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January 30, 2004

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

FILED

JAN 30 2004

**Missouri Public
Service Commission**

RE: Case No. GO-95-177

Mr. Roberts:

Enclosed for filing in the above-referenced matter, please find a copy of MGE's report for the month of December 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).

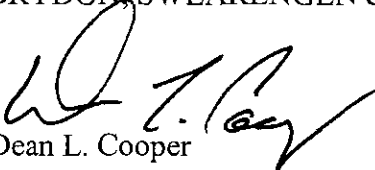
Public Service Commission
January 30, 2004
Page 2

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

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 CONTACT CENTER

December 2003

December 2000											AVG	AVG	AVG	AVG	SERVICE
		CALLS ANSWERED		CALLS ABAND	TOTAL	TOTAL	TOTAL	% ACR	F.T.E.	CALLS PER F.T.E.	AVG	AVG	AVG	AVG	SERVICE
DATE		PHONE CENTER	ACCT SVCS & BILLING		OFFERED CALL CTR	HANDLED BY AUTOMATION	INCOMING CALLS				SPEED ANSWER	TALK TIME	NOT READY TIME	DELAY ABAND	LEVEL %of calls offered
Monday	1	3,045	534	2,375	5,954	576	6,530	36.37%	48	75	769	281	50	477	20%
Tuesday	2	3,134	387	1,984	5,505	747	6,252	31.73%	47	75	588	276	43	382	22%
Wednesday	3	3,098	478	1,076	4,652	804	5,456	19.72%	48	75	358	270	44	265	27%
Thursday	4	3,185	391	449	4,025	756	4,781	9.39%	50	72	135	268	48	104	36%
Friday	5	2,910	442	614	3,966	782	4,748	12.93%	47	71	191	278	45	166	36%
Saturday	6				0	400	400	0.00%							
WEEK		15,372	2,232	6,498	24,102	4,065	28,167	23.07%	48	367	410	275	46	368	28%
Sunday	7				0	206	206	0.00%							
Monday	8	2,790	646	1,672	5,108	785	5,893	28.37%	46	75	576	273	44	330	21%
Tuesday	9	2,625	379	734	3,738	681	4,419	16.61%	41	73	279	271	50	199	30%
Wednesday	10	2,591	215	521	3,327	643	3,970	13.12%	40	70	179	269	47	139	36%
Thursday	11	2,919	319	472	3,710	752	4,462	10.58%	46	70	156	276	46	112	37%
Friday	12	2,764	283	386	3,433	727	4,160	9.28%	44	69	134	269	52	139	44%
Saturday	13				0	425	425	0.00%							
WEEK		13,689	1,842	3,785	19,316	4,219	23,535	16.08%	43	361	273	272	48	232	32%
Sunday	14				0	238	238	0.00%							
Monday	15	2,965	649	724	4,338	847	5,185	13.96%	52	70	235	263	52	181	30%
Tuesday	16	2,912	115	171	3,198	649	3,847	4.45%	45	67	64	252	60	81	68%
Wednesday	17	2,677	145	142	2,964	594	3,558	3.99%	44	64	63	245	61	104	73%
Thursday	18	2,720	81	58	2,859	591	3,450	1.68%	44	64	24	247	44	53	86%
Friday	19	2,694	110	27	2,831	684	3,515	0.77%	44	64	12	241	40	62	96%
Saturday	20				0	381	381	0.00%							
WEEK		13,968	1,100	1,122	16,190	3,984	20,174	5.56%	46	328	88	250	52	147	67%
Sunday	21				0	208	208	0.00%							
Monday	22	3,012	483	103	3,598	760	4,358	2.36%	51	69	39	238	42	138	88%
Tuesday	23	2,558	125	22	2,705	460	3,165	0.70%	44	61	12	242	46	48	95%
Wednesday	24				0	410	410	0.00%							
Thursday	25				0	106	106	0.00%							
Friday	26	2,315	81	130	2,526	436	2,962	4.39%	32	75	55	229	38	91	70%
Saturday	27				0	410	410	0.00%							
WEEK		7,885	689	255	8,829	2,790	11,619	2.19%	42	204	35	237	42	106	85%
Sunday	28				0	256	256	0.00%							
Monday	29	3,147	859	964	4,970	1,008	5,978	16.13%	52	77	280	251	49	191	27%
Tuesday	30	2,846	525	388	3,759	771	4,530	8.57%	46	73	135	252	43	189	47%
Wednesday	31	2,799	254	77	3,130	601	3,731	2.06%	49	62	39	234	47	144	86%
WEEK		8,792	1,638	1,429	11,859	2,636	14,495	9.86%	49	213	163	246	46	188	49%
MTD		59,706	7,501	13,089	80,296	17,694	97,990	13.36%	46	1,461	220	259	47	285	46%
YTD		383,676	32,322	61,473	477,471	79,538	557,009	11.04%	44	9,455	164	238	38	303	59%
Calls per FTE per Day										70	Monthly Average				
Calls per FTE per Day										75	Year to date Average				

Missouri Gas Energy
Customer Service Staff
December 2003

	November Full Time	November Part Time	Term/Resign New Hires	December Full Time	December Part Time
Director	1			1	
Manager	2			2	
Supervisor	7			7	
Administrative Assistant	0			0	
Analyst	1			1	
Trainer	2			2	
Quality Assurance	0			0	
Loss Prevention Investigator	1			1	
Contact Center	39	7	5	44	7
Training Class	5	0	-5	0	0
Billing Services	11	3		11	3
Account Services	16	0		16	0
Seasonal Employees	0	0		0	0
PBO Joplin	4			4	
PBO Monett	2			2	
PBO St. Joseph	3			3	
TOTAL	94	10	0	94	10
GRAND TOTAL	104			104	

Missouri Gas Energy
Customer Service Staff
October - December 2003

	October Full Time	October Part Time	Term/Resign New Hires	November Full Time	November Part Time	Term/Resign New Hires	December Full Time	December Part Time
Director	1			1			1	
Manager	2			2			2	
Supervisor	7			7			7	
Administrative Assistant	0			0			0	
Analyst	1			1			1	
Trainer	2			2			2	
Quality Assurance	0			0			0	
Loss Prevention Investigator	1			1			1	
Contact Center	39	7		39	7	5	44	7
Training Class	5	0		5	0	-5	0	0
Billing Services	11	3		11	3		11	3
Account Services	16	0		16	0		16	0
Seasonal Employees	0	0		0	0		0	0
PBO Joplin	4			4			4	
PBO Monett	2			2			2	
PBO St. Joseph	3			3			3	
TOTAL	94	10	0	94	10	0	94	10
GRAND TOTAL	104			104			104	

Activity Code Summary
December 2003

Stats for month of December 2003		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	15,525	264	25.54%
2	Pay Agreements	9,868	213	16.23%
3	Account Activity Verification	19,865	210	32.68%
4	Payment Options	6,371	213	10.48%
5	ABC	2,720	190	4.47%
6	High Bill Concerns	1,458	261	2.40%
7	Energy Assistance	941	210	1.55%
8	Gas Leak/Emergency	127	193	0.21%
9	Typing Request	1,811	178	2.98%
10	MGE/SUG General Information	2,069	220	3.40%
11	Deposits	26	195	0.04%
12	Estimated Bills	9	248	0.01%
				100.00%
Total Calls Coded		60,790		
Average Talk Time (seconds)			224	
Maximum Talk Time (seconds)			264	
Total Calls Answered this Month		67,207		
Percent Coded		90.5%		

ONLINE STATUS REPORT
1203

	Beginning Balance	Number Received	Number Completed	Ending Balance	YTD Received	YTD Completed	%
On-Line	0	161	161	0	544	544	100.0%
Meter Shop	0	0	0	0	0	0	#DIV/0!
NPSO	0	0	0	0	0	0	#DIV/0!
TOGS	0	43	43	0	642	642	100.0%
Totals	0	204	204	0	1,186	1,186	100.0%

Notes:

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	330	330	0	0	330	330	0
Nov-30	0	0	0	0	0	0	0	0	0	0	0	0	0	72	72	0	0	72	72	0
Dec-31	0	161	161	0	0	0	0	0	0	0	0	0	0	43	43	0	0	204	204	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

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.
Dec-1	0	383	383	0	0	0	0	0	0	0	0	0	0	599	599	0	0	982	982	0
Dec-2	0	383	383	0	0	0	0	0	0	0	0	0	0	599	599	0	0	982	982	0
Dec-3	0	383	383	0	0	0	0	0	0	0	0	0	0	606	606	0	0	989	989	0
Dec-4	0	383	383	0	0	0	0	0	0	0	0	0	0	608	608	0	0	991	991	0
Dec-5	0	383	383	0	0	0	0	0	0	0	0	0	0	608	608	0	0	991	991	0
Dec-6	0	383	383	0	0	0	0	0	0	0	0	0	0	608	608	0	0	991	991	0
Dec-7	0	383	383	0	0	0	0	0	0	0	0	0	0	608	608	0	0	991	991	0
Dec-8	0	383	383	0	0	0	0	0	0	0	0	0	0	611	611	0	0	994	994	0
Dec-9	0	383	383	0	0	0	0	0	0	0	0	0	0	618	618	0	0	1,001	1,001	0
Dec-10	0	383	383	0	0	0	0	0	0	0	0	0	0	618	618	0	0	1,001	1,001	0
Dec-11	0	383	383	0	0	0	0	0	0	0	0	0	0	618	618	0	0	1,001	1,001	0
Dec-12	0	394	394	0	0	0	0	0	0	0	0	0	0	619	619	0	0	1,013	1,013	0
Dec-13	0	394	394	0	0	0	0	0	0	0	0	0	0	619	619	0	0	1,013	1,013	0
Dec-14	0	394	394	0	0	0	0	0	0	0	0	0	0	619	619	0	0	1,013	1,013	0
Dec-15	0	394	394	0	0	0	0	0	0	0	0	0	0	619	619	0	0	1,013	1,013	0
Dec-16	0	394	394	0	0	0	0	0	0	0	0	0	0	619	619	0	0	1,013	1,013	0
Dec-17	0	394	394	0	0	0	0	0	0	0	0	0	0	619	619	0	0	1,013	1,013	0
Dec-18	0	394	394	0	0	0	0	0	0	0	0	0	0	619	619	0	0	1,013	1,013	0
Dec-19	0	394	394	0	0	0	0	0	0	0	0	0	0	635	635	0	0	1,029	1,029	0
Dec-20	0	394	394	0	0	0	0	0	0	0	0	0	0	635	635	0	0	1,029	1,029	0
Dec-21	0	394	394	0	0	0	0	0	0	0	0	0	0	635	635	0	0	1,029	1,029	0
Dec-22	0	394	394	0	0	0	0	0	0	0	0	0	0	635	635	0	0	1,029	1,029	0
Dec-23	0	394	394	0	0	0	0	0	0	0	0	0	0	635	635	0	0	1,029	1,029	0
Dec-24	0	394	394	0	0	0	0	0	0	0	0	0	0	635	635	0	0	1,029	1,029	0
Dec-25	0	394	394	0	0	0	0	0	0	0	0	0	0	635	635	0	0	1,029	1,029	0
Dec-26	0	394	394	0	0	0	0	0	0	0	0	0	0	635	635	0	0	1,029	1,029	0
Dec-27	0	394	394	0	0	0	0	0	0	0	0	0	0	635	635	0	0	1,029	1,029	0
Dec-28	0	394	394	0	0	0	0	0	0	0	0	0	0	635	635	0	0	1,029	1,029	0
Dec-29	0	544	544	0	0	0	0	0	0	0	0	0	0	641	641	0	0	1,185	1,185	0
Dec-30	0	544	544	0	0	0	0	0	0	0	0	0	0	641	641	0	0	1,185	1,185	0
Dec-31	0	544	544	0	0	0	0	0	0	0	0	0	0	642	642	0	0	1,186	1,186	0

ESTIMATED METER SUMMARY FOR DEC-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										0
MONETT, MO										0
Region Total:										0
YEAR-TO-DATE TOTALS	6									6
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	1									1
KANSAS CITY, MO	31	1								32
LEE'S SUMMIT, MO	1									1
ST. JOSEPH, MO										0
KANSAS CITY NORTH	3									3
Region total:	36	1	0	0	0	0	0	0	0	37
YEAR-TO-DATE TOTALS	148	12	7	0	0	0	0	0	0	167

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