



MISSOURI GAS ENERGY

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ROBERT J. HACK

Vice President, Pricing & Regulatory Affairs

May 15, 2001

FILED²

MAY 15 2001

Missouri Public
Service Commission

Mr. Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge
Missouri Public Service Commission
200 Madison Street
P.O. Box 360
Jefferson City, Missouri 65102-0360

**Re: Case Nos. GM-2000-43, GM-2000-500, GM-2000-502 and GM-2000-503,
Missouri Gas Energy**

Dear Mr. Roberts:

Pursuant to the Commission orders in the above-referenced cases, enclosed for filing herein are four (4) originals (one for each case file) and eight (8) conformed copies of this letter and a report containing customer service performance information for calendar year 2000.

This report shows that for calendar year 2000 MGE met all customer service performance measures.

If you have any questions regarding the enclosed information, please feel free to give me a call.

Sincerely,

C: F. Jay Cummings
Karen Czaplewski
Greg Pollard
Paul Boudreau
Doug Micheel
Cliff Snodgrass

Enclosures

Missouri Gas Energy
A Division of Southern Union Company

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GM-2000-43
GM-2000-500
GM-2000-502
GM-2000-503

Customer Service Performance Report
For Calendar Year 2000

May 15, 2001

**Missouri Gas Energy
Abandoned Call Rate
("ACR") %**

January	6.84%
February	7.51%
March	6.65%
YTD - Q1	6.99%

April	3.46%
May	2.21%
June	1.60%
YTD - Q1&2	4.99%

July	1.95%
August	4.57%
September	6.38%
YTD - Q1-3	4.82%

October	4.84%
November	5.56%
December	16.34%

Calendar Year 2000	6.08%
Maximum Allowable	8.50%

**Missouri Gas Energy
Average Speed of Answer
("ASA") in Seconds**

January	81
February	90
March	78
YTD - Q1	83

April	42
May	25
June	20
YTD - Q1&2	56

July	21
August	49
September	58
YTD - Q1-3	52

October	49
November	49
December	200

Calendar Year 2000	64
Maximum Allowable for Calendar Year 2000	81 Seconds