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August 9, 2002

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

FILED³

AUG 09 2002

RE: Case No. GO-95-177

**Missouri Public
Service Commission**

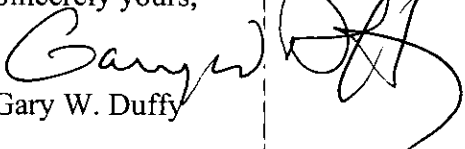
Dear Mr. Roberts:

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 July 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 yours,


Gary W. Duffy

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

95-177July02/gdmydocs/wp8

Missouri Gas Energy
Customer Service Staff
July 2002

	June Full Time	June Part Time	Term/Resign New Hires	July Full Time	July Part Time
Director	1			1	
Manager	2			2	
Supervisor	5			5	
Advisor	3			3	
Administrative Assistant	1			1	
Analyst	1			1	
Trainer	2			2	
Quality Assurance	1			1	
Contact Center	50	7		50	7
Training Class	0	0		0	0
Billing Services	14	2		14	2
Account Services	11	0		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	
TOTAL	105	9	0	105	9
GRAND TOTAL	114			114	

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

JULY 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	AVG	AVG	AVG	SERVICE LEVEL %
	PHONE CENTER	ACCT SVCS & BILLING										SPEED ANSWER	TALK TIME	NOT READY TIME	DELAY ABAND	
1	3,801	98	11	3,910	519	4,429	0	0	0.25%	58	67	7	194	28	30	98%
2	2,897	0	13	2,910	400	3,310	0	0	0.39%	46	63	4	198	29	51	99%
3	2,641	0	0	2,641	404	3,045	0	0	0.00%	44	60	4	201	38	1	100%
4				0	111	111	0	0	0.00%							
5	2,518	0	2	2,520	382	2,902	0	0	0.07%	39	65	4	197	27	8	99%
6				0	204	204			0.00%							
WEEK	11,857	98	26	11,981	2,020	14,001	0	0	0.19%	47	254	5	198	31	23	99%
7				0	147	147			0.00%							
8	3,801	59	2	3,862	521	4,383	0	0	0.05%	59	65	3	189	28	8	100%
9	3,369	0	0	3,369	281	3,650	0	0	0.00%	53	64	3	173	29	2	100%
10	2,750	0	0	2,750	372	3,122	0	0	0.00%	53	52	3	200	37	1	100%
11	2,698	0	3	2,701	407	3,108	0	0	0.10%	48	56	4	209	31	7	99%
12	2,764	0	1	2,765	386	3,151	0	0	0.03%	47	59	4	195	27	14	99%
13				0	265	265			0.00%							
WEEK	15,382	59	6	15,447	2,379	17,826	0	0	0.03%	52	297	3	193	30	6	100%
14				0	61	61			0.00%							
15	3,656	75	12	3,743	465	4,208	0	0	0.29%	60	62	6	196	27	72	98%
16	2,792	0	0	2,792	415	3,207	0	0	0.00%	48	58	3	190	26	1	100%
17	2,529	0	6	2,535	342	2,877	0	0	0.21%	34	74	6	204	24	9	98%
18	2,497	0	20	2,517	376	2,893	0	0	0.69%	38	66	9	202	32	51	97%
19	2,579	0	3	2,582	342	2,924	0	0	0.10%	44	59	3	193	31	26	100%
20				0	246	246			0.00%							
WEEK	14,053	75	41	14,169	2,247	16,416	0	0	0.25%	45	314	5	197	28	32	99%
21				0	96	96			0.00%							
22	3,453	32	6	3,491	436	3,927	0	0	0.15%	56	62	5	205	31	22	99%
23	2,780	0	0	2,780	329	3,109	0	0	0.00%	49	57	3	187	29	1	100%
24	2,593	0	1	2,594	308	2,902	0	0	0.03%	50	52	3	197	35	4	100%
25	2,512	0	3	2,515	349	2,864	0	0	0.10%	41	61	4	205	32	19	99%
26	2,528	19	30	2,577	345	2,922	0	0	1.03%	34	75	15	216	28	52	91%
27				0	167	167			0.00%							
WEEK	13,866	51	40	13,957	2,030	15,987	0	0	0.25%	46	303	6	202	31	20	98%
28				0	101	101			0.00%							
29	3,571	100	16	3,687	437	4,124	0	0	0.39%	52	71	6	208	30	71	98%
30	2,898	0	10	2,908	338	3,246	0	0	0.31%	47	62	6	206	32	41	98%
31	2,866	0	1	2,867	350	3,217	0	0	0.03%	46	62	4	200	30	3	100%
WEEK	9,335	100	27	9,462	1,226	10,688	0	0	0.25%	48	197	5	205	31	38	99%
MTD	64,493	383	140	65,016	9,902	74,918	0	0	0.19%	48	1,352	5	198	30	22	99%
YTD	64,493	383	140	65,016	9,902	74,918	0	0	0.19%	48	1,352	5	198	30	22	99%

Activity Code Summary

Stats for month of July		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	14,303	236	24.94%
2	Pay Agreements	12,060	192	21.03%
3	Account Activity Verification	17,187	153	29.96%
4	Payment Options	4,416	194	7.70%
5	ABC	2,243	176	3.91%
6	High Bill Concerns	2,088	168	3.64%
7	Energy Assistance	135	181	0.24%
8	Gas Leak/Emergency	295	215	0.51%
9	Typing Request	3,123	200	5.44%
10	MGE/SUG General Information	1,478	161	2.58%
11	Deposits	22	198	0.04%
12	Estimated Bills	7	184	0.01%
				100.00%
Total Calls Coded		57,357		
Average Talk Time (seconds)			190	
Maximum Talk Time (seconds)			236	
Total Calls Answered this Month		64,876		
Percent Coded		88.4%		

ONLINE STATUS REPORT
July 2002

	Beginning Balance	Number Received	Number Completed	Ending Balance	YTD Received	YTD Completed	%
On-Line	0	111	111	0	111	111	100.0%
Meter Shop	0	0	0	0	0	0	#DIV/0!
NPSO	0	0	0	0	0	0	#DIV/0!
TOGS	0	101	101	0	101	101	100.0%
Totals	0	212	212	0	212	212	100.0%

Notes:

2003

MGE Monthly Service Order Status Report

Month		On Line			Meter Shop			NPSOs			TOGS			TOTALS		
End	Beg.	Month	Month	Month	End.	Beg.	Month	Month	Month	End.	Beg.	Month	Month	Month	End.	Beg.
Date	Bal.	Rec.	Comp.	Bal.	Bal.	Rec.	Comp.	Bal.	Rec.	Comp.	Bal.	Rec.	Comp.	Bal.	Rec.	Comp.
Jul-31	0	114	111	0	0	0	0	0	0	0	0	101	101	0	212	212
Aug-31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sep-30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Oct-31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Nov-30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dec-31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Jan-31	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
Mar-31	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
May-31	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

2003

MGE YTD Service Order Status Report

YTD		On Line			Meter Shop			NPSOs			TOGS			TOTALS		
BEG	YTD	BEG	YTD	End.	BEG	YTD	End.	BEG	YTD	End.	BEG	YTD	End.	BEG	YTD	End.
Date	Bal.	Rec.	Comp.	Bal.	Bal.	Rec.	Comp.	Bal.	Bal.	Rec.	Comp.	Bal.	Bal.	Bal.	Rec.	Comp.
JUL-1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
JUL-2	0	6	0	0	0	0	0	0	0	0	0	0	0	0	15	0
JUL-3	0	63	0	0	0	0	0	0	0	0	0	0	0	0	72	0
JUL-4	0	63	0	0	0	0	0	0	0	0	0	0	0	0	72	0
JUL-5	0	63	0	0	0	0	0	0	0	0	0	0	0	0	72	0
JUL-6	0	63	0	0	0	0	0	0	0	0	0	0	0	0	72	0
JUL-7	0	63	0	0	0	0	0	0	0	0	0	0	0	0	72	0
JUL-8	0	76	0	0	0	0	0	0	0	0	0	0	0	0	90	0
JUL-9	0	76	0	0	0	0	0	0	0	0	0	0	0	0	94	0
JUL-10	0	76	0	0	0	0	0	0	0	0	0	0	0	0	94	0
JUL-11	0	111	0	0	0	0	0	0	0	0	0	0	0	0	131	0
JUL-12	0	111	0	0	0	0	0	0	0	0	0	0	0	0	150	0
JUL-13	0	111	0	0	0	0	0	0	0	0	0	0	0	0	150	0
JUL-14	0	111	0	0	0	0	0	0	0	0	0	0	0	0	150	0
JUL-15	0	111	0	0	0	0	0	0	0	0	0	0	0	0	150	0
JUL-16	0	111	0	0	0	0	0	0	0	0	0	0	0	0	160	0
JUL-17	0	111	0	0	0	0	0	0	0	0	0	0	0	0	160	0
JUL-18	0	111	0	0	0	0	0	0	0	0	0	0	0	0	160	0
JUL-19	0	111	0	0	0	0	0	0	0	0	0	0	0	0	172	0
JUL-20	0	111	0	0	0	0	0	0	0	0	0	0	0	0	172	0
JUL-21	0	111	0	0	0	0	0	0	0	0	0	0	0	0	172	0
JUL-22	0	111	0	0	0	0	0	0	0	0	0	0	0	0	187	0
JUL-23	0	111	0	0	0	0	0	0	0	0	0	0	0	0	208	0
JUL-24	0	111	0	0	0	0	0	0	0	0	0	0	0	0	208	0
JUL-25	0	111	0	0	0	0	0	0	0	0	0	0	0	0	208	0
JUL-26	0	111	0	0	0	0	0	0	0	0	0	0	0	0	212	0
JUL-27	0	111	0	0	0	0	0	0	0	0	0	0	0	0	212	0
JUL-28	0	111	0	0	0	0	0	0	0	0	0	0	0	0	212	0
JUL-29	0	111	0	0	0	0	0	0	0	0	0	0	0	0	212	0
JUL-30	0	111	0	0	0	0	0	0	0	0	0	0	0	0	212	0
JUL-31	0	111	0	0	0	0	0	0	0	0	0	0	0	0	212	0

ESTIMATED METER SUMMARY FOR JULY-02

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	17	0	0	0	0	0	0	0	0	17
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	17	1	1	0	1	0	0	1	0	21
LEE'S SUMMIT, MO	15	0	0	0	0	0	0	0	0	15
ST. JOSEPH, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY NORTH	1	0	0	0	0	0	0	0	0	1
Region total:	33	1	1	0	1	0	0	1	0	37
YEAR-TO-DATE TOTALS	618	123	41	20	12	6	2	2	0	824

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