

LAW OFFICES  
**BRYDON, SWEARENGEN & ENGLAND**

PROFESSIONAL CORPORATION

312 EAST CAPITOL AVENUE

P.O. BOX 456

JEFFERSON CITY, MISSOURI 65102-0456

TELEPHONE (573) 635-7166

FACSIMILE (573) 635-3847

E-MAIL: DUFFY@BRYDONLAW.COM

DAVID V.G. BRYDON  
JAMES C. SWEARENGEN  
WILLIAM R. ENGLAND, III  
JOHNNY K. RICHARDSON  
GARY W. DUFFY  
PAUL A. BOUDREAU  
SONDRA B. MORGAN  
CHARLES E. SMARR

DEAN L. COOPER  
MARK G. ANDERSON  
GREGORY C. MITCHELL  
BRIAN T. MCCARTNEY  
DIANA C. FARR  
JANET E. WHEELER

OF COUNSEL  
RICHARD T. CIOTTONI

May 27, 2003

**FILED**<sup>4</sup>

MAY 27 2003

Missouri Public  
Service Commission

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

**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 April, 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 Gay Fred.

Sincerely,

BRYDON, SWEARENGEN & ENGLAND P.C.

By:

Dean L. Cooper

DLC/tli  
cc w/encl: Office of the Public Counsel  
Gay Fred  
cc w/o encl: Lisa Kremer  
Rob Hack

Missouri Gas Energy  
Customer Service Staff  
April 2003

|                              | March<br>Full Time | March<br>Part Time | Term/Resign<br>New Hires | April<br>Full Time | April<br>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               | 52                 | 7                  | 0                        | 52                 | 7                  |
| Training Class               | 0                  | 0                  |                          | 0                  | 0                  |
| Billing Services             | 12                 | 2                  |                          | 12                 | 2                  |
| Account Services             | 12                 | 0                  | -1                       | 11                 | 0                  |
| Seasonal Employees           | 0                  | 0                  |                          | 0                  | 0                  |
| PBO Joplin                   | 4                  |                    |                          | 4                  |                    |
| PBO Monett                   | 2                  |                    |                          | 2                  |                    |
| PBO St. Joseph               | 3                  |                    |                          | 3                  |                    |
| <b>TOTAL</b>                 | <b>102</b>         | <b>9</b>           | <b>-1</b>                | <b>101</b>         | <b>9</b>           |
| <b>GRAND TOTAL</b>           | <b>111</b>         |                    |                          | <b>110</b>         |                    |

## MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

April 2003

| DATE | CALLS ANSWERED  |                        | CALLS<br>ABAND | TOTAL<br>OFFERED<br>CALL CTR | TOTAL<br>HANDLED BY<br>AUTOMATION | TOTAL<br>INCOMING<br>CALLS | ROLLOVER<br>FROM<br>MO TO TX | ROLLOVER<br>FROM<br>TX TO MO | %<br>ACR | F.T.E. | CALLS<br>PER F.T.E. | AVG<br>SPEED | AVG<br>TALK | AVG<br>NOT READY | AVG<br>DELAY | SERVICE    |
|------|-----------------|------------------------|----------------|------------------------------|-----------------------------------|----------------------------|------------------------------|------------------------------|----------|--------|---------------------|--------------|-------------|------------------|--------------|------------|
|      | PHONE<br>CENTER | ACCT SVCS &<br>BILLING |                |                              |                                   |                            |                              |                              |          |        |                     | ANSWER       | TIME        | TIME             | ABAND        | LEVEL<br>% |
| 1    | 4,235           | 18                     | 235            | 4,488                        | 849                               | 5,337                      | 0                            | 0                            | 4.40%    | 48     | 89                  | 60           | 208         | 24               | 103          | 76%        |
| 2    | 4,241           | 4                      | 79             | 4,324                        | 751                               | 5,075                      | 0                            | 0                            | 1.56%    | 46     | 92                  | 27           | 208         | 27               | 56           | 85%        |
| 3    | 4,057           | 0                      | 77             | 4,134                        | 750                               | 4,884                      | 0                            | 0                            | 1.58%    | 47     | 86                  | 26           | 202         | 32               | 56           | 85%        |
| 4    | 4,136           | 177                    | 295            | 4,608                        | 803                               | 5,411                      | 0                            | 0                            | 5.45%    | 45     | 96                  | 86           | 205         | 30               | 85           | 58%        |
| 5    |                 |                        |                | 0                            | 564                               | 564                        |                              |                              | 0.00%    |        |                     |              |             |                  |              |            |
| WEEK | 16,669          | 199                    | 686            | 17,554                       | 3,717                             | 21,271                     | 0                            | 0                            | 3.23%    | 47     | 359                 | 50           | 206         | 28               | 75           | 75%        |
| 6    |                 |                        |                | 0                            | 293                               | 293                        |                              |                              | 0.00%    |        |                     |              |             |                  |              |            |
| 7    | 4,419           | 890                    | 846            | 6,155                        | 947                               | 7,102                      | 0                            | 0                            | 11.91%   | 57     | 93                  | 174          | 223         | 34               | 142          | 40%        |
| 8    | 4,341           | 28                     | 242            | 4,611                        | 779                               | 5,390                      | 0                            | 0                            | 4.49%    | 48     | 91                  | 62           | 213         | 31               | 104          | 70%        |
| 9    | 3,967           | 7                      | 62             | 4,036                        | 436                               | 4,472                      | 0                            | 0                            | 1.39%    | 47     | 85                  | 19           | 217         | 29               | 28           | 89%        |
| 10   | 3,896           | 2                      | 53             | 3,951                        | 931                               | 4,882                      | 0                            | 0                            | 1.09%    | 46     | 85                  | 24           | 209         | 25               | 38           | 88%        |
| 11   | 3,712           | 89                     | 192            | 3,993                        | 650                               | 4,643                      | 0                            | 0                            | 4.14%    | 41     | 93                  | 60           | 205         | 32               | 76           | 66%        |
| 12   |                 |                        |                | 0                            | 299                               | 299                        |                              |                              | 0.00%    |        |                     |              |             |                  |              |            |
| WEEK | 20,335          | 1,016                  | 1,395          | 22,746                       | 4,335                             | 27,081                     | 0                            | 0                            | 5.15%    | 48     | 445                 | 68           | 213         | 30               | 78           | 68%        |
| 13   |                 |                        |                | 0                            | 191                               | 191                        |                              |                              | 0.00%    |        |                     |              |             |                  |              |            |
| 14   | 4,603           | 315                    | 268            | 5,186                        | 723                               | 5,909                      | 0                            | 0                            | 4.54%    | 59     | 83                  | 62           | 207         | 27               | 109          | 75%        |
| 15   | 3,859           | 14                     | 49             | 3,922                        | 733                               | 4,655                      | 0                            | 0                            | 1.05%    | 49     | 79                  | 22           | 204         | 22               | 57           | 89%        |
| 16   | 3,675           | 0                      | 25             | 3,700                        | 765                               | 4,465                      | 0                            | 0                            | 0.56%    | 49     | 75                  | 11           | 205         | 29               | 23           | 94%        |
| 17   | 3,646           | 0                      | 35             | 3,681                        | 651                               | 4,332                      | 0                            | 0                            | 0.81%    | 47     | 78                  | 11           | 211         | 27               | 33           | 94%        |
| 18   | 3,262           | 0                      | 70             | 3,332                        | 602                               | 3,934                      | 0                            | 0                            | 1.78%    | 39     | 84                  | 21           | 197         | 23               | 42           | 88%        |
| 19   |                 |                        |                | 0                            | 363                               | 363                        | 0                            | 0                            | 0.00%    |        |                     |              |             |                  |              |            |
| WEEK | 19,045          | 329                    | 447            | 19,821                       | 4,028                             | 23,849                     | 0                            | 0                            | 1.87%    | 61     | 318                 | 25           | 205         | 26               | 53           | 88%        |
| 20   |                 |                        |                | 0                            | 159                               | 159                        | 0                            | 0                            | 0.00%    |        |                     |              |             |                  |              |            |
| 21   | 4,190           | 211                    | 161            | 4,562                        | 780                               | 5,342                      | 0                            | 0                            | 3.01%    | 53     | 83                  | 46           | 208         | 27               | 79           | 79%        |
| 22   | 3,577           | 0                      | 24             | 3,601                        | 640                               | 4,241                      | 0                            | 0                            | 0.57%    | 49     | 73                  | 12           | 204         | 27               | 25           | 93%        |
| 23   | 3,720           | 0                      | 41             | 3,761                        | 649                               | 4,410                      | 0                            | 0                            | 0.93%    | 46     | 81                  | 16           | 204         | 26               | 48           | 91%        |
| 24   | 3,769           | 0                      | 12             | 3,781                        | 665                               | 4,446                      | 0                            | 0                            | 0.27%    | 49     | 77                  | 8            | 203         | 26               | 13           | 97%        |
| 25   | 3,945           | 22                     | 72             | 4,039                        | 786                               | 4,825                      | 0                            | 0                            | 1.49%    | 45     | 88                  | 24           | 201         | 26               | 48           | 86%        |
| 26   |                 |                        |                | 0                            | 412                               | 412                        | 0                            | 0                            | 0.00%    |        |                     |              |             |                  |              |            |
| WEEK | 19,201          | 233                    | 310            | 19,744                       | 4,091                             | 23,835                     | 0                            | 0                            | 1.30%    | 48     | 405                 | 21           | 204         | 26               | 43           | 89%        |
| 27   |                 |                        |                | 0                            | 220                               | 220                        |                              |                              | 0.00%    |        |                     |              |             |                  |              |            |
| 28   | 4,321           | 516                    | 300            | 5,137                        | 766                               | 5,903                      | 0                            | 0                            | 5.08%    | 62     | 78                  | 41           | 210         | 34               | 96           | 74%        |
| 29   | 4,061           | 0                      | 44             | 4,105                        | 690                               | 4,795                      | 0                            | 0                            | 0.92%    | 51     | 80                  | 13           | 208         | 26               | 29           | 93%        |
| 30   | 4,111           | 0                      | 28             | 4,139                        | 696                               | 4,835                      | 0                            | 0                            | 0.58%    | 52     | 79                  | 9            | 205         | 28               | 30           | 95%        |
| WEEK | 12,493          | 516                    | 372            | 13,381                       | 2,372                             | 15,753                     | 0                            | 0                            | 2.36%    | 55     | 237                 | 21           | 208         | 29               | 52           | 87%        |
| MTD  | 87,743          | 2,293                  | 3,210          | 93,246                       | 18,543                            | 111,789                    | 0                            | 0                            | 2.87%    | 49     | 1,837               | 38           | 207         | 28               | 60           | 81%        |
| YTD  | 737,519         | 23,286                 | 52,125         | 812,930                      | 142,608                           | 955,538                    | 0                            | 0                            | 5.46%    | 46     | 16,539              | 68           | 220         | 32               | 75           | 69%        |

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER  
April 2003

April 1, Regular Collection period begins.

April 18, Good Friday - optional employee holiday.

Activity Code Summary  
April 2003

| Stats for month of April        |                               | Number<br>of Calls | Average<br>Talk Time<br>(seconds) | Percent of<br>Activity-Code<br>Calls |
|---------------------------------|-------------------------------|--------------------|-----------------------------------|--------------------------------------|
| 1                               | Service Order Initiation      | 10,551             | 250                               | 14.61%                               |
| 2                               | Pay Agreements                | 18,545             | 198                               | 25.67%                               |
| 3                               | Account Activity Verification | 17,013             | 186                               | 23.55%                               |
| 4                               | Payment Options               | 9,040              | 193                               | 12.51%                               |
| 5                               | ABC                           | 2,721              | 186                               | 3.77%                                |
| 6                               | High Bill Concerns            | 3,688              | 226                               | 5.11%                                |
| 7                               | Energy Assistance             | 225                | 207                               | 0.31%                                |
| 8                               | Gas Leak/Emergency            | 369                | 258                               | 0.51%                                |
| 9                               | Typing Request                | 8,091              | 128                               | 11.20%                               |
| 10                              | MGE/SUG General Information   | 1,969              | 195                               | 2.73%                                |
| 11                              | Deposits                      | 22                 | 198                               | 0.03%                                |
| 12                              | Estimated Bills               | 8                  | 209                               | 0.01%                                |
|                                 |                               |                    |                                   | 100.00%                              |
| Total Calls Coded               |                               | 72,242             |                                   |                                      |
| Average Talk Time (seconds)     |                               |                    | 196                               |                                      |
| Maximum Talk Time (seconds)     |                               |                    | 258                               |                                      |
| Total Calls Answered this Month |                               | 90,036             |                                   |                                      |
| Percent Coded                   |                               | 80.2%              |                                   |                                      |

**ONLINE STATUS REPORT**  
**April 2003**

|                   | <b>Beginning<br/>Balance</b> | <b>Number<br/>Received</b> | <b>Number<br/>Completed</b> | <b>Ending<br/>Balance</b> | <b>YTD<br/>Received</b> | <b>YTD<br/>Completed</b> | <b>%</b> |
|-------------------|------------------------------|----------------------------|-----------------------------|---------------------------|-------------------------|--------------------------|----------|
| <b>On-Line</b>    | 0                            | 227                        | 227                         | 0                         | 1,109                   | 1,109                    | 100.0%   |
| <b>Meter Shop</b> | 0                            | 0                          | 0                           | 0                         | 62                      | 62                       | 100.0%   |
| <b>NPSO</b>       | 0                            | 0                          | 0                           | 0                         | 160                     | 160                      | 100.0%   |
| <b>TOGS</b>       | 0                            | 126                        | 126                         | 0                         | 1,542                   | 1,542                    | 100.0%   |
| <b>Totals</b>     | 0                            | 353                        | 353                         | 0                         | 2,873                   | 2,873                    | 100.0%   |

**Notes:**

2003

## MGE YTD Service Order Status Report

| YTD<br>Date | On Line     |             |              |              | Meter Shop  |             |              |              | NPSOs       |             |              |              | TOGS        |             |              |              | TOTALS      |             |              |              |
|-------------|-------------|-------------|--------------|--------------|-------------|-------------|--------------|--------------|-------------|-------------|--------------|--------------|-------------|-------------|--------------|--------------|-------------|-------------|--------------|--------------|
|             | BEG<br>Bal. | YTD<br>Rec. | YTD<br>Comp. | End.<br>Bal. | BEG<br>Bal. | YTD<br>Rec. | YTD<br>Comp. | End.<br>Bal. | BEG<br>Bal. | YTD<br>Rec. | YTD<br>Comp. | End.<br>Bal. | BEG<br>Bal. | YTD<br>Rec. | YTD<br>Comp. | End.<br>Bal. | BEG<br>Bal. | YTD<br>Rec. | YTD<br>Comp. | End.<br>Bal. |
| Apr-1       | 0           | 882         | 882          | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,451       | 1,449        | 2            | 0           | 2,555       | 2,553        | 2            |
| Apr-2       | 0           | 882         | 882          | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,451       | 1,451        | 0            | 0           | 2,555       | 2,555        | 0            |
| Apr-3       | 0           | 882         | 882          | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,458       | 1,458        | 0            | 0           | 2,562       | 2,562        | 0            |
| Apr-4       | 0           | 882         | 882          | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,464       | 1,464        | 0            | 0           | 2,568       | 2,568        | 0            |
| Apr-5       | 0           | 882         | 882          | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,464       | 1,464        | 0            | 0           | 2,568       | 2,568        | 0            |
| Apr-6       | 0           | 882         | 882          | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,464       | 1,464        | 0            | 0           | 2,568       | 2,568        | 0            |
| Apr-7       | 0           | 882         | 882          | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,473       | 1,473        | 0            | 0           | 2,577       | 2,577        | 0            |
| Apr-8       | 0           | 1,039       | 1,039        | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,477       | 1,477        | 0            | 0           | 2,738       | 2,738        | 0            |
| Apr-9       | 0           | 1,039       | 1,039        | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,477       | 1,477        | 0            | 0           | 2,738       | 2,738        | 0            |
| Apr-10      | 0           | 1,039       | 1,039        | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,477       | 1,477        | 0            | 0           | 2,738       | 2,738        | 0            |
| Apr-11      | 0           | 1,039       | 1,039        | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,483       | 1,483        | 0            | 0           | 2,744       | 2,744        | 0            |
| Apr-12      | 0           | 1,039       | 1,039        | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,483       | 1,483        | 0            | 0           | 2,744       | 2,744        | 0            |
| Apr-13      | 0           | 1,039       | 1,039        | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,483       | 1,483        | 0            | 0           | 2,744       | 2,744        | 0            |
| Apr-14      | 0           | 1,039       | 1,039        | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,486       | 1,486        | 0            | 0           | 2,747       | 2,747        | 0            |
| Apr-15      | 0           | 1,066       | 1,066        | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,486       | 1,486        | 0            | 0           | 2,774       | 2,774        | 0            |
| Apr-16      | 0           | 1,066       | 1,066        | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,499       | 1,499        | 0            | 0           | 2,787       | 2,787        | 0            |
| Apr-17      | 0           | 1,066       | 1,066        | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,509       | 1,507        | 2            | 0           | 2,797       | 2,795        | 2            |
| Apr-18      | 0           | 1,066       | 1,066        | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,516       | 1,516        | 0            | 0           | 2,804       | 2,804        | 0            |
| Apr-19      | 0           | 1,066       | 1,066        | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,516       | 1,516        | 0            | 0           | 2,804       | 2,804        | 0            |
| Apr-20      | 0           | 1,066       | 1,066        | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,516       | 1,516        | 0            | 0           | 2,804       | 2,804        | 0            |
| Apr-21      | 0           | 1,066       | 1,066        | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,522       | 1,522        | 0            | 0           | 2,810       | 2,810        | 0            |
| Apr-22      | 0           | 1,066       | 1,066        | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,538       | 1,538        | 0            | 0           | 2,826       | 2,826        | 0            |
| Apr-23      | 0           | 1,066       | 1,066        | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,542       | 1,542        | 0            | 0           | 2,830       | 2,830        | 0            |
| Apr-24      | 0           | 1,109       | 1,109        | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,542       | 1,542        | 0            | 0           | 2,873       | 2,873        | 0            |
| Apr-25      | 0           | 1,109       | 1,109        | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,542       | 1,542        | 0            | 0           | 2,873       | 2,873        | 0            |
| Apr-26      | 0           | 1,109       | 1,109        | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,542       | 1,542        | 0            | 0           | 2,873       | 2,873        | 0            |
| Apr-27      | 0           | 1,109       | 1,109        | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,542       | 1,542        | 0            | 0           | 2,873       | 2,873        | 0            |
| Apr-28      | 0           | 1,109       | 1,109        | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,542       | 1,542        | 0            | 0           | 2,873       | 2,873        | 0            |
| Apr-29      | 0           | 1,109       | 1,109        | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,542       | 1,542        | 0            | 0           | 2,873       | 2,873        | 0            |
| Apr-30      | 0           | 1,109       | 1,109        | 0            | 0           | 62          | 62           | 0            | 0           | 160         | 160          | 0            | 0           | 1,542       | 1,542        | 0            | 0           | 2,873       | 2,873        | 0            |

2003

## MGE Monthly Service Order Status Report

| Month<br>End<br>Date | On Line      |               |                |              | Meter Shop   |               |                |              | NPSOs        |               |                |              | TOGS         |               |                |              | TOTALS       |               |                |              |
|----------------------|--------------|---------------|----------------|--------------|--------------|---------------|----------------|--------------|--------------|---------------|----------------|--------------|--------------|---------------|----------------|--------------|--------------|---------------|----------------|--------------|
|                      | Beg.<br>Bal. | Month<br>Rec. | Month<br>Comp. | End.<br>Bal. | Beg.<br>Bal. | Month<br>Rec. | Month<br>Comp. | End.<br>Bal. | Beg.<br>Bal. | Month<br>Rec. | Month<br>Comp. | End.<br>Bal. | Beg.<br>Bal. | Month<br>Rec. | Month<br>Comp. | End.<br>Bal. | Beg.<br>Bal. | Month<br>Rec. | Month<br>Comp. | End.<br>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            | 80            | 80             | 0            | 0            | 80            | 80             | 0            |
| Mar-31               | 0            | 0             | 0              | 0            | 0            | 0             | 0              | 0            | 0            | 0             | 0              | 0            | 0            | 68            | 68             | 0            | 0            | 68            | 68             | 0            |
| Apr-30               | 0            | 227           | 227            | 0            | 0            | 0             | 0              | 0            | 0            | 0             | 0              | 0            | 0            | 126           | 126            | 0            | 0            | 353           | 353            | 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 APRIL-03

| RE: SOUTHERN REGION        | 1 month | 2 months | 3 months | 4 months | 5 months | 6 months | 7 months | 8 months | 9+ months | Grand Total |
|----------------------------|---------|----------|----------|----------|----------|----------|----------|----------|-----------|-------------|
| <b>Location:</b>           |         |          |          |          |          |          |          |          |           |             |
| JOPLIN, MO                 | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| MONETT, MO                 | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| <b>Region Total:</b>       | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| <b>YEAR-TO-DATE TOTALS</b> | 10      | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 10          |
|                            |         |          |          |          |          |          |          |          |           |             |
| RE: KANSAS CITY REGION     | 1 month | 2 months | 3 months | 4 months | 5 months | 6 months | 7 months | 8 months | 9+ months | Grand Total |
| <b>Location:</b>           |         |          |          |          |          |          |          |          |           |             |
| 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            | 45      | 9        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 54          |
| LEE'S SUMMIT, MO           | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| ST. JOSEPH, MO             | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| KANSAS CITY NORTH          | 3       | 1        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 4           |
| <b>Region total:</b>       | 48      | 10       | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 58          |
| <b>YEAR-TO-DATE TOTALS</b> | 288     | 20       | 3        | 3        | 1        | 0        | 0        | 1        | 0         | 316         |

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