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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

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).

FILED²
DEC 29 2003
Missouri Public
Service Commission

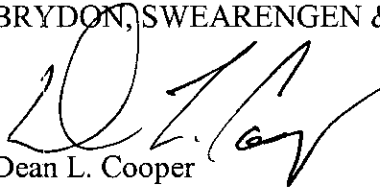
Public Service Commission
December 29, 2003
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Ms. Kremer has been provided this material directly from MGE. Pursuant to Mr. Schwarz's memo of February 13, 1997, I am sending a copy to Ms. Gay Fred.

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

November 2003

DATE	CALLS ANSWERED		CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E.	CALLS PER F.T.E.	AVG SPEED	AVG TALK	AVG NOT READY	AVG DELAY	SERVICE LEVEL
	PHONE CENTER	ACCT SVCS & BILLING								ANSWER	TIME	TIME	ABAND	%of 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	8,118	40.31%	57	70	741	293	54	401	19%
Tuesday	4	2,746	557	2,007	5,310	678	33.52%	52	64	611	285	61	373	23%
Wednesday	5	2,770	750	3,095	6,615	760	41.97%	57	62	827	319	62	490	20%
Thursday	6	2,570	526	3,189	6,285	630	46.12%	50	62	946	318	65	506	19%
Friday	7	2,641	598	2,676	5,815	698	39.55%	51	64	808	311	62	421	17%
Saturday	8			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%
Sunday	9			0	181	181	0.00%							
Monday	10	3,136	760	2,195	6,091	742	32.12%	56	70	652	290	56	368	18%
Tuesday	11	2,898	108	373	3,379	476	9.68%	42	72	139	263	47	171	53%
Wednesday	12	3,134	282	417	3,833	576	9.46%	50	68	161	263	50	139	50%
Thursday	13	2,878	371	606	3,855	544	13.78%	48	68	209	280	54	294	30%
Friday	14	2,710	392	1,079	4,181	612	22.51%	45	69	374	276	54	271	26%
Saturday	15			0	307	307	0.00%							
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	17	2,988	616	1,568	5,172	665	26.86%	50	72	468	274	52	299	23%
Tuesday	18	3,063	216	432	3,711	566	10.10%	47	70	146	255	53	152	53%
Wednesday	19	3,005	239	339	3,583	525	8.25%	46	71	176	262	45	129	61%
Thursday	20	2,864	226	361	3,451	556	9.01%	44	70	126	264	47	136	53%
Friday	21	2,865	236	846	3,947	554	18.80%	44	70	299	269	52	255	34%
Saturday	22			0	215	215	0.00%							
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	38.96%	52	66	858	303	57	518	18%
Tuesday	25	2,978	221	2,473	5,672	700	38.81%	47	68	764	298	55	404	19%
Wednesday	26	2,815	138	794	3,747	498	18.70%	41	72	322	271	33	260	27%
Thursday	27			0	84	84	0.00%							
Friday	28			0	544	544	0.00%							
Saturday	29			0	192	192	0.00%							
WEEK	8,775	825	5,929	15,529	2,862	18,391	32.24%	47	204	662	291	49	436	21%
Sunday	30			0	136	136	0.00%							
WEEK	0	0	0	0	136	136	0.00%	#DIV/0!		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
MTD	52,143	7,598	28,263	88,004	14,081	102,085	27.69%	49	1,219	489	283	53	393	28%
YTD	323,970	24,821	48,384	397,175	61,844	459,019	10.54%	44	7,927	153	234	36	308	62%

Calls per FTE per Day

68

Monthly Average

Calls per FTE per Day

75

Year to date Average

Activity Code Summary November 2003

Stats for month of November 2003		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code 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 Full Time	October Part Time	Term/Resign New Hires	November Full Time	November 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	
TOTAL	94	10	0	94	10
GRAND TOTAL	104			104	

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

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.
Nov-1	0	383	383	0	0	0	0	0	0	0	0	0	0	527	527	0	0	910	910	0
Nov-2	0	383	383	0	0	0	0	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	0	912	912	0
Nov-4	0	383	383	0	0	0	0	0	0	0	0	0	0	532	532	0	0	915	915	0
Nov-5	0	383	383	0	0	0	0	0	0	0	0	0	0	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	0	383	383	0	0	0	0	0	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	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	0	383	383	0	0	0	0	0	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	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	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	0	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	0	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	0	0	0	0	0	0	0	0	0	599	599	0	0	982	982	0
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	0	0	0	0	0	0	0	0	0	0	599	599	0	0	982	982	0
Nov-30	0	383	383	0	0	0	0	0	0	0	0	0	0	599	599	0	0	982	982	0

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	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	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

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:										
JOPLIN, MO	0	0	0	0	0	0	0	0	0	0
MONETT, MO	0	0	0	0	0	0	0	0	0	0
Region Total:	0	0	0	0	0	0	0	0	0	0
YEAR-TO-DATE TOTALS	6	0	0	0	0	0	0	0	0	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										0
KANSAS CITY, MO	16	0	2	0	0	0	0	0	0	18
LEE'S SUMMIT, MO	4	0	0	0	0	0	0	0	0	4
ST. JOSEPH, MO										0
KANSAS CITY NORTH	3	0	0	0	0	0	0	0	0	3
Region total:	23	0	2	0	0	0	0	0	0	25
YEAR-TO-DATE TOTALS	112	11	7	0	0	0	0	0	0	130

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