



**MISSOURI GAS ENERGY**

3420 Broadway • Kansas City, MO • 64111-2404 • (816) 360-5755

**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 15 2001  
Missouri Public  
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,

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

Enclosures

**Missouri Gas Energy**  
A Division of Southern Union Company

**FILED<sup>2</sup>**  
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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%

<b>Calendar Year 2000</b>	<b>6.08%</b>
<b>Maximum Allowable</b>	<b>8.50%</b>

**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

<b>Calendar Year 2000</b>	<b>64</b>
<b>Maximum Allowable for Calendar Year 2000</b>	<b>81 Seconds</b>