

ROBERT J. HACK Vice President, Pricing & Regulatory Affairs

May 15, 2001

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 FILED<sup>2</sup>
MAY 1 5 2001

Service Commission

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,
Polyt Hank

C: F. Jay Cummings Karen Czaplewski

Greg Pollard

Paul Boudreau

Doug Micheel

Cliff Snodgrass

Enclosures

## Missouri Gas Energy

A Division of Southern Union Company



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%	

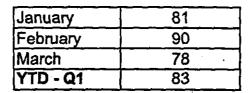
April	3.46%	
May	2.21%	
June	1.60%	
YTD - Q1&2	4.99%	

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



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
Maxim	ım Allowable for Calendar Year 2000	81 Seconds