuesday, April 13, 2004 9:15 AM  
**To:** Micheel, Doug  
**Subject:** FW: Rate hikes

 **FILE COPY**

-----Original Message-----

**From:** HOWARD DEMOTT III [mailto:HCDEMOTT@peoplepc.com]  
**Sent:** Tuesday, April 13, 2004 7:52 AM  
**To:** mopco@ded.mo.gov  
**Subject:** Rate hikes

To the Commissioners:

MGE is requesting an average residential rate hike of \$6.52 per month. My retirement does not go up by that amount and with all the other increases, it just doesn't stretch that far. A new fee was just added to replace equipment mandated by the government and now they want to add more non-gas costs. The bill is already more "other costs including taxes" than it is gas costs.

I personally oppose this additional rate increase .....  
become more efficient. Do with less.....lower executive pay....find alternative resources that will safely  
maintain systems at lower cost.....don't duplicate services.....less duplicate paperwork.....worker smarter

Sincerely,  
BA DeMott

**Micheel, Doug**

**From:** Jacob Turk [JTURK1@kc.rr.com]  
**Sent:** Saturday, April 10, 2004 9:51 AM  
**To:** MGErates@MGEmail.com; mopco@ded.mo.gov  
**Subject:** Gas Rate Increase

 **FILE COPY**

I want more information about the rate increase - specifically, what is driving this increase and what will the money be spent on?

Donna Turk  
Lee's Summit, MO



Micheel, Doug

 FILE COPY

**From:** RAYMOND MARLATT [roadrunners11@prodigy.net]  
**Sent:** Saturday, April 10, 2004 5:24 PM  
**To:** mopco@ded.mo.gov  
**Cc:** MGErates@MGEmail.com  
**Subject:** Rate increase

Dear Sir,  
MGE request for this huge increase in their operating and maintenance costs should never be allowed or required. An increase of this magnitude would suggest extremely poor management and poor fiscal policies. An increase of this magnitude must be rejected. This increase should be looked at as an amount needed for a complete year. The Public Service Commission must step up and do their job here and protect the public from this increase.

**Micheel, Doug**

**From:** Harrison, Kathy  
**Sent:** Thursday, April 08, 2004 9:36 AM  
**To:** Micheel, Doug  
**Subject:** FW: Increase non-gas cost revenues

 **FILE COPY**

-----Original Message-----

**From:** Guinto, Molly, HSA [mailto:Molly.Guinto@jocogov.org]  
**Sent:** Thursday, April 08, 2004 9:36 AM  
**To:** MGErates@MGEEmail.com; mopco@ded.mo.gov  
**Subject:** Increase non-gas cost revenues

To whom it may concern:

I received a notification of local public hearings regarding the increase of non-gas cost revenues. A monthly increase of \$6.52 for residential customers per month seems like a high increase. Over 1 years time this equals a \$78.24 overall increase to the customer. To be honest, the rising cost of natural gas prices has already created a crunch to our family's budget. That situation does not appear to be changing anytime soon. At this time, I oppose this increase.

Feel free to email me information for review to validate this increase.

Sincerely,

M. Guinto  
Kansas City Resident

Micheel, Doug

FILE COPY

From: Harrison, Kathy  
Sent: Thursday, April 08, 2004 8:40 AM  
To: Micheel, Doug  
Subject: FW: Proposed customer increase in MGE non-gas prices

-----Original Message-----

From: Andy Poppen [mailto:andy\_gerard@yahoo.com]  
Sent: Thursday, April 08, 2004 8:39 AM  
To: mgerates@mgemail.com; mopco@ded.mo.gov  
Subject: Proposed customer increase in MGE non-gas prices

Hello,

My name is Andy Poppen, I live in the northern section of KC, MO. I've noticed in my latest bill from MGE that they are seeking permission to raise the price of non-gas prices to their customers. I see that the expected increase is about \$6.52/month for residential customers. My comment on this is two-fold: 1) this seems to be a large increase and, 2) the increase does not seem equitable. An increase of \$6.52/month is \$78.24/yr, which is hard to "shallow" considering that other taxes around us are going up as well. For example the KC sales tax just went up .875%. Your proposed hike seems to come at a bad time. We (the residents) are having a difficult time shallowing all the new rate hikes and tax increases around us. In addition to your non-gas hike, you also mentioned in the same bill that you are going to add another new charge to our bill- something called ICSC or ICRS (whatever it was called). This is just making a bad situation worse. If MGE really needs this extra revenue, why can't they ask for a smaller amount from us which makes it easier for us to shallow at this time. As I said, we have 3 increases coming all within about 6 months of each other: the added sales tax, your new ICSC charge and now this non-gas charge. Has MGE considered cutting some of their internal costs to off-set the non-gas charges? Has MGE considered making their operations or employees more efficient? Has MGE analyzed their organization and looked at ways to stop or reduce wastes? Could MGE negotiate with the City and have them eliminate the "Franchise fee" which would make the \$6.52 a net increase of only \$.86/month to residential customers. I'm sure the citizens would approve of that. My 2nd item was about inequality. I see that residential folks will pay \$6.52/month more and "large general service" customers will realize a reduction of \$4.58/month. Is this fair and reasonable? What about giving them a zero increase/decrease and increasing residential non-gas prices by say \$1/month? That would be much easier for us to shallow. Bottom line here is: I disagree with the MGE proposal to increase our residential non-gas costs by \$6.52/month and I have offered alternate solutions above. Thanks for listening.

=====  
Andy Poppen

Do you Yahoo!?  
Yahoo! Small Business \$15K Web Design Giveaway  
[http://promotions.yahoo.com/design\\_giveaway/](http://promotions.yahoo.com/design_giveaway/)

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**Micheel, Doug**

**From:** Harrison, Kathy  
**Sent:** Wednesday, March 31, 2004 8:56 AM  
**To:** Micheel, Doug  
**Subject:** FW: rate increase with MGE

 **FILE COPY**

-----Original Message-----

**From:** Anna House [mailto:Anna.House@coxhealth.com]  
**Sent:** Wednesday, March 31, 2004 8:54 AM  
**To:** mopco@ded.mo.gov  
**Subject:** rate increase with MGE

Below is a copy of an email I have forwarded to MGERates@MGEemail.com. I am not sure you can answer my questions but I did want it to be known to you that I have sent it to them. These rate increases from MGE are at the point where I am not sure if I can handle them any more. When I replace major appliances, they will not be gas operated if I can help it. I am at the point of needing a new furnace and if at all possible it will not be gas powered. I know I am just one little account but I don't see how anyone can afford many more price increases from MGE.

I simply can not believe we are expected to shoulder another price increase in our monthly bills. The last winter has been an especially difficult burden in trying to pay the gas bills in spite of a mild winter. I just don't know how we, who have a low income to begin with, can handle much more of this. In the hopes that this email will even be read and considered, I have a few questions. I'm sorry I can not take time off from work on Tuesday, April 27 and drive all the way to Joplin to attend the meeting. As a result I would like to ask some questions.

1. Is the ISRS fee a totally new concept dreamed up by MGE as a reason to simply validate more income?
2. When was it approved?
3. Was it something that had to be approved by the state or federal government?
4. Has there ever been a charge put on our bills before the \$.47 effective on 4/1/04 for non-revenue producing costs?
5. If previous charges have been made, where in our bill was it placed?
6. In your stating that this extra fee will reduce the frequency of expensive general rate cases in the future, does that mean that the ISRS increases will be at your discretion to increase at will?

I understand it takes alot of money to operate a huge utility like this, but we, as the consumer, need you to step back and understand that people on low incomes can not handle any more increases. I have tried very hard in the past to conserve my use of utilities but to no avail. It does me no good because you keep raising the rates anyway. My income gets smaller and smaller each month because of these increases. I would suggest that you, as a utility, tighten your belts and try to squeeze your budgets as tight as you can to make ends meet like I have to. I am sure you could find areas to cut back in.

*Anna E House  
Materials Management*


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03/31/2004

Micheel, Doug

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From: Harrison, Kathy  
Sent: Monday, April 05, 2004 2:11 PM  
To: Micheel, Doug  
Subject: FW: MGE Rate increase

 FILE COPY

-----Original Message-----

From: Kenton Moody [mailto:kmood@laccoffice.org]  
Sent: Monday, April 05, 2004 2:06 PM  
To: mopco@ded.mo.gov  
Subject: MGE Rate increase

To Whom it May Concern:.

I would like to express concern over the case to increase rates for natural gas by Missouri Gas Energy. I wish there was a closer venue in which to express personal opinion. Joplin is too far to go and lose a day's work.

We already pay dearly for gas service. This month, for instance, more than 25% of our bill consists of fees. We pay a \$10.05 fee for being a customer, whether or not we use gas. That means for about five months out of the year, when we don't use our furnace, we're still paying that fee. That charge is for maintaining their facilities and records. This is something that should be included in the price of gas. If you use gas, you pay to upkeep it. If I turn off my electricity, I'm not charged for having a line run to my home.

We also pay an energy charge as well. That as well should be included in the gas charge, not as a separate fee.

All efforts to keep gas charges at a minimum are useless with fees that don't change. I ask you to please refuse this attempted rate increase and question the current rates already in place. Unfortunately, we don't have a choice in our city. With a monopoly, should come some responsibility.

Thanks for your consideration.

Kenton L. Moody  
1204 W. Merlin Dr.  
Ozark, MO 65721  
417-581-0276

**Micheel, Doug**

**From:** Harrison, Kathy  
**Sent:** Tuesday, March 30, 2004 7:34 AM  
**To:** Micheel, Doug  
**Subject:** FW: MGE's Request for Rate Increases (Decrease)

 **FILE COPY**

-----Original Message-----

**From:** Terry Hillman [mailto:hillmant@sbcglobal.net]  
**Sent:** Monday, March 29, 2004 5:35 PM  
**To:** mopco@ded.mo.gov  
**Subject:** MGE's Request for Rate Increases (Decrease)

-->

March 29, 2004

Office of the Public Counsel

Re: MGE Rate Increase Request

To Whom It May Concern:

We are unable to make it to the April 28, 2004, public hearing on Missouri Gas Energies' (MGE) request for a non-gas rate increase (decrease). We respectfully request that you deny the \$6.52 increase for residential service. We are retired, are on a fixed income, and like most retired couples can tolerate only mild inflationary increases. The increase the MGE is requesting is way out of sync with the real inflation rate as measured by the Consumer Price Index. It appears that MGE might be trying to cover cost increases caused in part by poor management practices by increasing non-gas rates on the group of customers with the least ability to launch an organized lobby against the increase.

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03/30/2004

Jeannette & Terry Hillman

6100 N. Gladstone Lane

Gladstone, MO 64119

(816) 455-2156

**Micheel, Doug**

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**From:** Harrison, Kathy  
**Sent:** Wednesday, March 31, 2004 7:37 AM  
**To:** Micheel, Doug  
**Subject:** FW: comments on natural gas increase

 **FILE COPY**

-----Original Message-----

**From:** scottmakel@att.net [mailto:scottmakel@att.net]  
**Sent:** Tuesday, March 30, 2004 8:02 PM  
**To:** MGERates@MGEmail.com  
**Cc:** mopco@ded.mo.gov  
**Subject:** comments on natural gas increase

My name is Scott Deckard. I live in Ozark, MO. I have a wife and two children. I was actually planning on emailing before I received the rate increase notice. I just moved into a new home I built back in October. This new home I built is of the highest efficiency- with foam insulated walls, 30% more attic insulation, wet cellulose blown crawl space, top of the market LOW-E windows, a vent free fireplace, and a high efficiency furnace and water heater. We also have a programmable thermostat and I am very conservative with our heat usage. Even with all of this I was astounded at my natural gas bills this winter. I was even more astounded when I compared my bill to a City Utilities customer in Springfield, whom I work with. MGE pga/cog rate is .75056. City Utilities pga/cog rate is .5082. This is 50% higher than City Utilities! To me this is an outrage. We live less than 3 miles from the city limits of Springfield, and even though we just built the home we thought!

we would live in forever, we are already considering selling, to get away from MGE. And now you are asking for yet another increase? Unbelievable. City Utilities has 1/10th of the customer base MGE has, and yet they somehow operate on a budget 50% less. Where is our money going? I thought it an interesting note on the rate increase notice I received from MGE.... Rates from this case are not expected to take effect until October, 2004. How convenient is that? Just in time for next winter.



**Micheel, Doug**

**From:** Harrison, Kathy  
**Sent:** Thursday, April 01, 2004 1:36 PM  
**To:** Micheel, Doug  
**Subject:** FW: Rate Increase Ripoff

 **FILE COPY**

-----Original Message-----

**From:** Slickbob55@aol.com [mailto:Slickbob55@aol.com]  
**Sent:** Thursday, April 01, 2004 12:37 PM  
**To:** mopco@ded.mo.gov  
**Subject:** Rate Increase Ripoff

To Who Ever Cares,

My non-gas cost on last month's bill was \$10.05. Now you want they want (residential) increase of \$6.52. That's a 65% increase. I think that is ridiculous and greedy. The economy is still down, haven't had a raise in 3 years, my wife 4 years, but I'm sure MGE bigshots feel they need a raise and since The Public Service Commission pretty much gives them what they want, I'm sure you will grant their request and like all companies these days ripoff the consumer and working class.

signed,  
Feedup

 **FILE COPY**

**Micheel, Doug**

**From:** Harrison, Kathy  
**Sent:** Monday, March 29, 2004 7:46 AM  
**To:** Micheel, Doug  
**Subject:** FW: MGE RATE INCREASE

-----Original Message-----

**From:** The Campbells [mailto:frank@mo-net.com]  
**Sent:** Sunday, March 28, 2004 10:14 AM  
**To:** mopco@ded.mo.gov  
**Subject:** MGE RATE INCREASE

To who it may concern

I wanted to comment on MGE's proposed rate increase for operating revenue. They are proposing to raise rates from \$10.05 a month to \$16.57 which amounts to a 65% rate increase. I cannot believe their operating expenses have increased anywhere near this amount. When I contacted MGE about this increase and asked to have the increase explained, I was told they did not have to explain it, and if you approve it, all I can do is pay it! Where I am employed, we must find ways to operate more efficiently to offset cost increases instead of just passing them along. I would propose MGE look at their operation to see where efficiency could be improved and costs reduced. It is not uncommon to see two or three of their trucks parked, and four people watching one person work. This increase seems exorbitant to me and I urge you to vote NO!

Thank you for your time.  
Frank Campbell  
Cassville MO.

Micheel, Doug

From: Harrison, Kathy  
Sent: Monday, March 29, 2004 8:34 AM  
To: Micheel, Doug  
Subject: FW: Local Public Hearing - Natural Gas Rates

 **FILE COPY**

-----Original Message-----

From: aksmith@awginc.com [mailto:aksmith@awginc.com]  
Sent: Monday, March 29, 2004 7:48 AM  
To: MGErates@MGEmail.com; mopco@ded.mo.gov  
Subject: Local Public Hearing - Natural Gas Rates

I would like to voice my opinion regarding the increase in natural gas rates taking effect April 2004. I, being a single-parent, can not afford to have a substantial rate increase especially during the cold weather months. I have a hard enough time trying to pay normal rates along with the rest of my monthly utility bills. I don't see how I will be able to continue to pay on a monthly basis if the rates are to continue to increase throughout the year. Over the last couple of months, I have noticed an increase in rate charges (i.e. franchise fees, service charges) and I have not seen any differences in my service to justify the rate charges. I work in a wholesale environment and if you plan to increase charges not set forth by The Public Service Commissions, but by the wholesale supplier, then that only tells me this rate increase is strictly profit driven (give or take a few system changes). If the rates are not regulated by The Public Service Commission then how am I to know, being a on-time paying customer, that the charges are not going to increase to their maximum capacity (what ever they may be). What type of reassurance can be given to me that I will not be paying outrageous amounts on a monthly basis to heat my home and cook my food and keep my family healthy? I do not live in a wealthy neighborhood, nor can I afford to have expensive luxuries, but soon I fear that I will not be able to afford necessities to keep my family alive.

Sincerely,

Anna K. Smith  
725 Prospect Avenue  
Kansas City, MO 64124

\*\*\*\*\*  
This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please destroy and notify the sender by return mail.  
\*\*\*\*\*

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**Micheel, Doug**

**From:** Harrison, Kathy  
**Sent:** Monday, March 29, 2004 7:46 AM  
**To:** Micheel, Doug  
**Subject:** FW: MGE rate case hearings

 **FILE COPY**

-----Original Message-----

**From:** CJ10401@wmconnect.com [mailto:CJ10401@wmconnect.com]  
**Sent:** Saturday, March 27, 2004 9:06 AM  
**To:** mopco@ded.mo.gov  
**Subject:** Fwd: MGE rate case hearings

I have sent the following email to MGE concerning the rate increase hearings. None of these hearings will be held in a time or place that I can attend. I want the Office of Public Council to consider me, the everyday person, when making their decision on this increase. Thank you for your time. MGE customer in Nixa

**Micheel, Doug**

**From:** Harrison, Kathy  
**Sent:** Monday, March 29, 2004 9:22 AM  
**To:** Micheel, Doug  
**Subject:** FW: MGE RATE INCREASE

**FILE COPY**

-----Original Message-----

**From:** PHIL HODGES [mailto:phodges@CI.EXCELSIOR-SPRINGS.MO.US]  
**Sent:** Monday, March 29, 2004 9:23 AM  
**To:** MOPCO@DED.MO.GOV  
**Subject:** MGE RATE INCREASE

In regards to the Missouri Gas Energy (MGE) rate increase for non-gas cost.

I strongly oppose a rate increase for operation and maintenance cost.

My question would be, what has occurred that would increase these expenses by \$44.8 million per year?

Has money not been set aside to cover these expenses?

How the the Missouri Public Service Commission expect people who have lost their jobs and are struggling to make ends meet now going to pay for this increase?

In these very hard economic times MGE should tighten their belts as all of their consumers have been forced to do.

My latest bill already reflects a new charge for Infrastructure System Replacement Surcharge. Infrastructure replacement funds should have been set aside in the past. What has happened to all of the money I have paid in the past 50 years. Individuals have to set aside and budget for future needs, MGE should have been doing the same.

Again I strongly oppose any additional rate increases.

Phillip M. Hodges  
2104 Rhonda Rd.  
Excelsior Springs, Mo. 64024

**Micheel, Doug**

**From:** Harrison, Kathy  
**Sent:** Monday, March 29, 2004 9:56 AM  
**To:** Micheel, Doug  
**Subject:** FW: Natural gas rate increase

-----Original Message-----

**From:** Garrison, Sue F [mailto:sue.garrison@fasco.com]  
**Sent:** Monday, March 29, 2004 10:06 AM  
**To:** mopco@ded.mo.gov  
**Subject:** Natural gas rate increase

I just received a notice with my gas bill from Missouri Gas Energy, that they are requesting a very large non-gas increase. My notice also indicated that I could call MGE to make a comment and I was told by MGE that they didn't have to explain this increase and if it was approved I had no recourse but to pay the increase. I will not be able to attend this meeting and I also believe that this increase is ridiculous. I noticed that it is only the residential user that would get the increase and the larger volume users would get a decrease in costs!!! In practically all businesses costs are being cut not increased and as I have no choice but to get my natural gas from MEG, myself and all those that would be included in this increase are at the mercy of MEG. Please do not agree to this absorbent increase.

Thank you,  
Sue Garrison  
901 Hickory ST  
Cassville, MO 65625

**Micheel, Doug**

**From:** Harrison, Kathy  
**Sent:** Monday, March 29, 2004 7:47 AM  
**To:** Micheel, Doug  
**Subject:** FW: MGE non-gas rate increase proposal

 **FILE COPY**

-----Original Message-----

**From:** Lee Cantrell [mailto:leecan@sofnet.com]  
**Sent:** Friday, March 26, 2004 11:48 AM  
**To:** mopco@ded.mo.gov  
**Cc:** MGErates@MGEmail.com  
**Subject:** MGE non-gas rate increase proposal

March 26, 2004

Dear Public Service Commission,

I am taking this opportunity to comment concerning the request by MGE to increase non-gas cost revenues by raising the monthly customer charges as indicated in your recent mailing "Notice of Local Public Hearing."

It is my understanding that MGE is asking for an increase of nearly sixty-one percent (61%) in the non-gas rate for residential users. Current "Customer Charge" is \$10.05 according to my Feb/Mar 2004 billing. The "Energy Charge" for this bill was \$14.51 (down \$3.88 from the same period in 2003). If these two figures are combined to formulate the non-gas charges then the increase is only twenty-seven percent (27%). Still a significant increase since national inflation is running less than three percent (3%) and fixed income families, even those with retirement incomes or Social Security checks are fixed to the national rate increase.

This MGE non-gas increase is proposed on top of a very significant increase in natural gas costs over the last year. MGE raised the price of metered gas a whopping thirty-nine percent (39%) in 2004. Example: Costs per cubic foot in Feb/Mar 2003: .54044, Costs for the same cubic foot in Feb/Mar 2004: .75056. I acknowledge your disclaimer concerning the lack of ability to "regulate wholesale supplier rates," but that does not limit your ability to lookout for the welfare of Missourians through the Federal Government. If adequate pressure is brought to bear, these prices also can be controlled.

I will add in closing that a significant amount of existing gas bills (roughly 30 %) are suppose to be used by MGE for the purposes of "operations and maintenance." If this increase is granted these cost will greatly exceed the 30-40% of the total monthly natural gas bill as stated in your flyer.

Therefore, I request that the Missouri Public Service Commission deny the increase, or, at least significantly reduce it to a reasonable level.

Thank you,

Lee and Mary Cantrell

leecan@sofnet.com



**Micheel, Doug**

**From:** Harrison, Kathy  
**Sent:** Tuesday, March 23, 2004 7:42 AM  
**To:** Micheel, Doug  
**Subject:** FW: gas rate increase

 **FILE COPY**

-----Original Message-----

**From:** Louise448@aol.com [mailto:Louise448@aol.com]  
**Sent:** Monday, March 22, 2004 8:46 PM  
**To:** mopco@ded.mo.gov  
**Subject:** gas rate increase

I received a notice in my gas bill this month for a proposed rate increase. last months bill was 367 this months bill was 261. i work and am away from home 12 hours a day. the thermostat is turned down to below 70 degrees. it is cold in my house. and still you want to INCREASE my gas bill? Who do you think you are? Is there no stopping place? with the prices of food, medicine, electric, water, rent, and now a RATE INCREASE PROPOSAL? it may not seem like much to you, but to some of us, it is a lot. just my opinion. thanks for considering it. louise stanford, webb city, missouri.

Micheel, Doug

 **FILE COPY**

**From:** Darryl Dixon [ddixon@mo-net.com]  
**Sent:** Sunday, March 21, 2004 1:20 PM  
**To:** mopco@mail.state.mo.us

This is in regards to MGE filing for non gas revenues increase.

My gosh- what do they want, blood. My bill has more than doubled and they want an increase. The fuel I put in my car hasn't even doubled from last year. I believe they just want more money to line their pockets. God forbid that they don't make enough just because the employees don't have to pay for health benefits or they make three times as much as I do does not mean they have the right to price gouge.

I am hoping this is the last year I have to heat with natural gas because if it isn't then I will have to freeze to death next year. My heating bills are \$200 a month and my thermostat is set at 62-65 degrees. I have good insulation and newer windows and this didn't even help.

I hope you all tell MGE to shove it where the light doesn't shine because they don't need it.

Pamela Dixon

**Micheel, Doug**

**From:** Veehoff2@aol.com  
**Sent:** Sunday, March 21, 2004 9:12 PM  
**To:** mopco@ded.mo.gov  
**Cc:** MGErates@MGEemail.com  
**Subject:** Gas rate increases

 **FILE COPY**

I recently received notification of proposed natural gas rate increases. I am urging you do reject these proposed increases. The amount, I believe, is exhorbiant and would place an undue burden on low income citizens as well as those living on fixed incomes. Increasing the gas costs will hurt the citizens of this state while helping nobody other than the utility corporation. Joseph L. Veehoff, Ozark Missouri.

**Micheel, Doug**

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**From:** Harrison, Kathy  
**Sent:** Friday, March 19, 2004 3:21 PM  
**To:** Micheel, Doug  
**Subject:** FW: proposed rate increase

 **FILE COPY**

-----Original Message-----

From: mozanne@juno.com [mailto:mozanne@juno.com]  
Sent: Friday, March 19, 2004 3:15 PM  
To: MGErates@MGEmail.com  
Cc: mopco@ded.mo.gov  
Subject: proposed rate increase

The flap on the gas bill envelope says "People serving customers". The rate increase you propose looks more like "soaking" customers. You need an additional \$44.8 MILLION a year?!?! That's quite a raise wouldn't you say? We have spent the winter in a too cool house wearing layers of clothes in an attempt to keep the bills at a manageable level. Now we will be paying an additional \$6.52 per month and won't feel any warmer for it. We live on a fixed income and it will only stretch so far. This same week we hear the electric company will raise rates too (not that you care). Please for the sake of the little guy trying to survive reconsider such a large increase.

Leroy and Marcia Ozanne  
1605 Beau Dr.  
Raymore, MO 64083

**Micheel, Doug**

**From:** Harrison, Kathy  
**Sent:** Friday, March 19, 2004 7:36 AM  
**To:** Micheel, Doug  
**Subject:** FW: Missouri Gas Enery (MGE) Rate Increase

 **FILE COPY**

-----Original Message-----

**From:** rdloon@msn.com [mailto:rdloon@msn.com]  
**Sent:** Thursday, March 18, 2004 8:28 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** Missouri Gas Enery (MGE) Rate Increase

Greetings,

I am writing in reference to the proposed non-gas operating expense pass through to MGE customers. I strongly urge you to NOT allow this increase to be added to residential customers. Not only have we been excessively burdened by the increase in gas rates we are now facing the potential cost of subsidising operation costs that MGE has control over. Like any family, MGE must control it's spending and live within it's means. I have no other choice for a gas provider. It is unfair for the residential customer to pay for MGE's controllable expenses. Please do not allow MGE to add these fees to residential bills. Once this fee is passed on there is NOT incentive for MGE to reduce operational expenses.

THANKS

310 Apple Valley Parkway  
Belton, MO 64012  
816.318.1702

**Micheel, Doug**

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**From:** Harrison, Kathy  
**Sent:** Thursday, March 18, 2004 7:42 AM  
**To:** Micheel, Doug  
**Subject:** FW: MGE Rate Increase

 **FILE COPY**

-----Original Message-----

From: Rob Stitt [mailto:robstitt@earthlink.net]  
Sent: Thursday, March 18, 2004 12:51 AM  
To: mopco@ded.mo.gov  
Cc: pscinfo@psc.mo.gov  
Subject: MGE Rate Increase

I am appalled by the enormous magnitude of the rate increase sought by Missouri Gas Energy (MGE)

According to my latest statement, I paid about \$10.00 in "customer charges".

MGE appears to be requesting an increase of \$6.52 in those charges.

I can't imagine why they should be allowed a 65% increase in their non-gas charges and, therefore, I oppose allowing them an increase of that magnitude.

...Robert L. Stitt  
600 W 107th St Apt 208  
Kansas City, MO 64114-5927

(816) 941-2384

robstitt@acm.org

**Micheel, Doug**

**From:** Harrison, Kathy  
**Sent:** Thursday, March 18, 2004 7:42 AM  
**To:** Micheel, Doug  
**Subject:** FW: MGE natural gas rate increase

 **FILE COPY**

-----Original Message-----

**From:** Janice Marr [mailto:[jemarr@planetkc.com](mailto:jemarr@planetkc.com)]  
**Sent:** Wednesday, March 17, 2004 5:27 PM  
**To:** mopco@mail.state.mo.us  
**Subject:** MGE natural gas rate increase

I, as well as many others, definitely object to MGE seeking to increase non-gas cost revenues. We have had enough increases over the years, with gas prices now skyrocketing higher than ever before. Evidently someone is getting rich, or should I say, richer, at consumers' expense.