

## **Customer Service Organization Chart**

ROBERT HACK  
COO

RON CROW  
Director, Customer Service

CAROL GAMBLE  
Quality Support Supervisor

DAVID CURRY  
Supervisor, Billing Services

JODIE KAVANAUGH  
Supervisor, Contact Center

CARMEN HARALSON  
Quality Assurance Specialist

AMY MARSHALL  
Supervisor, Account Services

JEAN O'DELL  
Supervisor, Contact Center

MARK LIEN  
Customer Service Analyst

JEFF HARRIS  
Loss Prevention Investigator

ED OTERO  
Supervisor, Contact Center

RONA MORROW  
Training Specialist

JAN QUALKINBUSH  
Supervisor, Contact Center

ROCHELLE ROBINSON  
Quality Assurance Specialist

## **Customer Service Staffing**

Missouri Gas Energy  
Customer Service Staff  
January 2007 - March 2007

|                              | December<br>Full Time | December<br>Part Time | Term/Resign/New<br>FT PT | January<br>Full Time | January<br>Part Time | Term/Resign/New<br>FT PT | February<br>Full Time | February<br>Part Time | Term/Resign/New<br>FT PT | March<br>Full Time | March<br>Part Time |
|------------------------------|-----------------------|-----------------------|--------------------------|----------------------|----------------------|--------------------------|-----------------------|-----------------------|--------------------------|--------------------|--------------------|
| Director                     | 1                     |                       |                          | 1                    |                      |                          | 1                     |                       |                          | 1                  |                    |
| Manager                      | 1                     |                       |                          | 1                    |                      |                          | 1                     |                       |                          | 1                  |                    |
| Supervisor                   | 8                     |                       |                          | 8                    |                      |                          | 8                     |                       |                          | 8                  |                    |
| Administrative Assistant     |                       |                       |                          |                      |                      |                          |                       |                       |                          |                    |                    |
| Analyst                      | 1                     |                       |                          | 1                    |                      |                          | 1                     |                       |                          | 1                  |                    |
| Trainer                      | 2                     |                       |                          | 2                    |                      |                          | 2                     |                       |                          | 2                  |                    |
| Quality Assurance            | 1                     |                       |                          | 1                    |                      |                          | 1                     |                       |                          | 1                  |                    |
| Loss Prevention Investigator | 1                     |                       |                          | 1                    |                      |                          | 1                     |                       |                          | 1                  |                    |
| Contact Center               | 41                    | 24                    |                          | 41                   | 24                   | -1                       | 41                    | 23                    | -1                       | 41                 | 22                 |
| Training Class               |                       |                       |                          |                      |                      |                          |                       |                       |                          |                    |                    |
| Billing Services             | 12                    | 2                     |                          | 12                   | 2                    |                          | 12                    | 2                     |                          | 12                 | 2                  |
| Account Services             | 18                    |                       | -1                       | 17                   |                      |                          | 17                    |                       |                          | 17                 |                    |
| Seasonal Employees           |                       |                       |                          |                      |                      |                          |                       |                       |                          |                    |                    |
| PBO Joplin                   | 4                     |                       |                          | 4                    |                      |                          | 4                     |                       |                          | 4                  |                    |
| PBO Monett                   | 2                     |                       |                          | 2                    |                      |                          | 2                     |                       |                          | 2                  |                    |
| PBO St. Joseph               |                       |                       |                          |                      |                      |                          |                       |                       |                          |                    |                    |
| TOTAL                        | 92                    | 26                    | -1                       | 91                   | 26                   | -1                       | 91                    | 25                    | -1                       | 91                 | 24                 |
| GRAND TOTAL                  | 118                   |                       | 1                        | 117                  |                      | 1                        | 116                   |                       | 1                        | 115                |                    |

Missouri Gas Energy  
Customer Service Staff  
April 2007 - June 2007

|                              | March     |           | March     |           | Term/Resign/New |    | April     |           | Term/Resign/New |    | May       |           | May       |           | Term/Resign/New |    | June      |           |
|------------------------------|-----------|-----------|-----------|-----------|-----------------|----|-----------|-----------|-----------------|----|-----------|-----------|-----------|-----------|-----------------|----|-----------|-----------|
|                              | Full Time | Part Time | Full Time | Part Time | FT              | PT | Full Time | Part Time | FT              | PT | Full Time | Part Time | Full Time | Part Time | FT              | PT | Full Time | Part Time |
| Director                     | 1         |           |           |           |                 |    | 1         |           |                 |    | 1         |           |           |           |                 |    | 1         |           |
| Manager                      | 1         |           |           |           |                 |    | 1         |           |                 |    | 1         |           |           |           |                 |    | 1         |           |
| Supervisor                   | 8         |           |           |           |                 |    | 8         |           |                 |    | 8         |           |           |           |                 |    | 8         |           |
| Administrative Assistant     |           |           |           |           |                 |    |           |           |                 |    |           |           |           |           |                 |    |           |           |
| Analyst                      | 1         |           |           |           |                 |    | 1         |           |                 |    | 1         |           |           |           |                 |    | 1         |           |
| Trainer                      | 2         |           |           |           |                 |    | 2         |           |                 |    | 2         |           |           |           |                 |    | 2         |           |
| Quality Assurance            | 1         |           |           |           |                 |    | 1         |           |                 |    | 1         |           |           |           |                 |    | 1         |           |
| Loss Prevention Investigator | 1         |           |           |           |                 |    | 1         |           |                 |    | 1         |           |           |           |                 |    | 1         |           |
| Contact Center               | 41        | 22        |           |           |                 |    | 41        | 22        | -2              | -2 | 39        | 20        |           |           |                 |    | 39        | 20        |
| Training Class               |           |           |           |           |                 |    |           |           |                 |    |           |           |           |           |                 |    |           |           |
| Billing Services             | 12        | 2         |           |           |                 |    | 12        | 2         | -1              |    | 11        | 2         |           |           |                 |    | 11        | 2         |
| Account Services             | 17        |           |           |           |                 |    | 17        |           |                 |    | 17        |           |           |           |                 |    | 17        |           |
| Seasonal Employees           |           |           |           |           |                 |    |           |           |                 |    |           |           |           |           |                 |    |           |           |
| PBO Joplin                   | 4         |           |           |           |                 |    | 4         |           |                 |    | 4         |           |           |           | -1              |    | 3         |           |
| PBO Monett                   | 2         |           |           |           |                 |    | 2         |           |                 |    | 2         |           |           |           |                 |    | 2         |           |
| TOTAL                        | 91        | 24        |           |           |                 |    | 91        | 24        | -3              | -2 | 88        | 22        |           |           | -1              | 0  | 87        | 22        |
| GRAND TOTAL                  | 115       | 115       | 0         |           | 5               |    | 115       | 110       | -1              |    | 109       | 109       |           |           |                 |    |           |           |

Missouri Gas Energy  
Customer Service Staff  
July 2007 - September 2007

|                              | June      |           | June      |           | Term/Resign/New |    | July      |           | Term/Resign/New |    | August    |           | August    |           | Term/Resign/New |    | September |           | September |           |
|------------------------------|-----------|-----------|-----------|-----------|-----------------|----|-----------|-----------|-----------------|----|-----------|-----------|-----------|-----------|-----------------|----|-----------|-----------|-----------|-----------|
|                              | Full Time | Part Time | Full Time | Part Time | FT              | PT | Full Time | Part Time | FT              | PT | Full Time | Part Time | Full Time | Part Time | FT              | PT | Full Time | Part Time | Full Time | Part Time |
| Director                     | 1         |           |           |           |                 |    | 1         |           |                 |    | 1         |           |           |           |                 |    | 1         |           |           |           |
| Manager                      | 1         |           |           |           |                 |    | 1         |           |                 |    | 1         |           |           |           |                 |    | 1         |           |           |           |
| Supervisor                   | 8         |           |           |           |                 |    | 8         |           |                 |    | 8         |           |           |           |                 |    | 7         |           |           |           |
| Administrative Assistant     |           |           |           |           |                 |    |           |           |                 |    |           |           |           |           |                 |    |           |           |           |           |
| Analyst                      | 1         |           |           |           |                 |    | 1         |           |                 |    | 1         |           |           |           |                 |    | 1         |           |           |           |
| Trainer                      | 2         |           |           |           | -1              |    | 1         |           |                 |    | 1         |           |           |           |                 |    | 1         |           |           |           |
| Quality Assurance            | 1         |           |           |           | 1               |    | 2         |           |                 |    | 2         |           |           |           |                 |    | 2         |           |           |           |
| Loss Prevention Investigator | 1         |           |           |           |                 |    | 1         |           |                 |    | 1         |           |           |           |                 |    | 1         |           |           |           |
| Contact Center               | 39        | 20        |           |           |                 | -1 | 39        | 19        | -6              | 5  | 33        | 24        |           |           |                 | -1 | 33        | 23        |           |           |
| Training Class               |           |           |           |           |                 |    |           |           |                 |    |           |           |           |           |                 |    |           |           |           |           |
| Billing Services             | 11        | 2         |           |           |                 |    | 11        | 2         | -1              |    | 10        | 2         |           |           |                 |    | 10        | 2         |           |           |
| Account Services             | 17        |           |           |           | -1              |    | 16        |           | 2               |    | 18        |           |           |           |                 |    | 18        |           |           |           |
| Seasonal Employees           |           |           |           |           |                 |    |           |           |                 |    |           |           |           |           |                 |    |           |           |           |           |
| PBO Joplin                   | 3         |           |           |           |                 |    | 3         |           |                 |    | 3         |           |           |           |                 |    | 3         |           |           |           |
| PBO Monett                   | 2         |           |           |           |                 |    | 2         |           |                 |    | 2         |           |           |           |                 |    | 2         |           |           |           |
| TOTAL                        | 87        | 22        |           |           | -1              | -1 | 86        | 21        | -5              | 5  | 81        | 26        |           |           | -1              | -1 | 80        | 25        |           |           |
| GRAND TOTAL                  |           | 109       |           |           |                 | -2 | 107       | 107       | 0               |    | 107       | 107       |           |           | -2              |    | 105       |           |           |           |

Missouri Gas Energy  
Customer Service Staff  
October 2007 - December 2007

|                              | September |           | September |           | Term/Resign/New |    | October   |           | October   |           | Term/Resign/New |    | November  |           | November  |           | Term/Resign/New |    | December  |           | December  |           |
|------------------------------|-----------|-----------|-----------|-----------|-----------------|----|-----------|-----------|-----------|-----------|-----------------|----|-----------|-----------|-----------|-----------|-----------------|----|-----------|-----------|-----------|-----------|
|                              | Full Time | Part Time | Full Time | Part Time | FT              | PT | Full Time | Part Time | Full Time | Part Time | FT              | PT | Full Time | Part Time | Full Time | Part Time | FT              | PT | Full Time | Part Time | Full Time | Part Time |
| Director                     | 1         |           |           |           |                 |    | 1         |           |           |           |                 |    | 1         |           |           |           |                 |    | 1         |           |           |           |
| Manager                      | 1         |           |           |           |                 |    | 1         |           |           |           |                 |    | 0         |           |           |           |                 |    | 0         |           |           |           |
| Supervisor                   | 7         |           |           |           |                 |    | 7         |           |           |           |                 |    | 7         |           |           |           |                 |    | 7         |           |           |           |
| Administrative Assistant     |           |           |           |           |                 |    |           |           |           |           |                 |    |           |           |           |           |                 |    |           |           |           |           |
| Analyst                      | 1         |           |           |           |                 |    | 1         |           |           |           |                 |    | 1         |           |           |           |                 |    | 1         |           |           |           |
| Trainer                      | 1         |           |           |           |                 |    | 1         |           |           |           |                 |    | 1         |           |           |           |                 |    | 1         |           |           |           |
| Quality Assurance            | 2         |           |           |           |                 |    | 2         |           |           |           |                 |    | 2         |           |           |           |                 |    | 2         |           |           |           |
| Loss Prevention Investigator | 1         |           |           |           |                 |    | 1         |           |           |           |                 |    | 1         |           |           |           |                 |    | 1         |           |           |           |
| Contact Center               | 33        | 23        |           |           |                 | -2 | 33        | 21        |           |           |                 | 1  | 33        | 22        |           |           |                 |    | 33        |           | 22        |           |
| Training Class               |           |           |           |           |                 | 9  |           | 9         |           |           |                 |    |           | 9         |           |           |                 |    |           |           | 9         |           |
| Billing Services             | 10        | 2         |           |           |                 |    | 10        | 2         |           |           |                 |    | 10        | 2         |           |           |                 |    | 10        |           | 2         |           |
| Account Services             | 18        |           |           |           |                 |    | 18        |           |           |           |                 |    | 18        |           |           |           |                 |    | 18        |           |           |           |
| Seasonal Employees           |           |           |           |           |                 |    |           |           |           |           |                 |    |           |           |           |           |                 |    |           |           |           |           |
| PBO Joplin                   | 3         |           |           |           |                 |    | 3         |           |           |           |                 |    | 3         |           |           |           |                 |    | 3         |           |           |           |
| PBO Monett                   | 2         |           |           |           |                 |    | 2         |           |           |           |                 |    | 2         |           |           |           |                 |    | 2         |           |           |           |
| TOTAL                        | 80        | 25        |           |           | 0               | 7  | 80        | 32        |           |           | -1              | 1  | 79        | 33        |           |           | 0               | 0  | 79        |           | 33        |           |
| GRAND TOTAL                  |           | 105       |           |           | 7               |    | 112       | 112       |           |           | 0               |    | 112       | 112       |           |           | 0               |    | 112       |           | 112       |           |

**Number of Estimated Bills**  
**(Including consecutive estimates)**



**ESTIMATED METER SUMMARY FOR  
FEB-07**

[illegible]

# ESTIMATED METER SUMMARY FOR

MAR-07

| 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             |  |         |          |          |          |          |          |          |          |           | 0           |
| MONETT, MO             |  |         |          |          |          |          |          |          |          |           | 0           |
| Region Total:          |  | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| YEAR-TO-DATE TOTALS    |  | 1       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 1           |
| 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           |
| WARRENSBURG, MO        |  |         |          |          |          |          |          |          |          |           | 0           |
| KANSAS CITY, MO        |  | 72      | 2        |          |          |          |          |          |          |           | 74          |
| LEE'S SUMMIT, MO       |  | 3       |          |          |          |          |          |          |          |           | 3           |
| ST. JOSEPH, MO         |  |         |          |          |          |          |          |          |          |           | 0           |
| KANSAS CITY NORTH      |  | 5       |          |          |          |          |          |          |          |           | 5           |
| Region total:          |  | 80      | 2        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 82          |
| YEAR-TO-DATE TOTALS    |  | 124     | 2        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 126         |

# ESTIMATED METER SUMMARY FOR APR-07

| 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             |         |          |          |          |          |          |          |          |           | 0           |
| MONETT, MO             |         |          |          |          |          |          |          |          |           | 0           |
| Region Total:          | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| YEAR-TO-DATE TOTALS    | 1       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 1           |
| 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           |
| WARRENSBURG, MO        |         |          |          |          |          |          |          |          |           | 0           |
| KANSAS CITY, MO        | 138     | 22       |          |          |          |          |          |          |           | 160         |
| LEE'S SUMMIT, MO       | 13      |          |          |          |          |          |          |          |           | 13          |
| ST. JOSEPH, MO         |         |          |          |          |          |          |          |          |           | 0           |
| KANSAS CITY NORTH      | 22      |          |          |          |          |          |          |          |           | 22          |
| Region total:          | 173     | 22       | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 195         |
| YEAR-TO-DATE TOTALS    | 297     | 24       | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 321         |

# ESTIMATED METER SUMMARY FOR MAY-07

| 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             |         |          |          |          |          |          |          |          |           | 0           |
| MONETT, MO             |         |          |          |          |          |          |          |          |           | 0           |
| Region Total:          | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| YEAR-TO-DATE TOTALS    | 1       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 1           |
| 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           |
| WARRENSBURG, MO        |         |          |          |          |          |          |          |          |           | 0           |
| KANSAS CITY, MO        | 56      | 17       | 4        |          |          |          |          |          |           | 77          |
| LEE'S SUMMIT, MO       | 4       |          |          |          |          |          |          |          |           | 4           |
| ST. JOSEPH, MO         |         |          |          |          |          |          |          |          |           | 0           |
| KANSAS CITY NORTH      | 36      |          |          |          |          |          |          |          |           | 36          |
| Region total:          | 96      | 17       | 4        | 4        | 0        | 0        | 0        | 0        | 0         | 117         |
| YEAR-TO-DATE TOTALS    | 393     | 41       | 4        | 4        | 0        | 0        | 0        | 0        | 0         | 438         |

# ESTIMATED METER SUMMARY FOR JUN-07

| 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             | 1       |          |          |          |          |          |          |          |           | 1           |
| MONETT, MO             |         |          |          |          |          |          |          |          |           | 0           |
| Region Total:          | 1       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 1           |
| YEAR-TO-DATE TOTALS    | 2       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 2           |
| 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           |
| WARRENSBURG, MO        |         |          |          |          |          |          |          |          |           | 0           |
| KANSAS CITY, MO        | 93      | 5        | 6        |          |          |          |          |          |           | 104         |
| LEE'S SUMMIT, MO       |         |          |          |          |          |          |          |          |           | 0           |
| ST. JOSEPH, MO         |         |          |          |          |          |          |          |          |           | 0           |
| KANSAS CITY NORTH      | 82      | 7        | 0        |          |          |          |          |          |           | 89          |
| Region total:          | 175     | 12       | 6        | 0        | 0        | 0        | 0        | 0        | 0         | 193         |
| YEAR-TO-DATE TOTALS    | 568     | 53       | 10       | 0        | 0        | 0        | 0        | 0        | 0         | 631         |

# ESTIMATED METER SUMMARY FOR JUL-07

| 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        | 1       |          |          |          |          |          |          |          |           | 1           |
|                        | MONETT, MO        |         |          |          |          |          |          |          |          |           | 0           |
| Region Total:          |                   | 1       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 1           |
| YEAR-TO-DATE TOTALS    |                   | 3       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 3           |
| 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           |
|                        | WARRENSBURG, MO   |         |          |          |          |          |          |          |          |           | 0           |
|                        | KANSAS CITY, MO   | 71      | 4        | 1        |          |          |          |          |          |           | 76          |
|                        | LEE'S SUMMIT, MO  | 6       |          |          |          |          |          |          |          |           | 6           |
|                        | ST. JOSEPH, MO    |         |          |          |          |          |          |          |          |           | 0           |
|                        | KANSAS CITY NORTH | 69      | 7        | 1        |          |          |          |          |          |           | 77          |
| Region total:          |                   | 146     | 11       | 2        | 0        | 0        | 0        | 0        | 0        | 0         | 159         |
| YEAR-TO-DATE TOTALS    |                   | 714     | 64       | 12       | 0        | 0        | 0        | 0        | 0        | 0         | 790         |

# ESTIMATED METER SUMMARY FOR AUG-07

| 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             |  |         |          |          |          |          |          |          |          |           | 0           |
| MONETT, MO             |  |         |          |          |          |          |          |          |          |           | 0           |
| Region Total:          |  | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| YEAR-TO-DATE TOTALS    |  | 3       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 3           |
| 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           |
| WARRENSBURG, MO        |  |         |          |          |          |          |          |          |          |           | 0           |
| KANSAS CITY, MO        |  | 17      |          |          |          |          |          |          |          |           | 17          |
| LEE'S SUMMIT, MO       |  | 2       |          |          |          |          |          |          |          |           | 2           |
| ST. JOSEPH, MO         |  |         |          |          |          |          |          |          |          |           | 0           |
| KANSAS CITY NORTH      |  | 6       |          |          |          |          |          |          |          |           | 6           |
| Region total:          |  | 25      | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 25          |
| YEAR-TO-DATE TOTALS    |  | 739     | 64       | 12       | 0        | 0        | 0        | 0        | 0        | 0         | 815         |

# ESTIMATED METER SUMMARY FOR SEPT-07

| 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             |  | 0       |          |          |          |          |          |          |          |           | 0           |
| MONETT, MO             |  | 0       |          |          |          |          |          |          |          |           | 0           |
| Region Total:          |  | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| YEAR-TO-DATE TOTALS    |  | 3       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 3           |
| 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           |
| WARRENSBURG, MO        |  |         |          |          |          |          |          |          |          |           | 0           |
| KANSAS CITY, MO        |  | 24      |          |          |          |          |          |          |          |           | 24          |
| LEE'S SUMMIT, MO       |  | 0       |          |          |          |          |          |          |          |           | 0           |
| ST. JOSEPH, MO         |  |         |          |          |          |          |          |          |          |           | 0           |
| KANSAS CITY NORTH      |  | 5       |          |          |          |          |          |          |          |           | 5           |
| Region total:          |  | 29      | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 29          |
| YEAR-TO-DATE TOTALS    |  | 768     | 64       | 12       | 0        | 0        | 0        | 0        | 0        | 0         | 844         |

# ESTIMATED METER SUMMARY FOR OCT-07

| 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        | 1       |          |          |          |          |          |          |          |           | 1           |
|                        | MONETT, MO        |         |          |          |          |          |          |          |          |           | 0           |
| Region Total:          |                   | 1       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 1           |
| YEAR-TO-DATE TOTALS    |                   | 4       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 4           |
| 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           |
|                        | WARRENSBURG, MO   |         |          |          |          |          |          |          |          |           | 0           |
|                        | KANSAS CITY, MO   | 34      | 2        |          |          |          |          |          |          |           | 36          |
|                        | LEE'S SUMMIT, MO  | 2       |          |          |          |          |          |          |          |           | 2           |
|                        | ST. JOSEPH, MO    |         |          |          |          |          |          |          |          |           | 0           |
|                        | KANSAS CITY NORTH | 1       |          |          |          |          |          |          |          |           | 1           |
| Region total:          |                   | 37      | 2        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 39          |
| YEAR-TO-DATE TOTALS    |                   | 805     | 66       | 12       | 0        | 0        | 0        | 0        | 0        | 0         | 883         |

# ESTIMATED METER SUMMARY FOR NOV-07

| 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        | 1       |          |          |          |          |          |          |          |           | 1           |
|                        | MONETT, MO        |         |          |          |          |          |          |          |          |           | 0           |
| Region Total:          |                   | 1       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 1           |
| 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           |
|                        | WARRENSBURG, MO   |         |          |          |          |          |          |          |          |           | 0           |
|                        | KANSAS CITY, MO   | 10      | 1        | 1        |          |          |          |          |          |           | 12          |
|                        | LEE'S SUMMIT, MO  | 3       |          |          |          |          |          |          |          |           | 3           |
|                        | ST. JOSEPH, MO    |         |          |          |          |          |          |          |          |           | 0           |
|                        | KANSAS CITY NORTH | 1       |          |          |          |          |          |          |          |           | 1           |
| Region total:          |                   | 14      | 1        | 1        | 0        | 0        | 0        | 0        | 0        | 0         | 16          |
| YEAR-TO-DATE TOTALS    |                   | 819     | 67       | 13       | 0        | 0        | 0        | 0        | 0        | 0         | 899         |

# ESTIMATED METER SUMMARY FOR DEC-07

| 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        | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
|                        | MONETT, MO        | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| Region Total:          |                   | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| 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           |
|                        | WARRENSBURG, MO   |         |          |          |          |          |          |          |          |           | 0           |
|                        | KANSAS CITY, MO   | 6       |          | 1        | 1        |          |          |          |          |           | 8           |
|                        | LEE'S SUMMIT, MO  | 2       |          |          |          |          |          |          |          |           | 2           |
|                        | ST. JOSEPH, MO    |         |          |          |          |          |          |          |          |           | 0           |
|                        | KANSAS CITY NORTH | 7       |          |          |          |          |          |          |          |           | 7           |
| Region total:          |                   | 15      | 0        | 1        | 1        | 0        | 0        | 0        | 0        | 0         | 17          |
| YEAR-TO-DATE TOTALS    |                   | 834     | 67       | 14       | 1        | 0        | 0        | 0        | 0        | 0         | 916         |

## **List of Customer Pay Station Locations**

| PAYSTATION AGENTS AS OF 12/20/07 |             |                            |                         |                |       |       |              |                                |             |
|----------------------------------|-------------|----------------------------|-------------------------|----------------|-------|-------|--------------|--------------------------------|-------------|
| Agent #                          | Billor ID # | Store Name                 | Address                 | City           | State | Zip   | Phone        | Hours                          | Tender Type |
| 9471                             | 9471        | DRYDEN DRUG                | 401 MAIN                | BELTON         | MO    | 64012 | 816-331-4747 | M-F 8:30-6:00<br>SAT 8:30-3:00 | ALL         |
| 9481                             | 9481        | HYVEE                      | 601 SOUTHWEST US HWY 40 | BLUE SPRINGS   | MO    | 64014 | 816-224-4288 | M-S 7-10 SU 7-9                | ALL         |
| 8021                             | 8021        | HYVEE                      | 310 S WARD RD           | LEES SUMMIT    | MO    | 64081 | 816-554-2200 | M-S 7-10 SU 7-9                | ALL         |
| 8071                             | 8071        | HYVEE                      | 301 NE RICE RD          | LEES SUMMIT    | MO    | 64086 | 816-524-5760 | M-S 7-10 SU 7-9                | ALL         |
| 00001                            | 00001       | CITY OF INDEPENDENCE       | 11610 E TRUMAN RD       | INDEPENDENCE   | MO    | 64050 | 816-325-7930 | M-F 8-5                        | ALL         |
| 8061                             | 8061        | WATT DRUG                  | 11724 E 23RD ST         | INDEPENDENCE   | MO    | 64050 | 816-461-8844 | M-F 9-5                        | ALL         |
| 9491                             | 9491        | HY-VEE                     | 1525 E 23RD ST S        | INDEPENDENCE   | MO    | 64055 | 816-836-1177 | M-S 7-10 SU 7-9                | ALL         |
| 9011&9801                        | 9011 & 9801 | APPLE MARKET               | 1215 E 47th             | KANSAS CITY    | MO    | 64068 | 816-931-7153 | 7:00-7:00                      | ALL         |
| 9551                             | 9551        | HY-VEE                     | 1332 KANSAS ST.         | LIBERTY        | MO    | 64068 | 816-792-3210 | M-S 6-9 SU 7-9                 | ALL         |
| 9171                             | 9171        | BI-Low COUNTRY MART        | 410 E. YOUNG            | WARRENSBURG    | MO    | 64093 | 660-429-1188 | 7:00-8:00                      | ALL         |
| 997                              | 997         | JOHN'S APPLE MARKET        | 8501 HOLMES             | KANSAS CITY    | MO    | 64131 | 816-926-0075 | 7AM-9PM DAILY                  | CASH ONLY   |
| 9601                             | 9601        | MONEY EXPRESS              | 3800 BROADWAY           | KANSAS CITY    | MO    | 64111 | 816-471-2274 | 24 hrs/7 days                  | ALL         |
| 9821                             | 9821        | POSTAL X-PRESS             | 4357 NE CHOUTEAU        | KANSAS CITY    | MO    | 64117 | 816-452-7678 | M-Th 9-6 Fri 9-5<br>Sat 10-3   | ALL         |
| 9501                             | 9501        | HY-VEE                     | 207 NE ENGLEWOOD        | KANSAS CITY    | MO    | 64118 | 816-454-4776 | M-S 7-10 SU 7-9                | ALL         |
| 1002                             | 1002        | LEON'S THRIFTWAY           | 4400 E 39TH ST          | KANSAS CITY    | MO    | 64128 | 816-861-7900 | M-SAT 7-9 SUN 7-6              | ALL         |
| 996                              | 996         | BLUE PARKWAY SUN FRESH     | 4209 E 50TH TERR        | KANSAS CITY    | MO    | 64130 | 816-921-1212 | 7AM-9PM DAILY                  | ALL         |
| 9581                             | 9581        | THE CASH BOX               | 1813 GRAND              | KANSAS CITY    | MO    | 64105 | 816-241-2900 | M-F 9-5:30<br>S 10-4:30        | ALL         |
| 9531                             | 9531        | AVENUE PAWN                | 2706 INDEPENDENCE AVE   | KANSAS CITY    | MO    | 64124 | 816-483-6767 | M-S 10:30 -6:00                | ALL         |
| 993                              | 993         | BROWN'S PHARMACY           | 149 CROWN HILL RD       | EXCELSIOR SPGS | MO    | 64024 | 816-637-3188 | M-F 9-8 SAT 9-5<br>SUN 11-3    | ALL         |
| 9681                             | 9681        | HIS & HER'S SPORTS GALLERY | 222 E. THIRD ST.        | CAMERON        | MO    | 64429 | 816-632-8484 | M-F 9-5 Sat 9-12               | ALL         |
| 00005                            | BRANCH 159  | UNITED MISSOURI BANK       | 501 W MAIN              | SAVANNAH       | MO    | 64485 | 816-324-3113 | M-Th 9-5 F 9-6                 | ALL         |

| Agent # | Biller ID # | Store Name                | Address              | City          | State | Zip   | Phone        | Hours                       | Tender Type |
|---------|-------------|---------------------------|----------------------|---------------|-------|-------|--------------|-----------------------------|-------------|
| 00811   | 811         | HY VEE                    | 201 N BELT HWY       | ST JOSEPH     | MO    | 64506 | 816-232-9750 | 7AM-9PM DAILY               |             |
| 00004   | BRANCH 153  | UNITED MISSOURI BANK      | 2501 FREDRICK        | ST. JOSEPH    | MO    | 64501 | 816-233-8284 | M-Th 9-5 F 9-6              | ALL         |
| 9711    | 9711        | SACK N' SAVE              | 4913 LAKE AVE        | ST. JOSEPH    | MO    | 64504 | 816-238-4753 | M-Sat 8:00-8:30             | ALL         |
| 9701    | 9701        | KOVAC'S                   | 2202 FREDERICK BLVD  | ST. JOSEPH    | MO    | 64506 | 816-364-2439 | M-F 8-9 Sat 8-8:30          | ALL         |
| 8121    | 8121        | KOVAC'S                   | 7014 KINGHILL ST     | ST. JOSEPH    | MO    | 64504 | 816-238-2007 | M-SAT 7:00-9:30<br>SUN 7-9  | ALL         |
| 00003   | BRANCH 152  | UNITED MISSOURI BANK      | 3601 MITCHELL        | ST. JOSEPH    | MO    | 64507 | 816-233-8284 | M-Th 9-5 F 9-6              | ALL         |
| 9161    | 9161        | WOODS SUPERMARKET         | 1305 S. STATE HWY 32 | DORADO SPRING | MO    | 64744 | 417-876-2831 | M-F 6:30-9:00               | ALL         |
| 9291    | 9291        | SMITTY'S PRICE CUTTER #57 | 1850 MAIDEN LANE     | JOPLIN        | MO    | 64801 | 417-626-0850 | M-F 8-8:30                  | ALL         |
| 9521    | 9521        | PRICE CUTTER #23          | 1223 W CENTRAL       | CARTHAGE      | MO    | 64836 | 417-358-2624 | M-F 7-11                    | ALL         |
| 8101    | 8101        | FIRST STATE BANK          | 2433 S RANGE LINE RD | JOPLIN        | MO    | 64804 | 417-623-3100 | 9:00-3:00                   | ALL         |
| 8091    | 8091        | FIRST STATE BANK          | 802 MAIN ST          | JOPLIN        | MO    | 64801 | 417-623-8860 | 9:00-3:00                   | ALL         |
| 8081    | 8081        | PRICE CUTTER              | 1000 S NEOSHO BLVD   | NEOSHO        | MO    | 64850 | 417-451-3628 | 8:00-8:00                   | ALL         |
| 9461    | 9461        | PRICE CUTTER #23          | 1503 W MACARTHUR     | WEBB CITY     | MO    | 64870 | 417-673-6300 | 8:00-8:00                   | ALL         |
| 9451    | 9451        | RAMEY'S PRICE CUTTER #5   | 2150 E. CLEVELAND    | MONET         | MO    | 65708 | 417-236-2800 | 8:00-8:00                   | ALL         |
| 9301    | 9301        | PRICE CUTTER              | 400 N. MASSEY BLVD   | NIXA          | MO    | 65714 | 417-725-6166 | 8:00-8:00                   | ALL         |
| 9441    | 9441        | PRICE CUTTER              | 1013 US HWY 60 East  | REPUBLIC      | MO    | 65738 | 417-732-2828 | 8:00-8:00                   | ALL         |
| 999     | 7542        | CITY OF BRUNSWICK         | 115 W BROADWAY       | BRUNSWICK     | MO    | 65236 | 660-548-3028 | M-F 8-5                     | ALL         |
| 1001    | J397        | PAYROLL ADVANCE           | 521 E MORGAN ST      | BOONEVILLE    | MO    | 65233 | 660-882-0200 | M-F 9:30-5 &<br>SAT 9:30-12 | ALL         |

## **Percent of Service Appointments Kept**

**Missouri Gas Energy**  
**Percent of Service Appointments Kept**

| 2003 | % Kept |
|------|--------|
|      |        |
|      |        |

|                    |               |
|--------------------|---------------|
| April through June | 88.04%        |
| <b>Quarter 2</b>   | <b>88.04%</b> |

|                           |               |
|---------------------------|---------------|
| July through September    | 87.88%        |
| <b>Quarters 2 &amp; 3</b> | <b>87.96%</b> |

|                              |               |
|------------------------------|---------------|
| October through December     | 87.71%        |
| <b>Quarters 2, 3 &amp; 4</b> | <b>87.88%</b> |

| 2006                  | % Kept        |
|-----------------------|---------------|
| January through March | 79.86%        |
| <b>Quarter 1</b>      | <b>79.86%</b> |

|                           |               |
|---------------------------|---------------|
| April through June        | 76.31%        |
| <b>Quarters 1 &amp; 2</b> | <b>77.99%</b> |

|                              |               |
|------------------------------|---------------|
| July through September       | 80.36%        |
| <b>Quarters 1, 2 &amp; 3</b> | <b>78.76%</b> |

|                           |               |
|---------------------------|---------------|
| October through December  | 83.71%        |
| <b>Calendar Year 2006</b> | <b>79.84%</b> |

| 2004                  | % Kept        |
|-----------------------|---------------|
| January through March | 89.28%        |
| <b>Quarter 1</b>      | <b>89.28%</b> |

|                           |               |
|---------------------------|---------------|
| April through June        | 88.10%        |
| <b>Quarters 1 &amp; 2</b> | <b>88.66%</b> |

|                              |               |
|------------------------------|---------------|
| July through September       | 87.99%        |
| <b>Quarters 1, 2 &amp; 3</b> | <b>88.43%</b> |

|                           |               |
|---------------------------|---------------|
| October through December  | 80.70%        |
| <b>Calendar Year 2004</b> | <b>86.29%</b> |

| 2007                  | % Kept        |
|-----------------------|---------------|
| January through March | 83.62%        |
| <b>Quarter 1</b>      | <b>83.62%</b> |

|                           |               |
|---------------------------|---------------|
| April through June        | 73.40%        |
| <b>Quarters 1 &amp; 2</b> | <b>77.88%</b> |

|                              |               |
|------------------------------|---------------|
| July through September       | 76.48%        |
| <b>Quarters 1, 2 &amp; 3</b> | <b>77.43%</b> |

|                           |               |
|---------------------------|---------------|
| October through December  | 86.50%        |
| <b>Calendar Year 2007</b> | <b>79.43%</b> |

| 2005                  | % Kept        |
|-----------------------|---------------|
| January through March | 73.88%        |
| <b>Quarter 1</b>      | <b>73.88%</b> |

|                           |               |
|---------------------------|---------------|
| April through June        | 83.40%        |
| <b>Quarters 1 &amp; 2</b> | <b>78.81%</b> |

|                              |               |
|------------------------------|---------------|
| July through September       | 81.29%        |
| <b>Quarters 1, 2 &amp; 3</b> | <b>79.66%</b> |

|                           |               |
|---------------------------|---------------|
| October through December  | 85.66%        |
| <b>Calendar Year 2005</b> | <b>81.07%</b> |

**Average Response Time to  
Commission-Forwarded Complaints**

**Missouri Gas Energy**  
**Average Response Time to Commission-Forwarded Complaints**

| 2003 | Answer Within<br>2 Business Days |
|------|----------------------------------|
|      |                                  |
|      |                                  |
|      |                                  |

|                  |               |
|------------------|---------------|
| April            | 92.00%        |
| May              | 85.71%        |
| June             | 83.33%        |
| <b>Quarter 2</b> | <b>86.11%</b> |

|                           |               |
|---------------------------|---------------|
| July                      | 74.07%        |
| August                    | 72.73%        |
| September                 | 76.74%        |
| <b>Quarters 2 &amp; 3</b> | <b>81.00%</b> |

|                              |               |
|------------------------------|---------------|
| October                      | 79.63%        |
| November                     | 76.09%        |
| December                     | 77.42%        |
| <b>Quarters 2, 3 &amp; 4</b> | <b>79.76%</b> |

| 2006             | Answer Within<br>2 Business Days |
|------------------|----------------------------------|
| January          | 92.59%                           |
| February         | 92.11%                           |
| March            | 85.29%                           |
| <b>Quarter 1</b> | <b>89.90%</b>                    |

|                           |               |
|---------------------------|---------------|
| April                     | 90.00%        |
| May                       | 89.66%        |
| June                      | 78.26%        |
| <b>Quarters 1 &amp; 2</b> | <b>88.40%</b> |

|                              |               |
|------------------------------|---------------|
| July                         | 91.30%        |
| August                       | 87.50%        |
| September                    | 88.89%        |
| <b>Quarters 1, 2 &amp; 3</b> | <b>88.66%</b> |

|                           |               |
|---------------------------|---------------|
| October                   | 96.88%        |
| November                  | 88.24%        |
| December                  | 93.75%        |
| <b>Calendar Year 2006</b> | <b>89.74%</b> |

| 2004             | Answer Within<br>2 Business Days |
|------------------|----------------------------------|
| January          | 74.19%                           |
| February         | 77.27%                           |
| March            | 75.61%                           |
| <b>Quarter 1</b> | <b>75.53%</b>                    |

|                           |               |
|---------------------------|---------------|
| April                     | 63.04%        |
| May                       | 73.91%        |
| June                      | 90.00%        |
| <b>Quarters 1 &amp; 2</b> | <b>74.61%</b> |

|                              |               |
|------------------------------|---------------|
| July                         | 62.50%        |
| August                       | 65.00%        |
| September                    | 65.52%        |
| <b>Quarters 1, 2 &amp; 3</b> | <b>71.33%</b> |

|                           |               |
|---------------------------|---------------|
| October                   | 67.00%        |
| November                  | 73.00%        |
| December                  | 85.00%        |
| <b>Calendar Year 2004</b> | <b>72.14%</b> |

| 2007             | Answer Within<br>2 Business Days |
|------------------|----------------------------------|
| January          | 90.48%                           |
| February         | 95.24%                           |
| March            | 88.89%                           |
| <b>Quarter 1</b> | <b>91.67%</b>                    |

|                           |               |
|---------------------------|---------------|
| April                     | 93.10%        |
| May                       | 88.89%        |
| June                      | 92.00%        |
| <b>Quarters 1 &amp; 2</b> | <b>91.67%</b> |

|                              |               |
|------------------------------|---------------|
| July                         | 94.74%        |
| August                       | 88.24%        |
| September                    | 87.50%        |
| <b>Quarters 1, 2 &amp; 3</b> | <b>91.48%</b> |

|                           |               |
|---------------------------|---------------|
| October                   | 93.33%        |
| November                  | 83.33%        |
| December                  | 91.30%        |
| <b>Calendar Year 2007</b> | <b>90.95%</b> |

| 2005             | Answer Within<br>2 Business Days |
|------------------|----------------------------------|
| January          | 91.49%                           |
| February         | 84.21%                           |
| March            | 71.05%                           |
| <b>Quarter 1</b> | <b>82.93%</b>                    |

|                           |               |
|---------------------------|---------------|
| April                     | 84.31%        |
| May                       | 80.65%        |
| June                      | 91.43%        |
| <b>Quarters 1 &amp; 2</b> | <b>84.17%</b> |

|                              |               |
|------------------------------|---------------|
| July                         | 87.10%        |
| August                       | 79.31%        |
| September                    | 83.87%        |
| <b>Quarters 1, 2 &amp; 3</b> | <b>83.52%</b> |

|                           |               |
|---------------------------|---------------|
| October                   | 82.86%        |
| November                  | 83.33%        |
| December                  | 92.86%        |
| <b>Calendar Year 2005</b> | <b>84.45%</b> |

**Insulation of Southern Union's MGE Operating  
Division From Panhandle Business  
and CrossCountry Business**

**Certificate of Compliance**

### Certificate of Compliance

STATE OF TEXAS )  
 )  
COUNTY OF HARRIS ) ss.

Richard N. Marshall, Senior Vice President and Chief Financial Officer for Southern Union Company, of lawful age, on his oath states that:

1. For the period January 1, 2007, through March 31, 2007:

- Panhandle Energy or any direct or indirect subsidiary of Southern Union acquiring or owning any equity interests in Panhandle were owned and operated as a separate subsidiary of Southern Union Company;
- Southern Union Company and MGE did not, directly or indirectly, allow any Panhandle debt to be recourse to them; pledge Southern Union or MGE equity as collateral or security for the debt of any Panhandle entity; give, transfer, invest, contribute or loan to any Panhandle entity, any equities or cash;
- Southern Union did not transfer to Panhandle or any subsidiary thereof, directly or indirectly, assets necessary and useful in providing service to MGE's Missouri customers;
- Southern Union did not, directly or indirectly, enter into any "make-well" agreements, or guarantee the notes, debentures, debt obligations or other securities of any Panhandle entity;
- Southern Union did not adopt, indemnify, guarantee or assume responsibility for payment of, either directly or indirectly, any of the current or future liabilities of any Panhandle entity.

2. For the period January 1, 2007, through March 31, 2007:

- CrossCountry Energy or any direct or indirect subsidiary of Southern Union acquiring or owning any equity interests in CrossCountry Energy were owned and operated as a separate subsidiary of Southern Union Company;
- Southern Union Company and MGE did not, directly or indirectly, allow any CrossCountry debt to be recourse to them; pledge Southern Union or MGE equity as collateral or security for the debt of any CrossCountry entity; give, transfer, invest, contribute or loan to any CrossCountry entity, any equities or cash;
- Southern Union did not transfer to CrossCountry or an subsidiary thereof, directly or indirectly, assets necessary and useful in providing service to MGE's Missouri customers;
- Southern Union did not, directly or indirectly, enter into any "make-well" agreements, or guarantee the notes, debentures, debt obligations or other securities of any CrossCountry entity;
- Southern Union did not adopt, indemnify, guarantee or assume responsibility for payment of, either directly or indirectly, any of the current or future liabilities of any CrossCountry entity.

3. that he has knowledge of the matters set forth above; and that such matters are true and correct to the best of his knowledge and belief.

Richard N. Marshall  
Richard N. Marshall

Subscribed and sworn this 26<sup>th</sup> day of April, 2007.

Ruthann Frausto  
Notary Public

My Commission expires: 4/26/09.



**Certificate of Compliance**

STATE OF Texas )  
 )  
COUNTY OF Harris ) ss.

Richard N. Marshall, Senior Vice President and Chief Financial Officer for Southern Union Company, of lawful age, on his oath states that:

1. For the period April 1, 2007, through June 30, 2007:

- Panhandle Energy or any direct or indirect subsidiary of Southern Union acquiring or owning any equity interests in Panhandle were owned and operated as a separate subsidiary of Southern Union Company;
- Southern Union Company and MGE did not, directly or indirectly, allow any Panhandle debt to be recourse to them; pledge Southern Union or MGE equity as collateral or security for the debt of any Panhandle entity; give, transfer, invest, contribute or loan to any Panhandle entity, any equities or cash;
- Southern Union did not transfer to Panhandle or any subsidiary thereof, directly or indirectly, assets necessary and useful in providing service to MGE's Missouri customers;
- Southern Union did not, directly or indirectly, enter into any "make-well" agreements, or guarantee the notes, debentures, debt obligations or other securities of any Panhandle entity;
- Southern Union did not adopt, indemnify, guarantee or assume responsibility for payment of, either directly or indirectly, any of the current or future liabilities of any Panhandle entity.

2. For the period April 1, 2007, through June 30, 2007:

- CrossCountry Energy or any direct or indirect subsidiary of Southern Union acquiring or owning any equity interests in CrossCountry Energy were owned and operated as a separate subsidiary of Southern Union Company;
- Southern Union Company and MGE did not, directly or indirectly, allow any CrossCountry debt to be recourse to them; pledge Southern Union or MGE equity as collateral or security for the debt of any CrossCountry entity; give, transfer, invest, contribute or loan to any CrossCountry entity, any equities or cash;
- Southern Union did not transfer to CrossCountry or an subsidiary thereof, directly or indirectly, assets necessary and useful in providing service to MGE's Missouri customers;
- Southern Union did not, directly or indirectly, enter into any "make-well" agreements, or guarantee the notes, debentures, debt obligations or other securities of any CrossCountry entity;
- Southern Union did not adopt, indemnify, guarantee or assume responsibility for payment of, either directly or indirectly, any of the current or future liabilities of any CrossCountry entity.

3. that he has knowledge of the matters set forth above; and that such matters are true and correct to the best of his knowledge and belief.

Richard N. Marshall  
Richard N. Marshall

Subscribed and sworn this 25<sup>th</sup> day of July, 2007.

Joan H. Phuleon  
Notary Public

My Commission expires: 1/27/2011.

### Certificate of Compliance

STATE OF Texas )  
 ) ss.  
COUNTY OF Harris )

Richard N. Marshall, Senior Vice President and Chief Financial Officer for Southern Union Company, of lawful age, on his oath states that:

1. For the period July 1, 2007, through September 30, 2007:

- Panhandle Energy or any direct or indirect subsidiary of Southern Union acquiring or owning any equity interests in Panhandle were owned and operated as a separate subsidiary of Southern Union Company;
- Southern Union Company and MGE did not, directly or indirectly, allow any Panhandle debt to be recourse to them; pledge Southern Union or MGE equity as collateral or security for the debt of any Panhandle entity; give, transfer, invest, contribute or loan to any Panhandle entity, any equities or cash;
- Southern Union did not transfer to Panhandle or any subsidiary thereof, directly or indirectly, assets necessary and useful in providing service to MGE's Missouri customers;
- Southern Union did not, directly or indirectly, enter into any "make-well" agreements, or guarantee the notes, debentures, debt obligations or other securities of any Panhandle entity;
- Southern Union did not adopt, indemnify, guarantee or assume responsibility for payment of, either directly or indirectly, any of the current or future liabilities of any Panhandle entity.

2. For the period July 1, 2007, through September 30, 2007:

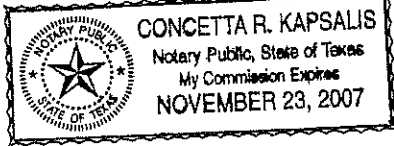
- CrossCountry Energy or any direct or indirect subsidiary of Southern Union acquiring or owning any equity interests in CrossCountry Energy were owned and operated as a separate subsidiary of Southern Union Company;
- Southern Union Company and MGE did not, directly or indirectly, allow any CrossCountry debt to be recourse to them; pledge Southern Union or MGE equity as collateral or security for the debt of any CrossCountry entity; give, transfer, invest, contribute or loan to any CrossCountry entity, any equities or cash;
- Southern Union did not transfer to CrossCountry or an subsidiary thereof, directly or indirectly, assets necessary and useful in providing service to MGE's Missouri customers;
- Southern Union did not, directly or indirectly, enter into any "make-well" agreements, or guarantee the notes, debentures, debt obligations or other securities of any CrossCountry entity;
- Southern Union did not adopt, indemnify, guarantee or assume responsibility for payment of, either directly or indirectly, any of the current or future liabilities of any CrossCountry entity.

3. that he has knowledge of the matters set forth above; and that such matters are true and correct to the best of his knowledge and belief.

Richard N. Marshall

Richard N. Marshall

Subscribed and sworn this 24th day of October, 2007.



Concetta R. Kapsalis  
Notary Public

My Commission expires: November 23, 2007

## Certificate of Compliance

STATE OF Texas )  
 )  
COUNTY OF Harris ) ss.

Richard N. Marshall, Senior Vice President and Chief Financial Officer for Southern Union Company, of lawful age, on his oath states that:

1. For the period October 1, 2007, through December 31, 2007:

- Panhandle Energy or any direct or indirect subsidiary of Southern Union acquiring or owning any equity interests in Panhandle were owned and operated as a separate subsidiary of Southern Union Company;
- Southern Union Company and MGE did not, directly or indirectly, allow any Panhandle debt to be recourse to them; pledge Southern Union or MGE equity as collateral or security for the debt of any Panhandle entity; give, transfer, invest, contribute or loan to any Panhandle entity, any equities or cash;
- Southern Union did not transfer to Panhandle or any subsidiary thereof, directly or indirectly, assets necessary and useful in providing service to MGE's Missouri customers;
- Southern Union did not, directly or indirectly, enter into any "make-well" agreements, or guarantee the notes, debentures, debt obligations or other securities of any Panhandle entity;
- Southern Union did not adopt, indemnify, guarantee or assume responsibility for payment of, either directly or indirectly, any of the current or future liabilities of any Panhandle entity.

2. For the period October 1, 2007, through December 31, 2007:

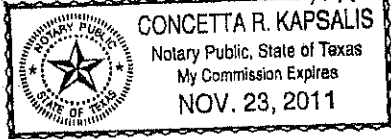
- CrossCountry Energy or any direct or indirect subsidiary of Southern Union acquiring or owning any equity interests in CrossCountry Energy were owned and operated as a separate subsidiary of Southern Union Company;
- Southern Union Company and MGE did not, directly or indirectly, allow any CrossCountry debt to be recourse to them; pledge Southern Union or MGE equity as collateral or security for the debt of any CrossCountry entity; give, transfer, invest, contribute or loan to any CrossCountry entity, any equities or cash;
- Southern Union did not transfer to CrossCountry or an subsidiary thereof, directly or indirectly, assets necessary and useful in providing service to MGE's Missouri customers;
- Southern Union did not, directly or indirectly, enter into any "make-well" agreements, or guarantee the notes, debentures, debt obligations or other securities of any CrossCountry entity;
- Southern Union did not adopt, indemnify, guarantee or assume responsibility for payment of, either directly or indirectly, any of the current or future liabilities of any CrossCountry entity.

3. that he has knowledge of the matters set forth above; and that such matters are true and correct to the best of his knowledge and belief.

Richard N. Marshall

Richard N. Marshall

Subscribed and sworn this 24th day of January, 2008.



Concetta R. Kapsalis

Notary Public

My Commission expires: November 23, 2011