

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

January 23, 2003

FILED³

JAN 23 2003

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

**Missouri Public
Service Commission**

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 December, 2002. 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)

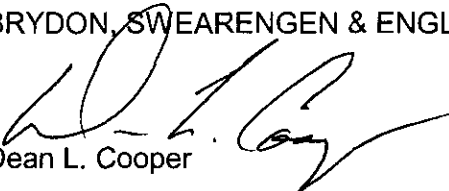
Ms. Kremer has been provided this material directly from MGE. Pursuant to Mr. Schwarz's memo of February 13, 1997, I am sending a copy to Janet Hoerschgen.

Sincerely,

BRYDON, SWEARENGEN & ENGLAND P.C.

By:

Dean L. Cooper



GWD/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
December 2002

	November Full Time	November Part Time	Term/Resign New Hires	December Full Time	December Part Time
Director	1			1	
Manager	2			2	
Supervisor	5		1	6	
Advisor	3			3	
Administrative Assistant	1			1	
Analyst	1			1	
Trainer	2			2	
Quality Assurance	0			0	
Contact Center	48	7		48	7
Training Class	0	6	-1	0	5
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	
TOTAL	96	15	-1	96	14
GRAND TOTAL	111			110	

Activity Code Summary
December 2002

Stats for month of December		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	10,553	274	20.32%
2	Pay Agreements	10,679	224	20.57%
3	Account Activity Verification	12,641	198	24.34%
4	Payment Options	4,494	221	8.65%
5	ABC	2,227	206	4.29%
6	High Bill Concerns	2,445	215	4.71%
7	Energy Assistance	401	209	0.77%
8	Gas Leak/Emergency	696	290	1.34%
9	Typing Request	6,004	134	11.56%
10	MGE/SUG General Information	1,757	184	3.38%
11	Deposits	15	227	0.03%
12	Estimated Bills	14	248	0.03%
				100.00%
	Total Calls Coded	51,926		
	Average Talk Time (seconds)		215	
	Maximum Talk Time (seconds)		290	
	Total Calls Answered this Month	66,239		
	Percent Coded	78.4%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

December 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				0	209	209			0.00%							
2	4,120	309	1,572	6,101	641	6,742	0	0	24.80%	52	85	437	254	33	239	17%
3	3,446	79	731	4,256	566	4,822	0	0	15.16%	43	82	264	251	37	161	25%
4	3,165	116	564	3,845	513	4,358	0	0	12.94%	41	80	223	246	41	174	34%
5	3,010	78	547	3,635	520	4,155	0	0	13.16%	39	79	224	253	39	168	33%
6	3,241	24	77	3,342	443	3,785	0	0	2.03%	42	78	36	241	33	38	79%
7				0	320	320			0.00%							
WEEK	16,982	606	3,591	21,179	3,212	24,391	0	0	14.72%	43	409	237	249	37	156	33%
8				0	145	145			0.00%							
9	3,411	499	445	4,355	514	4,869	0	0	9.14%	47	83	164	238	38	142	43%
10	3,115	14	90	3,219	491	3,710	0	0	2.43%	42	75	34	224	36	63	82%
11	2,918	0	50	2,968	454	3,422	0	0	1.46%	36	81	24	219	32	32	86%
12	2,730	35	157	2,922	436	3,358	0	0	4.68%	32	86	67	227	35	59	59%
13	3,128	21	125	3,274	522	3,796	0	0	3.29%	40	79	43	219	37	95	80%
14				0	268	268			0.00%							
WEEK	15,302	569	867	16,738	2,830	19,568	0	0	4.43%	39	407	66	225	36	78	68%
15				0	164	164			0.00%							
16	3,435	425	30	3,890	600	4,490	0	0	0.67%	51	76	13	217	36	36	93%
17	3,036	0	22	3,058	489	3,547	0	0	0.62%	43	71	13	227	37	29	94%
18	2,761	0	1	2,762	439	3,201	0	0	0.03%	48	58	4	215	34	55	100%
19	2,894	0	33	2,927	431	3,358	0	0	0.98%	40	72	17	232	40	40	91%
20	3,130	23	93	3,246	452	3,698	0	0	2.51%	41	77	32	230	41	57	82%
21				0	371	371			0.00%							
WEEK	15,256	448	179	15,883	2,946	18,829	0	0	0.95%	45	349	16	224	38	43	92%
22				0	158	158			0.00%							
23	3,005	343	351	3,699	438	4,137	0	0	8.48%	43	78	118	235	39	130	56%
24				0	454	454			0.00%							
25				0	92	92			0.00%							
26	3,511	43	102	3,656	520	4,176	0	0	2.44%	43	83	33	229	34	54	80%
27	3,181	5	70	3,256	515	3,771	0	0	1.86%	39	82	28	221	32	47	83%
28				0	405	405			0.00%							
WEEK	9,697	391	523	10,611	2,582	13,193	0	0	3.96%	42	240	60	228	35	77	72%
29				0	182	182			0.00%							
30	3,764	497	175	4,436	648	5,084	0	0	3.44%	48	89	57	212	36	84	65%
31	2,727	0	2	2,729	518	3,247	0	0	0.06%	42	65	4	205	34	5	99%
WEEK	6,491	497	177	7,165	1,348	8,513	0	0	2.08%	45	155	31	209	35	45	80%
MTD	63,728	2,511	5,337	71,576	12,918	84,494	0	0	6.32%	43	1,540	92	230	36	85	63%
YTD	391,642	8,644	17,553	417,839	63,339	481,178	0	0	3.65%	46	8,702	47	223	33	56	79%

ONLINE STATUS REPORT
December 2002

	Beginning Balance	Number Received	Number Completed	Ending Balance	YTD Received	YTD Completed	%
On-Line	1	167	168	0	882	882	100.0%
Meter Shop	0	2	2	0	62	62	100.0%
NPSO	0	0	0	0	160	160	100.0%
TOGS	0	72	72	0	1,108	1,108	100.0%
Totals	1	241	242	0	2,212	2,212	100.0%

Notes:

2003

MGE Monthly Service Order Status Report

Month	On Line				Meter Shop				NPSOs				TOGS				TOTALS			
End Date	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	12	12	0	0	12	12	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

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.
Dec-1	0	715	714	1	0	60	60	0	0	160	160	0	0	1,036	1,036	0	0	1,971	1,970	1
Dec-2	0	715	714	1	0	60	60	0	0	160	160	0	0	1,040	1,040	0	0	1,975	1,974	1
Dec-3	0	715	715	0	0	60	60	0	0	160	160	0	0	1,044	1,044	0	0	1,979	1,979	0
Dec-4	0	715	715	0	0	60	60	0	0	160	160	0	0	1,051	1,051	0	0	1,986	1,986	0
Dec-5	0	715	715	0	0	60	60	0	0	160	160	0	0	1,051	1,051	0	0	1,986	1,986	0
Dec-6	0	715	715	0	0	60	60	0	0	160	160	0	0	1,051	1,051	0	0	1,986	1,986	0
Dec-7	0	715	715	0	0	60	60	0	0	160	160	0	0	1,051	1,051	0	0	1,986	1,986	0
Dec-8	0	715	715	0	0	60	60	0	0	160	160	0	0	1,051	1,051	0	0	1,986	1,986	0
Dec-9	0	715	715	0	0	60	60	0	0	160	160	0	0	1,069	1,069	0	0	2,004	2,004	0
Dec-10	0	715	715	0	0	60	60	0	0	160	160	0	0	1,069	1,069	0	0	2,004	2,004	0
Dec-11	0	715	715	0	0	60	60	0	0	160	160	0	0	1,074	1,074	0	0	2,009	2,009	0
Dec-12	0	715	715	0	0	60	60	0	0	160	160	0	0	1,074	1,074	0	0	2,009	2,009	0
Dec-13	0	715	715	0	0	60	60	0	0	160	160	0	0	1,074	1,074	0	0	2,009	2,009	0
Dec-14	0	715	715	0	0	60	60	0	0	160	160	0	0	1,074	1,074	0	0	2,009	2,009	0
Dec-15	0	715	715	0	0	60	60	0	0	160	160	0	0	1,074	1,074	0	0	2,009	2,009	0
Dec-16	0	715	715	0	0	60	60	0	0	160	160	0	0	1,084	1,080	4	0	2,019	2,015	4
Dec-17	0	882	882	0	0	60	60	0	0	160	160	0	0	1,084	1,084	0	0	2,186	2,186	0
Dec-18	0	882	882	0	0	61	60	1	0	160	160	0	0	1,096	1,096	0	0	2,199	2,198	1
Dec-19	0	882	882	0	0	61	60	1	0	160	160	0	0	1,096	1,096	0	0	2,199	2,198	1
Dec-20	0	882	882	0	0	61	60	1	0	160	160	0	0	1,096	1,096	0	0	2,199	2,198	1
Dec-21	0	882	882	0	0	61	60	1	0	160	160	0	0	1,096	1,096	0	0	2,199	2,198	1
Dec-22	0	882	882	0	0	61	60	1	0	160	160	0	0	1,096	1,096	0	0	2,199	2,198	1
Dec-23	0	882	882	0	0	61	60	1	0	160	160	0	0	1,103	1,103	0	0	2,206	2,205	1
Dec-24	0	882	882	0	0	61	60	1	0	160	160	0	0	1,103	1,103	0	0	2,206	2,205	1
Dec-25	0	882	882	0	0	61	60	1	0	160	160	0	0	1,103	1,103	0	0	2,206	2,205	1
Dec-26	0	882	882	0	0	61	61	0	0	160	160	0	0	1,103	1,103	0	0	2,206	2,206	0
Dec-27	0	882	882	0	0	61	61	0	0	160	160	0	0	1,107	1,107	0	0	2,210	2,210	0
Dec-28	0	882	882	0	0	61	61	0	0	160	160	0	0	1,107	1,107	0	0	2,210	2,210	0
Dec-29	0	882	882	0	0	61	61	0	0	160	160	0	0	1,107	1,107	0	0	2,210	2,210	0
Dec-30	0	882	882	0	0	62	61	1	0	160	160	0	0	1,107	1,107	0	0	2,211	2,210	1
Dec-31	0	882	882	0	0	62	62	0	0	160	160	0	0	1,108	1,108	0	0	2,212	2,212	0

ESTIMATED METER SUMMARY FOR DECEMBER-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	8	0	0	0	0	0	0	0	0	8
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	19	1	2	0	0	0	0	0	0	22
LEE'S SUMMIT, MO	11	0	0	0	0	0	0	0	0	11
ST. JOSEPH, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY NORTH	5	0	0	0	0	0	0	0	0	5
Region total:	35	1	2	0	0	0	0	0	0	38
YEAR-TO-DATE TOTALS	163	9	3	1	1	0	0	1	0	178

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