

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  
BRIAN K. BOGARD  
DIANA C. FARR  
JANET E. WHEELER

OF COUNSEL  
RICHARD T. CIOTTONI

June 19, 2002

Mr. Dale Hardy Roberts  
Secretary/Chief Regulatory Law Judge  
P. O. Box 360  
Jefferson City, MO 65102

**RE: Case No. GO-95-177**

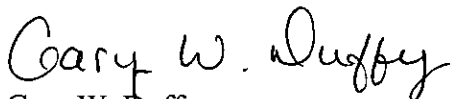
Dear Mr. Roberts:

Enclosed for filing with your office in the case papers of the above-referenced docket please find a copy of MGE's report for the month of May 2002. This includes:

telephone center monthly activity report and monthly summary report which measures  
response time to answer incoming telephone calls  
monthly telephone center activity code summary  
monthly report of the staffing level of the Customer Services Organization  
monthly report of the volume of consecutive estimated customer bills  
monthly report detailing the status of work order activity.

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,

  
Gary W. Duffy

cc w/enclosures

Office of Public Counsel  
Janet Hoerschgen

cc w/o enclosures

Lisa Kremer  
Ron Crow  
Rob Hack

Missouri Gas Energy  
Customer Service Staff  
May 2002

	April Full Time	April Part Time	Term/Resign New Hires	May Full Time	May Part Time
Director	2			2	
Manager	3			3	
Supervisor	5			5	
Advisor	3			3	
Administrative Assistant	1			1	
Analyst	1			1	
Trainer	2			2	
Quality Assurance	1			1	
Switchboard	0			0	
Credit Administrator	0			0	
Contact Center	50	7		50	7
Training Class	0	0		0	0
Billing Services	15	2		15	2
Account Services	11	1	-1	11	0
Seasonal Employees	0	0		0	0
PBO Main Street	5			5	
PBO Joplin	4			4	
PBO Monett	2			2	
PBO St. Joseph	3			3	
<b>TOTAL</b>	<b>108</b>	<b>10</b>	<b>-1</b>	<b>108</b>	<b>9</b>
<b>GRAND TOTAL</b>	<b>118</b>			<b>117</b>	

## MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

May 2002

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	3,862	0	126	3,988	632	4,620	0	0	2.73%	44	88	38	201	26	98	81%
2	3,780	0	80	3,860	602	4,462	0	0	1.79%	43	88	22	196	25	75	88%
3	3,715	16	173	3,904	815	4,719	0	0	3.67%	43	87	50	197	27	108	80%
4				0	160	160			0.00%							
WEEK	11,357	16	379	11,752	2,209	13,961	0	0	2.71%	37	307	37	198	26	94	83%
5				0	72	72			0.00%							
6	4,148	362	14	4,524	741	5,265	0	0	0.27%	67	67	17	206	28	64	92%
7	3,837	0	40	3,877	580	4,457	0	0	0.90%	47	82	10	192	22	46	93%
8	3,312	0	21	3,333	543	3,876	0	0	0.54%	40	83	12	179	21	71	95%
9	3,532	0	5	3,537	627	4,164	0	0	0.12%	49	72	5	194	23	6	99%
10	3,398	0	15	3,413	548	3,961	0	0	0.38%	45	76	10	197	25	21	95%
11				0	319	319			0.00%							
WEEK	18,227	362	95	18,684	3,430	22,114	0	0	0.43%	45	413	11	194	24	42	95%
12				0	147	147			0.00%							
13	4,438	326	68	4,832	681	5,513	0	0	1.23%	62	77	19	205	31	70	90%
14	3,546	0	3	3,549	544	4,093	0	0	0.07%	50	71	4	195	30	9	99%
15	3,515	0	17	3,532	552	4,084	0	0	0.42%	50	70	7	197	29	32	97%
16	3,320	0	3	3,323	507	3,830	0	0	0.08%	52	64	4	205	28	5	100%
17	3,176	0	8	3,184	493	3,677	0	0	0.22%	45	71	7	197	29	16	97%
18				0	326	326			0.00%							
WEEK	17,995	326	99	18,420	3,250	21,670	0	0	0.46%	47	390	8	200	29	26	97%
19				0	143	143			0.00%							
20	4,469	0	3	4,472	623	5,095	0	0	0.06%	62	72	4	201	25	12	99%
21	3,313	0	6	3,319	522	3,841	0	0	0.16%	51	65	4	198	29	9	99%
22	3,236	0	3	3,239	476	3,715	0	0	0.08%	48	67	4	194	28	26	100%
23	2,946	0	53	2,999	434	3,433	0	0	1.54%	41	72	20	204	36	66	90%
24	3,104	0	3	3,107	499	3,606			0.08%	46	67	4	195	27	15	99%
25				0	304	304			0.00%							
WEEK	17,068	0	68	17,136	3,001	20,137	0	0	0.34%	45	379	7	198	29	26	97%
26				0	66	66			0.00%							
27				0	57	57			0.00%							
28	4,330	118	41	4,489	545	5,034	0	0	0.81%	59	75	15	199	25	26	93%
29	3,345	0	6	3,351	467	3,818	0	0	0.16%	47	71	4	202	26	16	99%
30	3,244	0	3	3,247	498	3,745	0	0	0.08%	48	68	4	201	28	9	100%
31	3,291	0	3	3,294	493	3,787	0	0	0.08%	45	73	5	193	25	5	98%
WEEK	14,210	118	53	14,381	2,126	16,507	0	0	0.32%	50	287	7	199	26	14	98%
MTD	78,857	822	694	80,373	14,016	94,389	0	0	0.74%	49	1,626	12	198	27	37	95%
YTD	812,252	42,998	99,399	954,649	127,449	1,082,098	0	0	9.19%	46	18,592	124	243	36	107	60%

Revised 06/07/02

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER  
May 2002

May 3, PBX upgrade to Release 25 done after hours.

May 4, PBX upgrade to Release 25. Meridian Link software installed and Meridian Link enabled. Added 100 agents. IVR offline.

May 5, IVR offline while final steps of PBX upgrade completed.

May 6, Muzak was offline until when restarted at 8:30 am. Customers would hear silence in queues with Muzak offline. Factored Abandoned Calls for that time based on ACR% the rest of the day.

May 7, Witness Installation begins. Dictaphone no longer used to log customer calls.

May 7, Employees attend new SUCcession program training for 90 minutes.

May 8, Employees attend new SUCcession program training for 90 minutes.

May 9, Employees attend new SUCcession program training for 90 minutes.

May 10, Friday before Mother's Day.

May 13, Pilot SUCcession program begins.

May 14, Pilot SUCcession program ends. Process will be reviewed.

May 23, SUCcession program training update for 30 - 45 minutes for all employees.

May 27, Memorial Day Holiday observed. Contact Center closed.

May 31, Kansas City Corporate Challenge Kickoff Party in the late afternoon.

Activity Code Summary  
May 2002

Stats for month of May		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	13,889	243	19.50%
2	Pay Agreements	18,533	191	26.01%
3	Account Activity Verification	20,990	152	29.46%
4	Payment Options	6,786	188	9.53%
5	ABC	2,276	181	3.19%
6	High Bill Concerns	3,156	167	4.43%
7	Energy Assistance	397	191	0.56%
8	Gas Leak/Emergency	500	220	0.70%
9	Typing Request	2,377	209	3.34%
10	MGE/SUG General Information	2,290	154	3.21%
11	Deposits	43	158	0.06%
12	Estimated Bills	6	151	0.01%
				100.00%
Total Calls Coded		71,243		
Average Talk Time (seconds)			188	
Maximum Talk Time (seconds)			243	
Total Calls Answered this Month		79,679		
Percent Coded		89.4%		

**ONLINE STATUS REPORT**  
**May 2002**

	<b>Beginning Balance</b>	<b>Number Received</b>	<b>Number Completed</b>	<b>Ending Balance</b>	<b>YTD Received</b>	<b>YTD Completed</b>	<b>%</b>
<b>On-Line</b>	0	185	185	0	29,632	29,632	100.0%
<b>Meter Shop</b>	41	348	337	52	6,791	6,739	99.2%
<b>NPSO</b>	0	0	0	0	11,831	11,831	100.0%
<b>TOGS</b>	0	88	88	0	10,359	10,359	100.0%
<b>Totals</b>	41	621	610	52	58,613	58,561	99.9%

**Notes:**

2002

## MGE YTD Service Order Status Report

On Line				Meter Shop				NPSOs				TOGS				TOTALS			
YTD	Beg.	YTD	End.	YTD	Beg.	YTD	End.	YTD	Beg.	YTD	End.	YTD	Beg.	YTD	End.	YTD	Beg.	YTD	End.
May-1	0	29,447	29,447	0	0	6,465	6,402	63	0	11,831	11,831	0	0	10,280	10,280	0	58,023	57,980	63
May-2	0	29,447	29,447	0	0	6,477	6,406	71	0	11,831	11,831	0	0	10,291	10,291	0	58,046	57,975	71
May-3	0	29,447	29,447	0	0	6,549	6,443	106	0	11,831	11,831	0	0	10,291	10,291	0	58,118	58,012	106
May-4	0	29,447	29,447	0	0	6,549	6,443	106	0	11,831	11,831	0	0	10,291	10,291	0	58,118	58,012	106
May-5	0	29,447	29,447	0	0	6,549	6,443	106	0	11,831	11,831	0	0	10,291	10,291	0	58,118	58,012	106
May-6	0	29,447	29,447	0	0	6,575	6,443	132	0	11,831	11,831	0	0	10,291	10,291	0	58,144	58,012	132
May-7	0	29,447	29,447	0	0	6,596	6,542	53	0	11,831	11,831	0	0	10,291	10,291	0	58,164	58,111	53
May-8	0	29,447	29,447	0	0	6,618	6,560	58	0	11,831	11,831	0	0	10,296	10,296	0	58,192	58,134	58
May-9	0	29,447	29,447	0	0	6,618	6,560	58	0	11,831	11,831	0	0	10,302	10,302	0	58,198	58,140	58
May-10	0	29,447	29,447	0	0	6,632	6,560	72	0	11,831	11,831	0	0	10,313	10,313	0	58,223	58,151	72
May-11	0	29,447	29,447	0	0	6,632	6,560	72	0	11,831	11,831	0	0	10,313	10,313	0	58,223	58,151	72
May-12	0	29,447	29,447	0	0	6,632	6,560	72	0	11,831	11,831	0	0	10,313	10,313	0	58,223	58,151	72
May-13	0	29,447	29,447	0	0	6,635	6,560	75	0	11,831	11,831	0	0	10,313	10,313	0	58,226	58,151	75
May-14	0	29,494	29,494	0	0	6,645	6,622	23	0	11,831	11,831	0	0	10,316	10,316	0	58,266	58,263	23
May-15	0	29,494	29,494	0	0	6,645	6,645	0	0	11,831	11,831	0	0	10,318	10,318	0	58,288	58,288	0
May-16	0	29,494	29,494	0	0	6,645	6,645	0	0	11,831	11,831	0	0	10,318	10,318	0	58,288	58,288	0
May-17	0	29,494	29,494	0	0	6,645	6,645	0	0	11,831	11,831	0	0	10,318	10,318	0	58,288	58,288	0
May-18	0	29,494	29,494	0	0	6,645	6,645	0	0	11,831	11,831	0	0	10,318	10,318	0	58,288	58,288	0
May-19	0	29,494	29,494	0	0	6,645	6,645	0	0	11,831	11,831	0	0	10,318	10,318	0	58,288	58,288	0
May-20	0	29,525	29,525	0	0	6,649	6,649	0	0	11,831	11,831	0	0	10,323	10,323	0	58,328	58,328	0
May-21	0	29,526	29,526	1	0	6,730	6,649	81	0	11,831	11,831	0	0	10,335	10,335	0	58,422	58,340	82
May-22	0	29,526	29,526	0	0	6,739	6,739	0	0	11,831	11,831	0	0	10,335	10,335	0	58,431	58,431	0
May-23	0	29,571	29,571	0	0	6,739	6,739	0	0	11,831	11,831	0	0	10,341	10,341	0	58,482	58,482	0
May-24	0	29,571	29,571	0	0	6,739	6,739	0	0	11,831	11,831	0	0	10,341	10,341	0	58,482	58,482	0
May-25	0	29,571	29,571	0	0	6,739	6,739	0	0	11,831	11,831	0	0	10,341	10,341	0	58,482	58,482	0
May-26	0	29,571	29,571	0	0	6,739	6,739	0	0	11,831	11,831	0	0	10,341	10,341	0	58,482	58,482	0
May-27	0	29,571	29,571	0	0	6,739	6,739	0	0	11,831	11,831	0	0	10,341	10,341	0	58,482	58,482	0
May-28	0	29,619	29,619	0	0	6,747	6,739	8	0	11,831	11,831	0	0	10,341	10,341	0	58,538	58,530	8
May-29	0	29,632	29,632	0	0	6,747	6,739	8	0	11,831	11,831	0	0	10,341	10,341	0	58,551	58,543	8
May-30	0	29,632	29,632	0	0	6,781	6,739	42	0	11,831	11,831	0	0	10,359	10,359	0	58,603	58,561	42
May-31	0	29,632	29,632	0	0	6,791	6,739	52	0	11,831	11,831	0	0	10,359	10,359	0	58,613	58,561	52

2002

MGE Monthly Service Order Status Report

Month	End Date	Beg. Month	Month	Comp.	End.	Beg. Month	Month	Comp.	End.	Beg. Month	Month	Comp.	End.	Beg. Month	Month	Comp.	End.	Beg. Month	Month	Comp.	End.	Beg. Month	Month	Comp.	End.	Beg. Month	Month	Comp.	End.	Beg. Month	Month	Comp.	End.	Beg. Month	Month	Comp.	End.
Jul-31	0	9,677	9,667	10	0	1,429	1,378	51	0	3,572	3,572	0	0	0	3,322	3,322	10	0	18,000	17,939	61	272	19,762	19,973	61	0	2,542	2,542	0	0	7,709	7,709	272	0	7,981	7,981	0
Aug-31	10	10,260	10,071	199	51	1,940	1,926	65	0	4,328	4,328	0	0	0	3,445	3,437	8	0	19,973	19,762	272	0	19,973	19,973	61	0	2,542	2,542	0	0	7,709	7,709	272	0	7,981	7,981	0
Sep-30	199	4,539	4,738	0	65	844	909	0	0	1,083	1,033	0	8	0	1,293	1,301	0	0	7,709	7,709	272	0	19,973	19,973	61	0	2,542	2,542	0	0	7,709	7,709	272	0	7,981	7,981	0
Oct-31	0	1,432	1,432	0	0	366	366	0	0	85	85	0	0	0	659	659	0	0	2,542	2,542	0	0	19,973	19,973	61	0	2,542	2,542	0	0	7,709	7,709	272	0	7,981	7,981	0
Nov-30	0	1,108	1,074	34	0	385	391	4	0	151	151	0	0	0	481	481	0	0	2,075	2,037	38	0	19,973	19,973	61	0	2,542	2,542	0	0	7,709	7,709	272	0	7,981	7,981	0
Dec-31	34	1,208	1,242	0	4	321	325	0	0	87	87	0	0	0	315	315	0	0	1,931	1,969	0	0	19,973	19,973	61	0	2,542	2,542	0	0	7,709	7,709	272	0	7,981	7,981	0
Jan-31	0	685	662	3	0	420	415	5	0	287	287	0	0	0	347	347	0	0	1,719	1,711	8	0	19,973	19,973	61	0	2,542	2,542	0	0	7,709	7,709	272	0	7,981	7,981	0
Feb-28	3	240	243	0	5	316	321	0	0	383	383	0	0	0	188	188	0	0	1,127	1,135	0	0	19,973	19,973	61	0	2,542	2,542	0	0	7,709	7,709	272	0	7,981	7,981	0
Mar-31	0	123	123	0	0	274	274	0	0	122	122	0	0	0	143	143	0	0	662	662	0	0	19,973	19,973	61	0	2,542	2,542	0	0	7,709	7,709	272	0	7,981	7,981	0
Apr-30	0	195	195	0	0	198	157	41	0	1,783	1,783	0	0	0	78	78	0	0	2,254	2,213	41	0	19,973	19,973	61	0	2,542	2,542	0	0	7,709	7,709	272	0	7,981	7,981	0
May-31	0	185	185	0	0	348	337	52	0	0	0	0	0	0	88	88	0	0	621	610	52	0	19,973	19,973	61	0	2,542	2,542	0	0	7,709	7,709	272	0	7,981	7,981	0
Jun-30	0	0	0	0	52	0	0	0	52	0	0	0	0	0	0	0	0	0	0	0	52	0	19,973	19,973	61	0	2,542	2,542	0	0	7,709	7,709	272	0	7,981	7,981	0
TOTALS																																					
TOTALS																																					



## ESTIMATED METER SUMMARY FOR MAY-02

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	1	0	0	0	0	0	0	0	0	1
MONETT, MO	0	0	0	0	0	0	0	0	0	0
<b>Region Total:</b>	1	0	0	0	0	0	0	0	0	1
<b>YEAR-TO-DATE TOTALS</b>	13	0	0	0	0	0	0	0	0	13
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	10	5	3	0	1	1	1	0	0	21
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	4	0	0	0	0	0	0	0	0	4
<b>Region total:</b>	15	5	3	0	1	1	1	0	0	26
<b>YEAR-TO-DATE TOTALS</b>	572	119	37	19	11	6	1	1	0	766

NOTE: Beginning a new fiscal year - 2002 (July '01-June'02)