Laclede Gas Company GR-2017-0215 and GR-2017-0216

Response to OPC Data Request 2077

Question:

Please provide a list of any and all performance metrics (e.g., call center response time) that the Company is aware of that are offered by other utilities in which an equity component of rate base is adjusted per the results.

Response:

The Company has not attempted to conduct a survey on this issue.

Signed by: Glenn Buck