

LAW OFFICES
BRYDON, SWEARENGEN & ENGLAND
PROFESSIONAL CORPORATION

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

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

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

OF COUNSEL
RICHARD T. CIOTTONI

April 14, 2003

FILED³

APR 14 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:

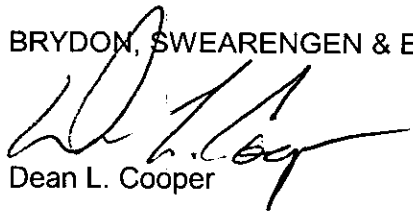
- Telephone Center Monthly Activity Report and Monthly Summary Report which measures response time to answer incoming telephone calls (combined report enclosed)
- Monthly Telephone Center Activity Code Summary (enclosed)
- Monthly Report of the Staffing level for the Customer Services Organization (enclosed)
- 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 Janet Hoerschgen.

Sincerely,

BRYDON, SWEARENGEN & ENGLAND P.C.

By:


Dean L. Cooper

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

Missouri Gas Energy
Customer Service Staff
March 2003

	February Full Time	February Part Time	Term/Resign New Hires	March Full Time	March 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	47	7	5	52	7
Training Class	0	5	-5	0	0
Billing Services	12	2		12	2
Account Services	11	0	1	12	0
Seasonal Employees	0	0		0	0
PBO Joplin	4			4	
PBO Monett	2			2	
PBO St. Joseph	3			3	
TOTAL	96	14	1	102	9
GRAND TOTAL	110			111	

Activity Code Summary
March 2003

Stats for month of March		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	11,376	262	15.05%
2	Pay Agreements	18,159	218	24.03%
3	Account Activity Verification	20,382	179	26.97%
4	Payment Options	9,286	206	12.29%
5	ABC	2,533	210	3.35%
6	High Bill Concerns	4,455	216	5.90%
7	Energy Assistance	324	215	0.43%
8	Gas Leak/Emergency	377	245	0.50%
9	Typing Request	6,163	140	8.16%
10	MGE/SUG General Information	2,465	189	3.26%
11	Deposits	28	140	0.04%
12	Estimated Bills	16	157	0.02%
				100.00%
Total Calls Coded		75,564		
Average Talk Time (seconds)			205	
Maximum Talk Time (seconds)			262	
Total Calls Answered this Month		93,816		
Percent Coded		80.5%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

March 2003

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
	PHONE CENTER	ACCT SVCS & BILLING										SPEED ANSWER	TALK TIME	NOT READY TIME	DELAY ABAND	LEVEL %
1				0	686	686			0.00%							
WEEK	0	0	0	0	686	686	0	0	0.00%	0		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#NUM!
2				0	320	320			0.00%							
3	4,483	941	1,631	7,055	1,116	8,171	0	0	19.96%	56	97	300	220	31	186	24%
4	4,334	100	424	4,858	911	5,769	0	0	7.35%	44	101	105	209	25	95	52%
5	3,990	147	834	4,971	888	5,859	0	0	14.23%	44	94	203	227	28	149	33%
6	4,513	46	315	4,874	820	5,694	0	0	5.53%	48	95	79	216	31	67	52%
7	4,305	91	207	4,603	793	5,396	0	0	3.84%	45	98	55	206	28	59	71%
8				0	586	586			0.00%							
WEEK	21,625	1,325	3,411	26,361	5,434	31,795	0	0	10.73%	47	488	148	216	29	111	43%
9				0	342	342			0.00%							
10	5,095	716	650	6,461	1,097	7,558	0	0	8.60%	65	89	122	220	34	140	60%
11	4,246	80	341	4,667	835	5,502	0	0	6.20%	48	90	93	224	31	90	51%
12	4,170	19	118	4,307	710	5,017	0	0	2.35%	48	87	40	216	28	49	75%
13	3,867	73	144	4,084	611	4,695	0	0	3.07%	44	90	49	221	26	63	71%
14	4,423	43	295	4,761	872	5,633	0	0	5.24%	47	95	73	212	29	84	59%
15				0	509	509			0.00%							
WEEK	21,801	931	1,548	24,280	4,976	29,256	0	0	5.29%	50	455	75	219	30	85	63%
16				0	268	268			0.00%							
17	4,347	569	500	5,416	876	6,292	0	0	7.95%	62	79	110	216	36	222	69%
18	4,010	4	144	4,158	740	4,898	0	0	2.94%	47	85	39	209	30	70	79%
19	4,001	26	484	4,511	739	5,250	0	0	9.22%	46	88	114	225	26	127	58%
20	4,144	3	107	4,254	780	5,034	0	0	2.13%	47	88	33	217	26	50	81%
21	4,144	43	292	4,479	720	5,199	0	0	5.62%	44	95	93	206	27	96	60%
22				0	493	493			0.00%							
WEEK	20,646	645	1,527	22,818	4,616	27,434	0	0	5.57%	49	435	78	215	29	113	69%
23				0	198	198			0.00%							
24	4,740	564	468	5,772	877	6,649	0	0	7.04%	63	84	91	211	28	171	73%
25	4,434	13	146	4,593	516	5,109	0	0	2.86%	48	93	45	203	22	55	73%
26	3,936	25	266	4,227	761	4,988	0	0	5.33%	44	90	72	216	30	81	61%
27	3,273	302	807	4,382	736	5,118	0	0	15.77%	39	92	234	219	30	219	45%
28	4,018	423	1,326	5,767	911	6,678	0	0	19.86%	48	93	321	229	35	192	21%
29				0	573	573			0.00%							
WEEK	20,401	1,327	3,013	24,741	4,572	29,313	0	0	10.28%	48	453	153	216	29	144	50%
30				0	293	293			0.00%							
31	4,354	761	1,323	6,438	1,054	7,492	0	0	17.66%	54	95	310	226	32	201	26%
WEEK	4,354	761	1,323	6,438	1,347	7,785	0	0	16.99%	54	95	310	226	32	201	26%
MTD	88,827	4,989	10,822	104,638	21,631	126,269	0	0	8.57%	49	1,915	123	217	29	117	53%
YTD	649,776	20,993	48,915	719,684	124,065	843,749	0	0	5.80%	46	14,582	72	221	32	76	68%

ONLINE STATUS REPORT
March 2003

	Beginning Balance	Number Received	Number Completed	Ending Balance	YTD Received	YTD Completed	%
On-Line	0	0	0	0	882	882	100.0%
Meter Shop	0	0	0	0	62	62	100.0%
NPSO	0	0	0	0	160	160	100.0%
TOGS	0	68	68	0	1,416	1,416	100.0%
Totals	0	68	68	0	2,520	2,520	100.0%

Notes:

2003

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	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	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

2003

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.
Mar-1	0	882	882	0	0	62	62	0	0	160	160	0	0	1,348	1,348	0	0	2,452	2,452	0
Mar-2	0	882	882	0	0	62	62	0	0	160	160	0	0	1,348	1,348	0	0	2,452	2,452	0
Mar-3	0	882	882	0	0	62	62	0	0	160	160	0	0	1,355	1,355	0	0	2,459	2,459	0
Mar-4	0	882	882	0	0	62	62	0	0	160	160	0	0	1,360	1,360	0	0	2,464	2,464	0
Mar-5	0	882	882	0	0	62	62	0	0	160	160	0	0	1,362	1,362	0	0	2,466	2,466	0
Mar-6	0	882	882	0	0	62	62	0	0	160	160	0	0	1,362	1,362	0	0	2,466	2,466	0
Mar-7	0	882	882	0	0	62	62	0	0	160	160	0	0	1,362	1,362	0	0	2,466	2,466	0
Mar-8	0	882	882	0	0	62	62	0	0	160	160	0	0	1,362	1,362	0	0	2,466	2,466	0
Mar-9	0	882	882	0	0	62	62	0	0	160	160	0	0	1,362	1,362	0	0	2,466	2,466	0
Mar-10	0	882	882	0	0	62	62	0	0	160	160	0	0	1,362	1,362	0	0	2,466	2,466	0
Mar-11	0	882	882	0	0	62	62	0	0	160	160	0	0	1,362	1,362	0	0	2,466	2,466	0
Mar-12	0	882	882	0	0	62	62	0	0	160	160	0	0	1,362	1,362	0	0	2,466	2,466	0
Mar-13	0	882	882	0	0	62	62	0	0	160	160	0	0	1,372	1,372	0	0	2,476	2,476	0
Mar-14	0	882	882	0	0	62	62	0	0	160	160	0	0	1,379	1,379	0	0	2,483	2,483	0
Mar-15	0	882	882	0	0	62	62	0	0	160	160	0	0	1,379	1,379	0	0	2,483	2,483	0
Mar-16	0	882	882	0	0	62	62	0	0	160	160	0	0	1,379	1,379	0	0	2,483	2,483	0
Mar-17	0	882	882	0	0	62	62	0	0	160	160	0	0	1,382	1,382	0	0	2,486	2,486	0
Mar-18	0	882	882	0	0	62	62	0	0	160	160	0	0	1,382	1,382	0	0	2,486	2,486	0
Mar-19	0	882	882	0	0	62	62	0	0	160	160	0	0	1,386	1,386	0	0	2,490	2,490	0
Mar-20	0	882	882	0	0	62	62	0	0	160	160	0	0	1,389	1,389	0	0	2,493	2,493	0
Mar-21	0	882	882	0	0	62	62	0	0	160	160	0	0	1,389	1,389	0	0	2,493	2,493	0
Mar-22	0	882	882	0	0	62	62	0	0	160	160	0	0	1,389	1,389	0	0	2,493	2,493	0
Mar-23	0	882	882	0	0	62	62	0	0	160	160	0	0	1,389	1,389	0	0	2,493	2,493	0
Mar-24	0	882	882	0	0	62	62	0	0	160	160	0	0	1,389	1,389	0	0	2,493	2,493	0
Mar-25	0	882	882	0	0	62	62	0	0	160	160	0	0	1,406	1,406	0	0	2,510	2,510	0
Mar-26	0	882	882	0	0	62	62	0	0	160	160	0	0	1,409	1,409	0	0	2,513	2,513	0
Mar-27	0	882	882	0	0	62	62	0	0	160	160	0	0	1,416	1,416	0	0	2,520	2,520	0
Mar-28	0	882	882	0	0	62	62	0	0	160	160	0	0	1,416	1,416	0	0	2,520	2,520	0
Mar-29	0	882	882	0	0	62	62	0	0	160	160	0	0	1,416	1,416	0	0	2,520	2,520	0
Mar-30	0	882	882	0	0	62	62	0	0	160	160	0	0	1,416	1,416	0	0	2,520	2,520	0
Mar-31	0	882	882	0	0	62	62	0	0	160	160	0	0	1,416	1,416	0	0	2,520	2,520	0

ESTIMATED METER SUMMARY FOR MARCH-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	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
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	22	0	0	0	0	0	0	0	0	22
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	3	0	0	0	0	0	0	0	0	3
Region total:	26	0	0	0	0	0	0	0	0	26
YEAR-TO-DATE TOTALS	240	10	3	3	1	0	0	1	0	258

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