

LAW OFFICES  
**BRYDON, SWEARENGEN & ENGLAND**  
PROFESSIONAL CORPORATION

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December 18, 2002

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

**FILED<sup>4</sup>**  
DEC 18 2002

**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 November, 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:

  
Dean L. Cooper

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  
November 2002

	October Full Time	October Part Time	Term/Resign New Hires	November Full Time	November 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	0			0	
Contact Center	48	7		48	7
Training Class	0	0	6	0	6
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	
<b>TOTAL</b>	<b>96</b>	<b>9</b>	<b>6</b>	<b>96</b>	<b>15</b>
<b>GRAND TOTAL</b>	<b>105</b>			<b>111</b>	

## Activity Code Summary November 2002

Stats for month of November		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	12,732	293	25.13%
2	Pay Agreements	8,657	248	17.09%
3	Account Activity Verification	12,825	210	25.32%
4	Payment Options	3,417	226	6.74%
5	ABC	2,349	215	4.64%
6	High Bill Concerns	2,374	231	4.69%
7	Energy Assistance	221	270	0.44%
8	Gas Leak/Emergency	747	354	1.47%
9	Typing Request	5,580	154	11.01%
10	MGE/SUG General Information	1,734	202	3.42%
11	Deposits	16	156	0.03%
12	Estimated Bills	9	145	0.02%
				100.00%
Total Calls Coded		50,661		
Average Talk Time (seconds)			236	
Maximum Talk Time (seconds)			354	
Total Calls Answered this Month		61,533		
Percent Coded		82.3%		

## MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

November 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														
1	2,975	287	1,177	4,439	541	4,980	0	0	23.63%	48	68	501	305	44	289	18%
2				0	384	384			0.00%							
WEEK	2,975	287	1,177	4,439	925	5,364	0	0	21.94%	48	68	501	305	44	289	18%
3				0	154	154			0.00%							
4	3,614	483	1,392	5,489	539	6,028	0	0	23.09%	53	77	419	273	42	231	20%
5	3,294	51	552	3,897	485	4,382	0	0	12.60%	44	76	190	270	41	141	37%
6	3,186	0	92	3,278	428	3,706	0	0	2.48%	42	76	34	244	38	45	80%
7	2,853	0	68	2,921	383	3,304	0	0	2.06%	43	66	29	251	39	70	84%
8	2,734	0	46	2,780	394	3,174	0	0	1.45%	41	67	20	229	39	49	89%
9				0	248	248			0.00%							
WEEK	15,681	534	2,150	18,365	2,631	20,996	0	0	10.24%	45	360	138	253	40	107	54%
10				0	85	85			0.00%							
11	2,826	203	152	3,181	370	3,551	0	0	4.28%	42	72	67	242	44	72	64%
12	3,226	21	126	3,373	436	3,809	0	0	3.31%	45	72	43	242	37	105	81%
13	3,058	0	31	3,089	370	3,459	0	0	0.90%	45	68	13	244	38	27	93%
14	2,989	0	15	3,004	348	3,352	0	0	0.45%	45	66	10	238	34	16	95%
15	3,306	0	37	3,343	436	3,779	0	0	0.98%	45	73	17	240	32	26	90%
16				0	316	316			0.00%							
WEEK	15,405	224	361	15,990	2,361	18,351	0	0	1.97%	44	355	30	241	37	49	84%
17				0	154	154			0.00%							
18	3,348	368	386	4,102	520	4,622	0	0	8.35%	47	79	125	249	41	108	45%
19	3,065	0	15	3,080	427	3,507	0	0	0.43%	46	67	7	238	35	52	97%
20	2,986	0	66	3,052	416	3,468	0	0	1.90%	43	69	21	239	34	41	88%
21	3,027	27	195	3,249	382	3,631	0	0	5.37%	40	76	67	253	32	113	71%
22	3,345	0	251	3,596	385	3,981	0	0	6.30%	39	86	81	238	31	76	56%
23				0	284	284			0.00%							
WEEK	15,771	395	913	17,079	2,568	19,647	0	0	4.65%	43	376	60	243	35	78	69%
24				0	162	162			0.00%							
25	3,640	446	1,072	5,158	575	5,733	0	0	18.70%	54	76	340	274	43	209	22%
26	3,409	0	365	3,774	457	4,231	0	0	8.63%	46	74	138	262	43	113	45%
27	2,765	1	136	2,902	333	3,235	0	0	4.20%	39	71	62	252	41	67	68%
28				0	114	114			0.00%							
29				0	758	758			0.00%							
30				0	272	272			0.00%							
WEEK	9,814	447	1,573	11,834	2,671	14,505	0	0	10.84%	46	223	180	263	42	130	41%
MTD	59,646	1,887	6,174	67,707	11,156	78,863	0	0	7.83%	45	1,367	115	252	38	97	58%
YTD	327,914	6,133	12,216	346,263	50,421	398,684	0	0	3.08%	46	7,262	39	221	33	50	82%

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

November 2002

November 1, CWR begins.

November 4, Voluntary 30 minute lunch period.

November 5, Election Day.

November 11, Veteran's Day holiday. Phone Center is open.

November 11, Thirty one Contact Center employees attend hour long 401K meetings. The group is divided between three meetings, (12) at 10:00, (8) at 1:00, and (11) at 3:00.

November 11, Account Services employee (12) attend the 3:00pm 401K meeting. Billing Services employees (14) attend at 10:00 am 401K meeting. Seven PT employees begin training class.

November 25, Employees offered opportunity to volunteer for 30 minute lunch due to high call volumes.

November 26, Employees offered opportunity to volunteer for 30 minute lunch due to high call volumes.

November 28, Thanksgiving Holiday observed. Contact Center closed, however dispatch is open 24 hours for emergency calls.

November 29, Day after Thanksgiving Holiday observed. Contact Center closed, however dispatch is open 24 hours for emergency calls.

**ONLINE STATUS REPORT**  
**November 2002**

	<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	2	2	0	714	714	100.0%
<b>Meter Shop</b>	0	1	0	1	59	58	98.3%
<b>NPSO</b>	0	0	0	0	160	160	100.0%
<b>TOGS</b>	0	88	88	0	1,013	1,013	100.0%
<b>Totals</b>	0	91	90	1	1,946	1,945	99.9%

**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	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	2	2	0	0	1	0	1	0	0	0	0	0	88	88	0	0	91	90	1
Dec-31	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1
Jan-31	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1
Feb-28	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1
Mar-31	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1
Apr-30	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1
May-31	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1
Jun-30	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1

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.
Nov-1	0	712	712	0	0	58	58	0	0	160	160	0	0	932	932	0	0	1,862	1,862	0
Nov-2	0	712	712	0	0	58	58	0	0	160	160	0	0	932	932	0	0	1,862	1,862	0
Nov-3	0	712	712	0	0	58	58	0	0	160	160	0	0	932	932	0	0	1,862	1,862	0
Nov-4	0	712	712	0	0	58	58	0	0	160	160	0	0	932	932	0	0	1,862	1,862	0
Nov-5	0	713	712	1	0	58	58	0	0	160	160	0	0	942	942	0	0	1,873	1,872	1
Nov-6	0	714	713	1	0	58	58	0	0	160	160	0	0	957	957	0	0	1,889	1,888	1
Nov-7	0	714	714	0	0	58	58	0	0	160	160	0	0	976	976	0	0	1,908	1,908	0
Nov-8	0	714	714	0	0	58	58	0	0	160	160	0	0	976	976	0	0	1,908	1,908	0
Nov-9	0	714	714	0	0	58	58	0	0	160	160	0	0	976	976	0	0	1,908	1,908	0
Nov-10	0	714	714	0	0	58	58	0	0	160	160	0	0	976	976	0	0	1,908	1,908	0
Nov-11	0	714	714	0	0	58	58	0	0	160	160	0	0	976	976	0	0	1,908	1,908	0
Nov-12	0	714	714	0	0	58	58	0	0	160	160	0	0	994	994	0	0	1,926	1,926	0
Nov-13	0	714	714	0	0	58	58	0	0	160	160	0	0	994	994	0	0	1,926	1,926	0
Nov-14	0	714	714	0	0	58	58	0	0	160	160	0	0	994	994	0	0	1,926	1,926	0
Nov-15	0	714	714	0	0	58	58	0	0	160	160	0	0	994	994	0	0	1,926	1,926	0
Nov-16	0	714	714	0	0	58	58	0	0	160	160	0	0	994	994	0	0	1,926	1,926	0
Nov-17	0	714	714	0	0	58	58	0	0	160	160	0	0	994	994	0	0	1,926	1,926	0
Nov-18	0	714	714	0	0	58	58	0	0	160	160	0	0	994	994	0	0	1,926	1,926	0
Nov-19	0	714	714	0	0	59	58	1	0	160	160	0	0	1,006	1,006	0	0	1,939	1,938	1
Nov-20	0	714	714	0	0	59	58	1	0	160	160	0	0	1,006	1,006	0	0	1,939	1,938	1
Nov-21	0	714	714	0	0	59	58	1	0	160	160	0	0	1,013	1,013	0	0	1,946	1,945	1
Nov-22	0	714	714	0	0	59	58	1	0	160	160	0	0	1,013	1,013	0	0	1,946	1,945	1
Nov-23	0	714	714	0	0	59	58	1	0	160	160	0	0	1,013	1,013	0	0	1,946	1,945	1
Nov-24	0	714	714	0	0	59	58	1	0	160	160	0	0	1,013	1,013	0	0	1,946	1,945	1
Nov-25	0	714	714	0	0	59	58	1	0	160	160	0	0	1,013	1,013	0	0	1,946	1,945	1
Nov-26	0	714	714	0	0	59	58	1	0	160	160	0	0	1,013	1,013	0	0	1,946	1,945	1
Nov-27	0	714	714	0	0	59	58	1	0	160	160	0	0	1,013	1,013	0	0	1,946	1,945	1
Nov-28	0	714	714	0	0	59	58	1	0	160	160	0	0	1,013	1,013	0	0	1,946	1,945	1
Nov-29	0	714	714	0	0	59	58	1	0	160	160	0	0	1,013	1,013	0	0	1,946	1,945	1
Nov-30	0	714	714	0	0	59	58	1	0	160	160	0	0	1,013	1,013	0	0	1,946	1,945	1



## ESTIMATED METER SUMMARY FOR NOVEMBER-02

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	1	0	0	0	0	0	0	0	0	1
MONETT, MO	0	0	0	0	0	0	0	0	0	0
<b>Region Total:</b>	1	0	0	0	0	0	0	0	0	1
<b>YEAR-TO-DATE TOTALS</b>	7	0	0	0	0	0	0	0	0	7
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	38	3	0	0	0	0	0	0	0	41
LEE'S SUMMIT, MO	13	0	0	0	0	0	0	0	0	13
ST. JOSEPH, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY NORTH	5	0	0	0	0	0	0	0	0	5
<b>Region total:</b>	56	3	0	0	0	0	0	0	0	59
<b>YEAR-TO-DATE TOTALS</b>	128	8	1	1	1	0	0	1	0	140

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