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December 9, 2002

FILED³

DEC 09 2002

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 October, 2002. This includes:

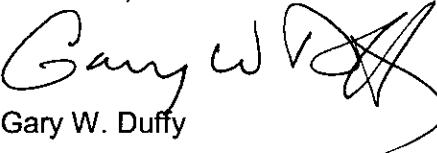
- Telephone Center Monthly Activity Report and Monthly Summary Report which measures response time to answer incoming telephone calls (combined report enclosed)
- Monthly Telephone Center Activity Code Summary (enclosed)
- Monthly Report of the Staffing level for the Customer Services Organization (enclosed)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


Gary W. Duffy

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
October 2002

	September Full Time	September Part Time	Term/Resign New Hires	October Full Time	October 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	0	
Contact Center	49	7	-1	48	7
Training Class	0	0		0	0
Billing Services	12	2		12	2
Account Services	12	0		12	0
Seasonal Employees	0	0		0	0
PBO Joplin	4			4	
PBO Monett	2			2	
PBO St. Joseph	3			3	
TOTAL	98	9	-2	96	9
GRAND TOTAL	107			105	

Activity Code Summary

Stats for month of October		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	18,325	281	27.12%
2	Pay Agreements	11,942	227	17.68%
3	Account Activity Verification	17,010	195	25.18%
4	Payment Options	4,450	221	6.59%
5	ABC	3,093	194	4.58%
6	High Bill Concerns	2,911	217	4.31%
7	Energy Assistance	148	208	0.22%
8	Gas Leak/Emergency	639	291	0.95%
9	Typing Request	6,804	176	10.07%
10	MGE/SUG General Information	2,211	177	3.27%
11	Deposits	19	183	0.03%
12	Estimated Bills	12	119	0.02%
				100.00%
Total Calls Coded		67,564		
Average Talk Time (seconds)			225	
Maximum Talk Time (seconds)			291	
Total Calls Answered this Month		81,267		
Percent Coded		83.1%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

October 2002

October 2002												AVG	AVG	AVG	AVG	SERVICE
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.	ANSWER	TALK	NOT READY	DELAY	LEVEL
	PHONE CENTER	ACCT SVCS & BILLING										SPEED	TIME	TIME	ABAND	%
1	3,011	0	31	3,042	387	3,429	0	0	0.90%	44	68	12	220	35	48	94%
2	2,830	0	4	2,834	358	3,192	0	0	0.13%	48	59	4	219	36	8	99%
3	3,059	0	10	3,069	346	3,415	0	0	0.29%	47	65	5	227	32	33	99%
4	2,909	0	23	2,932	275	3,207	0	0	0.72%	44	66	9	225	33	67	96%
5				0	258	258			0.00%							
WEEK	11,809	0	68	11,877	1,624	13,501	0	0	0.50%	46	257	8	223	34	39	97%
6				0	114	114			0.00%							
7	4,208	520	196	4,924	560	5,484	0	0	3.57%	58	82	49	240	33	77	71%
8	3,487	2	163	3,652	454	4,106	0	0	3.97%	46	76	46	240	28	124	77%
9	3,062	0	96	3,158	457	3,615	0	0	2.66%	43	71	33	234	35	106	81%
10	3,173	0	16	3,189	372	3,561	0	0	0.45%	47	68	9	222	32	44	97%
11	3,047	0	5	3,052	393	3,445	0	0	0.15%	46	66	5	228	34	12	99%
12				0	280	280			0.00%							
WEEK	16,977	522	476	17,975	2,630	20,605	0	0	2.31%	48	365	28	233	32	73	84%
13				0	175	175			0.00%							
14	4,142	536	171	4,849	688	5,537	0	0	3.09%	59	79	42	238	33	69	76%
15	3,843	258	630	4,731	589	5,320	0	0	11.84%	48	85	146	240	32	108	36%
16	3,849	186	1,181	5,216	623	5,839	0	0	20.23%	50	81	312	261	32	200	25%
17	3,520	188	744	4,452	531	4,983	0	0	14.93%	46	81	228	259	34	153	33%
18	3,251	23	99	3,373	382	3,755	0	0	2.64%	43	76	35	232	31	82	83%
19				0	195	195			0.00%							
WEEK	18,605	1,191	2,825	22,621	3,183	25,804	0	0	10.95%	49	404	153	246	32	122	45%
20				0	125	125			0.00%							
21	3,768	344	111	4,223	478	4,701	0	0	2.36%	54	76	37	238	36	114	82%
22	3,435	0	71	3,506	400	3,906	0	0	1.82%	45	76	20	227	32	64	89%
23	3,350	0	158	3,508	427	3,935	0	0	4.02%	43	78	57	241	36	71	69%
24	3,327	0	107	3,434	406	3,840	0	0	2.79%	45	74	39	248	33	73	78%
25	3,201	0	29	3,230	395	3,625	0	0	0.80%	47	68	12	229	33	42	94%
26				0	263	263			0.00%							
WEEK	17,081	344	476	17,901	2,494	20,395	0	0	2.33%	47	371	33	237	34	73	82%
27				0	111	111			0.00%							
28	3,647	510	846	5,003	509	5,512	0	0	15.35%	51	82	219	257	37	147	28%
29	3,617	21	133	3,771	390	4,161	0	0	3.20%	45	81	52	237	34	67	69%
30	3,383	21	257	3,661	387	4,048	0	0	6.35%	42	81	86	241	36	92	55%
31	3,539	0	261	3,800	434	4,234	0	0	6.16%	44	80	84	241	43	77	56%
WEEK	14,186	552	1,497	16,235	1,831	18,066	0	0	8.29%	46	320	110	244	38	96	49%
MTD	78,658	2,609	5,342	86,609	11,762	98,371	0	0	5.43%	47	1,729	67	237	34	82	68%
YTD	268,268	4,246	6,042	278,556	39,265	317,821	0	0	1.90%	47	5,798	22	215	32	40	89%

Revised 11/06/02

ONLINE STATUS REPORT
October 2002

	Beginning Balance	Number Received	Number Completed	Ending Balance	YTD Received	YTD Completed	%
On-Line	0	581	581	0	712	712	100.0%
Meter Shop	0	45	45	0	58	58	100.0%
NPSO	0	160	160	0	160	160	100.0%
TOGS	0	400	400	0	925	925	100.0%
Totals	0	1,186	1,186	0	1,855	1,855	100.0%

Notes:

2003

MGE YTD Service Order Status Report

On Line				Meter Shop				NPSOs				TOTALS			
YTD	BEG	YTD	End.	YTD	BEG	YTD	End.	YTD	BEG	YTD	End.	YTD	BEG	YTD	End.
Date	Bal.	Rec.	Comp.	Bal.	Bal.	Rec.	Comp.	Bal.	Bal.	Rec.	Comp.	Bal.	Bal.	Rec.	Comp.
Oct-1	0	561	535	26	0	53	0	0	0	103	0	0	0	1,358	1,332
Oct-2	0	573	561	12	0	53	0	0	0	127	0	0	0	1,541	1,528
Oct-3	0	578	561	17	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-4	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-5	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-6	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-7	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-8	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-9	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-10	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-11	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-12	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-13	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-14	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-15	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-16	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-17	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-18	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-19	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-20	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-21	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-22	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-23	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-24	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-25	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-26	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-27	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-28	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-29	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-30	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567
Oct-31	0	582	582	0	0	54	0	0	0	127	0	0	0	1,568	1,567

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	0	0	0	0	0	0	0	0	0	0	0	0	7	7	0	0	7	7	0
Dec-31	0	0	0	0	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	0	0	0	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

ESTIMATED METER SUMMARY FOR OCTOBER-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	6	0	0	0	0	0	0	0	0	6
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	30	0	0	0	0	0	0	0	0	30
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	0	0	0	0	0	0	0	0	0	0
Region total:	31	0	0	0	0	0	0	0	0	31
YEAR-TO-DATE TOTALS	72	5	1	1	1	0	0	1	0	81

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