



MISSOURI GAS ENERGY

3420 Broadway • Kansas City, MO • 64111-2404 • (816) 756-5261

May 14, 2009

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 2008.

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

Sincerely,

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, 2009
Report for Calendar Year 2008

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

January 2008

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 SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	CONTACT CENTER	ACCT SVCS	BLLG SVCS													
Tuesday 1/1/2008							525	525				2				100%
Wednesday 1/2/2008	3,868	258	45		626	4,797	2,081	6,878	9.10%	54	77	87	272	46	185	69%
Thursday 1/3/2008	4,059				169	4,228	1,981	6,209	2.72%	51	80	38	264	41	99	78%
Friday 1/4/2008	3,731				175	3,906	2,058	5,964	2.93%	48	78	45	272	36	122	80%
Saturday 1/5/2008							761	761				2				100%
WEEK	11,658	258	45		970	12,931	7,406	20,337	4.77%	51	235	54	269	41	159	77%
Sunday 1/6/2008							512	512				2				100%
Monday 1/7/2008	4,028	285	82		222	4,617	2,028	6,645	3.34%	53	83	51	249	44	174	74%
Tuesday 1/8/2008	3,174				190	3,364	1,591	4,955	3.83%	38	84	57	258	36	180	79%
Wednesday 1/9/2008	3,431				195	3,626	1,670	5,296	3.68%	44	78	42	249	36	204	84%
Thursday 1/10/2008	3,472				114	3,586	1,658	5,244	2.17%	48	72	29	240	30	124	83%
Friday 1/11/2008	3,643				71	3,714	2,064	5,778	1.23%	47	78	21	245	29	74	90%
Saturday 1/12/2008							830	830				2				100%
WEEK	17,748	285	82		792	18,907	10,353	29,260	2.71%	46	394	38	248	35	167	83%
Sunday 1/13/2008							571	571				2				100%
Monday 1/14/2008	3,879	263	163		648	4,953	2,154	7,107	9.12%	53	81	102	261	39	212	66%
Tuesday 1/15/2008	3,775	43			273	4,091	2,135	6,226	4.38%	45	85	58	251	37	177	77%
Wednesday 1/16/2008	3,699				114	3,813	1,742	5,555	2.05%	45	82	33	245	36	104	82%
Thursday 1/17/2008	3,423				256	3,679	1,829	5,508	4.65%	41	83	53	246	31	212	80%
Friday 1/18/2008	3,243				353	3,596	2,072	5,668	6.23%	39	83	64	257	33	180	82%
Saturday 1/19/2008							951	951				2				100%
WEEK	18,019	306	163		1,644	20,132	11,454	31,586	5.20%	45	415	60	252	35	192	78%
Sunday 1/20/2008							560	560				2				100%
Monday 1/21/2008	2,759	357	86		552	3,754	1,651	5,405	10.21%	43	74	102	272	45	286	69%
Tuesday 1/22/2008	3,319	154	57		849	4,379	1,999	6,378	13.31%	44	80	150	274	40	266	63%
Wednesday 1/23/2008	3,386	165	79		418	4,048	1,932	5,980	6.99%	48	76	65	279	42	142	73%
Thursday 1/24/2008	3,618				267	3,885	1,960	5,845	4.57%	47	77	79	277	41	183	72%
Friday 1/25/2008	4,051	28	24		272	4,375	2,286	6,661	4.08%	46	89	56	236	33	141	79%
Saturday 1/26/2008							1,087	1,087				2				100%
WEEK	17,133	704	246		2,358	20,441	11,475	31,916	7.39%	46	397	84	267	40	225	73%
Sunday 1/27/2008							731	731				2				100%
Monday 1/28/2008	4,050	315	227		686	5,278	2,531	7,809	8.78%	56	82	93	248	39	170	69%
Tuesday 1/29/2008	3,573				489	4,062	1,857	5,919	8.26%	42	85	100	251	36	224	73%
Wednesday 1/30/2008	3,333				468	3,801	1,972	5,773	8.11%	40	83	86	261	35	338	76%
Thursday 1/31/2008	3,268	66	35		350	3,719	2,230	5,949	5.88%	42	80	77	275	34	166	74%
WEEK	14,224	381	262		1,993	16,860	9,321	26,181	7.61%	45	330	87	258	36	222	74%
MTD	78,782	1,934	798		7,757	89,271	50,009	139,280	5.57%	46	1,769	65	258	37	203	77%
YTD	78,782	1,934	798		7,757	89,271	50,009	139,280	5.57%	46	1,769	65	258	37	203	77%
Calls per FTE per Day											80	Monthly Average				
Calls per FTE per Day											80	Year To Date Average				

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

January 2008

Tuesday, January 01, 2008
Wednesday, January 02, 2008

Early Intervention Calls made: 1946
Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Early Intervention Calls made: 1638
Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Early Intervention Calls made: 2015
Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Early Intervention Calls made: 1881
Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Early Intervention Calls made: 2789
Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Early Intervention Calls made: 2169
Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Early Intervention Calls made: 2181
Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Early Intervention Calls made: 2150
Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Early Intervention Calls made: 2478
Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Early Intervention Calls made: 2671
Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Early Intervention Calls made: 2874
Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Early Intervention Calls made: 2940
Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Early Intervention Calls made: 2356
Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Nortel CCMS not updating Real Time stats. Virtual Hold not activating due to CCMS problems.
Adjustments made to stats to reflect monthly average for this day due to technology issues per Ron Crow.
Early Intervention Calls made: 2741
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.
Early Intervention Calls made: 2672
Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Early Intervention Calls made: 3104
Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Early Intervention Calls made: 2948
Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Early Intervention Calls made: 2944
Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
CSS down at 4:30pm could not access customer information.
Early Intervention Calls made: 3650
Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Early Intervention Calls made: 2719
Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Early Intervention Calls made: 3482
Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Early Intervention Calls made: 3502
Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

February 2008

DATE	CALLS ANSWERED				CALLS		TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E. PER F.T.E.	CALLS		AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	CONTACT CENTER	ACCT SVCS	BLLG SVCS	ABAND	PER F.T.E.	ANSWER											
Friday 2/1/2008	3,211	80	32	469	3,792	2,576	6,368	7.36%	40	83	68	267	30	172	76%		
Saturday 2/2/2008						1,232	1,232			2					100%		
WEEK	3,211	80	32	469	3,792	3,808	7,600	6.17%	40	83	57	267	30	172	80%		
Sunday 2/3/2008						764	764			2					100%		
Monday 2/4/2008	4,062	397	188	536	5,183	2,613	7,796	6.88%	53	88	61	243	34	125	72%		
Tuesday 2/5/2008	3,552			458	4,010	1,958	5,968	7.67%	41	87	106	250	38	206	67%		
Wednesday 2/6/2008	3,221	12		613	3,846	1,905	5,751	10.66%	40	81	115	257	37	284	72%		
Thursday 2/7/2008	3,510	39	88	296	3,933	2,125	6,058	4.89%	44	83	60	260	38	138	74%		
Friday 2/8/2008	3,651			279	3,930	2,695	6,625	4.21%	43	85	58	256	32	147	78%		
Saturday 2/9/2008						1,001	1,001			2					100%		
WEEK	17,996	448	276	2,182	20,902	13,061	33,963	6.42%	44	424	73	253	36	191	74%		
Sunday 2/10/2008						762	762			2					100%		
Monday 2/11/2008	3,868	351	268	914	5,401	2,399	7,800	11.72%	54	83	116	261	37	210	62%		
Tuesday 2/12/2008	3,523	67	85	530	4,205	2,091	6,296	8.42%	45	82	79	263	38	179	74%		
Wednesday 2/13/2008	3,665	27		213	3,905	2,067	5,972	3.57%	44	84	40	258	33	131	84%		
Thursday 2/14/2008	3,316			112	3,428	1,725	5,153	2.17%	41	81	29	254	33	171	86%		
Friday 2/15/2008	3,376	51	50	468	3,945	2,955	6,900	6.78%	44	79	71	276	37	170	75%		
Saturday 2/16/2008						1,171	1,171			2					100%		
WEEK	17,748	496	403	2,237	20,884	13,170	34,054	6.57%	46	409	66	262	36	185	77%		
Sunday 2/17/2008						906	906			2					100%		
Monday 2/18/2008	3,071	278	247	550	4,146	2,053	6,199	8.87%	44	82	59	259	34	140	75%		
Tuesday 2/19/2008	3,482	143	119	903	4,647	2,096	6,743	13.39%	46	81	158	265	39	199	55%		
Wednesday 2/20/2008	3,437	79	50	589	4,155	2,076	6,231	9.45%	46	78	117	276	39	205	70%		
Thursday 2/21/2008	3,324	63	65	412	3,864	2,014	5,878	7.01%	42	82	94	262	34	140	72%		
Friday 2/22/2008	3,194	77	38	710	4,019	2,604	6,623	10.72%	40	83	116	264	34	201	68%		
Saturday 2/23/2008						1,017	1,017			2					100%		
WEEK	16,508	640	519	3,164	20,831	12,766	33,597	9.42%	44	405	103	265	36	183	70%		
Sunday 2/24/2008						726	726			2					100%		
Monday 2/25/2008	3,646	323	100	1,242	5,311	2,412	7,723	16.08%	50	81	136	264	39	185	58%		
Tuesday 2/26/2008	3,644	122	37	718	4,521	2,109	6,630	10.83%	46	83	109	256	39	178	67%		
Wednesday 2/27/2008	3,162	67	39	754	4,022	2,036	6,058	12.45%	41	80	112	265	46	182	69%		
Thursday 2/28/2008	3,661	84	2	275	4,022	1,947	5,969	4.61%	46	81	74	262	40	190	73%		
Friday 2/29/2008	3,151	152	98	635	4,036	2,629	6,665	9.53%	44	77	114	279	40	162	68%		
WEEK	17,264	748	276	3,624	21,912	11,859	33,771	10.73%	45	403	107	265	41	179	67%		
MTD	72,727	2,412	1,506	11,676	88,321	54,664	142,985	8.17%	44	1723	85	261	37	183	72%		
YTD	151,509	4,346	2,304	19,433	177,592	104,673	282,265	6.88%	45	3,491	75	260	37	191	75%		
											Calls per FTE per Day		82	Monthly Average			
											Calls per FTE per Day		81	Year To Date Average			

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER **February 2008**

Friday, February 01, 2008	Early Intervention Calls made: 3409 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Monday, February 04, 2008	Early Intervention Calls made: 0 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Tuesday, February 05, 2008	Early Intervention Calls made: 3503 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Virtual Hold down in afternoon.
Wednesday, February 06, 2008	Early Intervention Calls made: 3397 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Thursday, February 07, 2008	Early Intervention Calls made: 3940 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Friday, February 08, 2008	Early Intervention Calls made: 3391 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Monday, February 11, 2008	Early Intervention Calls made: 3148 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Tuesday, February 12, 2008	Early Intervention Calls made: 3512 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Wednesday, February 13, 2008	Early Intervention Calls made: 3686 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Thursday, February 14, 2008	Early Intervention Calls made: 3528 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Friday, February 15, 2008	Early Intervention Calls made: 3815 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Monday, February 18, 2008	Early Intervention Calls made: 4189 IVR Problems, calls routed around IVR into CCMS around 8:45am. Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Tuesday, February 19, 2008	Early Intervention Calls made: 3253 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Wednesday, February 20, 2008	Early Intervention Calls made: 3366 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Thursday, February 21, 2008	Early Intervention Calls made: 3092 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Friday, February 22, 2008	Early Intervention Calls made: 3594 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Monday, February 25, 2008	Early Intervention Calls made: 3529 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Tuesday, February 26, 2008	Early Intervention Calls made: 3392 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.
Wednesday, February 27, 2008	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 3946 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.
Thursday, February 28, 2008	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 2869 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.
Friday, February 29, 2008	Early Intervention Calls made: 3781 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.

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

March 2008

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	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	CONTACT CENTER	ACCT SVCS	BLLG SVCS														
Saturday	3/1/2008					1,046	1,046						2				100%
WEEK						1,046	1,046						2				100%
Sunday	3/2/2008					711	711						2				100%
Monday	3/3/2008	4,078	307	178	5,416	2,806	8,222	10.37%	57	80	269	43	110	269	43	136	63%
Tuesday	3/4/2008	3,829	91	57	4,365	2,446	6,811	5.70%	47	85	255	37	72	255	37	152	75%
Wednesday	3/5/2008	3,429	78	44	3,965	1,989	5,954	6.95%	42	85	258	34	99	258	34	200	74%
Thursday	3/6/2008	3,323	153	71	4,181	1,954	6,135	10.33%	44	81	266	36	143	266	36	261	63%
Friday	3/7/2008	3,494	102	36	4,101	2,388	6,489	7.23%	44	83	260	41	87	260	41	243	75%
Saturday	3/8/2008					1,002	1,002						2				100%
WEEK		18,153	731	386	22,028	13,296	35,324	7.81%	47	412	262	38	96	262	38	195	71%
Sunday	3/9/2008					735	735						2				100%
Monday	3/10/2008	4,048	216	181	5,249	2,323	7,572	10.62%	55	81	259	39	131	259	39	193	64%
Tuesday	3/11/2008	3,883	67	10	4,347	2,049	6,396	6.05%	47	84	254	36	89	254	36	210	76%
Wednesday	3/12/2008	3,456	105	6	4,107	1,947	6,054	8.92%	45	79	268	40	109	268	40	228	66%
Thursday	3/13/2008	3,485	111	54	4,135	1,943	6,078	7.98%	44	83	263	37	108	263	37	203	66%
Friday	3/14/2008	3,104	86	44	3,945	2,534	6,479	10.97%	39	83	266	31	102	266	31	227	70%
Saturday	3/15/2008					990	990						2				100%
WEEK		17,976	585	295	21,783	12,521	34,304	8.53%	46	410	262	37	103	262	37	212	70%
Sunday	3/16/2008					729	729						2				100%
Monday	3/17/2008	3,217	372	297	4,934	2,057	6,991	14.99%	48	81	265	38	192	265	38	226	55%
Tuesday	3/18/2008	3,135	100	106	4,030	2,135	6,165	11.18%	42	80	256	33	126	256	33	203	69%
Wednesday	3/19/2008	3,173	75	50	4,092	1,792	5,884	13.49%	42	79	275	41	141	275	41	243	67%
Thursday	3/20/2008	3,200	142	47	4,029	1,765	5,794	11.05%	43	79	264	35	137	264	35	229	62%
Friday	3/21/2008	2,764	112		3,876	2,315	6,191	16.15%	36	80	264	38	116	264	38	153	63%
Saturday	3/22/2008					788	788						2				100%
WEEK		15,489	801	500	20,961	11,581	32,542	12.82%	42	398	265	37	136	265	37	208	65%
Sunday	3/23/2008					561	561						2				100%
Monday	3/24/2008	3,425	329	298	5,483	2,246	7,729	18.51%	49	83	263	40	157	263	40	160	54%
Tuesday	3/25/2008	3,875	100	65	4,960	1,704	6,664	13.81%	47	86	247	40	96	247	40	196	60%
Wednesday	3/26/2008	3,262	134	102	4,468	2,056	6,524	14.87%	45	78	275	43	164	275	43	190	60%
Thursday	3/27/2008	3,185	197	81	4,539	1,907	6,446	16.69%	44	79	274	40	218	274	40	265	54%
Friday	3/28/2008	2,828	152	119	4,510	2,133	6,643	21.24%	43	72	295	47	224	295	47	213	49%
Saturday	3/29/2008					846	846						2				100%
WEEK		16,575	912	665	23,960	11,453	35,413	16.40%	46	398	269	42	162	269	42	203	57%
Sunday	3/30/2008					691	691						2				100%
Monday	3/31/2008	3,504	369	156	5,432	2,071	7,503	18.70%	53	76	277	52	245	277	52	197	47%
WEEK		3,504	369	156	5,432	2,762	8,194	17.12%	53	76	277	52	220	277	52	197	52%
MTD		71,697	3,398	2,002	17,067	52,659	146,823	11.62%	46	1694	265	39	127	265	39	204	65%
YTD		223,206	7,744	4,306	271,756	157,332	429,088	8.51%	45	5,185	261	38	92	261	38	197	71%
Calls per FTE per Day													Monthly Average				
Calls per FTE per Day													Year To Date Average				
													81				
													81				

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

March 2008

Monday, March 03, 2008	Early Intervention Calls made: 3918 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. Appreciation lunch for all of customer service served.
Tuesday, March 04, 2008	Early Intervention Calls made: 3807 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, March 05, 2008	Early Intervention Calls made: 3891 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Thursday, March 06, 2008	Early Intervention Calls made: 3823 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Friday, March 07, 2008	Early Intervention Calls made: 4334 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Monday, March 10, 2008	Early Intervention Calls made: 3700 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.
Tuesday, March 11, 2008	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Wednesday, March 12, 2008	Early Intervention Calls made: 3484 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Thursday, March 13, 2008	Early Intervention Calls made: 3508 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Friday, March 14, 2008	Early Intervention Calls made: 3756 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Monday, March 17, 2008	Early Intervention Calls made: 3686 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Tuesday, March 18, 2008	Early Intervention Calls made: 4062 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.
Wednesday, March 19, 2008	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 4331 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Thursday, March 20, 2008	Early Intervention Calls made: 3164 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Non-CWR training for 1/2 of the Contact Center, and all of Billing and Account Services. Early Intervention Calls made: 3492 Contact Center phones down from 7:00 to approximately . Update to phone system performed the evening of 3/19.
Friday, March 21, 2008	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Non-CWR training for 1/2 of the Contact Center Early Intervention Calls made: 3249
Monday, March 24, 2008	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 3948 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.
Tuesday, March 25, 2008	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 3591 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Wednesday, March 26, 2008	Early Intervention Calls made: 3384 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Thursday, March 27, 2008	Early Intervention Calls made: 4154 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Friday, March 28, 2008	Early Intervention Calls made: 3138 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.
Monday, March 31, 2008	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 4084 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 2008**

	January				February				March			
	Activity Code Type			Number of Calls	Activity Code			Number of Calls	Activity Code			Number of Calls
	Average	Talk Time (seconds)	Percent of		Average	Talk Time (seconds)	Percent of		Average	Talk Time (seconds)	Percent of	
1	Service Order Initiation	12,972	281	19.60%	11,397	278	18.20%	10,675	284	17.34%		
2	Pay Agreements	7,449	248	11.25%	8,089	250	12.92%	8,871	249	14.41%		
3	Account Activity Verification	36,564	244	55.23%	33,820	247	54.01%	32,863	248	53.38%		
4	Payment Options	4,552	227	6.88%	5,201	225	8.31%	5,468	231	8.88%		
5	ABC	1,776	236	2.68%	1,722	253	2.75%	1,365	253	2.22%		
6	High Bill Concerns	1,348	269	2.04%	1,136	255	1.81%	1,176	280	1.91%		
7	Energy Assistance	762	214	1.15%	499	207	0.80%	478	232	0.78%		
8	Gas Leak/Emergency	66	220	0.10%	38	271	0.06%	33	254	0.05%		
9	Typing Request	25	240	0.04%	18	201	0.03%	10	345	0.02%		
10	MGE/SUG General Information	643	172	0.97%	666	213	1.06%	565	209	0.92%		
11	Deposits	32	252	0.05%	26	203	0.04%	43	242	0.07%		
12	Estimated Bills	11	229	0.02%	5	177	0.01%	12	263	0.02%		
				100.00%			100.00%			100.00%		
	Total Calls Coded	66,200			62,617			61,559				
	Average Talk Time (seconds)		250			251			253			
	Maximum Talk Time (seconds)		281			278			345			
	Total Calls Answered this Month	81,514			76,645			77,097				
	Percent Coded	81.2%			81.7%			79.8%				

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

April 2008

DATE	CALLS ANSWERED				CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	ACR	F.T.E.	CALLS PER F.T.E.	AVG		AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	CONTACT CENTER	ACCT SVCS	BLLG SVCS	SPEED OF ANSWER								TALK TIME				
Tuesday 4/1/2008	3,982	169	153		1,092	5,396	2,204	7,600	14.37%	52	83	172	259	42	179	53%
Wednesday 4/2/2008	3,966	96	40		755	4,857	1,962	6,819	11.07%	49	84	122	253	36	222	69%
Thursday 4/3/2008	3,885	136	39		691	4,751	2,154	6,905	10.01%	50	81	121	267	36	180	64%
Friday 4/4/2008	3,593	85	33		655	4,366	2,465	6,831	9.59%	44	84	120	263	33	252	69%
Saturday 4/5/2008							845					2				100%
WEEK	15,426	486	265		3,193	19,370	9,630	29,000	11.01%	49	332	130	260	37	204	65%
Sunday 4/6/2008							709					2				100%
Monday 4/7/2008	4,050	395	211		862	5,518	2,257	7,775	11.09%	56	83	147	257	41	194	61%
Tuesday 4/8/2008	3,753	90	7		635	4,485	1,943	6,428	9.88%	46	84	120	258	33	191	68%
Wednesday 4/9/2008	3,653	106	8		575	4,342	1,862	6,204	9.27%	44	86	122	256	34	249	69%
Thursday 4/10/2008	3,664	143	83		530	4,420	1,866	6,286	8.43%	46	85	116	258	35	290	69%
Friday 4/11/2008	3,437	77	60		890	4,464	2,435	6,899	12.90%	45	79	119	271	38	201	68%
Saturday 4/12/2008							827					2				100%
WEEK	18,557	811	369		3,492	23,229	11,899	35,128	9.94%	47	416	120	260	36	219	68%
Sunday 4/13/2008							655					2				100%
Monday 4/14/2008	3,734	208	249		1,395	5,586	2,184	7,770	17.95%	51	82	176	259	41	165	54%
Tuesday 4/15/2008	3,449	119	63		971	4,602	2,096	6,698	14.50%	42	86	138	249	40	234	65%
Wednesday 4/16/2008	3,891	108	43		430	4,472	1,808	6,280	6.85%	49	82	104	256	37	302	69%
Thursday 4/17/2008	3,808	21	10		276	4,115	1,736	5,851	4.72%	45	85	83	248	35	276	72%
Friday 4/18/2008	3,699	180	74		438	4,391	2,358	6,749	6.49%	47	84	92	255	38	189	68%
Saturday 4/19/2008							830					2				100%
WEEK	18,581	636	439		3,510	23,166	11,667	34,833	10.08%	47	420	114	254	38	213	67%
Sunday 4/20/2008							503					2				100%
Monday 4/21/2008	3,594	317	226		875	5,012	2,077	7,089	12.34%	51	81	117	261	43	174	66%
Tuesday 4/22/2008	3,498	117	52		722	4,389	1,820	6,209	11.63%	44	83	130	256	41	190	60%
Wednesday 4/23/2008	3,450	59	19		218	3,746	1,482	5,228	4.17%	43	82	78	255	36	188	73%
Thursday 4/24/2008	3,490	12	18		370	3,890	1,583	5,473	6.76%	43	82	100	258	35	331	72%
Friday 4/25/2008	2,856	120	86		928	3,990	1,996	5,986	15.50%	39	79	189	271	40	353	64%
Saturday 4/26/2008							671					2				100%
WEEK	16,888	625	401		3,113	21,027	10,132	31,159	9.99%	44	407	118	260	39	251	68%
Sunday 4/27/2008							476					2				100%
Monday 4/28/2008	3,663	285	160		1,292	5,400	1,768	7,168	18.02%	52	79	198	269	41	222	52%
Tuesday 4/29/2008	2,913	227	84		651	3,875	1,592	5,467	11.91%	43	75	149	280	47	292	65%
Wednesday 4/30/2008	3,310	173	126		384	3,993	1,660	5,653	6.79%	45	80	109	270	39	229	67%
WEEK	9,886	685	370		2,327	13,268	5,496	18,764	12.40%	47	234	149	273	42	243	61%
MTD	79,338	3,243	1,844		15,635	100,060	48,824	148,884	10.50%	47	1810	123	260	38	224	66%
YTD	302,544	10,987	6,150		52,135	371,816	206,156	577,972	9.02%	46	6,996	100	261	38	205	70%
									Calls per FTE per Day		82		Monthly Average			
									Calls per FTE per Day		81		Year To Date Average			

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

April 2008

Tuesday, April 01, 2008	Early Intervention Calls made: 3960 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.
Wednesday, April 02, 2008	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 3658 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, April 03, 2008	Early Intervention Calls made: 4039 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, April 04, 2008	Early Intervention Calls made: 4083 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.
Monday, April 07, 2008	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.
Tuesday, April 08, 2008	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 3765 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.
Wednesday, April 09, 2008	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 3349 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.
Thursday, April 10, 2008	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 3529 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.
Friday, April 11, 2008	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 4062 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.
Monday, April 14, 2008	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 3746 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.
Tuesday, April 15, 2008	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 4018 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.
Wednesday, April 16, 2008	Early Intervention Calls made: 4148 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.
Thursday, April 17, 2008	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 3137 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Friday, April 18, 2008	Early Intervention Calls made: 3483 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Monday, April 21, 2008	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 3153 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.
Tuesday, April 22, 2008	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 3885 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Wednesday, April 23, 2008	Two, one hour sessions, of Employee Meetings held. 50% of the Contact Center attended and all of Billing Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 3190 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Thursday, April 24, 2008	Two, one hour sessions, of Employee Meetings held. 50% of the Contact Center attended and all of Account Services Early Intervention Calls made: 3068 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Friday, April 25, 2008	Early Intervention Calls made: 3962 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Monday, April 28, 2008	Early Intervention Calls made: 2812 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, April 29, 2008	CCMS technical issues in the A.M. Calls were getting to agents but Virtual Hold was not treating calls. CCMS not reporting real time stats all day. V.H. receiving calls around 8:30. Early Intervention Calls made: 3559 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Wednesday, April 30, 2008	Early Intervention Calls made: 3623 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

May 2008

DATE	CALLS ANSWERED				TOTAL OFFERED				TOTAL HANDLED BY				TOTAL INCOMING				CALLS				AVG				SERVICE			
	CONTACT CENTER	ACCT SVCS	BLLG SVCS		CALLS	ABAND	CALL CTR		CALLS	ABAND	CALL CTR		CALLS	ABAND	CALL CTR		F.T.E.	PER F.T.E.	ACR	%	AVG TALK TIME	NOT READY TIME	AVG DELAY	ABAND	LEVEL	% of calls offered		
Thursday 5/1/2008	3,400	191	148		351		4,090		1,707		5,797		47	80		100	47	80	6.05%		270	40	285		70%			
Friday 5/2/2008	3,304	254	75		387		4,020		2,044		6,064		43	84		86	43	84	6.38%		259	36	216		68%			
Saturday 5/3/2008									785		785					2								100%				
WEEK	6,704	445	223		738		8,110		4,536		12,646		45	164		87	45	164	5.84%		265	38	249		71%			
Sunday 5/4/2008									601		601					2								100%				
Monday 5/5/2008	3,762	174	282		890		5,108		2,083		7,191		54	78		142	54	78	12.38%		273	42	223		62%			
Tuesday 5/6/2008	3,416	89	49		520		4,074		1,726		5,800		41	87		124	41	87	8.97%		251	38	257		67%			
Wednesday 5/7/2008	3,400	140	37		321		3,898		1,532		5,430		42	85		97	42	85	5.91%		253	39	220		64%			
Thursday 5/8/2008	3,273	46	37		334		3,690		1,572		5,262		41	82		82	41	82	6.35%		254	37	264		71%			
Friday 5/9/2008	2,960	106	60		639		3,765		2,040		5,805		38	82		111	38	82	11.01%		263	37	219		67%			
Saturday 5/10/2008									640		640					2								100%				
WEEK	16,811	555	465		2,704		20,535		10,194		30,729		43	413		108	43	413	8.80%		259	39	233		68%			
Sunday 5/11/2008									413		413					2								100%				
Monday 5/12/2008	3,866	186	298		614		4,964		2,046		7,010		51	85		102	51	85	8.76%		252	39	212		68%			
Tuesday 5/13/2008	3,256	137	61		629		4,083		1,693		5,776		42	82		128	42	82	10.89%		265	39	273		67%			
Wednesday 5/14/2008	2,996	233	109		705		4,043		1,640		5,683		42	79		158	42	79	12.41%		267	44	350		61%			
Thursday 5/15/2008	2,958	244	83		802		4,087		1,902		5,989		41	80		156	41	80	13.39%		270	41	264		65%			
Friday 5/16/2008	3,263	216	69		407		3,955		2,026		5,981		44	81		92	44	81	6.80%		261	43	237		71%			
Saturday 5/17/2008									813		813					2								100%				
WEEK	16,339	1,016	620		3,157		21,132		10,533		31,665		44	409		120	44	409	9.97%		262	41	271		68%			
Sunday 5/18/2008									632		632					2								100%				
Monday 5/19/2008	3,483	257	272		834		4,846		2,394		7,240		51	79		144	51	79	11.52%		272	45	244		62%			
Tuesday 5/20/2008	3,236	64	28		641		3,969		2,125		6,094		43	77		120	43	77	10.52%		277	42	282		70%			
Wednesday 5/21/2008	2,704	165	138		728		3,735		1,969		5,704		41	73		162	41	73	12.76%		294	44	315		64%			
Thursday 5/22/2008	2,943	28	17		627		3,615		1,345		4,960		39	77		145	39	77	12.64%		275	45	415		66%			
Friday 5/23/2008	2,645	130	69		1,086		3,930		1,471		5,401		37	77		194	37	77	20.11%		279	46	263		57%			
Saturday 5/24/2008									4		4					2								100%				
WEEK	15,011	644	524		3,916		20,095		9,940		30,035		42	383		147	42	383	13.04%		279	44	296		65%			
Sunday 5/25/2008									2		2					2								100%				
Monday 5/26/2008									6		6					2								100%				
Tuesday 5/27/2008	3,457	72	104		1,745		5,378		2,021		7,399		46	79		193	46	79	23.58%		268	41	207		53%			
Wednesday 5/28/2008	3,010	142	80		993		4,225		1,749		5,974		43	75		160	43	75	16.62%		283	45	282		61%			
Thursday 5/29/2008	3,441	45	10		464		3,960		1,598		5,558		45	78		114	45	78	8.35%		277	46	277		69%			
Friday 5/30/2008	3,378	72	56		688		4,194		2,199		6,393		43	82		103	43	82	10.76%		266	40	255		69%			
Saturday 5/31/2008									696		696					2								100%				
WEEK	13,286	331	250		3,890		17,757		8,271		26,028		44	313		138	44	313	14.95%		273	43	243		64%			
MTD	68,151	2,991	2,082		14,405		87,629		43,474		131,103		44	1,682		123	44	1,682	10.99%		268	41	262		66%			
YTD	370,695	13,978	8,232		66,540		459,445		249,630		709,075		45	8,679		104	45	8,679	9.38%		262	39	218		69%			
																		Calls per FTE per Day		80		Monthly Average		81		Year To Date Average		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

May 2008

Thursday, May 01, 2008	Early Intervention Calls made: 3209 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.4018
Friday, May 02, 2008	Early Intervention Calls made: 0 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.
Monday, May 05, 2008	Early Intervention Calls made:3567 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, May 06, 2008	Early Intervention Calls made:3307 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Wednesday, May 07, 2008	Early Intervention Calls made:3390 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Thursday, May 08, 2008	Early Intervention Calls made: 2748 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Friday, May 09, 2008	Early Intervention Calls made:2593 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Monday, May 12, 2008	Early Intervention Calls made: 2732 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.
Tuesday, May 13, 2008	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 3308 BISH and Biller training for Account Services and Billing Services - 2 classes each approximately 1 hour long.
Wednesday, May 14, 2008	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 2835 BISH and Biller training for 1/2 of the Contact Center - 3 classes each approximately 1 hour long.
Thursday, May 15, 2008	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made:3052 3052 BISH and Biller training for 1/2 of the Contact Center - 3 classes each approximately 1 hour long.
Friday, May 16, 2008	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Monday, May 19, 2008	Early Intervention Calls made: 3009 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Tuesday, May 20, 2008	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, May 21, 2008	Early Intervention Calls made: 2303 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Thursday, May 22, 2008	Early Intervention Calls made:1943 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Friday, May 23, 2008	Early Intervention Calls made:2387 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Tuesday, May 27, 2008	Early Intervention Calls made: 2291 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift. Early Intervention Calls made: 2442 Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning of their shift.
Wednesday, May 28, 2008	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Thursday, May 29, 2008	Early Intervention Calls made: 2752 Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.
Friday, May 30, 2008	Early Intervention Calls made: 1909 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: 2498

June 2008

Calls per FTE per Day	73	Monthly Average
Calls per FTE per Day	80	Year To Date Average

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

June 2008

Monday, June 02, 2008	Early Intervention Calls made: 2139
Tuesday, June 03, 2008	Early Intervention Calls made: 2198
Wednesday, June 04, 2008	Early Intervention Calls made: 2433
Thursday, June 05, 2008	Early Intervention Calls made: 2250
Friday, June 06, 2008	Starting June 5, 2008 to month end Account and Billing Services contributed approximately 8 F.T.E. per day dedicated to taking customer phone calls
Monday, June 09, 2008	Early Intervention Calls made: 2406
Tuesday, June 10, 2008	Early Intervention Calls made: 1732
Wednesday, June 11, 2008	Early Intervention Calls made: 1800
Thursday, June 12, 2008	Early Intervention Calls made: 1672
Friday, June 13, 2008	Early Intervention Calls made: 2069
Monday, June 16, 2008	Early Int1925rvention Calls made:
Tuesday, June 17, 2008	Early Intervention Calls made: 2223
Wednesday, June 18, 2008	Early Intervention Calls made: 2188
Thursday, June 19, 2008	Early Intervention Calls made: 1474
Friday, June 20, 2008	Early Intervention Calls made: 1684
Monday, June 23, 2008	Early Intervention Calls made: 1315
Tuesday, June 24, 2008	Early Intervention Calls made: 1727
Wednesday, June 25, 2008	Early Intervention Calls made: 1554
Thursday, June 26, 2008	Early Intervention Calls made: 1128
Friday, June 27, 2008	Early Intervention Calls made: 1577
Monday, June 30, 2008	Early Intervention Calls made: 1039
	Every work day in the month of June, voluntary over time was offered to Contact Center employees for up to 3 hours at the start and end of their shift
	Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift.4018

Activity Code Statistics

Activity Code Summary 2008

	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	11,638	284	34229.41%	11,855	279	34867.65%	12,229	265	22.03%
2 Pay Agreements	12,040	239	35411.76%	8,318	255	24464.71%	8,293	231	14.94%
3 Account Activity Verification	33,525	247	98602.94%	29,022	252	85358.82%	27,351	239	49.27%
4 Payment Options	5,714	225	16805.88%	4,268	232	12552.94%	4,492	220	8.09%
5 ABC	1,253	250	3685.29%	1,254	246	3688.24%	985	214	1.77%
6 High Bill Concerns	1,306	270	3841.18%	1,584	263	4658.82%	1,226	240	2.21%
7 Energy Assistance	408	196	1200.00%	121	221	355.88%	107	203	0.19%
8 Gas Leak/Emergency	29	212	85.29%	25	241	73.53%	23	216	0.04%
9 Typing Request	13	192	38.24%	8	363	23.53%	16	196	0.03%
10 MGE/SUG General Information	699	214	2055.88%	558	222	1641.18%	746	202	1.34%
11 Deposits	34	215	100.00%	31	245	91.18%	35	271	0.06%
12 Estimated Bills	8	234	23.53%	4	92	11.76%	7	226	0.01%
			196079.41%			167788.24%			100.00%
Total Calls Coded	66,667			57,048			55,510		
Average Talk Time (seconds)		250			256			241	
Maximum Talk Time (seconds)		284			363			271	
Total Calls Answered this Month	84,425			73,224			74,907		
Percent Coded	79.0%			77.9%			74.1%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

July 2008

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 SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	CONTACT CENTER	ACCT SVCS	SVCS	BLLG SVCS												
Tuesday 7/1/2008	3,448	7	44		62	3,561	1,309	4,870	1.27%	46	76	21	245	27	81	86%
Wednesday 7/2/2008	3,174				30	3,204	1,116	4,320	0.69%	45	71	11	239	21	109	92%
Thursday 7/3/2008	2,935				51	2,986	1,345	4,331	1.18%	38	77	25	239	29	58	81%
Friday 7/4/2008							128	128				2				100%
Saturday 7/5/2008							439	439				2				100%
WEEK	9,557	7	44		143	9,751	4,337	14,088	1.02%	43	223	18	241	26	79	87%
Sunday 7/6/2008							379	379				2				100%
Monday 7/7/2008	3,465	364	165		129	4,123	1,592	5,715	2.26%	52	77	42	248	31	98	72%
Tuesday 7/8/2008	3,050				24	3,074	1,144	4,218	0.57%	43	71	9	235	25	142	94%
Wednesday 7/9/2008	2,881				16	2,897	1,092	3,989	0.40%	43	67	8	241	23	93	94%
Thursday 7/10/2008	2,978				3	2,981	1,118	4,099	0.07%	45	66	4	234	24	22	96%
Friday 7/11/2008	3,018				36	3,054	1,153	4,207	0.86%	43	70	16	244	24	74	89%
Saturday 7/12/2008							526	526				2				100%
WEEK	15,392	364	165		208	16,129	7,004	23,133	0.90%	45	352	17	241	26	97	89%
Sunday 7/13/2008							359	359				2				100%
Monday 7/14/2008	3,324	306	110		8	3,748	1,289	5,037	0.16%	46	81	3	236	23	156	97%
Tuesday 7/15/2008	3,005				29	3,034	1,333	4,367	0.66%	45	67	10	244	25	61	92%
Wednesday 7/16/2008	2,864				13	2,877	1,170	4,047	0.32%	44	65	5	225	21	49	96%
Thursday 7/17/2008	2,752				15	2,767	1,082	3,849	0.39%	43	64	8	238	25	28	93%
Friday 7/18/2008	2,733				72	2,805	1,296	4,101	1.76%	39	70	28	247	31	114	87%
Saturday 7/19/2008							462	462				2				100%
WEEK	14,678	306	110		137	15,231	6,991	22,222	0.62%	43	348	10	238	25	90	93%
Sunday 7/20/2008							326	326				2				100%
Monday 7/21/2008	3,169	238	223		43	3,673	1,239	4,912	0.88%	45	81	10	242	27	44	91%
Tuesday 7/22/2008	2,836				7	2,843	1,036	3,879	0.18%	47	60	4	237	27	87	95%
Wednesday 7/23/2008	2,612				15	2,627	1,026	3,653	0.41%	42	62	6	241	25	110	94%
Thursday 7/24/2008	2,574				16	2,590	1,068	3,658	0.44%	42	61	4	237	29	57	96%
Friday 7/25/2008	2,868				68	2,936	1,273	4,209	1.62%	37	78	23	251	26	77	85%
Saturday 7/26/2008							467	467				2				100%
WEEK	14,059	238	223		149	14,669	6,435	21,104	0.71%	43	341	10	242	27	69	92%
Sunday 7/27/2008							380	380				2				100%
Monday 7/28/2008	3,320	268	218		47	3,853	1,247	5,100	0.92%	42	91	19	236	26	151	88%
Tuesday 7/29/2008	3,132				22	3,154	1,020	4,174	0.53%	45	70	9	240	24	58	92%
Wednesday 7/30/2008	2,983	41	41		138	3,203	1,071	4,274	3.23%	38	81	50	225	28	207	80%
Thursday 7/31/2008	3,444	33	17		182	3,676	1,252	4,928	3.69%	39	90	71	251	29	197	63%
WEEK	12,879	342	276		389	13,886	4,970	18,856	2.06%	41	329	37	238	27	187	81%
MTD	66,565	1,257	818		1,026	69,666	29,737	99,403	1.03%	43	1591	18	240	26	124	89%
YTD	505,485	19,669	11,298		70,494	606,946	314,926	921,872	7.65%	45	11,806	85	258	36	214	73%
											Calls per FTE per Day	72	Monthly Average			
											Calls per FTE per Day	79	Year To Date Average			

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
July 2008

Every work day in the month of July, voluntary over time was offered to Contact Center employees for up to 3 hours at the start and end of their shift.
Early Intervention calls brought inhouse from Credit World.
Early Intervention calls being made by inhouse IVR system.

Wednesday, July 02, 2008

Thursday, July 10, 2008

Note: IVR automation report did not print for 7/10/2008. The average for the previous two days was used for the Total Calls Handled by Automation

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

August 2008

DATE	CALLS ANSWERED				CONTACT CENTER	ACCT SVCS	BILLG 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	% of calls offered	
Friday 8/1/2008	3,302	16	5	119	3,442	1,445	4,887	2.44%	41	81	52	250	27	111	71%						
Saturday 8/2/2008						567	567					2			100%						
WEEK	3,302	16	5	119	3,442	2,012	5,454	2.18%	41	81	47	250	27	111	74%						
Sunday 8/3/2008						401	401					2			100%						
Monday 8/4/2008	3,326	186	349	281	4,142	1,561	5,703	4.93%	44	88	72	265	28	208	78%						
Tuesday 8/5/2008	3,201	6	12	96	3,315	1,161	4,476	2.14%	42	77	37	248	29	117	79%						
Wednesday 8/6/2008	3,098	5		49	3,152	1,126	4,278	1.15%	41	76	31	253	31	52	80%						
Thursday 8/7/2008	3,242	12	2	55	3,311	1,137	4,448	1.24%	43	76	24	231	21	111	86%						
Friday 8/8/2008	3,567	27	18	150	3,762	1,480	5,242	2.86%	43	84	51	239	25	115	72%						
Saturday 8/9/2008						602	602					2			100%						
WEEK	16,434	236	381	631	17,682	7,468	25,150	2.51%	43	400	43	248	27	151	80%						
Sunday 8/10/2008						376	376					2			100%						
Monday 8/11/2008	3,718	437	316	97	4,568	1,370	5,938	1.63%	49	91	35	251	28	72	76%						
Tuesday 8/12/2008	3,675	33	44	141	3,893	1,216	5,109	2.76%	44	85	55	245	28	196	70%						
Wednesday 8/13/2008	3,512	22	46	195	3,775	1,229	5,004	3.90%	43	83	79	248	26	164	70%						
Thursday 8/14/2008	3,174	173	171	171	3,689	1,220	4,909	3.48%	42	84	70	257	29	128	68%						
Friday 8/15/2008	3,336	84	148	203	3,771	1,666	5,437	3.73%	44	81	71	254	30	213	71%						
Saturday 8/16/2008						571	571					2			100%						
WEEK	17,415	749	725	807	19,696	7,648	27,344	2.95%	44	425	59	251	28	163	72%						
Sunday 8/17/2008						366	366					2			100%						
Monday 8/18/2008	3,409	410	509	272	4,600	1,415	6,015	4.52%	56	77	86	266	34	161	69%						
Tuesday 8/19/2008	3,035	74	120	328	3,557	1,136	4,693	6.99%	42	77	114	263	29	307	63%						
Wednesday 8/20/2008	2,942	262	141	339	3,684	1,171	4,855	6.98%	43	78	93	262	31	228	68%						
Thursday 8/21/2008	3,491	78	111	211	3,891	1,204	5,095	4.14%	47	78	67	257	28	201	74%						
Friday 8/22/2008	3,637	24	8	92	3,761	1,372	5,133	1.79%	47	78	34	249	30	72	77%						
Saturday 8/23/2008						521	521					2			100%						
WEEK	16,514	848	889	1,242	19,493	7,185	26,678	4.66%	47	388	75	260	31	218	71%						
Sunday 8/24/2008						374	374					2			100%						
Monday 8/25/2008	3,752	345	397	79	4,573	1,223	5,796	1.36%	63	71	36	257	30	108	80%						
Tuesday 8/26/2008	3,397	80	76	85	3,638	1,016	4,654	1.83%	49	73	34	254	25	116	79%						
Wednesday 8/27/2008	3,392	22		283	3,697	1,044	4,741	5.97%	43	79	84	255	30	242	64%						
Thursday 8/28/2008	2,950	180	199	180	3,509	1,085	4,594	3.92%	43	77	80	268	32	162	66%						
Friday 8/29/2008	2,867	258	156	413	3,694	1,366	5,060	8.16%	46	71	107	282	51	245	69%						
Saturday 8/30/2008						527	527					2			100%						
WEEK	16,358	885	828	1,040	19,111	6,635	25,746	4.04%	49	370	64	263	33	209	73%						
Sunday 8/31/2008						236	236					2			100%						
WEEK						236	236					2			100%						
MTD	70,023	2,734	2,828	3,839	79,424	31,184	110,608	3.47%	45	1662	60	255	30	190	74%						
YTD	575,508	22,403	14,126	74,333	686,370	346,110	1,032,480	7.20%	45	13,468	82	258	35	213	73%						
Calls per FTE per Day																	Monthly Average				
Calls per FTE per Day																	Year To Date Average				

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
August 2008

Every work day in the month of August, voluntary over time was offered to Contact Center employees for up to 3 hours at the start and end of their shift
Technical issue with statistics not being reported from Symon SES
Two team meetings to review ABC talk points and process improvements. Each meeting lasting about 45 minutes.

Wednesday Aug, 27
Thursday Aug, 28

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

September 2008

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												
Monday 9/1/2008	3,600	357	271	626	4,854	581	581	9.80%	54	78	2	2	266	34	208	100%
Tuesday 9/2/2008	3,588	189	74	146	3,997	1,418	5,415	2.70%	51	76	50	50	264	33	121	67%
Wednesday 9/3/2008	3,854	78	92	176	4,200	1,289	5,489	3.21%	49	82	60	60	250	31	121	72%
Thursday 9/4/2008	3,116	159	290	482	4,047	1,481	5,528	8.72%	50	71	97	97	275	48	209	68%
Friday 9/5/2008						586	586				2	2				100%
Saturday 9/6/2008																
WEEK	14,158	783	727	1,430	17,098	6,891	23,989	5.96%	51	307	72	72	263	36	189	72%
Sunday 9/7/2008						375	375				2	2				100%
Monday 9/8/2008	3,270	271	287	888	4,716	1,533	6,249	14.21%	51	75	150	150	275	43	206	60%
Tuesday 9/9/2008	3,221	184	173	404	3,982	1,298	5,280	7.65%	49	73	117	117	274	45	247	67%
Wednesday 9/10/2008	2,929	128	28	180	3,265	1,150	4,415	4.08%	42	73	62	62	268	40	141	73%
Thursday 9/11/2008	3,430			4	3,434	1,124	4,558	0.09%	54	64	4	4	241	25	42	96%
Friday 9/12/2008	3,488	23		47	3,558	1,344	4,902	0.96%	56	63	21	21	277	39	70	87%
Saturday 9/13/2008						539	539				2	2				100%
WEEK	16,338	606	488	1,523	18,955	7,363	26,318	5.79%	50	346	71	71	267	39	205	76%
Sunday 9/14/2008						350	350				2	2				100%
Monday 9/15/2008	4,298	339	165	73	4,875	1,511	6,386	1.14%	77	62	23	23	276	46	104	86%
Tuesday 9/16/2008	3,452	9		23	3,484	1,133	4,617	0.50%	57	61	13	13	271	39	54	91%
Wednesday 9/17/2008	3,249	13	12	51	3,325	1,021	4,346	1.17%	53	62	15	15	263	42	114	92%
Thursday 9/18/2008	3,195			9	3,204	1,087	4,291	0.21%	58	55	3	3	261	37	56	96%
Friday 9/19/2008	3,209			6	3,215	1,323	4,538	0.13%	57	56	2	2	247	28	21	97%
Saturday 9/20/2008						23	23				2	2				100%
WEEK	17,403	361	177	162	18,103	6,448	24,551	0.66%	60	297	12	12	265	39	94	92%
Sunday 9/21/2008						398	398				2	2				100%
Monday 9/22/2008	3,854	222	130	21	4,227	1,357	5,584	0.38%	67	63	7	7	259	38	32	94%
Tuesday 9/23/2008	3,337			7	3,344	1,122	4,466	0.16%	57	59	3	3	249	30	30	96%
Wednesday 9/24/2008	3,032			1	3,033	1,021	4,054	0.02%	58	52	3	3	245	38	253	97%
Thursday 9/25/2008	3,047			9	3,056	1,145	4,201	0.21%	56	54	3	3	254	31	41	96%
Friday 9/26/2008	3,016			36	3,052	1,164	4,216	0.85%	54	56	7	7	246	28	359	95%
Saturday 9/27/2008						484	484				2	2				100%
WEEK	16,286	222	130	74	16,712	6,691	23,403	0.32%	58	285	5	5	251	33	195	96%
Sunday 9/28/2008						346	346				2	2				100%
Monday 9/29/2008	3,861	260	126	19	4,266	1,359	5,625	0.34%	71	60	5	5	259	37	140	96%
Tuesday 9/30/2008	3,929			34	3,963	1,356	5,319	0.64%	56	70	12	12	256	32	40	91%
WEEK	7,790	260	126	53	8,229	3,061	11,290	0.47%	64	129	8	8	258	35	76	94%
MTD	71,975	2,232	1,648	3,242	79,097	30,454	109,551	2.96%	56	1353	36	36	261	37	190	85%
YTD	647,483	24,635	15,774	77,575	765,467	376,564	1,142,031	6.79%	47	14,760	78	78	258	35	212	75%
										Calls per FTE per Day	64	Monthly Average				
										Calls per FTE per Day	77	Year To Date Average				

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
September 2008

Every work day in the month of September, voluntary over time was offered to Contact Center employees for up to 3 hours at the start and end of their shift

2 sessions of Mary Ward training, each session approximately 1 1/4 hour.
3 sessions of Mary Ward training, each session approximately 1 1/4 hour.
3 sessions of Mary Ward training, each session approximately 1 1/4 hour.
11 trainees logged into ACD and started taking calls.
One session of the MGE employee meeting, 1/4 of Contact Center consultants attended.
Two sessions of the MGE employee meetings, 1/2 of Contact Center consultants attended.
One session of the MGE employee meeting, 1/4 of Contact Center consultants attended.

Friday Sep, 05
Tuesday Sep, 09
Tuesday Sep, 09
Thursday Sep, 11
Tuesday Sep, 16
Wednesday Sep, 17
Thursday Sep, 25

Activity Code Statistics

Activity Code Summary 3rd Quarter 2008

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	12,047	253	23.95%	11,673	265	20.81%	12,319	275	22.97%
2 Pay Agreements	5,023	227	9.99%	6,693	235	11.93%	5,000	238	9.32%
3 Account Activity Verification	27,096	230	53.87%	27,472	243	48.96%	27,263	245	50.84%
4 Payment Options	2,925	218	5.82%	3,706	211	6.61%	3,500	220	6.53%
5 ABC	1,558	206	3.10%	4,395	235	7.83%	3,674	234	6.85%
6 High Bill Concerns	840	237	1.67%	1,201	234	2.14%	970	237	1.81%
7 Energy Assistance	64	218	0.13%	97	193	0.17%	102	238	0.19%
8 Gas Leak/Emergency	21	240	0.04%	15	279	0.03%	16	191	0.03%
9 Typing Request	13	229	0.03%	15	262	0.03%	20	169	0.04%
10 MGE/SUG General Information	666	189	1.32%	788	207	1.40%	711	181	1.33%
11 Deposits	38	196	0.08%	44	249	0.08%	39	267	0.07%
12 Estimated Bills	9	164	0.02%	7	144	0.01%	7	311	0.01%
			100.00%			100.00%			100.00%
Total Calls Coded	50,300			56,106			53,621		
Average Talk Time (seconds)		233			243			248	
Maximum Talk Time (seconds)		253			279			311	
Total Calls Answered this Month	68,640			75,585			75,855		
Percent Coded	73.3%			74.2%			70.7%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

October 2008

DATE	CALLS ANSWERED			CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E.	CALLS PER F.T.E.	AVG			SERVICE LEVEL		
	CONTACT CENTER	ACCT SVCS	BLLG SVCS								SPEED OF ANSWER	TALK TIME	NOT READY TIME		AVG DELAY ABAND	% of calls offered
Wednesday 10/1/2008	3,577	30	17	73	3,697	1,181	4,878	1.50%	53	68	25	261	36	73	82%	
Thursday 10/2/2008	3,492			26	3,518	1,168	4,686	0.55%	53	66	11	262	36	68	91%	
Friday 10/3/2008	3,418	35	9	135	3,597	1,502	5,099	2.65%	50	69	42	276	38	146	75%	
Saturday 10/4/2008						501	501				2				100%	
WEEK	10,487	65	26	234	10,812	4,352	15,164	1.54%	52	203	26	266	37	115	83%	
Sunday 10/5/2008						404	404				2				100%	
Monday 10/6/2008	3,895	195	75	19	4,184	1,410	5,594	0.34%	66	63	6	254	38	23	94%	
Tuesday 10/7/2008	3,325			15	3,340	1,106	4,446	0.34%	56	59	7	254	30	87	93%	
Wednesday 10/8/2008	3,296			6	3,302	1,049	4,351	0.14%	55	60	2	250	28	225	96%	
Thursday 10/9/2008	2,946			3	2,949	988	3,937	0.08%	51	58	3	250	27	111	96%	
Friday 10/10/2008	3,033			13	3,046	1,187	4,233	0.31%	49	62	7	250	30	79	95%	
Saturday 10/11/2008						492	492				2				100%	
WEEK	16,495	195	75	56	16,821	6,636	23,457	0.24%	55	303	5	252	31	80	95%	
Sunday 10/12/2008						347	347				2				100%	
Monday 10/13/2008	3,161	30	19	4	3,214	1,031	4,245	0.09%	59	54	4	257	29	37	96%	
Tuesday 10/14/2008	3,289	38	19	71	3,417	1,124	4,541	1.56%	47	71	24	257	32	147	87%	
Wednesday 10/15/2008	3,504			13	3,517	1,312	4,829	0.27%	54	65	6	253	34	40	95%	
Thursday 10/16/2008	3,637	58	15	128	3,838	1,325	5,163	2.48%	50	74	39	263	35	121	76%	
Friday 10/17/2008	3,842	82	60	128	4,112	1,457	5,569	2.30%	55	72	46	274	38	88	70%	
Saturday 10/18/2008						518	518				2				100%	
WEEK	17,433	208	113	344	18,098	7,114	25,212	1.36%	53	335	24	261	34	110	84%	
Sunday 10/19/2008						368	368				2				100%	
Monday 10/20/2008	4,293	277	133	28	4,731	1,379	6,110	0.46%	73	64	9	254	39	81	92%	
Tuesday 10/21/2008	3,776	85	40	95	3,996	1,151	5,147	1.85%	54	72	31	254	31	126	83%	
Wednesday 10/22/2008	3,573	48	9	60	3,690	1,055	4,745	1.26%	54	67	24	263	32	72	84%	
Thursday 10/23/2008	3,904	19	3	74	4,000	1,126	5,126	1.44%	55	71	23	269	32	62	83%	
Friday 10/24/2008	4,064	90	30	92	4,276	1,319	5,595	1.64%	56	75	32	261	33	103	81%	
Saturday 10/25/2008						539	539				2				100%	
WEEK	19,610	519	215	349	20,693	6,937	27,630	1.26%	58	348	23	260	34	93	85%	
Sunday 10/26/2008						331	331				2				100%	
Monday 10/27/2008	4,427	355	325	774	5,881	1,527	7,408	10.45%	71	72	107	284	39	172	66%	
Tuesday 10/28/2008	4,242	103	121	144	4,610	1,178	5,788	2.49%	61	73	49	271	35	105	75%	
Wednesday 10/29/2008	3,689	16		29	3,734	923	4,657	0.62%	54	69	16	255	31	43	88%	
Thursday 10/30/2008	3,446			34	3,480	1,032	4,512	0.75%	51	68	18	246	28	86	86%	
Friday 10/31/2008	2,464	200	232	395	3,291	1,333	4,624	8.54%	41	71	97	270	46	264	67%	
WEEK	18,268	674	678	1,376	20,996	6,324	27,320	5.04%	56	353	60	267	36	187	76%	
MTD	82,293	1,661	1,107	2,359	87,420	31,363	118,783	1.99%	55	1543	28	261	34	152	85%	
YTD	729,776	26,296	16,881	79,934	852,887	407,927	1,260,814	6.34%	48	16,267	73	258	35	210	76%	
											Calls per FTE per Day	Monthly Average				
											Calls per FTE per Day	Year To Date Average				
											67	76				

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
October 2008

Wednesday Oct, 29	Every work day in the month of October, voluntary overtime was offered to Contact Center employees for up to 1 hour at the start and 2 hours at the end of their shifts
Thursday Oct, 30	Seniors out for Cold Weather Rule Training for 2 1/2 hours
Friday Oct, 31	Cold Weather Rule training for Account Services and the newly hired consultants in the time periods 10:00 to 5:00
	Cold Weather Rule training for the Contact Center throughout the day starting at 8:00 A.M.

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

November 2008

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 ABAND	SERVICE LEVEL
	CONTACT CENTER	ACCT SVCS	BLLG SVCS												
Saturday	11/1/2008				649	649	649				2				100%
WEEK															
Sunday	11/2/2008				502	502	502				2				100%
Monday	11/3/2008	4,232	362	287	5,185	1,777	6,962	4.37%	75	65	67	289	43	197	77%
Tuesday	11/4/2008	3,517			3,597	1,125	4,722	1.69%	52	68	32	281	40	88	78%
Wednesday	11/5/2008	3,504			3,547	1,132	4,679	0.92%	56	63	16	279	39	72	87%
Thursday	11/6/2008	3,648	54	32	3,877	1,262	5,139	2.78%	55	68	55	288	39	158	68%
Friday	11/7/2008	3,610	232	314	4,506	1,480	5,986	5.85%	61	68	95	295	44	194	67%
Saturday	11/8/2008				700	700	700				2				100%
WEEK															
Sunday	11/9/2008				416	416	416				2				100%
Monday	11/10/2008	4,311	382	274	5,924	1,568	7,492	12.77%	73	68	137	297	45	164	57%
Tuesday	11/11/2008	3,751			3,787	1,061	4,848	0.74%	60	63	11	261	37	60	91%
Wednesday	11/12/2008	3,496	166	110	3,975	1,151	5,126	3.96%	55	69	63	273	48	180	70%
Thursday	11/13/2008	3,704	22	4	3,799	1,223	5,022	1.37%	55	68	32	281	40	69	77%
Friday	11/14/2008	3,765	49	53	4,004	1,478	5,482	2.50%	54	72	40	273	40	126	78%
Saturday	11/15/2008				756	756	756				2				100%
WEEK															
Sunday	11/16/2008				428	428	428				2				100%
Monday	11/17/2008	3,957	240	211	4,853	1,513	6,366	6.99%	63	70	100	290	45	225	67%
Tuesday	11/18/2008	3,480	128	64	3,834	1,199	5,033	3.22%	55	67	57	293	45	109	73%
Wednesday	11/19/2008	3,376			3,404	1,051	4,455	0.63%	55	61	8	265	38	40	92%
Thursday	11/20/2008	3,661		11	3,792	1,232	5,024	2.39%	56	66	39	275	44	120	80%
Friday	11/21/2008	3,624	93	65	3,944	1,277	5,221	3.10%	58	65	60	288	51	126	70%
Saturday	11/22/2008				640	640	640				2				100%
WEEK															
Sunday	11/23/2008				19,827	7,340	27,167	3.38%	57	329	53	283	45	168	76%
Monday	11/24/2008	3,593	310	77	4,136	378	5,282	2.95%	63	63	49	286	53	167	100%
Tuesday	11/25/2008	3,068			3,072	955	4,027	0.10%	55	56	3	258	38	18	96%
Wednesday	11/26/2008	2,696			2,699	948	3,647	0.08%	49	55	2	245	28	110	96%
Thursday	11/27/2008					207	207				2				100%
Friday	11/28/2008					1,191	1,191				2				100%
Saturday	11/29/2008				618	618	618				2				100%
WEEK															
Sunday	11/30/2008				9,907	5,443	15,350	1.06%	56	175	18	266	41	162	91%
WEEK															
MTD		64,993	2,038	1,502	71,935	29,602	101,537	3.35%	58	1175	49	280	42	164	78%
YTD		794,769	28,334	18,383	924,822	437,529	1,362,351	6.12%	48	17,403	71	260	36	208	76%
										Calls per FTE per Day	65	Monthly Average			
										Calls per FTE per Day	75	Year To Date Average			

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
November 2008

November 3 through November 18, voluntary overtime was offered to Contact Center employees for up to 1 hour at the start and 2 hours at the end of their shifts
New full time and part time schedules implemented
Contact Center hours from 7:00 a.m. until 5:00 p.m.

Wednesday Nov, 19
Wednesday Nov, 26

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

December 2008

DATE	CALLS ANSWERED				CALLS ABAND	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	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered		
	CONTACT CENTER	ACCT SVCS	BLLG SVCS															
Monday 12/1/2008	4,241	192	111	1,386	5,930	1,942	7,872	17.61%	65	70	152	288	45	192	57%			
Tuesday 12/2/2008	3,857	168	48	160	4,233	1,452	5,685	2.81%	57	71	57	268	42	114	71%			
Wednesday 12/3/2008	3,665	10		82	3,757	1,425	5,182	1.58%	52	71	24	261	36	79	84%			
Thursday 12/4/2008	3,580	43	11	154	3,788	1,433	5,221	2.95%	52	70	51	278	42	98	71%			
Friday 12/5/2008	3,554	28	6	123	3,711	1,449	5,160	2.38%	54	66	45	281	45	80	72%			
Saturday 12/6/2008						584					2				100%			
WEEK	18,897	441	176	1,905	21,419	8,285	29,704	6.41%	56	348	69	276	42	166	70%			
Sunday 12/7/2008																		
Monday 12/8/2008	3,650	276	131	114	4,171	1,346	5,517	2.07%	61	67	48	246	44	161	78%			
Tuesday 12/9/2008	3,226			13	3,239	1,154	4,393	0.30%	54	60	4	249	35	52	96%			
Wednesday 12/10/2008	3,422			47	3,469	1,431	4,900	0.96%	53	65	15	256	43	73	88%			
Thursday 12/11/2008	3,344			48	3,392	1,277	4,669	1.03%	54	62	11	253	41	89	91%			
Friday 12/12/2008	3,214			36	3,250	1,385	4,635	0.78%	49	66	11	257	35	40	90%			
Saturday 12/13/2008						613					2				100%			
WEEK	16,856	276	131	258	17,521	7,621	25,142	1.03%	54	319	18	252	40	109	89%			
Sunday 12/14/2008																		
Monday 12/15/2008	3,705	323	171	414	4,613	1,742	6,355	6.51%	57	74	100	290	49	211	68%			
Tuesday 12/16/2008	3,345	11	1	110	3,467	1,226	4,693	2.34%	47	71	42	267	39	112	75%			
Wednesday 12/17/2008	3,196			23	3,219	1,237	4,456	0.52%	50	64	11	272	35	41	91%			
Thursday 12/18/2008	3,103			19	3,122	1,157	4,279	0.44%	50	62	9	262	34	79	93%			
Friday 12/19/2008	2,946	7	1	53	3,007	1,321	4,328	1.22%	45	66	22	249	41	47	83%			
Saturday 12/20/2008						673					2				100%			
WEEK	16,295	341	173	619	17,428	7,771	25,199	2.46%	50	338	39	270	40	169	81%			
Sunday 12/21/2008																		
Monday 12/22/2008	3,539	54	67	334	3,994	1,390	5,384	6.20%	53	69	95	288	42	207	71%			
Tuesday 12/23/2008	2,825			35	2,860	964	3,824	0.92%	44	64	13	253	28	48	90%			
Wednesday 12/24/2008						844					2				100%			
Thursday 12/25/2008						166					2				100%			
Friday 12/26/2008	2,273	38	23	179	2,513	1,226	3,739	4.79%	30	78	68	251	30	359	74%			
Saturday 12/27/2008						527					2				100%			
WEEK	8,637	92	90	548	9,367	5,541	14,908	3.68%	42	208	54	267	34	246	81%			
Sunday 12/28/2008																		
Monday 12/29/2008	3,735			484	4,219	1,622	5,841	8.29%	52	72	93	258	36	271	71%			
Tuesday 12/30/2008	3,080	8	9	82	3,179	1,192	4,371	1.88%	46	67	37	247	35	118	79%			
Wednesday 12/31/2008	2,776			15	2,791	1,286	4,077	0.37%	45	62	8	235	29	28	93%			
WEEK	9,591	8	9	581	10,189	4,563	14,752	3.94%	48	202	49	248	34	243	81%			
MTD	70,276	1,158	579	3,911	75,924	33,781	109,705	3.57%	51	1413	45	264	39	185	80%			
YTD	865,045	29,492	18,962	87,247	1,000,746	471,310	1,472,056	5.93%	49	18,809	69	260	36	207	76%			
												Calls per FTE per Day		67		Monthly Average		
												Calls per FTE per Day		74		Year To Date Average		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
December 2008

Friday Dec, 26 Contact Center hours from 7:00 a.m. until 5:00 p.m.
Wednesday Dec, 31 Contact Center hours from 7:00 a.m. until 5:00 p.m.

Activity Code Statistics

Activity Code Summary 4th Quarter 2008

Activity Code Type	October			November			December		
	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	15,918	281	25.21%	12,066	289	24.06%	11,885	279	22.25%
2 Pay Agreements	4,023	238	6.37%	3,613	262	7.21%	3,620	253	6.78%
3 Account Activity Verification	35,142	251	55.65%	28,046	266	55.93%	32,029	256	59.95%
4 Payment Options	2,783	227	4.41%	2,239	229	4.47%	2,171	218	4.06%
5 ABC	2,838	235	4.49%	1,590	244	3.17%	1,684	236	3.15%
6 High Bill Concerns	872	257	1.38%	829	283	1.65%	746	282	1.40%
7 Energy Assistance	502	195	0.80%	924	210	1.84%	499	209	0.93%
8 Gas Leak/Emergency	49	242	0.08%	18	206	0.04%	35	245	0.07%
9 Typing Request	18	182	0.03%	26	167	0.05%	17	161	0.03%
10 MGE/SUG General Information	932	192	1.48%	743	233	1.48%	701	229	1.31%
11 Deposits	57	251	0.09%	36	236	0.07%	25	218	0.05%
12 Estimated Bills	9	144	0.01%	14	184	0.03%	13	233	0.02%
			100.00%			100.00%			100.00%
Total Calls Coded	63,143			50,144			53,425		
Average Talk Time (seconds)		255			268			258	
Maximum Talk Time (seconds)		281			289			282	
Total Calls Answered this Month	85,061			68,533			72,013		
Percent Coded	74.2%			73.2%			74.2%		

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%

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%

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%

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%

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%

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%

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%

2008

January	5.57%
February	8.17%
March	11.62%
YTD - Q1	8.51%

April	10.50%
May	10.99%
June	2.58%
YTD - Q1&2	8.45%

July	1.03%
August	3.47%
September	2.96%
YTD - Q1-3	6.79%

October	1.99%
November	3.35%
December	3.57%

Calendar Year 2008	5.93%
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%

**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

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

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

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

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

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

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

2008

January	65
February	85
March	127
YTD - Q1	92

April	123
May	123
June	35
YTD - Q1&2	94

July	18
August	60
September	36
YTD - Q1-3	78

October	28
November	49
December	45

Calendar Year 2008	69
Maximum Allowable	75

**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	(816) 550-4792
Shirley Bolden	(816) 795-6129	(816) 560-1656

Customer service management personnel

Ron Crow	(816) 360-5504
Rochelle Robinson	(816) 360-5624

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
2008**

January			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(731,646)	4,139	73,175,628
SGSM	(22,718)	200	29,999,987
LGSM	-	-	2,420,552
LVM	(2,906)	-	2,050,747
Non-Service	(52)	-	-
Total	(757,322)	4,339	107,646,915

February			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(469,315)	3,715	76,065,753
SGSM	35,156	247	31,283,774
LGSM	-	-	2,407,938
LVM	-	-	1,946,959
Non-Service	(7)	-	-
Total	(434,167)	3,962	111,704,425

March			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	59,269	4,007	61,683,408
SGSM	80,868	516	24,602,887
LGSM	-	-	1,976,625
LVM	-	-	1,702,981
Non-Service	(123)	-	-
Total	140,014	4,523	89,965,901

Year to Date - Q1			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(1,141,692)	11,861	210,924,789
SGSM	93,305	963	85,886,648
LGSM	-	-	6,805,115
LVM	(2,906)	-	5,700,687
Non-Service	(182)	-	-
Total	(1,051,475)	12,824	309,317,240

April			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	849,540	4,300	40,900,699
SGSM	92,180	544	14,351,651
LGSM	1,209	1	1,185,245
LVM	-	-	1,102,863
Non-Service	37	-	-
Total	942,966	4,845	57,540,458

May			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	3,431,669	10,203	26,251,722
SGSM	246,459	896	8,339,527
LGSM	14,005	3	725,719
LVM	16	1	911,389
Non-Service	172	-	-
Total	3,692,521	11,103	36,228,357

June			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	4,501,845	13,983	18,446,775
SGSM	247,875	1,018	5,565,983
LGSM	-	-	470,260
LVM	-	-	917,227
Non-Service	283	-	-
Total	4,750,002	15,001	25,400,245

Year to Date - Q1 & Q2			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	7,641,562	40,347	296,523,985
SGSM	679,819	3,421	114,143,810
LGSM	15,214	4	9,186,340
LVM	(2,890)	1	8,632,166
Non-Service	310	-	-
Total	8,334,014	43,773	428,486,300

July			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	3,131,419	14,199	17,860,741
SGSM	85,909	992	5,462,522
LGSM	-	-	475,668
LVM	-	-	888,339
Non-Service	(54)	-	-
Total	3,217,274	15,191	24,687,269

August			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	1,696,018	11,528	17,012,931
SGSM	111,359	576	5,123,071
LGSM	-	-	446,240
LVM	-	-	913,783
Non-Service	(102)	-	-
Total	1,807,275	12,104	23,496,025

September			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	454,063	9,497	17,970,665
SGSM	9,418	526	5,676,963
LGSM	124	2	505,761
LVM	-	-	917,498
Non-Service	29	-	-
Total	463,635	10,025	25,070,887

Year to Date - Q1 - Q3			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	12,923,062	75,571	349,368,322
SGSM	886,506	5,515	130,406,366
LGSM	15,338	6	10,614,008
LVM	(2,890)	1	11,351,785
Non-Service	183	-	-
Total	13,822,199	81,093	501,740,481

October			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(1,147,293)	18,925	19,673,397
SGSM	(10,542)	18,260	6,323,022
LGSM	-	17	625,903
LVM	-	-	1,035,807
Non-Service	(420)	-	-
Total	(1,158,254)	37,202	27,658,129

November			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(2,457,037)	12,120	35,942,047
SGSM	(37,730)	672	12,090,270
LGSM	(124)	2	1,118,895
LVM	-	-	1,631,477
Non-Service	(23)	-	-
Total	(2,494,915)	12,794	50,782,689

December			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(1,431,665)	9,305	69,317,732
SGSM	(8,254)	784	26,511,332
LGSM	-	-	2,172,481
LVM	-	-	1,985,863
Non-Service	(745)	-	-
Total	(1,440,665)	10,089	99,987,408

Calendar Year 2008			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	7,887,068	115,921	474,301,498
SGSM	829,979	25,231	175,330,989
LGSM	15,214	25	14,531,287
LVM	(2,890)	1	16,004,932
Non-Service	(1,005)	-	-
Total	8,728,365	141,178	680,168,706

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.**