



MISSOURI GAS ENERGY

3420 Broadway • Kansas City, MO • 64111-2404 • (816) 756-5261

November 15, 2011

Mr. Lewis R. Mills
Office of the Public Counsel
P.O. Box 2230
Jefferson City, MO 65102

VIA EMAIL & U.S. MAIL

Ms. Lera Shemwell
Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

**RE: Case Nos. GM-2000-43, GM-2000-500, GM-2000-502, GM-2000-503,
GM-2003-0238 and GO-2005-0019**

Dear Lera and Lewis:

Pursuant to the Commission orders in the above-referenced cases, enclosed is a report containing assorted information for the third quarter of calendar year 2011.

If you have any questions regarding the enclosed information, please feel free to give me a call at 816-360-5560.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael R. Noack", is written over a horizontal line.

Michael R. Noack
Director, Pricing & Regulatory Affairs

C: Ron Crow
Pam Levetzow
Paul Boudreau
Debbie Bernsen
Gay Fred

Enclosures

Missouri Gas Energy
A Division of Southern Union Company

GM-2000-43
GM-2000-500
GM-2000-502
GM-2000-503
GM-2003-0238
GO-2005-0019

Reporting

November 15, 2011
(Reporting for July 1, 2011, through September 30, 2011)

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

July 2011

DATE	CALLS ANSWERED				CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E. PER F.T.E.	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	CONTACT CENTER	ACCT SVCS	BLLG SVCS	SVCS												
Friday 7/1/2011	3,020	85	36	92	3,233	1,912	5,145	1.79%	41	77	27	249	34	43	80%	
Saturday 7/2/2011						693	693				2				100%	
Sunday 7/3/2011	3,020	85	36	92	3,233	2,605	5,838	1.58%	41	77	24	249	34	43	82%	
Monday 7/4/2011	3,276	245	102	84	3,707	1,637	5,344	1.57%	46	79	30	240	40	56	80%	
Tuesday 7/5/2011	2,900			20	2,920	1,429	4,349	0.46%	44	66	5	235	31	32	94%	
Wednesday 7/6/2011	3,034	32	37	37	2,913	1,495	4,538	0.20%	44	69	3	226	26	31	96%	
Thursday 7/7/2011	2,807			19	2,869	1,008	3,877	0.49%	46	62	5	230	25	63	95%	
Friday 7/8/2011	3,012	83	50	74	3,219	1,594	4,813	1.54%	41	77	18	242	31	36	87%	
Saturday 7/9/2011						734	734				2				100%	
Sunday 7/10/2011	14,538	237	145	154	15,074	8,018	23,092	0.67%	45	333	11	236	27	62	92%	
Monday 7/11/2011	3,153	154	95	56	3,458	1,569	5,027	1.11%	46	74	25	243	29	97	87%	
Tuesday 7/12/2011	2,842			4	2,846	1,280	4,126	0.10%	45	63	2	231	26	53	96%	
Wednesday 7/13/2011	2,581			1	2,682	1,255	3,937	0.03%	46	58	2	234	24	18	97%	
Thursday 7/14/2011	2,850			19	2,869	1,008	3,877	0.49%	46	62	5	230	25	63	95%	
Friday 7/15/2011	3,012	83	50	74	3,219	1,594	4,813	1.54%	41	77	18	242	31	36	87%	
Saturday 7/16/2011						734	734				2				100%	
Sunday 7/17/2011	14,538	237	145	154	15,074	8,018	23,092	0.67%	45	333	11	236	27	62	92%	
Monday 7/18/2011	3,168	153	109	35	3,465	1,432	4,897	0.71%	48	71	15	243	31	85	90%	
Tuesday 7/19/2011	2,664			8	2,672	1,168	3,840	0.21%	45	59	3	226	34	25	96%	
Wednesday 7/20/2011	2,673			1	2,674	1,339	4,013	0.02%	44	61	2	225	27	3	97%	
Thursday 7/21/2011	2,612			3	2,615	1,318	3,933	0.08%	45	58	2	224	27	11	97%	
Friday 7/22/2011	2,724			10	2,734	1,554	4,288	0.23%	46	59	3	225	26	49	97%	
Saturday 7/23/2011						717	717				2				100%	
Sunday 7/24/2011	13,841	153	109	57	14,160	8,110	22,270	0.26%	46	309	5	229	29	65	96%	
Monday 7/25/2011	3,252	153	68	54	3,527	1,400	4,927	1.10%	47	74	17	249	29	61	87%	
Tuesday 7/26/2011	2,747			6	2,753	1,136	3,889	0.15%	45	61	4	237	36	18	95%	
Wednesday 7/27/2011	2,861			7	2,868	1,136	4,004	0.17%	45	64	4	234	30	29	95%	
Thursday 7/28/2011	2,666			6	2,672	1,147	3,819	0.16%	42	63	3	233	28	15	96%	
Friday 7/29/2011	2,889			66	2,955	1,550	4,505	1.47%	39	74	25	247	37	64	83%	
Saturday 7/30/2011						787	787				2				100%	
Sunday 7/31/2011	14,415	153	68	139	14,775	7,690	22,465	0.62%	44	336	11	241	32	57	91%	
WEEK						623	623				2				100%	
WEEK						623	623				2				100%	
MTD	57,831	905	497	592	59,825	34,800	94,625	0.63%	44	1339	11	236	31	57	92%	
YTD	482,813	20,105	7,889	60,946	571,753	321,525	893,278	6.82%	48	10,574	94	268	50	320	74%	
											Calls per FTE per Day					
											67 Monthly Average					
											72 Year To Date Average					

Tuesday, July 05, 2011 AM overtime offered to all Full-time consultants

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

August 2011

DATE	CALLS ANSWERED				CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	%	F.T.E.	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL	% of calls offered
	CONTACT CENTER	ACCT SVCS	BLLG SVCS														
Monday 8/1/2011	3520	202	178	159	4,059	1756	5815	51	2,73%	51	76	47	259	37	98	78%	
Tuesday 8/2/2011	2875			3	2,878	1341	4219	48	0.07%	48	60	2	235	33	43	97%	
Wednesday 8/3/2011	2910			8	2,918	1578	4496	50	0.18%	50	58	3	239	31	12	97%	
Thursday 8/4/2011	2719				2,719	1367	4086	48		48	57	1	231	22		98%	
Friday 8/5/2011	2,714			7	2,721	1,414	4,135	47	0.17%	47	58	3	234	26	41	96%	
Saturday 8/6/2011						727	727					2				100%	
WEEK	14,738	202	178	177	15,295	8,183	23,478	49	0.75%	49	310	13	241	30	91	92%	
Sunday 8/7/2011						473	473					2				100%	
Monday 8/8/2011	3,228	65	67	10	3,370	1,350	4,720	50	0.21%	50	67	6	242	26	52	95%	
Tuesday 8/9/2011	2,688			2	2,690	1,168	3,858	50	0.05%	50	54	1	233	32	48	97%	
Wednesday 8/10/2011	2,921			3	2,924	1,158	4,082	49	0.07%	49	60	3	230	31	14	95%	
Thursday 8/11/2011	2,904			3	2,907	1,192	4,099	47	0.07%	47	62	1	221	21	7	97%	
Friday 8/12/2011	3,073			12	3,085	1,617	4,702	46	0.26%	46	67	5	225	30	32	95%	
Saturday 8/13/2011						799	799					2				100%	
WEEK	14,814	65	67	30	14,976	7,757	22,733	48	0.13%	48	309	3	230	28	35	96%	
Sunday 8/14/2011						563	563					2				100%	
Monday 8/15/2011	3,661	239	94	66	4,060	1,706	5,766	49	1.14%	49	82	28	240	28	92	86%	
Tuesday 8/16/2011	3,163			13	3,176	1,329	4,505	42	0.29%	42	75	10	223	28	31	91%	
Wednesday 8/17/2011	3,542	7	7	31	3,587	1,494	5,081	47	0.61%	47	76	16	234	35	40	87%	
Thursday 8/18/2011	3,457			157	3,614	1,438	5,052	45	3.11%	45	77	46	229	28	236	85%	
Friday 8/19/2011	3,554			43	3,597	1,783	5,380	46	0.80%	46	77	18	234	31	55	88%	
Saturday 8/20/2011						836	836					2				100%	
WEEK	17,377	246	101	310	18,034	9,149	27,183	46	1.14%	46	387	23	232	30	152	88%	
Sunday 8/21/2011						576	576					2				100%	
Monday 8/22/2011	3,976	248	129	111	4,464	1,539	6,003	52	1.85%	52	84	32	235	28	93	83%	
Tuesday 8/23/2011	3,515			72	3,587	1,404	4,991	44	1.44%	44	80	33	224	34	96	82%	
Wednesday 8/24/2011	3,386	55	24	86	3,551	1,403	4,954	45	1.74%	45	77	43	239	44	146	78%	
Thursday 8/25/2011	3,321			30	3,351	1,315	4,666	48	0.64%	48	69	14	236	31	69	89%	
Friday 8/26/2011	3,380			108	3,488	1,687	5,175	44	2.09%	44	77	34	248	42	149	82%	
Saturday 8/27/2011						712	712					2				100%	
WEEK	17,578	303	153	407	18,441	8,636	27,077	47	1.50%	47	387	30	236	35	118	84%	
Sunday 8/28/2011						556	556					2				100%	
Monday 8/29/2011	3,762	239	175	236	4,412	1,561	5,973	54	3.95%	54	77	61	256	41	141	76%	
Tuesday 8/30/2011	3,659			158	3,817	1,394	5,211	48	3.03%	48	76	48	240	40	222	83%	
Wednesday 8/31/2011	3,769			80	3,849	1,483	5,332	47	1.50%	47	80	36	240	43	48	74%	
WEEK	11,190	239	175	474	12,078	4,994	17,072	50	2.78%	50	234	47	246	41	152	78%	
MTD	75,697	1,055	674	1,398	78,824	38,719	117,543	48	1.19%	48	1623	22	237	33	132	88%	
YTD	558,510	21,160	8,563	62,344	650,577	360,244	1,010,821	48	6.17%	48	12,198	85	264	47	316	75%	
											Calls per FTE per Day		71	Monthly Average			
											Calls per FTE per Day		72	Year To Date Average			

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER September 2011

DATE	CALLS ANSWERED				TOTAL OFFERED				TOTAL HANDLED BY				TOTAL INCOMING				% ACR	F.T.E.	CALLS PER F.T.E.	AVG				SERVICE					
	CONTACT CENTER	ACCT SVCS	BLLG SVCS	CALLS ABAND	CALLS OFFERED	HANDLED BY AUTOMATION	CALLS	%	TOTAL	INCOMING	CALLS	%	TOTAL	INCOMING	CALLS	%				TOTAL	INCOMING	CALLS	%	TOTAL	INCOMING	CALLS	%	TOTAL	INCOMING
Thursday 9/1/2011	3,838			166	4,004	1,776	5,780	2.87%	47	82	54	240	34	118	76%														
Friday 9/2/2011	3,537			311	3,848	2,270	6,118	5.08%	42	84	93	245	40	196	70%														
Saturday 9/3/2011						904	904				2				100%														
WEEK 9/3/2011	7,375			477	7,852	4,950	12,802	3.73%	45	166	68	242	37	169	75%														
Sunday 9/4/2011						446	446				2				100%														
Monday 9/5/2011						786	786				2				100%														
Tuesday 9/6/2011	3,330	236	269	999	4,834	1,996	6,830	14.63%	48	80	124	270	39	206	62%														
Wednesday 9/7/2011	3,605	170	158	123	4,056	1,590	5,646	2.18%	49	80	46	255	39	92	71%														
Thursday 9/8/2011	3,505	38	46	213	3,802	1,669	5,471	3.89%	45	80	67	253	40	173	69%														
Friday 9/9/2011	3,481	17	24	82	3,604	1,904	5,508	1.49%	44	80	28	236	35	95	86%														
Saturday 9/10/2011						780	780				2				100%														
WEEK 9/10/2011	13,921	461	497	1,417	16,296	9,171	25,467	5.56%	47	320	62	254	38	185	74%														
Sunday 9/11/2011						581	581				2				100%														
Monday 9/12/2011	3,679	301	167	293	4,440	1,709	6,149	4.77%	51	81	79	256	37	180	73%														
Tuesday 9/13/2011	3,338	59	37	72	3,506	1,332	4,838	1.49%	45	76	32	244	39	108	81%														
Wednesday 9/14/2011	3,412	38	16	98	3,564	1,510	5,074	1.93%	46	75	58	259	46	107	71%														
Thursday 9/15/2011	2,987	189	148	379	3,703	1,753	5,456	6.95%	46	72	98	284	47	208	74%														
Friday 9/16/2011	2,660	381	223	428	3,692	2,096	5,788	7.39%	45	73	85	290	41	253	74%														
Saturday 9/17/2011						836	836				2				100%														
WEEK 9/17/2011	16,076	968	591	1,270	18,905	9,817	28,722	4.42%	47	378	68	266	42	203	76%														
Sunday 9/18/2011						671	671				2				100%														
Monday 9/19/2011	3,474	295	209	173	4,151	1,639	5,790	2.99%	51	78	64	267	38	151	74%														
Tuesday 9/20/2011	2,838	129	91	51	3,109	1,355	4,464	1.14%	43	71	23	252	40	121	88%														
Wednesday 9/21/2011	2,665	125	130	19	2,939	1,304	4,243	0.45%	43	68	10	245	43	47	93%														
Thursday 9/22/2011	2,875	86	77	37	3,075	1,310	4,385	0.84%	44	69	16	249	32	34	88%														
Friday 9/23/2011	2,913	84	69	19	3,085	1,501	4,586	0.41%	45	68	7	246	35	34	94%														
Saturday 9/24/2011						668	668				2				100%														
WEEK 9/24/2011	14,765	719	576	299	16,359	8,448	24,807	1.21%	45	355	25	253	38	117	87%														
Sunday 9/25/2011						519	519				2				100%														
Monday 9/26/2011	3,421	175	142	297	4,035	1,561	5,596	5.31%	48	78	86	272	40	171	72%														
Tuesday 9/27/2011	2,770	177	85	52	3,084	1,148	4,232	1.23%	41	74	27	249	36	68	83%														
Wednesday 9/28/2011	2,977	17	12	90	3,096	1,309	4,405	2.04%	40	75	40	259	45	81	73%														
Thursday 9/29/2011	3,004	2	23	37	3,029	1,180	4,209	0.55%	42	72	11	234	29	29	91%														
Friday 9/30/2011	3,153	139	112	67	3,471	1,835	5,306	1.26%	44	77	25	244	34	77	87%														
Saturday 9/31/2011						668	668				2				100%														
WEEK 9/31/2011	15,325	508	353	529	16,715	7,552	24,267	2.18%	43	376	39	252	37	127	81%														
MTD	67,462	2,656	2,017	3,992	76,127	39,938	116,065	3.44%	45	1596	51	255	39	176	79%														
YTD	625,972	23,816	10,580	66,336	726,704	400,182	1,126,886	5.89%	48	13,789	81	263	46	307	76%														

Tuesday, September 06, 2011
 Wednesday, September 07, 2011
 Monday, September 12, 2011
 Tuesday, September 13, 2011
 Thursday, September 15, 2011
 Friday, September 16, 2011
 Monday, September 19, 2011
 Tuesday, September 20, 2011
 Monday, September 26, 2011
 Friday, September 30, 2011

AM overtime offered to all full-time consultants PM offered to all full and part-time consultants.
 AM overtime offered to full and part-time consultants, PM offered to all full-time consultants.
 PM overtime offered to full time consultants.
 PM overtime offered to full time consultants.
 PM overtime offered to full time consultants.
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 AM and PM overtime offered to full time consultants.
 PM overtime offered to full time consultants.
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Activity Code Statistics

Activity Code Summary 3rd Quarter 2011

Activity Code Type	July 2011			August 2011			September 2011		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	4926	271	16.26%	5417	276	13.77%	6176	272	15.82%
2 Pay Agreements	2112	253	6.97%	2819	248	7.17%	2474	253	6.34%
3 Account Activity Verification	20498	221	67.66%	27207	221	69.18%	26483	238	67.86%
4 Payment Options	1363	220	4.50%	1863	211	4.74%	1713	217	4.39%
5 ABC	569	184	1.88%	1146	198	2.91%	1005	187	2.58%
6 High Bill Concerns	353	215	1.17%	450	199	1.14%	677	236	1.73%
7 Energy Assistance	17	218	0.06%	17	171	0.04%	33	183	0.08%
8 Gas Leak/Emergency	16	237	0.05%	23	220	0.06%	47	268	0.12%
9 Typing Request	8	113	0.03%	11	176	0.03%	9	227	0.02%
10 MGE/SUG General Information	402	205	1.33%	351	197	0.89%	359	221	0.92%
11 Deposits	16	230	0.05%	18	197	0.05%	30	206	0.08%
12 Estimated Bills	17	112	0.06%	8	214	0.02%	21	142	0.05%
			100.00%			100.00%			100.00%
Total Calls Coded	30297			39330			39027		
Average Talk Time (seconds)		230			229			242	
Maximum Talk Time (seconds)		271			276			272	
Total Calls Answered this Month	59233			77366			72135		
Percent Coded	51.1%			50.8%			54.1%		

**Missouri Gas Energy
Abandoned Call Rate
("ACR") %**

2000

January	6.84%
February	7.51%
March	6.65%
YTD - Q1	6.99%

April	3.46%
May	2.21%
June	1.60%
YTD - Q1&2	4.99%

July	1.95%
August	4.57%
September	6.38%
YTD - Q1-3	4.82%

October	4.84%
November	5.56%
December	16.34%

Calendar Year 2000	6.08%
Maximum Allowable	8.50%

2001

January	16.80%
February	2.68%
March	6.60%
YTD - Q1	9.58%

April	3.91%
May	4.49%
June	6.32%
YTD - Q1&2	7.56%

July	4.19%
August	9.37%
September	13.90%
YTD - Q1-3	8.05%

October	15.00%
November	13.78%
December	16.41%

Calendar Year 2001	9.69%
Maximum Allowable	8.50%

2002

January	15.75%
February	7.22%
March	3.05%
YTD - Q1	8.67%

April	2.25%
May	0.74%
June	0.14%
YTD - Q1&2	5.17%

July	0.19%
August	0.28%
September	0.50%
YTD - Q1-3	3.84%

October	5.43%
November	7.83%
December	6.32%

Calendar Year 2002	4.48%
Maximum Allowable	8.50%

2003

January	6.28%
February	11.09%
March	8.57%
YTD - Q1	8.65%

April	2.87%
May	4.73%
June	4.34%
YTD - Q1&2	6.46%

July	1.28%
August	1.83%
September	7.84%
YTD - Q1-3	5.73%

October	10.32%
November	27.69%
December	13.36%

Calendar Year 2003	8.52%
Maximum Allowable	8.50%

2004

January	24.03%
February	28.31%
March	26.69%
YTD - Q1	26.39%

April	29.93%
May	6.72%
June	4.31%
YTD - Q1&2	21.75%

July	0.77%
August	2.38%
September	1.91%
YTD - Q1-3	16.97%

October	4.54%
November	6.01%
December	4.01%

Calendar Year 2004	14.32%
Maximum Allowable	8.50%

2005

January	6.74%
February	11.25%
March	15.37%
YTD - Q1	11.63%

April	8.75%
May	6.80%
June	3.20%
YTD - Q1&2	9.27%

July	4.10%
August	6.29%
September	3.40%
YTD - Q1-3	8.02%

October	8.80%
November	8.41%
December	7.32%

Calendar Year 2005	8.06%
Maximum Allowable	8.50%

2006

January	10.10%
February	20.04%
March	11.79%
YTD - Q1	14.22%

April	7.63%
May	1.91%
June	0.81%
YTD - Q1&2	9.54%

July	4.42%
August	1.32%
September	0.61%
YTD - Q1-3	7.61%

October	4.26%
November	4.72%
December	1.31%

Calendar Year 2006	6.67%
Maximum Allowable	8.50%

2007

January	8.01%
February	9.99%
March	8.69%
YTD - Q1	8.89%

April	11.94%
May	7.11%
June	6.36%
YTD - Q1&2	8.85%

July	3.72%
August	3.13%
September	5.39%
YTD - Q1-3	7.58%

October	6.40%
November	6.45%
December	1.58%

Calendar Year 2007	6.98%
Maximum Allowable	8.50%

2008

January	5.57%
February	8.17%
March	11.62%
YTD - Q1	8.51%

April	10.50%
May	10.99%
June	2.58%
YTD - Q1&2	8.45%

July	1.03%
August	3.47%
September	2.96%
YTD - Q1-3	6.79%

October	1.99%
November	3.35%
December	3.57%

Calendar Year 2008	5.93%
Maximum Allowable	8.50%

2009

January	6.51%
February	15.15%
March	7.43%
YTD - Q1	9.84%

April	6.19%
May	2.07%
June	-1.34%
YTD - Q1&2	6.92%

July	2.17%
August	1.48%
September	0.84%
YTD - Q1-3	5.40%

October	8.43%
November	6.59%
December	3.09%

Calendar Year 2009	5.59%
Maximum Allowable	8.50%

2010

January	2.45%
February	5.47%
March	7.32%
YTD - Q1	5.37%

April	10.97%
May	3.32%
June	1.86%
YTD - Q1&2	5.83%

July	2.85%
August	1.58%
September	3.98%
YTD - Q1-3	4.93%

October	8.29%
November	14.26%
December	7.17%

Calendar Year 2010	6.20%
Maximum Allowable	8.50%

2011

January	8.48%
February	10.79%
March	9.11%
YTD - Q1	9.48%

April	7.41%
May	6.37%
June	2.19%
YTD - Q1&2	7.56%

July	0.63%
August	1.19%
September	3.44%
YTD - Q1-3	5.89%

October	
November	
December	

Calendar Year 2011	
Maximum Allowable	8.50%

**Missouri Gas Energy
Average Speed of Answer
("ASA") in Seconds**

2000

January	81
February	90
March	78
YTD - Q1	83

April	42
May	25
June	20
YTD - Q1&2	56

July	21
August	49
September	58
YTD - Q1-3	52

October	49
November	49
December	200

Calendar Year 2000	64
Maximum Allowable	81

2001

January	207
February	31
March	84
YTD - Q1	107

April	43
May	67
June	84
YTD - Q1&2	86

July	59
August	140
September	161
YTD - Q1-3	97

October	200
November	161
December	264

Calendar Year 2001	125
Maximum Allowable	75

2002

January	227
February	98
March	38
YTD - Q1	121

April	29
May	12
June	4
YTD - Q1&2	68

July	5
August	5
September	8
YTD - Q1-3	47

October	67
November	115
December	92

Calendar Year 2002	58
Maximum Allowable	75

2003

January	85
February	159
March	123
YTD - Q1	122

April	38
May	66
June	57
YTD - Q1&2	88

July	20
August	26
September	117
YTD - Q1-3	77

October	162
November	489
December	220

Calendar Year 2003	130
Maximum Allowable	75

2004

January	351
February	392
March	390
YTD - Q1	378

April	406
May	76
June	44
YTD - Q1&2	277

July	11
August	27
September	20
YTD - Q1-3	191

October	37
November	46
December	34

Calendar Year 2004	153
Maximum Allowable	75

2005

January	59
February	94
March	145
YTD - Q1	103

April	84
May	58
June	31
YTD - Q1&2	83

July	29
August	38
September	45
YTD - Q1-3	70

October	82
November	69
December	65

Calendar Year 2005	71
Maximum Allowable	75

2006

January	98
February	162
March	106
YTD - Q1	122

April	79
May	30
June	14
YTD - Q1&2	84

July	58
August	17
September	9
YTD - Q1-3	69

October	49
November	57
December	16

Calendar Year 2006	62
Maximum Allowable	75

2007

January	62
February	92
March	77
YTD - Q1	77

April	104
May	82
June	69
YTD - Q1&2	82

July	47
August	33
September	62
YTD - Q1-3	72

October	68
November	65
December	20

Calendar Year 2007	67
Maximum Allowable	75

2008

January	65
February	85
March	127
YTD - Q1	92

April	123
May	123
June	35
YTD - Q1&2	94

July	18
August	60
September	36
YTD - Q1-3	78

October	28
November	49
December	45

Calendar Year 2008	69
Maximum Allowable	75

2009

January	81
February	142
March	88
YTD - Q1	103

April	84
May	29
June	20
YTD - Q1&2	77

July	30
August	22
September	15
YTD - Q1-3	61

October	92
November	68
December	32

Calendar Year 2009	62
Maximum Allowable	75

2010

January	23
February	71
March	94
YTD - Q1	66

April	111
May	40
June	30
YTD - Q1&2	67

July	40
August	27
September	37
YTD - Q1-3	57

October	53
November	96
December	79

Calendar Year 2010	62
Maximum Allowable	75

2011

January	96
February	122
March	127
YTD - Q1	117

April	136
May	94
June	33
YTD - Q1&2	104

July	11
August	22
September	51
YTD - Q1-3	81

October	
November	
December	

Calendar Year 2011	
Maximum Allowable	75

**Personnel responsible for handling MoPSC
complaints / inquiries**

Shirley Bolden	(816) 360-5528
Rae Lewis	(816) 360-5759 (1st back-up)
Carlotta Roberts	(816) 360-5556 (2nd back-up)
Juanita Stewart	(816) 676-6212 (3rd back-up)

**After hours contact
personnel**

	<u>Home</u>	<u>Cell</u>
Ron Crow	(816) 781-7954	(816) 550-4792
Shirley Bolden	(816) 795-6129	(816) 560-1656

Customer service management personnel

Ron Crow	(816) 360-5504
Rochelle Robinson	(816) 360-5624

Process and level of authority for discontinuance of service to a Registered Customer

- 1) Registered Customers are separated from daily non-pay shut off accounts. The Field Service orders are coded to identify these customers. The Customer Advisors receive a monthly report showing all Registered Customers that will be subject for disconnect.
- 2) Customer Advisor reviews account and makes contact with customer or designated 3rd party contact.
- 3) If decision is made to discontinue service, Customer Advisor contacts an officer of the company.
- 4) Our practice is not to discontinue service to Registered Customers during the Cold Weather Rule ("CWR") period (November 1 through March 31).

Missouri Gas Energy
Missouri Jurisdictional Bad Debt Write-off
2011

January			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(546,534)	5,225	3,955,858
SGSM	(9,165)	521	7,699,076
LGSM	8,803	9	1,500,945
LVM	(6,702)	-	2,052,472
Non-Service	(131)	5	-
Total	(553,729)	5,760	15,208,352

February			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(448,482)	4,876	2,249,303
SGSM	14,422	651	7,631,932
LGSM	-	-	1,024,556
LVM	-	-	1,891,148
Non-Service	23	4	-
Total	(434,037)	5,531	12,796,938

March			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	663,841	6,337	10,585,142
SGSM	119,693	993	11,635,048
LGSM	554	2	8,078,946
LVM	-	-	1,706,698
Non-Service	664	2	-
Total	784,752	7,334	32,005,834

Year to Date - Q1			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(331,175)	16,438	16,790,303
SGSM	124,950	2,165	26,966,055
LGSM	9,356	11	10,604,448
LVM	(6,702)	-	5,650,318
Non-Service	557	11	-
Total	(203,014)	18,625	60,011,124

April			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	1,909,208	7,434	4,443,427
SGSM	178,242	1,122	7,337,830
LGSM	2,658	3	5,212,778
LVM	-	-	1,069,140
Non-Service	(2,630)	2	-
Total	2,087,479	8,561	18,063,174

May			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	3,497,064	14,284	3,031,239
SGSM	239,789	1,455	4,639,094
LGSM	4,569	8	2,939,758
LVM	-	-	2,640,801
Non-Service	160	6	-
Total	3,741,583	15,753	13,250,892

June			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	2,780,425	13,280	7,642,256
SGSM	144,509	1,227	3,661,695
LGSM	15,151	11	2,105,172
LVM ***	-	-	925,416
Non-Service	(166)	2	-
Total	2,939,919	14,500	14,334,538

Year to Date - Q1 & Q2			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	7,855,523	51,416	31,907,225
SGSM	687,491	5,969	42,604,673
LGSM	31,734	33	20,862,154
LVM	(6,702)	-	10,285,675
Non-Service	(2,079)	21	-
Total	8,565,967	57,439	105,659,728

July			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	1,664,389	10,159	6,076,163
SGSM	46,738	930	3,382,336
LGSM	3,404	3	1,863,152
LVM	185	1	930,265
Non-Service	-	-	-
Total	1,714,716	11,093	12,251,916

August			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	1,246,070	12,589	5,297,042
SGSM	43,111	1,352	3,167,665
LGSM	501	9	1,576,837
LVM	-	-	684,919
Non-Service	(3)	1	-
Total	1,289,678	13,951	10,706,463

September			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	349,518	11,026	5,762,533
SGSM	(14,297)	1,000	3,294,080
LGSM	8,680	8	1,860,107
LVM	(185)	1	659,323
Non-Service	318	2	-
Total	344,034	12,037	11,576,043

Year to Date - Q1 - Q3			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	11,115,499	85,190	49,042,962
SGSM	763,043	9,251	52,448,756
LGSM	44,319	53	26,162,250
LVM	(6,702)	2	12,540,183
Non-Service	(1,764)	24	-
Total	11,914,395	94,520	140,194,150

October			
	Dollar amount written off	Number of accounts written off	Revenue
RSM			
SGSM			
LGSM			
LVM			
Non-Service			
Total			

November			
	Dollar amount written off	Number of accounts written off	Revenue
RSM			
SGSM			
LGSM			
LVM			
Non-Service			
Total			

December			
	Dollar amount written off	Number of accounts written off	Revenue
RSM			
SGSM			
LGSM			
LVM			
Non-Service			
Total			

Calendar Year 2011			
	Dollar amount written off	Number of accounts written off	Revenue
RSM			
SGSM			
LGSM			
LVM			
Non-Service			
Total			

***The LVM Revenue for June was adjusted to the correct amount.

Note:

Revenue amounts shown do not include delayed payment charges or miscellaneous service charge revenue.

Negative write-off amounts indicate net recovery.

Virtual Hold Executive Summary

Dates: 7/1/2011 00:00:00
thru
7/31/2011 23:59:59

Executive Summary Results Queue

Version 4.0

Generated on: 10/19/2011 16:17:32

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
5,434	3,062	56.3%	2,372	43.7%

Calls presented with Return Call only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	3,062	2,831	92.5%	91.1%	0.8%	0.6%	0.0%	7.5%
VirtualQueue	3,056	2,825	92.4%	91.1%	0.8%	0.6%	0.0%	7.6%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	6	6	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	2,831	2,547	217	54	13
VirtualQueue	2,825	2,542	217	53	13
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	2,825	2,542	217	53	13
Appointment	6	5	0	1	0
Appointment via Web	0	0	0	0	0
Subtotal • B	6	5	0	1	0

Saved Minutes Summary

Only VirtualQueue and VirtualQueue via Web
Reconnect calls

Successful Reconnect	2,825
Total Saved Minutes	9,254
Average Saved Minutes / Return Call	3
Total Dollar Savings @ 0.02 (\$/minute)	\$185.08
Average Dollar Savings / Return Call	\$0.10

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
6	0.0%	100.0%	0.0%	0.0%

Return Call - Hold Time Summary

Connected to an Agent	Median	Average
2,790	00:00:15	00:00:21

Executive Summary

Results

Queue

Version 4.0

Dates: 7/1/2011 00:00:00
thru
7/31/2011 23:59:59

Generated on: 10/19/2011 16:17:32

En_Combo

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
5,415	3,048	56.3%	2,367	43.7%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	3,048	2,817	92.4%	91.1%	0.8%	0.6%	0.0%	7.6%
VirtualQueue	3,042	2,811	92.4%	91.1%	0.8%	0.6%	0.0%	7.6%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	6	6	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	2,817	2,535	215	54	13
VirtualQueue	2,811	2,530	215	53	13
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	2,811	2,530	215	53	13
Appointment	6	5	0	1	0
Appointment via Web	0	0	0	0	0
Subtotal • B	6	5	0	1	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	2,811
Total Saved Minutes	9,254
Average Saved Minutes / Return Call	3
Total Dollar Savings @ 0.02 (\$/minute)	\$185.08
Average Dollar Savings / Return Call	\$0.10

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
6	0.0%	100.0%	0.0%	0.0%	2,776	00:00:15	00:00:21

Return Call - Hold Time Summary

Executive Summary

Version 4.0

Dates: 7/1/2011 00:00:00
thru
7/31/2011 23:59:59

Generated on: 10/19/2011 16:17:32

Results Queue

Sp_Main

Calls presented with Return Call & Hold options

Calls presented with Return Call option only

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
9	8	88.9%	1	11.1%	0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	8	8	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
VirtualQueue	8	8	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	8	6	2	0	0
VirtualQueue	8	6	2	0	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	8	6	2	0	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	8
Total Saved Minutes	0
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.00
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	8	00:00:20	00:00:33

Return Call - Hold Time Summary

Executive Summary

Results

Queue

Version 4.0

Dates: 7/1/2011 00:00:00
thru
7/31/2011 23:59:59

Generated on: 10/19/2011 16:17:32

Sp_ServiceOrder

Calls presented with Return Call & Hold options

Calls presented with Return Call option only

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
10	6	60.0%	4	40.0%	0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	6	6	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
VirtualQueue	6	6	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	6	6	0	0	0
VirtualQueue	6	6	0	0	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	6	6	0	0	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	6
Total Saved Minutes	0
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.00
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	6	00:00:10	00:00:24

Return Call - Hold Time Summary

Dates: 8/1/2011 00:00:00
thru
8/31/2011 23:59:59

Executive Summary Results Queue

Version 4.0

Generated on: 10/19/2011 16:20:01

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
10,941	6,678	61.0%	4,263	39.0%

Calls presented with Return Call only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	6,678	6,147	92.0%	90.5%	0.8%	0.7%	0.0%	8.0%
VirtualQueue	6,644	6,121	92.1%	90.6%	0.8%	0.7%	0.0%	7.9%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	34	26	76.5%	73.5%	2.9%	0.0%	0.0%	23.5%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	6,147	5,423	550	148	26
VirtualQueue	6,121	5,403	547	145	26
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	6,121	5,403	547	145	26
Appointment	26	20	3	3	0
Appointment via Web	0	0	0	0	0
Subtotal • B	26	20	3	3	0

Saved Minutes Summary

Only VirtualQueue and VirtualQueue via Web
Reconnect calls

Successful Reconnect	6,121
Total Saved Minutes	49,203
Average Saved Minutes / Return Call	8
Total Dollar Savings @ 0.02 (\$/minute)	\$984.06
Average Dollar Savings / Return Call	\$0.20

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
20	45.0%	50.0%	5.0%	0.0%	6,044	00:00:17	00:00:22

Return Call - Hold Time Summary

Executive Summary

Results

Queue

Version 4.0

Dates: 8/1/2011 00:00:00
thru
8/31/2011 23:59:59

Generated on: 10/19/2011 16:20:01

En_Combo

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
10,903	6,656	61.0%	4,247	39.0%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	6,656	6,126	92.0%	90.5%	0.8%	0.7%	0.0%	8.0%
VirtualQueue	6,622	6,100	92.1%	90.6%	0.8%	0.7%	0.0%	7.9%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	34	26	76.5%	73.5%	2.9%	0.0%	0.0%	23.5%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	6,126	5,404	548	148	26
VirtualQueue	6,100	5,384	545	145	26
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	6,100	5,384	545	145	26
Appointment	26	20	3	3	0
Appointment via Web	0	0	0	0	0
Subtotal • B	26	20	3	3	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	6,100
Total Saved Minutes	49,202
Average Saved Minutes / Return Call	8
Total Dollar Savings @ 0.02 (\$/minute)	\$984.04
Average Dollar Savings / Return Call	\$0.20

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
20	45.0%	50.0%	5.0%	0.0%

Return Call - Hold Time Summary

Connected to an Agent	Median	Average
6,023	00:00:17	00:00:22

Executive Summary

Results

Queue

Version 4.0

Dates: 8/1/2011 00:00:00
thru
8/31/2011 23:59:59

Generated on: 10/19/2011 16:20:01

Sp_Main

Calls presented with Return Call & Hold options

Calls presented with Return Call option only

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
26	17	65.4%	9	34.6%	0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	17	16	94.1%	94.1%	0.0%	0.0%	0.0%	5.9%
VirtualQueue	17	16	94.1%	94.1%	0.0%	0.0%	0.0%	5.9%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	16	15	1	0	0
VirtualQueue	16	15	1	0	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	16	15	1	0	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	16
Total Saved Minutes	1
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.02
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	16	00:00:27	00:00:37

Return Call - Hold Time Summary

Executive Summary Results Queue

Version 4.0

Dates: 8/1/2011 00:00:00
thru
8/31/2011 23:59:59

Generated on: 10/19/2011 16:20:01

Sp_ServiceOrder

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
12	5	41.7%	7	58.3%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	5	5	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
VirtualQueue	5	5	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	5	4	1	0	0
VirtualQueue	5	4	1	0	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	5	4	1	0	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	5
Total Saved Minutes	0
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.00
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	5	00:01:42	00:01:36

Return Call - Hold Time Summary

Dates: 9/1/2011 00:00:00
thru
9/30/2011 23:59:59

Executive Summary Results Queue

Version 4.0

Generated on: 10/19/2011 16:22:13

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
33,021	21,053	63.8%	11,968	36.2%

Calls presented with Return Call only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	21,053	19,050	90.5%	88.4%	1.2%	0.9%	0.0%	9.5%
VirtualQueue	20,933	18,954	90.5%	88.5%	1.2%	0.9%	0.0%	9.5%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	120	96	80.0%	75.8%	0.8%	3.3%	0.0%	20.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	19,050	16,569	1,773	556	152
VirtualQueue	18,954	16,498	1,754	550	152
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	18,954	16,498	1,754	550	152
Appointment	96	71	19	6	0
Appointment via Web	0	0	0	0	0
Subtotal • B	96	71	19	6	0

Saved Minutes Summary

Only VirtualQueue and VirtualQueue via Web
Reconnect calls

Successful Reconnect	18,954
Total Saved Minutes	321,522
Average Saved Minutes / Return Call	17
Total Dollar Savings @ 0.02 (\$/minute)	\$6,430.44
Average Dollar Savings / Return Call	\$0.30

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
116	64.7%	31.0%	2.6%	1.7%

Return Call - Hold Time Summary

Connected to an Agent	Median	Average
18,613	00:00:17	00:00:22

Executive Summary

Results

Queue

Version 4.0

Dates: 9/1/2011 00:00:00
thru
9/30/2011 23:59:59

Generated on: 10/19/2011 16:22:13

En_Combo

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
32,863	20,969	63.8%	11,894	36.2%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	20,969	18,976	90.5%	88.4%	1.2%	0.9%	0.0%	9.5%
VirtualQueue	20,849	18,880	90.6%	88.5%	1.2%	0.9%	0.0%	9.4%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	120	96	80.0%	75.8%	0.8%	3.3%	0.0%	20.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	18,976	16,507	1,764	553	152
VirtualQueue	18,880	16,436	1,745	547	152
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	18,880	16,436	1,745	547	152
Appointment	96	71	19	6	0
Appointment via Web	0	0	0	0	0
Subtotal • B	96	71	19	6	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	18,880
Total Saved Minutes	321,496
Average Saved Minutes / Return Call	17
Total Dollar Savings @ 0.02 (\$/minute)	\$6,429.92
Average Dollar Savings / Return Call	\$0.30

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
116	64.7%	31.0%	2.6%	1.7%	18,544	00:00:17	00:00:22

Return Call - Hold Time Summary

Executive Summary

Results

Queue

Version 4.0

Dates: 9/1/2011 00:00:00
thru
9/30/2011 23:59:59

Generated on: 10/19/2011 16:22:13

Sp_Main

Calls presented with Return Call & Hold options

Calls presented with Return Call option only

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
61	26	42.6%	35	57.4%	0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	26	23	88.5%	80.8%	0.0%	7.7%	0.0%	11.5%
VirtualQueue	26	23	88.5%	80.8%	0.0%	7.7%	0.0%	11.5%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	23	19	3	1	0
VirtualQueue	23	19	3	1	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	23	19	3	1	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	23
Total Saved Minutes	10
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.20
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	21	00:01:55	00:02:00

Return Call - Hold Time Summary

Executive Summary

Results

Queue

Version 4.0

Dates: 9/1/2011 00:00:00
thru
9/30/2011 23:59:59

Generated on: 10/19/2011 16:22:13

Sp_ServiceOrder

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
97	58	59.8%	39	40.2%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	58	51	87.9%	82.8%	0.0%	5.2%	0.0%	12.1%
VirtualQueue	58	51	87.9%	82.8%	0.0%	5.2%	0.0%	12.1%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	51	43	6	2	0
VirtualQueue	51	43	6	2	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	51	43	6	2	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and
ResQueue Reconnect calls

Successful Reconnect	51
Total Saved Minutes	16
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.32
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	48	00:01:34	00:02:02

Return Call - Hold Time Summary

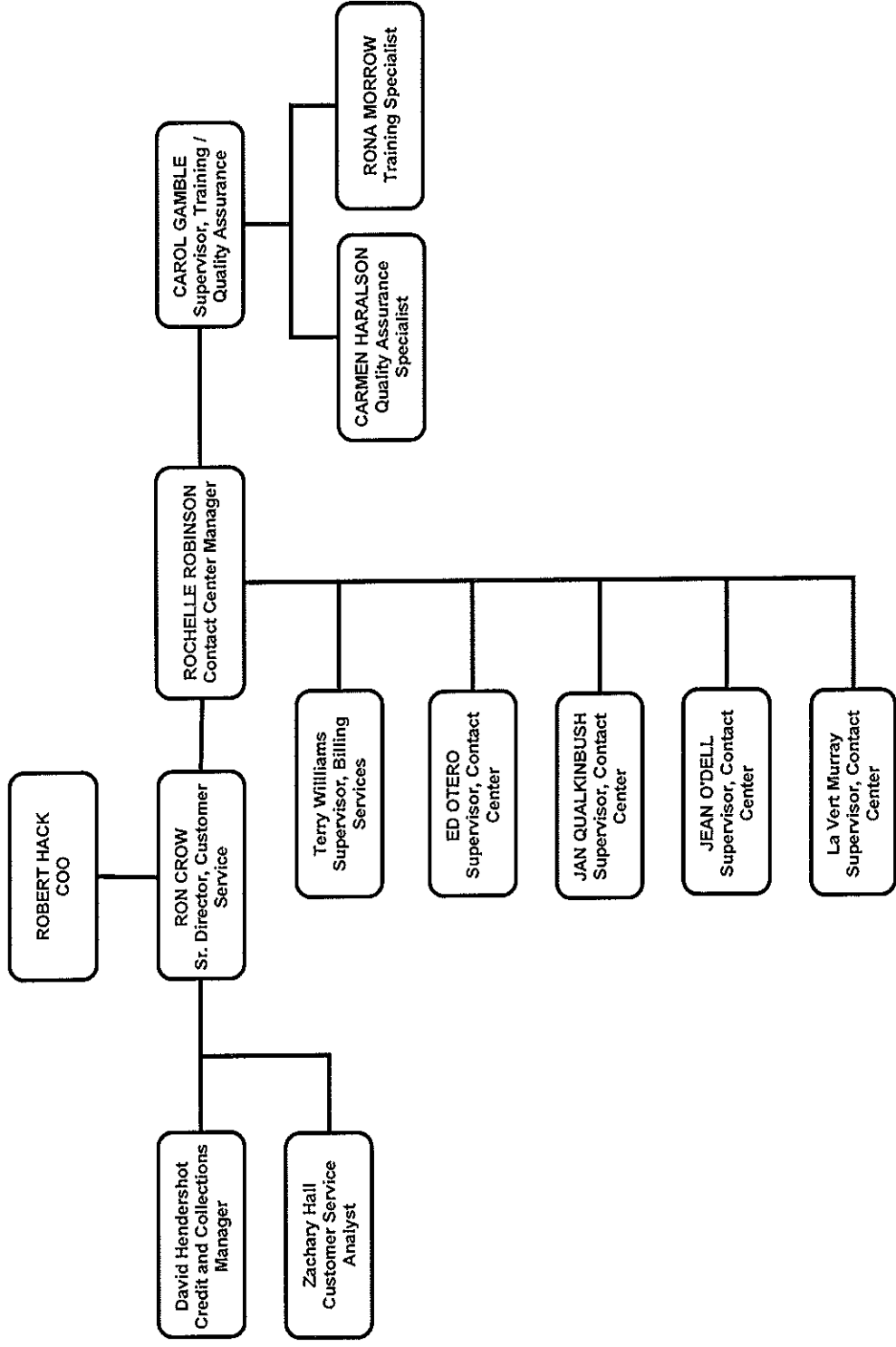
MoPSC Inquiries/Complaints

**(*Awaiting receipt of information,
which is provided to MGE by MoPSC staff)**

*** Gay Fred has requested that she no longer be
required to provide this information for this report.**

Customer Service Organization Chart

Customer Service Organizational Chart
Third Quarter, 2011



Customer Service Staffing

Missouri Gas Energy
Customer Service Staff
July 2011 - September 2011

	June		June		Term/Resign/New		July		July		Term/Resign/New		August		August		Term/Resign/New		September		September	
	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time
Director	1	0					1	0					1	0					1	0		
Manager	2	0					2	0					2	0					2	0		
Supervisor	6	0					6	0					6	0					6	0		
Administrative Assistant	1	0					1	0					1	0					1	0		
Analyst	1	0					1	0					1	0					1	0		
Trainer	1	0					1	0					1	0					1	0		
Quality Assurance	1	0					1	0					1	0					1	0		
Loss Prevention Investigator	0	0					0	0					0	0					0	0		
Contact Center	29	30					29	30					29	30				-1	29	29		
Training Class	0	0					0	0					0	0					0	0		
Billing Services	10	2					10	2					10	2					10	2		
Account Services	12	0					12	0					12	0					12	0		
Seasonal Employees	0	0					0	0					0	0					0	0		
PBO Joplin	2	0					2	0					2	0					2	0		
PBO Monett	2	0					2	0					2	0					2	0		
Long Term Disability	2	0					2	0					2	0					2	0		
TOTAL	70	32					70	32					70	32					70	31		
GRAND TOTAL	102		102		102		102		102		102		102		101		101		101		31	

Number of Estimated Bills
(Including consecutive estimates)

ESTIMATED METER SUMMARY FOR

JUL-11

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	6									6
MONETT, MO	0									0
Region Total:	6	0	0	0	0	0	0	0	0	6
YEAR-TO-DATE TOTALS	15	0	0	0	0	0	0	0	0	15
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO										0
WARRENSBURG, MO										0
KANSAS CITY, MO	4			1						5
LEE'S SUMMIT, MO										0
ST. JOSEPH, MO										0
KANSAS CITY NORTH										0
Region total:	4	0	0	1	0	0	0	0	0	5
YEAR-TO-DATE TOTALS	35	2	1	1	0	0	0	0	0	39

ESTIMATED METER SUMMARY FOR

AUG-11

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	4									4
MONETT, MO	0									0
Region Total:	4	0	0	0	0	0	0	0	0	4
YEAR-TO-DATE TOTALS	19	0	0	0	0	0	0	0	0	19
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO										0
WARRENSBURG, MO										0
KANSAS CITY, MO	5				1					6
LEE'S SUMMIT, MO	2									2
ST. JOSEPH, MO										0
KANSAS CITY NORTH	2									2
Region total:	9	0	0	0	1	0	0	0	0	10
YEAR-TO-DATE TOTALS	44	2	1	1	1	0	0	0	0	49

ESTIMATED METER SUMMARY FOR

SEP-11

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	3									3
MONETT, MO	0									0
Region Total:	3	0	0	0	0	0	0	0	0	3
YEAR-TO-DATE TOTALS	22	0	0	0	0	0	0	0	0	22
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO	0									0
WARRENSBURG, MO	0									0
KANSAS CITY, MO	11	1								12
LEE'S SUMMIT, MO	1									1
ST. JOSEPH, MO	0									0
KANSAS CITY NORTH	1									1
Region total:	13	1	0	0	0	0	0	0	0	14
YEAR-TO-DATE TOTALS	57	3	1	1	1	1	0	0	0	63

List of Customer Pay Station Locations

PAY STATIONS November 7, 2011

Agent Biller

ID	Store Name	Address1	City	State	Zip	Phone	hours
1	CITY OF INDEPENDENCE	11610 E TRUMAN RD	INDEPENDENCE	MO	64050	816-325-7930	M-F 8-5
3	UNITED MISSOURI BANK	3601 MITCHELL	ST. JOSEPH	MO	64507	816-233-8284	M-Th 9-5 F 9-6
5	UNITED MISSOURI BANK	501 W MAIN	SAVANNAH	MO	64485	816-324-3113	M-Th 9-5 F 9-6
10211	24 Hour Check Cashing	8437 Wornall Road	Kansas City	MO	64114	816-333-6800	24 hrs/7 days
10151	ACE Cash Express #2334	4519 Independence Ave	Kansas City	MO	64124	816-241-9661	M-F 9-7, Sat 9-6
10081	ACE Cash Express #2335	6303 MAIN STREET	GRANDVIEW	MO	64030	816-382-0095	M-F 9-7, Sat 9-6
10091	ACE Cash Express #2336	7257 NORTH OAK TRAFFICWAY	GLADSTONE	MO	64118	816-468-7762	M-F 9-7, Sat 9-6
10101	ACE Cash Express #2339	400 SW WARD ROAD	LEE'S SUMMIT	MO	64801	816-525-5979	M-F 9-7, Sat 9-6
10041	Spirit 66 Food Mart	703 W. 7th Street	Joplin	MO	64801	417-782-6002	M-SUN 7-9
9011	Apple Market	1215 E 47th	Kansas City	MO	64110	816-931-7153	M-Sun7-7
9012	Apple Market	1215 E 47th	Kansas City	MO	64110	816-931-7153	M-Sun7-7
9531	Avenue Pawn	2706 Independence Avenue	Kansas City	MO	64124	816-483-6767	M-F 7-11
9171	Bi-Lo Country Market	410 E. Young	Warrensburg	MO	64093	660-429-1188	M-F 6:30-9:00
9961	Blue Parkway Sun Fresh	4209 E. 50 Terrace	Kansas City	MO	64130	816-921-1212	M-SUN 7-9
9962	Blue Parkway Sun Fresh	4209 E. 50 Terrace	Kansas City	MO	64130	816-921-1212	M-Sat 7-9
9931	Brown's Pharmacy	149 Crown Hill Road	Excelsior Springs	MO	64024	816-637-3188	7AM-9PM DAILY
10261	Cameron Country Mart	1303 N Walnut	Cameron	MO	64429	816-632-2441	M-Sat 7-9, Sun 8-8
10071	Escobar Store	129 Grant Street	Carthage	MO	64836	417-358-0620	24 hrs/7 days
10131	Halls Food Mart #8	2002 Bird Ave	Joplin	MO	64804	417-624-7720	M-Th & Sun 6am-midnight-Fri & Sat 6am to 1am
9481	Hy-Vee #1033 - Blue Springs	601 Southwest US Highway 40	Blue Springs	MO	64014	816-224-4288	M-F 8:30-6:00 SAT 8:30-3:00 SUN 10-2
10031	Hy-Vee #1219 - Gladstone	7117 N. Prospect	Gladstone	MO	64119	816-452-6500	M-S 7-9 daily
9491	Hy-Vee #1260 - Independence	1525 E. 23rd Street S.	Independence	MO	64055	816-836-1177	M-S 7-10 SU 7-9
9501	Hy-Vee #1321	207 N.E. Englewood Road	Kansas City	MO	64118	816-454-4776	M-S 7-10 SU 7-9
8071	Hy-Vee #1380	301 NE Rice Rd	Lees Summit	MO	64086	816-524-5760	M-F 9-5
8021	Hy-Vee #1381	310 SW Ward Road	Lee's Summit	MO	64081	816-554-2200	M-Th 9-5 F 9-6
9551	Hy-Vee #1384 - Liberty	1332 Kansas Street	Liberty	MO	64068	816-792-3210	M-S 10:30 -6:00
8111	Hy-Vee #1552	201 North Belt Highway	St. Joseph	MO	64506	816-232-9750	8:00-8:00
8112	Hy-Vee #1552	201 North Belt Highway	St. Joseph	MO	64506	816-232-9750	M-SUN 7-9
8121	Kovac's	7014 Kinghill Street	St. Joseph	MO	64504	816-238-2007	M-S 7-10 SU 7-9
9701	Kovac's	2202 Fredrick Ave	St. Joseph	MO	64506	816-364-2439	M-F 9-5 Sat 9-12
10021	Leon's Thriftway	4400 E. 39th St.	Kansas City	MO	64128	816-861-7900	M-F 9:30-5 & SAT 9:30-12
10241	Metro Thriftway	1616 E 63rd St	Kansas City	MO	64110	816-363-4292	M-Sun 7-7
9601	Money Express	3800 Broadway	Kansas City	MO	64111	816-471-2274	M-F 9-5:30 S 10-4:30
10221	Money Mart Check Cashing	10408 Blue Ridge Blvd	Kansas City	MO	64134	816-765-6659	M-W 9-9, Th-F 9-3, Sat 9-9, Sun 12-6
10111	Peculiar Pharmacy	219 Main St	Peculiar	MO	64078	816-779-6100	9-6:30 M-F, 9-1 Sat
10251	Poorman's Appliance	5030 Blue Ridge Cutoff	Raytown	MO	64133	816-353-4411	M-Sat 8-6, Sun 11-2
9441	Price Cutter #17	1013 US HWY 60 East	Republic	MO	65738	417-732-2828	8:00-8:00
9461	Price Cutter #23	1503 W MacArthur	Webb City	MO	64870	417-673-6300	8:00-8:00
8081	Price Cutter #24	1000 S. Neosho Blvd	Neosho	MO	64850	417-451-3628	M-S 7-10 SU 7-9
9301	Price Cutter #55	400 N. Massey Blvd.	Nixa	MO	65714	417-725-6166	M-F 8-30
10001	Price Rite Market	6400 NW Waukomis Road	Kansas City	MO	64151	816-741-6403	7AM-9PM DAILY
10281	Ramey Price Cutter #16	91 S. Main	Cassville	MO	65825	417-847-4155	M-Sun 7-10
9521	Ramey Price Cutter #21	1223 W. Central Avenue	Carthage	MO	64836	417-358-2624	M-S 7-10 SU 7-9
9451	Ramey Price Cutter #5	2150 E. Cleveland	Monett	MO	65708	417-236-2800	8:00-8:00
9711	Sack N' Save	4913 Lake Ave.	St. Joseph	MO	64504	816-238-4753	M-F 8-9 Sat 8-8:30
9291	Smitty's Price Cutter #57	1850 Maiden Lane	Joplin	MO	64801	417-626-0850	7:00-8:00
9581	The Cash Box	2532 Independence Avenue	Kansas City	MO	64124	816-241-2900	M-S 6-9 SU 7-9
8061	Watt's Drug	11724 E. 23rd Street	Independence	MO	64052	816-461-8844	M-S 7-10 SU 7-9
9161	Woods Supermarket	1305 SR-32	El Dorado Springs	MO	64744	417-876-2831	7:00-7:00
10291	Troost Convenience Pay	7901 Troost Ave.	Kansas City	MO	64131	816-926-9006	24/7

Percent of Service Appointments Kept

Missouri Gas Energy
Percent of Service Appointments Kept

2003	% Kept

April through June	88.04%
Quarter 2	88.04%

July through September	87.88%
Quarters 2 & 3	87.96%

October through December	87.71%
Quarters 2, 3 & 4	87.88%

2006	% Kept
January through March	79.86%
Quarter 1	79.86%

April through June	76.31%
Quarters 1 & 2	77.99%

July through September	80.36%
Quarters 1, 2 & 3	78.76%

October through December	83.71%
Calendar Year 2006	79.84%

2009	% Kept
January through March	79.07%
Quarter 1	79.07%

April through June	78.95%
Quarters 1 & 2	79.01%

July through September	82.36%
Quarters 1, 2 & 3	80.03%

October through December	86.60%
Calendar Year 2009	81.49%

2004	% Kept
January through March	89.28%
Quarter 1	89.28%

April through June	88.10%
Quarters 1 & 2	88.66%

July through September	87.99%
Quarters 1, 2 & 3	88.43%

October through December	80.70%
Calendar Year 2004	86.29%

2007	% Kept
January through March	83.62%
Quarter 1	83.62%

April through June	73.40%
Quarters 1 & 2	77.88%

July through September	76.48%
Quarters 1, 2 & 3	77.43%

October through December	86.50%
Calendar Year 2007	79.43%

2010	% Kept
January through March	82.16%
Quarter 1	82.16%

April through June	82.37%
Quarters 1 & 2	82.28%

July through September	90.06%
Quarters 1, 2 & 3	84.55%

October through December	89.41%
Calendar Year 2010	85.65%

2005	% Kept
January through March	73.88%
Quarter 1	73.88%

April through June	83.40%
Quarters 1 & 2	78.81%

July through September	81.29%
Quarters 1, 2 & 3	79.66%

October through December	85.66%
Calendar Year 2005	81.07%

2008	% Kept
January through March	85.27%
Quarter 1	85.27%

April through June	80.47%
Quarters 1 & 2	82.43%

July through September	82.86%
Quarters 1, 2 & 3	82.58%

October through December	85.65%
Calendar Year 2008	83.25%

2011	% Kept
January through March	90.58%
Quarter 1	90.58%

April through June	90.35%
Quarters 1 & 2	90.45%

July through September	88.92%
Quarters 1, 2 & 3	89.94%

October through December	
Calendar Year 2011	

**Average Response Time to
Commission-Forwarded Complaints**

Missouri Gas Energy
Average Response Time to Commission-Forwarded Complaints

2003	Answer Within 2 Business Days

April	92.00%
May	85.71%
June	83.33%
Quarter 2	86.11%

July	74.07%
August	72.73%
September	76.74%
Quarters 2 & 3	81.00%

October	79.63%
November	76.09%
December	77.42%
Quarters 2, 3 & 4	79.76%

2006	Answer Within 2 Business Days
January	92.59%
February	92.11%
March	85.29%
Quarter 1	89.90%

April	90.00%
May	89.66%
June	78.26%
Quarters 1 & 2	88.40%

July	91.30%
August	87.50%
September	88.89%
Quarters 1, 2 & 3	88.66%

October	96.88%
November	88.24%
December	93.75%
Calendar Year 2006	89.74%

2009	Answer Within 2 Business Days
January	91.67%
February	88.00%
March	80.65%
Quarter 1	86.96%

April	67.50%
May	80.00%
June	100.00%
Quarters 1 & 2	83.24%

July	100.00%
August	97.10%
September	95.12%
Quarters 1, 2 & 3	89.18%

October	66.67%
November	73.33%
December	83.33%
Calendar Year 2009	85.50%

2004	Answer Within 2 Business Days
January	74.19%
February	77.27%
March	75.61%
Quarter 1	75.53%

April	63.04%
May	73.91%
June	90.00%
Quarters 1 & 2	74.61%

July	62.50%
August	65.00%
September	65.52%
Quarters 1, 2 & 3	71.33%

October	67.00%
November	73.00%
December	85.00%
Calendar Year 2004	72.14%

2007	Answer Within 2 Business Days
January	90.48%
February	95.24%
March	88.89%
Quarter 1	91.67%

April	93.10%
May	88.89%
June	92.00%
Quarters 1 & 2	91.67%

July	94.74%
August	88.24%
September	87.50%
Quarters 1, 2 & 3	91.48%

October	93.33%
November	83.33%
December	91.30%
Calendar Year 2007	90.95%

2010	Answer Within 2 Business Days
January	100.00%
February	88.88%
March	85.00%
Quarter 1	90.69%

April	94.87%
May	92.31%
June	85.71%
Quarters 1 & 2	91.80%

July	100.00%
August	88.89%
September	88.24%
Quarters 1, 2 & 3	92.00%

October	100.00%
November	91.30%
December	95.00%
Calendar Year 2010	92.61%

2005	Answer Within 2 Business Days
January	91.49%
February	84.21%
March	71.05%
Quarter 1	82.93%

April	84.31%
May	80.65%
June	91.43%
Quarters 1 & 2	84.17%

July	87.10%
August	79.31%
September	83.87%
Quarters 1, 2 & 3	83.52%

October	82.86%
November	83.33%
December	92.86%
Calendar Year 2005	84.45%

2008	Answer Within 2 Business Days
January	92.86%
February	80.00%
March	88.89%
Quarter 1	87.88%

April	92.59%
May	91.30%
June	90.48%
Quarters 1 & 2	89.78%

July	88.89%
August	88.00%
September	95.45%
Quarters 1, 2 & 3	91.06%

October	71.43%
November	82.35%
December	87.88%
Calendar Year 2008	87.93%

2011	Answer Within 2 Business Days
January	90.91%
February	94.44%
March	100.00%
Quarter 1	95.00%

April	92.00%
May	92.31%
June	100.00%
Quarters 1 & 2	94.35%

July	86.67%
August	94.12%
September	100.00%
Quarters 1, 2 & 3	94.15%

October	
November	
December	
Calendar Year 2011	

**Insulation of Southern Union's MGE Operating
Division From Panhandle Business
and CrossCountry Business**

Certificate of Compliance

Certificate of Compliance

STATE OF Texas)
COUNTY OF Harris) ss.

Richard N. Marshall, Senior Vice President and Chief Financial Officer for Southern Union Company, of lawful age, on his oath states that:

1. For the period July 1, 2011, through September 30, 2011:

- Panhandle Energy or any direct or indirect subsidiary of Southern Union acquiring or owning any equity interests in Panhandle were owned and operated as a separate subsidiary of Southern Union Company;
- Southern Union Company and MGE did not, directly or indirectly, allow any Panhandle debt to be recourse to them; pledge Southern Union or MGE equity as collateral or security for the debt of any Panhandle entity; give, transfer, invest, contribute or loan to any Panhandle entity, any equities or cash;
- Southern Union did not transfer to Panhandle or any subsidiary thereof, directly or indirectly, assets necessary and useful in providing service to MGE's Missouri customers;
- Southern Union did not, directly or indirectly, enter into any "make-well" agreements, or guarantee the notes, debentures, debt obligations or other securities of any Panhandle entity;
- Southern Union did not adopt, indemnify, guarantee or assume responsibility for payment of, either directly or indirectly, any of the current or future liabilities of any Panhandle entity.

2. For the period July 1, 2011, through September 30, 2011:

- CrossCountry Energy or any direct or indirect subsidiary of Southern Union acquiring or owning any equity interests in CrossCountry Energy were owned and operated as a separate subsidiary of Southern Union Company;
- Southern Union Company and MGE did not, directly or indirectly, allow any CrossCountry debt to be recourse to them; pledge Southern Union or MGE equity as collateral or security for the debt of any CrossCountry entity; give, transfer, invest, contribute or loan to any CrossCountry entity, any equities or cash;
- Southern Union did not transfer to CrossCountry or an subsidiary thereof, directly or indirectly, assets necessary and useful in providing service to MGE's Missouri customers;
- Southern Union did not, directly or indirectly, enter into any "make-well" agreements, or guarantee the notes, debentures, debt obligations or other securities of any CrossCountry entity;
- Southern Union did not adopt, indemnify, guarantee or assume responsibility for payment of, either directly or indirectly, any of the current or future liabilities of any CrossCountry entity.

3. that he has knowledge of the matters set forth above; and that such matters are true and correct to the best of his knowledge and belief.

Richard N. Marshall

Richard N. Marshall

Subscribed and sworn this 20th day of October, 2011.

Maria M. Garcia

Notary Public

My Commission expires: 2/2/13.

