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December 29, 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

DEC 2 9 2003

Service Commission

FILED?

Mr. Roberts:

Enclosed for filing with in the above-referenced matter, please find a copy of MGE's report for the month of November 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 December 29, 2003 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:

DLC/jar Enclosures

cc:

Office of the Public Counsel

Ms. Gay Fred (w/enclosures)

Lisa Kremer Rob Hack (w/o enclosures) Dean L. Cooper

### **MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER**

November 2003

				•			Overmen	2003							
		CALLS	<i>ANSWERED</i>		TOTAL	TOTAL	TOTAL				AVG	AVG	AVG	AVG	SERVICE
		PHONE	ACCT SVCS &	CALLS	OFFERED	HANDLED BY	INCOMING	%		CALLS	SPEED	TALK	NOT READY	DELAY	LEVEL,
	DATE	CENTER	BILLING	ABAND	CALL CTR	AUTOMATION	CALLS	ACR	F.T.E.		ANSWER	TIME	TIME	ABAND	%of calls offered
	DATE	CENTER	BILLING	ABAND	CALL CIR	AUTOMATION	CALLS	ACK	Г, І, С.	FER F. I.E.	ANSWER	I IIVIE	THVIC	ABAND	7001 Calls Offered
Saturday	1				0	343	343	0.00%							
	WEEK	0	0	0	0	343	343	0.00%	#DIV/0!		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Sunday	2				0	133	133	0.00%							
Monday	3	3,100	896	3,251	7,247	818	8,065	40.31%	57	70	741	293	54	401	19%
Tuesday	4	2,746	557	2,007	5,310	678	5,988	33.52%	52	64	611	285	61	373	23%
Wednesday	5	2,770	750		AND THE PROPERTY OF THE PROPER	760	7,375	41.97%	57	62	827	319	62	490	20%
And the control of the particular and a second	weed, mentions consumed in such without interest			3,095	6,615			and the second second second		*************************	mentioned and the second section of the section of t	appropriately and accompany		Market in the beautiful and the second	
Thursday	6	2,570	526	3,189	6,285	630	6,915	46.12%	50	62	946	318	65	506	19%
Friday	77	2,641	598	2,576	5,815	698	6,513	39.55%	51	64	808	311	62	421	17%
Saturday	8	and the second s	and the first of the second se		0	335	335	0.00%							
	WEEK	13,827	3,327	14,118	31,272	4,052	35,324	39.97%	53	324	783	305	60	444	20%
	_				•	404	404	0.000							
Sunday	9				0	181	181	0.00%					manyakan kepadan di kabupat di kapan Perunakan di kabupat di kapan		
Monday	10	3,136	760	2,195	6,091	742	6,833	32.12%	56	70	652	290	* 56	368	18%
Tuesday	11	2,898	108	373	3,379	476	3,855	9.68%	42	72	139	263	47	171	53%
Wednesday	12	3,134	282	417	3,833	576	4,409	9.46%	50	68	161	263	50	139	50%
Thursday		2,878	371	606	3,855	544	4,399	13.78%	48	68	209	280	54	294	30%
announce of the second	13		anne de la companya del companya de la companya del companya de la	and a complete a series delicated the			programme agreement trademant Western agreem		decade, software of a problem of						
Friday	14	2,710	392	1,079	4,181	612	4,793	22.51%	45	69	37.4	276	54	271	26%
Saturday	15				0	307	307	0.00%							
	MEEK	44.750	4.040	4.070	04.000	2.420	24 777	40.050/	40	247	204	225	50	200	220/
	WEEK	14,756	1,913	4,670	21,339	3,438	24,777	18.85%	48	347	321	275	52	300	33%
Sunday	16				0	169	169	0.00%							
Monday		2,988	010	1,508	annessa, popular y prompte description de l'estate de	74 - 605 - 444	5,837	26.86%	50	72	468	274	52	299	23%
			****			and the second section of the second section of the second second second second second second second second se	4,277	10.10%	47	70	146	255	53	152	53%
Tuesday	18	3,063	216	432	3,711	566	Carrer of warmer of warmer designation and the second second second second second second second second second	management on home and describe and describes							and the same and t
Wednesday	19	3,005	239	339	3,583	525	4,108	8.25%	46	71	176	262	45	129	61%
Thursday	20	2,864	226	361	3,451	556	4,007	9.01%	44	70	126	264	47	136 ·	53%
Friday	21	2,865	236	846	13,947	554	4,501	18.80%	44	70	299	269	52	255	34%
Saturday	22		<u> </u>	in and the Charles of the Control of	0	215	215	0.00%	<del>4. 31</del>			· CONTENT DESCRIPTION			er kejeda 1600. aander van de van
Galdiday					J		2.0	0.0070							
	WEEK	14,785	1,533	3,546	19,864	3,250	23,114	15.34%	46	355	248	265	50	238	43%
Sunday	23				0	122	122	0.00%	***						
Monday	24	2,982	466	2,662	6,110	722	6,832	38,96%	52	66	858	303	57	518	18%
Tuesday	25	2,978	221	2,473	5,672	700	6,372	38.81%	47	68	764	298	55	404	19%
Wednesday	26	2,815	138	794	3,747	498	4,245	18.70%	41	72	322	271	33	260	27%
			1.00	<b></b>			Andrew Stranger Stranger		1012112 75 francis		70 L	· · · · · · · · · · · · · · · · · · ·	The second secon		
Thursday	27	nile ( c. strik <del>100 m. j. strik m. m. j. strik</del>			0	84	84	0.00%	chale diseases seen		<u> </u>		<del></del>		
Friday	28				0	544	544	0.00%							
Saturday	29				0	192	192	0.00%							
,					4 =		40.55	00.5.51	, <u> </u>	004	999	00.	4.5	40-	0.40
	WEEK	8,775	825	5,929	15,529	2,862	18,391	32.24%	47	204	662	291	49	436	21%
O	20				0	136	136	0.00%							
Sunday	30				U	130	130	0.0078							
	WEEK	0	. 0	0	0	136	136	0.00%	#DIV/01		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		ŭ	_	-	-	•									
	MTD	52,143	7,598	28,263	88,004	14,081	102,085	27.69%	49	1,219	489	283	53	393	28%
			04.654	40		64.611	480 545	40 = 404		7.007	400	nc :		000	0.001
	YTD	323,970	24,821	48,384	397,175	61,844	459,019	10.54%	44	7,927	153	234	36	308	62%
						Calle	s per FTE per l	Dav		68	Monthly Ave	rane			•
						valia	וושאוייישאי	7			on any rive	· wyu			

75

Calls per FTE per Day

Year to date Average

# Activity Code Summary November 2003

			Average	Percent of
		Number		Activity-Code
Stats for n	nonth of November 2003	of Calls	(seconds)	Calls
1	Service Order Initiation	15,145	281	27.79%
2	Pay Agreements	8,792	240	16.13%
3	Account Activity Verification	15,174	235	27.84%
4	Payment Options	5,023	238	9.22%
5	ABC	1,730	195	3.17%
6	High Bill Concerns	1,284	290	2.36%
7	Energy Assistance	381	256	0.70%
8	Gas Leak/Emergency	132	188	0.24%
9	Typing Request	5,164	172	9.47%
10	MGE/SUG General Information	1,637	243	3.00%
11	Deposits	33	233	0.06%
12	Estimated Bills	12	163	0.02%
				100.00%
	Total Calls Coded	54,507		
	Average Talk Time (seconds)	.,	243	* .
	Maximum Talk Time (seconds)		290	
	Total Calls Answered this Month	59,741		
	Percent Coded	91.2%		

### Missouri Gas Energy Customer Service Staff November 2003

	October	October	Term/Resign	November	November
	Full Time	Part Time	New Hires	Full Time	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		39	7
Training Class	5	0		5	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	<del></del>
TOTAL	94	10	0	94	10
GRAND TOTAL	4 2 2 4 A P 1	04	Bath Data and Post in	\$40 (1.25 to 1.16	)4

## ONLINE STATUS REPORT November 2003

	Beginning Balance	Number Received	Number Completed	Ending Balance	YTD Received	YTD Completed	%
On-Line	0	0	0	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	72	72	0	599	599	100.0%
Totals	0	0	0	0	982	982	100.0%

Notes:

2004							MG	E YT	D Service Order Status Report										reni cuali	
	×	On L	.ine		2	Meter	Shop			NP:	SOs			TO	GS			TOT	ALS	
YTD	Beg.	YTD	YTD	End.	Beg.	YTD	YTD	End.	Beg.	YTD	YTD	End.	Beg.	YTD	YTD	End.	Beg.	YTD	YTD	End.
Date	Bal.	Rec.	Comp.	Bal.	Bal.	Rec.	Comp.	Bal.	Bal.	Rec.	Comp.	Bal.	Bal.	Rec.	Comp.	Bal.	Bal.	Rec.	Comp.	Bal.
Nov-1	0	383	383	0	0 1	0	0	0	0	0	0	0	0	527	527	0	0	910	910	0
Nov-2	0.	383	383	0	0	0	Ö	0	0	0	0	0	0	527	527	0	0	910	910	0
Nov-3	0	383	383	0	0	0	0	0	0	0	0	0	0	529	529	0	O	912	912	0
Nov-4	0.0	383	383	0	<b>0</b>	0	0	0	0	0	O	0	::: Q	532	532	0	0	915	915	0
Nov-5	0	383	.383	0	0	0	0	0	0	0	0	0	Ö	546	546	0	0	929	929	0
Nov-6	0	383	383	0	0	0	0	0	0	0	0	0	0	546	546	0	0	929	929	0
Nov-7	0	383	383	0	0	0	0	0	0	0	0	0	0	546	546	0	0	929	929	0
Nov-8	in Oile	383	383	0	0.	0	0	, O	0	0	0	0	0	546	546	0	0	929	929	0
Nov-9	[0]	383	383	0	0	0.	0	0	0	0	0	0	0	549	549	0	0	932	932	0
Nov-10	0	383	383	0	0	0	0	0	0	0	0	0	0	549	549	0	0	932	932	0
Nov-11	0	383	383	0	0	0	0	0	0	0	0	0	0	549	549	0	0	932	932	0
Nov-12	0	383	383	0	0	0.0	0	. 0	0	0	0 ::	0	. 0	549	549	0	0.	932	932	0
Nov-13	0	383	383	0	0	0	.0	0	0	0	0	0	0	554	554	0	0	937	937	0
Nov-14	0	383	383	0	0	0	0	0	0	0	0	0	0	554	554	0	0	937	937	0
Nov-15	0	383	383	0	0	0	0	0	0	0	0	0	0	554	554	0	0	937	937	0
Nov-16	(in all Our sign	383	383	0	0	0	0	Ö	0	0	0,	0	0	554	554	0	0	937	937	0,
Nov-17	0	383	383	0	0	0	0	0	0	0	0	0	0	587	587	0	0	970	970	0
Nov-18	0	383	383	0	0	0,0	0	0	0	0	0	0.	0	588	588	0	0	971	971	0
Nov-19	0	383	383	0	0	0	0	0	0	0	0	0	0	592	592	0	0	975	975	0
Nov-20	0,00	383	383	0	0	0	0	0 *	0	0	0	0	0	592	592	0	0	975	975	0,
Nov-21	0	383	383	0	0	0	0	0	0	0	0	0	0	592	592	0	0	√975	975	. 0
Nov-22	0	383	383	0	"- O: ·	0	0	0	0	0	0	0	0	592	592 ×	0	0	975	975	0
Nov-23	0	383	383	0	0	0	0	0	0	0	0	0	0	592	592	.0	0	975	975	0
Nov-24	0	383	383	0	0	0	0	Ø	0	0	0	0	0	599	599	.0	0	982	982	0
Nov-25	0	383	383	0	0	0	0	0	0	0	0	0	0 .	599	599	0	0	982	982	0
Nov-26	0	383	383	0	٠ 0	0	0	0	0	0	0	- 0	0	599	599	0	0	982	982	0.55
Nov-27	0	383	383	0	0	0	0	0	0	0	0	0	0	599	599	, 0	0	982	982	0
Nov-28	. 0	383	383	0	0	0	0	0	0	0	0	0	0	599	599	0	0	982	982	0
Nov-29	0	383	383	Ő	0	0	0	0	0	0	0	0	0	599	599	0	0	982	982	0
Nov-30	9000	383	383	0	0	109	0	0	0	0	0	0	<b>O</b>	599	599	0	0.	982	982	0

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2004							MGE	Mont	hly S	ervice	Orde	r Stat	us R	eport						
Month		On	Line		·····	Meter	Shop			NP	SOs			то	GS			TO1	ALS	
End Date	Beg. Bal.	Month Rec.	Month Comp.	End. Bal.																
Jul-31	0	0	0	0	0	O	Ö	0,	0	0,	. 0	O.	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	Ō	383	383	0	0	0	0	Ö	Ö	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	0	0	0	0	0	0	0	0	0	0	0	0	19	19	0	0	19	19	0
Jan-31	0	0	0	0	0	0	0	0	0.8	0	0	0	0	Ó	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	Ő	0	0	0	Ò	Ö	0	0	0 ′′	0	Ó	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	Ö	0	1.0	0	0	0	0	0	Ó	0	0	0 :-	0	0	0	0	0	Ó	• 0	0
Jun-30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0 .	0

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# ESTIMATED METER SUMMARY FOR NOV-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:	<u> </u>									
JOPLIN, MO	0	0	0	0	0		0	0		(
MONETT, MO	0	0	0	0	0	0	0	0	<u> </u>	·
Region Total:	0	0	0	0	0	0	0	0	0	
YEAR-TO-DATE TOTALS	6	0	0	0	0	0	0	0	0	<del></del>
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	/ months	8 months	9+ months	Grand Total
	_	•								
Location:									<del>,</del>	<del></del>
INDEPENDENCE, MO		<u> </u>								
WARRENSBURG, MO										
KANSAS CITY, MO	16	0	2	0	0	0	0	0		1:
LEE'S SUMMIT, MO	4	0	0	0	0	0	0	0	0	
ST. JOSEPH, MO										
KANSAS CITY NORTH	3	0	0	0	0	0	0	0	0	
MANSAS CITT NORTH										
Region total:	23	0	2	0	0	0	0	0	0	13

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