

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,

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

fered						
SERVICE LEVEL % of calls offered	80% 100% 82% 100%	80% 94% 96% 89% 100%	90% 100% <u>87%</u> 96% 95% 95% 100%	92% 100% 90% 96% 97% 97% 100%	100% 87% 95% 95% 83% 100% 100%	100% 92% 74%
AVG DELAY ABAND	43	56 32 31 74	56 53 53 63 63	62 85 25 25 11 11 49	61 18 15 15 57	#DIV/0! <b>57</b> 320
AVG NOT READY TIME	34	40 31 26 40	34 29 26 24 25 25 31	27 31 34 27 27 26 29	29 36 30 28 28 37	#DIV/0! 31 50 rage
AVG TALK TIME	249	240 235 226 238	234 243 231 234 230 230 242	248 225 225 224 227 228	249 237 233 233 247 241	### 236 268 Average Oate Ave
AVG SPEED OF ANSWER	27. 2 24 2	30 5 3 18 2	14 2 2 2 2 2 2 2 5 5 5 5 5	11 2 15 3 3 2 2 2 2 2 5	2 4 4 4 2 3 3 2 2 2 2 2 2 2 2	2 ### #[ 11 236 94 268 Monthly Average Year To Date Average
CALLS PER F.T.E.	77	79 66 72	286 74 63 63 58 62 62	333 71 59 61 58 58 58 309	74 61 64 63 74 336	1339 10,574 67 72
F.T.E.	41	44 44 40 40	44 46 45 46 46 46 47	45 45 45 45 46 46	45 45 39 44 44	44 84 84
ACR	1.58%	1.57% 0.46% 0.20% 0.80%	0.74% 1.11% 0.10% 0.49% 1.54%	0.67% 0.71% 0.21% 0.02% 0.08% 0.26%	1,10% 0,15% 0,17% 0,16% 1,47%	0.63% 6.82% E per Da
TOTAL INCOMING CALLS	5,145 693 5,838 351	5,344 4,349 4,538 4,618 668	20,337 578 5,027 4,126 3,937 3,877 3,877 734	23,092 582 4,897 3,840 3,840 3,913 3,933 717 22,270	534 4,927 3,889 3,819 3,819 4,505 787 22,465 6,23	623 94,625 0.63% 893,278 6.82% Calls per FTE per Day
TOTAL HANDLED BY AUTOMATION	1,912 693 2,605 351	1,637 1,429 1,495 1,705	7,754 578 1,569 1,280 1,008 1,008 1,594	8,018 582 1,432 1,168 1,339 1,318 1,318 717 8,110	534 1,400 1,136 1,147 1,147 7,690 7,690	623 34,800 321,525
TOTAL OFFERED CALL CTR	92 3,233 92 3,233	3,707 2,920 3,043 2,913	12,583 3,458 2,846 2,682 2,869 3,219	15,074 3,465 2,672 2,674 2,615 2,734	3,527 2,753 2,868 2,672 2,955 14,775	59,825
CALLS ABAND	92	84 20 9 37	150 56 4 1 19 74	154 35 3 3 10 10	54 6 6 6 139	592 60,946
BLLG SVCS	36	102	139	145		7,889
CALLS ANSWERED ACT ACCT TER SVCS	85	245	277	237	153	905
CALLS CONTACT CENTER	3,020	3,276 2,900 3,034 2,807	12,017 3,153 2,842 2,681 2,681 2,681 2,850	14,538 3,168 2,664 2,667 2,673 2,612 2,612 13,841	3,252 2,747 2,861 2,666 2,666 2,889	57,831
DATE	7/1/2011 7/2/2011 WEEK 7/3/2011	7/5/2011 7/5/2011 7/7/2011 7/8/2011 7/9/2011	// / 2011 // 10/2011 // 11/2011 // 12/2011 // 14/2011 // 14/2011 // 16/2011	WEEK 7/17/2011 7/18/2014 7/19/2011 7/19/2011 7/21/2011 7/21/2011 7/23/2011 7/23/2011	7/24/2011 7/25/2011 7/26/2011 7/27/2011 7/28/2011 7/39/2011 WEEK	WEEK ATD
•	Enday Saturday Sunday	Mednesday Wednesday Thursday Friday	Sunday Monday Tuesday Wednesday Thursday Enday	Sunday Monday Tuesday Wednesday Thursday Eriday Saturday	Sunday Monday Tuesday Wednesday Thursday Friday Saturday	

Tuesday, July 05, 2011

AM overtime offered to all Full-time consultants

## MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER August 2011

202         178         159         4,059         1756         5615         2,7396         51           8         2,878         1341         4119         0.07%         48         6           8         2,918         1578         4496         0.1896         0.1896         6.1896         48           9         2,918         1579         1474         4,735         0.01796         47         48         6         48         6         48         6         48         6         48         6         48         6         48         6         48         6         48         6         48         6         48         6         48         6         48         6         48         6         48         6         48         6         48         6         48         6         48         6         6         48         6         6         6         7	CONTACT ACCT BLLG CENTER SVCS SVCS	G CALLS	OFFERED CALL CTR	HANDLED BY AUTOMATION	INCOMING	ACR F	F.T.E. PEI	CALLS SF PER F.T.E. A	SPEED OF ANSWER	TALK	NOT READY TIME	DELAY ABAND	SERVICE LEVEL % of calls offered
1976   1976   1479   1777	202		4,059 2,878	1756	5815 4219		51 48	76 60	47	259 = 235 235	33	98 43	78 <u>96</u> 97%
202 178 177 15,295 8,183 23,478 0.75% 49  65 67 10 3,370 1,138 23,478 0.75% 50  2 2,690 1,1180 3,858 0.05% 50  3 2,924 1,1186 3,858 0.05% 47  3 2,924 1,1189 4,092 0.07% 47  2239 94 66 4,060 1,705 5,633 0.07% 49  2246 101 310 18,034 1,1494 5,031 1,14% 46  246 102 3,081 1,1494 5,081 0.61% 40  247 1,292 1,292 1,1494 1,148 1,061% 5,081% 40  248 1,292 1,140 1,1494 1,148 1,148 1,144% 44  25 24 86 3,551 1,494 5,081 1,14% 44  25 24 86 3,551 1,404 4,991 1,144% 44  25 24 86 3,551 1,404 4,991 1,144% 44  25 24 86 3,551 1,404 4,991 1,144% 44  25 24 86 3,551 1,404 4,991 1,14% 46  25 24 86 3,551 1,404 4,991 1,14% 46  25 24 86 3,551 1,404 4,991 1,14% 46  25 24 86 3,551 1,404 4,991 1,14% 46  26 239 1,75 2,36 4,412 1,561 5,973 3,95% 54  27 23 1,75 2,36 4,412 1,561 5,973 3,95% 46  27 23 1,75 2,36 4,412 1,561 5,973 3,95% 47  28 23 1,75 2,4 8,6 3,588 1,688 1,588 1,588 6,108% 48  29 1,75 2,36 4,412 1,561 5,973 3,99% 48  21,165 6,74 1,398 76,824 1,101,821 6,17% 48  21,165 8,563 6,2,344 6,50,577 360,244 1,010,821 6,17% 48  21,166 8,563 6,2,344 6,50,577 360,244 1,010,821 6,17% 48	2910 2719	8	2,719	1367	4496		48 7	57	0 1	231	22 22	77	%86 %86
202         178         177         15,295         8,183         23,478         0.75%         49           65         67         10         3,370         1,386         473         473         50           1         2,690         1,186         3,688         0,03%         50           1         2,294         1,188         3,688         0,03%         49           1         2,294         1,188         4,082         0,07%         49           1         1,2         3,085         1,192         4,082         0,07%         46           5         2,94         6,6         4,060         1,192         4,082         0,07%         46           5         6         4,060         1,192         4,082         0,07%         46           5         6         4,060         1,767         2,733         0,13%         48           7         13         3,176         1,329         4,505         0,149         49           246         13         3,176         1,329         4,505         1,49         46           248         129         1,489         5,766         1,49         4,46         1,489	4/14		77/7	727	727			80	2		7		100%
65         67         10         3,370         4,43         4,72         6,213%         50           2         2,690         1,1168         3,858         0,023%         50           3         2,924         1,118         4,682         0,07%         49           4         3         2,924         1,118         4,082         0,07%         49           5         3,985         1,118         4,082         0,07%         49         46           5         3,085         1,187         4,082         0,07%         49         46           5         3,085         1,187         4,099         0,07%         46         46           5         4,085         1,187         4,099         0,07%         46         46           5         6         7         1,4976         1,757         2,733         0,13%         46         47           5         6         4,060         1,706         5,765         1,14%         47         47         47         47         47         47         47         47         47         47         47         47         47         47         47         47         47         47<			15,295	8,183	23,478	0.75%	49	310	13	241	30	91	95%
Section   1,168   3,588   0.05%   50     3	ייי		. UZE &	1.350	47.5	70 LC U	20		7		. 92	. 52	%56
3 2,924 1,1158 4,082 0,07% 49     3 2,907 1,192 4,099 0,07% 47     3 2,885 1,687 799 799 0,07% 47     4 3,085 1,687 7,757 22,733 0,13% 48     5 67 30 14,976 7,757 22,733 0,13% 48     5 68 66 4,060 2,563 1,120 2,563 1,120% 45     13 3,176 1,329 4,505 0,29% 45     15 3,187 1,329 4,505 0,29% 45     24 13 3,187 1,329 4,505 0,29% 45     24 15 3,187 1,438 5,022 3,11% 45     24 101 310 18,034 9,149 2,7,183 1,14% 45     25 24 86 3,587 1,404 4,991 1,44% 44     55 24 86 3,581 1,403 4,991 1,44% 44     55 24 86 3,581 1,403 4,991 1,44% 45     25 24 86 3,581 1,403 4,991 1,44% 45     25 24 86 3,581 1,403 4,991 1,44% 45     25 24 86 3,581 1,403 4,991 1,44% 45     25 24 86 3,581 1,403 4,991 1,44% 45     26 3,581 1,398 1,483 1,583 2,599% 47     27 3 3,381 1,398 1,483 1,594 1,5010,821 1,39% 48     28 3,417 1,394 5,211 3,03% 48     21,165 8,563 62,344 650,577 360,244 1,010,821 6,17% 48     21,160 8,563 62,344 650,577 360,244 1,010,821 6,17% 48     21,160 8,563 62,344 650,577 360,244 1,010,821 6,17% 48     28 3 4 5 4 4 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	60	San Maria	2,690	1,168	3,858	0.05%	50	54	1	233	32	48	97%
12	2,921	.3	2,924	1,158	4,082	0.07%	46	- 09	3	230	31	14	92%
65 67 30 14,976 7757 22,733 0.13% 48  65 67 30 14,976 7757 22,733 0.13% 48  239 94 66 4,060 1,706 5,766 1.149% 49  7 7 31 3,787 1,229 4,505 0.29% 42  43 3,587 1,494 5,081 0.80% 46  246 101 310 18,034 9,149 27,183 1.14% 46  248 129 111 4,464 1,583 836 836  248 129 111 4,464 1,591 1,403 4,991 1,44% 44  55 24 86 3,551 1,403 4,991 1,44% 44  30 3,351 1,399 5,093 1,129 6,603 1,85% 45  239 1,75 2,36 4,412 1,687 5,175 2,109% 47  239 1,75 2,36 4,412 1,561 5,973 1,50% 47  239 1,75 2,36 4,412 1,561 5,973 1,50% 47  239 1,75 2,36 4,412 1,561 5,973 1,50% 48  21,160 8,563 62,344 650,577 360,244 1,010,821 6,17% 48  Calls per FTE per Day	2,904	3	2,907	1,192	4,099	0.07%	47	62	T.	221	21	7	92%
Color   Colo	3,073		3,085	799	4,702 799	0.26%	46	- 22	2	225	30	75	95% 100%
239   94   66   4,060   1,706   5,756   1,14%   49     7			14,976	1,757	22,733	0.13%	84	309	m	230	28	35	%96
13   3,176   1,329   4,565   1,14%   49     13   3,176   1,329   5,081   0,619%   42     157   3,614   1,438   5,052   0,12%   45     157   3,614   1,438   5,052   0,169%   46     246   101   310   18,034   9,149   27,183   1,14%   46     248   129   111   4,464   1,539   5,063   1,85%   5,2     248   129   111   4,464   1,539   5,003   1,44%   4,591     25   24   86   3,551   1,403   4,991   1,44%   48     25   24   86   3,551   1,403   4,994   1,44%   4,8     239   175   236   4,412   1,394   5,175   2,09%   47     239   175   3,644   12,078   4,994   17,072   2,78%   50     1,055   674   1,398   78,824   38,719   117,572   2,78%   50     21,160   8,563   62,344   650,577   360,244   1,010,821   6,17%   48     21,160   8,563   62,344   650,577   360,244   1,010,821   6,17%   48     22,1160   8,563   62,344   650,577   360,244   1,010,821   6,17%   48     248			and the second s	563	563		Carlot W. Co. Benediction . Belleville		2				100%
The color of the	239		4,060	1,706	5,766	1.14%	49	82	28	240	28	92	85%
157   157	-		3,176	1,329	4,505	0.29%	42	7.5	10	577	87	51	91%
246 101 310 18,034 9,149 27,183 1.14% 46  246 101 310 18,034 9,149 27,183 1.14% 46  258 26 6003 1.85% 52  248 129 111 4,464 1,539 6,003 1.85% 52  258 24 86 3,551 1,404 4,991 1.44% 48  30 3,351 1,315 4,666 0.64% 48  712 712 712  712 712  713 407 18,441 8,636 27,077 1.50% 47  239 175 236 4,412 1,561 5,973 3.95% 54  239 175 474 12,078 4,994 17,072 2.78% 50  1,055 674 1,398 78,824 38,719 117,543 1.19% 48  21,160 8,563 62,344 650,577 360,244 1,010,821 6.17% 48  Calls per FTE per Pay			3,567	1 438	5,061	3 11%	45	77	46	229	28	236	85%
246   101   310   18,034   9,149   27,183   1.14%   46     256   248   129   111   4,464   1,539   6,003   1,85%   52     258   224   86   3,587   1,404   4,991   1,44%   48     259   224   86   3,581   1,404   4,991   1,44%   48     250   224   86   3,581   1,404   4,991   1,44%   4,864     250   224   86   3,488   1,687   5,175   2,09%   44     250   239   175   236   4,412   1,515   5,973   2,09%   47     239   175   236   4,412   1,364   5,211   3,03%   47     239   175   474   12,078   4,994   17,072   2,78%   50     239   234   2,824   38,719   117,543   1,19%   48     21,160   8,563   62,344   650,577   360,244   1,010,821   6,17%   48     24 15   24 15   24 15   24 15   24 15   24 15     24 15   24 15   24 15   24 15   24 15     25 15   25 15   25 15   25 15     25 15   25 15   25 15   25 15     25 15   25 15   25 15   25 15     25 15   25 15   25 15   25 15     25 15   25 15   25 15   25 15     25 15   25 15   25 15   25 15     25 15   25 15   25 15   25 15     25 15   25 15   25 15   25 15     25 15   25 15     25 15   25 15   25 15     25 15   25 15   25 15     25 15   25 15   25 15     25 15   25 15   25 15     25 15   25 15     25 15   25 15     25 15   25 15     25 15   25 15	3,554	43	3,597	1,783	5,380	0.80%	46	77	18	234	31	55	88%
246         101         310         18,034         9,149         27,183         1.14%         46           248         1.29         111         4,464         1,539         5.76         1.83%         5.2           255         24         86         3,551         1,404         4,991         1.44%         44           55         24         86         3,551         1,404         4,954         1.44%         44           1         1,08         3,581         1,687         4,954         1,44%         48           233         153         407         18,441         8,636         27,077         1.50%         47           239         1,75         236         4,412         1,584         5,175         2.09%         47           239         1,75         2,57         2,077         1.50%         47           239         1,75         1,394         5,117         3,03%         48           239         1,78         1,384         1,483         5,332         1,50%         47           239         1,412         1,483         5,332         1,50%         47           240         1,238         7,412	infolgraphs and a configuration of the configuratio	And the second s		836	836				7				100%
248         129         111         4,464         1,563         6,005         1.85%         52           55         24         86         3,587         1,404         4,991         1,44%         44           55         24         86         3,551         1,403         4,991         1,44%         44           55         24         86         3,551         1,403         4,954         1,74%         45           303         1,351         1,315         4,666         0.64%         48         48           108         3,483         1,687         5,175         2,09%         44         44           239         1,75         236         4,412         1,581         5,973         3,95%         54           239         1,75         234         1,394         5,211         3,05%         48           80         3,849         1,483         5,322         1,50%         47           239         175         47         1,2078         4,994         17,072         2,78%         50           1,055         674         1,398         78,824         38,719         117,543         1,19%         48           <			18,034	9,149	27,183	1.14%	46	387	23	232	90	152	88%
1,404   4,991   1,44%   44	370		7 4 6 4	5/6	5/6	70±8 F	CS		7	225	28.	.03	%00T
55   24   86   3.551   1,403   4,954   1.74%   45     30   3,351   1,315   4,666   0.64%   48     108   3,488   1,687   5,175   2.09%   44     1239   175   236   4,412   1,394   5,211   3.03%   48     1,055   674   1,398   78,824   38,719   117,543   1.19%   48     21,160   8,563   62,344   650,577   360,244   1,010,821   6.17%   48     Calls per FTE per Day	<b>X</b> + <b>Y</b>		3.587	1.404	4.991	1.44%	44	80	33	224	348	96	82%
303 3,351 1,315 4,666 0.64% 48  712 712  713 407 18,441 8,636 27,077 1.50% 47  239 175 236 4,412 1,551 5,973 3.95% 54  239 175 474 12,078 4,994 17,072 2.78% 50  1,055 674 1,398 78,824 38,719 117,543 1.19% 48  21,160 8,563 62,344 650,577 360,244 1,010,821 6.17% 48  Calls per FTE per Day			3,551	1,403	4,954	1.74%	45	77	43	239	44	146	78%
303 153 407 18,441 8,636 27,077 1.50% 44  239 175 236 4,412 1,551 5,973 3.95% 54  239 175 474 12,078 4,994 17,072 2.78% 50  1,055 674 1,398 78,824 38,719 117,543 1.19% 48  21,160 8,563 62,344 650,577 360,244 1,010,821 6.17% 48  Calls per FTE per Day			3,351	1,315	4,666	0.64%	48	69	14	236	31	69	%68
153   153   407   18,441   8,636   27,077   1.50%   47	3,380	108	3,488	1,687 712	5,175 712	2.09%	4	77	34 2	248	42	149	82% 100%
556         556           238         175         236         4,412         1,561         5,973         3.95%         54           158         3,817         1,394         5,211         3.03%         48           239         175         474         12,078         4,994         17,072         2.78%         50           1,055         674         1,398         78,824         38,719         117,543         1.19%         48           21,160         8,563         62,344         650,577         360,244         1,010,821         6.17%         48           Calls per FTE per Day			18,441	8,636	27,077	1.50%	47	387	30	236	35	118	84%
239 175 236 4,412 1,561 5,973 3.95% 54 158 3,817 1,394 5,211 3.03% 48 239 175 474 12,078 4,994 17,072 2.78% 50 1,055 674 1,398 78,824 38,719 117,543 1.19% 48 21,160 8,563 62,344 650,577 360,244 1,010,821 6.17% 48  Calls per FTE per Day	Control Contro		tendad (Cilvania), ada shira dalife sanidh fidar (said).	556	556		COMPONENT SACRAGE CONTRACTOR	No.	2	AND SECURITY OF THE PARTY OF TH	added (table and to be seen as a factor	Philipping Sed Samual State	100%
239 175 474 12,078 4,994 17,072 2.78% 50 1,055 674 1,398 78,824 38,719 117,543 1.19% 48 21,160 8,563 62,344 650,577 360,244 1,010,821 6.17% 48  Calls per FTE per Day	239		4,412	1,561	5,973 5,211	3.95% 3.03%	54 48	77.	. <b>61</b> 48	256 240	41	222	76%
239 175 474 12,078 4,994 17,072 2.78% 50 1,055 674 1,398 78,824 38,719 117,543 1.19% 48 21,160 8,563 62,344 650,577 360,244 1,010,821 6.17% 48 Calls per FTE per Day	3,769	80	3,849	1,483	5,332	1.50%	47	80	36	240	43	48	74%
1,055 674 1,398 78,824 38,719 117,543 1.19% 48 21,160 8,563 62,344 650,577 360,244 1,010,821 6.17% 48 Calls per FTE per Day	239		12,078	4,994	17,072	2.78%	20	234	47	246	41	152	78%
21,160 8,563 62,344 650,577 360,244 1,010,821 6.17% 48  Calls per FTE per Day			78,824	38,719	117,543	1.19%	48	1623	22	237	33	132	88%
			650,577	360,244	1,010,821	6.17%		12,198	85	264	47	316	75%
					Calls per FT	E per Day			Monthly Average	rerage			
Calls per FIE per Day 72					Calls per FTR	E per Day		72 Y	Year To Date Average	te Avera	ige		

### Revised 10/31/2011

## MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER September 2011

SERVICE LEVEL % of calls offered	76% 70% 100%	75% 100% 100%	62% 71%	69%	100%	74% 100%	73%	81%	7.7%	74%	100%	100,0	75% 100%	74%	88%	9306	%88	94%	100%	87%	100%	0.27	750	0.10%	87%	810%	2	%62	76%			
AVG S DELAY ABAND % of o	118 196	169	206 92	73		185	80	108	.0Z	.08	255	ſ	203	.51	121	47	34	34		117			00	20	77	127	ì	176	307			
		1	2	1		Н	Ţ	1		2	7	r	7		-					-	THE PROPERTY OF		2000 SECTION 110		100000000000000000000000000000000000000	,	•	-	(*)			
AVG NOT READY TIME	34	37	39	40	20	38	37	39	46	47		(	4	38	40	43	32	35		38		7	200	45	25	75	ŝ	33	46		rage	ı
AVG TALK TIME	240 245	242	270	253	057	254	256	244	259	284	750	Ċ	792	267	252	245	249	246		253	C+C	777	243	227	244	752	707	255	263	verage	ate Ave	
AVG SPEED OF ANSWER	54 93	68 2	124 46	67	2	62 2		32		86	, 25. , 4.	7 (	% ∾	64	23	0	16	7	2	25	7	00	/7		25	30	י ו	21	81	Monthly Average	Year To Date Average	
CALLS PER F.T.E.	82 84	166	80	80	08	320	81	76	75	72		1	3/8	78	71	89	69	89		355			74	67	77	376	ò	1596	13,789	76	72	
π. π.	47	45	48 49	45	\$	47	51	45	46	46	45	į	4	21	43	43	4	45		45		.;	17	, ,	44	5	}	45	48			
% ACR	2.87% 5.08%	3.73%	14.63%	3.89%	1.49%	5.56%	4.77%	1.49%	1.93%	6.95%	7.39%	,	4.42%	2.99%	1.14%	0.45%	0.84%	0.41%		1.21%		0.76.6	1.2370	2.0450 0 FF0/	1.26%	7 1 20%	2,10,00	3.44%	2.89%	E per Day	E per Day	
TOTAL INCOMING CALLS	5,780 6,118 904	12,802 446 786	6,830 5,646	5,471	780 780	25,467 581	6,149	4,838	5,074	5,456	5,788	000	28,/22 671	5.790	4,464	4.243	4,385	4,586	899	24,807	519	080'0	4,232	4,405	5,203	730 00	107/17	116,065	1,126,886	Calls per FTE per Day	Calls per FTE per Day	ı
TOTAL HANDLED BY AUTOMATION	1,776 2,270 904	4,950 446 786	1,996	1,669	780	9,171 581	1,709	1,332	1,510	1,753	2,096	000	9,81/	1.639	1,355	1,304	1,310	1,501	899	8,448	616	7007	1,140	1,009	1,100	7 552	1,004	39,938	400,182			
TOTAL OFFERED CALL CTR	4,004 3,848	7,852	4,834	3,802	5,604	16,296	4,440	3,506	3,564	3,703	3,692		18,905	4.151	3,109	2,939	3,075	3,085		16,359		4,035	0,004 0004	0000	3,471	16715	77/107	76,127	726,704			
CALLS	166 311	477	999	213	78	1,417	. 293	72	86	379	428	,	1,2/0	173	51	19	37	16		299	100	763	77	200	67	520	640	3,992	982'99			
SXCS			269	46		497	167	37	. 16	148	223	i	591	209	91	130	77	69		576		747	000	24	117	252	3	2,017	10,580			
CALLS ANSWERED ACT ACT I			236	38	37	461	301	59	. 38	189	381	9	268	295	129	125	86	84		719		C/T	//1	7,7	130	202	3	2,656	23,816			
CONTACT CENTER	3,838 3,537	7,375	3,330	3,505	3,481	13,921	3,679	3,338	3,412	2,987	2,660	,	16,0/6	3.474	2,838	2,665	2,875	2,913		14,765		5.421	0///2	2,007	3.153	15 275	10,424	67,462	625,972			
DATE	9/1/2011 <u>9/2/2011</u> 9/3/2011	WEEK 9/4/2011	9/6/2011	9/8/2011	9/9/2011 9/10/2011	WEEK 9/11/2011	9/12/2011	9/13/2011	9/14/2011	9/15/2011	9/16/2011	1107/11/6	WEEK 9/18/2011	1102/61/6	9/20/2011	9/21/2011	9/22/2011	9/23/2011	9/24/2011	WEEK	9/25/2011	3/20/201F	1102//2/6	9/20/2011	1102/62/6	WEEK	7 1 1	ΩŁW	ΥŦ			
	Thursday Friday Saturday	Sunday	Tuesday	Thursday	Friday Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	≎arni uay	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		Sunday	Monday	I desday	Wednesday	Friday	A STATE OF THE PARTY OF THE PAR						

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

AM and PM overtime offered to full time consultants.

## Activity Code Statistics Activity Code Summary 3rd Quarter 2011

		July 2011	1		August 2011	11	Š	September 2011	2011
		Average	Percent of		Average	Percent of		Average	Percent of
	Number	Talk Time	Activity-Code	Number	Talk Time	Activity-Code	Number	Talk Time	Activity-Code
Activity Code Type	of Calls	(seconds)	Calls	of Calls	(seconds)	Calls	of Calls	(seconds)	Calls
1 Service Order Initiation	4926	271	16 26%	5417	276	13 77%			15.82%
2 Day Agraements	2112		,	2819	2,2	7 17%	2474		•
3 Account Activity Verification	20498	221	v	27207	221	69.18%		38	Ψ
4 Payment Options	1363			1863	211	4.74%		217	
5 ABC	269			1146	198	2.91%		187	
6 High Bill Concerns	353			450	199	1.14%		236	
7 Energy Assistance	17			17	171	0.04%	33		0.08%
8 Gas Leak/Emergency	16		0.05%	23	220	0.06%			0.12%
9 Typing Request	8	113		11	176	0.03%	6		
10 MGE/SUG General Information	402	,,,,,,,	1.33%	351	197	0.89%	359		0.92%
11 Deposits	16	230	0.05%	18	197	0.05%	30		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)		7/7			9/7			7/7	
Total Calls Answered this Month	59233			77366			72135		
Percent Coded	51.1%			50.8%			54.1%		

2000	2001	2002	2003
January 6.84%	January 16.80% February 2.68%	January 15.75% February 7.22%	January 6.28% February 11.09%
February 7.51% March 6.65%	March 6.60%	March 3.05%	March 8.57%
YTD - Q1 6.99%	YTD - Q1 9.58%	YTD - Q1 8.67%	YTD - Q1   8.65%
April 3.46%	April 3.91%	April 2.25%	April 2.87%
May 2.21%	May 4.49%	May 0.74%	May 4.73% June 4.34%
June 1.60% YTD - Q1&2 4.99%	June 6.32% YTD - Q1&2 7.56%	June 0.14% YTD - Q1&2 5.17%	June 4.34%   YTD - Q1&2 6.46%
			[Like   14,000/]
July 1.95% August 4.57%	July 4.19% August 9.37%	July 0.19% August 0.28%	July 1.28% August 1.83%
September 6.38%	September 13.90%	September 0.50%	September 7.84%
YTD - Q1-3   4.82%	YTD - Q1-3   8.05%	YTD - Q1-3   3.84%	YTD - Q1-3   5.73%
October 4.84%	October 15.00%	October 5.43%	October 10.32%
November 5.56%	November 13.78%	November 7.83%	November 27.69%
December 16.34%	December 16.41%	December 6.32%	December 13.36%
Calendar Year 2000 6.08%	Calendar Year 2001 9.69%	Calendar Year 2002 4.48%	Calendar Year 2003 8.52%
Maximum Allowable 8.50%	Maximum Allowable 8.50%	Maximum Allowable 8.50%	Maximum Allowable 8.50%
2004	2005	2006	2007
January 24.03%	January 6.74% February 11.25%	January 10.10% February 20.04%	January 8.01% February 9.99%
February 28.31% March 26.69%	February 11.25% March 15.37%	March 11.79%	March 8.69%
YTD - Q1 26.39%	YTD - Q1 11.63%	YTD - Q1 14.22%	YTD - Q1 8.89%
April 29.93%	April 8.75%	April 7.63%	April 11.94%
May 6.72%	May 6.80%	May 1.91%	May 7.11%
June 4.31% YTD - Q1&2 21.75%	June 3.20% YTD - Q1&2 9.27%	June 0.81% YTD - Q1&2 9.54%	June 6.36% YTD - Q1&2 8.85%
July 0.77%	July 4.10% August 6.29%	July         4.42%           August         1.32%	July 3.72% August 3.13%
August 2.38% September 1.91%	August 6.29% September 3.40%	September 0.61%	September 5.39%
YTD - Q1-3   16.97%	YTD - Q1-3 8.02%	YTD - Q1-3 7.61%	YTD - Q1-3 7.58%
October 4.54%	October 8.80%	October 4.26%	October 6.40%
November 6.01%	November 8.41%	November 4.72%	November 6.45%
December 4.01%	December 7.32%	December 1.31%	December 1.58%
Calendar Year 2004 14.32%	Calendar Year 2005 8.06%	Calendar Year 2006 6.67%	Calendar Year 2007 6.98%
Maximum Allowable 8.50%	Maximum Allowable 8.50%	Maximum Allowable 8.50%	Maximum Allowable 8.50%
2008	2009	2010	2011
January 5.57% February 8.17%	January 6.51% February 15.15%	January 2.45% February 5.47%	January 8.48% February 10.79%
March 11.62%	March 7.43%	March 7.32%	March 9.11%
YTD - Q1 8.51%	YTD - Q1 9.84%	YTD - Q1 5.37%	YTD - Q1 9.48%
April 10.50%	April 6.19%	April 10.97%	April 7.41%
May 10.99%	May 2.07%	May 3.32% June 1.86%	May 6.37% June 2.19%
June 2.58% YTD - Q1&2 8.45%	June -1.34% YTD - Q1&2 6.92%	June 1.86% YTD - Q1&2 5.83%	YTD - Q1&2 7.56%
		July 2.85%	July 0.63%
July 1.03% August 3.47%	July 2.17%   August 1.48%	August 1.58%	August 1.19%
September 2.96%	September 0.84%	September 3.98%	September 3.44%
YTD - Q1-3 6.79%	YTD - Q1-3 5.40%	YTD - Q1-3   4.93%	YTD - Q1-3   5.89%
October 1.99%	October 8.43%	October 8.29%	October
November 3.35%	November 6.59%	November 14.26% December 7.17%	November December
December 3.57%	December 3.09%		
Calendar Year 2008 5.93%	Calendar Year 2009 5.59%	Calendar Year 2010 6.20%	Calendar Year 2011
Maximum Allowable 8.50%	Maximum Allowable 8.50%	Maximum Allowable 8.50%	Maximum Allowable 8.50%

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

2000	<b>2001</b> January 207	<b>2002</b> January 227	<b>2003</b> January 85
January         81           February         90           March         78           YTD - Q1         83	January         207           February         31           March         84           YTD - Q1         107	February 98 March 38 YTD - Q1 121	February 159 March 123 YTD - Q1 122
April       42         May       25         June       20         YTD - Q1&2       56	April       43         May       67         June       84         YTD - Q1&2       86	April         29           May         12           June         4           YTD - Q1&2         68	April         38           May         66           June         57           YTD - Q1&2         88
July         21           August         49           September         58           YTD - Q1-3         52	July         59           August         140           September         161           YTD - Q1-3         97	July         5           August         5           September         8           YTD - Q1-3         47	July         20           August         26           September         117           YTD - Q1-3         77
October49November49December200	October 200 November 161 December 264	October67November115December92	October162November489December220
Calendar Year 2000 64 Maximum Allowable 81	Calendar Year 2001 125 Maximum Allowable 75	Calendar Year 2002 58 Maximum Allowable 75	Calendar Year 2003 130 Maximum Allowable 75
2004         January       351         February       392         March       390         YTD - Q1       378	2005         January       59         February       94         March       145         YTD - Q1       103	2006         January       98         February       162         March       106         YTD - Q1       122	2007         January       62         February       92         March       77         YTD - Q1       77
April       406         May       76         June       44         YTD - Q1&2       277	April 84 May 58 June 31 YTD - Q1&2 83	April 79 May 30 June 14 YTD - Q1&2 84	April         104           May         82           June         69           YTD - Q1&2         82
July         11           August         27           September         20           YTD - Q1-3         191	July         29           August         38           September         45           YTD - Q1-3         70	July         58           August         17           September         9           YTD - Q1-3         69	July         47           August         33           September         62           YTD - Q1-3         72
October 37 November 46 December 34	October82November69December65	October 49 November 57 December 16	October 68 November 65 December 20
Calendar Year 2004 153 Maximum Allowable 75	Calendar Year 2005 71 Maximum Allowable 75	Calendar Year 2006 62 Maximum Allowable 75	Calendar Year 2007 67 Maximum Allowable 75
2008         January       65         February       85         March       127         YTD - Q1       92	2009         January       81         February       142         March       88         YTD - Q1       103	2010         January       23         February       71         March       94         YTD - Q1       66	2011         January       96         February       122         March       127         YTD - Q1       117
April       123         May       123         June       35         YTD - Q1&2       94	April       84         May       29         June       20         YTD - Q1&2       77	April       111         May       40         June       30         YTD - Q1&2       67	April       136         May       94         June       33         YTD - Q1&2       104
July         18           August         60           September         36           YTD - Q1-3         78	July         30           August         22           September         15           YTD - Q1-3         61	July         40           August         27           September         37           YTD - Q1-3         57	July         11           August         22           September         51           YTD - Q1-3         81
October 28 November 49 December 45	October92November68December32	October53November96December79	October November December
Calendar Year 2008 69 Maximum Allowable 75	Calendar Year 2009 62 Maximum Allowable 75	Calendar Year 2010 62 Maximum Allowable 75	Calendar Year 2011  Maximum Allowable 75

Personnel respon- complaints / inqui	sible for handling MoPSC ries	After hours contact personnel	Home	Cell
Shirley Bolden Rae Lewis Carlotta Roberts Juanita Stewart	(816) 360-5528 (816) 360-5759 (1st back-up) (816) 360-5556 (2nd back-up) (816) 676-6212 (3rd back-up)	Ron Crow Shirley Bolden	(816) 781-7954 (816) 795-6129	(816) 550-4792 (816) 560-1656
Customer service	management personnel			
Ron Crow	(816) 360-5504			

### 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.

Rochelle Robinson

(816) 360-5624

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
(448,482)	4,876	2,249,303
14,422	651	7,631,932
-	<u> </u>	1,024,556
•	- 1	1,891,148
23	4	•
(434,037)	5,531	12,796,938

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

	Y	ear to Date - C	<b>ລ</b> 1
	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
1,909,208	7,434	4,443,427
178,242	1,122	7,337,830
2,658	3	5,212,778
-	-	1,069,140
(2,630)	2	•
2,087,479	8,561	18,063,174

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

		June				
	Dollar amount written off	Number of accounts written off	Revenue			
RSM	2,780,425	13,260	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			
7,855,523	51,416	31,907,225			
687,491	5,969	42,604,673			
31,734	33	20,862,154			
(6,702)	-	10,285,675			
(2,079)	21	-			
8,565,967	57,439	105,659,728			

July					
Dollar amount written off	Number of accounts written off	Revenue			
1,664,389	10,159	6,076,163			
46,738	930	3,382,336			
3,404	3	1,863,152			
185	1	930,265			
•	•	-			
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	- 1	-	664,919	
Non-Service	(3)	1	-	
Total	1,289,678	13,951	10,706,463	

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

Year to Date - Q1 - Q3					
Dollar amount written off	Number of accounts written off	Revenue			
11,115,499	85,190	49,042,962			
763,043	9,251	52,448,755			
44,319	53	26,162,250			
(6,702)	2	12,540,183			
(1,764)	24	-			
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		

	Decembe	r
Dollar amount written off	Number of accounts written off	Revenue

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

<sup>\*\*\*</sup>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** 

Version 4.0

Results Queue

Generated on:

10/19/2011 16:17:32

Calls presented with Return Call & Hold options					calls presente	diwith Return	Callionly	
RC & Hold	Return	%		%	Return Calls			
Options Calls	Calls	Return	Hold	Hold	Only			After
		Calls				VirtualQ	DateBook	Hours
5,434	3,062	56.3%	2,372	43.7%	0	0	0	0

Return Call Results by	Type Summa	ry - All Return Calls	is the sum of Retu	m Calls and the I	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	Saved Minutes Summary Only VirtualQueue and VirtualQueue via Web Reconnect calls
	Reconnections

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts	
Totai	2,831	2,547	217	54	13	Successful Reconnect 2,825
Virtual Queue	2,825	2,542	217	53	13	Total Saved Minutes 9,254
VirtualQueue via Web	0	0	0	o	0	Average Saved Minutes /
Subtotal • A	2,825	2,542	217	53	13	Return Call 3
Appointment	6	5		,	0	Total Pollar Sayings @
Appointment via Web	o	0	0	0	0	0.02 (\$/minute) \$185.08
Subtotal • B	6	5	0	1	0	Average Dollar Savings / Return Call \$0.10

221113 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	Charles Communication	
CALL THE CAL		
	same morning to the same of th	

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%	2,790	00:00:15	00:00:21

Return Call - Hold Time Summary



7/31/2011 23:59:59

Dates: 7/1/2011 00:00:00 thru

**Executive Summary** 

Results

Version 4.0

Queue

Generated on:

10/19/2011 16:17:32

0.0%

6

100.0%

En\_Combo

	•		F11_	Compo				
Calls presented w	vith Return Call & I	Holdloptions		Calls pre	sented with Re	eturn Call op	ition only	
RC & Hold	Return %	<b>3</b>	•	% Return				
Options Calls	Calis Return	n Ho	id Ho	ld Calls	i			***
	Calls	s ·		Only	VirtualQ	Date		fter ours
5,415	3,048 56.3%	2,36	57 43.7	% 0	0		0	0
Return Call Resul	ts by Type Summa	ry - AlliReturn Gal	lsisthe sum of R	eturn Calls and the	Return CalliOnly fic	elīje		
	Ali	Successful	%	%	%	%	% Call Event	%
	Return	Reconnect	Successful	Connected	Cancelled	Abandon	Not	Unsuccessful
	Calis		Reconnect	to an Agent			Received	
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 Recon	nect by Type Sumr	mar <b>y</b>	255 di		Only Virtua	i <b>nutes Sumn</b> IQueue, Virtual Reconnect calls	Queue via Web a	nd Carlos III
	Successful Reconnect	1st Attempt	2nd Attempt Att	3rd 4 or More empt Attempts				
Total	2,817	2,535	215	54 13	Successful	Reconnect		2,811
VirtualQueue	2,811	2,530	215	53 13	Total Saved	l Minutes	ga ja Parkela ya e	9,254
VirtualQueue via Web	0	0	0	0 0		ved Minutes /		
Subtotal • A	2,811	2,530	215	53 13	Return Cali			3
Appointment	6	5	.:	1 0	Total Dollar			\$185.08
Appointment via Web	0	0	0	0 0	0.02	(\$/minute	e)	\$182.08
Subtotal • B	6	5	0	1 0	Average Do Return Call	llar Savings /		\$0.10
Callback Double (	Check Symmary				Return C	alli-HoldiTir	ne Summary	
Total CBDC Calls	% Kept Original Cali	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected t	to	Median	Average

0.0%

2,776

00:00:15

00:00:21

0.0%



Dates: 7/1/2011 00:00:00

0

0.0%

0.0%

thru

7/31/2011 23:59:59

**Executive Summary** 

Version 4.0

Results Queue

Generated on:

10/19/2011 16:17:32

Sp\_Main

		& Hold options			Callspres	ented with Re	turn Call o	otion only	
RC & Hold Options Calls 9	c	% urn alls	Hoid 1	% Hold 11,1%	Return Calls Only 0	VirtualQ 0	Dat		After Cours O
-									
Return Call Result	s by Type Sumi	mary = All Return (	Calls is the sun	nof Return (	alls and the Re	tum Call Only fie	lds	%	
	A	II Successf	ul	%	%	%	%	Call Event	%
	Retur	n Reconne	ct Succ	essful	Connected	Cancelled	Abandon	Not	Unsuccessful
	Cali	ls	Reco	nnect	to an Agent			Received	
Total		8	8 10	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
VirtualQueue		<b>8</b>	8 1	00.0%	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%
						11(014(011(01(01))	econnect calls		
	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts				
Total						Successful F			8
	Reconnect	Attempt	Attempt	Attempt	Attempts		econnect	g sa ka a sa s	8
VirtualQueue	Reconnect 8	Attempt 6	Attempt 2	Attempt 0	Attempts 0	Successful F	econnect Minutes		
VirtualQueue	Reconnect 8	Attempt 6	Attempt 2	Attempt 0	Attempts 0	Successful F	econnect		
VirtualQueue VirtualQueue via Web	Reconnect 8	6 6 0	Attempt  2  0	Attempt 0 0 0 0	Attempts 0 0 0 0 0	Successful F Total Saved Average Sav	econnect Minutes ed Minutes /		s
VirtualQueue VirtualQueue via Web Subtotal • A	Reconnect 8 8 0	6 6 0 6	Attempt  2  0  2	0 0 0	Attempts  0 0 0 0 0	Successful F Total Saved Average Sav Return Call	econnect Minutes ed Minutes /		s
/irtualQueue /irtualQueue via Web Subtotal • A Appointment	8 8 0	6 0 6	2 2 0 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Attempt  0  0 0 0 0	Attempts  0 0 0 0 0	Successful F Total Saved Average Sav Return Call Total Dollar 0.02	econnect Minutes ed Minutes / Savings @		0
VirtualQueue VirtualQueue via Web Subtotal • A Appointment Appointment via Web	8 8 0 0 0 0 0	6 0 6	2 2 0 2 2 0 0 0 0	Attempt  O  O  O  O  O  O  O  O  O  O  O	0 0 0 0	Successful F Total Saved Average Sav Return Call Total Dollar 0.02 Average Dol Return Call	econnect Minutes  ed Minutes /  Savings @  (\$/minute		\$0.00

0.0%

00:00:20

00:00:33

0.0%



Dates: 7/1/2011 00:00:00

thru

7/31/2011 23:59:59

### **Executive Summary**

Generated on:

10/19/2011 16:17:32

Calls presented with Return Call & Hold options

Sp\_ServiceOrder

Results Queue

Calls presented with Return Call option only

Version 4.0

RC & Hold	Return	%			%	Return				
Options Calls	Calls	Return	3	lold	Hold	Calls			4.6	ter
		Calis				Only	VirtualQ	Datei		urs
10	6	60.0%		4	40.0%	0	0		0	0
Relum Call Result	siby Types	Summar	y = AlliRetom C	alls is the	sum of Retu	n Calls and the R	etum Call Only fi	elds	en e	1
					•	%	•	0,4	%	%
		All	Successfo		%	Connected	% Cancelled	% Abandon	Call Event	% Unsuccessful
		Return Calls	Reconnec		uccessful econnect	to an Agent	Canceneu	Abandon	Not Received	Olisuccessiui
		Calls			econnect				Received	***
Totai		6		6	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
VirtualQueue		6	tras critical	6	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
VirtualQueue via Web		0		c	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment		0	i territoria	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%
	Succes: Reconn		1st Attempt	2nd Attempt		rd 4 or More pt Attempts				
Total		6	6	0		0 0	Successful	Reconnect		6
VirtualQueue		6		Section 1						
VirtualQueue via Web		O	6	. 0		0 0	Total Saved	Minutes	erg ends er eine filme	
		0	0	0		o o			ng new ann an an	
Subtotal • A			6					ved Minutes /	eg esta escenti e e	0
		0	6 0 6	0		0 0	Average Sa Return Call	ved Minutes /		
Appointment		0	6 0 <b>6</b>	0 •	+4+	o o	Average Sa	ved Minutes /		
Appointment		0 6 0	6 0 6	0 • • • o	4 N 4	0 0 0 0	Average Sa Return Call Total Dollar 0.02	ved Minutes /		
Appointment Appointment via Web Subtotal • B	heckSumn	0 6 0 0	6 0 6	0 0 0	4 N 4	0 0 0 0 0 0 0 0 0 0	Average Sa Return Call Total Dollar 0.02 Average Do Return Call	ved Minutes / Savings @ (\$/minute)		0 \$0.00
Appointment Appointment via Web Subtotal • B Gallback Double G		0 6 0 0 0	6 0 6 0 0	0 0 0		0 0 0 0 0 0 0 0 0 0 0 0 0	Average Sa Return Call Total Dollar 0.02 Average Do Return Call Return G	ved Minutes / Savings @ (\$/minute) Illar Savings /		0 \$0.00
Appointment Appointment via Web Subtotal • B	Sheck(Sumn % Kept Orlginal Call	0 6 0 0	6 0 6	0 0 0	4 N 4	0 0 0 0 0 0 0 0 0 0	Average Sa Return Call Total Dollar 0.02 Average Do Return Call	ved Minutes / Savings @ (\$/minute) Illar Savings /		0 \$0.00



Dates: 8/1/2011 00:00:00

20

45.0%

50.0%

8/31/2011 23:59:59

### **Executive Summary**

Version 4.0

Results

Generated on:

10/19/2011 16:20:01

Queue

Calls presented w	ith Return Call &	Hold options			Galls pres	ented with Re	turn Gall or	ıl <b>y</b> /	
RC & Hold Options Calls	Return 9 Calls Retur		Hold	% Hold	Return Cal On		Date	eBook	After Hours
10,941	6,678 61.09	/o 4	,263	39.0%	0	0		0	0
Return Call Result	elhv Tvna Summ	arsv - Alli Deturni	Galleis Hiersin	n of Return (	alls and the Re	turn Gall Only tie	life =		201
								%	
	All Return	Successfo Reconnec		% essful	% Connected	% Cancelled	% Abandon	Call Event Not	% Unsuccessful
	Calls	Reconnec		onnect	to an Agent	Cancened	Abandon	Received	onsuccessiai
Total	6,678	6,14	7	92.0%	90.5%	0.8%	0.7%	0.0%	8.0%
VirtualQueue	6,644	6,12	<b>:i</b>	92.1%	90.6%	0.8%	0.7%	0.0%	7.9%
VirtuaiQueue via Web	O		0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	34			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	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts	Only Virtual Reconnect o		tualQueue yia	Web
Total	6,147	5,423	550	148	26	Successful F	Reconnect		6,121
VirtualQueue	6,121	5,403	 547	145	26	Total Saved	Minutes		49,203
VirtualQueue via Web	0	0	o	0	0	Average Sav	red Minutes /		
Subtotal • A	6,121	5,403	547	145	26	Return Call			8
Appointment	26	20	3 ·	· · · · 3	· · · · · · · · · · · · · · · · · · ·	Total Dollar	Savings @		
Appointment via Web	0	0	0	0	0	0.02	(\$/minute	)	\$984.06
Subtotal • B	26	20	3	3	0	Average Doi Return Call	lar Savings /		\$0.20
Callback Double C	heck Summary					Return Ca	il)= Holdith	ne Summar	Y por money
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfe		% Cancel Original and Disconnect	Connected to	0	Median	Average

5.0%

6,044

0.0%

00:00:17

00:00:22



8/31/2011 23:59:59

Dates: 8/1/2011 00:00:00 thru

**Executive Summary** 

Results Queue

Generated on:

10/19/2011 16:20:01

45.0%

20

50.0%

En\_Combo

Version 4.0

Calls presented w	ith Return Ca	III & Hold o	itions		Callspre	sented with Re	turn Gallo	ption only	PK H
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	f Calls Only	VirtualQ	Dat	eBook j	After Hours
10,903	6,656	61.0%	4,247	39.0%	, 0	0		0	0
Return Call Result	ts by Type Su	mmary - All	Return(Callsiis)	he sum of Ret	um Calls and the A	Ceturn Call Only fre	lläs		
			Guccessful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total		5,656	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 Recon	Successfu Reconnec	ıl		≥nd npt Atte	3rd 4 or More mpt Attempts		Queue, Virtua Reconnect call	llQueue via Web S	and
Total	6,12	6 5,4	104 .	i48	148 26	Successful i	Reconnect		6,100
VirtualQueue	6,10	0 5,	384		145 26	Total Saved	Minutes	ed Arthur Arroll	49,202
VirtualQueue via Web	•	0	0	0	0 0		red Minutes /		8
Subtotal • A	6,10				145 26	Return Call			
Appointment	2	6	20	3	3 0	Total Dollar 0.02	Savings @ (\$/minut		\$984.04
Appointment via Web	•	0	0	0	0 0	0.02	(\$/minut	e)	7
Subtotal • B	2	6	20	3	3 0	Average Do Return Call	lar Savings /		\$0.20
Callback Double C	heck Summa	₩.	AT A STATE OF			Rejurn C	ill=Hold:Ti	me Summary	
Total CBDC Calls	% Kept Original Cali	% Xfe	er to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected t an Agent	o	Median	Average

0.0%

6,023

00:00:17

00:00:22

5.0%



8/31/2011 23:59:59

Dates: 8/1/2011 00:00:00

**Executive Summary** 

Version 4.0

thru

Results Queue

Generated on:

10/19/2011 16:20:01

Sp\_Main

Callsipresentediw	ith Return Ca	II & Holdlopti	0))19	100	Callspre	sented with Re	kum@illop	tion only	
RC & Hold	Return	%		%	Return				
Options Calls	Calis F	Return	Hold	Hold	Calis			Af	ter
		Calis			Only	VirtualQ	Date	Book Ho	urs
26	17 6	55.4%	9	34.6%	0	0		0	0
Return Gall Result	tsiby/Type/Sur	mma <b>ry</b> – All Re	tum Calls is ti	ne sum of Retu	ım Calls and the F	Return Call Only fre	elds	9/6	
		All Suc	cessful	%	%	%	%	Call Event	%
	Rel		onnect	Successful	Connected	Cancelled	Abandon	Not	Unsuccessful
	C	Calls		Reconnect	to an Agent			Received	
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 Recon	Successful Reconnect	I 1si			Brd 4 or More	Оліу Virtua	nutes Summ Queue, Virtual teconnect calls	Queue via Web ar	id,
Total	16	5 15		1	0 0	Successful I	Reconnect		16
VirtualQueue	16	i 15	* * * * * * * * * * * * * * * * * * * *		0 0	Total Saved	Minutes	the service of the	*************** <b>£</b>
VirtualQueue via Web	d	0		0	0 0	A Ca.	and the start of		
Subtotal • A	16	; <b>1</b> 5	1	1	0 0	Return Call	ed Minutes /		0
Appointment	0		1 15 1		0 0				
Appointment via Web	0	) (		0	0 0	Total Dollar 0.02	\$avings @ (\$/minute	<b>)</b>	\$0.02
Subtotal • B	o	) 0		0	0 0	Average Dol Return Call	llar Savings /		\$0.00
Callback Double G	heck(Summar	<b>y</b>		- 18 S (			all Hold Tin	ne Summary	
Gallback Double (C Total CBDC Calls	heck(Summat % Kept Original Call	S <b>y</b> % Xfer t		% Xfer to Hold	% Cancel Original and Disconnect			ne Summary Median	Average



Dates: 8/1/2011 00:00:00

thru 8/31/2011 23:59:59 **Executive Summary** 

Results

Generated on:

RC & Hold

12

**Options Calls** 

Total

VirtualQueue

**Appointment** 

VirtualQueue via Web

Appointment via Web

10/19/2011 16:20:01

Return

Successful Reconnect by Type Summary

Callback Double Check Summary

Calls

5

Calls presented with Return Call & Hold options

%

Hold

7

Successful

Reconnect

5

5

0

0

Return

41.7%

ΑII

Return

Calls

5

0

Calls

Sp\_ServiceOrder

Queue Calls presented with Return Call option only Return % Hold Calls After Only VirtualQ DateBook Hours 0 58.3% Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields 0/0 % % % Call Event % Connected Successful Cancelled Abandon Not Unsuccessful to an Agent Reconnect Received 0.0% 0.0% 0.0% 0.0% 100.0% 100.0% 0.0% 100.0% 100.0% Saved Minutes Summary Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Return Call - Hold Time Summary

Version 4.0

	Successful Reconnect	1st Attempt	2nd Altempt	3rd Attempt	4 or More Attempts	
Total	5	4	1	0	0	Successful Reconnect 5
VirtualQueue	5	4	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	v v o	* * * * * * * * * * * * * * * * * * *	Total Saved Minutes 0
VirtualQueue via Web	0	0	0	0	0	
Subtotal • A	5	4	1	0	O	Average Saved Minutes / Return Call 0
Appointment	0	**************************************		0		Total Dollar Savings @ 0.02 (\$/minute) \$0.00
Appointment via Web	0	0	0	o	0	0.02 (\$/minute) \$0.00
Subtotal • B	0	0	0	0	0	Average Dollar Savings / Return Call \$0.00

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



Dates:

9/1/2011 00:00:00

thru

9/30/2011 23:59:59

Executive Summary Results

Version 4.0

Queue

Generated on:

10/19/2011 16:22:13

Calls presented	with Return	(Call)&(Hold	loptions		Calls presente	d with Return	Callionly_	
RC & Hold	Return	%		%	Return Calls			
Options Calls	Calls	Return	Hold	Hold	Only			After
		Calls				VirtualQ	DateBook	Hours
33,021	21,053	63.8%	11,968	36.2%	0	0	0	0

Return Gall Results by	Type Summa	ry - All Return Callsif	sthe sum of Retur	n Calls and the Retu	ım Call Only fic	ilds	%	No. 10 September 1985
	All Return Calis	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 vla Web	0	o	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	Saved Minutes Summary Only VirtualQueue and VirtualQueue via Web Reconnect calls
	Accommons and

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts	
Total	19,050	16,569	1,773	556	152	Successful Reconnect 18,954
VirtualQueue	18,954	16,498	1,754	550	152	Total Saved Minutes 321,522
VirtualQueue via Web	0	0	0	0	0	Average Saved Minutes /
Subtotal • A	18,954	16,498	1,754	550	152	Return Call 17
Appointment	96	, ''' <b>71</b>	19	6	0	Total Dollar Savings @
Appointment via Web	0	0	o	0	0	0.02 (\$/minute) \$6,430.44
Subtotal • B	96	71	19	6	0	Average Dollar Savings / Return Call \$0.30

Callback Double Check Summary	
Callback Double Check Summary	
	Secretary Secretary

Average	Median	Connected to an Agent	% Cancel Original and Disconnect	% Xfer to Hold	% Xfer to Top	% Kept Original Call	Total CBDC Calls
00:00:22	00:00:17	18,613	1.7%	2.6%	31.0%	64.7%	116

Return Call - Hold Time Summary



9/30/2011 23:59:59

Dates: 9/1/2011 00:00:00 thru

**Executive Summary** 

Results

Version 4.0

Queue

Generated on:

10/19/2011 16:22:13

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Generated on:	10/19/2011 1	0:22:13			En_C	com	DO				
Calls presented	l with Retu	rn Call & H	old option	าร	Ti de la companya de		Calls pres	entediwithiRe	lturn Call op	tion only	
RC & Hold	Return	%			9/	6	Return				
Options Calls	Calls	Return		Hold	Hold	ď	Calls			A	fter
		Calis					Only	VirtualQ	Date		ours
32,863	20,969	63.8%		11,894	36.2%	6	0	0		0	0
Return Call Res	sults by Ty	ye.Summar	<b>y</b> - All Retu	m Calls is th	e sum of Re	tum@	alls and the R	eturn Gall Only fie	(ds		off on a constant of the second
		All	Succe	ssful	%		%	%	%	% Call Event	%
		Return	Recon	nect	Successful		Connected	Cancelled	Abandon	Not	Unsuccessful
		Calls			Reconnect		to an Agent			Received	
Total		20,969	18	3,976	90.5%		88.4%	1.2%	0.9%	0.0%	9.5%
VirtualQueue		20,849	18	3,880	90.6%		88.5%	1.2%	0.9%	0.0%	9.4%
VirtualQueue via W	eb	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 Wo	eb	0		0	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%
		ccessful connect	1st Attempt	2. Attem	nd pt Atte	3rd empt	4 or More Attempts		Queue, Virtual leconnect calls	Queue via Web a	ind
Total		18,976	16,507	1,7		553	152	Successful R	teconnect		18,880
VirtualQueue		18,880	16,436	1,7	45	547	152	Total Saved	Minutes	ing Server A. W.	321,496
VirtualQueue via W	eb	0	0		0	0	0	Augrang Sau	ed Minutes /		
Subtotal • #	4	18,880	16,436	1,7	45	547	152	Return Call	eu rinutes /		17
Appointment		96	·	1 1	19	6	. oʻ	Total Dollar	Savings @	Teanglas	
Appointment via We	eb	0	0		0	0	0	0.02	(\$/minute)	)	\$6,429.92
Subtotal • I	В	96	71		19	6	0	Average Dol Return Call	lar Savings /		\$0.30
Gallback(Double	⊋ <b>G</b> heek€Sü	nim <b>ary</b>			46.7/86	4000.00		Return Ga	ill – Hold Tin	ne Summary	
Total CBDC Calls	Orig	Kept inal Call	% Xfer to Top	Q	% Xfer to Hold		% Cancel Original and Disconnect	Connected to an Agent	o	Median	Average

2.6%

31.0%

64.7%

116

1.7%

18,544

00:00:17

00:00:22



Dates: 9/1/2011 00:00:00

thru

9/30/2011 23:59:59

**Executive Summary** 

Version 4.0

Results Queue

Generated on:

10/19/2011 16:22:13

0.0%

0.0%

Sp\_Main

Calls presented w	ith Return Call	& Hold option	<b>S</b>		Calls pres	sented with Re	turn Call op	tionionly	
RC & Hold	Return	%		%	Return				
Options Calis		urn	Hold	Hold	Calls			Ai	iter
	C	alls			Only	VirtualQ	Đate	Book Ho	ours
61	26 42.	6%	35	57.4%	0	0		0	0
Return Call Result	- I' - <del>-</del>	-vvic All D-1	escelles (ellesse		callo andulsa n	atura Calkoah Ka			
Reconnecting		HEI V = Allinguu	meaisisines	umontaum	cans and the R	eturn camoniyile	(05)	%	
	A	II Succes	ssful	%	%	%	%	Call Event	%
	Retur	n Recon	nect Su	ccessful	Connected	Cancelled	Abandon	Not	Unsuccessful
	Cal	ls	Re	connect	to an Agent			Received	
Total	2	?6	23	88.5%	80.8%	0.0%	7.7%	0.0%	11.5%
VirtualQueue	2	16 · · · · · · · · · · · · · · · · · · ·	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 Reconi	Gectally Type, Su Successful Reconnect	mmary 1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts	Only Virtual	iutes Summ Queue, Virtual econnect calls	Queue via Web a	nd
Total	23	19	3	1	Ó	Successful R	econnect		23
VirtualQueue	23	19	· : ·. ·	1	·	Total Saved	Minutes	e garage a la la la	10
VirtualQueue via Web	0	0	0	0	0				
Subtotal • A	23	19	3	1	0	Average Sav Return Call	ed Minutes /		0
	0		· · · · · · · · · · · · · · · ·	. 0	0				
Appointment		_	-			Total Dollar : 0.02	Savings @ (\$/minute		\$0.20
Appointment via Web	0	0	0	0	0	***-	(77	•	
Subtotal • B	0	0	o	0	0	Average Doll Return Call	ar Savings /		\$0.00
Callback Double G	heck Summary					Return Ga	II – Hold Tin	ne Summary	
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% X	fer to Hold	% Cancel Original and Disconnect	Connected to an Agent		Median	Average

0.0%

21

00:01:55

00:02:00

0.0%



Dates: 9/1/2011 00:00:00

0

0.0%

0.0%

thru

9/30/2011 23:59:59

**Executive Summary** 

Results

Version 4.0

Queue

Generated on:

10/19/2011 16:22:13

### Sp\_ServiceOrder

Galls presented w	ith Return	(Galli&iHt	old options			Calls pres	ented with R	eturn Gallo	ption onl <b>y</b>	30 (240 - 50 ) 30 (240 - 50 )
RC & Hold Options Calls	Return Calls	% Return Calls		oīd	% Hold	Return Calls Only	VirtualQ	Q Dat		After
97	58	59.8%		39	40.2%	0	C	)	0	0
Return Call Resul	ts by Type	Summar	y - AlliReturn <b>re</b>	alls is the su	im of Return	Galls and the R	eturn Call Only f	le ds		
		All Return Calls	Successfu Reconnect	t Suc	% ccessful connect	% Connected to an Agent .	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total		58	51	L	87.9%	82.8%	0.0%	5.2%	0.0%	12.1%
VirtualQueue		58	51 51	re siii	87.9%	82.8%	0.0%	5.2%	0.0%	12.1%
VirtualQueue via Web		0	c	)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment		0	Ċ	)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web		0	c	)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Successful Recon	nectiby Ty Succe		ary 1st	<b>2</b> nd	3rc	4 or More	Only Virtu	inutes Sumi alQueue, Virtua Reconnect call	lQueue via Web a	ınd
	Recor		Attempt	Attempt	Attemp	<del></del>				
Total		51	43	6		2 0	Successful	Reconnect		51
VirtualQueue		51	43	6	. 2	2 0	Total Save	d Minutes		16
VirtualQueue via Web		0	0	0	C		Average Sa Return Cal	aved Minutes /		0
Subtotal • A		51	43	6	2					
Appointment		0	0	0	C		Total Dolla 0.02	r Savings @ (\$/minut		\$0.32
Appointment via Web										
Subtotal • B		0	0	0	0	0	Average Do Return Cal	ollar Savings / I		\$0.00
Callback Double C	heck Sum	nany	<u> </u>	uti. N			Return C	all≃Hold πi	me Summary	
Total CBDC Calls	% Kep Origina Ca	sl .	% Xfer to Top	% Xf	er to Hold	% Cancel Original and Disconnect	Connected an Agent	to	Median	Average

0.0%

48

00:01:34

00:02:02

0.0%

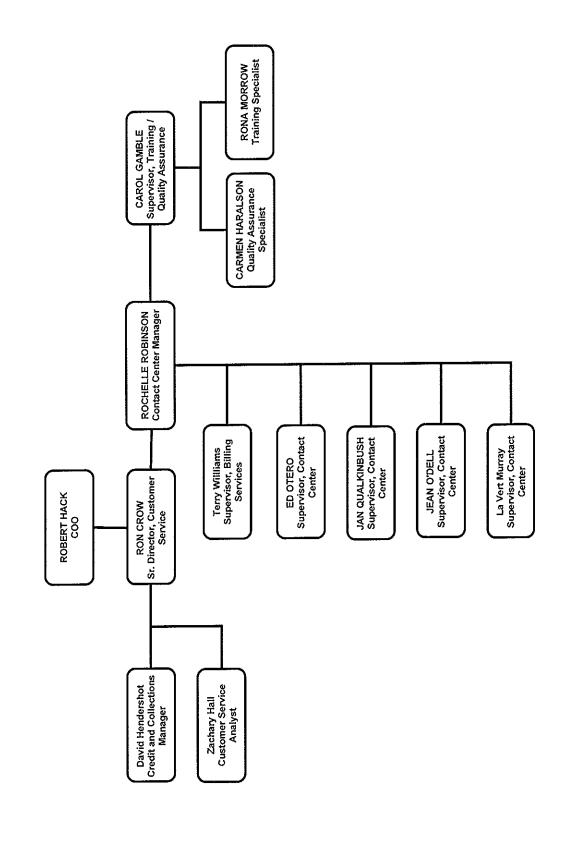
### **MoPSC Inquiries/Complaints**

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

<sup>\*</sup> 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	gn/New	August	August	Term/Resign/New	ign/New	September	September
	Full Time	Part Time	FT PT	Full Time	Part Time	FF	PT	Full Time	Part Time	냂	PT	Full Time	Part Time
Director		0		~	0			1	0			1	0
Manager	2	0		2	0			2	0			2	0
Supervisor	9	0		9	0			9	0			9	0
Administrative Assistant	Solverson Figure 1982 Sept	O		1	0			1	0			1	0
Analyst		0		1	0			1	0			ζ	0
Trainer	70 CO	0		1	0			1	0			-	0
Quality Assurance	Appropriate Company	0		1	0			1	0			-	0
Loss Prevention Investigator	98 (100 to 00 to 100 to	0		0	0			0	0			0	0
Contact Center	29	30		29	30			29	30		7	29	29
Training Class		0		0	0			0	0			0	0
Billing Services	્ર 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 Disibality	2	0		2	0			2	0			2	0
TOTAL		32		2.0	32			20	32			7.0	31
GRAND TOTAL	<b>F</b>	102			102	(2) (2) (2) (3) (3) (4) (4) (4) (4) (4) (4) (4) (4) (4) (4	SANCTONIC N	) [ ]	102		900 (Up)	A	<b>101</b>

### 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
							1			
Location:										
JOPLIN, MO	9									9
MONETT, MO	0									0
Region Total:	9	0	0	0	0	0	0	O	0	9
YEAR-TO-DATE TOTALS	15		0	0			0	0	0	15
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months		7 months	8 months	6 months 7 months 8 months 9+ months	Grand Total
Location:										
INDEPENDENCE, MO										0
WARRENSBURG, MO										0
KANSAS CITY, MO	4									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	-	· -	0	0	0	0	0	39

# ESTIMATED METER SUMMARY FOR AUG-11

RE: SOUTHERN REGION	1 month   2 r	months	3 months 4 m	4 months 5 n	5 months	6 months	7 months 8	8 months 9+ months		Grand Total
The second secon										
Location:										
JOPLIN, MO	7		-							4
MONETT, MO	0									0
and,										
Region Total:	7	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 i	months	3 months 4 m	4 months 5 r	5 months	6 months	7 months	8 months 9+ months		Grand Total
Location:										
INDEPENDENCE, MO										0
WARRENSBURG, MO								<u> </u>		0
KANSAS CITY, MO	2				1					9
LEE'S SUMMIT, MO	2									2
ST. JOSEPH, MO										0
KANSAS CITY NORTH	2									2
The state of the s										
Region total:	6	0	0	0	1	0	0	0	0	10
YEAR-TO-DATE TOTALS	44	2	1	<u></u>	~	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	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	ε									3
MONETT, MO	0									0
Region Total:	3	0	0	0	0	0	0	0	0	ဇ
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	_								12
LEE'S SUMMIT, MO	-									
ST. JOSEPH, MO	0									0
KANSAS CITY NORTH	7									
Region total:	13	~	0	0	0	0	0	0	0	14
YEAR-TO-DATE TOTALS	29	3	Ļ	1	1	0	0	0	0	63

### **List of Customer Pay Station Locations**

PAY STATIONS November 7, 2011

۵	Store Name	Address1	City	State	Zip	Phone	nours
Н	CITY OF INDEPENDENCE	11610 E TRUMAN RD	INDEPENDENCE	MO	64050	816-325-7930	M-F 8-5
	UNITED MISSOURI BANK	3601 MITCHELL	ST. JOSEPH	OM	64507	816-233-8284	M-Th 9-5 F 9-6
	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	OΜ	64801	417-782-6002	M-SUN 7-9
9011	Apple Market	1215 E 47th	Kansas City	OΜ	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 £. 50 Terrace	Kansas City	Θ	64130	816-921-1212	M-SUN 7-9
9962	Blue Parkway Sun Fresh	4209 E. 50 Terrace	Kansas City	OΜ	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	ΟM	64804	417-624-7720	M-Th & Sun 6am-midnightFri & Sat 6am to 1am
9481	Hy-Vee #1033 - Blue Springs	601 Southwest US Highway 40	Blue Springs	ΘM	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 8-8:30
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	65625	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	ΟW	65708	417-236-2800	8:00-8:00
9711	Sack N' Save	4913 Lake Ave.	St. Joseph	МО	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-5 7-10 SU 7-9
9161	Woods Supermarket	1305 SR-32	FI Dorodo Carings	3	74747	1	
		20	יין רסימיט טאווואט	2	4/4	41/-8/6-2831	7:00-7:00

### Percent of Service Appointments Kept

### Missouri Gas Energy Percent of Service Appointments Kept

2005 January through March Quarter 1	April through June Quarters 1 & 2	July through September Quarters 1, 2 & 3	October through December Calendar Year 2005	2008 January through March Quarter 1	April through June Quarters 1 & 2	July through September Quarters 1, 2 & 3	October through December Calendar Year 2008	2011 January through March Quarter 1	April through June Quarters 1 & 2	July through September Quarters 1, 2 & 3
% Kept 89.28% 89.28%	88.10% 88.66%	87.99% 88.43%	80.70% 86.29%	% Kept 83.62% 83.62%	73.40%	76.48% 77.43%	86.50% <b>79.43%</b>	% Kept 82.16% 82.16%	82.37% 82.28%	90.06%
2004 January through March Quarter 1	April through June Quarters 1 & 2	July through September Quarters 1, 2 & 3	October through December Calendar Year 2004	2007 January through March Quarter 1	April through June Quarters 1 & 2	July through September Quarters 1, 2 & 3	October through December Calendar Year 2007	2010 January through March Quarter 1	April through June Quarters 1 & 2	July through September Quarters 1, 2 & 3
% Kept	88.04% 88.04%	87.88% <b>87.96</b> %	87.71% 87.88%	% Kept 79.86% 79.86%	76.31% <b>77.99%</b>	80.36% <b>78.76</b> %	83.71% <b>79.84%</b>	% Kept 79.07% 79.07%	78.95% <b>79.01</b> %	82.36% <b>80.03%</b>
2003	April through June Quarter 2	July through September Quarters 2 & 3	October through December Quarters 2, 3 & 4	2006 January through March Quarter 1	April through June Quarters 1 & 2	July through September Quarters 1, 2 & 3	October through December Calendar Year 2006	2009 January through March Quarter 1	April through June Quarters 1 & 2	July through September Quarters 1, 2 & 3

85.65% 83.25% % Kept

%85.06

90.58%

90.35%

90.45%

82.86% **82.58%** 

82.43%

80.47%

88.92%

October through December Calendar Year 2011

89.41% 85.65%

October through December Calendar Year 2010

86.60% **81.49%** 

October through December Calendar Year 2009

85.66% **81.07%** 

81.29% **79.66**%

73.88% **73.88%** 

% Kept

83.40%

85.27% 85.27%

% Kept

### Average Response Time to Commission-Forwarded Complaints

### Missouri Gas Energy Average Response Time to Commission-Forwarded Complaints

	Answer Within
2003	2 Business Days
April	92.00%
Vlay	85.71%
June	83.33%
Quarter 2	86.11%
	74.07%
July	72.73%
August	76.74%
September Quarters 2 & 3	81.00%
Quarters 2 & 3	01.0076
October	79.63%
November	76.09%
December	77.42%
Quarters 2, 3 & 4	79.76%
scuanters 2 <sub>1</sub> 5 00 4	7 3.7 0 70
	Answer Within
2006	2 Business Days
January	92.59%
February	92.11%
March	85.29%
Quarter 1	89.90%
A	90.00%
April	89.66%
May	78.26%
June Quarters 1 & 2	88.40%
Quarters 1 ox 2	00.4078
July	91.30%
August	87.50%
September	88.89%
Quarters 1, 2 & 3	88.66%
Quartoro 1, 2 a c	1
October	96.88%
Vovember	88.24%
December	93.75%
Calendar Year 2006	89.74%
	181941
0000	Answer Within
2009	2 Business Days
January	91.67%
February	88.00%
March	80.65%
^d.u.4	86.96%
Quarter 1	
April	67.50%
April May	67.50% 80.00%
April May June	67.50% 80.00% 100.00%
April May June	67.50% 80.00%
April May June Quarters 1 & 2	67.50% 80.00% 100.00% 83.24%
April May June Quarters 1 & 2 July	67.50% 80.00% 100.00% 83.24%
Quarter 1  April  May  June  Quarters 1 & 2  July  August  Sentember	67.50% 80.00% 100.00% 83.24% 100.00% 97.10%
April May June Quarters 1 & 2  July August September	67.50% 80.00% 100.00% 83.24% 100.00% 97.10% 95.12%
April May June Quarters 1 & 2 July August September	67.50% 80.00% 100.00% 83.24% 100.00% 97.10%
April May June Quarters 1 & 2  July August September Quarters 1, 2 & 3	67.50% 80.00% 100.00% 83.24% 100.00% 97.10% 95.12% 89.18%
April May June Quarters 1 & 2  July August September Quarters 1, 2 & 3  October	67.50% 80.00% 100.00% 83.24% 100.00% 97.10% 95.12% 89.18%
April May June Quarters 1 & 2  July August September Quarters 1, 2 & 3  October November	67.50% 80.00% 100.00% 83.24% 100.00% 97.10% 95.12% 89.18% 66.67% 73.33%
April May une Quarters 1 & 2 uly August September Quarters 1, 2 & 3 October	67.50% 80.00% 100.00% 83.24% 100.00% 97.10% 95.12% 89.18%

	Answer Within
2004	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%

	Answer Within
2007	2 Business Days
January	90.48%
February	95.24%
March	88.89%
Quarter 1	91.67%
April	93,10%
May	88.89%
	92.00%
Quarters 1 & 2	91.67%
July	94.74%
	88.24%
	87.50%
	91.48%
October	93.33%
November	83,33%
December	91.30%
Calendar Year 2007	90.95%
February March Quarter 1  April May June Quarters 1 & 2  July August September Quarters 1, 2 & 3  October November December	95.24% 88.89% 91.67%  93.10% 88.89% 92.00% 91.67%  94.74% 88.24% 87.50% 91.48%  93.33% 83.33% 91.30%

OMIGHTANI CONT -AA.	7 17
	Answer Within
2010	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%

	Answer Within
2005	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%
	14801.1.
2000	Answer Within
2008	2 Business Days
January	92.86%
February	80.00%

	Answer Within
2008	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%

	Answer Within
2011	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	1
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 (Kas)	)	
$\mathcal{L}_{1}$	)	SS
COUNTY OF X/ams	)	

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

Subscribed and sworn this 30 day of October, 2011.

My Commission expires: 3/2/13.