



May 14, 2008

Ms. Colleen M. Dale
Secretary of the Commission
Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102-0360

FILING VIA EFIS

**Re: Case Nos. GM-2000-43, GM-2000-500, GM-2000-502, GM-2000-503,
GM-2003-0238 and GO-2005-0019, Missouri Gas Energy**

Dear Ms. Dale:

Pursuant to the Commission orders in the above-referenced cases, I hereby submit for filing in Case Nos. GM-2000-43, GM-2000-500, GM-2000-502, GM-2000-503, GM-2003-0238 and GO-2005-0019 a report containing assorted information for calendar year 2007.

If you have any questions regarding the enclosed information, please feel free to give me a call at 816-360-5560.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael R. Noack", is written over a horizontal line.

Michael R. Noack
Director, Pricing & Regulatory Affairs

C: Ron Crow
Pam Levetzow
Paul Boudreau
Debbie Bernsen
Gay Fred
Lewis Mills
Lera Shemwell

Enclosures

Missouri Gas Energy
A Division of Southern Union Company

GM-2000-43
GM-2000-500
GM-2000-502
GM-2000-503
GM-2003-0238
GO-2005-0019

May 15, 2008
Report for Calendar Year 2007

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

January 2007

DATE	CALLS ANSWERED				TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	%	ACR	F.T.E. PER F.T.E.	CALLS	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL	% of calls offered
	CONTACT CENTER	ACCT SVCS	BLLG SVCS	CALLS ABAND													
Monday	1					493	493				2					100%	
Tuesday	2	4,043	85	53	4,305	1,747	6,052	2.05%	51	82	32	250	40	74		81%	
Wednesday	3	3,799			3,956	1,820	5,776	2.72%	48	79	41	250	36	87		78%	
Thursday	4	3,723			3,800	1,587	5,387	1.43%	47	79	29	257	35	44		79%	
Friday	5	3,499			3,550	1,666	5,216	0.98%	45	78	21	246	34	69		88%	
Saturday	6					580	580				2					100%	
WEEK		15,064	85	53	15,611	7,893	23,504	1.74%	48	318	30	251	36	73		82%	
Sunday	7					291	291				2					100%	
Monday	8	4,192	113	39	4,485	1,947	6,405	2.25%	54	80	37	254	39	82		76%	
Tuesday	9	3,375			3,429	1,396	4,825	1.12%	44	77	23	247	35	47		85%	
Wednesday	10	3,459			3,528	1,466	4,994	1.38%	44	79	25	242	38	88		84%	
Thursday	11	3,470			3,534	1,487	5,021	1.27%	44	79	20	244	32	45		88%	
Friday	12	3,426			3,539	1,925	5,464	2.07%	43	80	36	254	33	119		80%	
Saturday	13					764	764				2					100%	
WEEK		17,922	113	39	18,518	9,246	27,764	1.60%	46	395	28	248	36	83		83%	
Sunday	14					489	489				2					100%	
Monday	15	2,564	70	28	3,251	1,651	4,902	12.02%	34	78	96	273	38	199		64%	
Tuesday	16	3,319	35	27	4,003	2,061	6,064	10.26%	43	79	72	263	39	146		69%	
Wednesday	17	3,105	52	43	4,182	1,804	5,986	16.40%	48	67	105	263	44	235		65%	
Thursday	18	3,345	23	28	3,849	1,858	5,707	7.94%	48	71	52	273	40	98		73%	
Friday	19	3,087	58	25	3,749	2,071	5,820	9.95%	44	72	69	267	35	152		74%	
Saturday	20					748	748				2					100%	
WEEK		15,420	238	151	19,034	10,682	29,716	10.85%	43	364	74	268	39	177		70%	
Sunday	21					533	533				2					100%	
Monday	22	3,838	193	115	5,330	2,238	7,568	15.64%	49	85	106	235	31	130		58%	
Tuesday	23	3,355	110		3,909	1,798	5,707	7.78%	46	75	57	265	42	90		67%	
Wednesday	24	3,256	54	33	3,870	1,695	5,565	9.47%	44	76	67	269	40	100		65%	
Thursday	25	3,063	98	59	4,107	1,764	5,871	15.11%	43	75	121	274	40	136		53%	
Friday	26	3,247	58	22	3,851	2,143	5,994	8.74%	46	72	55	271	39	87		70%	
Saturday	27					796	796				2					100%	
WEEK		16,759	513	229	21,067	10,967	32,034	11.13%	46	384	78	261	38	116		64%	
Sunday	28					586	586				2					100%	
Monday	29	3,617	177	80	4,927	2,356	7,283	14.46%	57	68	99	278	44	149		63%	
Tuesday	30	3,635	123	58	5,036	2,041	7,077	17.24%	54	71	149	269	42	209		53%	
Wednesday	31	3,462	110	107	4,540	1,992	6,532	13.18%	51	70	102	274	49	132		60%	
WEEK		10,714	410	245	14,503	6,975	21,478	14.59%	54	211	112	271	44	168		60%	
MTD		75,879	1,359	717	88,733	45,763	134,496	8.01%	47	1,670	62	259	38	146		72%	
YTD		75,879	1,359	717	88,733	45,763	134,496	8.01%	47	1,670	62	259	38	146		72%	
										Calls per FTE per Day	76	Monthly Average					
										Calls per FTE per Day	76	Year To Date Average					

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

January 2007

Tuesday, January 02, 2007	Early Intervention Calls made: 1059
Wednesday, January 03, 2007	Early Intervention Calls made: 1111
Thursday, January 04, 2007	Early Intervention Calls made: 1480
Friday, January 05, 2007	Early Intervention Calls made: 1501
Saturday - Sunday, January 6-7 - The IVR stopped reporting statistics due to a database error. The automated calls on 1/6 are factored based on the average number of calls handled by the IVR for the previous 5 Saturdays: (580). The automated calls on 1/7	
Monday, January 08, 2007	Early Intervention Calls made: 1522
Wednesday, January 10, 2007	Early Intervention Calls made: 1386
Thursday, January 11, 2007	Early Intervention Calls made: 1338
Friday, January 12, 2007	Early Intervention Calls made: 1624
Monday, January 15, 2007	Early Intervention Calls made: 1611
Tuesday, January 16, 2007	Early Intervention Calls made: 2212
Wednesday, January 17, 2007	Early Intervention Calls made: 2312
Thursday, January 18, 2007	Early Intervention Calls made: 1792
Friday, January 19, 2007	Early Intervention Calls made: 2107
Monday, January 22, 2007	Early Intervention Calls made: 1746
Tuesday, January 23, 2007	Early Intervention Calls made: 2500
Wednesday, January 24, 2007	JP Morgan 401k benefit meeting at 1:00 lasting about 1 hour, approximately 1/3 of call Contact Center attended this day.
	Early Intervention Calls made: 2182
Thursday, January 25, 2007	JP Morgan 401k benefit meeting at 1:00 lasting about 1 hour, approximately 1/3 of call Contact Center attended this day.
	Early Intervention Calls made: 2140
Friday, January 26, 2007	JP Morgan 401k benefit meeting at 1:00 lasting about 1 hour, approximately 1/3 of call Contact Center attended this day.
Monday, January 29, 2007	Early Intervention Calls made: 2648
Tuesday, January 30, 2007	Early Intervention Calls made: 1789
Wednesday, January 31, 2007	Early Intervention Calls made: 2795
	Early Intervention Calls made: 2168

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

February 2007

DATE	CALLS ANSWERED				TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E.	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	CONTACT CENTER	ACCT SVCS	BLLG SVCS	CALLS ABAND											
Thursday	1	3,799	13	433	4,245	1,956	6,201	6.98%	49	78	77	270	42	139	58%
Friday	2	3,557	22	856	4,435	2,374	6,809	12.57%	46	78	90	270	42	185	60%
Saturday	3					960	960				2				100%
WEEK		7,356	35	1,289	8,680	5,290	13,970	9.23%	48	156	77	270	42	170	62%
Sunday	4					567	567				2				100%
Monday	5	3,608	324	1,865	5,962	2,669	8,631	21.61%	56	73	161	289	39	135	42%
Tuesday	6	3,617	77	60	4,570	2,117	6,687	12.20%	49	77	91	277	40	94	54%
Wednesday	7	3,395	9	331	3,735	1,693	5,428	6.10%	45	76	89	278	45	120	53%
Thursday	8	3,102	32	849	3,983	1,906	5,889	14.42%	42	75	119	282	44	195	53%
Friday	9	3,472	128	836	4,478	2,368	6,846	12.07%	48	76	103	277	41	106	53%
Saturday	10					853	853				2				100%
WEEK		17,194	570	2,777	22,728	12,173	34,901	13.43%	48	376	109	281	42	133	52%
Sunday	11					573	573				2				100%
Monday	12	4,003	221	1,255	5,939	2,264	8,203	19.38%	55	79	174	265	44	204	44%
Tuesday	13	3,194	2	524	3,720	1,632	5,352	9.79%	41	78	91	267	43	194	57%
Wednesday	14	3,470	11	271	3,752	1,504	5,256	5.16%	47	74	58	261	40	171	72%
Thursday	15	3,512	2	552	4,066	2,140	6,206	8.89%	46	76	81	276	39	154	59%
Friday	16	3,602	84	57	4,413	2,520	6,933	9.66%	48	78	78	271	38	88	58%
Saturday	17					990	990				2				100%
WEEK		17,781	320	1,827	21,890	11,623	33,513	10.76%	47	386	95	268	41	171	59%
Sunday	18					603	603				2				100%
Monday	19	3,568	131	196	4,060	1,821	5,881	2.81%	50	78	38	265	38	71	77%
Tuesday	20	3,905	13	587	4,505	2,051	6,556	8.95%	48	82	81	261	38	116	61%
Wednesday	21	3,997	16	283	4,296	1,808	6,104	4.64%	52	77	76	269	37	156	62%
Thursday	22	3,776	15	177	3,968	1,790	5,758	3.07%	49	77	64	257	41	183	70%
Friday	23	3,539	48	482	4,069	2,098	6,167	7.82%	46	78	93	272	40	134	55%
Saturday	24					822	822				2				100%
WEEK		18,785	223	1,964	20,898	10,993	31,891	5.31%	49	392	67	265	39	130	66%
Sunday	25					598	598				2				100%
Monday	26	3,860	444	215	5,653	2,394	8,047	14.09%	58	78	134	274	43	169	46%
Tuesday	27	3,755	101	491	4,347	2,152	6,499	7.56%	48	80	88	267	37	204	57%
Wednesday	28	3,940	7	702	4,649	2,144	6,793	10.33%	49	81	108	271	35	151	49%
WEEK		11,555	552	2,157	14,649	7,288	21,937	10.61%	52	238	108	271	39	171	52%
MTD		72,671	1,700	870	88,845	47,367	136,212	9.99%	49	1548	92	271	40	153	58%
YTD		148,550	3,059	1,587	177,578	93,130	270,708	9.01%	48	3,219	77	265	39	150	65%
							Calls per FTE per Day			77	Monthly Average				
							Calls per FTE per Day			77	Year To Date Average				

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER February 2007

Thursday, February 01, 2007
Friday, February 02, 2007

Early Intervention Calls made: 2016
Early Intervention Calls made: 2284
Contact Center tailgate meetings on the Weather Related TONN procedures.
Early Intervention Calls made: 2484
Contact Center tailgate meetings on the Weather Related TONN procedures.

Monday, February 05, 2007

Tuesday, February 06, 2007
Wednesday, February 07, 2007
Thursday, February 08, 2007
Friday, February 09, 2007
Monday, February 12, 2007
Tuesday, February 13, 2007
Wednesday, February 14, 2007
Thursday, February 15, 2007
Friday, February 16, 2007

Early Intervention Calls made: 2540
Early Intervention Calls made: 2389
Early Intervention Calls made: 2311
Early Intervention Calls made: 2350
Early Intervention Calls made: 2963
Early Intervention Calls made: 2759
Early Intervention Calls made: 2718
Early Intervention Calls made: 2634
Early Intervention Calls made: 2244
Early Intervention Calls made: 2581

Tuesday, February 20 - Voluntary OT was offered to Contact Center employees for up to 3.2 hours at the end of their shift.

Tuesday, February 20, 2007
Wednesday, February 21, 2007
Thursday, February 22, 2007
Friday, February 23, 2007
Monday, February 26, 2007

Early Intervention Calls made: 2021
Early Intervention Calls made: 2506
Early Intervention Calls made: 2170
Early Intervention Calls made: 2332
Early Intervention Calls made: 3096

Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.

Tuesday, February 27, 2007
Wednesday, February 28, 2007

Early Intervention Calls made: 2180
Early Intervention Calls made: 3199
Voluntary OT was offered to Contact Center employees for up to 3.3 hours at the end of their shift.

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

March 2007

DATE	CALLS ANSWERED				CALLS ABAND	TOTAL OFFERED		TOTAL HANDLED BY AUTOMATION		TOTAL INCOMING		%	F.T.E.	PER F.T.E.	CALLS		SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL	
	CONTACT CENTER	ACCT SVCS	BLIG SVCS	SVCS		CALLS	ABAND	CALL CTR	OFFERED	CALLS	ABAND				ANSWER	TIME						% of calls offered
Thursday	3,884				973	4,857		2,364	7,221	7,221		13.47%	50	78	103	275	36	131		53%		
Friday	3,712	83	68		497	4,360		2,491	6,851	6,851		7.25%	49	79	57	272	33	83		57%		
Saturday								991		991					2						100%	
WEEK	7,596	83	68		1,470	9,217		5,846	15,063	15,063		9.76%	50	157	74	274	35	115		63%		
Sunday								699		699					2						100%	
Monday	4,081	135	242		889	5,347		2,483	7,830	7,830		11.35%	58	77	93	264	37	162		64%		
Tuesday	3,803	45			491	4,339		2,152	6,491	6,491		7.56%	47	82	73	264	36	114		64%		
Wednesday	3,879				156	4,035		1,845	5,880	5,880		2.65%	46	84	57	254	34	81		62%		
Thursday	3,484	15			209	3,708		1,767	5,475	5,475		3.82%	44	80	56	268	38	72		65%		
Friday	3,689	13			617	4,319		2,238	6,557	6,557		9.41%	46	80	88	264	41	153		56%		
Saturday								820		820					2						100%	
WEEK	18,936	208	242		2,362	21,748		12,004	33,752	33,752		7.00%	48	402	71	263	37	136		64%		
Sunday								593		593					2						100%	
Monday	3,632	294	252		1,553	5,731		2,414	8,145	8,145		19.07%	55	76	122	275	38	119		48%		
Tuesday	3,633	51	45		820	4,549		1,953	6,502	6,502		12.61%	47	79	108	267	35	180		56%		
Wednesday	3,695	67			553	4,315		1,762	6,077	6,077		9.10%	47	80	93	263	39	223		54%		
Thursday	3,843	96			691	4,630		2,188	6,818	6,818		10.13%	49	80	97	269	36	139		57%		
Friday	3,598	31			538	4,167		2,321	6,488	6,488		8.29%	43	84	77	263	30	165		61%		
Saturday								737		737					2						100%	
WEEK	18,401	539	297		4,155	23,392		11,968	35,360	35,360		11.75%	48	399	96	268	36	154		57%		
Sunday								618		618					2						100%	
Monday	4,134	370	268		1,005	5,777		2,388	8,165	8,165		12.31%	58	82	102	261	35	231		66%		
Tuesday	3,948	65			638	4,651		1,887	6,538	6,538		9.76%	48	84	67	256	31	88		64%		
Wednesday	3,653	22			337	4,012		1,806	5,818	5,818		5.79%	46	80	70	268	38	141		57%		
Thursday	3,673				64	3,737		1,638	5,375	5,375		1.19%	48	77	19	250	32	102		91%		
Friday	3,852				109	3,961		1,877	5,838	5,838		1.87%	47	82	30	250	30	127		87%		
Saturday								704		704					2						100%	
WEEK	19,260	457	268		2,153	22,138		10,918	33,056	33,056		6.51%	49	405	58	257	33	165		73%		
Sunday								524		524					2						100%	
Monday	4,252	362	372		454	5,440		2,049	7,489	7,489		6.06%	63	79	74	262	39	213		63%		
Tuesday	3,506	40			351	3,897		1,782	5,679	5,679		6.18%	43	82	75	257	39	166		60%		
Wednesday	3,339	9			350	3,698		1,669	5,367	5,367		6.52%	41	82	70	261	38	173		63%		
Thursday	3,810	10			310	4,130		1,703	5,833	5,833		5.31%	48	80	69	259	34	244		64%		
Friday	3,490	76			1,489	5,055		2,568	7,623	7,623		19.53%	44	81	156	271	36	194		50%		
Saturday								961		961					2						100%	
WEEK	18,397	497	372		2,954	22,220		11,256	33,476	33,476		8.82%	48	403	86	262	37	196		62%		
MTD	82,590	1,784	1,247		13,094	98,715		51,992	150,707	150,707		8.69%	49	1765	77	263	36	158		64%		
YTD	231,140	4,843	2,834		37,476	276,293		145,122	421,415	421,415		8.89%	48	4,985	77	264	38	153		64%		
														Calls per FTE per Day	80	Monthly Average		Year To Date Average				
														Calls per FTE per Day	78							

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

March 2007

Thursday, March 01, 2007
Friday, March 02, 2007
Monday, March 05, 2007
Tuesday, March 06, 2007
Wednesday, March 07, 2007
Thursday, March 08, 2007
Friday, March 09, 2007
Monday, March 12, 2007
Tuesday, March 13, 2007
Wednesday, March 14, 2007
Thursday, March 15, 2007
Friday, March 16, 2007
Monday, March 19, 2007
Tuesday, March 20, 2007
Wednesday, March 21, 2007
Thursday, March 22, 2007
Friday, March 23, 2007
Monday, March 26, 2007
Tuesday, March 27, 2007
Wednesday, March 28, 2007
Thursday, March 29, 2007
Friday, March 30, 2007

Early Intervention Calls made: 2619
Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Early Intervention Calls made: 2679
Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Early Intervention Calls made: 3028
Voluntary OT was offered to Contact Center employees for up to 1.7 hours at the end of their shift.
Early Intervention Calls made: 3300
Early Intervention Calls made: 3220
Early Intervention Calls made: 2474
Early Intervention Calls made: 2666
Early Intervention Calls made: 2787
Voluntary OT was offered to Contact Center employees for up to 3.2 hours at the end of their shift.

Voluntary OT was offered to Contact Center employees for up to 3.2 hours at the end of their shift.
Early Intervention Calls made: 2784
Early Intervention Calls made: 3202
Voluntary OT was offered to Contact Center employees for up to 2.6 hours at the end of their shift.
Early Intervention Calls made: 3702
Voluntary OT was offered to Contact Center employees for up to 3.1 hours at the end of their shift.
Early Intervention Calls made: 2762
Early Intervention Calls made: 3125
Voluntary OT was offered to Contact Center employees for up to 3.1 hours at the end of their shift.
Early Intervention Calls made: 2666
Early Intervention Calls made: 3248
Early Intervention Calls made: 3164
Early Intervention Calls made: 2978

Early Intervention Calls made: 3584
Early Intervention Calls made: 2384

Activity Code Statistics

Activity Code Summary 2007

Activity Code Type	January			February			March		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	13,859	273	20.05%	10,936	292	17.02%	12,718	281	17.30%
2 Pay Agreements	7,936	264	11.48%	9,240	278	14.38%	10,249	262	13.94%
3 Account Activity Verification	38,147	245	55.20%	34,337	255	53.43%	39,681	253	53.97%
4 Payment Options	4,503	230	6.52%	5,058	229	7.87%	5,836	223	7.94%
5 ABC	1,109	227	1.60%	1,319	241	2.05%	1,086	247	1.48%
6 High Bill Concerns	1,507	258	2.18%	1,662	262	2.59%	2,434	249	3.31%
7 Energy Assistance	535	219	0.77%	431	212	0.67%	466	213	0.63%
8 Gas Leak/Emergency	48	235	0.07%	48	237	0.07%	66	237	0.09%
9 Typing Request	13	252	0.02%	31	209	0.05%	33	228	0.04%
10 MGE/SUG General Information	1,189	203	1.72%	1,020	223	1.59%	895	211	1.22%
11 Deposits	45	210	0.07%	40	211	0.06%	36	226	0.05%
12 Estimated Bills	221	322	0.32%	142	364	0.22%	21	289	0.03%
			100.00%			100.00%			100.00%
Total Calls Coded	69,112			64,264			73,521		
Average Talk Time (seconds)		251			262			256	
Maximum Talk Time (seconds)		322			364			289	
Total Calls Answered this Month	77,955			75,241			85,621		
Percent Coded	88.7%			85.4%			85.9%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

April 2007

7/9/2007

DATE	CALLS ANSWERED				CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	%	F.T.E. PER F.T.E.	CALLS ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	CONTACT CENTER	ACCT SVCS	BLLG SVCS												
4/1/2007	Sunday	4,653	436	209	1,272	6,570	712	712	13.97%	63	84	255	39	213	100%
4/2/2007	Monday	4,264	22		913	5,199	2,534	9,104	11.99%	49	87	245	35	120	46%
4/3/2007	Tuesday	3,353	116	73	1,756	5,298	2,415	7,614	22.72%	47	76	269	41	189	59%
4/4/2007	Wednesday	3,490	83	87	1,571	5,231	2,244	7,475	21.02%	46	80	268	39	240	44%
4/5/2007	Thursday	3,307	48		1,671	5,026	2,434	7,460	22.40%	42	80	263	40	146	48%
4/6/2007	Friday						802	802							100%
4/7/2007	Saturday														100%
WEEK		19,067	705	369	7,183	27,324	13,571	40,895	17.56%	49	409	259	39	185	50%
4/8/2007	Sunday						477	477							100%
4/9/2007	Monday	3,907	366	314	1,925	6,512	2,297	9,219	20.88%	57	81	266	39	166	43%
4/10/2007	Tuesday	3,775	117		1,344	5,236	2,205	7,441	18.06%	49	80	266	40	162	48%
4/11/2007	Wednesday	3,971	108		1,362	5,441	2,399	7,840	17.37%	51	80	266	38	160	53%
4/12/2007	Thursday	4,139	113		681	4,933	2,242	7,175	9.49%	52	82	258	38	96	59%
4/13/2007	Friday	3,832	109		810	4,751	2,497	7,248	11.18%	47	83	258	34	107	58%
4/14/2007	Saturday						923	923							100%
WEEK		19,624	813	314	6,122	26,873	13,450	40,323	15.18%	51	406	263	38	148	54%
4/15/2007	Sunday						597	597							100%
4/16/2007	Monday	4,296	310	146	437	5,189	2,361	7,550	5.79%	57	84	243	37	149	77%
4/17/2007	Tuesday	3,858	196	10	781	4,845	1,889	6,734	11.60%	48	85	252	39	268	47%
4/18/2007	Wednesday	3,589	70		526	4,185	1,609	5,794	9.08%	45	82	254	42	174	53%
4/19/2007	Thursday	3,774	49		158	3,981	1,676	5,657	2.79%	47	81	244	38	103	73%
4/20/2007	Friday	3,794	9		225	4,028	2,082	6,110	3.68%	44	85	252	32	86	66%
4/21/2007	Saturday						665	665							100%
WEEK		19,311	634	156	2,127	22,228	10,879	33,107	6.42%	48	416	249	38	189	65%
4/22/2007	Sunday						509	509							100%
4/23/2007	Monday	4,013	442	278	536	5,271	2,108	7,379	7.29%	56	85	253	42	138	62%
4/24/2007	Tuesday	3,614	10		234	3,858	1,481	5,339	4.38%	43	83	248	36	120	72%
4/25/2007	Wednesday	3,498	12		237	3,747	1,475	5,222	4.54%	43	81	250	36	132	73%
4/26/2007	Thursday	3,289	26		717	4,032	1,596	5,628	12.74%	41	81	262	39	193	56%
4/27/2007	Friday	3,529	4		476	4,009	1,705	5,714	8.33%	43	81	259	38	143	58%
4/28/2007	Saturday						594	594							100%
WEEK		17,943	494	278	2,202	20,917	9,468	30,385	7.25%	45	412	254	39	155	65%
4/29/2007	Sunday						399	399							100%
4/30/2007	Monday	3,864	375	200	526	4,965	2,081	7,046	7.47%	53	84	255	40	184	65%
WEEK		3,864	375	200	526	4,965	2,480	7,445	7.07%	53	84	255	40	184	67%
MTD		79,809	3,021	1,317	18,160	102,307	49,848	152,155	11.94%	49	1727	256	38	169	58%
YTD		310,949	7,864	4,151	55,636	378,600	194,970	573,570	9.70%	48	6,713	262	38	158	63%
											Calls per FTE per Day		Monthly Average		
											Calls per FTE per Day		Year To Date Average		
											82		79		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER April 2007

Monday, April 02, 2007	Virtual Hold was offline until ~ 10:30 AM - This affected our ACR to rise in the morning.
Tuesday, April 03, 2007	Early Intervention Calls made: 3326 Tornado drill - all calls on hold for approximately 1\2\Hour until after testing of system and procedure Early Intervention Calls made: 2979
Wednesday, April 04, 2007	Early Intervention Calls made: 3312
Thursday, April 05, 2007	Early Intervention Calls made: 3304
Friday, April 06, 2007	Early Intervention Calls made: 3354
Saturday, April 07, 2007	
Sunday, April 08, 2007	
Monday, April 09, 2007	Early Intervention Calls made: 3254
Tuesday, April 10, 2007	Early Intervention Calls made: 2801
Wednesday, April 11, 2007	Early Intervention Calls made: 2876
Thursday, April 12, 2007	Early Intervention Calls made: 3097
Friday, April 13, 2007	Early Intervention Calls made: 2896
Monday, April 16, 2007	Early Intervention Calls made: 3435
Tuesday, April 17, 2007	Virtual Hold and the Muzak hold music was offline until ~ 10:00 AM - This affected our ACR to rise in the morning.
Wednesday, April 18, 2007	Early Intervention Calls made: 3192 Two sessions one hour each for MGE company meeting
Thursday, April 19, 2007	Early Intervention Calls made: 2253
Friday, April 20, 2007	Early Intervention Calls made: 2504 Voluntary OT was offered to Contact Center employees for up to 3.1 hours at the end of their shift.
Monday, April 23, 2007	Early Intervention Calls made: 2080
Tuesday, April 24, 2007	Early Intervention Calls made: 2646
Wednesday, April 25, 2007	Early Intervention Calls made: 1767 MGE Company meetings - approximately 1/2 of Contact Center attended either morning or afternoon session
Thursday, April 26, 2007	Early Intervention Calls made: 2334
Friday, April 27, 2007	Early Intervention Calls made: 1435
Monday, April 30, 2007	Early Intervention Calls made: 2303

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

May 2007

DATE	CONTACT CENTER		ACCT SVCS	BILLG SVCS	TOTAL OFFERED		HANDLED BY AUTOMATION		TOTAL INCOMING		% ACR	F.T.E. PER F.T.E.	CALLS PER F.T.E.	AVG SPEED OF ANSWER	TALK TIME	NOT READY TIME	DELAY ABAND	SERVICE LEVEL % of calls offered	
	Center	SVCS			CALLS	ABAND	CALL CTR	CALLS	ABAND	CALLS									ABAND
Tuesday 5/1/2007	3,243	120	4	567	3,934	1,775	5,709	9.93%	41	82	96	259	39	84	52%				
Wednesday 5/2/2007	3,438	36		426	3,900	1,666	5,566	7.65%	44	79	97	267	43	216	52%				
Thursday 5/3/2007	2,876	90		759	3,725	1,781	5,506	13.78%	37	79	118	264	41	170	56%				
Friday 5/4/2007	2,601	133		964	3,698	1,844	5,542	17.39%	35	79	133	276	36	140	100%				
Saturday 5/5/2007						580	580				2								
WEEK	12,158	379	4	2,716	15,257	7,646	22,903	11.86%	39	320	107	266	40	149	53%				
Sunday 5/6/2007						441	441				2				100%				
Monday 5/7/2007	3,478	137	242	592	4,449	1,883	6,332	9.35%	49	79	83	263	40	112	61%				
Tuesday 5/8/2007	3,137	8		236	3,381	1,495	4,876	4.84%	37	85	86	253	39	139	59%				
Wednesday 5/9/2007	3,132	18		257	3,407	1,543	4,950	5.41%	39	81	80	258	40	158	61%				
Thursday 5/10/2007	3,119	24		216	3,359	1,354	4,713	4.58%	40	78	83	268	39	149	60%				
Friday 5/11/2007	3,055	32		112	3,199	1,457	4,656	2.41%	39	80	68	268	36	91	59%				
Saturday 5/12/2007						493	493				2				100%				
WEEK	15,921	219	242	1,413	17,795	8,466	26,261	5.38%	41	403	77	262	39	129	61%				
Sunday 5/13/2007						302	302				2				100%				
Monday 5/14/2007	3,664	174	128	274	4,240	1,561	5,801	4.72%	47	84	81	260	36	112	57%				
Tuesday 5/15/2007	3,232	9		264	3,505	1,598	5,103	5.17%	41	80	92	265	36	144	54%				
Wednesday 5/16/2007	3,283	2		94	3,379	1,303	4,682	2.01%	42	78	51	251	35	78	71%				
Thursday 5/17/2007	3,113	41		62	3,154	1,298	4,452	0.92%	43	73	23	253	32	101	90%				
Friday 5/18/2007	3,334	1			3,397	1,565	4,962	1.25%	43	77	29	245	30	87	85%				
Saturday 5/19/2007						529	529				2				100%				
WEEK	16,626	186	128	735	17,675	8,156	25,831	2.85%	43	391	55	255	34	116	71%				
Sunday 5/20/2007						442	442				2				100%				
Monday 5/21/2007	3,273	272	173	298	4,016	1,834	5,850	5.09%	45	83	65	265	37	87	61%				
Tuesday 5/22/2007	3,129	11		207	3,347	1,416	4,763	4.35%	37	84	84	262	34	96	53%				
Wednesday 5/23/2007	3,011	2		70	3,083	1,164	4,247	1.65%	37	81	39	250	37	44	75%				
Thursday 5/24/2007	3,160			71	3,231	1,272	4,503	1.58%	39	81	37	250	36	60	76%				
Friday 5/25/2007	2,625	16		305	2,946	1,459	4,405	6.92%	31	84	77	260	34	92	60%				
Saturday 5/26/2007						458	458				2				100%				
WEEK	15,198	301	173	951	16,623	8,045	24,668	3.86%	38	412	59	258	36	85	66%				
Sunday 5/27/2007						229	229				2				100%				
Monday 5/28/2007						415	415				2				100%				
Tuesday 5/29/2007	3,109	427	113	1,158	4,807	1,694	6,501	17.81%	44	82	174	264	40	190	42%				
Wednesday 5/30/2007	3,455	27		196	3,678	1,477	5,155	3.80%	41	86	69	251	36	95	54%				
Thursday 5/31/2007	2,793	7		1,206	4,006	1,789	5,795	20.81%	36	78	183	275	44	195	44%				
WEEK	9,357	461	113	2,560	12,491	5,604	18,095	14.15%	40	246	136	263	39	185	48%				
MTD	69,260	1,546	660	8,375	79,841	37,917	117,758	7.11%	40	1770	82	260	37	147	61%				
YTD	380,209	9,410	4,811	64,011	458,441	232,887	691,328	9.26%	47	8,479	84	262	38	157	62%				
													Calls per FTE per Day		Monthly Average		Year To Date Average		
													80		79				

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER May 2007

Tuesday, May 01, 2007	Early Intervention Calls made: 1409 Voluntary OT was offered to Contact Center employees for up to 3.1 hours at the end of their shift. 23 consultants in training classes for Benefit of use - Two sessions, approximately 2.5 hours each Early Intervention Calls made: 1610 1/4 of Consultants in two hour training for Pay Agreements and Back Office Early Intervention Calls made: 1945 3/4 of Consultants in two hour training for Pay Agreements and Back Office Early Intervention Calls made: 1916 Early Intervention Calls made: 2087 Early Intervention Calls made: 1278 Makeup Benefit of Use training Early Intervention Calls made: 1377 Early Intervention Calls made: 1411 Early Intervention Calls made: 1822
Wednesday, May 02, 2007	Early Intervention Calls made: 1650 Early Intervention Calls made: 1521 Early Intervention Calls made: 1890 Early Intervention Calls made: 1245 Early Intervention Calls made: 1713
Thursday, May 03, 2007	Early Intervention Calls made: 1204 Early Intervention Calls made: 1708 Early Intervention Calls made: 1498 Early Intervention Calls made: 1421 Early Intervention Calls made: 2239
Friday, May 04, 2007	Holiday
Monday, May 07, 2007	Early Intervention Calls made: 1351 CSS training for contact center
Tuesday, May 08, 2007	Early Intervention Calls made: 2100 CSS training for contact center Early Intervention Calls made: 1605
Wednesday, May 09, 2007	
Thursday, May 10, 2007	
Friday, May 11, 2007	
Saturday, May 12, 2007	
Sunday, May 13, 2007	
Monday, May 14, 2007	
Tuesday, May 15, 2007	
Wednesday, May 16, 2007	
Thursday, May 17, 2007	
Friday, May 18, 2007	
Saturday, May 19, 2007	
Sunday, May 20, 2007	
Monday, May 21, 2007	
Tuesday, May 22, 2007	
Wednesday, May 23, 2007	
Thursday, May 24, 2007	
Friday, May 25, 2007	
Saturday, May 26, 2007	
Sunday, May 27, 2007	
Monday, May 28, 2007	
Tuesday, May 29, 2007	
Wednesday, May 30, 2007	
Thursday, May 31, 2007	

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

June 2007

DATE	CALLS ANSWERED				TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	%	F.T.E. PER F.T.E.	CALLS	SPEED OF ANSWER	AVG TALK TIME	NOT READY TIME	AVG DELAY	SERVICE LEVEL
	CONTACT CENTER	ACCT SVCS	BLLG SVCS												
Friday 6/1/2007	2,745	217	77	1,135	4,174	2,108	6,282	18.07%	37	82	157	261	38	211	50%
Saturday 6/2/2007						659	659				2				100%
WEEK	2,745	217	77	1,135	4,174	2,767	6,941	16.35%	37	82	139	261	38	211	55%
Sunday 6/3/2007						396	396				2				100%
Monday 6/4/2007	3,856	431	118	428	4,833	2,049	6,882	6.22%	52	85	74	254	38	152	66%
Tuesday 6/5/2007	3,310	1		286	3,597	1,651	5,248	5.45%	38	87	81	249	35	125	58%
Wednesday 6/6/2007	3,177			49	3,226	1,240	4,466	1.10%	40	80	27	235	27	70	85%
Thursday 6/7/2007	3,085			51	3,136	1,310	4,446	1.15%	37	84	29	227	27	54	82%
Friday 6/8/2007	3,078			46	3,124	1,389	4,513	1.02%	38	80	25	241	28	65	83%
Saturday 6/9/2007						515	515				2				100%
WEEK	16,506	432	118	860	17,916	8,550	26,466	3.25%	41	417	49	242	32	128	74%
Sunday 6/10/2007						408	408				2				100%
Monday 6/11/2007	3,075	163	179	1,102	4,519	1,871	6,390	17.25%	40	86	138	258	32	159	49%
Tuesday 6/12/2007	3,330	6		116	3,452	1,368	4,820	2.41%	38	88	54	240	31	72	62%
Wednesday 6/13/2007	3,141			46	3,187	1,226	4,413	1.04%	41	76	24	244	27	142	88%
Thursday 6/14/2007	2,978			18	2,996	1,317	4,313	0.42%	43	69	10	232	23	82	96%
Friday 6/15/2007	3,298			146	3,444	1,621	5,065	2.88%	41	80	53	258	41	102	86%
Saturday 6/16/2007						552	552				2				100%
WEEK	15,822	169	179	1,428	17,598	8,363	25,961	5.50%	41	398	57	247	31	145	71%
Sunday 6/17/2007						390	390				2				100%
Monday 6/18/2007	3,470	206	235	502	4,413	1,545	6,058	8.29%	48	82	92	255	32	202	52%
Tuesday 6/19/2007	3,271			104	3,375	1,202	4,577	2.27%	39	84	39	237	30	129	78%
Wednesday 6/20/2007	2,904			49	2,953	1,185	4,138	1.18%	38	77	23	237	30	93	88%
Thursday 6/21/2007	2,549			254	2,803	1,243	4,046	6.28%	36	71	85	280	49	153	63%
Friday 6/22/2007	2,834	33		325	3,192	1,280	4,472	7.27%	40	71	84	280	49	215	60%
Saturday 6/23/2007						463	463				2				100%
WEEK	15,028	239	235	1,234	16,736	7,408	24,144	5.11%	40	386	63	256	37	185	71%
Sunday 6/24/2007						392	392				2				100%
Monday 6/25/2007	2,816	210	95	1,668	4,789	1,577	6,366	26.20%	44	71	260	300	53	272	35%
Tuesday 6/26/2007	2,768	4		355	3,127	1,143	4,270	8.31%	40	69	96	297	47	154	55%
Wednesday 6/27/2007	2,906			86	2,992	1,144	4,136	2.08%	39	75	34	269	42	81	79%
Thursday 6/28/2007	2,778			37	2,815	1,306	4,121	0.90%	44	64	23	290	45	63	86%
Friday 6/29/2007	2,856	6	7	266	3,135	1,573	4,708	5.65%	40	72	92	300	37	227	59%
Saturday 6/30/2007						553	553				2				100%
WEEK	14,124	220	102	2,412	16,858	7,688	24,546	9.83%	41	350	101	291	45	240	62%
MTD	67,366	1,277	711	7,115	76,469	35,435	111,904	6.36%	41	1,709	69	258	35	192	69%
YTD	447,575	10,687	5,522	71,126	534,910	268,322	803,232	8.85%	46	10,192	82	261	38	160	63%
										Calls per FTE per Day	78	Monthly Average		Year To Date Average	
										Calls per FTE per Day	79				

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER **June 2007**

Friday, June 01, 2007
 Saturday, June 02, 2007
 Sunday, June 03, 2007
 Monday, June 04, 2007
 Tuesday, June 05, 2007
 Wednesday, June 06, 2007
 Thursday, June 07, 2007
 Friday, June 08, 2007
 Saturday, June 09, 2007
 Sunday, June 10, 2007
 Monday, June 11, 2007
 Tuesday, June 12, 2007
 Wednesday, June 13, 2007
 Thursday, June 14, 2007
 Friday, June 15, 2007
 Saturday, June 16, 2007
 Sunday, June 17, 2007
 Monday, June 18, 2007

Tuesday, June 19, 2007

Wednesday, June 20, 2007

Thursday, June 21, 2007

Friday, June 22, 2007

Saturday, June 23, 2007
 Sunday, June 24, 2007
 Monday, June 25, 2007

Tuesday, June 26, 2007
 Wednesday, June 27, 2007
 Thursday, June 28, 2007
 Friday, June 29, 2007
 Saturday, June 30, 2007

Early Intervention Calls made: 1442

Early Intervention Calls made: 1985
 Early Intervention Calls made: 1816
 Early Intervention Calls made: 1836
 Early Intervention Calls made: 1396
 Early Intervention Calls made: 1258

Early Intervention Calls made: 1356
 Early Intervention Calls made: 1864
 Early Intervention Calls made: 1667
 Early Intervention Calls made: 1665
 Early Intervention Calls made: 1796

Early Intervention Calls made: 1292
 HATS training sessions through the Day
 Virtual Hold intermittent problems through the Day
 Early Intervention Calls made: 1350
 HATS training sessions through the Day
 Early Intervention Calls made: 979
 HATS training sessions through the Day
 Early Intervention Calls made: 1408
 HATS training sessions through the Day
 Early Intervention Calls made: 1122
 Virtual Hold down in the morning - VHT support troubleshooting

Early Intervention Calls made: 1002
 Virtual hold down most of the day. VHT says looks like hardware issues
 O.T. offered primarily due to VHT being down.
 Early Intervention Calls made: 1500
 Early Intervention Calls made: 742
 Early Intervention Calls made: 1294
 Early Intervention Calls made: 917

Activity Code Statistics

Activity Code Summary 2007

	April				May				June			
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	
Activity Code Type												
1 Service Order Initiation	13,127	273	18.51%		12,765	273	21.13%		12,811	276	23.12%	
2 Pay Agreements	10,470	245	14.76%		8,582	259	14.21%		8,132	254	14.68%	
3 Account Activity Verification	38,275	247	53.97%		32,406	248	53.64%		28,197	247	50.89%	
4 Payment Options	4,717	226	6.65%		3,266	232	5.41%		3,605	225	6.51%	
5 ABC	963	236	1.36%		699	213	1.16%		908	218	1.64%	
6 High Bill Concerns	2,213	235	3.12%		1,777	238	2.94%		899	282	1.62%	
7 Energy Assistance	254	199	0.36%		125	208	0.21%		76	208	0.14%	
8 Gas Leak/Emergency	42	191	0.06%		27	255	0.04%		21	231	0.04%	
9 Typing Request	35	204	0.05%		20	271	0.03%		30	215	0.05%	
10 MGE/SUG General Information	781	212	1.10%		703	228	1.16%		703	221	1.27%	
11 Deposits	28	247	0.04%		36	243	0.06%		20	228	0.04%	
12 Estimated Bills	13	142	0.02%		4	94	0.01%		6	178	0.01%	
			100.00%				100.00%				100.00%	
Total Calls Coded	70,918				60,410				55,408			
Average Talk Time (seconds)		249				253				253		
Maximum Talk Time (seconds)		273				273				282		
Total Calls Answered this Month	84,147				71,466				69,354			
Percent Coded	84.3%				84.5%				79.9%			

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

July 2007

DATE	CALLS ANSWERED				TOTAL OFFERED	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING	%	ACR	F.T.E. PER F.T.E.	CALLS				AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	CONTACT CENTER	ACCT SVCS	BLG SVCS	SVCS							SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND				
7/1/2007																		
Sunday	3,178	222	94		4,590	402	6,284	17.44%	47	75	2	274	38	189	100%			
Monday	2,876				3,002	1,694	4,263	2.96%	38	76	155	279	45	104	43%			
Tuesday						277					2							
Wednesday	2,847				3,028	1,251	4,279	4.23%	36	79	86	271	45	138	100%			
Thursday	2,699				2,852	1,350	4,202	3.64%	32	83	68	258	37	95	50%			
Friday						457					2				57%			
Saturday															100%			
WEEK	11,600	222	94		13,472	6,692	20,164	7.72%	31	389	91	271	41	167	54%			
7/8/2007																		
Sunday	3,340	205	74		3,768	338	5,230	2.75%	44	83	2	241	34	82	100%			
Monday	2,840				2,879	1,467	4,004	0.97%	38	75	45	248	32	87	72%			
Tuesday	2,813				2,858	1,125	3,980	1.13%	39	72	25	261	38	89	87%			
Wednesday	2,576				2,584	1,122	3,724	0.21%	43	60	7	257	34	35	84%			
Thursday	2,893				2,940	1,140	4,335	1.01%	42	69	23	260	34	62	97%			
Friday						513					2				85%			
Saturday															100%			
WEEK	14,462	205	77		15,024	7,100	22,124	1.27%	41	358	26	253	34	79	85%			
7/15/2007																		
Sunday	3,277				3,623	417	5,113	4.38%	43	79	2	274	40	118	100%			
Monday	2,899				2,962	1,490	4,190	1.58%	41	71	79	262	38	97	53%			
Tuesday	2,495				2,555	1,228	3,656	1.45%	36	69	30	283	42	59	86%			
Wednesday	2,548				2,572	1,101	3,618	0.39%	40	64	28	273	42	59	83%			
Thursday	2,691				2,722	1,046	3,618	0.39%	40	64	13	273	33	46	94%			
Friday						1,177	3,899	0.59%	40	67	9	247	34	38	95%			
Saturday						454					2				100%			
WEEK	13,900				14,434	6,913	21,347	1.78%	40	351	33	268	38	99	81%			
7/22/2007																		
Sunday	3,188				3,456	306	4,698	2.32%	46	73	2	282	46	74	100%			
Monday	2,705				2,733	1,232	4,698	2.32%	46	73	52	282	46	74	66%			
Tuesday	2,569				2,656	949	3,682	0.76%	40	68	16	254	38	76	92%			
Wednesday	2,708				2,789	915	3,571	2.44%	37	70	51	279	44	111	73%			
Thursday	2,376				2,651	956	3,745	2.16%	38	71	44	266	42	164	77%			
Friday						1,270	3,921	7.01%	33	72	51	281	58	146	76%			
Saturday						441					2				100%			
WEEK	13,546				14,295	6,069	20,364	2.85%	39	354	42	272	45	126	77%			
7/29/2007																		
Sunday	3,031				3,917	358	5,322	11.86%	45	74	2	290	46	99	100%			
Monday	3,158				3,232	1,405	4,471	1.66%	39	80	80	257	44	70	62%			
Tuesday	6,189				7,149	1,239	10,151	6.95%	42	153	29	274	45	96	83%			
WEEK						3,002	10,151	6.95%	42	153	53	274	45	96	73%			
MTD	59,697	427	749		64,374	29,776	94,150	3.72%	40	1527	47	266	40	132	74%			
YTD	507,272	11,114	6,271		599,284	298,098	897,382	8.32%	45	11,734	78	262	38	159	65%			
										Calls per FTE per Day	73	Monthly Average						
										Calls per FTE per Day	78	Year To Date Average						

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER July 2007

Sunday, July 01, 2007	Early Intervention Calls made: 952
Monday, July 02, 2007	Contact Center Instructed to use HATS to access CSS information
Tuesday, July 03, 2007	Early Intervention Calls made: 1306
Wednesday, July 04, 2007	Early Intervention Calls made: 1072
Thursday, July 05, 2007	
Friday, July 06, 2007	
Saturday, July 07, 2007	
Sunday, July 08, 2007	
Monday, July 09, 2007	Early Intervention Calls made: 868
Tuesday, July 10, 2007	Early Intervention Calls made: 815
Wednesday, July 11, 2007	Early Intervention Calls made: 813
Thursday, July 12, 2007	Early Intervention Calls made: 1006
Friday, July 13, 2007	Early Intervention Calls made: 1058
Saturday, July 14, 2007	
Sunday, July 15, 2007	
Monday, July 16, 2007	Early Intervention Calls made: 1105
Tuesday, July 17, 2007	Early Intervention Calls made: 1272
Wednesday, July 18, 2007	Early Intervention Calls made: 820
Thursday, July 19, 2007	Early Intervention Calls made: 847
Friday, July 20, 2007	
Saturday, July 21, 2007	
Sunday, July 22, 2007	
Monday, July 23, 2007	Early Intervention Calls made: 1052
Tuesday, July 24, 2007	Early Intervention Calls made: 751
Wednesday, July 25, 2007	Early Intervention Calls made: 577
Thursday, July 26, 2007	Early Intervention Calls made: 1057
Friday, July 27, 2007	Early Intervention Calls made: 474
Saturday, July 28, 2007	
Sunday, July 29, 2007	
Monday, July 30, 2007	Early Intervention Calls made: 965
Tuesday, July 31, 2007	Early Intervention Calls made: 603

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

August 2007

DATE	CALLS ANSWERED				CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	%	ACR	F.T.E. PER F.T.E.	CALLS				AVG SPEED OF ANSWER	AVG TALK TIME	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	CONTACT CENTER	ACCT SVCS	BLLG SVCS	SVCS																
Wednesday 8/1/2007	2,672	1			238	2,911	1,181	4,092	5.82%	36	74	58	276	49	151					71%
Thursday 8/2/2007	2,654				119	2,773	1,156	3,929	3.03%	34	79	56	264	45	99					71%
Friday 8/3/2007	2,305	3	33		191	2,532	1,354	3,886	4.92%	33	71	57	289	47	136					70%
Saturday 8/4/2007							8	8				2								100%
WEEK	7,631	4	33		548	8,216	3,691	11,907	4.60%	34	225	57	279	47	134					71%
Sunday 8/5/2007							399	399				2								100%
Monday 8/6/2007	3,020	16	231		440	3,707	1,457	5,164	8.52%	42	78	82	278	40	117					60%
Tuesday 8/7/2007	2,642				481	3,123	1,113	4,236	11.36%	35	77	59	263	52	148					70%
Wednesday 8/8/2007	2,663	16			156	2,835	1,111	3,946	3.95%	34	79	31	254	44	120					85%
Thursday 8/9/2007	2,570				107	2,677	1,098	3,775	2.83%	34	76	35	265	52	68					78%
Friday 8/10/2007	2,845				92	2,937	1,314	4,251	2.16%	37	76	29	250	45	57					79%
Saturday 8/11/2007							453	453				2								100%
WEEK	13,740	32	231		1,276	15,279	6,945	22,224	5.74%	36	385	46	263	46	121					75%
Sunday 8/12/2007							332	332				2								100%
Monday 8/13/2007	3,254	267	73		56	3,650	1,209	4,859	1.15%	49	74	13	234	34	114					94%
Tuesday 8/14/2007	2,765				2	2,767	934	3,701	0.05%	43	64	5	218	24	29					99%
Wednesday 8/15/2007	2,778				75	2,853	1,209	4,062	1.85%	34	82	34	233	36	88					81%
Thursday 8/16/2007	2,662				24	2,686	973	3,659	0.66%	37	72	12	237	33	44					94%
Friday 8/17/2007	2,762				11	2,773	1,113	3,886	0.28%	41	68	9	229	31	70					96%
Saturday 8/18/2007							442	442				2								100%
WEEK	14,221	267	73		168	14,729	6,212	20,941	0.80%	41	357	14	230	32	89					93%
Sunday 8/19/2007							325	325				2								100%
Monday 8/20/2007	3,311	123	47		41	3,522	1,203	4,725	0.87%	45	77	18	236	35	76					90%
Tuesday 8/21/2007	2,669				6	2,675	970	3,645	0.16%	43	62	5	216	24	88					99%
Wednesday 8/22/2007	2,493				4	2,497	920	3,417	0.12%	38	65	6	220	25	96					98%
Thursday 8/23/2007	2,186				13	2,199	928	3,127	0.42%	39	56	7	229	24	44					96%
Friday 8/24/2007	2,669				4	2,673	1,180	3,853	0.10%	42	64	2	220	29	20					101%
Saturday 8/25/2007							464	464				2								100%
WEEK	13,328	123	47		68	13,566	5,990	19,556	0.35%	42	324	8	225	28	69					97%
Sunday 8/26/2007							359	359				2								100%
Monday 8/27/2007	3,409	75	69		53	3,606	1,209	4,815	1.10%	48	74	15	236	30	135					94%
Tuesday 8/28/2007	2,802				18	2,820	927	3,747	0.48%	38	75	8	218	30	73					96%
Wednesday 8/29/2007	2,725				5	2,730	929	3,659	0.14%	38	72	4	219	25	74					99%
Thursday 8/30/2007	2,866				75	2,941	1,051	3,992	1.88%	32	88	28	214	26	145					89%
Friday 8/31/2007	3,004				130	3,134	1,570	4,704	2.76%	34	89	55	233	35	111					72%
WEEK	14,806	75	69		281	15,231	6,045	21,276	1.32%	38	394	23	224	29	121					90%
MTD	66,740	1,020	563		3,141	71,464	28,891	100,355	3.13%	39	1,769	33	241	35	150					84%
YTD	574,012	12,134	6,834		77,768	670,748	326,989	997,737	7.79%	44	13,516	73	259	38	158					67%
											74	Monthly Average								
											78	Year To Date Average								

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

August 2007

Wednesday, August 01, 2007
Thursday, August 02, 2007
Friday, August 03, 2007
Saturday, August 04, 2007
Sunday, August 05, 2007
Monday, August 06, 2007

Early Intervention Calls made: 684
Early Intervention Calls made: 878
Early Intervention Calls made: 736

Tuesday, August 07, 2007
Wednesday, August 08, 2007
Thursday, August 09, 2007
Friday, August 10, 2007
Saturday, August 11, 2007
Sunday, August 12, 2007
Monday, August 13, 2007

Early Intervention Calls made: 965
Early Intervention Calls made: 604
Early Intervention Calls made: 519
Early Intervention Calls made: 573
Early Intervention Calls made: 856

Tuesday, August 14, 2007
Wednesday, August 15, 2007
Thursday, August 16, 2007
Friday, August 17, 2007
Saturday, August 18, 2007
Sunday, August 19, 2007
Monday, August 20, 2007
Tuesday, August 21, 2007
Wednesday, August 22, 2007
Thursday, August 23, 2007
Friday, August 24, 2007

Early Intervention Calls made: 845
Discontinued using HATS to access CSS information.
Early Intervention Calls made: 753
Early Intervention Calls made: 1027
Early Intervention Calls made: 644
Early Intervention Calls made: 729

Saturday, August 25, 2007
Sunday, August 26, 2007
Monday, August 27, 2007
Tuesday, August 28, 2007
Wednesday, August 29, 2007
Thursday, August 30, 2007
Friday, August 31, 2007

Early Intervention Calls made: 573
Early Intervention Calls made: 830
Early Intervention Calls made: 614
Early Intervention Calls made: 1088
Early Intervention Calls made: 1625

Early Intervention Calls made: 953

Early Intervention Calls made: 1479
Early Intervention Calls made: 1218
Early Intervention Calls made: 1238

Problems with IVR disconnecting calls and not letting them go to Virtual Hold or the Consultants.
July Mondays average values used for Calls Abandoned, Total Handled By Automation, ASA Reps, and Calls Ans w/in 60 Seconds

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER September 2007

DATE	CALLS ANSWERED				TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E.	PER F.T.E.	CALLS ANSWERED	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	CONTACT CENTER	ACCT SVCS	BLIG SVCS	CALLS ABAND											
Saturday	9/1/2007					753	753				2				100%
WEEK						753	753				2				100%
Sunday	9/2/2007					322	322				2				100%
Monday	9/3/2007					676	676				2				100%
Tuesday	9/4/2007	3,014	519	110	4,443	1,184	5,627	14.22%	41	89	137	245	33	238	62%
Wednesday	9/5/2007	3,094	110		3,307	1,369	4,676	2.20%	35	91	29	226	34	161	90%
Thursday	9/6/2007	3,053	141		3,267	1,261	4,528	1.61%	35	92	28	221	30	75	83%
Friday	9/7/2007	3,007	125		3,175	1,387	4,562	0.94%	36	87	16	213	27	61	92%
Saturday	9/8/2007					534	534				2				100%
WEEK		12,168	895	110	14,192	6,733	20,925	4.87%	37	358	50	227	31	211	82%
Sunday	9/9/2007					458	458				2				100%
Monday	9/10/2007	3,225	518	63	4,184	1,555	5,739	6.59%	45	85	75	245	35	146	63%
Tuesday	9/11/2007	3,075	14		3,375	1,239	4,614	6.20%	34	91	66	228	34	154	76%
Wednesday	9/12/2007	3,148	12		3,525	1,123	4,648	7.85%	38	83	103	246	32	167	59%
Thursday	9/13/2007	3,029	111		3,367	1,182	4,549	4.99%	37	85	62	240	27	154	72%
Friday	9/14/2007	2,989	136		3,420	1,638	5,058	5.83%	35	89	79	248	26	230	76%
Saturday	9/15/2007					563	563				2				100%
WEEK		15,466	791	63	17,871	7,758	25,629	6.05%	38	432	74	242	31	170	69%
Sunday	9/16/2007					446	446				2				100%
Monday	9/17/2007	3,412	558	145	4,665	1,758	6,423	8.56%	47	88	89	248	32	212	70%
Tuesday	9/18/2007	2,940			3,161	1,319	4,480	4.93%	34	86	56	247	28	197	82%
Wednesday	9/19/2007	2,834			3,238	1,143	4,381	9.22%	33	86	113	251	33	173	57%
Thursday	9/20/2007	2,813			3,140	1,210	4,350	7.52%	35	80	72	236	29	196	72%
Friday	9/21/2007	2,669			3,043	1,485	4,508	8.30%	33	81	76	242	32	233	76%
Saturday	9/22/2007					664	664				2				100%
WEEK		14,668	558	145	17,247	8,005	25,252	7.43%	36	422	78	245	31	203	73%
Sunday	9/23/2007					395	395				2				100%
Monday	9/24/2007	3,638	279	31	4,175	642	4,817	4.71%	48	82	62	244	37	140	73%
Tuesday	9/25/2007	3,199			3,253	1,088	4,341	1.24%	40	80	25	244	33	95	87%
Wednesday	9/26/2007	2,947			2,987	1,015	4,002	1.00%	37	80	19	235	27	90	89%
Thursday	9/27/2007	2,837			2,900	1,017	3,917	1.61%	34	83	27	244	31	78	86%
Friday	9/28/2007	2,625	165	29	3,140	1,333	4,473	7.18%	33	85	99	253	37	189	67%
Saturday	9/29/2007					481	481				2				100%
WEEK		15,246	444	60	16,455	5,971	22,426	3.14%	38	410	45	244	33	150	81%
Sunday	9/30/2007					498	498				2				100%
WEEK						498	498				2				100%
MTD		57,548	2,688	378	5,151	65,765	29,718	5.39%	37	1,622	62	240	32	187	76%
YTD		631,560	14,822	7,212	82,919	736,513	356,707	7.58%	43	15,118	72	258	37	160	67%
										85	Monthly Average				
										78	Year To Date Average				

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

September 2007

Saturday, September 01, 2007	
Sunday, September 02, 2007	
Monday, September 03, 2007	
Tuesday, September 04, 2007	Early Intervention Calls made: 1620
Wednesday, September 05, 2007	Early Intervention Calls made: 1521
Thursday, September 06, 2007	Early Intervention Calls made: 1507
Friday, September 07, 2007	Early Intervention Calls made: 1330
Saturday, September 08, 2007	
Sunday, September 09, 2007	
Monday, September 10, 2007	
Tuesday, September 11, 2007	Nortel CCM not responding correctly- Real Time Status not reporting
	Early Intervention Calls made: 1136
Wednesday, September 12, 2007	Early Intervention Calls made: 1263
Thursday, September 13, 2007	Adjusted Calls Abandoned, Avg Delay Abandoned, ASA reps, & Calls w/in 60 sec due to real time statistics not reporting from CCM
Friday, September 14, 2007	Early Intervention Calls made: 1541
Saturday, September 15, 2007	Early Intervention Calls made: 1386
Sunday, September 16, 2007	Early Intervention Calls made: 1379
Monday, September 17, 2007	
Tuesday, September 18, 2007	Early Intervention Calls made: 1461
Wednesday, September 19, 2007	Early Intervention Calls made: 1110
Thursday, September 20, 2007	Early Intervention Calls made: 1125
Friday, September 21, 2007	Early Intervention Calls made: 999
Saturday, September 22, 2007	Early Intervention Calls made: 1187
Sunday, September 23, 2007	
Monday, September 24, 2007	Early Intervention Calls made: 1175
Tuesday, September 25, 2007	Early Intervention Calls made: 737
Wednesday, September 26, 2007	Early Intervention Calls made: 879
Thursday, September 27, 2007	Early Intervention Calls made: 561
Friday, September 28, 2007	Early Intervention Calls made: 885
Saturday, September 29, 2007	
Sunday, September 30, 2007	

Activity Code Statistics

Activity Code Summary 2007

	Activity Code Type	July			August			September		
		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	11,840	285	23.43%	11,897	260	22.52%	11,277	247	22.63%
2	Pay Agreements	6,278	253	12.42%	6,912	227	13.08%	6,690	225	13.43%
3	Account Activity Verification	26,988	256	53.41%	27,655	234	52.34%	26,217	230	52.61%
4	Payment Options	2,804	234	5.55%	2,901	209	5.49%	2,455	214	4.93%
5	ABC	817	221	1.62%	1,245	211	2.36%	991	215	1.99%
6	High Bill Concerns	886	279	1.75%	1,209	238	2.29%	1,305	245	2.62%
7	Energy Assistance	53	222	0.10%	70	169	0.13%	54	233	0.11%
8	Gas Leak/Emergency	23	219	0.05%	26	202	0.05%	38	203	0.08%
9	Typing Request	11	281	0.02%	28	246	0.05%	19	212	0.04%
10	MGE/SUG General Information	799	198	1.58%	853	192	1.61%	739	190	1.48%
11	Deposits	22	256	0.04%	35	194	0.07%	35	253	0.07%
12	Estimated Bills	8	134	0.02%	7	92	0.01%	9	126	0.02%
				100.00%			100.00%			100.00%
	Total Calls Coded	50,529			52,838			49,829		
	Average Talk Time (seconds)		281			236			232	
	Maximum Talk Time (seconds)		285			260			253	
	Total Calls Answered this Month	60,873			64,680			60,614		
	Percent Coded	83.0%			81.7%			82.2%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

October 2007

DATE	CALLS ANSWERED				CONTACT CENTER	ACCT SVCS	BLLG SVCS	CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	%	ACR	F.T.E. PER F.T.E.	CALLS	SPEED OF ANSWER	AVG TALK TIME	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL	
	SVCS	SVCS	SVCS																		
Monday 10/1/2007	3,307	351	209	305	4,172	1,685	5,857	5.21%	46	84	65	253	35	135	77%						
Tuesday 10/2/2007	3,007			188	3,195	1,262	4,457	4.22%	36	84	46	261	34	202	79%						
Wednesday 10/3/2007	2,652			306	2,958	1,280	4,238	7.22%	31	86	92	257	33	236	71%						
Thursday 10/4/2007	2,968			30	2,998	1,122	4,120	0.73%	39	76	14	236	26	53	93%						
Friday 10/5/2007	2,878			98	2,976	1,299	4,275	2.29%	35	82	43	251	32	108	78%						
Saturday 10/6/2007						436	436				2				100%						
WEEK	14,812	351	209	927	16,299	7,084	23,383	3.96%	37	411	52	252	32	176	80%						
Sunday 10/7/2007						370	370				2				100%						
Monday 10/8/2007	2,880	455	89	163	3,587	883	4,470	3.65%	42	82	56	253	36	168	79%						
Tuesday 10/9/2007	2,800	110	51	164	3,125	597	3,722	4.41%	34	87	48	248	33	151	61%						
Wednesday 10/10/2007	3,187			216	3,403	88	3,491	6.17%	37	86	97	253	29	296	61%						
Thursday 10/11/2007	3,081	215	80	44	3,420	497	3,917	1.11%	41	82	18	268	29	124	65%						
Friday 10/12/2007	2,720	115	48	189	3,072	1,565	4,637	4.08%	37	78	59	286	27	181	69%						
Saturday 10/13/2007						502	502				2				100%						
WEEK	14,668	895	268	775	16,606	4,502	21,108	3.67%	38	414	52	261	31	201	69%						
Sunday 10/14/2007						403	403				2				100%						
Monday 10/15/2007	3,628	419	69	356	4,472	1,426	5,898	6.04%	49	84	64	258	31	155	74%						
Tuesday 10/16/2007	3,124	8		140	3,272	1,359	4,631	3.02%	38	82	35	257	34	99	82%						
Wednesday 10/17/2007	3,024			125	3,149	1,095	4,244	2.95%	37	82	48	256	30	115	74%						
Thursday 10/18/2007	3,055			57	3,112	1,146	4,258	1.34%	39	78	17	243	27	69	88%						
Friday 10/19/2007	2,553	20		280	2,853	1,483	4,336	6.46%	33	78	76	276	27	200	71%						
Saturday 10/20/2007						501	501				2				100%						
WEEK	15,384	447	69	958	16,858	7,413	24,271	3.95%	39	406	47	257	30	150	79%						
Sunday 10/21/2007						360	360				2				100%						
Monday 10/22/2007	3,577	540	101	804	5,022	1,557	6,579	12.22%	50	84	140	262	32	296	62%						
Tuesday 10/23/2007	3,393	255	65	548	4,261	1,332	5,593	9.80%	45	83	73	261	30	126	70%						
Wednesday 10/24/2007	3,366			442	3,808	1,242	5,050	8.75%	43	78	88	261	34	309	72%						
Thursday 10/25/2007	3,057	213	111	424	3,805	1,347	5,152	8.23%	44	77	82	274	36	125	66%						
Friday 10/26/2007	2,892	225	91	715	3,923	1,401	5,324	13.43%	43	75	118	276	35	164	62%						
Saturday 10/27/2007						492	492				2				100%						
WEEK	16,285	1,233	368	2,933	20,819	7,731	28,550	10.27%	45	397	98	266	33	209	67%						
Sunday 10/28/2007						336	336				2				100%						
Monday 10/29/2007	3,745	429	186	569	4,929	1,504	6,433	8.85%	56	78	82	272	35	182	71%						
Tuesday 10/30/2007	3,321	174		260	3,755	1,194	4,949	5.25%	45	78	50	269	33	141	78%						
Wednesday 10/31/2007	2,645	13		858	3,516	1,160	4,676	18.35%	35	76	173	290	37	419	61%						
WEEK	9,711	616	186	1,687	12,200	4,194	16,394	10.29%	45	232	94	276	35	296	71%						
MTD	70,860	3,542	1,100	7,280	82,782	30,924	113,706	6.40%	41	1857	68	262	32	216	73%						
YTD	702,420	18,364	8,312	90,199	819,295	387,631	1,206,926	7.47%	43	16,972	72	258	36	165	68%						
																Calls per FTE per Day		Monthly Average		Year To Date Average	
																81		79			

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

October 2007

Monday, October 01, 2007
 Tuesday, October 02, 2007
 Wednesday, October 03, 2007
 Thursday, October 04, 2007
 Friday, October 05, 2007
 Saturday, October 06, 2007
 Sunday, October 07, 2007
 Monday, October 08, 2007
 Tuesday, October 09, 2007

Early Intervention Calls made: 736
 Early Intervention Calls made: 780
 Early Intervention Calls made: 851
 Two 1 hour sessions of employee meetings
 Early Intervention Calls made: 780
 Early Intervention Calls made: 958

Early Intervention Calls made: 863
 United Way Meetings for all employees

IVR out of service, replacing server on emergency status.

Calls Abandoned and ASA Reps adjusted using the prior week, and the following weeks average data for corresponding day due to IVR issue

Early Intervention Calls made: 685

IVR out of service, replacing server on emergency status

Calls Abandoned and ASA Reps adjusted using the prior week, and the following weeks average data for corresponding day due to IVR issue

Early Intervention Calls made: 817

Early Intervention Calls made: 914

IVR out of service, replacing server on emergency status

Calls Abandoned and ASA Reps adjusted using the prior week, and the following weeks average data for corresponding day due to IVR issue

Early Intervention Calls made: 899

IVR out of service, replacing server on emergency status

Calls Abandoned and ASA Reps adjusted using the prior week, and the following weeks average data for corresponding day due to IVR issue

Early Intervention Calls made: 856

Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.

Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.

Early Intervention Calls made: 998

Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.

Early Intervention Calls made: 811

Early Intervention Calls made: 748

Early Intervention Calls made: 726

Early Intervention Calls made: 838

Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.

Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.

Early Intervention Calls made: 766

Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.

Early Intervention Calls made: 701

Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.

Early Intervention Calls made: 901

Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.

Early Intervention Calls made: 603

Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.

Cold Weather Rule training

Early Intervention Calls made: 792

Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.

Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.

Early Intervention Calls made: 736

Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.

Cold Weather Rule training

Early Intervention Calls made: 772

Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.

Cold Weather Rule training

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

November 2007

DATE	CALLS ANSWERED				CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	%	F.T.E.	CALLS PER F.T.E.	AVG		AVG		SERVICE	
	CONTACT CENTER	ACCT SVCS	BILLG SVCS	SPEED OF ANSWER								NOT READY TIME	AVG TALK TIME	AVG DELAY ABAND	LEVEL	% of calls offered	
Thursday 11/1/2007	2,746	227	158		442	3,573	1,800	5,146	8.59%	46	68	74	326	36	212	81%	
Friday 11/2/2007	2,321	273	159		442	3,195	1,825	5,146	8.59%	41	67	71	325	43	287	81%	
Saturday 11/3/2007							708	708				2				100%	
WEEK	5,067	500	317		884	6,768	4,333	11,101	7.96%	44	135	68	326	39	250	82%	
Sunday 11/4/2007							457	457				2				100%	
Monday 11/5/2007	3,012	353	155		442	3,962	1,594	5,146	8.59%	52	68	80	319	46	273	77%	
Tuesday 11/6/2007	2,898	370	166		442	3,876	1,647	5,146	8.59%	52	66	79	322	51	221	78%	
Wednesday 11/7/2007	3,351	383	53		656	4,443	1,423	5,866	11.18%	55	69	114	301	46	238	69%	
Thursday 11/8/2007	3,718				250	3,968	1,241	5,209	4.80%	45	83	60	233	36	270	78%	
Friday 11/9/2007	2,817	77	75		559	3,528	1,454	4,982	11.22%	45	66	98	301	54	228	67%	
Saturday 11/10/2007							466	466				2				100%	
WEEK	15,796	1,183	449		2,349	19,777	8,282	28,059	8.37%	50	350	83	294	46	242	73%	
Sunday 11/11/2007							349	349				2				100%	
Monday 11/12/2007	3,154		1		21	3,176	1,073	4,249	0.49%	48	66	8	253	35	87	96%	
Tuesday 11/13/2007	2,920				176	3,096	1,175	4,271	4.12%	38	77	57	265	45	141	73%	
Wednesday 11/14/2007	2,828				284	3,112	1,112	4,224	6.72%	40	71	68	276	47	241	78%	
Thursday 11/15/2007	2,814	157			401	3,372	1,298	4,670	8.59%	42	71	81	294	52	218	72%	
Friday 11/16/2007	2,836	159	99		383	3,477	1,492	4,969	7.71%	42	74	86	286	43	180	67%	
Saturday 11/17/2007							556	556				2				100%	
WEEK	14,552	316	100		1,265	16,233	7,055	23,288	5.43%	42	356	58	275	44	199	78%	
Sunday 11/18/2007							386	386				2				100%	
Monday 11/19/2007	3,317	332	73		172	3,894	1,390	5,284	3.26%	52	72	41	284	53	129	82%	
Tuesday 11/20/2007	2,945				70	3,015	912	3,927	1.78%	41	72	19	260	50	128	90%	
Wednesday 11/21/2007	2,658				53	2,711	969	3,680	1.44%	39	68	14	271	44	99	93%	
Thursday 11/22/2007							152	152				2				100%	
Friday 11/23/2007							725	725				2				100%	
Saturday 11/24/2007																	
WEEK	8,920	332	73		295	9,620	4,534	14,154	2.08%	44	212	24	273	49	123	89%	
Sunday 11/25/2007							351	351				2				100%	
Monday 11/26/2007	4,030	255	51		1,329	5,665	1,526	7,191	18.48%	61	71	207	300	55	220	50%	
Tuesday 11/27/2007	3,945	5			161	4,111	1,189	5,300	3.04%	52	76	35	268	39	111	77%	
Wednesday 11/28/2007	3,271				94	3,365	1,138	4,503	2.09%	51	64	20	280	43	176	92%	
Thursday 11/29/2007	3,407				78	3,485	1,082	4,567	1.71%	52	66	22	280	47	113	87%	
Friday 11/30/2007	3,537	65			245	3,847	1,589	5,436	4.51%	49	74	48	268	41	179	81%	
WEEK	18,190	325	51		1,907	20,473	6,875	27,348	6.97%	53	350	72	280	45	199	75%	
MTD	62,525	2,656	990		6,700	72,871	31,079	103,950	6.45%	47	1403	65	286	45	218	78%	
YTD	764,945	21,020	9,302		96,899	892,166	418,710	1,310,876	7.39%	43	18,360	71	260	37	168	69%	
										Calls per FTE per Day		70	Monthly Average		Year To Date Average		
										Calls per FTE per Day		78					

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
November 2007

Thursday, November 01, 2007	Early Intervention Calls made: 837 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. New Scheduling software training Adjustments made 11-1 to 11-6 due to the issues with the new Scheduling application. Per Ron Crow Calls Abandoned, Total Incoming Calls, ASA Reps, Call w/ 60 sec averages used for 10/22 - 10/30 and 11/7 - 11/19 Early Intervention Calls made: 847 Adjustments made due to the issues with the new Scheduling application Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. New Scheduling software training Adjustments made 11-1 to 11-6 due to the issues with the new Scheduling application. Per Ron Crow Early Intervention Calls made: 121 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. New Scheduling software training Adjustments made 11-1 to 11-6 due to the issues with the new Scheduling application. Per Ron Crow Early Intervention Calls made: 84 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Adjustments made 11-1 to 11-6 due to the issues with the new Scheduling application. Per Ron Crow Early Intervention Calls made: 69 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 72 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Early Intervention Calls made: 152 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 151 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 115 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Early Intervention Calls made: 109 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Early Intervention Calls made: 106 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 109 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Early Intervention Calls made: 98 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Early Intervention Calls made: 123 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Early Intervention Calls made: 110 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: Early Intervention Calls made: Early Intervention Calls made: 84 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 127 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 74 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 145 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 97
Friday, November 02, 2007	
Monday, November 05, 2007	
Tuesday, November 06, 2007	
Wednesday, November 07, 2007	
Thursday, November 08, 2007	
Friday, November 09, 2007	
Monday, November 12, 2007	
Tuesday, November 13, 2007	
Wednesday, November 14, 2007	
Thursday, November 15, 2007	
Friday, November 16, 2007	
Monday, November 19, 2007	
Tuesday, November 20, 2007	
Wednesday, November 21, 2007	
Thursday, November 22, 2007	
Friday, November 23, 2007	
Monday, November 26, 2007	
Tuesday, November 27, 2007	
Wednesday, November 28, 2007	
Thursday, November 29, 2007	
Friday, November 30, 2007	

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

December 2007

DATE	CALLS ANSWERED				CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	%	F.T.E.	PER F.T.E.	CALLS ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	CONTACT CENTER	ACCT SVCS	SVCS	BILLG SVCS												
Saturday	12/1/2007															
WEEK																
Sunday	12/2/2007															
Monday	12/3/2007	4,078	373	150	295	4,896	1,985	6,881	4.29%	62	74	46	283	45	169	78%
Tuesday	12/4/2007	3,418			52	3,470	1,331	4,801	1.08%	50	68	16	273	40	75	91%
Wednesday	12/5/2007	3,468			32	3,500	1,231	4,731	0.68%	54	64	9	261	37	52	95%
Thursday	12/6/2007	3,272			34	3,306	1,175	4,481	0.76%	51	64	9	264	36	104	96%
Friday	12/7/2007	3,207	96	33	110	3,446	1,392	4,838	2.27%	49	68	22	260	44	130	89%
Saturday	12/8/2007															
WEEK		17,443	469	183	523	18,618	7,578	26,196	2.00%	53	340	22	269	41	140	89%
Sunday	12/9/2007															
Monday	12/10/2007	4,151	260	96	178	4,685	52	4,737	3.76%	58	78	45	267	42	111	70%
Tuesday	12/11/2007	2,952	5		40	2,997	1,278	4,275	0.94%	45	66	8	242	32	119	96%
Wednesday	12/12/2007	3,364			12	3,376	1,297	4,673	0.26%	50	67	4	236	32	58	98%
Thursday	12/13/2007	3,236			18	3,254	1,442	4,696	0.38%	53	61	3	240	31	150	99%
Friday	12/14/2007	3,646			73	3,719	1,842	5,561	1.31%	50	73	17	249	38	112	91%
Saturday	12/15/2007						769	769				2				100%
WEEK		17,349	265	96	321	18,031	6,680	24,711	1.30%	51	346	15	248	36	112	91%
Sunday	12/16/2007															
Monday	12/17/2007	4,370	273	2	138	4,783	1,782	6,565	2.10%	59	79	42	257	40	89	77%
Tuesday	12/18/2007	3,544			11	3,555	1,439	4,994	0.22%	54	66	4	247	35	48	98%
Wednesday	12/19/2007	3,233			9	3,242	1,186	4,428	0.20%	50	65	3	239	30	204	99%
Thursday	12/20/2007	3,005			7	3,012	1,227	4,239	0.17%	48	63	5	245	38	58	98%
Friday	12/21/2007	2,852			17	2,869	1,282	4,151	0.41%	47	61	5	238	39	197	99%
Saturday	12/22/2007						568	568				2				100%
WEEK		17,004	273	2	182	17,461	8,009	25,470	0.71%	52	335	14	246	37	101	93%
Sunday	12/23/2007															
Monday	12/24/2007						284	284				2				100%
Tuesday	12/25/2007															
Wednesday	12/26/2007	2,968	172	61	242	3,443	1,552	4,995	4.84%	41	78	70	265	44	159	69%
Thursday	12/27/2007	3,518			25	3,543	1,545	5,088	0.49%	49	72	9	244	34	65	95%
Friday	12/28/2007	3,444			117	3,561	1,975	5,536	2.11%	43	80	33	253	36	167	88%
Saturday	12/29/2007						827	827				2				100%
WEEK		9,930	172	61	384	10,547	6,183	16,730	2.30%	44	229	34	254	38	155	85%
Sunday	12/30/2007															
Monday	12/31/2007	2,833	263	91	159	3,346	1,713	5,059	3.14%	40	80	32	247	47	113	86%
WEEK		2,833	263	91	159	3,346	2,230	5,576	2.85%	40	80	29	247	47	113	87%
MTD		64,559	1,442	433	1,569	68,003	31,306	99,309	1.58%	50	1,324	20	254	38	131	90%
YTD		829,504	22,462	9,735	98,468	960,169	450,016	1,410,185	6.98%	44	19,663	67	260	37	168	70%
										Calls per FTE per Day		70	Monthly Average		Year To Date Average	
										Calls per FTE per Day		77				

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

December 2007

Monday, December 03, 2007	Early Intervention Calls made: 946 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Tuesday, December 04, 2007	Early Intervention Calls made: 1183 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Wednesday, December 05, 2007	Early Intervention Calls made: 1086 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Thursday, December 06, 2007	Early Intervention Calls made: 1342 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Friday, December 07, 2007	Early Intervention Calls made: 1150 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Monday, December 10, 2007	Early Intervention Calls made: 1029 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Tuesday, December 11, 2007	Early Intervention Calls made: 1431 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Wednesday, December 12, 2007	Early Intervention Calls made: 1626 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Thursday, December 13, 2007	Early Intervention Calls made: 1591 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Friday, December 14, 2007	Early Intervention Calls made: 1503 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Monday, December 17, 2007	Early Intervention Calls made: 1385 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Tuesday, December 18, 2007	Early Intervention Calls made: 1717 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Wednesday, December 19, 2007	Early Intervention Calls made: 1360 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Thursday, December 20, 2007	Early Intervention Calls made: 1585 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Friday, December 21, 2007	Early Intervention Calls made: 1787 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Wednesday, December 26, 2007	Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.
Thursday, December 27, 2007	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Friday, December 28, 2007	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Monday, December 31, 2007	Early Intervention Calls made: 1403 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift. Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.

Activity Code Statistics

Activity Code Summary 2007

Activity Code Type	October				November				December			
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	Percent of Activity-Code Calls	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	Percent of Activity-Code Calls	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	Percent of Activity-Code Calls
1 Service Order Initiation	15,854	269	25.75%		13,889	300	29.89%		12,593	285	23.43%	
2 Pay Agreements	8,798	248	14.29%		648	259	1.39%		5,432	232	10.11%	
3 Account Activity Verification	29,267	248	47.53%		25,279	269	54.40%		28,134	244	52.34%	
4 Payment Options	3,088	220	5.01%		2,286	239	4.92%		3,549	221	6.60%	
5 ABC	1,913	240	3.11%		1,279	256	2.75%		1,123	229	2.09%	
6 High Bill Concerns	1,277	265	2.07%		983	286	2.12%		880	262	1.64%	
7 Energy Assistance	196	193	0.32%		962	175	2.07%		1,166	184	2.17%	
8 Gas Leak/Emergency	62	255	0.10%		80	176	0.17%		65	156	0.12%	
9 Typing Request	33	214	0.05%		28	244	0.06%		10	354	0.02%	
10 MGE/SUG General Information	1,046	190	1.70%		998	195	2.15%		765	180	1.42%	
11 Deposits	25	280	0.04%		36	259	0.08%		29	275	0.05%	
12 Estimated Bills	18	148	0.03%		5	208	0.01%		4	353	0.01%	
			100.00%				100.00%				100.00%	
Total Calls Coded	61,577				46,473				53,750			
Average Talk Time (seconds)		251				272				249		
Maximum Talk Time (seconds)		280				300				354		
Total Calls Answered this Month	75,502				63,040				66,434			
Percent Coded	81.6%				73.7%				80.9%			

Missouri Gas Energy
Abandoned Call Rate
("ACR") %

2000

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%

2004

January	24.03%
February	28.31%
March	26.69%
YTD - Q1	26.39%

April	29.93%
May	6.72%
June	4.31%
YTD - Q1&2	21.75%

July	0.77%
August	2.38%
September	1.91%
YTD - Q1-3	16.97%

October	4.54%
November	6.01%
December	4.01%

Calendar Year 2004	14.32%
Maximum Allowable	8.50%

2001

January	16.80%
February	2.68%
March	6.60%
YTD - Q1	9.58%

April	3.91%
May	4.49%
June	6.32%
YTD - Q1&2	7.56%

July	4.19%
August	9.37%
September	13.90%
YTD - Q1-3	8.05%

October	15.00%
November	13.78%
December	16.41%

Calendar Year 2001	9.69%
Maximum Allowable	8.50%

2005

January	6.74%
February	11.25%
March	15.37%
YTD - Q1	11.63%

April	8.75%
May	6.80%
June	3.20%
YTD - Q1&2	9.27%

July	4.10%
August	6.29%
September	3.40%
YTD - Q1-3	8.02%

October	8.80%
November	8.41%
December	7.32%

Calendar Year 2005	8.06%
Maximum Allowable	8.50%

2002

January	15.75%
February	7.22%
March	3.05%
YTD - Q1	8.67%

April	2.25%
May	0.74%
June	0.14%
YTD - Q1&2	5.17%

July	0.19%
August	0.28%
September	0.50%
YTD - Q1-3	3.84%

October	5.43%
November	7.83%
December	6.32%

Calendar Year 2002	4.48%
Maximum Allowable	8.50%

2006

January	10.10%
February	20.04%
March	11.79%
YTD - Q1	14.22%

April	7.63%
May	1.91%
June	0.81%
YTD - Q1&2	9.54%

July	4.42%
August	1.32%
September	0.61%
YTD - Q1-3	7.61%

October	4.26%
November	4.72%
December	1.31%

Calendar Year 2006	6.67%
Maximum Allowable	8.50%

2003

January	6.28%
February	11.09%
March	8.57%
YTD - Q1	8.65%

April	2.87%
May	4.73%
June	4.34%
YTD - Q1&2	6.46%

July	1.28%
August	1.83%
September	7.84%
YTD - Q1-3	5.73%

October	10.32%
November	27.69%
December	13.36%

Calendar Year 2003	8.52%
Maximum Allowable	8.50%

2007

January	8.01%
February	9.99%
March	8.69%
YTD - Q1	8.89%

April	11.94%
May	7.11%
June	6.36%
YTD - Q1&2	8.85%

July	3.72%
August	3.13%
September	5.39%
YTD - Q1-3	7.58%

October	6.40%
November	6.45%
December	1.58%

Calendar Year 2007	6.98%
Maximum Allowable	8.50%

Missouri Gas Energy
Average Speed of Answer
("ASA") in Seconds

2000

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

Calendar Year 2000	64
Maximum Allowable	81 Seconds

2001

January	207
February	31
March	84
YTD - Q1	107

April	43
May	67
June	84
YTD - Q1&2	86

July	59
August	140
September	161
YTD - Q1-3	97

October	200
November	161
December	264

Calendar Year 2001	125
Maximum Allowable	75 Seconds

2002

January	227
February	98
March	38
YTD - Q1	121

April	29
May	12
June	4
YTD - Q1&2	68

July	5
August	5
September	8
YTD - Q1-3	47

October	67
November	115
December	92

Calendar Year 2002	58
Maximum Allowable	75 Seconds

2003

January	85
February	159
March	123
YTD - Q1	122

April	38
May	66
June	57
YTD - Q1&2	88

July	20
August	26
September	117
YTD - Q1-3	77

October	162
November	489
December	220

Calendar Year 2003	130
Maximum Allowable	75 Seconds

2004

January	351
February	392
March	390
YTD - Q1	378

April	406
May	76
June	44
YTD - Q1&2	277

July	11
August	27
September	20
YTD - Q1-3	191

October	37
November	46
December	34

Calendar Year 2004	153
Maximum Allowable	75 Seconds

2005

January	59
February	94
March	145
YTD - Q1	103

April	84
May	58
June	31
YTD - Q1&2	83

July	29
August	38
September	45
YTD - Q1-3	70

October	82
November	69
December	65

Calendar Year 2005	71
Maximum Allowable	75 Seconds

2006

January	98
February	162
March	106
YTD - Q1	122

April	79
May	30
June	14
YTD - Q1&2	84

July	58
August	17
September	9
YTD - Q1-3	69

October	49
November	57
December	16

Calendar Year 2006	62
Maximum Allowable	75 Seconds

2007

January	62
February	92
March	77
YTD - Q1	77

April	104
May	82
June	69
YTD - Q1&2	82

July	47
August	33
September	62
YTD - Q1-3	72

October	68
November	65
December	20

Calendar Year 2007	67
Maximum Allowable	75 Seconds

**Personnel responsible for handling MoPSC
complaints / inquiries**

Shirley Bolden	(816) 360-5528
David Curry	(816) 360-5577 (1st back-up)
Rae Lewis	(816) 360-5759 (2nd back-up)
Pam Levetzow	(816) 360-5753 (3rd back-up)

**After hours contact
personnel**

	Home	Cell
Ron Crow	(816) 781-7954	
Shirley Bolden	(816) 795-6129	(816) 560-1656

Customer service management personnel

Ron Crow	(816) 360-5504
Shirley Bolden	(816) 360-5528

Process and level of authority for discontinuance of service to a Registered Customer

- 1) Registered Customers are separated from daily non-pay shut off accounts. The Field Service orders are coded to identify these customers. The Customer Advisors receive a monthly report showing all Registered Customers that will be subject for disconnection for the coming month.
- 2) Customer Advisor reviews account and makes contact with customer or designated 3rd party contact.
- 3) If decision is made to discontinue service, Customer Advisor contacts an officer of the company.
- 4) Our practice is not to discontinue service to Registered Customers during the Cold Weather Rule ("CWR") period (November 1 through March 31).

Missouri Gas Energy
Missouri Jurisdictional Bad Debt Write-off
2007

January			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(834,148)	2,825	64,459,761
SGSM	(37,926)	146	24,323,305
LGSM	-	-	2,134,011
LVM	-	-	2,152,154
Non-Service	10	-	-
Total	(872,063)	2,971	93,069,232

February			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(555,314)	2,799	79,105,428
SGSM	(11,151)	130	29,628,715
LGSM	-	-	2,366,706
LVM	-	-	1,310,201
Non-Service	579	-	-
Total	(565,886)	2,929	112,411,050

March			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(75,729)	3,259	51,837,980
SGSM	18,612	289	19,904,133
LGSM	-	-	1,636,823
LVM	-	-	1,320,942
Non-Service	(579)	-	-
Total	(57,696)	3,548	74,699,878

Year to Date - Q1			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(1,465,191)	8,883	195,403,169
SGSM	(30,465)	565	73,856,153
LGSM	-	-	6,137,540
LVM	-	-	4,783,297
Non-Service	10	-	-
Total	(1,495,645)	9,448	280,180,159

April			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	1,374,263	6,327	31,561,002
SGSM	163,286	601	10,851,170
LGSM	-	-	1,054,288
LVM	-	-	1,075,179
Non-Service	14	-	-
Total	1,537,563	6,928	44,541,640

May			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	3,140,656	10,910	22,423,842
SGSM	177,768	845	7,168,062
LGSM	-	-	667,900
LVM	-	-	912,127
Non-Service	118	-	-
Total	3,318,542	11,755	31,171,931

June			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	2,596,886	9,870	16,989,849
SGSM	85,800	539	4,770,465
LGSM	-	-	497,003
LVM	-	-	878,550
Non-Service	(13)	-	-
Total	2,682,673	10,409	23,135,868

Year to Date - Q1 & Q2			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	5,646,615	35,990	266,377,862
SGSM	396,389	2,550	96,645,851
LGSM	-	-	8,356,731
LVM	-	-	7,649,154
Non-Service	128	-	-
Total	6,043,133	38,540	379,029,597

July			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	2,827,253	10,919	16,174,137
SGSM	94,953	534	4,472,884
LGSM	-	-	464,059
LVM	-	-	906,324
Non-Service	136	5	-
Total	2,922,343	11,458	22,017,404

August			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	2,015,453	10,463	15,588,584
SGSM	90,807	640	4,218,765
LGSM	-	-	495,825
LVM	-	-	992,228
Non-Service	32	5	-
Total	2,106,292	11,108	21,293,401

September			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	957,983	10,660	15,841,806
SGSM	74,662	637	4,395,924
LGSM	-	-	471,312
LVM	-	-	868,908
Non-Service	90	-	-
Total	1,032,735	11,297	21,577,950

Year to Date - Q1 - Q3			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	11,447,304	68,032	313,980,389
SGSM	656,812	4,361	109,733,424
LGSM	-	-	9,787,926
LVM	-	-	10,416,613
Non-Service	387	10	-
Total	12,104,503	72,403	443,918,352

October			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(601,646)	14,633	16,509,565
SGSM	555	694	4,569,106
LGSM	-	-	557,016
LVM	-	-	962,971
Non-Service	(14)	-	-
Total	(601,105)	15,327	22,598,657

November			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(1,564,641)	11,462	28,233,802
SGSM	(6,566)	759	8,760,789
LGSM	-	-	969,549
LVM	-	-	1,614,113
Non-Service	(40)	-	-
Total	(1,571,246)	12,221	39,578,254

December			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(763,405)	8,157	55,579,414
SGSM	39,379	714	21,019,184
LGSM	-	-	1,925,842
LVM	-	-	1,925,869
Non-Service	(34)	-	-
Total	(724,060)	8,871	80,450,309

Calendar Year 2007			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	8,517,612	102,284	414,303,170
SGSM	690,180	6,528	144,082,502
LGSM	-	-	13,240,333
LVM	-	-	14,919,567
Non-Service	300	10	-
Total	9,208,092	108,822	586,545,572

Note:
Revenue amounts shown do not include delayed payment charges or miscellaneous service charge revenue.
Negative write-off amounts indicate net recovery.

MoPSC Inquiries/Complaints

**(*Awaiting receipt of information,
which is provided to MGE by MoPSC staff)**

*** Gay Fred has requested that she no longer be
required to provide this information for this report.**