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August 14, 2003

Secretary
Public Service Commission
P. O. Box 360
Jefferson City, MO 65102

FILED²

AUG 15 2003

RE: Case No. GO-95-177

Missouri Public
Service Commission

Dear Sir:

Enclosed for filing with your office in the case papers of the above-referenced case please find a copy of MGE's report for the month of July, 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).

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/llv
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
July 2003

	June Full Time	June Part Time	Term/Resign New Hires	July Full Time	July Part Time
Director	1			1	
Manager	2			2	
Supervisor	6			6	
Advisor	3			3	
Administrative Assistant	1			1	
Analyst	1			1	
Trainer	2			2	
Quality Assurance	0			0	
Loss Prevention Investigator	1			1	
Contact Center	49	7	-3	46	7
Training Class	0	0		0	0
Billing Services	12	3	-1	11	3
Account Services	11	0	5	16	0
Seasonal Employees	0	0		0	0
PBO Joplin	4			4	
PBO Monett	2			2	
PBO St. Joseph	3			3	
TOTAL	98	10	1	99	10
GRAND TOTAL	108			109	

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

July 2003

	DATE	CALLS ANSWERED		CALLS ABAND	TOTAL	TOTAL	TOTAL	% ACR	F.T.E.	CALLS PER F.T.E.	AVG	AVG	AVG	AVG	SERVICE
		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
Tuesday	1	3,559	12	68	3,639	537	4,176	1.63%	44	81	23	211	25	54	87%
Wednesday	2	3,273	4	44	3,321	509	3,830	1.15%	42	78	18	221	32	26	89%
Thursday	3	3,180	1	35	3,216	573	3,789	0.92%	41	78	12	210	31	42	94%
Friday	4				0	116	116	0.00%							
Saturday	5				0	268	268	0.00%							
	WEEK	10,012	17	147	10,176	2,003	12,179	1.21%	42	239	18	214	29	43	90%
Sunday	6				0	195	195	0.00%							
Monday	7	4,103	501	196	4,800	676	5,476	3.58%	55	84	52	214	36	78	74%
Tuesday	8	3,184	10	28	3,222	464	3,686	0.76%	41	78	17	207	28	26	90%
Wednesday	9	3,062	0	10	3,072	453	3,525	0.28%	42	73	7	214	30	7	98%
Thursday	10	2,774	0	10	2,784	460	3,244	0.31%	38	73	10	212	28	22	96%
Friday	11	2,935	0	20	2,955	470	3,425	0.58%	41	72	10	206	27	14	96%
Saturday	12				0	251	251	0.00%							
	WEEK	16,058	511	264	16,833	2,969	19,802	1.33%	43	385	22	211	30	63	89%
Sunday	13				0	127	127	0.00%							
Monday	14	3,496	537	55	4,088	560	4,648	1.18%	53	76	21	217	32	52	89%
Tuesday	15	3,135	14	74	3,223	505	3,728	1.98%	39	81	28	211	28	56	83%
Wednesday	16	3,087	15	69	3,171	450	3,621	1.91%	38	82	27	217	27	56	85%
Thursday	17	2,774	7	68	2,849	456	3,305	2.06%	37	75	27	226	29	72	85%
Friday	18	2,959	0	62	3,021	418	3,439	1.80%	39	76	23	215	30	77	89%
Saturday	19				0	282	282	0.00%							
	WEEK	15,451	573	328	16,352	2,798	19,150	1.71%	41	391	25	217	29	63	86%
Sunday	20				0	148	148	0.00%							
Monday	21	3,475	364	122	3,961	496	4,457	2.74%	50	77	45	219	38	113	78%
Tuesday	22	2,963	1	26	2,990	440	3,430	0.76%	42	71	13	220	31	24	93%
Wednesday	23	2,965	0	12	2,977	412	3,389	0.35%	40	74	8	220	28	13	97%
Thursday	24	2,778	0	4	2,782	387	3,169	0.13%	44	63	4	215	29	7	100%
Friday	25	2,921	8	21	2,950	394	3,344	0.63%	41	71	14	217	29	21	92%
Saturday	26				0	236	236	0.00%							
	WEEK	15,102	373	185	15,660	2,513	18,173	1.02%	43	360	19	218	31	81	91%
Sunday	27				0	149	149	0.00%							
Monday	28	3,650	453	75	4,178	508	4,686	1.60%	56	73	24	224	36	100	88%
Tuesday	29	3,292	42	35	3,369	437	3,806	0.92%	46	72	13	222	29	37	93%
Wednesday	30	3,197	11	34	3,242	508	3,750	0.91%	39	82	18	214	28	34	90%
Thursday	31	3,361	0	26	3,387	482	3,869	0.67%	44	76	11	213	26	41	96%
	WEEK	13,500	506	170	14,176	2,084	16,260	1.05%	46	304	17	219	30	65	92%
	MTD	70,123	1,980	1,094	73,197	12,367	85,564	1.28%	43	1,677	20	216	30	63	89%
	YTD	70,123	1,980	1,094	73,197	12,367	85,564	1.28%	43	1,677	20	216	30	63	89%

Calls per FTE per Day

76 Monthly Average

Calls per FTE per Day

76 Year to date Average

Activity Code Summary

Stats for month of July		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	10,022	264	16.90%
2	Pay Agreements	12,465	201	21.02%
3	Account Activity Verification	15,194	177	25.63%
4	Payment Options	7,074	197	11.93%
5	ABC	4,063	201	6.85%
6	High Bill Concerns	2,713	235	4.58%
7	Energy Assistance	92	198	0.16%
8	Gas Leak/Emergency	64	184	0.11%
9	Typing Request	6,124	127	10.33%
10	MGE/SUG General Information	1,441	196	2.43%
11	Deposits	25	109	0.04%
12	Estimated Bills	12	181	0.02%
				100.00%
Total Calls Coded		59,289		
Average Talk Time (seconds)			199	
Maximum Talk Time (seconds)			264	
Total Calls Answered this Month		72,103		
Percent Coded		82.2%		

ONLINE STATUS REPORT
July 2003

	Beginning Balance	Number Received	Number Completed	Ending Balance	YTD Received	YTD Completed	%
On-Line	0	0	0	0	0	0	#DIV/0!
Meter Shop	0	0	0	0	0	0	#DIV/0!
NPSO	0	0	0	0	0	0	#DIV/0!
TOGS	0	50	50	0	50	50	100.0%
Totals	0	50	50	0	50	50	100.0%

Notes:

2004

MGE Monthly Service Order Status Report

Month	On Line				Meter Shop				NPSOs				TOGS				TOTALS			
End Date	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	0	0	0	0	0	0	0
Sep-30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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

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.
Jul-1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Jul-2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Jul-3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Jul-4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Jul-5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Jul-6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Jul-7	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1	0
Jul-8	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3	0	0	3	3	0
Jul-9	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3	0	0	3	3	0
Jul-10	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3	0	0	3	3	0
Jul-11	0	0	0	0	0	0	0	0	0	0	0	0	0	7	7	0	0	7	7	0
Jul-12	0	0	0	0	0	0	0	0	0	0	0	0	0	7	7	0	0	7	7	0
Jul-13	0	0	0	0	0	0	0	0	0	0	0	0	0	7	7	0	0	7	7	0
Jul-14	0	0	0	0	0	0	0	0	0	0	0	0	0	7	7	0	0	7	7	0
Jul-15	0	0	0	0	0	0	0	0	0	0	0	0	0	7	7	0	0	7	7	0
Jul-16	0	0	0	0	0	0	0	0	0	0	0	0	0	7	7	0	0	7	7	0
Jul-17	0	0	0	0	0	0	0	0	0	0	0	0	0	7	7	0	0	7	7	0
Jul-18	0	0	0	0	0	0	0	0	0	0	0	0	0	25	25	0	0	25	25	0
Jul-19	0	0	0	0	0	0	0	0	0	0	0	0	0	25	25	0	0	25	25	0
Jul-20	0	0	0	0	0	0	0	0	0	0	0	0	0	25	25	0	0	25	25	0
Jul-21	0	0	0	0	0	0	0	0	0	0	0	0	0	34	34	0	0	34	34	0
Jul-22	0	0	0	0	0	0	0	0	0	0	0	0	0	34	34	0	0	34	34	0
Jul-23	0	0	0	0	0	0	0	0	0	0	0	0	0	34	34	0	0	34	34	0
Jul-24	0	0	0	0	0	0	0	0	0	0	0	0	0	37	37	0	0	37	37	0
Jul-25	0	0	0	0	0	0	0	0	0	0	0	0	0	47	47	0	0	47	47	0
Jul-26	0	0	0	0	0	0	0	0	0	0	0	0	0	47	47	0	0	47	47	0
Jul-27	0	0	0	0	0	0	0	0	0	0	0	0	0	47	47	0	0	47	47	0
Jul-28	0	0	0	0	0	0	0	0	0	0	0	0	0	50	50	0	0	50	50	0
Jul-29	0	0	0	0	0	0	0	0	0	0	0	0	0	50	50	0	0	50	50	0
Jul-30	0	0	0	0	0	0	0	0	0	0	0	0	0	50	50	0	0	50	50	0
Jul-31	0	0	0	0	0	0	0	0	0	0	0	0	0	50	50	0	0	50	50	0

ESTIMATED METER SUMMARY FOR JULY-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	6	2	1	0	0	0	0	0	0	9
LEE'S SUMMIT, MO	1	0	0	0	0	0	0	0	0	1
ST. JOSEPH, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY NORTH	6	0	0	0	0	0	0	0	0	6
Region total:	13	2	1	0	0	0	0	0	0	16
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)