

LAW OFFICES  
**BRYDON, SWEARENGEN & ENGLAND**

PROFESSIONAL CORPORATION

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June 12, 2003

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

**FILED<sup>2</sup>**  
JUN 12 2003

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

**Missouri Public  
Service Commission**

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 May, 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  
May 2003

	April Full Time	April Part Time	Term/Resign New Hires	May Full Time	May 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	-2	50	7
Training Class	0	0		0	0
Billing Services	12	2		12	2
Account Services	11	0	0	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>101</b>	<b>9</b>	<b>-2</b>	<b>99</b>	<b>9</b>
<b>GRAND TOTAL</b>	<b>110</b>			<b>108</b>	

Activity Code Summary  
May 2003

Stats for month of May		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	10,631	247	14.81%
2	Pay Agreements	16,462	197	22.94%
3	Account Activity Verification	16,377	189	22.82%
4	Payment Options	8,482	188	11.82%
5	ABC	6,463	188	9.01%
6	High Bill Concerns	3,123	227	4.35%
7	Energy Assistance	144	189	0.20%
8	Gas Leak/Emergency	840	272	1.17%
9	Typing Request	7,522	125	10.48%
10	MGE/SUG General Information	1,692	198	2.36%
11	Deposits	21	159	0.03%
12	Estimated Bills	10	138	0.01%
				100.00%
Total Calls Coded		71,767		
Average Talk Time (seconds)			195	
Maximum Talk Time (seconds)			272	
Total Calls Answered this Month		87,161		
Percent Coded		82.3%		

## MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

May 2003

DATE	CALLS ANSWERED		CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	ROLLOVER FROM MO TO TX	ACCOUNT REVIEW TEAM	% 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	4,167	2	109	4,278	796	5,074	0	0	2.15%	46	91	33	214	26	53	83%
2	4,151	25	87	4,263	697	4,960	0	0	1.75%	46	91	23	196	29	58	89%
3				0	470	470			0.00%							
WEEK	8,318	27	196	8,541	1,963	10,504	0	0	1.87%	46	181	28	205	28	56	86%
4				0	214	214			0.00%							
5	4,431	476	595	5,502	925	6,427	0	0	9.26%	58	85	119	203	33	150	64%
6	4,025	81	321	4,427	699	5,126	0	0	6.26%	45	91	82	202	31	97	60%
7	3,706	100	156	3,962	612	4,574	0	0	3.41%	42	91	51	203	30	74	70%
8	3,806	33	304	4,143	617	4,760	0	0	6.39%	41	94	76	208	30	89	64%
9	3,739	10	180	3,929	597	4,526	0	0	3.98%	40	94	58	199	24	84	70%
10				0	381	381			0.00%							
WEEK	19,707	700	1,556	21,963	4,045	26,008	0	0	5.98%	45	453	77	203	30	99	65%
11				0	180	180			0.00%							
12	4,383	656	519	5,558	776	6,334	0	0	8.19%	59	85	104	208	38	179	65%
13	3,851	0	131	3,982	520	4,502	0	0	2.91%	47	82	40	207	28	78	77%
14	3,966	1	147	4,114	580	4,694	0	0	3.13%	45	88	38	207	26	64	78%
15	4,007	42	158	4,207	680	4,887	0	0	3.23%	44	92	52	210	27	67	69%
16	3,865	18	158	4,041	625	4,666	0	0	3.39%	43	90	47	203	26	82	76%
17				0	391	391			0.00%							
WEEK	20,072	717	1,113	21,902	3,752	25,654	0	0	4.34%	48	433	56	207	29	94	73%
18				0	184	184			0.00%							
19	4,355	552	273	5,180	646	5,826	0	0	4.69%	62	79	62	213	28	159	75%
20	3,983	15	123	4,121	608	4,729	0	0	2.60%	47	85	38	217	24	80	77%
21	3,851	11	58	3,920	519	4,439	0	0	1.31%	47	82	20	208	27	45	88%
22	3,654	11	58	3,723	536	4,259	0	0	1.36%	44	83	25	214	27	34	85%
23	3,528	121	199	3,848	596	4,444	0	0	4.48%	42	87	71	212	26	89	62%
24				0	343	343			0.00%							
WEEK	19,371	710	711	20,792	3,432	24,224	0	0	2.94%	48	418	43	213	26	81	77%
25				0	143	143			0.00%							
26				0	219	219	0	0	0.00%							
27	4,574	631	396	5,601	641	6,242	0	0	6.34%	58	90	96	211	27	133	67%
28	4,006	76	242	4,324	548	4,872	0	0	4.97%	44	93	70	218	26	67	60%
29	3,951	114	263	4,328	643	4,971	0	0	5.29%	45	90	85	223	27	99	62%
30	3,743	444	673	4,860	693	5,553	0	0	12.12%	44	95	193	224	28	129	28%
31				0	404	404			0.00%							
WEEK	16,274	1,265	1,574	19,113	3,291	22,404	0	0	7.03%	48	365	111	219	27	107	51%
MTD	83,742	3,419	5,150	92,311	16,483	108,794	0	0	4.73%	47	1,854	66	210	28	91	68%
YTD	821,261	26,705	57,275	905,241	159,091	1,064,332	0	0	5.38%	46	18,434	68	219	32	76	69%

## MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

May 2003

May 4, Two Tornadoes touch down and two funnel clouds are sighted in KC Metro area (KS & MO). Tornadoes also hit Southern Region.

May 4, Many customers without electricity - 33,000 KCP&L customers without power, most for just a few hours. Trees and tree limbs down in many areas.

May 4, Approximately 300 gas meters are shutoff in KC metro and approximately 400 meters are shutoff in Southern Missouri as a result of storms.

May 5, Collection calls stopped. No collections being done today due to storm and storm damage in many service areas.

May 6, No collections or non-pay shutoffs are being done today due to storm, storm damage and clean up in many service areas.

May 6, Twenty seven Contact Center employees attend Jim Oglesby's employee meetings.

May 6, Severe storms in KC Metro for about 2 hours at midday. Calls drop during that time.

May 7, Tornado Drill 10:55 - 11:10 am, Emergency Calls still answered, Customer Service calls advised to call back in 30 minutes.

May 7, Eighteen Contact Center employees attend Jim Oglesby's employee meetings.

May 7, No collections or non-pay shutoffs are being done today due to storm, storm damage and clean up in many service areas.

May 8, Eighteen Contact Center employees attend Jim Oglesby's employee meetings.

May 8, No collections or non-pay shutoffs are being done today due to storm, storm damage and clean up in many service areas.

May 9, No collections or non-pay shutoffs are being done today due to storm, storm damage and clean up in many service areas.

May 12, Collections and non-pay shutoffs resume today.

May 12, PT staff offered a voluntary 30 hour work week.

May 19, PT staff offered a voluntary 30 hour work week.

May 20, Night time lows in the 40's.

May 21, Night time lows in the upper 30's. Fox 4 story about customer discussing a class 3 leak.

May 23, Thirty two employees attend "Check Free" training.

May 26, Memorial Day Holiday observed. Contact Center closed.

May 30, Tailgate meetings for the Contact Center, 30 minutes long, covering MGE Succession program.

**ONLINE STATUS REPORT**  
**May 2003**

	<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	0	0	0	1,109	1,109	100.0%
<b>Meter Shop</b>	0	9	9	0	71	71	100.0%
<b>NPSO</b>	0	0	0	0	160	160	100.0%
<b>TOGS</b>	0	57	57	0	1,608	1,608	100.0%
<b>Totals</b>	0	66	66	0	2,948	2,948	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	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	135	135	0	0	362	362	0
May-31	0	0	0	0	0	9	9	0	0	0	0	0	0	57	57	0	0	66	66	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.
May-1	0	1,109	1,109	0	0	62	62	0	0	160	160	0	0	1,558	1,558	0	0	2,889	2,889	0
May-2	0	1,109	1,109	0	0	62	62	0	0	160	160	0	0	1,562	1,562	0	0	2,893	2,893	0
May-3	0	1,109	1,109	0	0	62	62	0	0	160	160	0	0	1,562	1,562	0	0	2,893	2,893	0
May-4	0	1,109	1,109	0	0	62	62	0	0	160	160	0	0	1,562	1,562	0	0	2,893	2,893	0
May-5	0	1,109	1,109	0	0	62	62	0	0	160	160	0	0	1,564	1,564	0	0	2,895	2,895	0
May-6	0	1,109	1,109	0	0	62	62	0	0	160	160	0	0	1,564	1,564	0	0	2,895	2,895	0
May-7	0	1,109	1,109	0	0	62	62	0	0	160	160	0	0	1,564	1,564	0	0	2,895	2,895	0
May-8	0	1,109	1,109	0	0	62	62	0	0	160	160	0	0	1,564	1,564	0	0	2,895	2,895	0
May-9	0	1,109	1,109	0	0	71	71	0	0	160	160	0	0	1,571	1,571	0	0	2,911	2,911	0
May-10	0	1,109	1,109	0	0	71	71	0	0	160	160	0	0	1,571	1,571	0	0	2,911	2,911	0
May-11	0	1,109	1,109	0	0	71	71	0	0	160	160	0	0	1,571	1,571	0	0	2,911	2,911	0
May-12	0	1,109	1,109	0	0	71	71	0	0	160	160	0	0	1,574	1,574	0	0	2,914	2,914	0
May-13	0	1,109	1,109	0	0	71	71	0	0	160	160	0	0	1,574	1,574	0	0	2,914	2,914	0
May-14	0	1,109	1,109	0	0	71	71	0	0	160	160	0	0	1,580	1,580	0	0	2,920	2,920	0
May-15	0	1,109	1,109	0	0	71	71	0	0	160	160	0	0	1,580	1,580	0	0	2,920	2,920	0
May-16	0	1,109	1,109	0	0	71	71	0	0	160	160	0	0	1,580	1,580	0	0	2,920	2,920	0
May-17	0	1,109	1,109	0	0	71	71	0	0	160	160	0	0	1,580	1,580	0	0	2,920	2,920	0
May-18	0	1,109	1,109	0	0	71	71	0	0	160	160	0	0	1,580	1,580	0	0	2,920	2,920	0
May-19	0	1,109	1,109	0	0	71	71	0	0	160	160	0	0	1,593	1,593	0	0	2,933	2,933	0
May-20	0	1,109	1,109	0	0	71	71	0	0	160	160	0	0	1,593	1,593	0	0	2,933	2,933	0
May-21	0	1,109	1,109	0	0	71	71	0	0	160	160	0	0	1,593	1,593	0	0	2,933	2,933	0
May-22	0	1,109	1,109	0	0	71	71	0	0	160	160	0	0	1,593	1,593	0	0	2,933	2,933	0
May-23	0	1,109	1,109	0	0	71	71	0	0	160	160	0	0	1,593	1,593	0	0	2,933	2,933	0
May-24	0	1,109	1,109	0	0	71	71	0	0	160	160	0	0	1,593	1,593	0	0	2,933	2,933	0
May-25	0	1,109	1,109	0	0	71	71	0	0	160	160	0	0	1,593	1,593	0	0	2,933	2,933	0
May-26	0	1,109	1,109	0	0	71	71	0	0	160	160	0	0	1,593	1,593	0	0	2,933	2,933	0
May-27	0	1,109	1,109	0	0	71	71	0	0	160	160	0	0	1,593	1,593	0	0	2,933	2,933	0
May-28	0	1,109	1,109	0	0	71	71	0	0	160	160	0	0	1,593	1,593	0	0	2,933	2,933	0
May-29	0	1,109	1,109	0	0	71	71	0	0	160	160	0	0	1,593	1,593	0	0	2,933	2,933	0
May-30	0	1,109	1,109	0	0	71	71	0	0	160	160	0	0	1,608	1,608	0	0	2,948	2,948	0
May-31	0	1,109	1,109	0	0	71	71	0	0	160	160	0	0	1,608	1,608	0	0	2,948	2,948	0



## ESTIMATED METER SUMMARY FOR MAY-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	15	1	2	0	0	0	0	0	0	18
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	1	0	0	0	0	0	0	0	0	1
<b>Region total:</b>	17	1	2	0	0	0	0	0	0	20
<b>YEAR-TO-DATE TOTALS</b>	305	21	5	3	1	0	0	1	0	336

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