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September 19, 2002

FILED³

SEP 19 2002

Executive Secretary
Public Service Commission
Governor State Office Building
Jefferson City, MO

**Missouri Public
Service Commission**

RE: Case No. GO-95-177

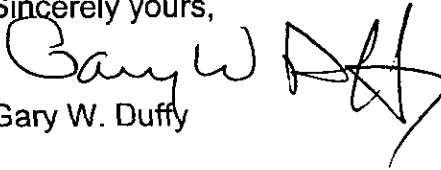
Dear Mr. Roberts:

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 August 2002. This includes:

- telephone center monthly activity report and monthly summary report which measures response time to answer incoming telephone calls
- monthly telephone center activity code summary
- monthly report of the staffing level of the Customer Services Organization
- monthly report of the volume of consecutive estimated customer bills
- monthly report detailing the status of work order activity

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 yours,


Gary W. Duffy

cc w/encl: Office of the Public Counsel
Janet Hoerschgen
cc w/o encl: Lisa Kremer
Rob Hack

95-177Aug02/gdmydocs/wp8

ESTIMATED METER SUMMARY FOR AUGUST-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	4	0	0	0	0	0	0	0	0	4
MONETT, MO	0	0	0	0	0	0	0	0	0	0
Region Total:	4	0	0	0	0	0	0	0	0	4
YEAR-TO-DATE TOTALS	5	0	0	0	0	0	0	0	0	5
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	23	3	0	1	0	0	0	0	0	27
LEE'S SUMMIT, MO	0	0	0	0	0	0	0	0	0	0
ST. JOSEPH, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY NORTH	2	0	0	0	0	0	0	0	0	2
Region total:	25	3	0	1	0	0	0	0	0	29
YEAR-TO-DATE TOTALS	58	4	1	1	1	0	0	1	0	66

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

Missouri Gas Energy
Customer Service Staff
August 2002

	July Full Time	July Part Time	Term/Resign New Hires	August Full Time	August 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	50	7	2	52	7
Training Class	0	0		0	0
Billing Services	14	2	-2	12	2
Account Services	11	0		11	0
Seasonal Employees	0	0		0	0
PBO Main Street	5		-5	0	
PBO Joplin	4			4	
PBO Monett	2			2	
PBO St. Joseph	3			3	
TOTAL	105	9	-5	100	9
GRAND TOTAL	114			109	

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

August 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	%	F.T.E.	CALLS PER F.T.E.	AVG	AVG	AVG	AVG	SERVICE LEVEL %
	PHONE CENTER	ACCT SVCS & BILLING										SPEED ANSWER	TALK TIME	NOT READY TIME	DELAY ABAND	
1	3,009	0	1	3,010	411	3,421	0	0	0.03%	45	67	4	208	31	6	99%
2	2,999	0	2	3,001	387	3,388	0	0	0.06%	47	64	4	200	28	3	100%
3				0	264	264	0	0	0.00%							
WEEK	6,008	0	3	6,011	1,062	7,073	0	0	0.04%	46	131	4	204	30	5	99%
4				0	120	120	0	0	0.00%							
5	3,834	91	7	3,932	478	4,410	0	0	0.16%	59	67	4	206	34	10	99%
6	2,877	0	9	2,886	382	3,268	0	0	0.28%	48	60	4	211	36	23	99%
7	2,759	0	12	2,771	376	3,147	0	0	0.38%	38	73	8	200	29	13	96%
8	2,790	0	2	2,792	339	3,131	0	0	0.06%	45	62	5	209	35	17	99%
9	2,597	0	1	2,598	341	2,939	0	0	0.03%	46	56	3	206	32	2	100%
10				0	245	245	0	0	0.00%							
WEEK	14,857	91	31	14,979	2,281	17,260	0	0	0.18%	47	318	5	206	33	13	99%
11				0	108	108			0.00%							
12	3,520	21	11	3,552	399	3,951	0	0	0.28%	59	60	5	205	34	67	99%
13	2,631	0	0	2,631	300	2,931	0	0	0.00%	44	60	4	212	34	2	99%
14	2,706	0	29	2,735	302	3,037	0	0	0.95%	38	71	8	210	32	45	97%
15	2,789	0	46	2,835	360	3,195	0	0	1.44%	36	77	17	222	28	56	91%
16	2,720	0	0	2,720	323	3,043	0	0	0.00%	45	60	3	208	32	2	100%
17				0	243	243			0.00%							
WEEK	14,366	21	86	14,473	2,035	16,508	0	0	0.52%	44	327	7	211	32	34	97%
18				0	109	109			0.00%							
19	3,630	28	10	3,668	361	4,029	0	0	0.25%	53	69	3	208	26	38	99%
20	2,615	0	2	2,617	316	2,933	0	0	0.07%	44	59	3	209	30	4	100%
21	2,593	0	6	2,599	227	2,826	0	0	0.21%	43	60	5	202	33	12	99%
22	2,563	0	4	2,567	322	2,889	0	0	0.14%	44	58	3	205	37	8	99%
23	2,603	0	1	2,604	341	2,945	0	0	0.03%	43	61	3	205	35	4	100%
24				0	185	185			0.00%							
WEEK	14,004	28	23	14,055	1,861	15,916	0	0	0.14%	45	312	3	206	32	13	99%
25				0	87	87			0.00%							
26	3,426	59	5	3,490	343	3,833	0	0	0.13%	57	61	5	212	33	17	99%
27	3,019	0	11	3,030	366	3,396	0	0	0.32%	50	60	5	211	32	41	98%
28	2,906	0	7	2,913	316	3,229	0	0	0.22%	44	66	5	211	31	48	98%
29	3,095	0	37	3,132	338	3,470	0	0	1.07%	44	70	13	212	32	51	94%
30	3,000	0	7	3,007	329	3,336	0	0	0.21%	43	70	4	205	28	10	99%
31				0	207	207			0.00%							
WEEK	15,446	59	67	15,572	1,986	17,558	0	0	0.38%	48	323	6	210	31	33	98%
MTD	64,681	199	210	65,090	9,225	74,315	0	0	0.28%	46	1,410	5	208	32	22	98%
YTD	129,174	582	350	130,106	19,127	149,233	0	0	0.23%	47	2,761	5	203	31	22	99%

Activity Code Summary

Stats for month of August		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	14,480	246	25.59%
2	Pay Agreements	11,131	199	19.67%
3	Account Activity Verification	17,062	166	30.15%
4	Payment Options	4,216	200	7.45%
5	ABC	2,527	182	4.47%
6	High Bill Concerns	2,322	178	4.10%
7	Energy Assistance	198	245	0.35%
8	Gas Leak/Emergency	375	218	0.66%
9	Typing Request	2,692	186	4.76%
10	MGE/SUG General Information	1,552	161	2.74%
11	Deposits	22	170	0.04%
12	Estimated Bills	16	178	0.03%
				100.00%
Total Calls Coded		56,593		
Average Talk Time (seconds)			198	
Maximum Talk Time (seconds)			246	
Total Calls Answered this Month		64,880		
Percent Coded		87.2%		

ONLINE STATUS REPORT
August 2002

	Beginning Balance	Number Received	Number Completed	Ending Balance	YTD Received	YTD Completed	%
On-Line	0	0	0	0	111	111	100.0%
Meter Shop	0	2	2	0	2	2	100.0%
NPSO	0	0	0	0	0	0	#DIV/0!
TOGS	0	169	169	0	304	304	100.0%
Totals	0	171	171	0	417	417	100.0%

Notes:

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.
Aug-1	0	111	111	0	0	0	0	0	0	0	0	0	0	137	137	0	0	248	248	0
Aug-2	0	111	111	0	0	2	0	2	0	0	0	0	0	160	160	0	0	273	271	2
Aug-3	0	111	111	0	0	2	0	2	0	0	0	0	0	160	160	0	0	273	271	2
Aug-4	0	111	111	0	0	2	0	2	0	0	0	0	0	160	160	0	0	273	271	2
Aug-5	0	111	111	0	0	2	0	2	0	0	0	0	0	172	172	0	0	285	283	2
Aug-6	0	111	111	0	0	2	0	2	0	0	0	0	0	175	175	0	0	288	286	2
Aug-7	0	111	111	0	0	2	0	2	0	0	0	0	0	185	185	0	0	298	296	2
Aug-8	0	111	111	0	0	2	0	2	0	0	0	0	0	191	191	0	0	304	302	2
Aug-9	0	111	111	0	0	2	0	2	0	0	0	0	0	204	204	0	0	317	315	2
Aug-10	0	111	111	0	0	2	0	2	0	0	0	0	0	204	204	0	0	317	315	2
Aug-11	0	111	111	0	0	2	0	2	0	0	0	0	0	204	204	0	0	317	315	2
Aug-12	0	111	111	0	0	2	0	2	0	0	0	0	0	206	206	0	0	319	317	2
Aug-13	0	111	111	0	0	2	2	0	0	0	0	0	0	214	214	0	0	327	327	0
Aug-14	0	111	111	0	0	2	2	0	0	0	0	0	0	220	220	0	0	333	333	0
Aug-15	0	111	111	0	0	2	2	0	0	0	0	0	0	220	220	0	0	333	333	0
Aug-16	0	111	111	0	0	2	2	0	0	0	0	0	0	246	246	0	0	359	359	0
Aug-17	0	111	111	0	0	2	2	0	0	0	0	0	0	246	246	0	0	359	359	0
Aug-18	0	111	111	0	0	2	2	0	0	0	0	0	0	246	246	0	0	359	359	0
Aug-19	0	111	111	0	0	2	2	0	0	0	0	0	0	247	247	0	0	360	360	0
Aug-20	0	111	111	0	0	2	2	0	0	0	0	0	0	252	252	0	0	365	365	0
Aug-21	0	111	111	0	0	2	2	0	0	0	0	0	0	255	255	0	0	368	368	0
Aug-22	0	111	111	0	0	2	2	0	0	0	0	0	0	270	270	0	0	383	383	0
Aug-23	0	111	111	0	0	2	2	0	0	0	0	0	0	272	272	0	0	385	385	0
Aug-24	0	111	111	0	0	2	2	0	0	0	0	0	0	272	272	0	0	385	385	0
Aug-25	0	111	111	0	0	2	2	0	0	0	0	0	0	272	272	0	0	385	385	0
Aug-26	0	111	111	0	0	2	2	0	0	0	0	0	0	279	279	0	0	392	392	0
Aug-27	0	111	111	0	0	2	2	0	0	0	0	0	0	283	283	0	0	396	396	0
Aug-28	0	111	111	0	0	2	2	0	0	0	0	0	0	286	286	0	0	399	399	0
Aug-29	0	111	111	0	0	2	2	0	0	0	0	0	0	290	290	0	0	403	403	0
Aug-30	0	111	111	0	0	2	2	0	0	0	0	0	0	304	304	0	0	417	417	0
Aug-31	0	111	111	0	0	2	2	0	0	0	0	0	0	304	304	0	0	417	417	0

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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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