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October 17, 2003

Mr. Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge
Missouri Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102

RE: Case No. GO-95-177

Mr. Roberts:

Enclosed for filing with in the above-referenced matter, please find a copy of MGE's report for the month of September 2003. This includes:

- Telephone Center Monthly Activity Report and Monthly Summary Report which measures response time to answer incoming telephone calls (combined report enclosed);
- Monthly Telephone Center Activity Code Summary (enclosed);
- Monthly Report of the Staffing level for the Customer Services Organization (enclosed);
- Monthly report of the volume of consecutive estimated customer bills (enclosed); and
- Monthly report detailing the status of work order activity (enclosed).

FILED

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Missouri Public
Service Commission

Public Service Commission
October 17, 2003
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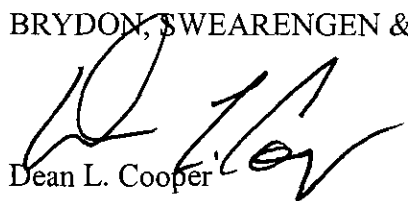
Ms. Kremer has been provided this material directly from MGE. Pursuant to Mr. Schwarz's memo of February 13, 1997, I am sending a copy to Ms. Gay Fred.

Sincerely,

BRYDON, SWEARENGEN & ENGLAND P.C.

By:

Dean L. Cooper

A handwritten signature in black ink, appearing to read 'D. L. Cooper', is written over the printed name 'Dean L. Cooper'.

DLC/jar

Enclosures

cc: Office of the Public Counsel
Ms. Gay Fred
(w/enclosures)

Lisa Kremer
Rob Hack
(w/o enclosures)

Missouri Gas Energy
Customer Service Staff
September 2003

	August Full Time	August Part Time	Term/Resign New Hires	September Full Time	September Part Time
Director	1			1	
Manager	2			2	
Supervisor	6		1	7	
Advisor	3		-3	0	
Administrative Assistant	0			0	
Analyst	1			1	
Trainer	2			2	
Quality Assurance	0			0	
Loss Prevention Investigator	1			1	
Contact Center	45	7	-3	42	7
Training Class	0	0	5	5	0
Billing Services	11	3		11	3
Account Services	15	0	1	16	0
Seasonal Employees	0	0		0	0
PBO Joplin	4			4	
PBO Monett	2			2	
PBO St. Joseph	3			3	
TOTAL	96	10	1	97	10
GRAND TOTAL	106			107	

9/18, Rae Lewis and Carlotta Roberts transfer from Customer Service to the Customer and Government Relations department.
9/18, Juanita Stewart, Customer Advisor, continues as supervisor for St Joseph office

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

September 2003

Sep 2008											AVG	AVG	AVG	AVG	SERVICE
DATE	CALLS ANSWERED		CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E.	CALLS PER F.T.E.	ANSWER	TALK	NOT READY	DELAY	LEVEL	
	PHONE CENTER	ACCT SVCS & BILLING								SPEED	TIME	TIME	ABAND	(calls offered)	
Monday	1			0	250	250	0.00%								
Tuesday	2	3,767	713	374	4,854	614	5,468	6.84%	53	85	85	222	30	125	67%
Wednesday	3	3,592	1,107	146	3,848	1,534	4,382	3.33%	43	86	46	215	26	65	72%
Thursday	4	3,119	188	281	3,588	492	4,080	6.89%	39	95	84	224	30	114	59%
Friday	5	2,992	95	89	3,176	405	3,581	2.49%	40	77	36	215	29	92	80%
Saturday	6			0	283	283	0.00%								
WEEK		13,470	1,106	890	15,466	2,578	18,044	4.93%	44	331	67	225	30	91	70%
Sunday	7			0	146	146	0.00%								
Monday	8	3,351	617	261	4,229	517	4,746	5.50%	48	83	73	219	36	131	69%
Tuesday	9	3,144	4	36	3,184	441	3,625	0.99%	41	77	17	207	30	71	91%
Wednesday	10	2,799	38	121	2,958	391	3,349	3.61%	35	81	49	224	26	82	75%
Thursday	11	2,883	3	32	2,918	395	3,313	0.97%	38	76	18	219	29	48	90%
Friday	12	2,806	33	87	2,926	437	3,363	2.59%	39	73	32	217	29	79	85%
Saturday	13			0	258	258	0.00%								
WEEK		14,983	695	537	16,215	2,585	18,800	2.86%	40	392	40	217	30	103	81%
Sunday	14			0	138	138	0.00%								
Monday	15	3,452	639	128	4,219	493	4,712	2.72%	53	77	39	223	34	86	80%
Tuesday	16	2,857	0	49	2,906	173	3,079	1.59%	42	68	21	218	29	78	89%
Wednesday	17	3,016	52	171	3,239	160	3,399	5.03%	38	81	53	216	31	78	72%
Thursday	18	3,049	40	57	3,146	315	3,461	1.65%	40	77	21	218	29	55	89%
Friday	19	3,319	67	239	3,625	566	4,191	5.70%	40	85	70	223	28	92	66%
Saturday	20			0	256	256	0.00%								
WEEK		15,693	798	644	17,135	2,101	19,236	3.35%	43	384	41	220	30	82	79%
Sunday	21			0	125	125	0.00%								
Monday	22	3,408	915	827	5,150	552	5,702	14.50%	53	82	206	235	40	159	39%
Tuesday	23	2,926	214	425	3,565	422	3,987	10.66%	40	79	136	244	35	128	45%
Wednesday	24	3,021	76	234	3,331	356	3,687	6.35%	40	77	81	229	29	92	57%
Thursday	25	3,013	135	288	3,436	432	3,868	7.45%	41	77	92	239	32	92	52%
Friday	26	3,040	104	191	3,335	409	3,744	5.10%	41	77	65	217	31	86	67%
Saturday	27			0	206	206	0.00%								
WEEK		15,408	1,444	1,965	18,817	2,502	21,319	9.22%	43	392	122	233	34	127	51%
Sunday	28			0	300	300	0.00%								
Monday	29	3,517	707	1,541	5,765	634	6,399	24.08%	52	81	507	262	34	240	18%
Tuesday	30	3,644	578	1,523	5,745	722	6,467	23.55%	53	80	464	259	35	280	20%
WEEK		7,161	1,285	3,064	11,510	1,656	13,166	23.27%	53	159	486	261	34	260	19%
MTD		66,715	5,328	7,100	79,143	11,422	90,565	7.84%	43	1,875	117	228	32	174	62%
YTD		201,160	9,917	9,649	220,726	34,777	255,503	3.78%	43	4,909	55	220	30	147	79%

Calls per FTE per Day

80 Monthly Average

Calls per FTE per Day

77 Year to date Average

Activity Code Summary

Stats for month of September 2003		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	12,976	279	21.23%
2	Pay Agreements	11,395	215	18.65%
3	Account Activity Verification	15,614	188	25.55%
4	Payment Options	5,109	218	8.36%
5	ABC	2,619	201	4.29%
6	High Bill Concerns	2,006	239	3.28%
7	Energy Assistance	72	218	0.12%
8	Gas Leak/Emergency	122	220	0.20%
9	Typing Request	9,578	123	15.67%
10	MGE/SUG General Information	1,574	202	2.58%
11	Deposits	43	171	0.07%
12	Estimated Bills	7	168	0.01%
				100.00%
Total Calls Coded		61,115		
Average Talk Time (seconds)			207	
Maximum Talk Time (seconds)			279	
Total Calls Answered this Month		72,043		
Percent Coded		84.8%		

ONLINE STATUS REPORT
September 2003

	Beginning Balance	Number Received	Number Completed	Ending Balance	YTD Received	YTD Completed	%
On-Line	0	383	383	0	383	383	100.0%
Meter Shop	0	0	0	0	0	0	#DIV/0!
NPSO	0	0	0	0	0	0	#DIV/0!
TOGS	0	89	89	0	197	197	100.0%
Totals	0	472	472	0	580	580	100.0%

Notes:

2004

MGE YTD Service Order Status Report

YTD Date	On Line				Meter Shop				NPSOs				TOGS				TOTALS			
	Beg. Bal.	YTD Rec.	YTD Comp.	End. Bal.	Beg. Bal.	YTD Rec.	YTD Comp.	End. Bal.	Beg. Bal.	YTD Rec.	YTD Comp.	End. Bal.	Beg. Bal.	YTD Rec.	YTD Comp.	End. Bal.	Beg. Bal.	YTD Rec.	YTD Comp.	End. Bal.
Sep-1	0	0	0	0	0	0	0	0	0	0	0	0	0	108	108	0	0	108	108	0
Sep-2	0	0	0	0	0	0	0	0	0	0	0	0	0	108	108	0	0	108	108	0
Sep-3	0	0	0	0	0	0	0	0	0	0	0	0	0	108	108	0	0	108	108	0
Sep-4	0	0	0	0	0	0	0	0	0	0	0	0	0	119	119	0	0	119	119	0
Sep-5	0	0	0	0	0	0	0	0	0	0	0	0	0	122	122	0	0	122	122	0
Sep-6	0	0	0	0	0	0	0	0	0	0	0	0	0	122	122	0	0	122	122	0
Sep-7	0	0	0	0	0	0	0	0	0	0	0	0	0	122	122	0	0	122	122	0
Sep-8	0	0	0	0	0	0	0	0	0	0	0	0	0	122	122	0	0	122	122	0
Sep-9	0	41	41	0	0	0	0	0	0	0	0	0	0	122	122	0	0	163	163	0
Sep-10	0	42	42	0	0	0	0	0	0	0	0	0	0	125	125	0	0	167	167	0
Sep-11	0	43	43	0	0	0	0	0	0	0	0	0	0	130	130	0	0	173	173	0
Sep-12	0	43	43	0	0	0	0	0	0	0	0	0	0	130	130	0	0	173	173	0
Sep-13	0	43	43	0	0	0	0	0	0	0	0	0	0	130	130	0	0	173	173	0
Sep-14	0	43	43	0	0	0	0	0	0	0	0	0	0	130	130	0	0	173	173	0
Sep-15	0	43	43	0	0	0	0	0	0	0	0	0	0	130	130	0	0	173	173	0
Sep-16	0	147	147	0	0	0	0	0	0	0	0	0	0	153	153	0	0	300	300	0
Sep-17	0	347	347	0	0	0	0	0	0	0	0	0	0	179	179	0	0	526	526	0
Sep-18	0	383	383	0	0	0	0	0	0	0	0	0	0	179	179	0	0	562	562	0
Sep-19	0	383	383	0	0	0	0	0	0	0	0	0	0	179	179	0	0	562	562	0
Sep-20	0	383	383	0	0	0	0	0	0	0	0	0	0	179	179	0	0	562	562	0
Sep-21	0	383	383	0	0	0	0	0	0	0	0	0	0	179	179	0	0	562	562	0
Sep-22	0	383	383	0	0	0	0	0	0	0	0	0	0	189	189	0	0	572	572	0
Sep-23	0	383	383	0	0	0	0	0	0	0	0	0	0	189	189	0	0	572	572	0
Sep-24	0	383	383	0	0	0	0	0	0	0	0	0	0	197	197	0	0	580	580	0
Sep-25	0	383	383	0	0	0	0	0	0	0	0	0	0	197	197	0	0	580	580	0
Sep-26	0	383	383	0	0	0	0	0	0	0	0	0	0	197	197	0	0	580	580	0
Sep-27	0	383	383	0	0	0	0	0	0	0	0	0	0	197	197	0	0	580	580	0
Sep-28	0	383	383	0	0	0	0	0	0	0	0	0	0	197	197	0	0	580	580	0
Sep-29	0	383	383	0	0	0	0	0	0	0	0	0	0	197	197	0	0	580	580	0
Sep-30	0	383	383	0	0	0	0	0	0	0	0	0	0	197	197	0	0	580	580	0

2004

MGE Monthly Service Order Status Report

Month End Date	On Line				Meter Shop				NPSOs				TOGS				TOTALS			
	Beg. Bal.	Month Rec.	Month Comp.	End. Bal.	Beg. Bal.	Month Rec.	Month Comp.	End. Bal.	Beg. Bal.	Month Rec.	Month Comp.	End. Bal.	Beg. Bal.	Month Rec.	Month Comp.	End. Bal.	Beg. Bal.	Month Rec.	Month Comp.	End. Bal.
Jul-31	0	0	0	0	0	0	0	0	0	0	0	0	0	50	50	0	0	50	50	0
Aug-31	0	0	0	0	0	0	0	0	0	0	0	0	0	58	58	0	0	58	58	0
Sep-30	0	383	383	0	0	0	0	0	0	0	0	0	0	89	89	0	0	472	472	0
Oct-31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Nov-30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dec-31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Jan-31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Feb-28	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mar-31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Apr-30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
May-31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Jun-30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

ESTIMATED METER SUMMARY FOR Sep-03

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	1	0	0	0	0	0	0	0	0	1
MONETT, MO										
Region Total:	1	0	0	0	0	0	0	0	0	1
YEAR-TO-DATE TOTALS	1	0	0	0	0	0	0	0	0	1
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	0	0	0	0	0	0	0	0
WARRENSBURG, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY, MO	10	0	1	0	0	0	0	0	0	11
LEE'S SUMMIT, MO	2	0	0	0	0	0	0	0	0	2
ST. JOSEPH, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY NORTH	2	0	0	0	0	0	0	0	0	2
Region total:	14	0	1	0	0	0	0	0	0	15
YEAR-TO-DATE TOTALS	13	2	1	0	0	0	0	0	0	16

NOTE: Beginning a new fiscal year - 2004 (July '03-June'04)