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February 25, 2003

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

FILED³

FEB 25 2003

**Missouri Public
Service Commission**

RE: Case No. GO-95-177

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 January, 2003. This includes:

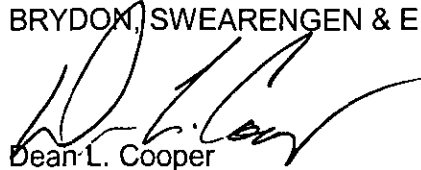
- Telephone Center Monthly Activity Report and Monthly Summary Report which measures response time to answer incoming telephone calls (combined report enclosed)
- Monthly Telephone Center Activity Code Summary (enclosed)
- Monthly Report of the Staffing level for the Customer Services Organization (enclosed)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

Sincerely,

BRYDON, SWEARENGEN & ENGLAND P.C.

By:


Dean L. Cooper

GWD/tli
cc w/encl: Office of the Public Counsel
Janet Hoerschgen
cc w/o encl: Lisa Kremer
Rob Hack

Missouri Gas Energy
Customer Service Staff
January 2003

	December Full Time	December Part Time	Term/Resign New Hires	January Full Time	January 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	
Contact Center	48	7	-2	46	7
Training Class	0	5		0	5
Billing Services	12	2		12	2
Account Services	11	0		11	0
Seasonal Employees	0	0		0	0
PBO Joplin	4			4	
PBO Monett	2			2	
PBO St. Joseph	3			3	
TOTAL	96	14	-2	94	14
GRAND TOTAL	110			108	

Activity Code Summary
January 2003

Stats for month of January		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	12,484	267	17.09%
2	Pay Agreements	16,811	214	23.01%
3	Account Activity Verification	17,241	187	23.60%
4	Payment Options	7,034	208	9.63%
5	ABC	4,210	198	5.76%
6	High Bill Concerns	3,404	205	4.66%
7	Energy Assistance	467	184	0.64%
8	Gas Leak/Emergency	1,238	286	1.69%
9	Typing Request	7,633	138	10.45%
10	MGE/SUG General Information	2,501	177	3.42%
11	Deposits	22	143	0.03%
12	Estimated Bills	13	160	0.02%
				100.00%
Total Calls Coded		73,058		
Average Talk Time (seconds)			207	
Maximum Talk Time (seconds)			286	
Total Calls Answered this Month		91,796		
Percent Coded		79.6%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

January 2003

DATE	CALLS ANSWERED		CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	ROLLOVER FROM MO TO TX	ROLLOVER FROM TX TO MO	% ACR	F.T.E.	CALLS PER F.T.E.	AVG SPEED ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL %
	PHONE CENTER	ACCT SVCS & BILLING														
1				0	253	253			0.00%							
2	4,041	105	442	4,588	730	5,318	0	0	8.31%	46	90	114	226	35	114	49%
3	3,744	48	375	4,167	702	4,869	0	0	7.70%	41	92	104	219	38	107	51%
4				0	477	477			0.00%							
WEEK	7,785	153	817	8,755	2,162	10,917	0	0	7.48%	44	180	109	223	37	111	50%
5				0	214	214			0.00%							
6	4,382	418	718	5,518	748	6,266	0	0	11.46%	51	94	169	217	38	122	34%
7	3,837	150	277	4,264	648	4,912	0	0	5.64%	47	85	82	227	42	88	57%
8	3,806	0	91	3,897	601	4,498	0	0	2.02%	46	83	26	214	37	86	88%
9	3,869	11	200	4,080	488	4,568	0	0	4.38%	47	83	45	225	37	135	76%
10	3,989	27	120	4,136	621	4,757	0	0	2.52%	46	87	32	218	35	35	80%
11				0	435	435			0.00%							
WEEK	19,883	606	1,406	21,895	3,755	25,650	0	0	5.48%	47	436	71	220	38	93	64%
12				0	215	215			0.00%							
13	3,903	667	1,211	5,781	807	6,588	0	0	18.38%	51	90	272	233	39	179	25%
14	3,989	1	92	4,082	641	4,723	0	0	1.95%	48	83	27	215	33	125	89%
15	4,092	4	230	4,326	692	5,018	0	0	4.58%	46	89	63	221	34	81	68%
16	3,763	87	143	3,993	688	4,681	0	0	3.05%	44	88	47	217	30	50	72%
17	4,025	154	476	4,655	804	5,459	0	0	8.72%	44	95	121	221	31	97	42%
18				0	561	561			0.00%							
WEEK	19,772	913	2,152	22,837	4,408	27,245	0	0	7.90%	47	440	106	221	33	106	54%
19				0	217	217			0.00%							
20	3,480	211	61	3,752	689	4,441	0	0	1.37%	46	80	19	210	33	50	90%
21	4,636	105	309	5,050	519	5,569	0	0	5.55%	50	95	74	216	31	80	60%
22	3,892	75	177	4,144	765	4,909	0	0	3.61%	45	88	52	218	30	50	68%
23	3,962	109	250	4,321	777	5,098	0	0	4.90%	43	95	72	216	29	75	62%
24	4,165	91	180	4,436	759	5,195	0	0	3.46%	44	97	47	203	26	65	73%
25				0	528	528			0.00%							
WEEK	20,135	591	977	21,703	4,254	25,957	0	0	3.76%	46	451	53	213	30	64	70%
26				0	256	256			0.00%							
27	4,515	551	884	5,950	846	6,796	0	0	13.01%	52	97	189	217	33	154	31%
28	4,151	0	92	4,243	675	4,918	0	0	1.87%	47	88	28	211	24	154	88%
29	4,198	2	231	4,431	668	5,099	0	0	4.53%	45	93	64	215	28	141	72%
30	4,103	66	249	4,418	691	5,109	0	0	4.87%	46	91	77	224	29	113	62%
31	4,139	233	599	4,971	973	5,944	0	0	10.08%	44	99	140	212	29	119	40%
WEEK	21,106	852	2,055	24,013	4,109	28,122	0	0	7.31%	47	467	100	216	29	136	55%
MTD	88,681	3,115	7,407	99,203	18,688	117,891	0	0	6.28%	46	1,996	85	218	33	101	59%
YTD	480,323	11,759	24,960	517,042	82,027	599,069	0	0	4.17%	46	10,697	53	222	33	62	76%

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
January 2003

January 1, New Year's Day holiday observed.
January 2, No Residential collections, Commercial only.
January 3, No Residential collections, Commercial only.
January 6, Resume normal collections for Residential and Commercial.
January 9, Five employees attend volunteer committee meeting.
January 12, Kansas City Star article about MGE gas bill details.
January 16, First major snowstorm of the year hits Kansas City with 4" of snow.
January 20, Martin Luther King holiday. Contact Center open regular hours.
January 21 - 25, Low temps in the single digits.
January 25, KC Star article about higher gas prices and local gas companies.
January 28, KMBZ interview about MGE and Natural Gas prices.

ONLINE STATUS REPORT
January 2003

	Beginning Balance	Number Received	Number Completed	Ending Balance	YTD Received	YTD Completed	%
On-Line	0	0	0	0	882	882	100.0%
Meter Shop	0	0	0	0	62	62	100.0%
NPSO	0	0	0	0	160	160	100.0%
TOGS	0	160	160	0	1,268	1,268	100.0%
Totals	0	160	160	0	2,372	2,372	100.0%

Notes:

2003

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	111	111	0	0	0	0	0	0	0	0	0	0	135	135	0	0	246	246	0
Aug-31	0	0	0	0	0	2	2	0	0	0	0	0	0	169	169	0	0	171	171	0
Sep-30	0	20	20	0	0	11	11	0	0	0	0	0	0	221	221	0	0	252	252	0
Oct-31	0	581	581	0	0	45	45	0	0	160	160	0	0	400	400	0	0	1,186	1,186	0
Nov-30	0	3	2	1	0	2	2	0	0	0	0	0	0	111	111	0	0	116	115	1
Dec-31	1	167	168	0	0	2	2	0	0	0	0	0	0	72	72	0	1	241	242	0
Jan-31	0	0	0	0	0	0	0	0	0	0	0	0	0	160	160	0	0	160	160	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

2003

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.
Jan-1	0	882	882	0	0	62	62	0	0	160	160	0	0	1,108	1,108	0	0	2,212	2,212	0
Jan-2	0	882	882	0	0	62	62	0	0	160	160	0	0	1,110	1,110	0	0	2,214	2,214	0
Jan-3	0	882	882	0	0	62	62	0	0	160	160	0	0	1,120	1,120	0	0	2,224	2,224	0
Jan-4	0	882	882	0	0	62	62	0	0	160	160	0	0	1,120	1,120	0	0	2,224	2,224	0
Jan-5	0	882	882	0	0	62	62	0	0	160	160	0	0	1,120	1,120	0	0	2,224	2,224	0
Jan-6	0	882	882	0	0	62	62	0	0	160	160	0	0	1,126	1,126	0	0	2,230	2,230	0
Jan-7	0	882	882	0	0	62	62	0	0	160	160	0	0	1,126	1,126	0	0	2,230	2,230	0
Jan-8	0	882	882	0	0	62	62	0	0	160	160	0	0	1,146	1,146	0	0	2,250	2,250	0
Jan-9	0	882	882	0	0	62	62	0	0	160	160	0	0	1,146	1,146	0	0	2,250	2,250	0
Jan-10	0	882	882	0	0	62	62	0	0	160	160	0	0	1,146	1,146	0	0	2,250	2,250	0
Jan-11	0	882	882	0	0	62	62	0	0	160	160	0	0	1,146	1,146	0	0	2,250	2,250	0
Jan-12	0	882	882	0	0	62	62	0	0	160	160	0	0	1,146	1,146	0	0	2,250	2,250	0
Jan-13	0	882	882	0	0	62	62	0	0	160	160	0	0	1,160	1,160	0	0	2,264	2,264	0
Jan-14	0	882	882	0	0	62	62	0	0	160	160	0	0	1,160	1,160	0	0	2,264	2,264	0
Jan-15	0	882	882	0	0	62	62	0	0	160	160	0	0	1,160	1,160	0	0	2,264	2,264	0
Jan-16	0	882	882	0	0	62	62	0	0	160	160	0	0	1,160	1,160	0	0	2,264	2,264	0
Jan-17	0	882	882	0	0	62	62	0	0	160	160	0	0	1,160	1,160	0	0	2,264	2,264	0
Jan-18	0	882	882	0	0	62	62	0	0	160	160	0	0	1,160	1,160	0	0	2,264	2,264	0
Jan-19	0	882	882	0	0	62	62	0	0	160	160	0	0	1,160	1,160	0	0	2,264	2,264	0
Jan-20	0	882	882	0	0	62	62	0	0	160	160	0	0	1,196	1,196	0	0	2,300	2,300	0
Jan-21	0	882	882	0	0	62	62	0	0	160	160	0	0	1,205	1,205	0	0	2,309	2,309	0
Jan-22	0	882	882	0	0	62	62	0	0	160	160	0	0	1,212	1,212	0	0	2,316	2,316	0
Jan-23	0	882	882	0	0	62	62	0	0	160	160	0	0	1,227	1,227	0	0	2,331	2,331	0
Jan-24	0	882	882	0	0	62	62	0	0	160	160	0	0	1,263	1,263	0	0	2,367	2,367	0
Jan-25	0	882	882	0	0	62	62	0	0	160	160	0	0	1,263	1,263	0	0	2,367	2,367	0
Jan-26	0	882	882	0	0	62	62	0	0	160	160	0	0	1,263	1,263	0	0	2,367	2,367	0
Jan-27	0	882	882	0	0	62	62	0	0	160	160	0	0	1,263	1,263	0	0	2,367	2,367	0
Jan-28	0	882	882	0	0	62	62	0	0	160	160	0	0	1,268	1,268	0	0	2,372	2,372	0
Jan-29	0	882	882	0	0	62	62	0	0	160	160	0	0	1,268	1,268	0	0	2,372	2,372	0
Jan-30	0	882	882	0	0	62	62	0	0	160	160	0	0	1,268	1,268	0	0	2,372	2,372	0
Jan-31	0	882	882	0	0	62	62	0	0	160	160	0	0	1,268	1,268	0	0	2,372	2,372	0

ESTIMATED METER SUMMARY FOR JANUARY-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	0	0	0	0	0	0	0	0	0	0
Region Total:	1	0	0	0	0	0	0	0	0	1
YEAR-TO-DATE TOTALS	9	0	0	0	0	0	0	0	0	9
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	26	0	0	2	0	0	0	0	0	28
LEE'S SUMMIT, MO	2	0	0	0	0	0	0	0	0	2
ST. JOSEPH, MO	3	0	0	0	0	0	0	0	0	3
KANSAS CITY NORTH										
Region total:	31	0	0	2	0	0	0	0	0	33
YEAR-TO-DATE TOTALS	194	9	3	3	1	0	0	1	0	211

NOTE: Beginning a new fiscal year - 2003 (July '02-June'03)