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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 September, 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
September 2002

	August Full Time	August Part Time	Term/Resign New Hires	September Full Time	September 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	
Contact Center	52	7	-3	49	7
Training Class	0	0		0	0
Billing Services	12	2		12	2
Account Services	11	0	1	12	0
Seasonal Employees	0	0		0	0
PBO Main Street	0			0	
PBO Joplin	4			4	
PBO Monett	2			2	
PBO St. Joseph	3			3	
TOTAL	100	9	-2	98	9
GRAND TOTAL	109			107	

Activity Code Summary

Stats for month of September		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	13,535	257	25.93%
2	Pay Agreements	9,470	213	18.14%
3	Account Activity Verification	15,405	174	29.52%
4	Payment Options	3,727	210	7.14%
5	ABC	2,275	176	4.36%
6	High Bill Concerns	1,735	175	3.32%
7	Energy Assistance	135	235	0.26%
8	Gas Leak/Emergency	285	233	0.55%
9	Typing Request	4,149	173	7.95%
10	MGE/SUG General Information	1,446	179	2.77%
11	Deposits	22	177	0.04%
12	Estimated Bills	9	206	0.02%
				100.00%
Total Calls Coded		52,193		
Average Talk Time (seconds)			206	
Maximum Talk Time (seconds)			257	
Total Calls Answered this Month		60,753		
Percent Coded		85.9%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

September 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	AVG	AVG	AVG	SERVICE
	PHONE CENTER	ACCT SVCS & BILLING										SPEED ANSWER	TALK TIME	NOT READY TIME	DELAY ABAND	LEVEL %
1				0	83	83			0.00%							
2				0	184	184			0.00%							
3	3,891	252	79	4,222	475	4,697	0	0	1.68%	50	83	31	217	30	53	81%
4	3,092	0	57	3,149	378	3,527	0	0	1.62%	39	79	19	214	26	53	88%
5	2,761	0	28	2,789	296	3,085	0	0	0.91%	40	69	10	212	30	37	95%
6	2,766	0	6	2,772	378	3,150	0	0	0.19%	40	69	6	208	33	8	98%
7				0	208	208			0.00%							
WEEK	12,510	252	170	12,932	2,002	14,934	0	0	1.14%	42	304	17	213	30	38	90%
8				0	93	93			0.00%							
9	3,312	198	41	3,551	427	3,978	0	0	1.03%	50	70	17	215	34	84	92%
10	2,641	0	8	2,649	352	3,001	0	0	0.27%	42	63	4	213	27	14	99%
11	2,345	0	5	2,350	266	2,616	0	0	0.19%	47	50	3	208	32	92	100%
12	2,605	0	3	2,608	309	2,917	0	0	0.10%	43	61	3	212	31	30	100%
13	2,739	0	2	2,741	231	2,972	0	0	0.07%	43	64	4	211	30	11	99%
14				0	114	114			0.00%							
WEEK	13,642	198	59	13,899	1,792	15,691	0	0	0.38%	45	308	6	212	31	46	98%
15				0	70	70			0.00%							
16	3,595	171	7	3,773	423	4,196	0	0	0.17%	55	68	6	214	28	17	98%
17	2,824	0	2	2,826	311	3,137	0	0	0.06%	47	60	4	204	34	10	99%
18	2,670	0	4	2,674	318	2,992	0	0	0.13%	42	64	4	211	34	8	99%
19	2,684	0	8	2,692	321	3,013	0	0	0.27%	41	65	6	224	29	30	98%
20	2,908	0	6	2,914	390	3,304	0	0	0.18%	41	71	5	199	28	12	99%
21				0	174	174			0.00%							
WEEK	14,681	171	27	14,879	2,007	16,886	0	0	0.16%	45	330	5	210	31	15	99%
22				0	114	114			0.00%							
23	4,131	141	7	4,279	446	4,725	0	0	0.15%	63	68	4	209	31	21	99%
24	3,095	0	8	3,103	141	3,244	0	0	0.25%	49	63	5	228	30	36	99%
25	2,938	0	1	2,939	373	3,312	0	0	0.03%	48	61	4	215	33	3	99%
26	2,844	0	9	2,853	337	3,190	0	0	0.28%	44	65	5	225	31	20	99%
27	2,882	0	8	2,890	334	3,224	0	0	0.25%	44	66	6	219	31	18	98%
28				0	213	213			0.00%							
WEEK	15,890	141	33	16,064	1,958	18,022	0	0	0.18%	50	321	5	219	31	20	99%
29				0	130	130			0.00%							
30	3,713	293	61	4,067	487	4,554	0	0	1.34%	48	83	20	223	30	43	89%
WEEK	3,713	293	61	4,067	617	4,684	0	0	1.30%	48	83	20	223	30	43	89%
MTD	60,436	1,055	350	61,841	8,376	70,217	0	0	0.50%	46	1,337	8	214	31	30	96%
YTD	189,610	1,637	700	191,947	27,503	219,450	0	0	0.32%	47	4,069	6	207	31	25	98%

ONLINE STATUS REPORT
September 2002

	Beginning Balance	Number Received	Number Completed	Ending Balance	YTD Received	YTD Completed	%
On-Line	0	3	3	0	114	114	100.0%
Meter Shop	0	3	3	0	5	5	100.0%
NPSO	0	0	0	0	0	0	#DIV/0!
TOGS	0	139	139	0	443	443	100.0%
Totals	0	145	145	0	562	562	100.0%

Notes:

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	3	3	0	0	3	3	0	0	0	0	0	0	139	139	0	0	145	145	0
Oct-31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Nov-30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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

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.
Sep-1	0	111	111	0	0	2	2	0	0	0	0	0	0	304	304	0	0	417	417	0
Sep-2	0	111	111	0	0	2	2	0	0	0	0	0	0	304	304	0	0	417	417	0
Sep-3	0	111	111	0	0	2	2	0	0	0	0	0	0	314	314	0	0	427	427	0
Sep-4	0	111	111	0	0	2	2	0	0	0	0	0	0	318	318	0	0	431	431	0
Sep-5	0	111	111	0	0	2	2	0	0	0	0	0	0	318	318	0	0	431	431	0
Sep-6	0	111	111	0	0	2	2	0	0	0	0	0	0	318	318	0	0	431	431	0
Sep-7	0	111	111	0	0	2	2	0	0	0	0	0	0	318	318	0	0	431	431	0
Sep-8	0	111	111	0	0	2	2	0	0	0	0	0	0	339	318	21	0	452	431	21
Sep-9	0	111	111	0	0	2	2	0	0	0	0	0	0	339	339	0	0	452	452	0
Sep-10	0	111	111	0	0	2	2	0	0	0	0	0	0	346	346	0	0	461	461	0
Sep-11	0	111	111	0	0	4	4	0	0	0	0	0	0	374	374	0	0	493	493	0
Sep-12	0	114	114	0	0	5	5	0	0	0	0	0	0	376	376	0	0	495	495	0
Sep-13	0	114	114	0	0	5	5	0	0	0	0	0	0	376	376	0	0	495	495	0
Sep-14	0	114	114	0	0	5	5	0	0	0	0	0	0	376	376	0	0	495	495	0
Sep-15	0	114	114	0	0	5	5	0	0	0	0	0	0	379	379	0	0	498	498	0
Sep-16	0	114	114	0	0	5	5	0	0	0	0	0	0	391	391	0	0	510	510	0
Sep-17	0	114	114	0	0	5	5	0	0	0	0	0	0	392	392	0	0	511	511	0
Sep-18	0	114	114	0	0	5	5	0	0	0	0	0	0	409	409	0	0	528	528	0
Sep-19	0	114	114	0	0	5	5	0	0	0	0	0	0	410	410	0	0	529	529	0
Sep-20	0	114	114	0	0	5	5	0	0	0	0	0	0	410	410	0	0	529	529	0
Sep-21	0	114	114	0	0	5	5	0	0	0	0	0	0	410	410	0	0	529	529	0
Sep-22	0	114	114	0	0	5	5	0	0	0	0	0	0	421	421	0	0	540	540	0
Sep-23	0	114	114	0	0	5	5	0	0	0	0	0	0	421	421	0	0	540	540	0
Sep-24	0	114	114	0	0	5	5	0	0	0	0	0	0	421	421	0	0	540	540	0
Sep-25	0	114	114	0	0	5	5	0	0	0	0	0	0	421	421	0	0	540	540	0
Sep-26	0	114	114	0	0	5	5	0	0	0	0	0	0	443	443	0	0	562	562	0
Sep-27	0	114	114	0	0	5	5	0	0	0	0	0	0	443	443	0	0	562	562	0
Sep-28	0	114	114	0	0	5	5	0	0	0	0	0	0	443	443	0	0	562	562	0
Sep-29	0	114	114	0	0	5	5	0	0	0	0	0	0	443	443	0	0	562	562	0
Sep-30	0	114	114	0	0	5	5	0	0	0	0	0	0	443	443	0	0	562	562	0

ESTIMATED METER SUMMARY FOR SEPTEMBER-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	11	0	0	0	0	0	0	0	0	11
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	2	1	0	0	0	0	0	0	0	3
Region total:	14	1	0	0	0	0	0	0	0	15
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)