

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) 635-0427

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

FILED²

JUL 19 2002

**Missouri Public
Service Commission**

OF COUNSEL
RICHARD T. CIOTTONI

July 19, 2002

HAND DELIVERED

TT-99-428

Ms. Deborah Cheshire
Cole County Circuit Clerk
Cole County Courthouse
Jefferson City, MO 65101

**Re: State ex rel. Alma Telephone Company et al.
v. Missouri Public Service Commission**

Dear Ms. Cheshire:

Enclosed for filing please find an original and one copy of the Petition for Writ of Review. Please stamp the enclosed extra copy "filed" and return same to me.

If you have any questions concerning this matter, then please do not hesitate to contact me. Thank you very much for your cooperation.

Sincerely,

BRYDON, SWEARENGEN & ENGLAND P.C.

By:

Brian T. McCartney
Brian T. McCartney

BTM/da

Enclosures

cc: Parties of Record

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P. O. BOX 456
JEFFERSON CITY, MISSOURI 65102-0456
TELEPHONE (573) 635-7166
FACSIMILE (573) 635-3847
E-MAIL: DUFFY@BRYDONLAW.COM

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OF COUNSEL
RICHARD T. CIOTTONE

July 19, 2002

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

FILED³
JUL 19 2002

RE: Case No. GO-95-177

**Missouri Public
Service Commission**

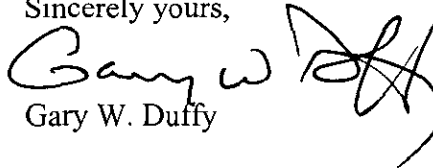
Dear Mr. Roberts:

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 June 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 of 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

95-177June02/gdmydocs/wp8

Missouri Gas Energy
Customer Service Staff
June 2002

	May Full Time	May Part Time	Term/Resign New Hires	June Full Time	June Part Time
Director	2		-1	1	
Manager	3		-1	2	
Supervisor	5			5	
Advisor	3			3	
Administrative Assistant	1			1	
Analyst	1			1	
Trainer	2			2	
Quality Assurance	1			1	
Switchboard	0			0	
Credit Administrator	0			0	
Contact Center	50	7		50	7
Training Class	0	0		0	0
Billing Services	15	2	-1	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	108	9	-3	105	9
GRAND TOTAL	117			114	

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

June 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										#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
1				0	324	324			0.00%							
WEEK	0	0	0	0	324	324	0	0	0.00%	0		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
2				0	147	147			0.00%							
3	4,323	275	46	4,644	636	5,280	0	0	0.87%	61	75	16	200	27	93	94%
4	3,227	0	3	3,230	507	3,737	0	0	0.08%	49	66	3	197	28	50	100%
5	3,181	0	4	3,185	468	3,653	0	0	0.11%	53	60	3	199	29	20	100%
6	2,926	0	2	2,928	453	3,381	0	0	0.06%	50	59	4	197	27	7	100%
7	2,784	0	1	2,785	425	3,210	0	0	0.03%	49	57	3	194	29	2	100%
8				0	248	248			0.00%							
WEEK	16,441	275	56	16,772	2,884	19,656	0	0	0.28%	52	321	6	197	28	34	99%
9				0	121	121			0.00%							
10	3,855	89	9	3,953	553	4,506	0	0	0.20%	65	61	4	198	32	59	99%
11	3,218	0	1	3,219	414	3,633	0	0	0.03%	51	63	3	202	25	3	100%
12	2,699	0	0	2,699	414	3,113	0	0	0.00%	53	51	3	199	33	1	100%
13	2,718	0	0	2,718	260	2,978	0	0	0.00%	52	52	3	202	32	1	100%
14	2,889	0	3	2,892	404	3,296	0	0	0.09%	50	58	3	193	27	4	100%
15				0	332	332			0.00%							
WEEK	15,379	89	13	15,481	2,498	17,979	0	0	0.07%	54	286	3	199	30	14	100%
16				0	123	123			0.00%							
17	3,674	44	8	3,726	978	4,704	0	0	0.17%	58	64	4	200	25	17	99%
18	2,757	0	1	2,758	416	3,174	0	0	0.03%	50	55	3	199	26	8	100%
19	2,815	0	1	2,816	394	3,210	0	0	0.03%	52	54	3	188	29	2	100%
20	2,692	0	2	2,694	403	3,097	0	0	0.06%	51	53	3	204	32	12	100%
21	2,739	0	9	2,748	428	3,176	0	0	0.28%	41	67	6	191	26	29	98%
22				0	253	253	0	0	0.00%							
WEEK	14,677	44	21	14,742	2,995	17,737	0	0	0.12%	50	294	4	196	28	14	99%
23				0	109	109	0	0	0.00%							
24	3,843	105	2	3,950	479	4,429	0	0	0.05%	58	68	4	198	27	2	99%
25	2,841	0	2	2,843	378	3,221	0	0	0.06%	48	59	3	192	28	4	100%
26	2,853	0	1	2,854	391	3,245	0	0	0.03%	50	57	3	199	31	4	100%
27	2,765	0	8	2,773	382	3,155	0	0	0.25%	41	67	5	197	31	14	99%
28	3,080	0	2	3,082	410	3,492	0	0	0.06%	48	64	4	196	29	20	100%
29				0	289	289			0.00%							
WEEK	15,382	105	15	15,502	2,438	17,940	0	0	0.08%	49	316	4	196	29	9	100%
30				0	139	139			0.00%							
WEEK	0	0	0	0	139	139	0	0	0.00%							
MTD	61,879	513	105	62,497	11,278	73,775	0	0	0.14%	52	1,200	4	197	29	18	99%
YTD	874,131	43,511	99,504	1,017,146	138,727	1,155,873	0	0	8.61%	46	19,949	115	240	35	100	63%

Revised 07/08/02

Activity Code Summary
June 2002

Stats for month of June		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	12,315	242	22.38%
2	Pay Agreements	12,966	192	23.56%
3	Account Activity Verification	15,331	151	27.86%
4	Payment Options	4,952	186	9.00%
5	ABC	1,884	173	3.42%
6	High Bill Concerns	2,408	158	4.38%
7	Energy Assistance	197	203	0.36%
8	Gas Leak/Emergency	323	197	0.59%
9	Typing Request	3,185	202	5.79%
10	MGE/SUG General Information	1,429	153	2.60%
11	Deposits	32	168	0.06%
12	Estimated Bills	5	202	0.01%
				100.00%
Total Calls Coded		55,027		
Average Talk Time (seconds)			189	
Maximum Talk Time (seconds)			242	
Total Calls Answered this Month		62,392		
Percent Coded		88.2%		

ONLINE STATUS REPORT
June 2002

	Beginning Balance	Number Received	Number Completed	Ending Balance	YTD Received	YTD Completed	%
On-Line	0	838	838	0	30,470	30,470	100.0%
Meter Shop	52	73	125	0	6,864	6,864	100.0%
NPSO	0	11	11	0	11,842	11,842	100.0%
TOGS	0	210	210	0	10,569	10,569	100.0%
Totals	52	1,132	1,184	0	59,745	59,745	100.0%

Notes:

2002

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	9,677	9,667	10	0	1,429	1,378	51	0	3,572	3,572	0	0	3,322	3,322	0	0	18,000	17,939	61
Aug-31	10	10,260	10,071	199	51	1,940	1,926	65	0	4,328	4,328	0	0	3,445	3,437	8	61	19,973	19,762	272
Sep-30	199	4,539	4,738	0	65	844	909	0	0	1,033	1,033	0	8	1,293	1,301	0	272	7,709	7,981	0
Oct-31	0	1,432	1,432	0	0	366	366	0	0	85	85	0	0	659	659	0	0	2,542	2,542	0
Nov-30	0	1,108	1,074	34	0	335	331	4	0	151	151	0	0	481	481	0	0	2,075	2,037	38
Dec-31	34	1,208	1,242	0	4	321	325	0	0	87	87	0	0	315	315	0	38	1,931	1,969	0
Jan-31	0	665	662	3	0	420	415	5	0	287	287	0	0	347	347	0	0	1,719	1,711	8
Feb-28	3	240	243	0	5	316	321	0	0	383	383	0	0	188	188	0	8	1,127	1,135	0
Mar-31	0	123	123	0	0	274	274	0	0	122	122	0	0	143	143	0	0	662	662	0
Apr-30	0	195	195	0	0	198	157	41	0	1,783	1,783	0	0	78	78	0	0	2,254	2,213	41
May-31	0	185	185	0	41	348	337	52	0	0	0	0	0	88	88	0	41	621	610	52
Jun-30	0	838	838	0	52	73	125	0	0	11	11	0	0	210	210	0	52	1,132	1,184	0

2002

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.
Jun-1	0	29,632	29,632	0	0	6,791	6,739	52	0	11,831	11,831	0	0	10,359	10,359	0	0	58,613	58,561	52
Jun-2	0	29,632	29,632	0	0	6,791	6,739	52	0	11,831	11,831	0	0	10,359	10,359	0	0	58,613	58,561	52
Jun-3	0	29,755	29,755	0	0	6,798	6,739	59	0	11,831	11,831	0	0	10,362	10,362	0	0	58,746	58,687	59
Jun-4	0	29,861	29,798	63	0	6,831	6,739	92	0	11,831	11,831	0	0	10,362	10,362	0	0	58,865	58,730	155
Jun-5	0	29,861	29,861	0	0	6,837	6,739	98	0	11,831	11,831	0	0	10,362	10,362	0	0	58,891	58,793	98
Jun-6	0	29,862	29,862	0	0	6,837	6,783	54	0	11,831	11,831	0	0	10,382	10,382	0	0	58,912	58,858	54
Jun-7	0	29,862	29,862	0	0	6,844	6,844	0	0	11,835	11,835	0	0	10,385	10,385	0	0	58,926	58,926	0
Jun-8	0	29,862	29,862	0	0	6,844	6,844	0	0	11,835	11,835	0	0	10,385	10,385	0	0	58,926	58,926	0
Jun-9	0	29,862	29,862	0	0	6,844	6,844	0	0	11,835	11,835	0	0	10,385	10,385	0	0	58,926	58,926	0
Jun-10	0	29,862	29,862	0	0	6,851	6,844	7	0	11,835	11,835	0	0	10,385	10,385	0	0	58,933	58,926	7
Jun-11	0	29,890	29,890	0	0	6,861	6,855	6	0	11,842	11,842	0	0	10,388	10,388	0	0	58,981	58,975	6
Jun-12	0	29,890	29,890	0	0	6,861	6,858	3	0	11,842	11,842	0	0	10,394	10,394	0	0	58,987	58,984	3
Jun-13	0	29,925	29,925	0	0	6,861	6,861	0	0	11,842	11,842	0	0	10,405	10,405	0	0	59,033	59,033	0
Jun-14	0	29,925	29,925	0	0	6,864	6,861	3	0	11,842	11,842	0	0	10,409	10,409	0	0	59,040	59,037	3
Jun-15	0	29,925	29,925	0	0	6,864	6,861	3	0	11,842	11,842	0	0	10,409	10,409	0	0	59,040	59,037	3
Jun-16	0	29,925	29,925	0	0	6,864	6,861	3	0	11,842	11,842	0	0	10,409	10,409	0	0	59,040	59,037	3
Jun-17	0	29,978	29,978	0	0	6,864	6,861	3	0	11,842	11,842	0	0	10,412	10,412	0	0	59,096	59,093	3
Jun-18	0	29,993	29,993	0	0	6,864	6,863	1	0	11,842	11,842	0	0	10,432	10,432	0	0	59,131	59,130	1
Jun-19	0	29,993	29,993	0	0	6,864	6,863	1	0	11,842	11,842	0	0	10,436	10,436	0	0	59,135	59,134	1
Jun-20	0	29,993	29,993	0	0	6,864	6,863	1	0	11,842	11,842	0	0	10,442	10,442	0	0	59,141	59,140	1
Jun-21	0	30,002	30,002	0	0	6,864	6,863	1	0	11,842	11,842	0	0	10,442	10,442	0	0	59,150	59,149	1
Jun-22	0	30,002	30,002	0	0	6,864	6,863	1	0	11,842	11,842	0	0	10,442	10,442	0	0	59,150	59,149	1
Jun-23	0	30,002	30,002	0	0	6,864	6,863	1	0	11,842	11,842	0	0	10,442	10,442	0	0	59,150	59,149	1
Jun-24	0	30,106	30,106	0	0	6,864	6,863	1	0	11,842	11,842	0	0	10,442	10,442	0	0	59,254	59,253	1
Jun-25	0	30,277	30,277	0	0	6,864	6,864	0	0	11,842	11,842	0	0	10,442	10,442	0	0	59,425	59,425	0
Jun-26	0	30,403	30,403	0	0	6,864	6,864	0	0	11,842	11,842	0	0	10,563	10,563	0	0	59,672	59,672	0
Jun-27	0	30,464	30,464	0	0	6,864	6,864	0	0	11,842	11,842	0	0	10,569	10,569	0	0	59,739	59,739	0
Jun-28	0	30,470	30,470	0	0	6,864	6,864	0	0	11,842	11,842	0	0	10,569	10,569	0	0	59,745	59,745	0
Jun-29	0	30,470	30,470	0	0	6,864	6,864	0	0	11,842	11,842	0	0	10,569	10,569	0	0	59,745	59,745	0
Jun-30	0	30,470	30,470	0	0	6,864	6,864	0	0	11,842	11,842	0	0	10,569	10,569	0	0	59,745	59,745	0

ESTIMATED METER SUMMARY FOR JUNE-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	3	0	0	0	0	0	0	0	0	3
MONETT, MO	0	0	0	0	0	0	0	0	0	0
Region Total:	3	0	0	0	0	0	0	0	0	3
YEAR-TO-DATE TOTALS	16	0	0	0	0	0	0	0	0	16
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	13	3	3	1	0	0	1	0	0	21
LEE'S SUMMIT, MO	0	0	0	0	0	0	0	0	0	0
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:	13	3	3	1	0	0	1	0	0	21
YEAR-TO-DATE TOTALS	585	122	40	20	11	6	2	1	0	787

NOTE: Beginning a new fiscal year - 2002 (July '01-June'02)